

## Progress against Port Health & Public Protection key improvement objectives 2018-2019

Ref:	Objective	Progress to date
1.	Evaluate the potential impact of leaving the EU on the services provided by PH&PP and make suitable preparations.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• Engagement with Government, Trade and professional organisations has been stepped up.</li> <li>• A successful application was made to the 'Priorities Investment Pot' to for funding of a consultant who has now started collaborative work.</li> <li>• A submission has been made to the Food Standards Agency for financial support.</li> <li>• An update report was provided to the July PH&amp;ES Committee.</li> <li>• The Animal Health and Welfare Service is working with Defra on the development on Technical Notices (under Non-Disclosure Agreements) which will be used to evaluate the potential impacts and changes required.</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>• An update report was presented to November PH&amp;ES Committee.</li> <li>• Key issues have been identified in the event of no deal, and mitigating measures initiated.</li> <li>• The key principles approved by your Committee have been promoted with a wide range of organisations.</li> <li>• Engagement with government at all levels has continued.</li> <li>• The Port Health Service is still waiting to hear the outcome of its bids to the FSA and Defra for funding to assist with preparing for Brexit.</li> <li>• Port Health has hosted visits from the FSA, Defra, the National Farmers Union, and others to highlight the role of Port Health Authorities in protecting Public, Animal and Environmental Health.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>• A full update report was presented to March PH&amp;ES Committee.</li> <li>• Representation has continued with government at all levels.</li> <li>• Funding has been secured from the Food Standards Agency (FSA) regarding the Port Health function for 2018/19 and 2019/20.</li> <li>• A bid to Defra was refused but this has been followed up with MHCLG.</li> <li>• Given the delays to Brexit, the risk rating has reduced from a red to amber.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• The Port Health Service secured funding from the FSA to prepare for Brexit; circa £150k. A further bid has been submitted for 2019/20 for circa £500k. Bids (£50k) have also been submitted to undertake Export Health Certificate preparations to assist businesses trade with the EU.</li> <li>• The Service has hosted visits by the FSA and Defra as part of the 'no deal' Brexit contingency plans.</li> <li>• The Service has helped to develop and test training on a variety of Brexit related issues, including the new import notification system (IPAFFS).</li> <li>• The Service continues to provide advice and evidence on and in response to Brexit consultations relating to policy and process.</li> </ul>

Ref:	Objective	Progress to date
2.	Deliver the actions set out in the Air Quality Strategy 2015-2020, including the continued implementation of a Low Emission Neighbourhood in the City and a pilot Ultra Low Emission Vehicle Street to improve air quality and mitigate the risk of air pollution.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• Work has commenced on the feasibility study for a ULEV restriction in Moor Lane.</li> <li>• Several events were held to mark National Clean Air Day 2018.</li> <li>• The electric vehicle charge points were opened in Barbican Estates car parks.</li> <li>• A workshop was held for City businesses on how to reduce emissions from buildings.</li> <li>• A response was sent to Defra on their draft Clean Air Strategy.</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>• The Air Quality Team received a National Air Quality Award in the category 'Local Authority &amp; Public Sector Initiative of the Year' for collaborative work at Sir John Cass's Foundation Primary School.</li> <li>• The consultation for Moor Lane Ultra Low Emission Vehicle Street was completed.</li> <li>• An international air quality study day was organised for the department of Business Energy and Industrial Strategy.</li> <li>• The Air Quality Team ran a lunchtime workshop for City businesses on air quality and the supply chain.</li> <li>• Consultation began on proposals for an Emission Reduction Bill.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>• A draft Air Quality Strategy 2019–2024 was produced and published for consultation.</li> <li>• The Moor Lane ULEV street was postponed following consultation.</li> <li>• London Councils Transport and Environment Committee agreed to support the Emission Reduction Bill.</li> <li>• An air quality lunchtime event was held for City Businesses to mark the end of the Low Emission Neighbourhood.</li> <li>• Work commenced on a Low Emission Neighbourhood legacy report.</li> </ul>

