

Progress against Port Health & Public Protection key improvement objectives 2019-2020

Ref:	Objective	Progress to date
1.	Continue to evaluate, and put in place actions to address, the impacts of Brexit on the services provided by PH&PP.	<p>Period One <u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • The Port Health Service secured, for 2019/20, £400k of funding from the FSA to prepare for Brexit. One additional Official Veterinarian, two Port Health Officers and three Port Health Technical Officers have been appointed and trained. • The Port Health Service has hosted visits by the FSA and Defra as part of the 'no deal' Brexit contingency plans. • The Port Health Service continues to provide advice and evidence on and in response to Brexit consultations relating to policy and process. <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • The HARC is as prepared for Brexit as it can be in terms of staff resources. <hr/> <p>Period Two <u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • A further £116.5k of funding for 19/20 has been secured from the FSA to prepare for Brexit. Total FSA funding secured for this financial year is £516.5k, which funds additional Port Health staff. • The Port Health Service continued to host visits by the FSA and Defra as part of the 'no deal' Brexit contingency plans. • The Port Health Service continues to provide advice and evidence on, and in response to, Brexit consultations relating to policy and process. <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • The HARC remains as prepared for Brexit as it can be in terms of staff resources.
2.	Publish a new Air Quality Strategy 2019–2025 to deliver measurable improvements in nitrogen dioxide across the City.	<p>Period One</p> <ul style="list-style-type: none"> • A draft Strategy was published for statutory consultation. • The final version of the Strategy was approved by the PH&ES Committee. <hr/> <p>Period Two</p> <ul style="list-style-type: none"> • The final Air Quality Strategy was published in September 2019. • Work is underway to deliver the Action Plan of the Strategy.

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3.	The Licensing Team will continue to develop the Safety Thirst Award Scheme, which aims to promote responsible management and reduce crime and anti-social behaviour.	<p>Period One</p> <ul style="list-style-type: none"> • The 2019 award ceremony has been arranged to take place in the Guildhall Crypts on 5 November. • The Scheme has been benchmarked against the Clean City Award Scheme and other City award schemes. • The benefits offered to participants has been reviewed and an LGBT+ Vulnerability Seminar delivered to Safety Thirst Award Scheme members. • A record of >70 applications have been received and on-site assessments by a multidisciplinary team are underway. <p>Period Two</p> <ul style="list-style-type: none"> • The 2019 award ceremony was held on 5 November, in the Guildhall Crypts. • The ceremony was attended by representatives of the licensed trade, City of London Corporation, City of London Police, and the Home Office. • Of the 72 premises which received accreditation, there were 3 overall winners: The Gable Bar & Restaurant (for the second year running); The Steelyard Nightclub; and, Mrs Foggs Bar. • All accredited venues promote high operating standards and responsible alcohol consumption, creating a safer leisure environment and night- time economy in the City of London.
4.	The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges.	<p>Period One</p> <ul style="list-style-type: none"> • The City now has enforcement powers on all City Bridges and active enforcement is underway, supported by the City Police and Tower Bridge security staff. • An extension to the section 101 agreement with the London Borough of Southwark to increase the area on the south side of Millennium Bridge is being progressed. • Seizures have been undertaken and prosecution packs prepared. • Joint operations have been conducted with the London Boroughs of Tower Hamlets and Southwark resulting in reduced trading activity. <p>Period Two</p> <ul style="list-style-type: none"> • The first prosecutions utilising the powers passed to the City in the section 101 agreement have now been heard. • Three illegal street trading offences were heard on 9 October, resulting in full costs and fines totalling £5,645.50 for one persistent trader. • Further offences are listed for January 2020 and several further seizures have taken place. • Joint operations continue to be conducted with the London Boroughs of Tower Hamlets and Southwark resulting in reduced trading activity. • Resources are being reviewed to ensure they can effectively prevent trading on the bridges.

