







**Department of Markets and Consumer Protection
Port Health and Public Protection Division**

**Business Plan Progress Summary
Period Three: 1 December 2020 – 31 March 2021**

Progress against Operational Performance Indicators

	The annual performance of this indicator has been above or on target .
	The annual performance of this indicator has been below target .

			Annual result 2019-20	Target 2020-21	Actual 2020-21			Annual result 2020-21
					Period 1	Period 2	Period 3	
PI 1	Port Health Proportion of imported food and feed consignments that satisfy the checking requirements cleared within five days.	a) Products of Animal Origin (POAO): Non-fish	76%	85%	79%	72%	57%*1	69% 
		b) Products of Animal Origin (POAO): Fish	87%	85%	81%	86%	75%*2	81% 
		c) Products of Non-Animal Origin (PNAO)	96%	85%	74%	96%	96%	89% 
PI 2	Port Health 85% of imported food and feed consignments (Products of Non-Animal Origin - PNAO) are subjected to mandatory documentary controls within five days.		96%	85%	70%	98%	98%	98% 

*1 The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway. London Gateway: 56% of 2,640 consignments met the target (73% of 757 non-Brazilian and 49% of 1,883 Brazilian); Tilbury: 83% out of 177 consignments met the target; Thamesport: 56% of 18 consignments met the target.

*2 London Gateway: 70% of 611 consignments met the target; Tilbury, 91% of 225 consignments met the target; Thamesport 62% of 13 consignments met the target.

		Annual result 2019-20	Target 2020-21	Actual 2020-21			Annual result 2020-21
				Period 1	Period 2	Period 3	
PI 3	Food Safety 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.	End of year result: Improved profile	Improved profile	N/A	N/A	N/A	N/A*1
PI 4	HARC Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	<1%	0%	0%	0%	0% ↑
PI 5	Pollution Team 90% justifiable noise complaints investigated result in a satisfactory outcome.	93.9%	90%	92.9%	89.3%	81.9%	89%*2 ↓
PI 6	Trading Standards Respond to all victims of investment fraud identified to the Trading Standards Service within 5 working days to advise on the risk of repeat targeting, assess the need for safeguarding interventions and initiate the safeguarding process where appropriate.	100%	100%	100%	100%	100%	100% ↑
PI 7	Health & Safety 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.	100%	100%	N/A	N/A	N/A	100%*3 ↑

*1 The purpose of this indicator is to show an overall improvement in the FHRS rating profile across all City food establishments over the course of the year. However, due to the significant upheaval caused by the pandemic with many premises closed for significant periods and/or trading very differently throughout 2020/21, the ratings profile comparison is not reported this year.

*2 This indicator measures the percentage of total justified noise complaints investigated resulting in noise control, reduction to an acceptable level and/or prevention measures; complaints may or may not be actionable through statutory action. The restrictions that the COVID-19 pandemic has placed on investigation has increased the difficulties of resolving some complaints during 2020/21. The overall performance for the year is slightly below target. Busking occurring in Southwark has negatively impacted these results: were busking-related complaints to be excluded, Period 3 performance would be 89.9% and the annual result 91.3%.

*3 The intervention programme for 2020/21 was reconfigured at the start of the pandemic to a combination of remote and on site assessments triaging risk (including addressing additional factors relevant to the COVID-19 response).

	All PH&PP Service areas	Annual result 2019-20	Target 2020-21	Actual 2020-21			Annual result 2020-21
				Period 1	Period 2	Period 3	
PI 8	a) 90% of debts to be settled within 60 days.	95%	90%	43%	82.9%	72.3%	72.3% ↓
	b) 100% of debts settled within 120 days.	98%	100%	78%	89.9%	94.8%	94.8% ↓
<p>PI 8: The annual result for this indicator represents the position at the end of the financial year.</p> <p>PI 8a: This indicator measures the percentage of overall debt that is less than 61 days old.</p> <p>PI 8b: This indicator measures the percentage of overall debt that is less than 121 days old.</p> <p>All debt older than 60 days at the end of March 2020 relates to Port Health and the HARC. All debtors with debts more than 120 days old are being actively pursued.</p>							

