

We provide vital public services by advising and regulating a wide variety of businesses in the Square Mile and beyond to protect consumers and communities from legislative non-compliance and fraud. We also provide access to fresh produce as a vital link in the food supply chain for London and the South by operating three thriving wholesale food markets.

The corporate outcomes we aim to impact on are:

Outcome 1: People are safe and feel safe.

Outcome 2: People enjoy good health and wellbeing.

Outcome 4: Communities are cohesive and have the facilities they need.

Outcome 5: Businesses are trusted and socially and environmentally responsible.

Outcome 6: We have the world's best regulatory framework and access to global markets.

Outcome 7: We are a global hub for innovation in financial and professional services, commerce and culture.

Outcome 8: We have access to the skills and talent we need.

Outcome 11: We have clean air, land and water and support a thriving and sustainable natural environment.

What we do is:

Through the delivery of our **Air Quality** Strategy 2015-2020, we raise awareness of the impact of poor air quality on health; take action to improve air quality; demonstrate leadership for London; and work with others to achieve a new Clean Air Act.

(Outcomes: 2, 11)

Our **Public Protection** teams will meet the current and future needs of stakeholders by protecting consumers through the enforcement of a wide range of Environmental Health and Trading Standards legislation and undertaking appropriate interventions.

(Outcomes: 1, 2, 5, 6)

We will set the benchmark nationally for **Licensing** Policy and other Schemes that promote the four Licensing objectives (as set out in the Licensing Act 2003): The prevention of crime and disorder; Public safety; The prevention of public nuisance; The protection of children from harm. **(Outcomes: 1, 4)**

Our **Trading Standards** Service collaborates with City of London Police and other relevant partner organisations to tackle economic crime, particularly investment fraud.

(Outcomes: 1, 6)

We continue to develop our **Port Health** Service to be the fastest processor of imported food and feed consignments in the UK, including improving our IT infrastructure and using new and existing technology to its full potential. **(Outcome: 7)**

We continue to explore possibilities for expanding and developing our **Animal Health and Welfare Services** including relocating the Heathrow Animal Reception Centre to a new 'Single Examination Area' on the airport to accommodate anticipated increases in demand. We share our knowledge and expertise with partners within the airline, animal health and related industries. **(Outcomes: 7, 8)**

We operate three thriving **wholesale markets** which play a central role in the economies of the communities in which they operate. The markets supply produce to a host of food service sectors and customers range from catering companies and retail markets to restaurants, schools, small local businesses and members of the public. **(Outcomes: 4, 7)**

We are evaluating the potential impacts of leaving the EU on all the services we provide and will plan appropriate mitigating actions so that we will be able to service new and existing trade as it develops. **(Outcome: 7)**

Our budget* for 2018/19 is:

Total Gross Expenditure £'000

Port Health & Environmental Service (10,633)

Licensing (845)

Markets (17,425)

Total Gross Income £'000

Port Health & Environmental Service 6,416

Licensing 745

Markets 21,175

Total Net Expenditure £'000

Port Health & Environmental Service (4,217)

Licensing (100)

Markets 3,750

* - Local risk, central risk and recharges

Our top line objectives are:

Service deliverables

1. Evaluate the potential impact of leaving the EU on the services provided by PH&PP and make suitable preparations.
2. Continue to implement a Low Emission Neighbourhood in the City to improve air quality and mitigate the risk of air pollution, including a pilot Ultra Low Emission Vehicle Street.
3. The Licensing Team will continue to expand the Safety Thirst Award Scheme, which aims to reduce crime and anti-social behaviour.
4. The Trading Standards Team will maintain its focus on preventing financial fraud.
5. The Commercial Team will continue to seek to increase the number of compliant food businesses in the City.
6. The Pollution Team will implement the Action Plan of the Noise Strategy 2016-2026.
7. Implement site monitoring of noise from building sites, and the outcome of the consultation on Saturday morning working.
8. Investigate, and begin to implement, new income generation proposals.
9. Complete the delivery of Service Based Review (SBR) measures at all three markets, and historic repair works at Smithfield Market.
10. Build on the findings of the strategic review of markets and produce report for decision by Members.

Corporate programmes and projects

- Air Quality Programme: ensure that the City Corporation complies with the statutory requirements for London Local Air Quality Management. Demonstrate leadership for London by implementing the actions set out in the Air Quality Strategy 2015-2020
- Corporate Apprenticeship Scheme: support the scheme by offering a range of suitable placements for candidates.
- Focus on further reductions in energy usage as part of the Energy Efficiency Programme.
- Secure City Programme: contribute to the development of the Customer Relationship Management (CRM) system as part of delivering the programme's three key initiatives to provide a safer environment for our customers and stakeholders to live and do business in.

Departmental programmes and projects

- Procure and install a multi-lane entry barrier system and pedestrian access control at New Spitalfields Market.
- Identify and take up opportunities to increase income generation in all parts of the department and thereby achieve the corporately required 2% savings target.
- In liaison with the IT Department, continue to develop the use of technology and mobile working solutions.

How we plan to develop our capabilities this year

- Improve working relationships with partners, Government Departments and other agencies through collaboration and sharing information and expertise.
- Refresh our Workforce Plan, including consideration of appropriate proposals for succession planning.
- Continue to develop our leadership capabilities through the departmental Leadership Development Programme.

What we plan to do in the future:

- Identify the potential impacts and opportunities of the UK's exit from the EU and prepare appropriate strategies to address them.
- Improve air quality and manage the risk to our residents and stakeholders. Work with third parties to influence London-wide and national strategies.
- Develop extra facilities at Heathrow Animal Reception Centre to meet anticipated increases in demand and thereby increase income.
- Expand our capacity at the ports in order to accommodate anticipated increased demand.
- Implement the findings of the market testing review for a potential Primary Authority Service Unit.
- Investigate alternative methods of service delivery.

What we'll measure:

1. Preparation and implementation of a plan for active engagement with central government as the exit negotiations progress
2. Levels of air pollution in the City.
3. The number and quality of applications received for the Safety Thirst Award Scheme.
4. The number of reported incidences of City residents experiencing financial fraud.
5. The change in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments.
6. Delivery of key actions.
7. Income generated and the number of sites monitored.
8. Income levels.
9. Income levels at Smithfield Market.
10. Report findings of the review to Markets Committee for decision by May 2018.