

Performance Management Report 2021-22
Period One: 1 April - 31 July 2021

Port Health and Public Protection Division

Progress against Operational Performance Indicators

	This indicator is performing to or above the target. (100% of the target or higher)
	This indicator is a cause for concern, frequently performing just under target. (85% - 99% of the target)
	The indicator is performing below the target. (<85% of the target)

Appendix 3a

		Actual 2020-21			Target 2021-22	Actual 2021-22	Status	
		Period 1	Period 2	Period 3		Period 1		
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) <i>(revised indicator for 2021/22)</i>	N/A	N/A	N/A	85%	52%	
		b) High Risk Products of Non-Animal Origin (PNAO)	74%	96%	96%	85%	97%	
PI 2	Port Health Proportion of imported food and feed consignments (Products of Non-Animal Origin - PNAO) subjected to documentary controls within five days.		70%	98%	98%	85%	96%	
<p>PI 1a: The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway. At London Gateway, 49% of 3,649 consignments met the target (62% of 1,828 non-Brazilian and 39% of 1,821 Brazilian consignments); At Tilbury, 76% out of 330 consignments met the target.</p> <p>PI 1b: At London Gateway, 97% of 2263 consignments met the target; At Tilbury, 90% of 99 consignments met the target.</p>								

Appendix 3a

		Actual 2020-21			Target 2021-22	Actual 2021-22	Status
		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 of 31 March 2013.	N/A	N/A	End of year result: Improved profile	Improved profile	N/A	-
PI 4	HARC Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	0%	0%	<1%	0%	
PI 5	Pollution Team Proportion of justifiable noise complaints investigated which result in a satisfactory outcome.	92.9%	89.3%	81.9%	90%	96%	
PI 6	Trading Standards Respond to all 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 for vulnerable adults and initiate the Safeguarding process where appropriate.	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.	N/A	N/A	End of year result: 100%	100%	N/A	-
<p>PI 3: Annual indicator. The purpose of this indicator is to show an overall improvement in the FHRS rating profile across all City food establishments by the end of the year. The target cannot be expressed as a specific percentage since any increase will indicate achievement.</p> <p>PI 5: 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.</p> <p>PI 7: Annual indicator.</p>							

Appendix 3a

	All PH&PP Service areas	Actual 2020-21			Target 2021-22	Actual 2021-22	Status
		Period 1	Period 2	Period 3			
PI 8	a) 90% of debts to be settled within 60 days.	43%	82.9%	72.3%	90%	80.8%	
	b) 100% of debts settled within 120 days.	78%	89.9%	94.8%	100%	90.6%	
<p>PI 8a: This indicator measures the percentage of overall debt that is less than 61 days old. PI 8b: This indicator measures the percentage of overall debt that is less than 121 days old. All debtors with debts more than 120 days old are being actively pursued.</p>							

Progress against Port Health & Public Protection key improvement objectives 2021-2022

Ref:	Objective	Progress to date
1.	Implement alternative, more efficient methods of delivery across all the services we provide to make the required savings, by reducing expenditure and increasing income.	<p>Period One</p> <ul style="list-style-type: none"> • Work to achieve this objective is ongoing.
2.	Implement actions arising from the new Target Operating Model and provide open and early communication to all employees.	<p>Period One</p> <ul style="list-style-type: none"> • Preliminary work and information gathering have been undertaken. • The action will be progressed as directed by the new Executive Director, Environment, who joined the City of London at the beginning of August.
3.	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.	<p>Period One</p> <ul style="list-style-type: none"> • A refreshed Al Fresco Eating and Drinking Policy has been published following approval by the Planning and Transportation Committee. The Policy implements the legislative extension from September 2021 to September 2022. • All Pavement licence applications have been processed within time and a fast track renewal process has been implemented. • The Commercial Team has maintained an ongoing focus on: <ul style="list-style-type: none"> ○ assisting City businesses in their recovery (including the accreditation of 125 businesses under the COVID Compliant Accreditation Scheme); and ○ undertaking local Track & Trace work with the City & Hackney Public Health Team.
4.	Plan for the phased introduction of border controls on live animals and high-risk products of food and feed and implement appropriate operational processes.	<p>Period One</p> <p>PORT HEALTH</p> <ul style="list-style-type: none"> • Border Controls on high-risk food and feed from the EU will be phased in from October 2021 (Documentary Checks) and January 2022 (Physical Checks). However, the Port Health Service is still waiting for final details of the Border Operating Model. • Defra have provided a financial underwriting for 2021/22 for Brexit preparations. • There are currently two Official Veterinarian and two Port Health Officer roles to be filled to meet the numbers approved in Defra's financial underwriting. Active recruitment will be undertaken during Period Two. • Sheerness Port confirmed in April 2021 that they would be receiving high-risk food and feed. The Port Health Service is in discussions with the port operator and Defra about the resource implications of this announcement.

