

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 2021/22

- The Service adjusted quickly to respond to the impact of COVID-19 and continual changes in the regulatory landscape. Port Health and HARC remained operational throughout to ensure the free movement of live animals, food and feed into the UK. Public Protection teams maintained a presence in the City, with a focus on supporting businesses in their recovery, investigating complaints and undertaking interventions.
- The City's Al Fresco Eating and Drinking Policy was fully implemented, leading the recovery of the City's hospitality sector from the COVID-19 pandemic. In addition, a new 5-year Licensing Policy Statement was introduced in January 2022.
- Understanding of the impacts of Brexit, particularly for Port Health and the HARC, developed during the year. Officers continued to prepare for the forthcoming phased implementation of controls on high-risk food and feed and live animals.
- The World Health Organisation issued new guidelines for air quality and the Environment Act 2021 introduced new air quality responsibilities for local government.

Our major workstreams during 2022/23 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**.
- Continue to support City businesses as they recover from the **COVID-19** pandemic and associated restrictions, through the City's Al Fresco Eating and Drinking Policy; and the provision of relevant information to the public.
- Prepare for and adapt to manage the phased implementation of **border controls** on high-risk food and feed and live animal imports from the EU at the Ports and HARC.
- Improve **air quality** and manage the risk to our residents and stakeholders. Implement the new statutory requirements for local air quality management.
- Continue to explore opportunities for **income generation** and contracts with partner organisations at the HARC.
- Deliver the **food and health and safety interventions** in the Commercial Environmental Health Team's Service Plan.
- Implement the action plans of the **air, land and noise strategies** to manage, improve and enhance the environment for the City community.
- Implement the legislative changes and recommendations in the government's '**Build Back Better High Streets**' Strategy.
- Implement the **Construction Impacts Levy** via the section 106 process and ensure the negative impacts of construction on noise, dust and air quality are fully mitigated.

Our strategic commitments

Undertake the actions identified in the Department's **Equality, Diversity and Inclusion** Action Plan.

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** and further obligations outlined in the Environment Act 2021.

Continue to develop, and implement the actions identified within, the **Noise Strategy 2016-2026** and **Contaminated Land Strategy 2021-2030**.

Actively work to deliver, and provide advice on, relevant Corporate Strategies, including (but not limited to):

- The Recovery Taskforce**
- Climate Action**
- Joint Health & Wellbeing**
- Anti-Social Behaviour**
- Lighting**
- Transport**
- Local Plan**
- Visitor Destination**
- Culture**
- Apprenticeships**
- Responsible Business**
- Corporate Volunteering**

Our Key Risks*

		Impact			
		Minor	Serious	Major	Extreme
Likelihood	Likely		1		
	Possible	1	1	5	1
	Unlikely	2	6		
	Rare	1	2	2	

*N.B. All Key Risk information was correct on 21 December 2021 but is subject to continual review and change.

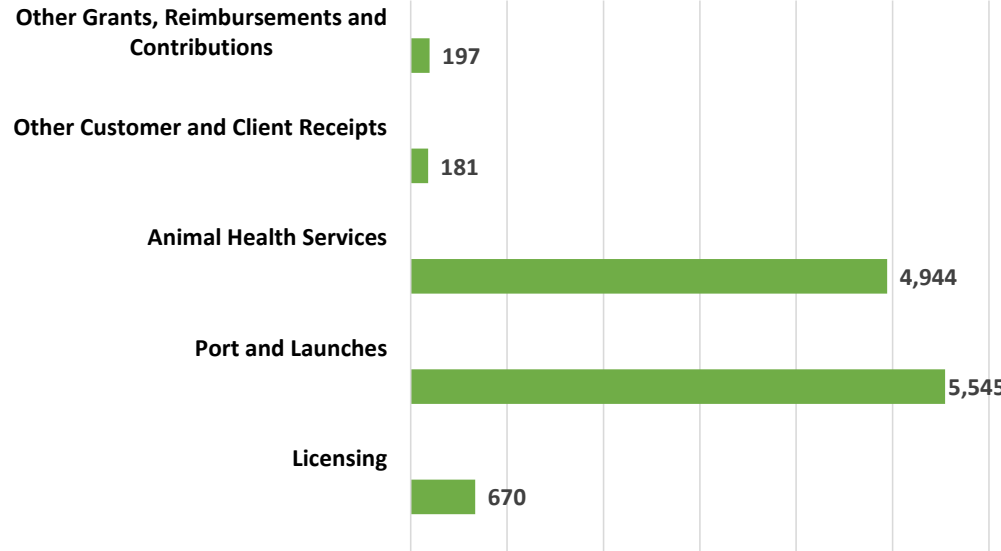
Departmental Equalities, Diversity & Inclusion Self Assessment	Score
Monitoring and use of data and information	4
Completing Equality Analysis (EQIA) and tackling discrimination and barriers to inclusion	3
Target setting and mainstreaming equalities into performance systems	2
Using procurement and commissioning 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
PH&PP – Brexit: Impact on Port Health and Animal Health	24
Air Quality (Corporate Risk)	12
PH&PP – Lack of available staff	12
HARC – Increase in throughput	12
HARC – Reduced throughput	12
Port Health – Inadequate staffing	12
Port Health – Infectious disease control	8
Port Health – Fee recovery	6
Port Health – Insufficient workspace	4
Port Health – Loss of trade	4
Port Health – No access to workplace	4
Port Health – Launch unavailable	4
HARC – Venomous or toxic species	4
HARC – Legislative changes	4
HARC – Safety mechanism failure	4
HARC – Repair delays	4
HARC – Implementation of OCR regulations	3
HARC – Loss of database support	2
HARC – Loss of facility	2
HARC – Zoonotic disease outbreak	2
HARC – Loss of utilities	2
HARC – IS Systems failure	1