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5.	The Trading Standards Team will maintain its focus on preventing financial fraud.	<p>Period One</p> <ul style="list-style-type: none"> This work is ongoing with Operation Broadway. <p>Period Two</p> <ul style="list-style-type: none"> This work is ongoing with Operation Broadway.
6.	The Commercial Environmental Health Team will focus on the food and health and safety interventions and projects derived from its annual Service Plan including the further development of Primary Authority.	<p>Period One</p> <ul style="list-style-type: none"> The Team's Service Plan 2019/20 was approved by the PH&ES Committee in May. The information provided in Appendix C to this report includes data and details on delivery of the project work in the plan. <p>Period Two</p> <ul style="list-style-type: none"> The information provided in Appendix C to this report includes data and details on the ongoing delivery of the project work in the Service Plan.
7.	The Pollution Team will continue to implement the Action Plan of the Noise Strategy 2016-2026 through implementation of site monitoring of noise from building sites, and the outcome of the consultation on Saturday morning working.	<p>Period One</p> <ul style="list-style-type: none"> A report on the 'Sounds of the City' social survey has been published and the findings presented to an international soundscape conference which was held in London in June. Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. A further ballast track renewal has been carried out and LUL is investigating further mitigations for the points and crossings under Brandon Mews. 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. Implementation of the adjusted Saturday construction hours of 0900 to 1400 has been underway successfully since January 2019; developers and their contractors have complied with the new requirements. The Construction Monitoring Levy, outlined in the Code of Construction Practice, has seen payments made and enhanced monitoring is now in place for these sites. <p>Period Two</p> <ul style="list-style-type: none"> The Pollution Control Team was the proud winner of the John Connell Local Authority Award in October that recognises services, campaigns and programmes that are shining examples of community cooperation, education and creative solutions to solving noise pollution problems. The award was given in recognition of the "Sounds of the City" research that was published during 2019.

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		<ul style="list-style-type: none"> • Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. Technical discussions continue following a Temporary Speed Restriction Trial which took place in November. • The Lane Rental Project has been completed. This was a joint project between Westminster City Council, Transport for London (TfL) and the City of London Corporation, funded by TfL. The scheme provides for a notification and approval mechanism by the Pollution Team for works on the TfL road network. This has enabled more effective liaison on such works, better control on hours of work, improved management of noise and improved communication with residents, reducing noise disturbance and complaints. • Another bid has been made to TfL for a project to make further improvements to the management of these road works.
8.	Investigate, and implement, new income generation proposals across the department.	<p>Period One</p> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • The Service is working with Suffolk Coastal Port Health Authority to consider a shared back office, which could be 'sold' to other Port Health Authorities. • Legal Agreements are still being drafted to allow Port Health to undertake Official Food & Feed Controls outside the Customs boundary i.e. within London Gateway Logistics Park. • 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. <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • The HARC has one major project at the discussion stage. <p>Period Two</p> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • The service continues to work with Suffolk Coastal Port Health Authority in developing proposals to share a back office, which could be 'sold' to other Port Health Authorities. • Draft Legal Agreements have now been prepared and are being reviewed by stakeholders. The agreements would allow Port Health to undertake Official Food and Feed Controls outside the Customs boundary i.e. within London Gateway Logistics Park. <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • The HARC project is progressing well. There will probably be a phased deployment, starting in Q2 of 2020/21, if everything can be put in place for the contract by then. <p><u>PUBLIC PROTECTION & ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • Discussions and planning commenced to pilot a Primary Authority "Hub" model for all the Division's current Primary Authority Partnerships (PAPs) using Port Health Support staff to centrally handle the administrative work required for maintaining each PAP.

