

### Our key aim is...

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

### The Corporate Plan outcomes we have a direct impact on are...

**Outcome 1:** People are safe and feel safe.

**Outcome 2:** People enjoy good health and wellbeing.

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

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

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

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

### What changed during 2020/21

- Port Health and the HARC continued to operate throughout the COVID-19 pandemic, in a COVID-Secure manner.
- The COVID-19 pandemic had a considerable impact on the City's business environment and the Public Protection service adjusted quickly in response. Officers dedicated a lot of time to supporting City businesses to adapt their processes, become compliant with the changing COVID requirements and recover from the pandemic.
- The Commercial Environmental Health Team fulfilled the corporation's responsibilities to undertake local COVID-19 contact tracing, in liaison with other City Departments and the City and Hackney Public Health Team.
- Understanding of the impacts of Brexit developed and changed substantially during the year, particularly for Port Health and the HARC. Officers continued to communicate with government in preparation for the challenges that they expect to face in 2021/22.

### Our major workstreams this year will be...

- Implement alternative, more efficient methods of delivery across all the services we provide to make the required savings, by **reducing expenditure and increasing income**.
- Implement actions arising from the new **Target Operating Model** and provide open and early communication to all employees.
- The Public Protection Team will continue to support businesses as they recover from the **COVID-19** pandemic and associated restrictions, through the City's Al Fresco Eating and Drinking Policy; the COVID Compliant Accreditation Scheme; and the provision of relevant information to the public on the City's website.
- Plan for the phased introduction of **border controls** on live animals and high-risk products of food and feed and implement appropriate operational processes.
- 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.
- Heathrow Animal Reception Centre (HARC) will explore **income generation** opportunities and contracts with partner organisations at the airport.
- The Commercial Environmental Health Team will focus on delivery of the **food and health and safety interventions** in its annual Service Plan.
- Undertake the actions identified in the Department's **Equality, Diversity and Inclusion** Action Plan.

## Our strategic commitments

**Air Quality Strategy:** To ensure that the City complies with the statutory requirements for London Local Air Quality Management, we will demonstrate leadership for London by implementing the actions identified in the Air Quality Strategy 2019-2024.

**Climate Action Strategy:** We will continue to undertake border controls on food, feed and live animals at the sea and air ports within our jurisdiction in order to limit the introduction and spread of diseases and pests.

**Corporate Apprenticeship Scheme:** We will support the scheme by continuing to offer a range of suitable placements for candidates.

**Volunteering Strategy:** We will promote opportunities and benefits to our staff encourage greater participation in volunteering activities within and outside the City.

## Our Key Departmental Risks\*

Likelihood	Impact			
	Minor	Serious	Major	Extreme
Likely	0	0	0	0
Possible	2	4	9	0
Unlikely	3	5	5	0
Rare	1	4	6	0

\*N.B. All Key Risk information was correct on 8 December 2020 but is subject to continual review and change. The matrix above includes all M&CP risks, i.e. not just those for the PH&PP Division which are listed on the right.

Departmental Equalities, Diversity & Inclusion Self Assessment	Score
Monitoring and use of data and information	4
Completing Equality Analysis (EQIA) and tackling discrimination and barriers to inclusion	3
Target setting and mainstreaming equalities into performance systems	2
Using procurement and commissioning to achieve equality and cohesion targets	1
Engagement and partnership	3
Employment and training	4
Where 4 is 'excellent' and 1 is 'requires improvement'	

## Port Health & Public Protection Key Risks

Risk Title	Score
Air Quality (Corporate Risk)	12
Brexit – Impact on Port Health and Animal Health	12
Port Health – Inadequate staffing	12
Port Health – Loss of trade	6
Port Health – Fee recovery	6
Port Health – Insufficient workspace	6
HARC – Venomous or toxic species	4
HARC – Increase in throughput	4
HARC – Reduced throughput	4
HARC – Legislative changes	4
HARC – Safety mechanism failure	4
Port Health – No access to workplace	4
Port Health – Launch unavailable	3
HARC – Loss of database support	2
HARC – Loss of facility	2
HARC – Zoonotic disease outbreak	2
HARC – Loss of utilities	2
HARC – Repair delays	2
HARC – IS Systems failure	1

