**Food Service Plan 2022/23**

**Contents**

1. **Service aims and objectives**
2. **Background, scope of service, demands and policies**
3. **Service delivery, interventions, complaints**
4. **Resources**
5. **Quality assessment**
6. **Review against previous plan**

**Figure 1.** Organisational structure including Environmental Health September 2022

**Figure 2.** Glossary of abbreviations

Separate papers Annex 1 Sampling programme

Annex 2 Covid Recovery Plan - exempt from publication.

**Introduction**

Canterbury City Council is committed to ensuring that food produced, sold or consumed in the district is safe for customers and that our food businesses comply with the law.

This plan sets out how we will deliver our food service over the next two years. It also provides information on last year’s food safety activity.

**1. Food Service Aims, Objectives and measures of success**

**1.1 Aim**

To protect the health and wellbeing of residents and visitors to the Canterbury district and support local food businesses by ensuring the safe and sustainable production, processing, handling,storage, distribution and sale of food in the district.

We aim to meet the needs of the public and businesses who use our service; to respond positively to challenges including recovery from the Coronavirus pandemic and EU Exit process and to encourage standards of hygiene and legal compliance higher than the minimum acceptable in law .

**1.2 Council Objectives and Plans**

The Council’s Priorities are detailed in the Corporate Plan which covers the council's

ambitions from 2021-2024.

In July 2019 Canterbury City Council declared a climate change emergency and committed to reduce carbon emissions to net zero by 2030, this is the overarching local priority.

Additional priorities;

Promote sustainable prosperity across the district

Effective efficient service delivery - getting it right the first time

Meeting the needs of our communities by directing increasingly-scarce resources where needed.

**Food service objectives and measures of success**

|  | Objective | Measure of success |
| --- | --- | --- |
| 1 | To meet the UK legal requirements and ‘standard’ set out in the Food Standards Agency’s (FSA) Framework Agreement and related codes and guidance | Follow legislation, Food Law guidance and Codes of Practice (FLCOP) and review our performance against standards by;   * Internal monitoring and performance review * Key performance Indicators (KPIs) * Maximise businesses meeting basic compliance * Profiling of local businesses and prioritising interventions at those posing the highest risk   We will engage with the Food Standards Agency to influence the Future delivery model for food safety in the UK and review our key performance indicators to reflect local and national priorities. This includes the replacement Local Authority Enforcement Monitoring System (LAEMS) score. |
| 2 | Promote sustainable prosperity across the district | Recognise challenges facing businesses from post Europe changes, pandemic, food security and energy crisis. Support local businesses to adapt and operate by;  Providing support including a range of free and chargeable advice services  Direct businesses to additional sources of support, training, food safety best practice and knowledge.  Actively apply for government funding, where possible in collaboration with local businesses and other council teams or Agencies.  Investigate ways to remotely support compliant businesses to make improvements and assess their own food safety compliance. |

We will measure our success in relation to each objective at regular team catch ups and formal departmental performance management reviews.

Food authorities are obliged to work to standards defined by the FSA contained in the Framework Agreement, Food Law Code of Practice, Food Hygiene Rating Scheme Brand Standard and associated Practice Guidance.

**2. Background**

The District includes three World Heritage Sites and is a major international tourist attraction directly linked to the main Cross-Channel routes and fast train service (HS1) to London. We received an estimated 7.8 million visitors in 2019. Visitors to the Canterbury district were estimated to contribute almost £523 million to the local economy with the tourism industry accounting for 16 per cent of local employment.

The retailing, hotels and catering, health and education sectors are therefore hugely important to the local economy. A comparatively high proportion of local businesses operate in, and district workers are employed in these industries, compared to the rest of Kent and the UK.

Ensuring the success and safety of food related businesses in the district is important to the Council and residents.

**2.2 Organisation structure**

The food service sits in the Environmental Health team under the Head of Service for Planning and Health within the directorate of People and Place.

Decisions are referred to the Cabinet, we have a cabinet member to represent Place.

The current organisation structure is shown below in Figure 1.

In September 2022 the food service was delivered by a team which included 4.5 full time equivalent food officers, a breakdown of the team members is included in point 4.2. The environmental health team were central to the council's work in implementing the Coronavirus restriction regulations up until October 2021. We continue to follow guidance from the FSAs National food safety recovery plan.