Performance Measures	2021/22 Performance	2022/23 Direction of travel
Air pollution in the City: % of the City's area that meets the health-based Limit Values and WHO Guidelines for nitrogen dioxide levels by 31 March 2023. (Ultimate target is 90% by 31 March 2025). (This was a new measure introduced in 2021/22)	Annual measure 2021/22 data not yet available	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 2021/22 data not yet available (2020/21: positive improvement)	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) 63% (at 30/11/2021) b) 98% (at 30/11/2021)	Improve Maintain/Improve
85% of imported food and feed consignments (Products of Non-Animal Origin) are subjected to mandatory documentary controls within 5 days.	96% (at 30/11/2021)	Maintain/Improve
Less than 1% of missed flights for transit of animals caused by the Heathrow Animal Reception Centre.	0% (at 30/11/2021)	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 30/11/2021)	Maintain
90% of justifiable noise complaints investigated result in a satisfactory outcome.	98% (at 30/11/2021)	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 2021/22 data not yet available (2021/21: 100%)	Maintain
Ensure that, within 12 months, 90% of licensed premises entering the red or amber zone of the Traffic Light Scheme are brought back to the amber or green zone respectively. (Scheme was suspended in 2020/21 due to COVID-19)	Annual measure 2021/22 data not yet available (2019/20: 95%)	Maintain/Improve

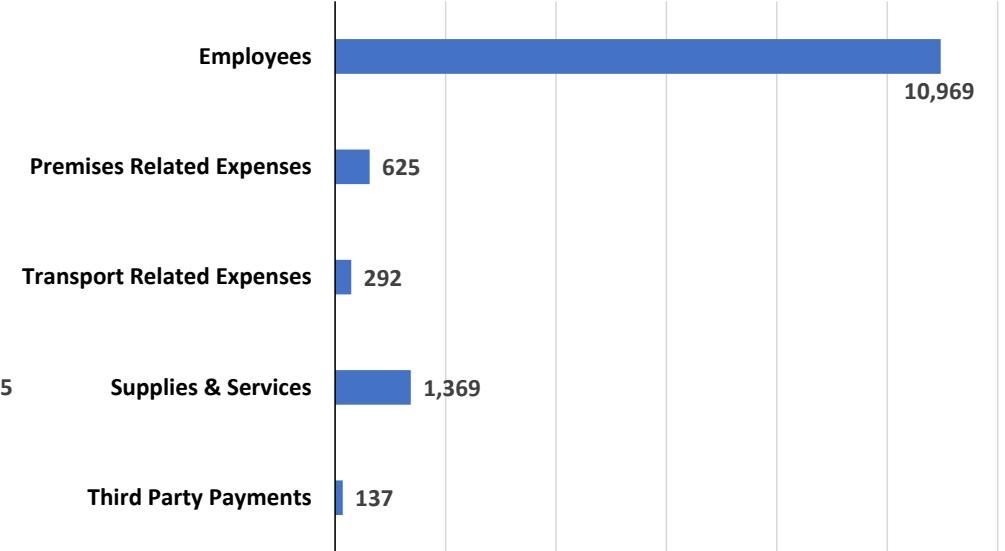
Where our money comes from *(PH&PP incl. Licensing)*

Original Budget 2022-23 (£'000)



Where our money is spent *(PH&PP incl. Licensing)*

Original Budget 2022-23 (£'000)



Budget vs Actual *(PH&PP incl. Licensing)*

