

Food, Health and Safety, Animal Welfare, and Caravan Sites Service Plan 2025 – 2026

Service: Environmental and Regulation – Food and Safety Team

Service aims: To protect the public from potentially dangerous foods and poor food hygiene practices.
To prevent the death, injury and ill health of those at work and those affected by work activities.

NFDC Corporate Plan 2024 – 2028: [Corporate plan 2024 to 2028.pdf \(newforest.gov.uk\)](https://www.newforest.gov.uk/corporate-plan-2024-to-2028.pdf)

People priorities

1. Helping those in our community with the greatest need.
2. Empowering our residents to live healthy, connected and fulfilling lives.

Place priorities

3. Shaping our place now and for future generations.
4. Protecting our climate, coast and natural world.

Prosperity priorities

5. Maximising the benefits of inclusive economic growth and investment.
6. Supporting our high-quality business base and economic centres to thrive and grow.

Future New Forest

HIGH PRIORITY / PROGRAMMED SERVICE

Objective	Timescale	Milestones	Lead officer	RAG rating	Comments / risks / Climate impacts	Link to corporate objectives National or legal requirements
(what we are going to do)	(when)	(how we will know when completed or we have achieved it)	(who)	(on target)		

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1	<p>High risk food inspections: A, B, non-broadly Compliant C rated Premises and Approved premises:</p> <p>To carry out a full inspection or audit of all food premises due an intervention with a category of A or B, non-broadly compliant category C or due approved establishments (including category E as per CoP para. 4.4.1.4).</p> <p>Approx. 3 A, 69 B, 15 C, 9 approved.</p>	31 March 26	Performance monitoring – quarterly review of completed interventions against the plan, Monthly ‘missed list’, 1-2-1 meetings, flash reporting, end of year reports. Review of all approved premises files.	BS		<p>Risk from FSA intervention if not completed.</p> <p>Reliant on having suitably qualified officers. No climate impacts.</p>	National requirement. Link to 2, 6.
2	<p>New business food inspection (high risk):</p> <p>To inspect all high risk newly registered food businesses. All newly registered businesses are triaged and categorised for either immediate, or deferred inspection, based on risk. [low-risk are covered in reactive service].</p> <p>Approx: 134 (50% of all registrations)</p>	31 March 26	Performance monitoring – quarterly review of completed interventions against the plan, Monthly ‘missed list’, 1-2-1 meetings, flash reporting, end of year reports.	BS		<p>Risk from FSA intervention if not completed.</p> <p>Reliant on having suitably qualified officers. No climate impacts.</p>	National requirement. Link to 2, 6.
3	<p>FHRS re-inspections: Food Hygiene Rating Scheme Re-Inspections: To carry out all re-inspections of qualifying businesses.</p> <p>Approx. 30</p>	31 March 26	1-2-1 meetings, review of monthly report.	BS		<p>Risk from FSA intervention if not completed.</p> <p>Reliant on having suitably qualified officers. No climate impacts.</p>	National requirement. Link to 2, 6.
4	<p>Broadly Compliant C Rated Food Premises:</p> <p>To inspect (including partial inspection/audit) all due category C broadly compliant premises. Inspection can be alternated with</p>	31 March 26	Performance monitoring – quarterly review of completed interventions against the plan, Monthly ‘missed list’, 1-2-1 meetings, flash	BS		<p>Risk from FSA intervention if not completed.</p> <p>Reliant on having suitably qualified</p>	National requirement. Link to 2, 6.

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	another official control (monitoring and surveillance, or verification) Approx. 207 C.		reporting, end of year reports.			officers. No climate impacts.	
5	Animal Welfare Licensing: To undertake all due and new inspections of businesses subject to licencing under The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, Zoo Licensing Act 1981 and Dangerous Wild Animals Act 1976, including mid-term visits. Approx. 54 inspections and 56 mid-term, plus 3 zoo inspections/visits.	31 March 26	Regular AW team meetings, regular reports run by admin, interrogation of database.	NJ		Risk of DEFRA intervention if not completed. Reliant on having suitably qualified officers. No climate impacts.	National requirement. Link to 2.
6	Health and Safety – Investigation of incidents and complaints, including accident investigation: To investigate accidents and incidents in accordance with NFDC Incident Selection Criteria. Full investigation of approx. 40 accidents per year – (1/3 of 120 reported).	31 March 26	All RIDDOR notifications triaged by team member and recorded on database, 1-2-1 meetings, update meeting during and at conclusion of investigation, interrogation of database.	BS		Risks to public health and safety if investigations not carried out. Reliant on having suitably qualified officers. No climate impacts.	National requirement. Link to 2. HSE Incident Selection Criteria Guidance (LAC 22/13 rev 1).
7	Health and Safety – HSE national planning priorities: health/safety topics based on HSE regulatory intelligence (Annex A LAC 67/2), some of which may have proactive inspection element (the List – Annex B LAC 67/2). Also, matters communicated directly to LAs by HSE. For detail see National Planning Priorities 25-26 for service plan. Summary as follows:	31 March 26	Standing item at team meetings and 1-2-1 meetings, visit report record.			These priorities form the basis of work for LAs to consider and will be targeted largely based on local intelligence or complaints. Reliant on having suitably qualified officers. No climate impacts.	National requirement. Link to 2, 6. Corporate objective, LAC 67/2 – 2025/2026 Work-Year, Annex A and Annex B.