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9.	PH&PP will move to a new cloud-based, hosted and browser-accessed line of business system in a joint project with DBE.	<p>Period One</p> <ul style="list-style-type: none"> • Stage 1 of the tender is complete, and a number of potential Service Providers have received Stage 2 Invitations to Tender (ITTs) for return by 13/09/2019. <p>Period Two</p> <ul style="list-style-type: none"> • Stage 2 Invitations to Tender (ITTs) closed on 27/09/2019. • Evaluation and Moderation of was completed on 12/11/2019. • A report by City Procurement and the Project Team is being prepared for the IT Category Board.
10.	Work with Heathrow Airport Limited in a project to relocate the Animal Reception Centre to a 'Single Examination Area' on the airport boundary.	<p>Period One</p> <ul style="list-style-type: none"> • An initial meeting to discuss the reduced scope for this project was held in July. The reduced scope does not, however, affect the HARC part of the project. <p>Period Two</p> <ul style="list-style-type: none"> • This has currently stalled due to a change of personnel at Heathrow Airport Ltd (HAL). It will be taken up again when new individuals are in post at HAL.
11.	In liaison with the IT Department, continue to develop the use of technology and mobile working solutions.	<p>Period One</p> <ul style="list-style-type: none"> • An online form has been developed for construction works permissions using 'Firmstep' to streamline the permissions process and make efficiencies in data input for back office staff. • Officers of the Commercial Environmental Health Team continue to use the 'iAuditor' App on handheld devices for food hygiene and cooling towers inspections. • Microsoft Teams sites continue to be developed for agile working collaboration and communication between team members. • Mobile working capability is an integral requirement of the specification for the new joint IT system with DBE (Objective 9, above). <p>Period Two</p> <ul style="list-style-type: none"> • Further "Contact Us For...." forms are being developed in conjunction with IT and other departments for a variety of functions using the Contact Centre's CRM. • Officers of the Commercial Environmental Health Team continue to use the 'iAuditor' App on handheld devices for food hygiene and cooling towers inspections. • Microsoft Teams sites continue to be developed for agile working collaboration and communication between team members. • Mobile working capability is an integral requirement of the specification for the new joint IT system with DBE (PHPP9 above).

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12.	<p>Improve working relationships with partners, Government Departments and other agencies including through collaboration and sharing information and expertise.</p>	<p>Period One</p> <ul style="list-style-type: none"> • A presentation on the findings of the 'Sounds of the City' social survey was given to an international soundscape conference in London, working with governments, agencies and industry. • The Commercial Environmental Health Team Manager chairs the London Food Co-ordinating Group and attends the national Food Hygiene User Group. • The Commercial Environmental Health Team is working with the Food Standards Agency on various work streams as part of their "Regulating Our Future" programme – e.g. online food business registration. <hr/> <p>Period Two</p> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • The Port Health Service continued to host visits by the FSA and Defra as part of the 'no deal' Brexit contingency plans. In addition, the service meets regularly with other Port Health Authorities, Port Operators and the industry. <p><u>AIR QUALITY</u></p> <ul style="list-style-type: none"> • The Emission Reduction (Local Authorities in London) private members Bill was introduced to the House of Lords in October by Lord Tope. The Bill has been developed by the City Corporation and is supported by London Councils. • The Air Quality Team arranged and hosted a local authority best practice event on air quality at the Guildhall and a separate local authority best practice idling engine enforcement event. • The Air Quality Team is running a London wide idling engine programme with the LB Camden and with financial support from the Mayor of London. <p><u>PUBLIC PROTECTION</u></p> <p>The Commercial Environmental Health Team is working with the Food Standards Agency on various work streams as part of their "Regulating Our Future" programme – e.g. online food business registration.</p>

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13.	Continue to review and develop our Departmental Workforce Plan and support the Corporate Apprenticeship Scheme.	<p>Period One</p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> • The Service's first ever Graduate Environmental Health Trainee has qualified with a Distinction and been given a one year full time contract as an Environmental Health Officer. • An apprenticeship has been secured, commencing in December, for an Apprentice Consumer Protection Officer. <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • Three Environmental Health graduates continue to undertake training to complete their professional exams. • Two apprentice Support Assistants have been appointed to replace the previous apprentices who have now moved into permanent roles. • Three Officers are undertaking training for the Higher Certificate in Food Premises Inspection. <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • The HARC continues to support the Scheme and currently offers apprenticeships in animal welfare, office management and regulatory services. <hr/> <p>Period Two</p> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • Three Environmental Health graduates continue to undertake training to complete their professional exams. It is hoped that they will complete this before next year's deadline. • The Port Health Service continues to support the Apprenticeship Scheme and it currently has three apprentices. • Three Officers are undertaking training for the Higher Certificate in Food Premises Inspection. <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> • HARC is working with industry to ensure there is an appropriate Level 3 qualification for the HARC apprentices.