Progress against Port Health & Public Protection key improvement objectives

Ref:	Objective	Progress during Period Three (December 2020 – March 2021)
1.	Continue to monitor and evaluate the potential impacts of Brexit upon our services and put in place actions to mitigate them.	<p>Period Three</p> <ul style="list-style-type: none"> • 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. <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> • FSA £239k (£14k additional grant) of funding and Defra £714k of funding was received in 2020/21. • Defra underwriting for 2021/22 is based on their predictions of throughput if income is not achieved. • Further FSA funding for 2021/22 is being considered. • A request to fund a further 5 posts is being considered by Defra. This is based on our latest understanding of import volumes. • Temporary contracts have now been extended to March 2022 as Brexit implementation dates have been pushed back 6 months. <p><u>HARC.</u></p> <ul style="list-style-type: none"> • The impact of Brexit has meant HARC has had to deal with a significant number of queries from both UK and international customers. • The delay to implementing post Brexit rules by the government has added further confusion to HARC customers, which is compounded by lack of communication from Defra.
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.	<p>Period Three</p> <ul style="list-style-type: none"> • Reduced activity in the City continued to have a major impact on air pollution levels with nitrogen dioxide being 35% lower during this period than the same period the year before. PM10 was 11% lower and PM2.5 9% lower. • The Air Quality team has been able to deliver the vast majority of the programmed work in the Air Quality Strategy remotely, with officers continuing to come into the City when required, particularly to undertake the air quality monitoring.
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.	<p>Period Three</p> <ul style="list-style-type: none"> • The COVID-19 pandemic has resulted in most premises remaining closed in the City. Those that are open have limited time for assessments. • Awards granted in 2019 are renewed for 2020; the return to trading, in accordance with the Government's Roadmap, is being monitored closely and alternative award delivery is being considered for 2021.

Ref:	Objective	Progress during Period Three (December 2020 – March 2021)
4.	The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges.	<p>Period Three</p> <ul style="list-style-type: none"> • Five prosecutions are in process against a number of peanut and ice-cream vendors although delayed due to Government COVID-19 restrictions and resultant court delays. • Trading activity over the past 12 months has been intermittent due to the COVID-19 pandemic leading to low footfalls. • An additional funded post for illegal street trading enforcement has been secured and will commence in April 2021.
5.	The Trading Standards Team will maintain its focus on disrupting and preventing financial fraud, particularly among vulnerable consumers.	<p>Period Three</p> <ul style="list-style-type: none"> • Ongoing. 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. • Consumers have also had over £40,000 restored to them through the team's intervention and assistance with their bankers.
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.	<p>Period Three</p> <ul style="list-style-type: none"> • The City has continued to endure a number of lockdowns and reopenings with the introduction of new legislation and guidance each time. • The Commercial Team's key focus has continued to be assisting City businesses with advice and guidance on COVID Secure matters. For the immediate future, physical inspections will only be carried out at open City food businesses which are considered high risk and in relation to official controls that are deemed a priority by the Food Standards Agency. • The COVID Compliant Accreditation Scheme continued during Period 3. For relevant businesses, accreditation is expected to be made a prerequisite for applying to the City of London COVID Recovery Fund, which is due to be launched in April 2021.

Ref:	Objective	Progress during Period Three (December 2020 – March 2021)
7.	The Pollution Team will continue to implement the Action Plan of the Noise Strategy 2016-2026.	<p>Period Three</p> <ul style="list-style-type: none"> • 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. • The Four Lines Modernisation (4LM) programme is now complete. Negotiations are again underway to progress mitigation works including welding or removal of joints and a Temporary Speed Restriction. • A next phase of the TfL Lane Rental Board Streetworks and Liaison Officer project is underway. • 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.
8.	The Pollution Team will implement the Monitoring Fee requirement of the Code of Practice for Deconstruction and Construction with developers and contractors.	<p>Period Three</p> <ul style="list-style-type: none"> • 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.
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.	<p>Period Three</p> <ul style="list-style-type: none"> • The Port Health Service continues to develop solutions to improve the efficiency of the service. • The auto-manifesting programme needs to be further refined to take account of EU trade.
10.	Heathrow Animal Reception Centre (HARC) will explore income generation opportunities and contracts with partner organisations at the airport.	<p>Period Three</p> <ul style="list-style-type: none"> • 2021 continues to be challenging for the airlines and airport authority. Throughput of animals has been maintained, but patterns of trade have changed greatly. This has resulted in HARC having to change its operating procedures to match. • Income opportunities are currently being looked at away from Heathrow Airport.

