



Our key aims

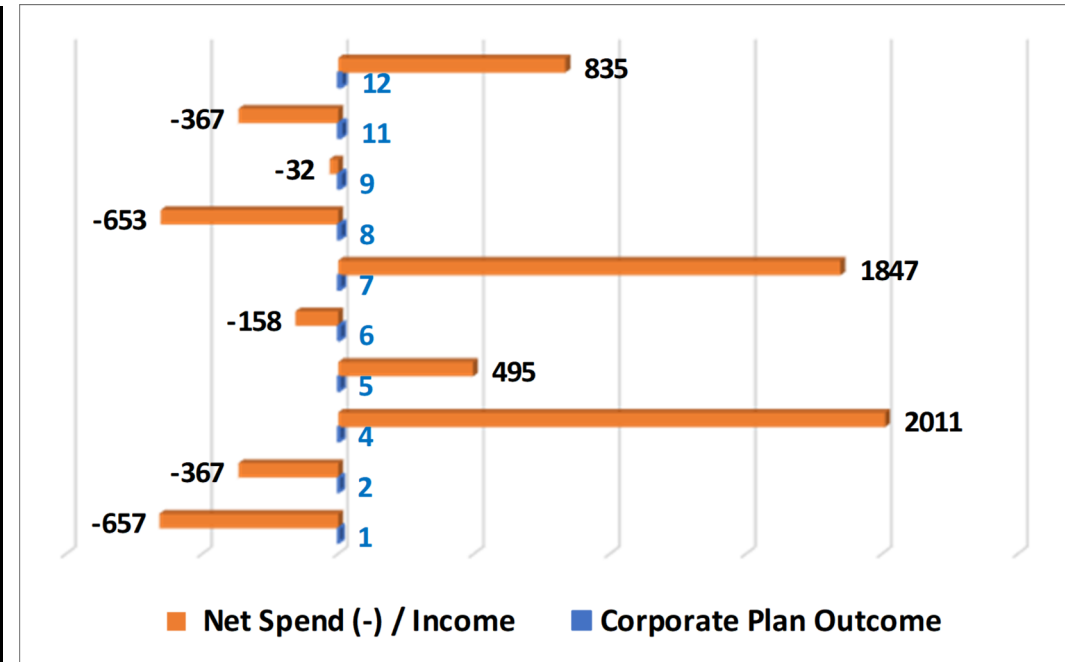
To protect consumers, public and animal health, and support legitimate business through advice and regulatory enforcement.

To provide a vital link in the food supply chain for London and the South by operating three thriving wholesale food markets.

Budget 2020-21

	Expenditure £'000	Income £'000	Net £'000	Outcome Supported
PHES Committee				
City Environmental Health	-2,522	319	-2,203	1,2,6,8,9,11
Animal Health Services	-2,994	4,493	1,499	5,6,9
Trading Standards	-365	0	-365	1,6,8
Port & Launches	-3,522	2,701	-821	1,6,7,8,9
Coroner	-290	0	-290	
Licensing Committee	-753	740	-13	1,5,6
Markets Committee				
Smithfield Market	-5,575	6,420	845	4,7,12
Billingsgate Market	-3,231	4,892	1,661	4,7,12
New Spitalfields Market	-6,122	8,473	2,351	4,7

Net Spend / Income Per Outcome (£ ,000)