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3.	The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• Recruitment is underway for a City Bridges Licensing Officer.</li> <li>• Enforcement activity commenced targeting Millennium Bridge.</li> <li>• Seizures, prosecutions, forfeiture orders and Criminal Behaviour Orders are being pursued.</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>• A City Bridges Licensing Officer has been recruited.</li> <li>• Enforcement activity targeting the bridges has commenced and there has been a decrease in the number of traders present.</li> <li>• A Section 101 agreement with the London Borough of Tower Hamlets is being progressed.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>• A Section 101 agreement with the London Borough of Tower Hamlets has been signed and sealed.</li> <li>• The City now has enforcement powers on all City Bridges and active enforcement is underway with the support of the City Police and Tower Bridge security staff.</li> <li>• There has been a decrease in the number of traders present.</li> </ul>

Ref:	Objective	Progress to date
4.	The Trading Standards Team will maintain its focus on preventing financial fraud.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• Operation Broadway is ongoing.</li> <li>• The Team is planning a project focussing on businesses engaged with cryptocurrencies that have a footprint in the Square Mile.</li> <li>• Ongoing discussions with the Banking sector and other agencies regarding a slower authorised push payments mechanism for vulnerable customers.</li> </ul> <hr/> <p><b>Period Two</b></p> <p>Ongoing with:</p> <ul style="list-style-type: none"> <li>• Operation Broadway is ongoing.</li> <li>• Initial visits to businesses engaged with cryptocurrencies that have a footprint in the Square Mile have been completed. More detailed follow-ups are now required.</li> <li>• Discussions continue with the Banking sector and other agencies regarding a slower authorised push payments mechanism for vulnerable customers.</li> </ul> <hr/> <p><b>Period Three</b></p> <p>Ongoing with:</p> <ul style="list-style-type: none"> <li>• Operation Broadway continues.</li> <li>• The arrangement of more detailed visits to businesses engaged with cryptocurrencies has been put on hold due to a reduction in the amount of intelligence being received: it appears that the cryptocurrency 'bubble' may have 'burst'.</li> <li>• Discussions continue with the Banking sector and other agencies regarding the introduction of a slower authorised push payments mechanism for vulnerable customers.</li> <li>• Ideas are being developed to deal with financial fraud enablers, including Companies House and wine storage facilities.</li> </ul>

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5.	The Commercial Team will continue to seek to increase the number of compliant food businesses in the City.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• Of the City's 1,844 food premises, 1,646 (89%) are currently 'broadly compliant', i.e. they are rated 3, 4 or 5 under the FSA's Food Hygiene Rating Scheme.</li> <li>• 1,286 have a rating of 5 and only 5 are rated 0.</li> <li>• A detailed breakdown of the current FHRS profile and more information on the 0 rated premises is provided in Appendix C of this report.</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>• Of the City's 1,815 food premises, 1,621 (89%) are currently 'broadly compliant', i.e. they are rated 3, 4 or 5 under the FSA's Food Hygiene Rating Scheme.</li> <li>• 1,274 have a rating of 5, and only 4 are rated 0</li> <li>• A detailed breakdown of the current FHRS profile and more information on the 0 rated premises is provided in Appendix C of this report.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>• Of the City's 1,800 food premises, 1,611 (89%) are currently 'broadly compliant', i.e. they are rated 3, 4 or 5 under the FSA's Food Hygiene Rating Scheme.</li> <li>• 1,290 have a rating of 5, and only 2 are rated 0.</li> <li>• A detailed breakdown of the current FHRS profile and more information on the 0 rated premises is provided in Appendix C of this report.</li> </ul>

