

Port Health and Public Protection Division

Business Plan Progress Summary 1 April 2021 – 31 March 2022

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 2020-21	Target 2021-22	Actual 2021-22			Annual result 2021-22
					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) <i>(revised indicator for 2021/22)</i>	N/A	85%	52%	73%	71%	66%*1 ⬆
		b) High Risk Products of Non-Animal Origin (PNAO)	89%	85%	97%	98%	93%	96% *2 ⬆
PI 2	Port Health Proportion of imported food and feed consignments (Products of Non-Animal Origin - PNAO) subjected to documentary controls within five days.		98%	85%	85%	96%	91%	94% ⬆
PI 1a: The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway. *1 During 2021/22, at London Gateway, 64% of 11,764 consignments met the target (76% of 6,666 non-Brazilian and 50% of 5,098 Brazilian consignments); At Tilbury, 82% of 686 consignments met the target. *2 During 2021/22, at London Gateway, 96% of 8,754 consignments met the target; At Tilbury, 93% of 256 consignments met the target.								

Appendix 3a

		Actual 2020-21	Target 2021-22	Actual 2021-22			Annual result 2021-22
				Period 1	Period 2	Period 3	
PI 3 *1	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*2	Improved profile	N/A	N/A	N/A	Improved profile ↑
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 *3	Pollution Team Proportion of justifiable noise complaints investigated which result in a satisfactory outcome.	89%	90%	96%	99%	100%	99% ↑
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%	100% ↑
PI 7 *4	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% ↑



*1 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.

*2 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 was not reported in 2020-21, hence no 'Actual' result for the previous year is available.

*3 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.

*4 Annual indicator.

Appendix 3a

	All PH&PP Service areas	Actual 2020-21	Target 2021-22	Actual 2021-22			Annual result 2021-22
				Period 1	Period 2	Period 3	
PI 8	a) 90% of debts to be settled within 60 days.	72.3%	90%	80.8%	83.8%	74.9%	80% 
	b) 100% of debts settled within 120 days.	94.8%	100%	90.6%	95.7%	95.5%	94% 
<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 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 2021-22
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 .	<ul style="list-style-type: none"> Covid-19 has limited this area of work as the focus has been on maintaining service delivery and assisting businesses. There are a number of future workstreams planned for 2022/23, which will address this objective.
2.	Implement actions arising from the new Target Operating Model (TOM) and provide open and early communication to all employees.	<ul style="list-style-type: none"> The TOM has been finalised for PH&PP and will be implemented from 1 April 2022. Work has commenced to permanently recruit to posts that have been covered by fixed term contracts and temporary staff. It will take a number of months to fully implement the TOM for the service.
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.	<ul style="list-style-type: none"> The hospitality sector continued to be supported by the provision of space for al fresco eating and drinking. All new and renewed licences are valid until September 2022, when the provisions in the Business and Planning Act for extended pavement licences are due to expire. Officers continued to engage with and support business via in-person, and remote meetings to understand and offer support where challenges arise. Any extension or replacement of the existing enabling legislation was, and will be, swiftly implemented. Support and active involvement was provided to the City's 'Destination City' and 'Vibrant Offer' workstreams.
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.	<ul style="list-style-type: none"> Officers continue to work closely with port operators, airports, traders, government and other stakeholders to ensure readiness. The new Border Operating Model was published in November 2021 and introduced a further phasing of border controls between July and November 2022. Live animal controls will not be implemented before July 2022. (N.B. although outside the period covered by this report, on 28 April 2022, the government announced that the additional border controls will not be implemented until 2023). <p>PORT HEALTH</p> <ul style="list-style-type: none"> Defra has confirmed funding for 2021/22 of £1.696M. A further bid has been submitted for funding to support our preparations for Q1 of 2022/23. Trade volume predictions for post-July 2022 continue to increase. Port Health has recruited strongly and to the levels currently agreed by Defra.

