

**Progress against Port Health & Public Protection Key Objectives 2013-2014**

Ref:	Objective	Progress to date
1	Balance the PH&PP Service budget for 2014-15 in the light of £250,000 unidentified savings/income.	<p><b>Period 1: April – July 2013</b></p> <ul style="list-style-type: none"> <li>• The Port Health Service Review is underway and will identify most of these savings.</li> <li>• Fees and Charges levied by PH&amp;PP are being revised to increase income.</li> <li>• A service based review is also underway for Environmental Health and some posts are on a fixed term contract until this has been completed.</li> </ul> <p><b>Period 2: August – November 2013</b></p> <ul style="list-style-type: none"> <li>• A revised budget has been agreed for 2013/2014 and an original for 2014/15.</li> <li>• A review of the Port Health Service has been undertaken to ensure it provides the most effective use of resources. The loss of trade, particularly at Thamesport, and the opening of the London Gateway Port have been taken into account and the resulting changes will be implemented during the forthcoming year. The Service will be kept under continuous review as trade develops at London Gateway (including impact on other ports).</li> <li>• Service Based Review for City Fund completed and results sent to lead Chief Officer.</li> <li>• Service Based Reviews of City Cash services now being undertaken corporately.</li> </ul> <p><b>Period 3: December 2013 – March 2014</b></p> <ul style="list-style-type: none"> <li>• The budget was balanced in Period 2 (see above), but the Service Based Review is now in progress.</li> <li>• Phase 2 of the Service Based Review of the combined City Fund and City Cash services has been completed in readiness for submission to the 'Star Chamber' in April 2014.</li> </ul>

2	Introduce a focus group to ensure a consistent approach to enforcement throughout the Service.	<p><b>Period 1: April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Nominations from different teams have been sought for representation on the group.</li> <li>• The Terms of Reference have been drafted.</li> <li>• The first meeting is scheduled for September.</li> </ul> <p><b>Period 2: August – November 2013</b></p> <ul style="list-style-type: none"> <li>• First meeting has been held.</li> <li>• Enforcement protocols and procedures to be reviewed.</li> </ul> <p><b>Period 3: December 2013 – March 2014</b></p> <ul style="list-style-type: none"> <li>• The group is carrying out an ongoing review and development of enforcement and legal procedures.</li> </ul>
3	Implement the review of the Port Health Service in preparation for the opening of the London Gateway Port and ensure the Service's operations continue in a safe, secure and uninterrupted manner.	<p><b>Period 1: April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Proposals have been presented to the staff and individual consultations are underway.</li> <li>• The impact of London Gateway opening is under constant review to ensure that sufficient resources are deployed to service the Port.</li> <li>• The inspection facilities have been completed and the lease agreed for the office.</li> <li>• Thamesport will no longer require a permanent presence, so some staff will transfer to London Gateway.</li> </ul> <p><b>Period 2: August – November 2013</b></p> <ul style="list-style-type: none"> <li>• London Gateway Port opened on 7 November 2013.</li> <li>• Thamesport staff have transferred to work either at the Tilbury office or London Gateway.</li> <li>• Staff are familiarising themselves with new working arrangements introduced as a result of the opening of London Gateway.</li> </ul> <p><b>Period 3: December 2013 – March 2014</b></p> <ul style="list-style-type: none"> <li>• London Gateway has opened gradually and an upturn in trade is not expected until May 2014.</li> <li>• The “soft start” has allowed staff relocated as part of the review to become integrated team members and also enabled further training to take place as necessary.</li> <li>• Manorway Office refurbishment has commenced, but completion is behind schedule due to delays in signing the lease and some concerns over asbestos.</li> </ul>