Ref:	Objective	Progress to date
6.	The Pollution Control Team will implement the Action Plan of the Noise Strategy 2016-2026.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• A 'Sounds of the City' social survey has been conducted to gather a current evidence base of the perception of how the City sounds. The draft report is being prepared.</li> <li>• Engagement with London Underground Ltd (LUL) regarding operational and construction noise from London Underground continued. An independent expert report has been commissioned and sound measurements taken at the worst affected properties.</li> <li>• The City's infrastructure projects are progressing well with the team working hard to ensure the environmental impacts of Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade are being continuously monitored and managed by the numerous contractors.</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>• Engagement with London Underground Ltd (LUL) regarding operational and construction noise from London Underground is continuing. An independent expert investigation and report has been completed and will be presented to January PH&amp;ES committee. LUL has received a copy of the report and the City is awaiting their response.</li> <li>• A 'Sounds of the City' social survey has been conducted to gather a current evidence base of the perception of how the City sounds. The report is being finalised and will be published early in 2019.</li> <li>• The City's infrastructure projects are progressing well with the team working hard to ensure the environmental impacts of Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade are being continuously monitored and managed by the numerous contractors.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>• The Research Report on 'The Sounds of the City' social survey has been published and the findings presented to the London Noise Action Forum. The findings will be used for future policy making and have been shared with colleagues across the City of London.</li> <li>• Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. An expert report has been discussed with LUL experts and a detailed written response is awaited.</li> <li>• The City's infrastructure projects are progressing well with the team working hard to ensure the environmental impacts of Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade are being continuously monitored and managed by the numerous contractors.</li> </ul>

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7.	The Pollution Control Team will implement site monitoring of noise from building sites, and the outcome of the consultation on Saturday morning working.	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• The Construction Monitoring Levy outlined in the Code of Construction Practice was written into standard planning conditions from January 2018. Consented developments are being monitored for commencement dates to ensure levy charging is implemented.</li> <li>• A Graduate Environmental Health Trainee has been recruited to assist with proactive construction site monitoring.</li> <li>• A consultation on Saturday morning construction works has been carried out, receiving 725 responses. The consultation closed on 7 August and the report is being drafted. An interim summary of the results is provided in a separate report to this meeting of the PH&amp;ES Committee.</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>• The Construction Monitoring Levy, outlined in the Code of Construction Practice, was written into standard planning conditions from January 2018. Consented developments are being monitored for commencement dates to ensure levy charging is commenced.</li> <li>• A consultation on Saturday morning construction works has been carried out. The consultation results report was presented to P&amp;T and PH&amp;ES committees in November. Both committees voted in favour of amending the standard noisy City construction hours to 0900 to 1400 on Saturdays. Implementation is underway.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>• The Construction Monitoring Levy, outlined in the Code of Construction Practice, was written into standard planning conditions from January 2018. Consented developments have now triggered payment and have been contacted in writing to ensure levy charging commences. An update report was presented to March P&amp;T and PH&amp;ES Committees</li> <li>• The adjusted Saturday construction hours of 0900 to 1400 were implemented in January 2019; to date, developers and their contractors have complied with the new requirements.</li> </ul>

Ref:	Objective	Progress to date
8.	Investigate, and begin to implement, new income generation proposals for PH&PP Services.	<p><b>Period One</b></p> <p><u>PUBLIC PROTECTION</u></p> <p>A Primary Authority Research Project is being undertaken to investigate options for a “City offer” encompassing:</p> <ul style="list-style-type: none"> <li>• rechargeable Primary Authority services;</li> <li>• paid-for Business Advice; and</li> <li>• partnership working with other London Local Authorities in a “hub” type model.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• Benchmarking is currently being undertaken with Suffolk Coastal Port Health Authority, including consideration of whether the Col’s services can be offered to other Port Health Authorities around the country.</li> <li>• The Service continues to support the Port and Trade by undertaking dual inspections with Defra and progressing proposals to undertake official controls outside of the Customs boundary.</li> </ul> <hr/> <p><b>Period Two</b></p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>• The Construction Monitoring Levy condition has been placed on Planning Applications and this will generate income from 2019 onwards.</li> <li>• The Primary Authority Research Project has developed two models with four other London local authorities: <ul style="list-style-type: none"> <li>○ a ‘Hub’ model co-ordinated by one LA on behalf of the others; and</li> <li>○ a less formal, ‘Buddy’ model for onward referrals.</li> </ul> <p>In both models rechargeable Primary Authority advice and paid-for non-PA Business Advice can be offered. These models are currently out for consultation with the other LA partners.</p> </li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• Benchmarking has now been completed and the final report is being prepared, including discussions on how the findings will be taken forward.</li> <li>• Legal Agreements are being drafted to allow Port Health to undertake Official Food &amp; Feed Controls outside the Customs boundary i.e. within London Gateway Logistics Park.</li> </ul>



