

FOOD SAFETY PLAN 2024-2027



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Executive Summary

Hart District Council is responsible for enforcing food safety in approximately 700 food premises, including: restaurants, hotels, pubs, schools, and shops. As of January 2024 these premises are within the following categories.

| Food hygiene rating | Meaning of hygiene rating | No. of premises |
|---------------------|------------------------------|-----------------|
| 5 | Very Good | 471 |
| 4 | Good | 83 |
| 3 | Generally Satisfactory | 23 |
| 2 | Some Improvement Necessary | 5 |
| 1 | Major Improvement Necessary | 4 |
| 0 | Urgent Improvement Necessary | 0 |

The figures in the table above do not include childminders and other businesses excluded from the risk rating scheme, for example, military premises. 98% of premises are classed as 'broadly compliant' which are premises with a food hygiene rating of 3 and above.

This is achieved through a range of official food control interventions, such as hygiene inspections, audits, food sampling, investigating complaints and where necessary, taking appropriate enforcement actions. Other non-official control interventions undertaken include, surveillance, advice, intelligence gathering and questionnaires.

The Environmental Health team works with the food businesses to ensure they comply with legislation and adopting best practice to control the risks to health that may be associated with food storage, preparation, processing, and handling. In so doing, this helps promote a high level of public confidence in the safety of food prepared, handled and sold, including by participating in the national food hygiene rating scheme: [Search for ratings | Food Hygiene Ratings](#) and encourages businesses to display their rating.

The previous Food Recovery Plan was adopted by Cabinet in October 2021. That Plan reflected the Food Standard Agency (FSA) plan for recovery of local authority delivery of food controls and related activities following the Covid-19 lockdown years. That Plan has two phases which ran 1 July 2021 to 30 September 2021, and 1 October 2021 to April 2023 and beyond. It focussed on re-starting the regulatory delivery system in line with the Food Law Code of Practice. The Food Recovery Plan was successfully implemented with all strategic actions and milestones being reached.

This new Food Safety Plan complies with the requirements of the latest FSA's Food Law Code of Practice

The aims of the Food Safety Plan are:

- *to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled, or consumed within Hart district is without risk to the health or safety of the consumer,*
- *to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public, and*
- *to provide information and advice on food safety matters for business and members of the public.*

A new Food Business Delivery model was expected to be introduced by the FSA to take over from the guidance for the Food Recovery Plan. This new guidance has been delayed with development works still ongoing.

In the absence of the revised guidance this Food Safety Plan is based on the requirements guidance of the Food Law Code of Practice.

The Food Safety Plan 2024-2027 will run for a period of 3 years up until April 2027. When the new FSA's Food Business Delivery Model is published the Food Safety Plan will be assessed to consider whether any updates are required.

The Council provides statutory data returns to the FSA on a 6 monthly basis. These returns provide direct scrutiny of the Council's work against the code of practice.

The frequency of a food premises inspection is determined by the priority risk rating as set out in the Food Law Code of Practice. The inspection frequency profile is set out in the table below.

| Premises Risk Category | Frequency of inspections | No. of premises | 2024-2025 |
|------------------------|--------------------------|-----------------|---------------|
| A | 6 months | 0 | 0 |
| B | 12 months | 32 | 32 |
| C | 18 months | 127 | 97 |
| D | 24 months | 228 | 118 |
| E | 9 years | 277 | 30 |
| New / unrated* | - | 27 | 80 (estimate) |
| Total | - | 691 | 357 |

*Unrated food businesses are those that have registered but are awaiting their first inspection.

The Environmental Health team is resourced to undertake around 340 food premises inspections per year, alongside their other work. It should be noted that risk category of premises can change

depend on what is found on an inspection. The team will always focus the resource on those premises where there is a greatest risk.

In addition, premises with a risk category rating of E (very low risk) will be asked to complete a self-assessment questionnaire every 3 years. For 2024-2025 the target is 95 self-assessment questionnaires from category E food businesses

Whilst the focus of this plan is food hygiene to satisfy the overseeing national authority, for completeness it covers other functions of the team.

If you would like further information regarding the service, or would like to speak to an officer for advice on food safety matters, the team can be contacted via email eh@hart.gov.uk

Or the team can be contacted on 01252 774421 during office hours 8:30 – 17:00 Monday – Thursday and 8:30 – 16:30 Friday.

The Council office address is:

Civic Office
Harlington Way
Fleet
Hampshire
GU51 4AE

We do not have an out of hours service for food safety, however our online form can be completed at any time: [Complain about food made, prepared, sold or served in Hart | Hart District Council](#)

1 Introduction

1.1 Food safety plan

This Food Safety Plan 2024-2027 sets out how the official food controls are planned and delivered by Hart District Council and includes performance information. This service is provided by the Council's Environmental Health team. The plan has been produced based on the requirements of the Food Law Code of Practice (FLCoP) and guidance. It replaces the Food Recovery Plan 2021-2023.

1.2 Aims and objectives

The aims of the Food Safety Plan are:

- to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed is without risk to the health or safety of the consumer,
- to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public, and
- to provide information and advice on food safety matters for businesses and members of the public.

1.3 The Corporate Plan

The Corporate Plan for 2023-2027 has three focus areas:

- **planet** – tackling climate change is central to all our activities and we plan to lead our community to carbon neutrality. We will produce and implement an action plan. Our ambition is to become a carbon neutral and climate-resilient council by 2035, and district by 2040.
- **people** – we are committed to fair treatment for all, help for those in need and a sustainable economy that makes Hart district a great place to live, work and enjoy. We need to continue our people-centred approach which directs wealth back into the local economy and places control and benefits in the hands of people. We will work with our key local partners such as Hampshire County Council, the voluntary sector, local businesses, the Community Safety Partnership, police, NHS, and education providers to provide more local sustainability.
- **place** – we will work to deliver warmer, better homes in sustainable locations that people can afford to live in. Our homes have a huge influence on the quality of all our lives and health. By promoting access to safe, secure, and affordable housing, we can help support people's wellbeing and create sustainable communities where they can live and work.