Summary of enforcement activity - Period Three 2020/21

Food Safety	2019-2020 Annual Total	Period 3 2020-21 (Whole year totals are shown in brackets)
Programmed inspections	<u>Food Hygiene:</u> 929 <u>Food Standards:</u> 337	<u>Food Hygiene:</u> 19 (110) <u>Food Standards:</u> 12 (47)
Hygiene Emergency Closures	1	0 (0)
Voluntary closures	1	0 (0)
Complaints & service requests received	750	134 (538)
Notices served	3	0 (0)
Prosecutions	0	0 (0)

Health & Safety	2019-20 Annual Total	Period 3 2020-21 (Whole year totals are shown in brackets)
Programmed Cooling Tower inspections	63	5 (10)
Other H&S Inspections	0	0 (0)
H&S Project visits	0	0 (0)
Accident and dangerous occurrences notifications	110	22 (65)
Complaints & service requests received	519	203 (700)
Notices	5	0 (2)
Prosecutions	0	0 (0)

Period 3 – Commercial Team Highlights (Food Safety and Health & Safety)

- The phased approach to the delivery of business as usual, laid out in the Team's [Service Plan](#), has continued, but with further changes as the ongoing pandemic and the responses to it developed.
- The latest lockdown restrictions have had a significant impact on City businesses, the work officers have done with them and the Team's approach in general, which has focused in the large part on responses to the pandemic.
- As policy shifted towards more restrictive measures, the Team has tried to help businesses that remained open to comply with changing requirements. Many more food businesses closed as further national restrictions were imposed in Period 3. Those that remained traded as takeaways, but customer numbers significantly reduced compared with Period 2. This has impacted on the number of programmed inspections in 2020/21 when compared to the previous year.
- The Team has remained key in the delivery of some of the important local coronavirus responses. As outlined in the [City & Hackney local outbreak management plan](#) the pandemic continues to underscore the importance of working together, in partnership, with other stakeholders.
- There was a resurgence in complaints and service requests at the start of the latest lockdown: many people were concerned about being asked to work (in the office) when the Government's message was that they should work from home if they could.
- Officers followed up on complaints and concerns and, with the Health & Safety Executive (HSE), embarked on [a second phase of Covid Spot checks](#) with over 1100 businesses (mainly office based) selected. The spot-checks were part of a [funded initiative with HSE](#) and helped provide a better overall picture of activity and the responses companies were taking to the pandemic.
- Contact tracing remains a key component in preventing and managing outbreaks and incidents. The Team continues to help provide the local test, trace and isolate response; this has developed further during Period 3.
- A team member is still providing regular fish inspection work to Billingsgate Market. This has developed and included discussions around exports (Health Certification) with Europe and the additional systems required now the UK has left the EU.
- Officers have continued to provide an emergency pest control function, with some treatment in a number of City open spaces still in progress to eradicate the surface rat population; problems have not been as great as in the initial lockdown.
- The Team has continued to develop Primary Authority work with a new partnership agreed during this period with the Japanese counter-service and takeaway chain **itsu**.
- Work with Primary Authority networks has also developed with a focus on COVID-19 related responses. The networks are formed with other interested parties including the Department of Business, Energy and Industrial Strategy.
- Officers are involved in the preparation for two inquests as the relevant health and safety investigators.

Food Hygiene Rating Scheme (FHRS) – profile of food businesses in the City

		Hygiene Rating						Total no. of food businesses in the City included in the FHRS
		5	4	3	2	1	0	
Number (%) of food businesses	29 March 2019	1290 (75%)	245 (14%)	76 (4%)	42 (2%)	29 (2%)	2 (<1%)	1730 (incl. 42 awaiting inspection)
	31 July 2019	1310 (75%)	236 (14%)	73 (4%)	48 (3%)	24 (1%)	2 (<1%)	1747 (incl. 54 awaiting inspection)
	29 November 2019	1335 (77%)	232 (13%)	73 (4%)	49 (3%)	20 (1%)	2 (<1%)	1743 (incl. 32 awaiting inspection)
	31 March 2020	1372 (78%)	207 (12%)	71 (4%)	53 (3%)	24 (1%)	2 (<1%)	1751 (incl. 22 awaiting inspection)
	31 July 2020	1352 (78%)	214 (12%)	73 (4%)	48 (3%)	27 (2%)	3 (<1%)	1743* (incl. 26 awaiting inspection)
	30 November 2020	1378 (79%)	200 (12%)	70 (4%)	43 (3%)	18 (1%)	1 (<1%)	1736* (incl. 26 awaiting inspection)
	31 March 2021	1364 (79%)	200 (12%)	68 (4%)	42 (2%)	16 (1%)	1 (<1%)	1722* (incl. 31 awaiting inspection)

***N.B.** In addition to the 1,722 businesses included in these statistics, there are currently a further 52 food businesses in the City of London which are exempt from the FHRS. They are inspected by Environmental Health Officers but are not given a food hygiene rating. These are businesses that are low-risk to public health, for example, shops selling pre-wrapped goods that do not require refrigeration.