Ref:	Objective	Progress during 2021-22
		<p>HARC</p> <ul style="list-style-type: none"> Plans for additional kennel space and staffing at HARC are underway. A phased development plan was introduced to Committee in January 2022. Action is being taken to identify new ways of working and to increase capacity through physical development and working with new Border Control Posts.
5.	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>PORT HEALTH</p> <ul style="list-style-type: none"> Discussions continue with government agencies and other Port Health Authorities. This includes adding value to the process and undertaking checks for others. <p>HARC</p> <ul style="list-style-type: none"> Discussions continue with the airport and government agencies. This includes extending the service's reach across the UK with regard to Animal Licensing and working closely with partners to improve capacity at HARC.
6.	Improve air quality and manage the risk to our residents and stakeholders. Work with third parties to influence London-wide and national strategies.	<ul style="list-style-type: none"> Very good progress has been made with implementation of actions in the City Air Quality Strategy. Substantial improvements in air quality have been measured, particularly nitrogen dioxide, though levels started to increase once restrictions were lifted post-pandemic. Several meetings were held with Defra officials to discuss the need for powers to deal with non-transport sources of pollution. A detailed assessment of locally generated PM2.5 was undertaken, revealing that only 4% of the PM2.5 in the City is generated within its boundary.
7.	Heathrow Animal Reception Centre (HARC) will explore income generation opportunities and contracts with partner organisations at the airport.	<ul style="list-style-type: none"> Increasing capacity for live animals at Heathrow is a priority and will bring additional income. Potential opportunities for HARC to work in new ways with commercial Border Control Post providers are being explored. A report will be made to Committee outlining viability in due course.
8.	The Commercial Environmental Health Team will focus on delivery of the food and health and safety interventions in its annual Service Plan.	<ul style="list-style-type: none"> We are now in Stage 3 of the process in the Reset Programme; a return to (a new) normality. We have therefore refreshed the more detailed objectives to set out what we plan to achieve in the coming year. A separate report to this Committee provides an update on the work of the Commercial Environmental Health Team.
9.	Undertake the actions identified in the Department's Equality, Diversity and Inclusion Action Plan.	<ul style="list-style-type: none"> The main area highlighted for improvement in the Services' Equality Improvement Plan is to consider equalities in the procurement process and this will continue to be addressed. 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 3 (December-March) 2021-22

Food Safety	2020-2021 Annual Total	Period 3 2021-22 (Whole year totals are shown in brackets)
Programmed inspections	<u>Food Hygiene:</u> 110 <u>Food Standards:</u> 47	<u>Food Hygiene:</u> 169 (437) <u>Food Standards:</u> 68 (180)
Hygiene Emergency Closures	0	0 (1)
Voluntary closures	0	1 (1)
Complaints & service requests received	538	187 (1,019)
Notices served	0	1 (2)
Prosecutions	0	0 (0)
Health & Safety		
Programmed Cooling Tower inspections	10	14 (35)
Other H&S Inspections	0	0 (0)
H&S Project visits	0	0 (0)
Accident and dangerous occurrences notifications	65	48 (138)
Complaints & service requests received	700	164 (973)
Notices	2	0 (0)
Prosecutions	0	0 (0)

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

- The phased approach to the delivery of business as usual, set out in the 2020-21 [Service Plan](#) has been further updated to reflect the next stages of the [FSA Recovery Plan](#) (for local authorities). High priority inspection work is proceeding to schedule (where businesses are open) and we move towards a more business as usual approach.
- This period saw Covid cases surge but Government maintained its approach; culminating in the strategy for 'Living with Covid'. This has meant the Team's activities relating to Covid were further scaled back as specific legal measures were incrementally withdrawn.
- Fish quality inspection work at Billingsgate Market was halted and reverted to the previous control systems. Additional cover was still provided at Smithfield Market.
- Team members provided training for London colleagues at virtual events on the topics of food controls and primary authority work.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2021-22

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 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)
	30 July 2021	1356 (80%)	193 (11%)	66 (4%)	37 (2%)	15 (<1%)	2 (<1%)	1703* (incl. 34 awaiting inspection)
	30 November 2021	1386 (82%)	181 (11%)	61 (4%)	21 (1%)	12 (<1%)	2 (<1%)	1695* (incl. 32 awaiting inspection)
	31 March 2022	1414 (84%)	166 (10%)	52 (3%)	19 (1%)	8 (<1%)	2 (<1%)	1686* (incl. 25 awaiting inspection)

***N.B.** In addition to the 1686 businesses included in these statistics, there are currently a further 45 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 31 March 2022 (the last working day of the period); food businesses will have taken some action to improve and some have since been re-inspected - further information is given in the 'Details' column.