These are underpinned by providing a resilient and financially sound Council for the next four years.

1.4 Delivering the Council's vision through environmental health

The primary objective of the Environmental Health team is to protect the health, safety and welfare of the community through education and effective regulation.

The team promotes a level playing field through the Council's Local Enforcement Plan, which takes a graduated approach to enforcement based on risk. Duties are carried out in an open, fair and consistent manner that promotes economic development.

The Environmental Health team works with a range of partners including:

1. the Shared Licensing Service in partnership with Basingstoke & Dean Borough Council,
2. the Health Security Agency (UKHSA) in relation to infectious disease notifications and outbreak investigations, and
3. chairing the Council's Safety Advisory Group (S.A.G), which ensures public events are well managed and safe in consultation with partner organisations such as the emergency services, Highways and the Licensing Authority.

1.5 Service goals

- Delivering high quality service of customer contact, outcomes, and satisfaction,
- Building resilience and efficiency,
- A supported community where we listen and respond to residents,
- Working with neighboring councils to share services and reduce costs and increase efficiencies,
- Provide the best customer service by focusing on resolving questions and problems first time,
- Solve your issues and questions by being knowledgeable and available through an enhanced and accessible website, by phone, in person, and online, and
- Work with partners, including the Community Safety Partnership, Hampshire Constabulary, the voluntary sector, and local businesses, to keep the district a safe place to live, work and enjoy.

1.6 Profile of the district

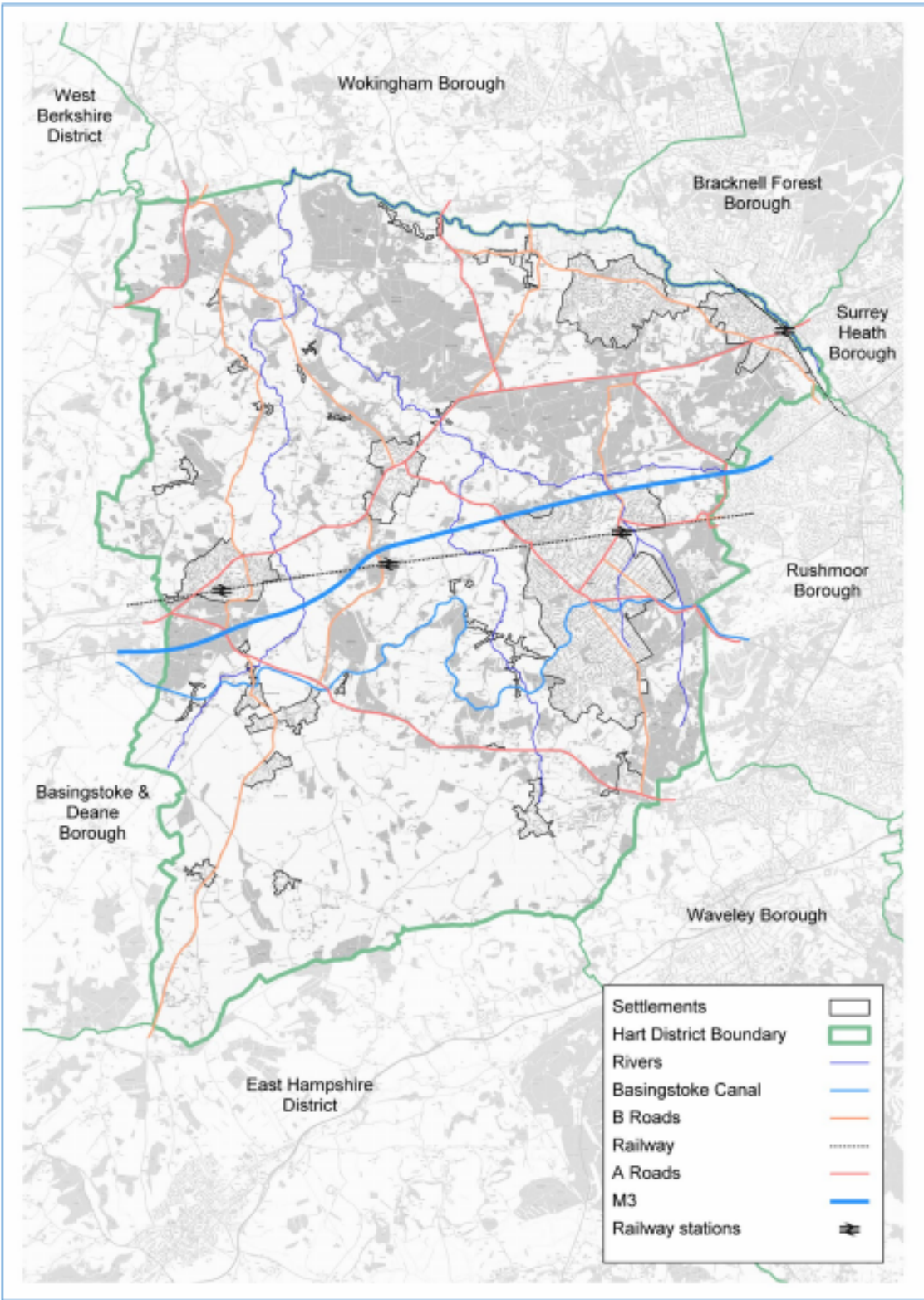
Hart district is primarily rural, covers some 21,500 hectares (83 sq. miles) and is situated in north-east Hampshire, bordering both Surrey and Berkshire. Within Hampshire, Hart district is adjoined by Rushmoor, Basingstoke and Deane Borough and East Hampshire.

There are around 35 settlements across the district, although some are just isolated groups of homes with no community facilities. The Hart Local Plan 2032 categorises the settlements by tiers based upon their size and the services and facilities they offer. Fleet, including Church Crookham and Elvetham Heath, is the main urban area. Blackwater, Hook and Yateley are the primary local service centres, Hartley Wintney, Odiham and North Warnborough are the secondary local service centres.