Our main objectives		What we will measure	Link to Corporate Plan Outcomes
1	The Department will continue to monitor and evaluate the potential impacts of Brexit upon our services and put in place actions to mitigate them.	Robust contingency arrangements that minimise the possible impact.	6b, 7b
2	The Air Quality Team will deliver measurable improvements in nitrogen dioxide across the City by implementing the actions identified in the Air Quality Strategy 2019-2024.	Achievement of an average 5% reduction in annual average nitrogen dioxide concentrations, by 31/03/2021.	2b, 11a
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.	The number and quality of applications received for the Safety Thirst Award Scheme.	1b, 5c
4	The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges.	Numbers of interventions and prosecutions taken against illegal street traders.	1b, 6a
5	The Trading Standards Team will maintain its focus on disrupting and preventing financial fraud particularly among vulnerable consumers.	The number of reported incidences of City residents experiencing financial fraud.	1b, 6c
6	The Commercial Environmental Health Team will focus on delivery of the food and health and safety interventions and projects in its annual Service Plan including the further development of Primary Authority and the implementation of a healthy eating strategy grounded in London's Healthier Catering Commitment Scheme.	The change in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments.	1c, 6a
7	The Pollution Team will continue to implement the Action Plan of the Noise Strategy 2016-2026.	% of noise complaints satisfactorily resolved.	1c
8	The Pollution Team will implement the Monitoring Fee requirement of the Code of Practice for Deconstruction and Construction with developers and contractors.	Number and category type of construction sites contributing to the levy	1c, 11a
9	The Markets will work with the Project Team to ensure that the Markets Consolidation Programme receives adequate, timely input and that the requirements of Markets' stakeholders are taken into account as the programme progresses.	Markets' stakeholders are fully engaged in consultation about the programme and their requirements are reflected at each stage.	4b, 7c
10	The Port Health Service will strive to become the quickest processor in the UK for consignments of food and feed through the LPHA ports.	Products of Animal Origin (POAO): 85% processed within 5 days; Fish consignments: 85% processed within 5 days; High risk products of Non-Animal Origin (NAO): 85% processed within 5 days.	1c
11	Heathrow Animal Reception Centre (HARC) will explore income generation opportunities and contracts with partner organisations at the airport.	Level of income generated and consignment throughput against contract requirements.	5b, 9b
12	The Markets will ensure that the Wholesale Markets continue to be managed to deliver safe, compliant trading environments for our tenants.	No increase in accident statistics and engineering breakdowns/ failures.	4b

Our Departmental programmes and projects for 2020/21

1. PH&PP will move to a new cloud-based, hosted and browser-accessed line of business system in a joint project with DBE. **(9b)**
2. Review CCTV at Billingsgate and Smithfield Markets and prepare specifications for procurement based upon the review findings. **(12b)**
3. Work with Heathrow Airport Limited in a project to relocate the Animal Reception Centre to a 'Single Examination Area' on the airport boundary. **(9c)**
4. In liaison with the IT Department, continue to develop the use of technology and mobile working solutions. **(9b)**
5. Upgrade telephony system for HARC and Ports to improve call handling / answering for customers. **(9b)**
6. Develop shared back office / business units for HARC and Ports. **(9b)**
7. Develop a Primary Authority Partnership hub for Port Health, Public Protection (EH and TS) and Animal Health. **(6a)**
8. Prepare for a flexible grade scheme for Environmental Health, Port Health and Trading Standards. **(8d)**
9. Review of the "Head Office" function for the department. **(8c)**

Key Risks

Air Quality (CR21): Small particulate pollution has chronic health impacts from long term exposure at very low concentrations and is in evidence within the City and central London. There is also a health impact associated with long and short term exposure to nitrogen dioxide.

Through implementation of a new Air Quality Strategy 2019—2025, we will raise awareness of the impact of poor air quality on health; take action to improve air quality; demonstrate leadership for London; and champion new powers to deal with non-road sources of air pollution.

Key Customer Feedback

Service users that had contact with either the Licensing or Pollution teams were 100% satisfied or very satisfied with the service they received.