<ul style="list-style-type: none"> • During FH inspections, to hazard spot the following: <ul style="list-style-type: none"> ○ CO from gas appliances or solid fuel cooking equipment ○ Electrical safety – particularly hospitality settings with outdoor equipment • During any premises visit, awareness of: <ul style="list-style-type: none"> ○ Planned preventative maintenance – maintenance of work equipment ○ stress when relevant. ○ dust (if minor building work being undertaken) ○ control of asbestos (pre 2000 premises) ○ security procedures at premises with lone late-night working ○ MSDs, (esp. retail / care home [excl. person handling]) ○ Adequacy of hearing protection when used & health surveillance • Possible pro-active inspection of open farms. • During SAG consultation/events visits, consider: <ul style="list-style-type: none"> ○ Review of safe operation of inflatable amusement devices ○ Risk of explosion from LPG ○ Review of crowd management controls • Review of register of cooling towers in District - Control of legionella 						
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8	<p>Health and Safety – Matters of evident concern: appropriate will be taken to deal with any matters of evident concern identified during any visit or brought to our attention. reference to OC 18/12 - Version 3</p>	31 March 26	visit report record.			<p>Risks to public health and safety if investigations not carried out. Reliant on having suitably qualified officers. No climate impacts.</p>	National requirement. Link to 2.
9	<p>Caravan Sites: To determine licence applications for new caravan sites, amendments to existing licences, licence transfers, and Fit and Proper Person applications. Approx 15 applications of all types.</p>	31 March 26	Standing item at team meetings, regular catchups of caravan sites lead officers.	GN/OM		<p>Risks to public health if work not completed. Reliant on having suitably qualified officers. No climate impacts.</p>	National requirement. Link to 1, 2, 3.
10	<p>Skin Piercing: To inspect and register all new personal / premises applications to undertake skin piercing activities. Approx. 24 premises and 33 personal registrations.</p>	31 March 26	Allocated on receipt by duty officer, review at 1-2-1 meetings. Regular feedback from lead officer	OM		<p>Risks to public health if work not completed. Ensuring consistent approach between Hampshire LAs. No climate impacts.</p>	National requirement. Link to 2, 6.
11	<p>Infectious Disease: To investigate notifiable foodborne infections and suspected food poisoning outbreaks in line with UKHSA Single Case Plan and response targets. 83 of total of 397 cases – most Campylobacter cases are no longer investigated.</p>	31 March 26	Review of daily line listing, action by admin/duty officer, review at 1-2-1 meetings.	BS		<p>Single case plan to be amended to remove the need for Campylobacter letter. No climate impacts.</p>	National requirement. Link to 2.

REACTIVE SERVICE							
	Objective (what we are going to do)	Timescale (when)	Milestones (how we will know when completed or we have achieved it)	Lead officer (who)	RAG rating (on target)	Comments / risks / Climate impacts	Link to corporate objectives National or legal requirements
12	Urgent Response to: <ul style="list-style-type: none"> Food Alerts for Action (FAFA) Local food issues where food withdrawal/ seizure/ detention or voluntary surrender may be required – i.e., food incidents and food hazards Premise identified as imminent risk requiring intervention or voluntary closure. Approx. 10 per year.	31 March 26	Daily review of FSA emails.	BS		Risk from FSA intervention if not completed. Reliant on having suitably qualified officers. No climate impacts.	National requirement. Link to 2.
13	Reactive work: to triage, respond to and investigate complaints and requests for service in line with service response times, relating to: <ul style="list-style-type: none"> food hygiene and safety (including planning consultation) health and safety (including SAG consultation) infectious disease – animal licensing caravan and camping sites Approx. 1200 per year.	31 March 26	Allocated on receipt by duty officer, review at 1-2-1 meetings.	BS		Risks to public health if work not completed. Reliant on having suitably qualified officers. No climate impacts.	Council requirement to investigate. Link to 1, 2.