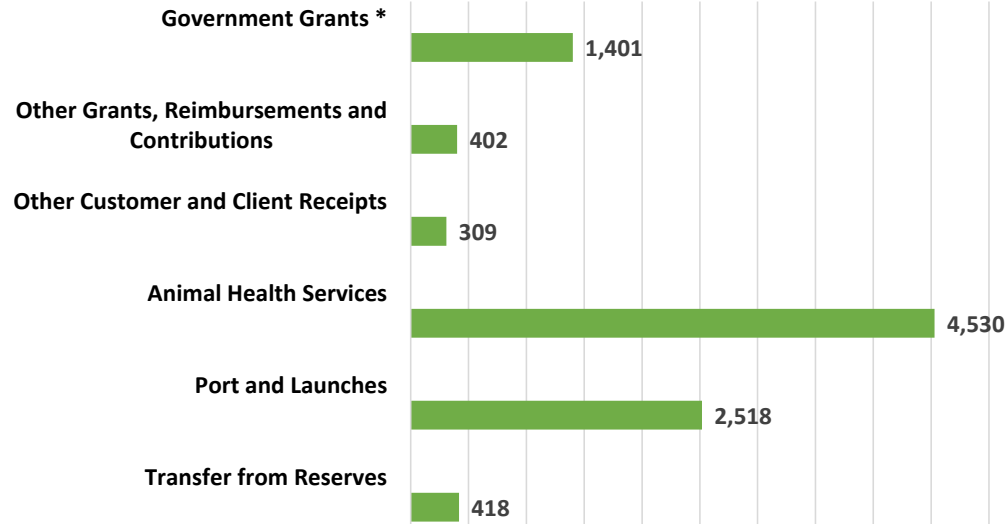
## COVID-19 Risks

HARC emerging recovery	8
HARC animal welfare	8
Port Health imported food and feed	6
Port Health infectious disease control	4
City Mortality Planning Group	2

Performance Measures	2020/21 Performance	2021/22 Direction of travel
Air pollution in the City: 70% of the City's area meets the health-based Limit Values and WHO Guidelines for nitrogen dioxide levels by 31 March 2022. (Ultimate target is 90% by 31 March 2025).	N/A - new measure for 2021/22	Improve
Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments compared to the baseline profile at 31 March 2013.	Annual measure – data not yet available	Improve against baseline
85% of imported food and feed consignments that satisfy the checking requirements are cleared within 5 days: a) Products of Animal Origin (POAO) b) High Risk Products of Non-Animal Origin.	a) 74% (at 30/11/2020) b) 97% (at 30/11/2020)	Improve Maintain
85% of imported food and feed consignments (Products of Non-Animal Origin) are subjected to mandatory documentary controls within 5 days.	98% (at 30/11/2020)	Maintain
Less than 1% of missed flights for transit of animals caused by the Heathrow Animal Reception Centre.	<1% (at 30/11/2020)	Maintain
Respond to 100% of victims of investment fraud identified to the Trading Standards Service within five working days to advise on the risk of repeat targeting, assess the need for safeguarding interventions and initiate the safeguarding process where appropriate.	100% (at 30/11/2020)	Maintain
90% of justifiable noise complaints investigated result in a satisfactory outcome.	91.1% (at 30/11/2020)	Maintain/Improve
Complete the annual risk-based cooling towers inspection programme in order to ensure that the risk of Legionnaires' disease is being effectively managed by all those responsible.	Annual measure – data not yet available	Maintain

## Where our money comes from

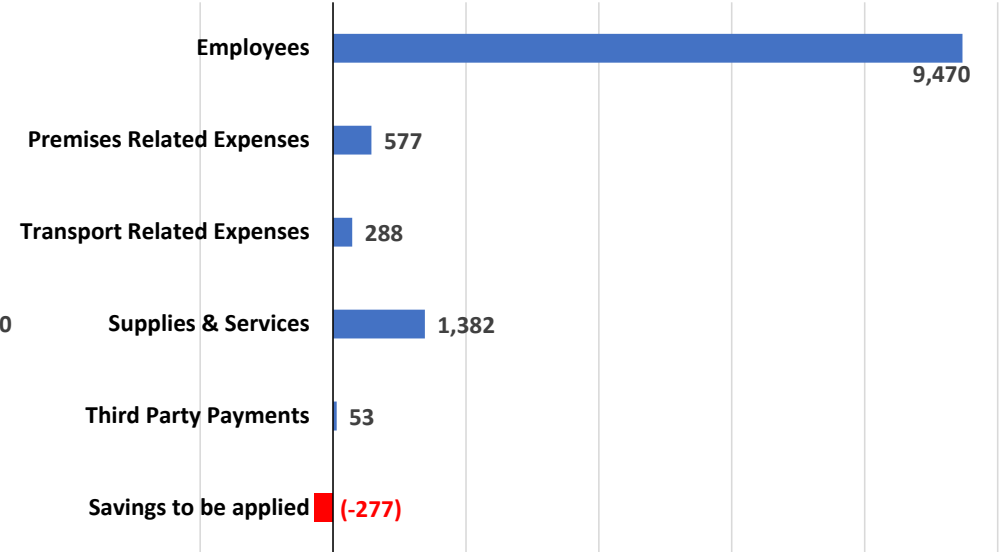
Original Budget 2021-22 (£'000)



\* Government grants consisted largely of funding received in relation to Brexit preparations from Defra and other central government bodies.

## Where our money is spent

Original Budget 2021-22 (£'000)



## Budget vs Actual

