

Progress against Port Health & Public Protection Key Objectives 2015-2016

Ref:	Objective	Progress to date
1	Public Protection teams to evaluate performance via analysis of completed customer satisfaction surveys which are sent to service users once their complaint/query has been investigated.	Period 1: April – July 2015 <ul style="list-style-type: none"> Surveys are sent each week to members of the public and businesses who have been in contact with the service or who have been inspected. The Pollution Control Team seeks feedback from service users weekly on complaints that have been closed. The sources of satisfaction and dissatisfaction are analysed and fed into performance meetings with officers. Where contact details have been given requesting further contact each of these are followed up by the Team Manager. Nine responses were received during the period.
2	Pollution Team to publish and implement revised Air Quality Strategy, 2015–2020.	Period 1: April – July 2015 <ul style="list-style-type: none"> The Strategy was approved by the Port Health and Environmental Services Committee on 7 July 2015. Work is now underway to transpose the strategy to more robust, radical and tangible actions.
3	Trading Standards Team to collaborate with City of London Police and other relevant organisations to tackle economic crime, particularly investment fraud.	Period 1: April – July 2015 <ul style="list-style-type: none"> This is ongoing through the work of Operation Broadway to disrupt “boiler rooms” in virtual offices which are involved in investment fraud scams.
4	Prepare for, and implement, measures identified as part of the Service Based Review.	Period 1: April – July 2015 <ul style="list-style-type: none"> The review of Environmental Health and its associated recommendations have been agreed by members of the Port Health and Environmental Services and Establishment Committees. Formal consultation with affected staff commenced mid-July and was completed by the end of August. The new arrangements will be implemented with effect from 1 October 2015.
5	Work with the City Surveyor to agree Mission Critical assets at each of our sites as part of the BRM (Building Repairs and Maintenance) Asset Verification Process.	Period 1: April – July 2015 <ul style="list-style-type: none"> A Draft Mission Critical asset list has been received for the Heathrow Animal Reception Centre and is being finalised. Port Health asset lists are currently being prepared by the City Surveyor.
6	Carry out a training needs analysis across all service areas, investigate the availability of suitable learning opportunities and arrange for staff to attend where feasible.	Period 1: April – July 2015 <ul style="list-style-type: none"> This was undertaken for all members of staff as part of the annual Performance and Development Review process. Further analysis has been carried out for those members of staff who will be affected by the forthcoming restructure of the Public Protection Division to identify areas where skills need to be refreshed. Appropriate training and coaching is being planned and undertaken.

Appendix B

Ref:	Objective	Progress to date
		<ul style="list-style-type: none"> Analysis at the Heathrow Animal Reception Centre has identified some areas of training need. One officer has committed to undertake the ILM (Institute of Leadership and Management) certificate in Leadership and Management programme, commencing in September. Further learning opportunities should be realised when the new facility at the ARC is opened.
7	Introduce mobile working technology throughout the PH&PP service, in collaboration with the Chamberlain's IS Division.	Period 1: April – July 2015 <ul style="list-style-type: none"> A Business Requirements report was submitted to the IS Technical Design Assurance Panel in early July. This was, however, referred back to the Department for further discussion following 'lessons' learned by the CoL Police during their recent mobile working project.
8	Develop and implement a workforce plan which ensures that our workforce has both the capability and resources to meet the Division's business objectives.	Period 1: April – July 2015 <ul style="list-style-type: none"> A draft workforce plan has been prepared and submitted to Summit Group via the Corporate Workforce Planning Group. A Workforce Plan for the Heathrow Animal Reception Centre is being implemented. Several members of staff are temporarily acting-up to higher grade roles and this is assisting with succession planning and providing training opportunities.
9	Senior Managers to review and implement all relevant actions from the Business Improvement Plan to address any gaps identified through the IIP assessment.	Period 1: April – July 2015 <ul style="list-style-type: none"> Relevant actions have been identified and implementation is underway regarding training and management development.