Premises	Details
City Izakaya Retail Unit 46 Moorgate, London, EX2R 6EL	This business has remained closed since we took emergency prohibition action in 2020. There are no current indications it will reopen.
El Vino Co Ltd 47 Fleet Street, London, EC4Y 1BJ	This business temporarily stopped serving food while much needed improvements were made. It has now reopened for food service, and a number of visits have been made to ensure the required work has been effective. The business has made a request for a re-rating inspection, at which we expect to find improvements have been maintained.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2021-22

Trading Standards	2020-21 Annual Total	Period 3 2021-22 <i>(Whole year totals are shown in brackets)</i>
Inspections and visits	32	17 (45)
Complaints & service requests received	3,050	964 (3,041)
Acting as a responsible authority for Licensing Applications	29	24 (70)
Prosecutions	0	0 (2)

Period 3 – Trading Standards Team Highlights

- The Team began proceedings to prosecute a well-known High Street retailer for the sale of a knife to a young person. After much negotiation, it was agreed to drop the case on the condition that all knives were removed from the shelves across the UK, and that they paid all the City of London's costs.
- Operation Broadway, the multi-agency partnership that disrupts investment fraud in and around the Square Mile, continues to function. There is a constant stream of complaints from victims who have lost significant sums of money to criminals who often claim to be based in The Square Mile. Trading Standards continue to support victims and try and help them recover losses through their bank. Over the last 2 years, we have assisted victims to recover around £700,000: a significant achievement.
- As a result of our expertise in dealing with investment fraud, the CoL Trading Standards Service made a significant contribution to a toolkit aimed at helping Police Officers and other law enforcement agencies across the UK.
- A couple of the major Covid testing companies that provide services to overseas travellers have a base within the City and we have received many complaints about them. We have held meetings with these businesses to discuss their business models and customer relations. One key aspect is that of consequential loss and the liability of the testing company if they fail to deliver, causing consumers to miss their flight. We had a perfect complaint on this issue and ensured that the consumer was fully refunded for their flights.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2021-22

Pollution	2020-21 Annual Total	Period 3 2021-22 (Whole year totals are shown in brackets)			
		Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	567	263 (780)	100%	0 (2)	0 (0)
Complaint investigations, other	88	43 (91)	N/A	N/A	2 (2)
Licensing, Planning and Construction Works applications assessed	428	253 (872)	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	833	462 (1,258)	N/A	2 (5*)	N/A

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

Period 3 – Pollution Control Team Highlights

- Members of the Team are now present in the City everyday with 40% staffing levels or greater. 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. Less restrictive 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 project has continued. This is a collaboration with TfL, utilities contractors and other local authorities to develop a single approach to managing TfL street works. We are also engaged with contractors (primarily those dealing with gas, electricity, water and telecoms) to develop smarter working methods which will reduce disruption and disturbance by employing quieter ways of working, better programming, and developing monitoring systems to assist in the management of street works.
- Work on the major infrastructure projects continues. Crossrail has completed external works and is due to open the central section this summer. Final testing is nearing completion. Thames Tideway Tunnel and the Bank Station Capacity Upgrade will continue into 2022/23 and both still have major work to complete.
- Collaboration between Southwark and the City of London Corporation continues regarding disturbance experienced by City residents as a result of busking on the Southbank. Officers, Members and residents continue to meet to discuss this issue. New, clearer, signage has been placed on the Southbank, and leaflets are being circulated to buskers to ensure they are aware of the nature of the area and how they should perform. A number of buskers have taken the opportunity to work with Southwark and the City to identify solutions.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2021-22

Period 3 - Unlicensed Street Trading update

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. A summary of enforcement activity and legal proceedings during Period 3 is provided below. All enforcement actions, including those by the Police, were a result of shared intelligence.

Enforcement

- One peanut trolley and one hotdog trolley were seized.
- One ice cream seller was reported to Southwark Council for enforcement action.
- 18 peanut selling offences were reported to Tower Hamlets Council.
- 68 warnings were given to Buskers in the Tate Modern and CoL school areas.
- 35 buskers were moved on.
- 32 incidents of begging were cleared.
- 29 warnings were given in relation to riding bicycle on bridges. The CoL police were involved in this.
- Metropolitan Police, British Transport Police and CoLP are working together to ensure a presence in the Tower of London area.
- Officers have also successfully assisted with prevention of suicide risks and dealt with incidents involving pickpockets and 'chuggers'.