'0' rated food businesses in the City

This business was rated '0' on 31 March 2021 (the last working day of the reporting period).

Premises	Details
City Izakaya Retail Unit 46 Moorgate, London, EX2R 6EL	This premises remains closed and subject to a Hygiene Emergency Prohibition Order (HEPO) issued by the Court. The premises has been closed since we served the original HEP Notice (before the initial lockdown in March).

Trading Standards	2019-20 Annual Total	Period 3 2020-21 <i>(Whole year totals are shown in brackets)</i>
Inspections and visits	112	15 (32)
Complaints & service requests received	2,292	1,183 (3,050)
Acting as a responsible authority for Licensing Applications	96	10 (29)
Prosecutions	2	0 (0+)

Period 3 – Trading Standards Team Highlights

- The Team continues to operate with officers mostly working at home.
- The level of consumer complaints and enquiries coming into Trading Standards has risen significantly in the last year – up from 2,292 in 2019/20 to 3,050 during 2020/21 which is an increase of 33%.
- Operation Broadway, the multi-agency partnership that disrupts investment fraud in and around the Square Mile, continues to function virtually with meetings taking place every two weeks.
- The City of London took the lead in highlighting serious deficiencies within the mail forwarding sector across the UK and encouraging a change in business practices <http://www.londontradingstandards.org.uk/news/signed-sealed-and-undelivered/>.
- Preparation for the prosecution of an “accountancy” business has continued to take up considerable officer time but it now seems highly likely that the case will go ahead in July 2021 with a four week trial scheduled at the Nightingale Court, attached to Southwark Crown Court.
- Trading Standards have taken on responsibility for dealing with a worldwide online training business that has generated considerable complaints. Progress is being made through an alternative enforcement strategy that has led to contact with partners in the USA and Ireland and complaints are now starting to decline.

Pollution	2019-20 Annual Total	Period 3 2020-2021 (Whole year totals are shown in brackets)			
		Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	624	149 (567)	81.9%	0 (0)	0 (0)
Complaint investigations, other	82	31 (88)	N/A	N/A	0 (0)
Licensing, Planning and Construction Works applications assessed	1,077	126 (428)	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,358	282 (833)	N/A	1 S.61* (8)	N/A

*COPA: Control of Pollution Act 1974. S61: Prior consent for work on construction sites.

Period 3 – Pollution Team Highlights

- Work on the TfL project has continued. Officers have contacted all London authorities and are engaging with them to develop a single approach to managing TfL street works.
- Engagement with contractors (primarily those dealing with gas, electricity, water and telecoms) is underway regarding the development of smarter working methods to reduce disruption and disturbance. For example, using quieter ways of working; better programming; and developing monitoring systems to assist in the management of street works.
- The Team continues to deal with a large number of enquiries. Some operational practices have needed to change in reaction to the COVID-19 situation; officers continue to liaise with contractors and developers to ensure environmental standards are met while maximising progress.
- Many of the major developers have reported delays in program. This is caused predominantly by reduced staffing levels and delays within the supply chain. Lateral Flow Testing for site workers has been encouraged. Larger sites tend to have their own testing arrangements, but local testing centres are also used.
- Officers have continued to work from home but with an increasing presence in the City. Between the Street Environment Officers and Pollution Control Team members, a near 24/7 service has been maintained. Visits within premises are not generally undertaken but have been when essential, subject to the necessary risk assessments.

Period 3 – Air Quality Team Highlights

During Period Three, the Team:

- Ran a competition with the Department of Community and Children's Services for children to design an Air Quality Superhero.
- Increased the frequency of publication of the air quality e-newsletter to monthly.
- Set up an air quality LinkedIn profile.
- Commenced the Air Quality Citizen Science initiative on the Barbican and Golden Lane Estates. A Master's student has been engaged to assess the effectiveness of this.
- Ran a vehicle idling action campaign over four weeks during Feb-March which entailed: over 180 billboards across 31 boroughs; radio adverts on four London stations; a coordinated wide-reaching social media campaign; two webinar events.
- Sponsored the new Air Quality & Climate Change award for the Clean City Awards Scheme.
- Set up air quality monitoring at Ashted Common.
- Commissioned work on a Non Road Mobile Machinery technology guide.
- Responded to a 'Call for Evidence' on the designation of Relevant Public Authorities for the Environment Bill.
- Issued an Environmental Permit for Barts Hospital energy centre.
- Ran an online London Borough best practice event.
- Took part in the St George's House consultation, *Fossil Fuels: Their Impact on Climate Change and Air Pollution*.
- Presented to a Commonwealth Leadership Event: *International Conference on Policies and Strategies for Combating Air Pollution in Commonwealth Countries*.
- Jointly ran an online event to mitigate emissions of air pollutants and carbon associated with home working.

