

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.	<p>Period 1: April – July 2015</p> <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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> • Ongoing. • The Pollution Control Team seeks feedback from service users weekly on complaints that have been closed. 20 responses from 94 surveys were received during this period. • The Operational Support Team is developing and trialling specific questionnaires to roll out during Period 3 to capture additional feedback on the activities of the different teams. • The Port Health Service held a Briefing Session with Agents and Importers on 30 November 2015 to update them on performance and on improvements that are being made to service delivery through the use of mobile working technology. Advice was provided on completing paperwork and feedback was sought from attendees. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> • Surveys to members of the public and businesses who have been in contact with the service or have been inspected continue to be sent each week. • Over the course of the year, the Pollution Control Team received 118 completed surveys, over 70% of which were from City residents. Despite understandable concerns where legislation is not available or effective (e.g. problems with helicopter noise) more than 93% of respondents agreed or strongly agreed that the team dealt professionally and courteously with the matters they raised. • The Port Health Service held a further briefing in March 2016 for Agents and Importers on the completion of documentation. The aim was to reduce errors found on the documentation, which in turn will speed up the processing of consignments. The Service is also in discussions with the London Gateway port and an Agent/Importer regarding the information available to them to effectively plan the forwarding of consignments.

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2	Pollution Team to publish and implement revised Air Quality Strategy, 2015–2020.	<p>Period 1: April – July 2015</p> <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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> Following approval by the Port Health and Environmental Services Committee, further responses have been made to the comments of the Planning and Transportation Committee as well as to questions on related work at Court of Common Council. Work is continuing to transpose the strategy to more robust, radical and tangible actions. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> The strategy continues to be implemented and a detailed report on progress will be presented to your Committee in autumn 2016. A bid has been submitted to the GLA for a Low Emission Neighbourhood scheme. The outcome should be known in the summer.
3	Trading Standards Team to collaborate with City of London Police and other relevant organisations to tackle economic crime, particularly investment fraud.	<p>Period 1: April – July 2015</p> <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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> The work of Operation Broadway continues, in order to disrupt and displace “boiler rooms” committing investment fraud in the Square Mile. Plans are being drawn up to present to London Trading Standards (ex-LoTSA) to open the processes and partnership model developed through Operation Broadway across the rest of London. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> Joint working with City of London Police continues. Approval has been given by PH&ES Committee to seek funding for an additional Trading Standards Officer for one year to promote and develop the Operational Broadway model across London and this will be pursued in 2016-2017.
4	Prepare for, and implement, measures identified as part of the Service Based Review.	<p>Period 1: April – July 2015</p> <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.

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		<p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> Members of staff in the Food Safety, Health & Safety and Smithfield Enforcement teams have been restructured into two geographically-based "Commercial" teams (West and East). Officers have also moved around at the Walbrook Wharf offices to facilitate working in their new teams but also retaining close contact with their professional peers, encouraging flexible working and synergies of knowledge and competence. The Principal EHO of the Smithfield Enforcement Team has retired and responsibility for food and health & safety work at the Market is now the responsibility of the Commercial (West) Team Manager. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> Largely complete though some processes are still being adapted and developed going into 2016-2017. Feedback sessions for the staff involved were organised in December (3 months) and April (6 months). Issues were taken into consideration and, where possible, modifications and changes were implemented accordingly. A final, 12 month feedback session will be held in October.
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.	<p>Period 1: April – July 2015</p> <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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> The Mission Critical Assets have been verified at ARC and the list is due to be reviewed in early 2016. The initial draft asset list for the Port Health Service has been requested as a variation to the BRM contract. Further improvements will be provided at a later date by electrical, mechanical and building fabric specialists. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> Complete.
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.	<p>Period 1: April – July 2015</p> <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

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		<p>coaching is being planned and undertaken.</p> <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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> Specific refresher training for staff moving into the two new Environmental Health Commercial Teams has been undertaken with respect to Meat Inspection and other food related matters in order to bring all staff up to a comparable level of competency. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> Complete. Any further training needs for groups of staff and individuals will be identified as normal as part of the annual Performance and Development Review appraisals during April.
7	Introduce mobile working technology throughout the PH&PP service, in collaboration with the Chamberlain's IS Division.	<p>Period 1: April – July 2015</p> <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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> The IS Technical Design Assurance Panel has granted approval and Agilisys are proceeding to configure two types of tablet device for field trials by officers during Period 3. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> Technical issues delayed the start of the project but in March two different types of tablet device were issued to individuals as part of the project's first phase – "Look & Feel" – aimed at identifying which is best suited for the various field work activities staff engage in. In early 2016-17 the second part of this phase will see the devices given to a small group of staff for longer periods of time and will involve wider functionality such as electronic inspection forms.
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.	<p>Period 1: April – July 2015</p> <ul style="list-style-type: none"> A draft workforce plan has been prepared and submitted to Summit Group via the Corporate Workforce Planning Group.

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		<ul style="list-style-type: none"> 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. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> The skills matrix and training matrix for the Heathrow Animal Reception Centre have been worked on during this period, and are to be completed during the third period. It is difficult to recruit experienced Port Health Officers. The Port Health Service is, therefore, exploring the possibility of Environmental Health Officer Apprenticeships with the Chartered Institute of Environmental Health for students who have completed their degrees, but need to complete their practical and professional exams. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> The Port Health Service has prepared a business case, person specification and job description for evaluation. It is hoped that the service will start the recruitment process in time to attract those just leaving university this summer.
9	Senior Managers to review and implement all relevant actions from the Business Improvement Plan to address any gaps identified through the IIP assessment.	<p>Period 1: April – July 2015</p> <ul style="list-style-type: none"> Relevant actions have been identified and implementation is underway regarding training and management development. <p>Period 2: August – November 2015</p> <ul style="list-style-type: none"> Ongoing. <p>Period 3: December 2015 – March 2016</p> <ul style="list-style-type: none"> Ongoing.