LOWER PRIORITY							
	Objective (what we are going to do)	Timescale (when)	Milestones (how we will know when completed or we have achieved it)	Lead officer (who)	RAG rating (on target)	Comments / risks / Climate impacts	Link to corporate objectives National or legal requirements
14	<p>New business food inspection (low risk): To inspect all newly registered food businesses identified as being low risk via a triage process undertaken when registrations are received. Approx. 134 (50% of all registrations)</p>	31 March 26	Performance monitoring – quarterly review of completed interventions against the plan, Monthly ‘missed list’, 1-2-1 meetings, flash reporting, end of year reports.	BS		Risk from FSA intervention if not completed. Triage considers food types and scale. Lower risk businesses to be inspected if resources allow.	National requirement. Link to 2, 6.
15	<p>Sampling To follow the NFDC sampling programme:</p> <ul style="list-style-type: none"> participate in national and regional sampling – i.e., studies 83 (ready to eat dried fruit, nuts and seeds) and 84 (root vegetables). Assessing food business compliance; re-sampling and investigation when necessary Sampling at approved premises, and high risk/high profile manufactures <p>Follow-up in relation to FSA surveillance sampling programme.</p>	31 March 26	Attendance at HIOW sampling group meetings, standing item at team meetings, 1-2-1 meetings.	OM		This work is currently undertaken by trainee officers and does not impact on overall delivery of the service.	Identified as priority in Food Law Code of Practice. Link to 2, 6.

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16	<p>D Rated Food Premises: To carry out an appropriate intervention on all due category D food premises. This can be either an official control or an unofficial control.</p> <p>329 D (including 68 backlog from 2024-25 year)</p>	31 March 26	Performance monitoring – quarterly review of completed interventions against the plan, Monthly ‘missed list’, 1-2-1 meetings, flash reporting, end of year reports.	BS		<p>Risk from FSA intervention if not completed.</p> <p>Code of practice requires inspection of D rated businesses; however higher risk businesses are prioritised</p>	National requirement. Link to 2, 6.
17	<p>Health and Safety – LA local priorities (projects):</p> <ul style="list-style-type: none"> • Inspection of riding establishments during animal welfare visits • Swimming pools • Assessment of health and safety at food inspections (e.g., pressure vessels, guarding, cellar safety) • Inspection of special treatment premises (those with lasers, or providing botox, dermal fillers, PRP treatments) • Review of cooling towers register 	31 March 26	Standing item at team meetings.			<p>Projects are prioritised based on NFDC or Hampshire priorities. The majority of such work is resource dependent.</p>	National requirement. Link to 2, 6.
18	<p>E Rated Food Premises: To carry out an alternative enforcement strategy on due category E food businesses</p> <p>Approx. 328 E (including 233 backlog).</p>	31 March 26	Regular review of spreadsheet and during 1-2-1 meetings.	BS		<p>Risk from FSA intervention if not completed.</p> <p>Initial information gathering undertaken by trainee officers and AES is signed off by EHO.</p>	National requirement. Link to 2, 6.

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19	Caravan site inspection: To undertake yearly inspection of all relevant protected (residential) caravan sites in the District, communicate findings to licence holders and to take appropriate action to secure compliance. 35 per year.	31 March 26	Review and allocation at beginning of year and thereafter via team meeting review.	BS		Risks to public health if work not completed. As a paid for function, all sites inspected. No climate impacts.	National requirement. Link to 1, 2, 3.
20	Primary Authority: To maintain existing PA partnerships and as appropriate to offer to enter into new PA partnerships with businesses operating in the District and/or in the area.	31 March 26	Regular review of PA relationships and discussion at team meetings.	BS		Currently two active primary authority partnerships. Further partnerships will only be considered as resources allow in the future.	National requirement. Link to 2, 6.
21	Primary Producers: To carry out hygiene-based inspection of primary producers, in line with Hampshire TS agreement.	31 March 26	Review of worklists, discussion at team meetings and 1-2-1 meetings.	BS		When available, inspections generate income; however, this work is resource dependent.	National requirement. Link to 2, 6.

	RAG Colour
Significantly behind schedule	
In progress but behind schedule	
In progress and on track	
Completed	Whole line green