Animal Health & Welfare	2019-20 Annual total	Period 3 2020-2021 (Whole year totals are shown in brackets)			
		Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre					
Throughput of animals (no. of consignments)	16,344 consignments	5,599 (14,977) consignments	36 (59)	0 (0+)	0 (0+)
Animal Health					
Inspections carried out	437	59 (194)	0 (0)	15 (35)	0 (0)

Period 3 – Animal Health Team Highlights

- The team worked closely with the police and local authorities to investigate ongoing breaches of animal welfare legislation. This included work with Kingston Council to obtain a ban on keeping animals for a repeat offender.
- Face to face teaching of the Licensing of Activities Involving Animals qualification to resumed.

Period 3 – Heathrow Animal Reception Centre (HARC) Highlights

- Officers continue to work closely with Working Time Solutions to develop a new shift rota and workforce management solution.
- HARC facilitated, and continues to facilitate, repatriation flights from Australia.
- The service facilitated large shipments of animals with various airlines and external stakeholders.
- There was close liaison with Animal and Plant Health Agency to maximise HARC throughput.
- HARC is now accepting limited arrivals on weekends and continues to manage 24/7 throughput, while remaining customer focused.

Port Health	2019-20 Annual total	Period 3 2020-2021 <i>(Whole year totals are shown in brackets)</i>			
		Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	8,435	3,727 (9,391)	0 (0)	42 (73+)	0 (0+)
Products of Animal Origin Consignments – physical checks	5,968	2,421 (6,099)	0 (0)	11 (21)	0 (0)
Number of samples taken	892	265 (709)	N/A	237 (622)	N/A
Imported food Not of Animal Origin -document checks	22,499	10,006 (30,145)	0 (0)	115 (375)	0 (0)
Imported food Not of Animal Origin - physical checks	6,818	1,174 (2,377)	0 (0)	N/A	0 (0)
Number of samples taken	753	259 (1,096)	0 (0)	N/A	N/A
Food Safety inspections and revisits	51	15 (44)	0 (0)	0 (0)	N/A
Ship Sanitation Inspections and Routine Boarding of Vessels	150	7* (21)	N/A	0 (0)	N/A

* Many berths are not currently allowing officers to board ships. Therefore, Ship Sanitation Certificate extensions are being issued in place of the usual inspections. 76 such extensions were issued during Period 3.

Period 3 – Port Health Service Highlights

- The Port Health Service has continued to be present and undertake duties at the ports throughout the COVID-19 pandemic.
- The Service has seen imports of food and feed increase by over 25% when compared to the previous year.
- The Service continues to prepare for border controls on EU goods, which will come in to effect next financial year. EU food and feed imports could double throughput.
- Recruitment and training of port health staff has continued throughout this period.
- £953k of funding has been awarded to the service to assist in Brexit readiness preparations.
- The service continues to liaise with Government bodies, other Port Health Authorities, port operators and the trade to facilitate readiness.

Department of Markets & Consumer Protection Local Risk Revenue Budget - 1 April 2020 to 31 March 2021
(Expenditure and unfavourable variances are shown in brackets)

	Latest Approved Budget 2020/21			Provisional Actual 2020/21			Better / (Worse) £'000
	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
Port Health & Environmental Services (City Fund)							
Coroner	(283)	0	(283)	(262)	1	(261)	22
City Environmental Health	(2,738)	499	(2,239)	(2,539)	474	(2,065)	174
Animal Health Services	(3,229)	4,493	1,264	(2,639)	4,365	1,726	462
Trading Standards	(402)	0	(402)	(414)	0	(414)	(12)
Port Offices & Launches	(3,641)	2,701	(940)	(5,095)	4,005	(1,090)	(150)
TOTAL PORT HEALTH & ENV SRV COMMITTEE	(10,293)	7,693	(2,600)	(10,949)	8,845	(2,104)	496