**Tricia Jordan**

**2.3** **Scope of service** anag

The Environmental Health section is responsible for all aspects of food hygiene and safety

and infectious disease control in addition to other animal licensing, pollution and health

and safety functions.

Responsibilities include:

* Registration, approval and Inspection of food premises in accordance with the Food Law Code of Practice and National Food Safety Recovery Plan.
* Investigation of complaints about food and hygiene at food businesses
* Promotion of the National Food Hygiene Rating scheme
* Delivery of food safety controls in shellfish production areas
* Sampling of food for microbiological examination
* Investigation of food poisoning and foodborne infections and outbreaks
* Imported food control and support for food exports
* Investigation of Food alerts (food hazard warnings)
* Investigation and enforcement of food fraud issues in partnership with the National Food Crime Unit .
* Allergen advice to businesses and support for trading standards enforcement of labelling requirements

There is no charge for these services.

The Council also offer additional services, for which a fee is charged to cover the costs;

* Provision of advice and guidance; including participation in events that promote food safety and supporting new and proposed food businesses
* Food hygiene training courses
* Voluntary disposal of unsaleable food
* Requested rescore revisits to update FHRS outside hygiene inspection programme
* provision of attestations and health certificates for export of certain foods

To provide a complete service we work with the partners, groups and organisations outlined

in point 3.8.

**2.4 Demands on the Food Service**

On 1st September 2022 there were 1746 food premises on the Canterbury food database.

Five food businesses are approved, four as establishments handling live shellfish and

fishery products and one as an egg packer. These ‘approved premises’ require additional

prescribed food safety controls. There are three additional businesses proposing

operational changes going through the approval process.

The number of food businesses in the district increased during the Coronavirus pandemic

largely due to residents seeking new ways to make an income from home. Some of these

have subsequently closed. Our surveillance of businesses indicated most food businesses

changed their mode of operation, for example adding new menus and takeaway, rather than

closing.

Table 1. Profile of Canterbury district food Businesses

| **Type of Food business** | **1 September 2022 out of total of 1746** |
| --- | --- |
| Caring premises (including care homes nurseries and childminders) | 181 |
| Distributors and transporters | 15 |
| Hotel and guest houses | 42 |
| Manufacturers and packers | 42 |
| Mobile food units | 109 |
| Producers, including fishing vessels | 27 |
| Pub and Clubs | 171 |
| Restaurant, cafe, caterer | 645 |
| Retail and supermarkets | 295 |
| Schools and colleges | 91 |
| Takeaway | 128 |
| Total | 1746 |
| Unrated, awaiting inspection out of total | 107 |

Businesses classed as ‘Unrated Awaiting inspection’ have food registered and either not started trading or not yet been inspected. There are currently 119 businesses (mainly retail) classed as such low risk they fall outside the Council’s enforcement responsibility.

**Local Factors**

The profile of customers in Canterbury, Herne Bay and Whitstable add additional challenges.

The district is a major tourist destination and the large student population adds to fluctuations in demand for service. Some businesses are seasonal or change operation in quiet periods and this is reflected in a high turnover of staff, proprietors and businesses. It is a challenge to maintain an accurate food register and certain businesses re-register frequently and require reinspection.

We also host a large number of food events, festivals and artisan food businesses which are

supplied by a network of small home producers. After a quiet period during the pandemic the

the number of events and pop up food businesses has increased during 2022.

The proportion of food establishments catering for world cuisines reflects the district

population profile to include European, Asian, Indian, Chinese, Nepalese, Mexican and

many food handlers have a first language other than English.

**Port health and shellfish**

Canterbury has responsibility for the Whitstable Port Health Authority area and a 12 mile

coastline. Whitstable harbour is home to approximately 20 fishing vessels. Shipping

using Whitstable harbour is regularly monitored but currently no food imports enter the

district in this way. Most of our fishing vessels are exporting indirectly via processors out of

the district.

The main food safety activity relates to shellfish although new rules for issuing certificates

have reduced live shellfish exports.

Delivering shellfish official food controls is resource intensive covering all aspects of the

industry from growing and harvesting to processing for consumption. Shellfish

businesses are the main food producers in the district requiring enhanced food safety

checks and approval and include; purification centres, whelk processing, cold stores and

scallop dispatch.

The Environmental Health section has fully competent officers to inspect approved shellfish premises and monitor harvesting areas. Expertise is shared with other food authorities, food businesses and agencies with a shellfish interest through regular Shellfish and Food Safety Liaison groups.