The district is a popular place to live as it benefits from low unemployment, low crime rates and good schools. It has a healthy, active population with high participation in sports and leisure. In 2020, Hart were placed third in the top 50 local authorities in the UK.

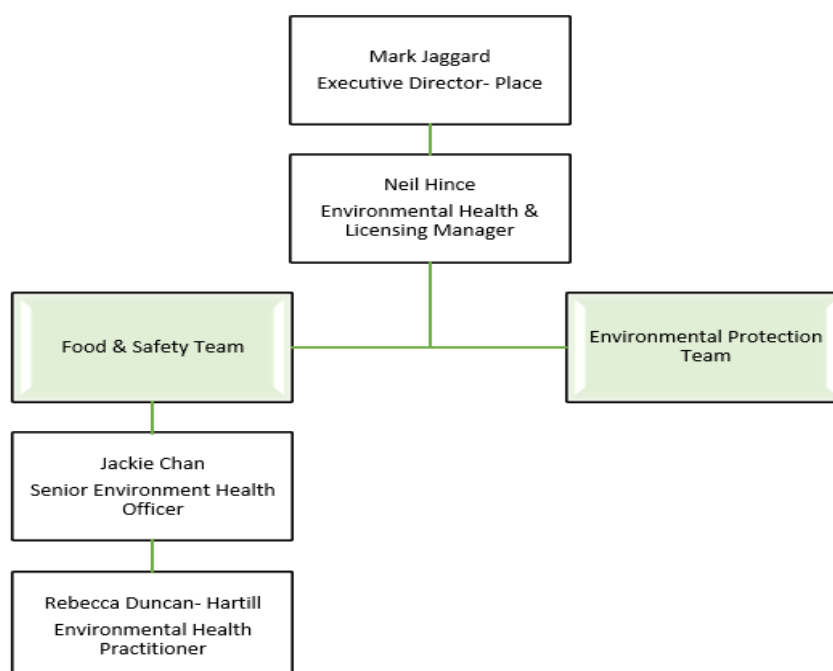
There are approximately 99,400 residents in the district with an ageing population.

[A great place to live and work | Hart District Council](#)



Map of Hart district

1.7 Environmental Health team structure chart



1.8 Scope of food safety service

The key objectives of the Environmental Health team in relation to food safety enforcement during 2024-2027 are:

- to carry out programmed food hygiene inspections, in accordance with the statutory code of practice and guidance,
- to carry out inspections of new 'Unrated' food businesses,
- to approve, register and license relevant premises in accordance with relevant legislation, statutory code of practice and guidance,
- to investigate food complaints in accordance with the service's food complaint procedure, and to respond to complaints,
- to provide advice to businesses and members of the public with respect to food hygiene and allergens,
- Promotion of the FSA's Food Hygiene Rating Scheme (FHRS),
- to promote a range of food hygiene training courses,
- to promote national food safety campaigns which aim to raise awareness of food issues among catering businesses and the public,
- to produce and implement a sampling program based on national priorities and local needs,
- to investigate food poisoning notifications (except campylobacter) and outbreaks in collaboration with the UK Health Security Agency (UKHSA),
- to respond to food alerts in accordance with the relevant instructions and where necessary notify food incidents to the relevant national body in accordance with the statutory code of practice,
- to ensure that the team's authorised officers adhere to the Council's enforcement policies when making enforcement decisions, and

- to continue to ensure the team’s authorised officers are suitably qualified, experienced, and competent to carry out the range of tasks and duties they are required to perform, including providing additional training where required.

1.9 Demands on the service

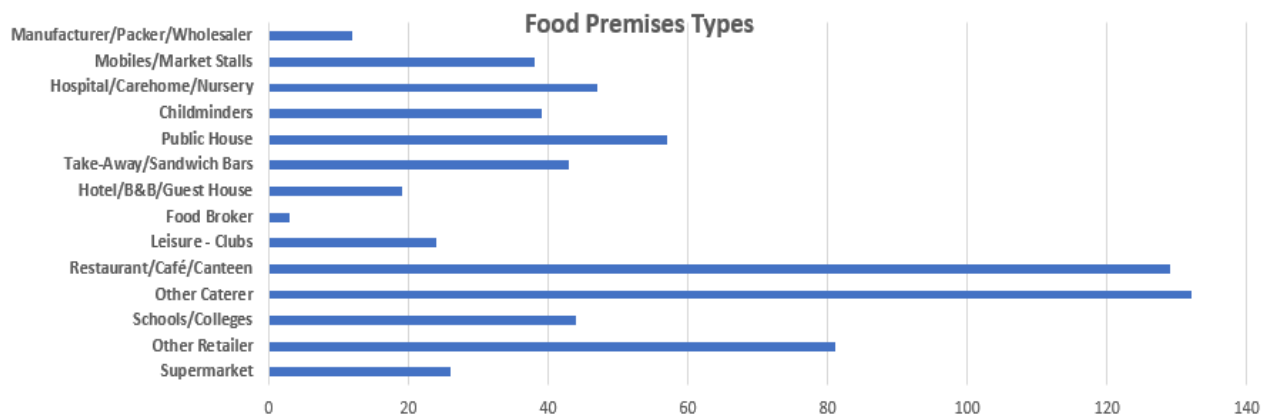
The Council participates in the National Food Hygiene Rating Scheme (FHRS).

The FHRS is an open and transparent platform for all food businesses, giving the public the opportunity to view the hygiene rating: [Search for ratings | Food Hygiene Ratings](#). The public can choose whether to visit those food premises based on how well they comply with the law.

Each year the number of food businesses varies, as existing food businesses close and new businesses open. On 1st Feb 2024, there were 691 food businesses.

The team does not inspect each food business annually, instead it inspects according to risk and performance to make sure that the highest risk and the lowest performers receive the most attention.

The table below shows how these businesses are distributed by the following premises types:



In addition, there are 3 premises approved under assimilated EC Regulation 853/2004 for the processing, handling and preparation of products of animal origin. These premises are a dairy product producer, egg packer and egg product producer.