Ref:	Objective	Progress to date
		<p>HARC</p> <p>Live animal controls will not be implemented before March 2022.</p>
5.	<p>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.</p>	<p>Period One</p> <p>PORT HEALTH</p> <ul style="list-style-type: none"> Discussions with government agencies and other Port Health Authorities are ongoing. <p>HARC</p> <ul style="list-style-type: none"> Work to achieve this objective for the HARC is ongoing.
6.	<p>Improve air quality and manage the risk to our residents and stakeholders. Work with third parties to influence London-wide and national strategies.</p>	<p>Period One</p> <ul style="list-style-type: none"> Ongoing low levels of activity, and higher than average rainfall, had a major impact on air pollution levels with nitrogen dioxide being just under 50% lower during this period than the same period in 2019. PM10 and PM2.5 levels were both 29% lower. Amendments to the Environment Bill were tabled in the House of Lords to propose new powers for local authorities to deal with non-traffic sources of pollution.
7.	<p>Heathrow Animal Reception Centre (HARC) will explore income generation opportunities and contracts with partner organisations at the airport.</p>	<p>Period One</p> <p>Discussions with Heathrow Airport Limited and other stakeholders are ongoing.</p>
8.	<p>The Commercial Environmental Health Team will focus on delivery of the food and health and safety interventions in its annual Service Plan.</p>	<p>Period One</p> <ul style="list-style-type: none"> A transition Service Plan to include increased pro-active Food Safety work for 2022-2023, in accordance with the Food Standards Agencies Reset Programme, will be presented to November's PH&ES Committee. The Plan will also include pro-active Health & Safety work and the Team's ongoing commitments to Track & Trace activities.
9.	<p>Undertake the actions identified in the Department's Equality, Diversity and Inclusion Action Plan.</p>	<p>Period One</p> <ul style="list-style-type: none"> The Services' Equality Improvement Plan was updated. The main area highlighted for improvement is to consider equalities in the procurement process and this will be addressed over the coming months. Work on advancing trans-equality is being undertaken corporately and PH&PP will input into the process where possible.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2021-22

Food Safety	2020-2021 Annual Total	Period 1 2021-22
Programmed inspections	<u>Food Hygiene:</u> 110 <u>Food Standards:</u> 47	<u>Food Hygiene:</u> 86 <u>Food Standards:</u> 44
Hygiene Emergency Closures	0	1
Voluntary closures	0	0
Complaints & service requests received	538	653
Notices served	0	1
Prosecutions	0	0

Health & Safety	2020-2021 Annual Total	Period 1 2021-22
Programmed Cooling Tower inspections	10	8
Other H&S Inspections	0	0
H&S Project visits	0	0
Accident and dangerous occurrences notifications	65	22
Complaints & service requests received	700	641
Notices	2	0
Prosecutions	0	0

Period 1 – 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 Team is now developing its food intervention work further and in line with the [FSA Recovery Plan](#).
- This period saw Steps 2, 3 & 4 of the Government's Coronavirus Roadmap brought in and the gradual easing of restrictions. A significant amount of time was devoted to explaining the changing requirements to businesses and to ensuring they remained compliant.
- The Team helped deliver webinars to City & Hackney businesses on the Roadmap requirements.
- There was further development of the COVID Compliant Accreditation Scheme (CCAS) during this period and following its link to the City's £50m Covid Recovery Grant Fund. 474 businesses expressed interest in the CCAS and 205 submitted applications. To date, 125 businesses have been accredited (66 applications are pending further information from the applicant).
- Contact tracing work has increased as transmission rates have risen; the work remains a key component in preventing and managing outbreaks and incidents.
- Enhanced outbreak management work has also increased; incident follow up work has taken place in a number of City businesses and relating to the prevention of further

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2021-22

potential transmission. A number of businesses elected to close or scale back their presence in the City (including to heed the Government messaging on working at home, which itself has developed in this period).

- A team member continues to provide regular fish quality inspection work to Billingsgate Market and discussions are ongoing around exports (Health Certification) with Europe and the additional systems required now we have left the EC.
- The Team served a Hygiene Emergency Prohibition Notice (HEPN) to close a food business following discovery of an active and extensive rodent infestation, the control of which had not been managed effectively.
- A further Primary Authority Partnership was signed off with a new partner, [Grayson Restaurants](#).
- Two inquests in which officers were involved as the relevant health and safety investigators, concluded.