4	Continue to implement the Noise Strategy including deciding on options for Out of Hours (OOH) service delivery.	<p><b>Period 1: April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Out of Hours Contract with Westminster CC extended to March 2014.</li> <li>• CoL Code of Practice for Construction and Deconstruction Sites revised and agreed.</li> <li>• Code of Practice for minimising noise from street works developed for Committee approval.</li> <li>• Noise Service Delivery Policy developed and agreed.</li> <li>• Broad input to integrate noise minimisation into draft Local Plan, Aldgate Gyratory Scheme and draft new Street Scene Manual.</li> <li>• Development of M&amp;CP / Planning Enforcement Protocol.</li> </ul> <p><b>Period 2: August – November 2013</b></p> <ul style="list-style-type: none"> <li>• Review of Westminster City Council's performance as OOH provider underway.</li> <li>• Alternative delivery model using Street Environment Officers (SEO) is being developed.</li> <li>• Three SEOs undertook training towards the Certificate of Competence in Environmental Noise Measurement to build SEO noise competence.</li> <li>• Aldgate Gyratory Phasing meetings attended and discussion begun early on environmental controls.</li> <li>• Team has engaged with Bank Station Capacity Upgrade Project to support the development and minimise its impact on the City.</li> </ul> <p><b>Period 3: December 2013 – March 2014</b></p> <ul style="list-style-type: none"> <li>• Following a review, the Out of Hours service is now provided in house by Street Environment Officers (SEOs).</li> <li>• A new Service Level Agreement is now in place with tighter KPIs and much improved response times.</li> <li>• The SEOs and Pollution Team officers completed two days training on statutory nuisance and noise enforcement, followed by individual mentoring and coaching.</li> <li>• The Team is engaged with both the Aldgate Gyratory Phasing and the Bank Station Capacity Upgrade Project to ensure environmental controls are implemented.</li> </ul>
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5	Implement and comply with the requirements of the Health & Safety Executive's new National Local Authority Enforcement Code – Health and Safety at Work.	<p><b>Period 1: April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Compliance in line with the code as: <ul style="list-style-type: none"> <li>a) inspections of cooling towers are included on the list of permitted enforcement activities and are therefore continuing in the City as normal; and</li> <li>b) activities at Smithfield also fall within the list of activities and can therefore be subject to pro-active inspection.</li> </ul> </li> <li>• Interventions at Smithfield focusing on uncontrolled risks and areas of evident concern in stakeholder areas.</li> <li>• The implications for the future of other health &amp; safety enforcement activities by the City Corporation will be subject to a detailed report to Members at November's PH&amp;ES Committee.</li> </ul> <p><b>Period 2: August – November 2013</b></p> <ul style="list-style-type: none"> <li>• Smithfield Enforcement Team continues to focus interventions where uncontrolled risks and areas of evident concern are identified.</li> <li>• Report approved by PHES Committee in November on the way forward with a greater emphasis on the gathering and use of health and safety intelligence to inform local projects in the City.</li> <li>• A London-wide approach to intelligence gathering and handling is being lobbied for by the CoL representatives on the London Boroughs Health and Safety Liaison Group and its Policy Board.</li> </ul> <p><b>Period 3: December 2013 – March 2014</b></p> <ul style="list-style-type: none"> <li>• Smithfield Enforcement Team continues to focus interventions where uncontrolled risks and areas of evident concern are identified.</li> <li>• Work on an intelligence based approach to enforcement is being developed with London Boroughs with a view to piloting this during 2014/2015.</li> <li>• Intelligence analysis and targeting has been incorporated in the 2014/2015 Health &amp; Safety Intervention Plan.</li> </ul>
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6	Respond to any further legislative changes affecting the importation of animals at HARC to protect animal health and income streams.	<p><b>Period 1: April – July 2013</b></p> <ul style="list-style-type: none"> <li>• The recently enacted Regulation (EU) 576/2013 should result in no major changes to work at the Animal Reception Centre. Discussions regarding animals carried as baggage continue with Defra and the Home Office.</li> </ul> <p><b>Period 2: August – November 2013</b></p> <ul style="list-style-type: none"> <li>• The Assistant Director, Animal Health, continues to attend Defra workshops on implementation of the new Regulation.</li> <li>• Animals will be allowed to come into the UK as baggage from EU Member States some time in 2014 (commencement date is to be confirmed).</li> <li>• Lobbying of Government Agencies and Departments continues to protect income streams.</li> </ul> <p><b>Period 3: December 2013 – March 2014</b></p> <ul style="list-style-type: none"> <li>• An Animal Health customer survey has been completed and responses were very positive (94% of respondents rated the service they had received as 'good' or 'very good').</li> <li>• Lobbying of Government Departments is paying off as they are now setting up a group to look at the issue of illegally imported puppies.</li> <li>• All obstacles put in place with regard to animals being imported as baggage have been overcome and we await the airlines' uptake of the new process.</li> </ul>
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