There were no prosecutions taken against the food businesses in 2022-2023 due to food businesses acting on advice and meeting legal requirements following a hygiene inspection.

1.10 Enforcement policy

The Council adopts comprehensive measures to protect consumers and promote food safety. We actively work with businesses to meet these shared goals.

Any enforcement action taken will be graduated, proportionate and in line with the Council's Local Enforcement Plan (adopted March 2024). A copy of the plan can be found at:

[Environment | Hart District Council](#)

2 Service delivery

2.1 Interventions at food establishments

The frequency of a food premises inspection is determined by the priority risk rating as set out in the FLCoP. The inspection frequency profile is set out in the table below:

| Premises Risk Category | Frequency of Inspection | No. of Premises 2023 | No. of Premises 2024 |
|------------------------|-------------------------|----------------------|----------------------|
| A | 6 months | 0 | 0 |
| B | 12 months | 32 | 32 |
| C | 18 months | 117 | 127 |
| D | 24 months | 236 | 228 |
| E | 9 years | 276 | 277 |
| New/ Unrated* | - | 33 | 27 |
| Total | - | 694 | 691 |

Table 1. Number of Food Premises by Category of Risk

*Unrated food businesses are those that have registered but are awaiting their first inspection.

In addition, premises with a Risk category rating of E will be asked to complete a self-assessment questionnaire every 3 years.

The table below shows the FHRS for food premises over the last year and January 2024.

| Food Hygiene Rating | Meaning of Hygiene Rating | No. Premises 2023 | No. Premises 2024 |
|---------------------|------------------------------------|-------------------|-------------------|
| 5 | Very Good | 497 | 471 |
| 4 | Good | 84 | 83 |
| 3 | Generally Satisfactory | 15 | 23 |
| 2 | Some Improvement Necessary | 6 | 5 |
| 1 | Major Improvement Necessary | 2 | 4 |
| 0 | Urgent Improvement Necessary | 0 | 0 |
| N/A | Broadly Compliant (FHR 3 or above) | 99% | 98% |

Table 2 Number of Food Premises by Food Hygiene Rating

The figures in Table 2 do not include childminders and other businesses excluded from the risk rating scheme, for example, military premises.

While the overall performance is excellent, it is notable that there is a small number of food businesses with food hygiene ratings of 2 and below. Reasons for poor food hygiene ratings include poor cleaning, inadequate written food safety procedures, storing high risk food for too long and inadequate pest control.

2.2 Our approach to hygiene inspections

The Environmental Health team will normally carry out food hygiene inspections without appointment, with limited exceptions such as home caterers. The team will identify themselves to the food business owner (or person in charge) before starting the inspection. The intervention will be conducted in accordance with the FLCoP:

- the hazards and risks will be assessed,
- the controls will be verified,
- the businesses validation will be examined,
- the findings will be discussed,
- a report of visit form will be left, and
- a follow up letter may be issued for poor performers with a hygiene rating of 2 or less.

2.3 Revisits and re-ratings

Revisits will be undertaken for poor performing business. Non-compliance may lead to formal action plans, service of Hygiene Improvement Notices or prosecution.

Businesses that have not achieved a maximum rating of 5 may apply for a re-rating revisit after they have undertaken the necessary improvements. The fee for the revisit is chargeable.

In addition to the program of inspections it is anticipated that following additional interventions will also be undertaken in 2024/2025:

- revisits (to verify compliance): 10
- FHRS rescoring requests / visits: 20

2.4 Hygiene inspections planned for 2024-2025

For the year 2024-2025 the planned inspections are categorised as follows:

| Premises Risk Category | Frequency of inspections | No. of premises | 2024-2025 |
|------------------------|--------------------------|-----------------|---------------|
| A | 6 months | 0 | 0 |
| B | 12 months | 32 | 32 |
| C | 18 months | 127 | 97 |
| D | 24 months | 228 | 118 |
| E | 9 years | 277 | 30 |
| New / unrated* | - | 27 | 80 (estimate) |
| Total | - | 691 | 357 |

*Unrated food businesses are those that have registered but are awaiting their first inspection

The Environmental Health team is resourced to undertake around 340 food premises inspections per year, alongside their other work. It should be noted that risk category of premises can change depend on what is found on an inspection. The team will always focus the resource on those premises where there is a greatest risk.

In addition, premises with a risk category rating of E (very low risk) will be asked to complete a

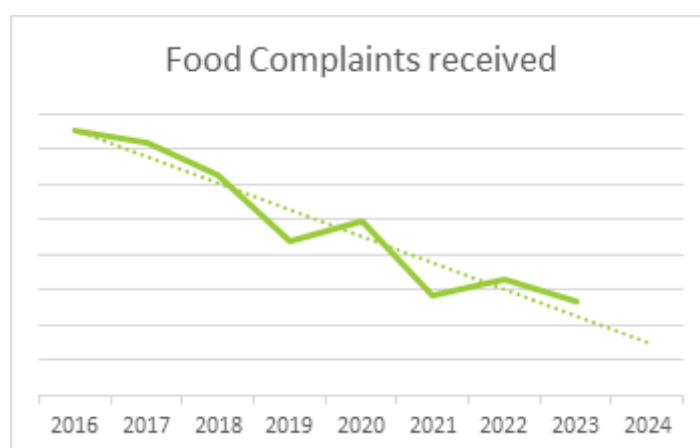
self-assessment questionnaire every 3 years. For 2024-2025 the target is 95 self-assessment questionnaires from category E food businesses.

2.5 New food businesses

New food businesses are required to register 28 days before starting trading. Each of these businesses are given advice and guidance on food hygiene matters. A hygiene inspection is carried out normally within 28 days of opening as required by the FSA FLCoP. Priority is given to those businesses that are highest risk, such as those offering a full catering service or manufacture on a large scale.

For the first ten months of this financial year 2023-2024, 77 new food businesses registered. It is anticipated that there will be around 80 new food business applications in the year 2024-2025.