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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	31 July 2019	1310 (75%)	236 (14%)	73 (4%)	48 (3%)	24 (1%)	2 (<1%)	1747 <i>(incl. 54 awaiting inspection)</i>
	29 November 2019	1335 (77%)	232 (13%)	73 (4%)	49 (3%)	20 (1%)	2 (<1%)	1743 <i>(incl. 32 awaiting inspection)</i>
	31 March 2020	1372 (78%)	207 (12%)	71 (4%)	53 (3%)	24 (1%)	2 (<1%)	1751 <i>(incl. 22 awaiting inspection)</i>
	31 July 2020	1352 (78%)	214 (12%)	73 (4%)	48 (3%)	27 (2%)	3 (<1%)	1743 <i>(incl. 26 awaiting inspection)</i>
	30 November 2020	1378 (79%)	200 (12%)	70 (4%)	43 (3%)	18 (1%)	1 (<1%)	1736 <i>(incl. 26 awaiting inspection)</i>
	31 March 2021	1364 (79%)	200 (12%)	68 (4%)	42 (2%)	16 (1%)	1 (<1%)	1722 <i>(incl. 31 awaiting inspection)</i>
	30 July 2021	1356 (80%)	193 (11%)	66 (4%)	37 (2%)	15 (<1%)	2 (<1%)	1703* <i>(incl. 34 awaiting inspection)</i>

***N.B.** In addition to the 1,752 businesses included in these statistics, there are currently a further 49 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

These businesses were rated '0' on 30 July 2021 (the last working day of the period); food businesses will have taken some action to improve and some have been since been re-inspected.

Premises	Details
City Izakaya Retail Unit 46 Moorgate, London, EX2R 6EL	This business remains closed
Indochine 62 Fleet Street London EC4Y 1JU	A Hygiene Emergency Prohibition Notice was served on this business; it was subsequently lifted on 11 August following an EHO revisit to the premises which identified that the health risk condition had satisfactorily been removed by the Food Business Operator. An application for a Hygiene Emergency Prohibition Order to ratify the HEPN was granted by the City Magistrate's Court on 12 August, with full costs awarded to the City of London (total £2,863).

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Trading Standards	2020-21 Annual Total	Period 1 2021-22
Inspections and visits	32	17
Complaints & service requests received	3,050	1,051
Acting as a responsible authority for Licensing Applications	29	23
Prosecutions	0	1

Period 1 – Trading Standards Team Highlights

- The Team continues to operate by working mainly from home.
- The level of consumer complaints and enquiries coming into Trading Standards has risen significantly in the last year: 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.
- Preparation for the prosecution of an "accountancy" business has continued to take up considerable officer time. A four-week trial commenced on 19 July 2021 at Southwark Crown Court. The case concluded on 12 August 2021 and the company and the main Director were found guilty of fraudulent trading. Sentencing is due to take place at The Old Bailey on 24 September 2021.

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Pollution	2020-21 Annual Total	Period 1 2021-2022			
		Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	567	249	96%	0	0
Complaint investigations, other	88	10	N/A	N/A	0
Licensing, Planning and Construction Works applications assessed	428	327	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	833	337	N/A	2 S.61 consents*	N/A

* COPA: Control of Pollution Act 1974. S61: [Prior consent for work on construction sites.](#)

Period 1 – Pollution Control Team Highlights

- The Team continued to deal with increasing numbers of enquiries. Anecdotally, developers and contractors continue to report overall delays in program but are now making better progress. Sites have established safe working practices and have arrangements for COVID-19 testing on site. The Team, in collaboration with Public Health, has been encouraging the use of the testing facilities available within the City.
- Officers are now present in the City every day with approximately 40% staffing levels. Between the Street Environment Officers and the Pollution Control Team members, a 24/7 service is being operated. Most operational practices now have a limited impact on performance. Visits, both external and internal, are undertaken following appropriate risk assessment. Less restricted working practices and a return to the City are likely to have contributed to the improved response times and satisfactory results.
- Work on the TfL street works project continued: this is a collaboration with TfL, utilities contractors and other local authorities to develop a single approach to managing TfL street works. Officers are also engaged with contractors (primarily those dealing with gas, electricity, water and telecoms) to develop smarter ways of working to reduce disruption and disturbance by use of quieter working methods, better programming and development of monitoring systems to assist in the management of street works.
- Work on the major infrastructure projects continued. Crossrail, while not due to open until the end of this year or early 2022, has completed nearly all surface works. Thames Tideway Tunnel and the Bank Station Capacity Upgrade will continue into 2022/23 and still have major work to complete.