Food safety hazards such as illness from shellfish poisoning due to accumulation of algal

toxins, or viruses in oysters from polluted water can only be controlled effectively at the

harvesting stage. Concerns over sewage spills has raised the profile of this work and in 2021

we responded to several large oyster related outbreaks. This situation was reflected across

coastal areas of the UK.

We work closely with local businesses and other agencies to monitor and manage the

risks from shellfish consumption. See table 2.

Table 2. Shellfish official control and classification samples taken 31/8/2021- 1/9/2022.

| Type of sample | Number of samples taken | Results or pollution incidents needing additional action |
| --- | --- | --- |
| Water for toxic algae | 19 | non |
| Shellfish flesh for algal toxins | 12 | non |
| Shellfish flesh collected by boat and from beaches to ensure classification of harvesting areas | 20 offshore by boat  36 from commercial layings and beach | 3 action states for poor results and possible downgrade  Additional samples were taken during outbreak investigations during summer 2021 from harvesting areas and purification tanks. |

We organise a Local Shellfish Action Group with shellfish stakeholders, implement a

local action plan to deal with problems in the harvesting areas. In 2021 - 22 there were three

pollution events or problem sample results which needed additional investigation, sampling

or temporary downgrades of harvesting areas.

A member of Canterbury’s food team is the current chair of the SouthEast Region Shellfish

Liaison Group, and represents the region on the National Shellfish Focus Group.

**2.5 Regulation Policy**

The Council adopted a specific Food Enforcement Policy in 2006 which was updated in

2016.

**3. Delivery of the Food Service**

The Food Service is currently based at the Council’s main offices in Canterbury, with a

24-hour, 365 day a year general emergency standby service linked to our central control

room. Depending on business demands a service is delivered at any time, if

an establishment is inaccessible during ‘normal’ working hours.

In line with Canterbury's policy food officers continue to mainly work from home.

The FSA is the central competent food authority and we deliver our food service in line

with the Food Law Code of Practice, Practice guidance and guidance issued during the

pandemic. Our priorities are regularly reviewed and communicated to the team.

We enforce food safety in all food premises. Resources are targeted to businesses

presenting the highest risk by prioritised interventions and official controls using analysis of

our food management system and intelligence from various sources including the food crime

unit to direct our work.

We use the full range of official controls available to deliver effective interventions and aim to

get it right first time by good communication with food officers, keeping procedures updated

and monitoring performance .

**3.1 Interventions at Food Establishments**

Hygiene interventions include full and partial inspections and may involve sampling and verification of practices. These are delivered at frequencies based on the Food Law Code of Practice to ensure that all premises are inspected at an appropriate minimum interval determined by their individual risk rating. The risk rating is based on the nature of food handling undertaken, the level of compliance with legal requirements and confidence in food safety management systems. The minimum frequency varies from six monthly to three years. New businesses are contacted prior to opening and advice is given to them. They are normally inspected within 28 days of opening.

During 1/8/2021-1/8/2022 a total of 540 scheduled inspections and revisits were carried out

across the district and 90 low risk compliant businesses assessed remotely using an

alternative enforcement procedure in line with the code of practice.

Additional interventions and officer time are directed at those businesses which fail to meet

basic compliance with food safety.

We support the National Food Hygiene Rating scheme and publish the ratings of businesses

meeting the criteria contained in the Brand Standard for customers to make informed

choices. Business which fail to meet the highest level of compliance have the option to pay

for a revisit which allows them another opportunity to be rerated.

During 31/8/21-1/9/22 we carried out 5 paid revisits.

Clear information is given to food businesses during intervention visits about their

compliance with food safety legislation. Information and advice about good practice is

given in the form of a written report covering all aspects of the business operation.The

contents of the report are discussed with the proprietor and time scales for works required

agreed during the visit.

In line with the council’s equality policy, legal requirements and advice will be supplied where possible to the business in whatever format is required by the business operators.

**Additional National and Local issues**

During the pandemic we saw a significant increase in the number of new food businesses registering and existing businesses changing the nature of their operations. This led to an increase in the number of interventions required.