2.6 Food complaints and enquiries



The team will investigate complaints received from consumers about food or food safety concerns at a premises and take appropriate action to ensure food safety.

- In 2022-2023 there were 66 food complaints
- In 2023-2024 *(year to 31 January 2024) – there were 53 food complaints.
- It is estimated there will be between 50 and 60 food complaints over the next year.

The most common type of complaint received is in relation to allegations of food poisoning.

2.7 Primary authority partnership scheme

The Council participates in the national Primary Authority Partnership Scheme. The scheme entitles businesses or organisations which operate across authority boundaries to ask for a Partnership with a Council. The businesses will work closely with their partner Councils to ensure they are complying with food safety and health & safety legislation. The Council charges the business for their time on a cost recovery basis.

The aim of scheme is to promote greater compliance by businesses, and also to ensure greater consistency and co-ordination of regulatory enforcement by Councils.

The Council currently has one partnership arrangement with British Car Auctions (B.C.A). The terms of this agreement are currently under review.

2.8 Support for local businesses and the community

The Council supported local businesses and the community through:

- food safety and health and safety advice
- press releases, the Council website and social media posts,
- a Primary Authority partnership agreement with British Car Auctions (BCA) providing specialist health and safety advice to improve standards in their sites throughout Great Britain.

35 requests for advice were received for the year 2022-2023.

2.9 Food sampling

The team takes part in routine food sampling and environmental swabbing of food premises based on local intelligence and as part of regional and national sampling programs/studies.

The purpose of the UK Health Security Agency (UKHSA) studies is to identify the microbiological quality of the food products and the food handling environment. Sampling and swabbing also takes place during food complaint and outbreak investigations. Samples for examination are submitted to the UKHSA laboratory in Porton Down which holds the necessary UKAS accreditation for microbiological examination of food samples. The Council has a service sampling credit allocation. A courier service for delivering samples to the laboratory is included.

In 2022-2024 the team took part in four regional sampling studies:

Study 74:

Hygiene in Takeaway Sandwich and Salad bars. Food samples such as sandwiches with salad fillings and swabs of worktops were taken from food premises, for example farm shops.

Study 75:

Ready to eat plant based (Vegan) Meat, Fish and Dairy substitutes study. Food samples of ready-to-eat vegan alternatives to meat, fish and dairy products taken from food premises such as supermarkets.

Study 77:

Ready to eat salad, and salad components, from retail and catering. Food samples of ready to eat (RTE) salad products taken from retail and catering premises.

Study 78:

Hygiene in catering premises. Environmental samples including cloths, and hygiene swabs of food preparation areas taken from catering premises.

| 2022-2023 | | | | |
|-------------------------|-----------------|----------------------|-----------------------------|-------------------------------|
| Study/reason for sample | No. of premises | No. of samples taken | No. of Satisfactory results | No. of unsatisfactory results |
| 74 | 2 | 4 | 3 | 1 |
| 75 | 2 | 4 | 4 | 0 |
| Compliant | 2 | 2 | 2 | 0 |
| Routine sampling | 2 | 15 | 11 | 4 |

| 2023-2024 | | | | |
|-------------------------|-----------------|----------------------|-----------------------------|-------------------------------|
| Study/reason for sample | No. of premises | No. of samples taken | No. of Satisfactory results | No. of unsatisfactory results |
| 77 | 5 | 8 | 8 | 0 |
| 78 | 4 | 10 | 7 | 3 |

Unsatisfactory samples were followed up with the businesses to ensure appropriate action was taken, which included advice on personal hygiene and cleaning methods.

Sampling for Chemical Analysis and Foreign Bodies in Food:

Public Analyst services are provided by Hampshire Scientific Services located at Portsmouth. A courier service is used to take these samples to the laboratory as and when required. No samples were submitted during the period 2022- Jan end 2024.

2.10 Food safety incidents and alerts

The team has a Food Safety Incident procedure to ensure appropriate response to food alerts from the FSA.

The FSA issue electronic Food Alerts to LAs specifying required actions following food safety concerns raised with a particular food product. Actions required range from circulating alerts to officers for information, to visiting premises, and removing products from sale.

In 2022-2023 the Council received 2 alerts that were categorised 'for action'. Action by the team included visiting retail food businesses to make sure that any of the affected products were not on sale and to display the product recall poster. Food businesses were made aware of the product recall by way of social media and post.

It is estimated that the Council will receive a low number of 'for action' high priority alerts over the next year.

2.11 Liaison with other Councils & partnership working

The team has a range of liaison arrangements in place to help ensure consistency of enforcement, to share best practice and to coordinate activities across Hampshire. The Council is actively represented within the Hampshire and IOW Food Advisory Committee (FAC), Hampshire and IOW

Environmental Health Managers Group, the Hart Safety Advisory Group (SAG) and the Hampshire and Sussex Private Water Supply working group.

These groups meet regularly representing 13 Hampshire local authorities. There is active representation and coordination with the UKHSA, FSA, HSE and other key stake holders. The working groups actively share best practice, updates on regulatory enforcement, promote training, and liaise in active case liaison.

2.12 Food Safety promotional work

Where resources permit, work is undertaken to promote food safety, local initiatives, and FSA campaigns. Over the last year the food safety team worked with the Council's communications team to promote the service in the local newsletter and publish social media articles on good hygiene practices particularly during public holidays.

2.13 Control & investigation of outbreaks and food related infectious diseases

The team works in partnership with the UKHSA, to investigate cases of actual or suspected food poisoning and foodborne infectious disease. The aim is to try to determine the source and ensure the infection is contained. The response is risk based and is determined by:

- the nature of the (suspected) illness,
- the number of cases,
- the nature of the employment of affected individuals, and
- the previous record of implicated food businesses.

In 2022-2023 the Council was notified of 166 cases of food poisoning cases. The majority of the cases were Campylobacter (120).

In 2023-2024 the Council was notified of 164 cases of food poisoning cases. (Year to date 1st Feb 2024). Most of the cases were Campylobacter (134).

In 2024- 2025 It is estimated that there will be between 150 and 200 reported food poisoning cases.

