

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 through regulatory enforcement and fraud prevention. We also provide a vital link in the food supply chain for the catering and hospitality sectors in London and the South by operating three thriving wholesale food markets.

The Corporate Plan outcomes we aim to impact on are:

Outcome 1: People are safe and feel safe.

Outcome 2: People enjoy good health and wellbeing.

Outcome 3: People have equal opportunities to enrich their lives and reach their full potential.

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 9: We are digitally and physically well-connected and responsive.

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

Outcome 12: Our spaces are secure, resilient and well-maintained.

What we do is:

Through publication of a new **Air Quality** Strategy 2019-2025, we 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 (**Outcomes: 2, 11**)

Our **Public Protection** teams meet the current and future needs of stakeholders by protecting consumers and businesses through the enforcement of a wide range of Environmental Health and Trading Standards legislation and undertaking appropriate interventions. (**Outcomes: 1, 2, 5, 6**)

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 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. We carry out enforcement against illegal street trading. (**Outcomes: 1, 4, 5, 6**)

As the London Port Health Authority, our **Port Health Service** is responsible for a district extending 151 kilometres along the River Thames from Teddington to the outer Estuary. The service protects, enhances, and improves public, environmental, and animal health by controlling: food and feed imports; food standards, food safety and water quality; infectious disease control; civil contingencies; ship sanitation; environmental protection and shellfish control. (**Outcomes: 1, 2, 6, 9**)

Our **Animal Health & Welfare Service** provides animal health services London-wide and holds contracts with most London Boroughs and some Unitary Authorities in the Home Counties to discharge their statutory animal health duties. The Service also runs the Heathrow Animal Reception Centre (HARC), the Border Inspection Post for live animals, at Heathrow Airport. (**Outcomes: 1, 7, 9**)

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. Customers range from catering companies and retail markets to restaurants, schools, small local businesses and members of the public. (**Outcomes: 4, 7**)

Our budget by Committee* for 2019/20 is:

Total Gross Expenditure	£'000
Port Health & Environmental Services	(10,906)
Licensing	(911)
Markets	(18,755)
Total Gross Income	£'000
Port Health & Environmental Services	6,417
Licensing	786
Markets	20,739
Total Net Expenditure	£'000
Port Health & Environmental Services	(4,489)
Licensing	(125)
Markets	1,984

* - Local risk, central risk and recharges

Our top line objectives are *(links to Corporate Plan Outcomes and Actions are shown in brackets):*

Service deliverables

1. Continue to evaluate, and put in place actions to address, the impacts of Brexit on the services provided by PH&PP. **(6b)**
2. Publish a new Air Quality Strategy 2019–2025 to deliver measurable improvements in nitrogen dioxide across the City. **(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. **(1b)**
4. The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges. **(1b)**
5. The Trading Standards Team will maintain its focus on preventing financial fraud. **(6c)**
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. **(1c)**
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. **(1c)**
8. Investigate, and implement, new income generation proposals across the department. **(9b)**
9. 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. **(4b)**

Corporate programmes and projects

- Air Quality Programme: ensure that the City complies with the statutory requirements for London Local Air Quality Management. Demonstrate leadership for London by implementing a refreshed Air Quality Strategy for 2019-2025. **(11d)**
- Corporate Apprenticeship Scheme: support the scheme by continuing to offer a range of suitable placements for candidates. **(8d)**
- Energy Efficiency Programme: focus on further reductions in energy usage. **(11c)**
- Secure City Programme: contribute to the development of the Joint Contact and Control Room and the Customer Relationship Management System, which aim “to provide a secure city environment for all to visit, work and live”. **(12b)**

Departmental programmes and projects

- PH&PP will move to a new cloud-based, hosted and browser-accessed line of business system in a joint project with DBE. **(9b)**
- Complete a review of CCTV across all three markets and prepare specifications for procurement. **(12b)**
- Work with Heathrow Airport Limited in a project to relocate the Animal Reception Centre to a 'Single Examination Area' on the airport boundary. **(9c)**
- In liaison with the IT Department, continue to develop the use of technology and mobile working solutions. **(9b)**

How we plan to develop our capabilities this year

- Improve working relationships with partners, Government Departments and other agencies including through collaboration and sharing information and expertise. **(7b)**
- Continue to review and develop our Departmental Workforce Plan and implement the actions identified therein. **(8c)**
- Continue to develop our workforce, including the delivery of a departmental Talent Management Programme. **(3c)**

What we'll measure:

1. Compliance with Government requirements and expectations as Brexit arrangements progress. **(6b, 7b)**
2. Air pollution in the City: achieve an average 5% reduction in annual average nitrogen dioxide concentrations, by 31/03/2020. **(2b, 11a)**
3. The number and quality of applications received for the Safety Thirst Award Scheme. **(1b, 5c)**
4. Numbers of interventions and prosecutions taken against illegal street traders. **(1b, 6a)**
5. The number of reported incidences of City residents experiencing financial fraud. **(1b, 6c)**
6. The change in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments. **(1c, 6a)**
7. Delivery of key actions of the Noise Strategy, income generated, and the number of sites monitored. **(1c, 11a)**
8. Income levels. **(5b, 9b)**
9. Markets' stakeholders are fully engaged in consultation about the programme and their requirements are reflected at each stage. **(4b, 7c)**

What we plan to do in the future:

- Investigate and develop new business models for Port Health and Heathrow Animal Reception Centre to capitalise on opportunities that arise as a result of Brexit. *(6b)*
- Improve air quality and manage the risk to our residents and stakeholders. Work with third parties to influence London-wide and national strategies. *(11d)*
- Implement the findings of the market testing review for a potential Primary Authority Service Unit. *(7a)*
- Investigate alternative, more efficient methods of delivery across all the services we provide. *(5b)*