		<p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>Alternative sources of funding continue to be identified and maximised, details of which are provided below.</li> </ul> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>The Primary Authority 'Hub' and 'Buddy' models were generally well-received after consultation with the other potential local authority (LA) partners.</li> <li>However, the deployment of the 'Hub' model (co-ordinated by one LA on behalf of four others) has temporarily been put on hold, pending Member Approval (see separate Agenda Item for full details) and the identification of funding from local risk budgets for a pilot project.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>The findings of the benchmarking exercise to develop the service have been put on hold as a result of the Brexit preparations.</li> <li>Legal Agreements are still being drafted to allow Port Health to undertake Official Food &amp; Feed Controls outside the Customs boundary i.e. within London Gateway Logistics Park.</li> <li>Preparations are in place to 'up skill' officers to undertake Export Health Certification work. This is a fee-based service that will support UK businesses to export products.</li> </ul>
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9.	Move to a new cloud-based, hosted and browser-accessed line of business system (shared with DBE).	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>£500k capital funding was approved in July to source and implement a single cloud-based solution to replace two existing back-office systems currently used by the Port Health &amp; Public Protection Division and the Department of the Built Environment. Users' system requirements have now been confirmed and a pre-tender specification will be drawn up during Period Two (August-November 2018).</li> </ul> <p><b>Period Two</b></p> <ul style="list-style-type: none"> <li>Project Management resources have been taken on to assist in the complex and detailed gathering and sign-off of system requirements and future aspirations from 14 different groups of officers across M&amp;CP and DBE. These are already forming the basis of an extensive specification which is still being developed (but which is due for completion by 31/01/2019) so the tender can go out.</li> </ul> <p><b>Period Three</b></p> <ul style="list-style-type: none"> <li>The extensive specification has taken longer to develop than envisaged due to its increased complexity. However, it is now in the final stages of development and the Project Team hope to have it completed for handover to City Procurement by 30 April 2019.</li> </ul>

Ref:	Objective	Progress to date
10.	Continue to develop the use of technology and mobile working solutions (in liaison with IT department).	<p><b>Period One</b></p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>iAuditor software is now being used successfully for all Food Hygiene and Cooling Tower inspections on a variety of devices (iPhone and tablet).</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>Further development of applications continues in an attempt to streamline processes relating to dealing with electronic communications, including managing and risk assessing 'big' data.</li> <li>Connectivity issues at the Tilbury inspection facility still need to be addressed.</li> <li>Live display screens are now in place to assist with resourcing service demands.</li> </ul> <hr/> <p><b>Period Two</b></p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>iAuditor software is still being used successfully for all Food Hygiene and Cooling Tower inspections on a variety of devices (iPhone 6 Plus and Windows tablet devices).</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>Connectivity issues at the Tilbury Inspection Facility still need to be resolved to make use of technological advancements.</li> <li>Investigations are being undertaken into the potential use of Alexa technology to handle calls, e.g. frequent questions, such as "where's my container".</li> </ul> <hr/> <p><b>Period Three</b></p> <p><u>PUBLIC PROTECTION:</u></p> <ul style="list-style-type: none"> <li>iAuditor software continues to be used successfully for all Food Hygiene and Cooling Tower inspections on a variety of devices.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>Connectivity at the Tilbury Inspection facility still needs to be resolved, which is holding back technological advancements in service delivery.</li> <li>The use of Alexa technology to handle calls has been put on hold as a result of Brexit negotiations.</li> <li>Remote working solutions and policies are being developed to allow officers to work remotely from the Port Health main office or at home, thus reducing office space and improving work-life-balance.</li> </ul>