2.14 Imported food control

Hart District Council is an inland Local Authority with no registered importers and Blackbushe Airport is not used to import food. Therefore, the Council does not have any imported food responsibilities at point of entry. However, the Environmental Health team will respond to intelligence received from agencies including the Food Standards Agency.

2.15 Health and safety

Hart District Council is designated as an Enforcing Authority under the Health & Safety (Enforcement Authority) Regulations 1998. The Council is required to 'make adequate arrangements for health and safety enforcement' under section 18 of Health and Safety at Work etc. Act 1974 (HSWA). Compliance with the National Local Authority Enforcement Code (the

Code) sets out what these are. It is mandatory and focuses on delivering proportionate and targeted enforcement using a risk-based approach.

In line with the Code, the Council adopts a risk-based intervention approach to health and safety enforcement, rather than undertaking proactive/routine inspections.

Promotion of national guidance and good practice for reducing public safety risks will be an ongoing consideration for Environmental Health.

2.16 Health and safety service requests and accidents investigations

Businesses are responsible by law under RIDDOR (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013), for reporting certain types of accidents, ill-health and dangerous occurrences that occur in association with their business.

When a notification is received, an assessment is carried out by the investigating officer to determine whether there:

- has been a serious breach of health and safety, or
- is a pattern of on-going accidents that may require attention.

If either of the above criteria are met, an accident investigation is carried out.

During the 2022-2023 year the Council received 42 enquiries and complaints in relation to health and safety concerns. This included:

- 21 x RIDDOR reports, and
- 21 x Health and Safety related service requests.

During the 2023-2024 (year to date 1st Feb 2024) the Council received enquiries and complaints in relation to health and safety concerns. This included:

- 24 x RIDDOR reports, and
- 14 x Health and Safety related service requests.

2.17 Health and safety enforcement actions

The Council completed a fatal accident investigation. Actions resulted in successful prosecution of the business owner and his company. Additional input from the Council was provided to support the Coroner's hearing. The company and business owner were fined and issued with a cost award of £110,000.

The Council have played a key role in transitional advice to individuals and business from the Covid-19 period to the time of full removal of restrictions. This for example, included Covid-19 related premises ventilation and safety advice to businesses.

Hart's Safety Advisory Group (SAG) has continued to support a diverse range of event organisers to ensure compliance with legislative restrictions, and to promote good practice for managing public safety at community events. The Council has worked with Hampshire County Council (HCC) Public Health teams and Hampshire Local Authorities to ensure a consistency of approach and establish best working practices.

3 Resources for 2024-2027

3.1 Financial allocation 2024-2025 - budget

The Environmental Health – Commercial team has a budget £187,200 for 2024-2025 financial year. Full details of the Council’s budgets, and budget setting processes are published on the Council’s website.

[Financial budgets, fees and charges | Hart District Council](#)

3.2 Staffing allocation

The Food Safety team is part of the Environmental Health team. The resource for food safety is:

- Principal Environmental Health Officer 1.0 FTE
- Environmental Health Practitioner(s) 1.2 FTE
- Environmental Health contractor 150 inspections per annum
- Business support officers 1.0 FTE

Plus the leadership and management of the Environmental Health & Licensing Manager.

Their time spent within these roles is broken down as below:

| Lead food officer | Official food controls | Health and safety | Other food controls and training | Other service work |
|-------------------|------------------------|-------------------|----------------------------------|--------------------|
| 0.2 FTE | 0.7 FTE | 0.1 FTE | 0.8 FTE | 0.2 FTE |

*FTE = Full time equivalent

1 member of the team is authorised to carry out a full range of official food controls. The other member of staff is a graduate environmental health practitioner (EHP) working towards completing a programme of officer training to ensure all elements of FSA competencies are in place.

Currently, whilst the graduate EHP is undergoing training, which could take at least 12 months, there is only 0.7 FTE authorised to carry out official food controls including food hygiene inspections. The 0.7 FTE is also a lead officer responsible for the day-to-day operation of the food and health and safety service.

Successful completion of the training program, by the graduate EHP remains a key service priority for 2023-2024. Once authorised, there will be an additional 0.9 FTE to carry out official food controls.

Due to the loss of a suitably qualified officer in 2023 and until the graduate officer becomes suitably qualified it was and will be necessary to outsource the hygiene inspections.

A program of 130 low/medium risk category inspections were successfully completed by a qualified contractor which concluded in January 2024. Contracted inspections have been met from within existing Food Safety budgets.

The business support team equivalent to 1.0 FTE assists the food safety service.

There are currently three officers authorised to undertake health and safety enforcement. However, the time allocated to this service is limited to 0.1 FTE due to prioritisation given to Environmental Protection and Food Safety work.

At least 2.5 FTE authorised officers is required to meet food control targets based on the number of inspections visits expected to be carried out as outlined in section 2.

3.3 Staff development

The Council is committed to ensuring that officers have the required qualifications, skills, experience, and competencies commensurate with their work requirements. Staff are encouraged to attend a variety of relevant events to improve their competency to meet the FSA's minimum 20 hours of Continuing Professional Development (CPD) relating to food, the Competency Framework and the Chartered Institute of Environmental Health's CPD requirements.

All designated inspecting Officers will review and complete / update the Competency Matrix on a regular basis.

3.4 Quality assessment

The Council will continue to oversee the work of its officers to ensure that it complies with its legal requirements, the FLCoP and internal policies and procedures.

Examples of quality assurance checks include:

- accompanied monitoring inspections by the Senior/Lead EHP,
- 1:1 meetings with the officer and manager,
- regular Portfolio Holder updates,
- statistical performance monitoring e.g. inspection program,
- Quarterly reporting to the Council's Overview and Scrutiny Service Panel,
- completion of FSA statutory enforcement monitoring return and HSE (Health and Safety) LAE1 Return,
- participation in FSA national consistency exercises,
- completion and review of the FSA Competency Matrix,
- adherence to Environmental Health authorisation policy, and
- regulatory liaison and shared working practices through the Hampshire and IOW Food Safety Advisory Committee.