**3.2 Food and food premises complaints (service requests)**

136 complaints concerning food were investigated between 31/8/21 and 1/9/22

46 complaints concerning food premises were investigated 31/8/21 and 1/9/22

**Food and Food Establishments complaint policy**

Complaints are investigated in order to identify contraventions with food legislation, protect consumers and ensure food businesses operate safely.

All complaints will be recorded and assessed using a risk based matrix agreed across Kent authorities. Assessment criteria include;.

* severity/perceived risk to health
* numbers affected
* business compliance record
* previous related intelligence
* local concerns
* quality of evidence
* resource available

We will use intelligence from all complaints and incidents to target our resources having regard to the Food Law Code of Practice, in house procedures and the Council’s Food Enforcement Policy, local concerns and local, county and national intelligence in relation to food crime and safety issues

Priorities - Complaints assessed as high risk will be investigated immediately, those classed as posing little risk or outside the team's regulatory powers, will be recorded and provide intelligence to target future reactive and programmed work.

We will respond to all complainants within the time scales specified in the service Standard Operating Procedures, currently 5 working days.

The complainant and food businesses involved will be informed of progress throughout the investigation and advised of the outcome and further actions to be taken at the conclusion of the complaint process.

When investigating complaints about food produced outside the Canterbury district, officers will consult the local authority with responsibility for the food business concerned and have regard to primary authority arrangements.

This constitutes our complaints policy.

**3.3 Home authority Principle and Primary Authority scheme**

The Council agreed a policy on the Home Authority Principle in 2006 and remains committed to developing good relationships with food businesses in the district and where appropriate establishing Home or Primary Authority Partnership agreements.

Although there are currently no such agreements with food businesses, the importance and benefits to all parties are recognised. We continue to be open to opportunities to develop effective partnership agreements with suitable local businesses.

Officers regularly check the Department for Business, Energy & Industrial Strategy (BEIS) PrimaryAuthority website for details of Partnerships and have regard to any inspection or sampling plans for premises operating in the district.

**3.4 Advice to business, Food Safety Training and Promotion**

Advice and support is provided to all food businesses, voluntary groups, charities and the public in the following ways;

* E mail or verbal advice on request
* Advice to businesses after complaint investigation
* Pre opening planning visit
* Advice to new businesses
* Planning and licensing lists
* Advice during food hygiene inspections
* Engagement with business groups, in house or external groups see point 3.8
* Via the Canterbury City Council website, facebook and twitter pages.

We reviewed the demand for food hygiene training courses during 2021 /22 and have resumed provision of classroom based courses. The main demand at present is for in house courses tailored to the needs of specific groups or food businesses.

We support the nationally run ‘Food Safety Week’ and the National Food Hygiene rating scheme.

**3.5 Food Sampling Policy**

The Council will ensure food within the district is regularly sampled to verify compliance with food safety legislation and microbiological standards. Throughout the year we will assess the national and local sampling surveys and fit these to the profile of our local food businesses and producers to provide a sampling programme that supports national and regional interests and provides information about the safety and quality of food produced and sold within our district.

In addition to supporting relevant surveys our local focus will include sampling of ;

* High risk food produced in local businesses
* Foods identified by complaints, illness or general intelligence as posing a risk to customers
* Food and environmental swabs from businesses struggling to meet basic compliance
* Approved premises verification sampling - to ensure food produced by businesses approved to supply products of animal origin outside the district meets the microbiological criteria (minimum twice a year)

Sampling is carried out in line with a procedure based on the Kent food sampling manual, guidance from Public Health England and FSA codes of practice and practice guidance.

The Council has a service level agreement with Public Health England to act as Food Examiners and has appointed Kent Scientific Services as Public Analyst. We do not routinely collect samples for analysis for chemical or other contamination.This is the role of Kent Trading Standards.

Table 3. Food Samples 31/8/2021- 1/9/2022

| **Nature of samples** | **Number of food samples taken 31/8/21-1/9/22** | **Satisfactory** | **Unsatisfactory** |
| --- | --- | --- | --- |
| Samples from local food businesses | 68 | 68 | 0 |
| Imported food samples  ( non animal origin) | 1 | 1 | 0 |

Table 4 above shows the samples taken during 31/8/2021-1/9/2022. Most samples were from approved food establishments but our programme for the next year includes participation in national sampling programmes, such as sushi, which reflect our local business profile.

See Sampling programme Appendix 2.

**3.6 Controls and Investigation of outbreaks and food related infectious diseases**

All notified outbreaks and cases of food related infectious disease are monitored and investigated where necessary with the intention of identifying the causes and controlling the spread of illness.