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Period 1 – Air Quality Team Highlights

During Period One, the Team:

- Compiled and submitted the air quality annual statutory report to Defra and the Mayor of London.
- Produced a guide to managing emissions from non-road mobile machinery for the construction industry.
- Installed sensors measuring nitrogen dioxide at the Middlesex Street Estate.
- Compiled air quality data reports for schools and nurseries.
- Held a Vehicle Idling Action enforcement workshop for London borough officers.
- Took part in judging the annual Sustainable City Awards.
- Provided comments on Thames Vision 2050.
- Released an updated version of the CityAir App to provide more accurate data on air pollution.
- Held two information stalls in the City on National Clean Air Day. A video was made for The Aldgate School Assembly and lessons produced for teachers to deliver

Also, during this period:

- Ongoing low levels of activity, and higher than average rainfall, had a major impact on air pollution levels. Nitrogen dioxide was just under 50% lower during this period than the same period in 2019; PM10 and PM2.5 were both 29% lower.
- Amendments to the Environment Bill were tabled in the House of Lords to propose new powers for local authorities to deal with non-traffic sources of pollution.
- 59 residents on the Barbican and Golden Lane Estates have been taking part in a Citizen Science air quality monitoring study. An MSc student is conducting research into motivations behind people's involvement in the programme as well as undertaking particulate monitoring in the area.
- The Air Quality Superhero winning designs were turned into lanterns and displayed as part of the Aldgate summer festival.

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Period 1 - Unlicensed Street Trading update

- A new partnership has been formed with the Suicide Prevention Team which is assisting the City of London to deal effectively with cases of suicide from across all the Bridges. Work is underway with The Salvation Army, Southwark Cathedral, Guoman Tower Bridge Hotel, Novotel Hotel Southwark Bridge and the Tower of London, all of which have agreed to provide safe conversation areas for individuals inclined to commit suicide. The City of London Police is also actively involved. On 13 August 2021, an individual was successfully prevented from committing suicide on Tower Bridge; a specialised CoL Police Officer was then called upon to provide further assistance to the person involved.
- The intelligence sharing partnership with the Food Standards Agency is progressing and data on food safety issues arising from unlicensed trading is shared with them.
- Intelligence on crime trends around the Tower Bridge area, and other City Bridges is shared with the City of London Police. Hays Galleria at 1 London Bridge has agreed to share CCTV data to assist with gathering evidence against illegal street traders in the vicinity of London Bridge.
- Section 101 agreements with the London Boroughs of Tower Hamlets and Southwark enable City officers to tackle illegal street traders on the City's Bridges and environs and officers have been actively engaged in enforcement. The latest enforcement activity and legal proceedings since the beginning of December are as follows:

Enforcement

- 1 x Peanut Trolley seized from London Bridge in April 2021. Case to be heard on 29 September 2021 at City of London Magistrates Court.
- 2 x Arrest for alleged pickpocketing at Tower Bridge (by City of London Police).
- 6 x Peanut and Ice Cream selling offences reported to Southwark Council (on the Sect. 101 border, no seizure).
- 1 x Bicycle Thief pursued near London Bridge and details reported to the Met Police. Bicycle recovered by owner and thief's bicycle kept in storage pending Police enquiry.
- 118 x Warnings given to Buskers at the Tate Modern to reduce noise levels affecting CoL School.
- 56 x Buskers moved from City of London area, especially outside the COL School near Millennium Bridge.
- 12 x Incidents of begging cleared from London Bridge and within the City of London area.
- 56 x Warnings to individuals to desist from riding bicycle on bridges. CoL police involved.
- A joint operation involving Met police and CoL Police on Tower Bridge led to the seizure of more than 110 electric scooters for riding without insurance.
- 1 x Illegal street trader investigated for trespass as she tried to gain access at Walbrook Wharf where the seized peanut trolleys are stored.
- Metropolitan Police, British Transport Police and CoLP are working together to ensure a presence in the Tower of London area.
- All the above enforcement actions, including those by the Police, were a result of shared intelligence.