4 Review for 2022-2023 and 2023-2024

4.1 Key Performance Indicators (KPIs) and review against the service plan

KPIs are documented and reported on a quarterly basis to the Council's Overview & Scrutiny Service Panel. The KPIs are also subject to corporate collation and publication.

A review of KPIs for the Food Safety and Health and Safety service was undertaken in 2021/22, and then further updated in 2022/23.

The 2021/22 KPIs specifically reflect the milestones of the Food Recovery Plan and FSA objectives. This included specific reporting on strategic progress and key achievements.

The new 2022/23 KPIs were introduced to reflect the wide range of work areas covered by the Environmental Health team. These KPIs along with other Environmental Health service indicators better represent the customer service, response, and performance across the service.

The 2022-2023 performance indicators for Environmental Health team includes:

- EH1 – Percentage of scheduled/proactive Food Safety inspections undertaken within time, and
- EH3 – Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time.

New data reporting requirements were introduced by the FSA commencing in October 2023. These will be an ongoing requirement, consisting of 6 monthly statutory returns.

Internal mechanisms for data capture and reporting will be reviewed, and these statutory returns will be fully implemented by the Environmental Health team.

A review of performance against the Food Recovery Plan 2021-2023 is set out in Appendix 1.

Post pandemic, it should be noted that a significant focus of the Environmental Health team's work has been in providing regulatory support and advice to local businesses. The food and hospitality industry has undergone significant challenges, and structural changes in the last few years. The Environmental Health team have played a key role in supporting local business, ensuring regulatory compliance, and providing timely advice to food businesses operators through periods of transition.

Service performance data is collected, documented and published within Key Performance Indicators.

A food hygiene training programme did not take place due to Covid-19 transitions, limited staff resources, and wider service priorities.

Appendix 2 outlines the Action Plan for 2024-2027 with proposed timeframes.

4.2 Food hygiene inspections

In 2021-2022, 185 food premises were inspected.

In 2022-2023, 228 food premises were inspected.

In 2023-2024, 249 food premises were inspected (to date 1st Feb 2024).

| Summary of interventions undertaken in 2023/24 (Jan end) | | | | |
|--|-----------------------|-------------------------|--------------------------------------|---------------------|
| Premises risk category | Total due for 2023/24 | Completed interventions | Outstanding and carried into 2024/25 | Percentage complete |
| A | 0 | 0 | 0 | N/A |
| B | 19 | 16 | 3 | 84% |
| C | 88 | 69 | 19 | 78% |
| D | 148 | 120 | 28 | 81% |
| E | 245 | 107 | 138 | 44% |
| Unrated | 82 | 59 | 23 | 72% |
| Total | 582 | 361 | 211 | 62% |

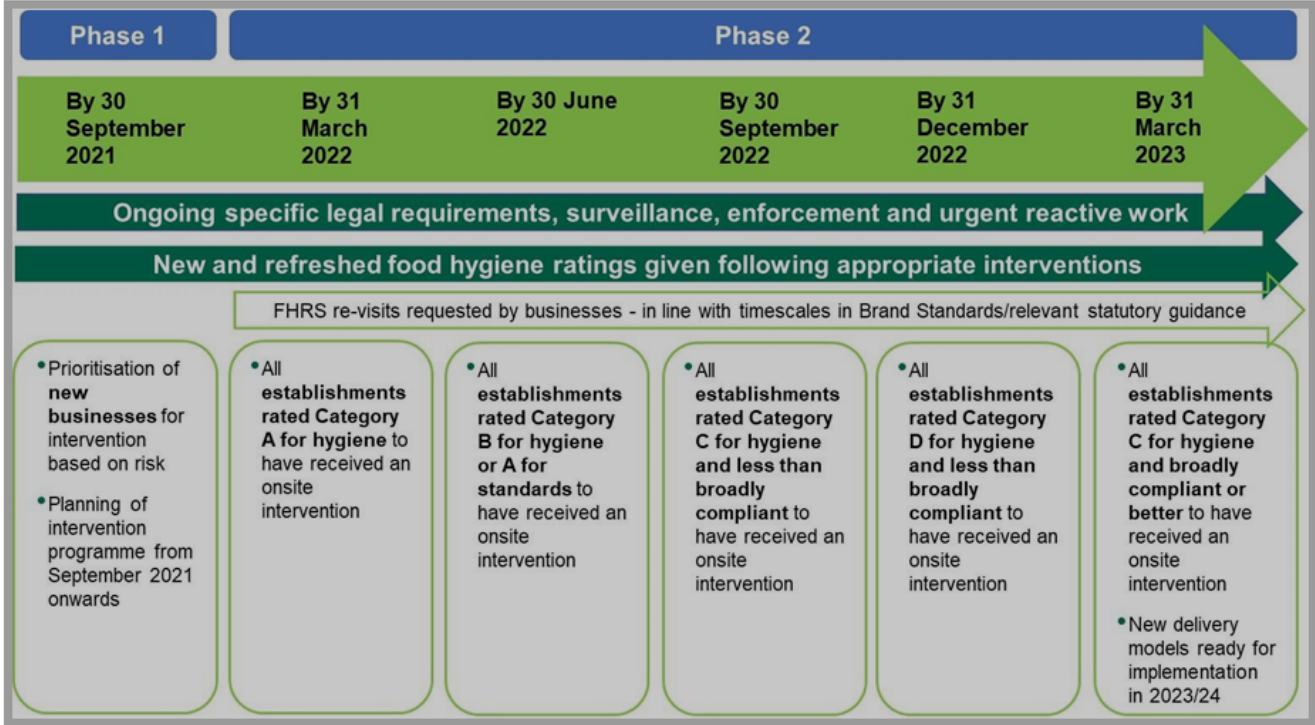
It is planned that 85% of businesses falling within category A-D are inspected and 50% of category E receive an intervention.

