

## Progress against Port Health & Public Protection key improvement objectives 2020-2021

Ref:	Objective	Progress to date
1.	Continue to monitor and evaluate the potential impacts of Brexit upon our services and put in place actions to mitigate them.	<b>Period One</b> <ul style="list-style-type: none"> <li>Port Health and HARC continue to provide advice and evidence on, and in response to, UK/EU trade relationships consultations relating to policy and process.</li> </ul> <b>PORT HEALTH</b> <ul style="list-style-type: none"> <li>£225k of funding has been secured in 2020/21 for Brexit preparations. Further funding opportunities are being explored.</li> <li>Business cases are being prepared to extend temporary contracts until September 2021, which will allow time for EU trade to be assessed.</li> </ul> <b>HARC</b> <ul style="list-style-type: none"> <li>HARC is as prepared as it can be in terms of staff resource.</li> </ul>
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.	<b>Period One</b> <ul style="list-style-type: none"> <li>For the period April to July 2020, levels of nitrogen dioxide measured at the 3 continuous analysers in the City showed an average reduction of 56% across all sites when compared to the same period in 2019.</li> <li>This was largely due to the impact of the COVID-19 lockdown, however a proportion of the improvement is due to local and regional action.</li> </ul>
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.	<b>Period One</b> <ul style="list-style-type: none"> <li>The COVID-19 pandemic has resulted in most premises remaining closed in the City. Those that are open have limited time for assessments.</li> <li>Awards granted in 2019 are renewed for 2020; the return is being monitored closely and alternative award delivery is being considered.</li> </ul>
4.	The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges.	<b>Period One</b> <ul style="list-style-type: none"> <li>The COVID-19 pandemic resulted in no illegal trading on or near City Bridges from April to July. Officers continued to process prosecution cases, although the progress through the Magistrates Courts has been subject to delay.</li> <li>A new partnership has been formed with the National Food Crime Unit which is assisting the City of London with collating intelligence on illegal street traders across London.</li> <li>The intelligence shared is being analysed with a view to a more co-ordinated and robust approach targeting the controlling minds.</li> </ul>

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5.	The Trading Standards Team will maintain its focus on disrupting and preventing financial fraud, particularly among vulnerable consumers.	<b>Period One</b> <ul style="list-style-type: none"> <li>This continues to be the team's focus, and during the COVID-19 pandemic there has been an increase in consumer complaints about financial fraud generally. Unfortunately, the team has not been able to stage any field deployments to disrupt rogue traders, but illegal and fraudulent websites have been "taken" down.</li> </ul>
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.	<b>Period One</b> <ul style="list-style-type: none"> <li>A drastically different, staged Service Plan to deal with the COVID-19 lockdown was agreed by Members in July. The Plan reflects the team's initial work on high risk businesses and activities only, with the Healthier Catering Commitment Scheme and further Primary Authority development temporarily paused.</li> <li>As the City has gradually re-opened, the team has focussed on providing advice and guidance to City businesses and, most recently, since many food and retail businesses were allowed to re-open in early July, advice on undertaking and implementing COVID-Secure Risk Assessments and controls.</li> </ul>
7.	The Pollution Team will continue to implement the Action Plan of the Noise Strategy 2016-2026.	<b>Period One</b> <ul style="list-style-type: none"> <li>Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. LUL budgets have been severely affected by COVID-19 which has delayed projects. LUL is not able to progress noise matters at present, in particular the planned Temporary Speed Restriction (TSR).</li> <li>A further bid to the TfL Lane Rental Board for a Streetworks and Liaison Officer for 2 years has been approved and funding will commence in September 2020.</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>
8.	The Pollution Team will implement the Monitoring Fee requirement of the Code of Practice for Deconstruction and Construction with developers and contractors.	<b>Period One</b> <ul style="list-style-type: none"> <li>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.</li> </ul>
9.	The Port Health Service will strive to become the quickest processor in the UK for consignments of food and feed through the LPHA ports.	<b>Period One</b> <ul style="list-style-type: none"> <li>The Port Health Service continues to develop solutions to improve the efficiency of the service. This has recently included developing an auto-coding programme for ships' manifests that self-Learns and is quicker and more consistent than a manual process. This is currently being tested.</li> </ul>