Action taken depends on the nature of illness and circumstances affecting the case but ranges from advice and information to visits and if necessary exclusion of sufferers from work or school. During investigation of large outbreaks or complex cases there is close cooperation with the United Kingdom Health Security Agency (UKHSA) - previously Public Health England.

Investigations are carried out in accordance with the ‘Kent Joint working arrangements for controlling communicable disease’. Investigations of outbreaks can be time consuming and take priority over other work.

During 31/8/2021- 1/9/22 environmental health were notified of 212 cases of infectious disease, 188 cases were classed as due to food poisoning.

It is estimated the future trends and service demands will be similar.

**3.7 Food Safety Incidents**

National Food Safety Incidents and Food Alerts notified by the Food Standards Agency are handled in accordance with the requirements of the Food Law Code of Practice.

Food Alerts or incidents with local significance or requiring action are given priority. Where co-ordinated action is required, this is carried out in liaison with the Food Standards Agency incidents team, the local businesses who are affected and any other relevant authorities such as Kent Trading Standards.

During 31/8/21-1/9/22 we followed up several incidents including those relating to;

* Illegal fishing- incorrect shellfish documents
* Aflatoxin in spices and seeds
* Incorrect paperwork for imported food
* Salmonella in chocolate
* Clandestine (illegal immigrant) damage to fresh produce

Locally we have several large businesses importing and packing organic spices and fruit and vegetables. We receive regular notifications regarding contaminated consignments entering the country which require urgent investigation/action.

**3.8 Liaison with other organisations**

We value the benefits to be gained by working with other council teams and external organisations to improve consistency and accountability, share good practice and support local businesses. Within CCC our close links with planning, business development and licensing teams help keep the food register and database up to date and give us more opportunities to communicate and work with our local businesses. We are also keen to benefit from working with trade organisations, local business and community groups. Food legislation and divided enforcement responsibilities require joint working and liaison across different agencies and industry sectors.

The food team share enforcement responsibilities and work with the following groups and

agencies:

| Organisation | Function |
| --- | --- |
| United Kingdom Health Security Agency  UKHSA | Food examination and infection control  FWEM Food water and Environmental Microbiology |
| Kent Scientific Services | Public food analyst |
| Kent Trading Standards | Food contamination, labelling and composition and feed control  Memorandum of understanding regarding division of enforcement areas for food work including allergens |
| Centre for Aquaculture and Fisheries Science (CEFAS)  Carcinus Ltd  Food Standards Agency  Marine Coastguard Agency  Marine Management Organisation  Whitstable and Thanet Fishermen's Association | Shellfish monitoring and control of harvesting areas  Memorandum of Understanding on ship inspections  EU Exit- shellfish exports |
| Food Standards Agency | UK central food authority  Food import  Participate in National Shellfish Regulatory Forum to improve delivery of official controls  EU Exit |
| Department for Fisheries and Rural Affairs (DEFRA) and Animal PLant Health Agency (APHA) | Food exports  EU Exit- shellfish exports |
| Kent Food Technical Group and  Kent Environmental Health Managers Group | All Kent food Authorities, PHE, FSA Kent Trading Standards promote consistency in relation to food law enforcement and service delivery. Activities include training coordination, raising awareness of the work of the Better Regulatory delivery Organisation and the exchange of ideas and good practice.  EU Exit- shellfish exports |
| Southeast Shellfish Liaison Group and National Shellfish Forum  Shellfish Local Action Group | Work with other food authorities , shellfish industry, water authorities, Environment Agency, conservation authorities -  Kent and Essex Inshore fisheries conservation Authority IFCA  Seafish  Shellfish Association of Great Britain  EU Exit- shellfish exports |
| Police and licencing team | Unregistered food businesses  Intelligence re illegal activities |
| Produced in Kent and No food wasted | Supporting local businesses  Climate change |
| CCC teams | Planning advice  Business development and local economy  Events management  Concessions, street trading and licencing  Emergency planning  Climate change and food security  Covid legislation and guidance enforcement  EU Exit- shellfish exports |

**3.9 Non-official controls**

**Exports post EU Exit**

Officers in the food team dealing with fish and shellfish continue to maintain competency to issue export health certificates by completing updated training. This is funded by grant money allocated by DEFRA in 2020.