From April 2023 to end of January 2024, the following percentages of interventions were completed:

- 80% A-D
- 62% A-E
- 44% E

Appendix 1: Food Recovery Plan 2021-2023: Strategic Review

Staged reporting of progress was required of all Local Authorities, with regular statistical returns being submitted to the FSA by Environmental Health.



| Phase | Date | Requirement | Number inspected | % completed | Overall Compliance |
|---|----------------------|---|------------------|-------------|--------------------|
| Phase 1 | By 30 Sept 2021 | Inspection of all 'Unrated' premises. Prioritisation of new businesses for intervention based on risk | 76 | 100% | Completed |
| Phase 2 1 st Oct 2021 to 31 st March 2023 | By 31 March 2022 | All Category A for hygiene to have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice | 2 | 100% | Completed |
| | By 30 June 2022 | All Category B for hygiene to have received onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice | 19 | 100% | Completed |
| | By 30 September 2022 | Category C for hygiene – less than broadly compliant (FHRS 0, 1 or 2) to have received onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice | 0 | N/A | N/A |
| | By 31 Dec 2022 | Category D for hygiene – less than broadly compliant (FHRS 0, 1 or 2) | 1 | 100% | |
| | By 31 March 2023 | Category C for hygiene – broadly compliant or better (FHRS 3, 4 or 5) | 69 | 99% | |
| | Ongoing | Category D for hygiene – broadly compliant or better (FHRS 3, 4 or 5) | | | |
| | Ongoing | Category E for hygiene | | | |

Appendix 2: Food Safety Action Plan 2024-2027

| Priority | Intervention | Target | Date | Outcome of Intervention | Performance Review |
|----------|---|--|--------------------------|---|---|
| 1 | Continue to deliver programme of food hygiene inspections | <ol style="list-style-type: none"> to inspect 85% inspection of all category A-D food hygiene inspections due in line with Food Hygiene Risk Rating Scheme. Priority given to inspect 100% of A and B and non-compliant C & D, to carry out at least 50% of all due E rated interventions every year, and to inspect new food businesses within 28 days of opening in accordance with the FSA Code of Practice. | April 2024 to March 2027 | All food businesses rated according to risk and appropriate enforcement action taken in line with enforcement policy. | Annually |
| 2 | Sampling | <p>Participate in 2 studies per annum.</p> <p>Sample at least 25 food items and swabs every year.</p> | April 2024 to March 2027 | Contribution to FSA and UKHSA sampling programmes. Improve National compliance. | Annually This is dependent on available staff resources. |
| 3 | Health and safety | Investigate RIDDOR report requiring Mandatory or Discretionary investigation in accordance with LAC Number: 22/13 (rev1) (Incidence Selection Criteria) | April 2024 to March 2027 | Compliance with mandatory RIDDOR requirements. Promote health & safety compliance in the district. | Annually |
| 4 | Officer training | <ol style="list-style-type: none"> maintain 20 hours of CPD in food safety in accordance with FSA Code of Practice, and ensure officer compliance and training with FSA competency matrix. | April 2024 to March 2027 | Ensure competency and development of officers within the team to comply with FSA Code of Practice. | Annually |

| | | | | | |
|---|---|--|--------------------------|--|---|
| 5 | Health and safety interventions | <ol style="list-style-type: none"> 1. seek compliance with HSE's LAC 67/2: "Setting Local Authority Priorities and Targeting Interventions" for 2023/24, 2. undertake 15 health & safety visits. These may include proactive inspections of electrical safety in hospitality settings or falls from height in warehouse environment, and 3. undertake proactive health and safety interventions targeted at premises where local intelligence suggests that controls may not be sufficiently managed. | April 2024 to March 2027 | Promote improved health and safety compliance & awareness. Priorities linked to nationally identified risks. | Annually This is dependent on available staff resources. |
| 6 | Gas safety and pressure operated coffee machine maintenance | <ol style="list-style-type: none"> 1. ensure gas safety certificates and coffee machine certification within food businesses. Investigate & enforce where necessary, and 2. local focus on Gas Safety and pressure operated coffee machine maintenance during routine inspections to Food Premises. | April 2024 to March 2027 | Monitoring of maintenance of high-risk catering equipment with a view to protecting health and safety of employees | Annually |
| 7 | Primary Authority agreement | <ol style="list-style-type: none"> 1. officers to provide specialist health & safety advice and guidance, and 2. review Primary Authority agreement for BCA Marketplace Plc. | April 2024 to March 2025 | Supporting growth of national business. Ensure health & safety compliance. Income generation. | Annually |
| 8 | Review corporate website | <ol style="list-style-type: none"> 1. enable customers to better access to information and advice through our website. Promote and enable customer self-service. Promote efficiency and responsiveness, and 2. ensure EH webpages are helpful, up to date, easy to navigate and comply with accessibility requirements. | April 2024 to March 2027 | Helping our customers help themselves. Part of a responsive and helpful council. Enhance online accessibility. | Annually |

| | | | | | |
|----------|---|---|---------------------------------|--|-----------------|
| <p>9</p> | <p>New opportunities for enhanced ways of working</p> | <ol style="list-style-type: none"> 1. improvement and modernisation of software, 2. enhanced use of communications software and social media, 3. work with key stake holders to identify and implement new opportunities for enhanced ways of working, and 4. online database management. | <p>April 2024 to March 2027</p> | <p>Improved communications. Enhanced software and database management. Development of best practice.</p> | <p>Annually</p> |
|----------|---|---|---------------------------------|--|-----------------|

Useful Websites:

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| Food Standards Agency (FSA) | Homepage Food Standards Agency |
| Food Hygiene Ratings | Search for ratings Food Hygiene Ratings |
| Safer Food, Better Business | Safer food, better business (SFBB) Food Standards Agency |
| Allergen Guidance for Businesses | Allergen guidance for food businesses Food Standards Agency |
| Free Allergen Training | Home FSA Food Allergy Training |
| Health and Safety Executive (HSE) | HSE: Information about health and safety at work |
| The Royal Society for the Prevention of Accidents (RoSPA) | RoSPA – The Royal Society for the Prevention of Accidents - RoSPA |