Ref:	Objective	Progress to date
11.	Ensure that the Departmental Workforce Plan is maintained, remains relevant and actions are implemented.	<p><b>Period One</b></p> <p><u>DEPARTMENTAL</u> Following two years of successful Leadership Development Programmes for Assistant Directors and Team Leaders, a Talent Development Programme has been initiated for 13 candidates, mostly below Team Leader level, as the next phase of personal and professional development for staff identified as having the potential to take on greater responsibility.</p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>• Two Graduate Environmental Health Trainees have been recruited. One Trainee will work with the Commercial Team and one with the Pollution Team.</li> <li>• There has been recruitment to the Pollution Team, funded by the Construction Levy, to enable a more proactive approach to monitoring by City Officers, in accordance with the City's Construction Code of Practice.</li> <li>• A review of critical functions carried out by the Operational Support Team revealed that full written procedures are in place to enable continuous provision of such functions in the absence of key members of staff.</li> </ul> <p><u>HARC</u></p> <ul style="list-style-type: none"> <li>• Nine Apprentices are now in post (eight Animal Attendants and one Animal Health Officer).</li> <li>• An exercise was undertaken to identify critical functions and assess the ability of the team to carry these out in the absence of key members of staff. The nature of the management structure at the HARC and the high number of other experienced staff, means that critical functions can be delivered at all times.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• The Port Health Development Plan and HR Action Plan have been updated to ensure that other departments understand our development 'vision'. A future resourcing plan is also in place.</li> <li>• We are starting to see the results of our Graduate Port Health Officer Training Programme and hope to have the first individual qualified this year, with another following early in 2019; there are three others in the pipeline.</li> <li>• We now have four apprentices, with two of them having secured permanent positions.</li> <li>• A further member of the team has been successful in moving from an assistant role to a technical role; a testament to the training the Service provides.</li> <li>• We are also developing a programme to support new team leaders.</li> </ul>

		<p><b>Period Two</b></p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>• Two Graduate Environmental Health Trainees joined the Commercial and Pollution Teams in mid-August. As well as undertaking work in support of their professional logbooks, the trainees are undertaking some field work to support their respective teams.</li> <li>• There has been recruitment to the Pollution Team, funded by the Construction Levy, to enable a more proactive approach to monitoring by City Officers, in accordance with the City's Construction Code of Practice.</li> <li>• A CPD framework for Licensing Officers has been developed.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• Graduate Port Health Officers:             <ul style="list-style-type: none"> <li>○ Two have submitted their portfolio of work, the final part required to obtain their practitioner status. The results of this should be known by the end of the financial year.</li> <li>○ Three others are undergoing training.</li> </ul> </li> <li>• Apprentices:             <ul style="list-style-type: none"> <li>○ Two Apprentice Support Assistants are being recruited to replace Apprentices that have obtained permanent positions and have moved to Level 3.</li> <li>○ One Apprentice Marine Officer is in post.</li> </ul> </li> <li>• Two Officers are undertaking training for the Higher Certificate in Food Premises Inspection.</li> <li>• Three officers are taking part the department's Talent Management Programme.</li> </ul> <p><u>HARC</u></p> <ul style="list-style-type: none"> <li>• New apprentices are being sought to replace some of those who have now completed the programme. A recent change to the Apprenticeship Framework and allocation of Levy funds means that this is a less straightforward process than it has been in previous years.</li> </ul>
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