Changes to the EU certification process has meant a major reduction in live shellfish exports.

Currently we support our fishing industry by keeping inspections for fishing vessels up to date and providing letters of attestation for UK processors supplied by local boats.

**FHRS rescore visits**

We carried out 5 paid rescore revisits to compliant businesses keen to improve their hygiene ratings in the last year and offer a paid certification service for the voluntary surrender of food. A free service was offered to support food businesses affected by the fire at Whitstable harbour on 26/5/22 when officers attended to ensure unfit food was correctly disposed of.

**4 Resources**

**4.1 Financial allocation**

It is not possible to breakdown finance allocations for the food service elements of the Environmental health team further than for financial year 2021/22;

Salaries including on costs for food team £265, 471 per annum

Budget for food and occupational health (including sampling) £29, 240 per annum

Contractors are employed to provide specialist sampling services to collect shellfish samples from the sea. These costs are included in the sampling budget. Examination costs for ready to eat food sample examination are covered by a service level agreement and with REady to eat food sample

**4.2 Table 4.Staff allocation**

| Role | Post | Full Time Equivalent food as of September 2022 |
| --- | --- | --- |
| Lead food officer | Team Leader Environmental Health | 0.4 |
| Environmental health Officers competent to inspect Food, carry out sampling and inspect all food premises | Environmental Health Officers | 1+0.7+0.6+0.6  =2.9 |
| Ordinary Certificate in Food Premises Inspection Competent to inspect lower risk food premises lead on alternative enforcement | Technical Officer Environmental Health | 1 |
| Shellfish sampling officers  Sample shellfish for classification from sea via boat and beaches. | 2 Contracted casual sampling officers | generally 3 days a month |
| Business support | Administration officer | 0.1 FTE |

Contractors are employed to provide specialist sampling services to collect shellfish

samples from the sea.

It is estimated that demands on the food service will remain high during 2022/23 as we continue to complete our Covid recovery work in addition to maintaining our programmed work.

**4.3 Staff development plan**

Professional competence of food officers will be assessed and training to meet the requirements of the Food Law Code of Practice will be provided. This will be done by a mixture of in-house training sessions, regular update meetings, externally by courses organised across Kent and by training provided by the Food Standards Agency. Since March 2020 this has mainly been in the form of online training courses. Food officers recently updated their knowledge of imported food, export requirements and familiarised themselves with new allergen legislation supported by government grant money.

We pride ourselves on the professionalism, integrity and experience of our food officers and ensure that staff performing official food controls and other official activities are free from any conflict of interest. Team members adhere to standards of competency and continuous professional development set by the FSA and our professional body, the Chartered Institute of Environmental Health (CIEH). A new food officer competency framework has been produced and will need to be implemented in 2023.

**5. Quality assessments**

Inspection and scoring consistency are monitored through team meetings, officers peer reviewing inspections, one to ones and accompanied inspections. Since home working was implemented in March 2020 these checks are mainly achieved through online meetings. The lead food officer reviews inspection records and ratings but in addition our internal monitoring and performance procedure has been updated to include a system of officer peer reviews. A series of standard reports provide information about trends and demands on the service.

Shellfish sampling contractors are monitored by checks on paperwork and regular accompanied sampling trips to check compliance with procedures.

**6 Review**

**6.1 Review against the Service Plan**

The Environmental Health section is committed to continuous improvement and customer service excellence and will work to maintain high standards of performance. The Councils performance management team regularly monitor the food service against key performance indicators and compliance with the Corporate Plan pledges.

Within Canterbury City Council we have completed customer service and efficiency reviews additionally we support initiatives regulating our future.

Current Key Performance Indicators.

Our key performance indicators are listed below. We check performance when NFHRS scores are uploaded every 2 weeks

* Percentage of compliant businesses (NFHRS 3,4,5)
* Inspections done within 28 days of programmed inspection due date or opening

We have an internal monitoring and performance procedure which we follow and refer to at team meetings 1 2 1s and peer review sessions..

**6.2 Identification of any Variance from the Service Plan**

Since the last service plan the food team's main focus has been to continue implementing our recovery plan and ensuring appropriate interventions are carried out at all food businesses with the aim of maximising a minimum of broad compliance with food law across the district. Annex 2.

In addition we have been participating in a Change programme to review all council services and are currently consulting prior to implementing the outcomes.