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Legal Proceedings

- 11 June 2021: £100 fine (One charge), £400.00 costs, £32 Victim Surcharge for illegal picture frame seller at Westminster Magistrates' Court.
- 11 June 2021: Case of peanut trader at Westminster Magistrates' Court postponed to 29 September 2021 (Four counts).
- TBA: Three charges against one trader for illegal selling of peanuts (being prepared by Southwark Council). One injunction being sought by Southwark Council against a peanut trader is currently being processed by Southwark's Legal Team.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2021-22

Animal Health & Welfare	2020-21 Annual total	Period 1 2021-2022			
		Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre					
Throughput of animals (no. of consignments)	14,977 <i>(consignments)</i>	7,327 <i>(consignments)</i>	21	0	0
Animal Health					
Inspections carried out	194	218	0	10	0

Period 1 – Animal Health Team Highlights

- The City & Guild Level 3 qualification delivered by City of London Animal Health Inspectors for local authority officers, run in conjunction with the National Pet College (Pet Industry Federation), has continued despite the difficulties caused by the pandemic. All courses are fully booked until the end of 2021.
- CoL officers have continued to operate during this period, dealing with illegal imports and carrying out inspections where possible, but there is a large back log of target inspections which the officers are now working to complete.
- More local authorities are requesting our services, but limited staff resources are making it difficult to take on more contracts at present.

Period 1 – Heathrow Animal Reception Centre (HARC) Highlights

- This was one of the busiest periods ever in the HARC's history.
- Many customers and their pets arrived on special repatriation flights.
- The demand for pet dogs and cats during the COVID-19 pandemic has meant demand is increasingly being met by importing 'rescue' dogs and cats from abroad.
- Although airline activity during the period was around 25% of pre-COVID levels, greater numbers of pets arrived on each flight.

**Port Health & Public Protection Enforcement Activity
Period 1 (April - July) 2021-22**

Port Health	2020-21 Annual total	Period 1 2021-2022			
		Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	9,391	4,028	0	24	0
Products of Animal Origin Consignments – physical checks	6,099	2,394	0	24	0
Number of samples taken	709	364	N/A	346	N/A
Imported food Not of Animal Origin -document checks	30,145	11,398	0	97	0
Imported food Not of Animal Origin - physical checks	2,377	1,538	0	N/A	0
Number of samples taken	1,096	308	0	N/A	N/A
Food Safety inspections and revisits	44	16	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	21	32	N/A	0	N/A

Period 1 – Port Health Service Highlights

- A switch in import declarations by the “traditional” EU trade has resulted in a huge increase in third country imports.
- The main source of import data has changed to a system called Destin8, this is another direct result of impending changes to EU imports.
- Third country imports continue to increase with the arrival of a new far eastern service at Tilbury.

Port Health & Public Protection Local Risk Revenue Budget - 1 April to 31 July 2021
(Expenditure and unfavourable variances are shown in brackets)

	Latest Approved Budget 2021/22 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000	Forecast for the Year 2021/22			Notes
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000		LAB £'000	Forecast Outturn £'000	(Over) / Under £'000	
Port Health & Environmental Services (City Fund)												
Coroner	(293)	(86)	0	(86)	(94)	0	(94)	(8)	(293)	(289)	4	
City Environmental Health	(1,907)	(755)	106	(649)	(731)	220	(511)	138	(1,907)	(1,915)	(8)	1
Animal Health Services	1,477	(1,107)	1,326	219	(1,054)	1,348	294	75	1,477	1,596	119	2
Trading Standards	(360)	(121)	0	(121)	(146)	0	(146)	(25)	(360)	(368)	(8)	
Port Offices & Launches	(1,174)	(1,832)	821	(1,011)	(1,667)	1,095	(572)	439	(1,174)	(1,054)	120	3
TOTAL PORT HEALTH & ENV SRV COMMITTEE	(2,257)	(3,901)	2,253	(1,648)	(3,692)	2,663	(1,029)	619	(2,257)	(2,030)	227	

Notes:

- 1. City Environmental Health** - underspend to date is mainly additional income from the Construction/Deconstruction Levy, together with vacancies. These are offset in the forecast by the 12% savings to be identified.
- 2. Animal Health Services** - projected underspend is due mainly to additional income, together with reduced energy costs.
- 3. Port Offices & Launches** - the projected underspend is mainly due to additional CVED (Common Veterinary Entry Documents) and NAO (Products of Non-Animal Origin) income. The underspend to date also includes delays in Brexit recruitment, which will be offset by a reduction in DEFRA funding by year end, and vacancies in established posts, which will be offset by the 12% savings by year end. This also takes into account further additional staffing required for Brexit preparations eg at Sheerness, which is currently not funded by Defra.