Equalities & Inclusion

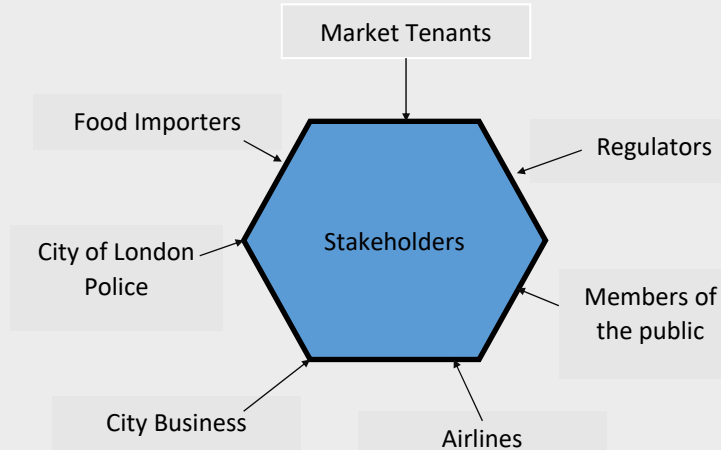
Our staff: 13 candidates from across the department, 85% of whom were female, completed a Talent Development Programme.



Our customers: Heathrow Animal Reception Centre offers a modified service for processing disability assistance animals which are imported under the Pet Travel Scheme.



Our delivery partners and key stakeholders



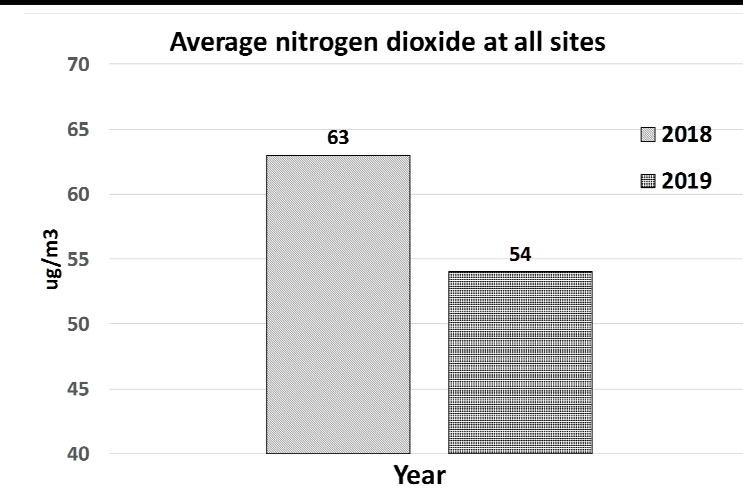
How we will contribute to Corporate programmes and projects

1. **Air Quality Programme:** to ensure that the City complies with the statutory requirements for London Local Air Quality Management, we will demonstrate leadership for London by implementing a refreshed Air Quality Strategy for 2019-2024.
2. **Corporate Apprenticeship Scheme:** we will support the scheme by continuing to offer a range of suitable placements for candidates.
3. **Energy Efficiency:** we will maintain our focus on achieving further reductions in energy usage at our sites.
4. **Secure City Programme:** we will contribute to the next phase of development of the Joint Contact and Control Room and the Customer Relationship Management System.

Our achievements and impact in 2019/20

- An amendment to Saturday morning construction work hours was implemented following consultation: the hours have changed from 0800-1300 to 0900 –1400. This adjustment was implemented in January 2019 and developers and their contractors have since complied with the new requirements.
- A Section 101 agreement with the London Borough of Tower Hamlets was signed and sealed. The City now has enforcement powers on all City Bridges and there has been a decrease in the number of traders present.
- iAuditor software is now being used for all Food Hygiene and Cooling Tower inspections on a variety of devices (iPhone and tablet).
- An entry barrier and a new CCTV system were installed at New Spitalfields Market.
- Achievement of a 5% reduction in annual average nitrogen dioxide concentrations

We are improving air quality



What we plan to do in future years

Investigate and develop new business models for Port Health and the Heathrow Animal Reception Centre to capitalise on opportunities that arise as a result of Brexit.

Improve air quality and manage the risk to our residents and stakeholders. Work with third parties to influence London-wide and national strategies.

Investigate alternative, more efficient methods of delivery across all the services we provide.

Review commercial opportunities to work with partner organisations to increase income.