Legal Proceedings

- Two defendants have been sentenced for illegal selling of peanuts (case prepared by Southwark Council). A criminal behaviour order is being considered by the Comptroller's Department in relation to one of the cases: although the defendant has been sentenced already, she has now lodged an appeal for conviction which will be heard on 28 June 2022.

Period 3 – Air Quality Team Highlights

During Period Three, the Team:

- Completed a detailed study into locally produced PM2.5.
- Installed a new ozone analyser in the Guildhall.
- Responded to the GLA planning guidance consultation.
- Updated planning pre-application advice and planning conditions.
- Represented local authorities on the London Air Quality and Health Delivery Groups.
- Attended meetings and workshops with Defra to help shape new statutory obligations for air quality.
- Judged the Air Quality and Climate Change award for the Clean City Awards Scheme.
- Judged the Individual Changemaker category of the Sustainable City Awards.
- Wrapped up the three-year London-wide Idling Action project, delivering the remaining Idling Action workshops at 66 schools to 7,500 pupils across London.
- Wrapped up the three-year Clean Air Thames programme; two further operators installed pollution reducing equipment onto their vessels.
- Wrapped up the Citizen Science Air Quality Monitoring project.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2021-22

Animal Health & Welfare	2020-21 Annual total	Period 3 2021-22 <i>(Whole year totals are shown in brackets)</i>			
		Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre					
Throughput of animals (no. of consignments)	14,977 <i>(consignments)</i>	4,888 <i>(19,487)</i> <i>consignments</i>	14 <i>(48)</i>	0 <i>(0)</i>	0 <i>(0)</i>
Animal Health					
Inspections carried out	194	176 <i>(547)</i>	4 <i>(11)</i>	7 <i>(27)</i>	0 <i>(0)</i>

Period 3 – Animal Health & Welfare Highlights

- HARC staff have been preparing to help facilitate arrivals of animals repatriated from Ukraine to the UK.
- Two new Animal Health Inspectors have joined the Animal Health Team, increasing resources and, consequently, the services' ability to take on additional work.
- Inspectors have been involved in interesting and challenging investigation with the LB of Croydon which has resulted in a dog day care licence being revoked. We are waiting to see whether this will be challenged with an appeal to the First Tier Tribunal.
- The Animal Health Team continues to provide services to several local authorities who approach us for our assistance and expertise. This has led to new opportunities where we have carried out ad-hoc contentious inspections for them and we hope to build on these relationships to create more work for the team in future.
- We hope to conclude two new Primary Authority partnerships in the near future.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2021-22

Port Health	2020-21 Annual total	Period 3 2021-22 (Whole year totals are shown in brackets)			
		Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	9,391	4,455 (12,954)	0 (0)	32 (79)	0 (0)
Products of Animal Origin Consignments – physical checks	6,099	2,306 (7,026)	0 (0)	9 (41)	0 (0)
Number of samples taken	709	287 (943)	N/A	260 (860)	N/A
Imported food Not of Animal Origin -document checks	30,145	10,793 (33,788)	0 (0)	87 (312)	0 (0)
Imported food Not of Animal Origin - physical checks	2,377	1,396 (4,224)	0 (0)	N/A	0 (0)
Number of samples taken	1,096	362 (967)	0 (0)	N/A	N/A
Food Safety inspections and revisits	44	33 (91)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	21	24 (82)	N/A	0 (0)	N/A

Period 3 – Port Health Service Highlights

- Trade for 2021/22 remains high: 20% higher than the equivalent period in 2020.
- The new Border Operating Model was published in November 2021 and introduces a further phasing of border controls between July and November 2022.
- Defra has confirmed funding for 2021/22 of £1.696M. A further bid to cover Brexit readiness costs for Q1 of 2022/23 has been submitted to Defra for consideration.
- The service continues to prepare for the impacts of Brexit and the funding from Defra has enabled the service to grow from 40FTEs to 72FTEs, with a further 4 posts left to fill. Staffing resource is based on projected EU throughput that has been agreed with Defra.
- The Service continues to work closely with port operators, traders and government to ensure readiness.