**6.3 Areas of Improvement for future**

The necessity of home working has highlighted the need for practical, innovative IT and digital solutions for mobile working. During 2022 -23 Canterbury will continue to pursue improvements to flexible work systems and digital solutions in line with the council’s Change Programme.

We will continue to investigate ways to use a full range of interventions and intelligence to meet statutory requirements in a period of increased demand.

We will review key performance indicators in line with service changes and improvements including the FSAs 'Regulating our future'

We will continue to investigate ways of improving the efficiency and effectiveness of our food service by peer review and ensuring procedures are practical and effective.

We will work in conjunction with our climate change officer and others to support local businesses to operate sustainably and thrive in challenging times of climate change and EU Exit.

We will work closely with Canterbury’s economic development unit to support new and existing food businesses.

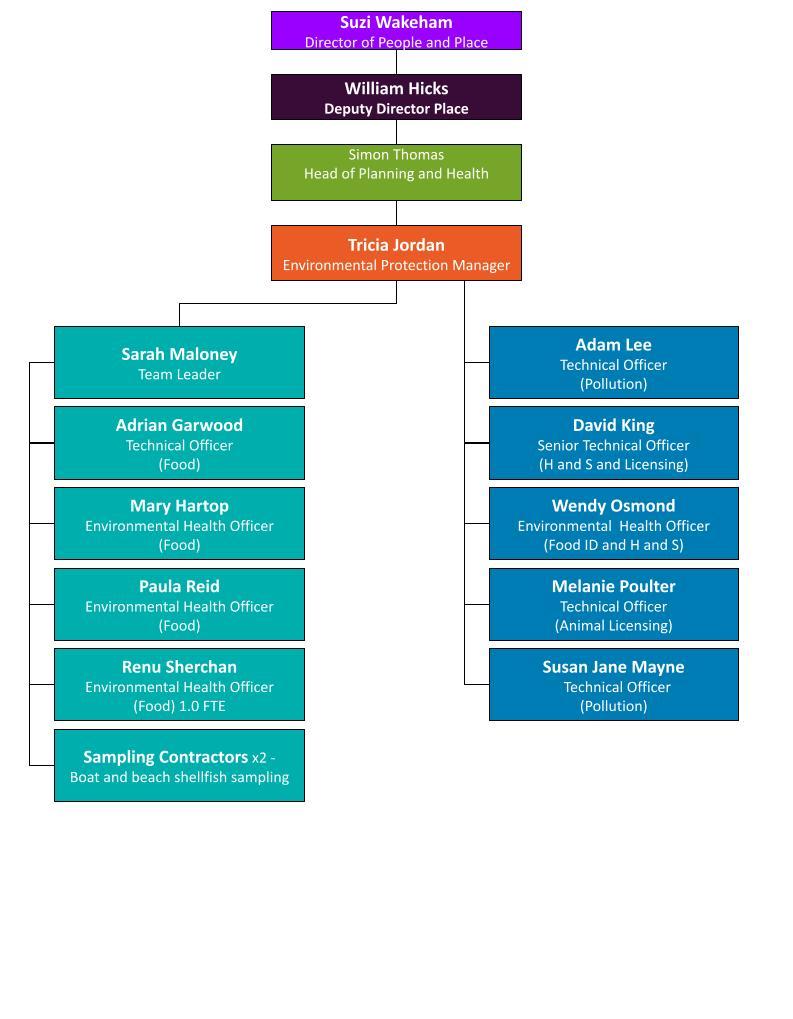
**Figure 1. Organisational structure including Environmental Health September 2022uzi Wakeham**Director of People and Place

**William Hicks**

**Deputy Director Place**

Simon Thomas

Head of Planning and Health



**Figure 2 Glossary of abbreviations**

| APHA | Animal and Plant Health Agency |
| --- | --- |
| CIEH | Chartered Institute of Environmental Health |
| CEFAS | Centre for Fisheries and Aquatic Science |
| DEFRA | Department for Environment, Food and Rural Affairs |
| FLCOP | Food and Feed Codes of Practice (FSA) |
| FHRS | Food hygiene rating scores |
| FSA | Food Standards Agency |
| KPIs | Key performance Indicators |
| LAEMS  NFHRS | Local Authority Enforcement Monitoring System  National Food Hygiene Rating Scheme |
| UKHSA | United Kingdom Health Security Agency |