

## 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>
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>
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>
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>

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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>
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>
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>

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8.	Investigate, and begin to implement, new income generation proposals for PH&PP Services.	<p><b>Period One</b></p> <p><u>PH&amp;PP</u> 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>
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>

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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>
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></p> <p>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>

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		<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>