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10.	Heathrow Animal Reception Centre (HARC) will explore income generation opportunities and contracts with partner organisations at the airport.	<b>Period One</b> <ul style="list-style-type: none"> <li>Liaison with IAG Cargo is currently on hold.</li> </ul>
11.	PH&PP will move to a new cloud-based, hosted and browser-accessed line of business system in a joint project with DBE.	<b>Period One</b> <ul style="list-style-type: none"> <li>The joint project team undertook a Soft Market Testing exercise in April/May to establish how realistic its estimated costings and timescales were against what was available in the current marketplace. Lessons learned from that are being included in a revised specification and tender documentation before hopefully going out to tender during Period Two.</li> </ul>
12.	Work with Heathrow Airport Limited (HAL) in a project to relocate the Animal Reception Centre to a 'Single Examination Area' on the airport boundary.	<b>Period One</b> <ul style="list-style-type: none"> <li>The new facility has recently been discussed with government and HAL in light of the government's announcement that monies will be made available to improve the border infrastructure post-Brexit.</li> <li>The current capacity issue at HARC has highlighted the need for a new facility.</li> </ul>
13.	In liaison with the IT Department, continue to develop the use of technology and mobile working solutions.	<b>Period One</b> <ul style="list-style-type: none"> <li>COVID-19 has resulted in a significant increase in remote/home working which has led to changes in processes etc. Further changes to infrastructure, hardware and applications will be needed to make this more sustainable and achievable as we ease out of lockdown, whilst also adopting a more flexible approach to the working day/week.</li> </ul>
14.	Upgrade the telephony system for HARC and Port Health to improve call handling/answering for customers.	<b>Period One</b> <ul style="list-style-type: none"> <li>No further progress to report. As an interim measure, HARC is likely to pursue use of the ARCUS system alongside Port Health.</li> </ul>
15.	Develop shared back office/business units for HARC and Port Health.	<b>Period One</b> <ul style="list-style-type: none"> <li>There have been initial discussions with the Economic Development Team, but progress has been slowed due to the need to deliver services during the COVID-19 lockdown. Progress is likely to pick up pace when the lockdown eases and the impacts following the end of the EU transition period are known.</li> </ul>
16.	Develop a Primary Authority Partnership hub for Port Health, Animal Health, Environmental Health and Trading Standards.	<b>Period One</b> <ul style="list-style-type: none"> <li>Initial discussions have been undertaken but progress has slowed as a result of COVID-19 and the UK's impending EU Exit.</li> </ul>

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17.	Prepare for a flexible grade scheme for Environmental Health, Port Health and Trading Standards.	<b>Period One</b> <ul style="list-style-type: none"> <li>Job Evaluations were not being undertaken during the initial COVID-19 restrictions and the focus of the teams was on responding to the emerging situation. It is hoped that progress will be made during Period Two.</li> </ul>
18.	Support the Corporate Apprenticeship Scheme by continuing to offer a range of suitable placements for candidates.	<b>Period One</b> <ul style="list-style-type: none"> <li>PH&amp;PP has a number of apprentices in place, with many of the last cohorts obtaining temporary contracts or moving on to higher levels.</li> <li>The graduate PHO/EHO schemes continue to be successful with two further graduates in Port Health completing their portfolio of professional competence.</li> </ul>
19.	Contribute to the next phase of development of the Joint Contact and Control Room and the Customer Relationship Management System.	<b>Period One</b> <ul style="list-style-type: none"> <li>'Contact us' &amp; 'construction hours variation' forms have now gone live using Firmstep technology. Troubleshooting and resolution of issues is underway following the launch of the new CoL website.</li> </ul>