

**CITY OF LONDON CORPORATION
DEPARTMENT OF MARKETS & CONSUMER PROTECTION
PORT HEALTH & PUBLIC PROTECTION SERVICE
LONDON PORT HEALTH AUTHORITY FOOD SAFETY ENFORCEMENT PLAN 2016-17**



Introduction

The Common Council of the City of London Corporation is the Port Health Authority for the district of the Port of London. The jurisdiction is set out in the London Port Health Authority Order 1965 and covers all of the tidal Thames from Teddington Lock to the outer Estuary.

Official food controls are delivered by the Port Health Service which is part of the Port Health & Public Protection Service (PH&PP) in the Department of Markets & Consumer Protection (M&CP). This Plan covers the work of the Port Health Service.

The checking of imported food and animal feed is an important obligation on the Port Health Service to protect public and animal health. As the checks take place at ports that are the first point of entry into the European Union (EU), the Service is responsible for compliance checks for all food and feed imports from outside the EU.

Service Aims and Objectives

Through this plan, the London Port Health Authority aims to:-

- Ensure compliance with legislation related to imported food and animal feed to protect food safety and animal health
- Deliver a high quality, accessible and responsive service to protect, enhance, and improve the public, environmental, and animal health throughout the London Port Health district

This links to the Key Service Objectives set out in M&CP, PH&PP and Port Health Business Plans.

The Corporate Plan¹ is the City of London Corporation's main strategic planning document providing a framework for the delivery of all services with three strategic aims. The City of London Corporation will support and promote the City of London as the world leader in international finance and business services, and will maintain high quality, accessible and responsive services benefiting its communities, neighbours, London and the nation.

The City of London outlines key plans for the future in a number of strategies according to the different areas of the City's work. These plans and strategies can be viewed on the City's website under About the City – Corporate plans².

This Plan is linked to these strategies through the M&CP Business Plan and our own more specific Port Health Business Plan.

Our main goal is to ensure that the Service is meeting its statutory obligations in relation to imported food and animal feed control. In doing this we aim to promote consumer confidence as a result of our work to assure the safety of the food supply chain.

Whilst meeting our statutory obligations we also have to pay attention to the principles of Better Regulation and take into account the way we deliver and enforce the legislation that we are responsible for. We have developed good working relationships with the trade using our ports by trying to understand the risks affecting businesses and dealing with consignments efficiently so as to avoid delays because of the checks we are obliged to carry out.

This understanding is an important aspect of our Service; however, there is a need to strike a balance between support for businesses, especially smaller businesses, and protecting consumers and others from fraudulent and illegal practices.

This Plan aims to ensure that our enforcement remains targeted, proportionate, consistent and transparent, and sets out the framework for its delivery. It has been prepared as required by the FSA and in accordance with their "Food Law Enforcement Service Planning Guidance" and the content of the Plan provides the basis upon which the London Port Health Authority will be monitored and audited by the FSA.

1 <https://www.cityoflondon.gov.uk/about-the-city/how-we-make-decisions/Pages/corporate-plans.aspx>

2 <https://www.cityoflondon.gov.uk/about-the-city/how-we-make-decisions/Pages/corporate-plans.aspx>

Profile of the Port Health Authority

London Port Health Authority (LPHA) is responsible for a district, which extends for 94 miles along the tidal Thames from Teddington Lock to the outer Estuary. It includes the lower reaches of the River Medway, while to the north it encompasses the River Roach and southern part of the River Crouch.

The area for which LPHA is responsible includes the new London Gateway port as well as the ports of Tilbury, Thamesport and Sheerness. The area also includes London City Airport as well as the various docks and dockland areas which have now been redeveloped.

The Port of London is the largest mixed cargo port in the United Kingdom. During 2015 it handled 45.4 million tonnes of cargo, 2% more than in the previous year. The overall tonnage was higher than in 2014, with cargo trade growing by 0.9 million tonnes. Containers and Trailer Traffic (unitised traffic) increased by approximately 6.5% and there were also increases in volumes of other cargoes including aggregates, non-fuel cargoes including food and animal feed products such as bulk cereals and oil³.

In addition, Ports on the Lower Medway continue to handle general cargo including some fruit.

The Port of Thamesport has not seen the return of an international trade but continues to handle EU cargo which continues to require monitoring by the Port Health Service.

The main activity for LPHA is the checking of food imports from countries outside the European Union. Cargo arrives from many areas of the world including South America, Africa, Australia, New Zealand, India, the Far East, the Mediterranean, USA, and Canada.

142,287 consignments of food arrived at the ports of London Gateway and Tilbury during 2015. 131,930 of these were Products Not of Animal Origin (NAO) with remaining 10,357 being Products of Animal Origin (PoAO).

³ <https://pla.co.uk/Port-Trade/Latest-Port-Handbook>

The overall numbers of imported food consignments compared to the previous year have increased by 4% due to the growth in trade at London Gateway. There was also an increase in the number of PoAO consignments(1.6%).

Looking forward, predictions indicate that the anticipated growth in global container shipping is set to continue. The Port of London Gateway has already taken advantage of this opportunity demonstrating a year on year increase since it opened in 2013.

In addition to its imported food responsibilities, LPHA also has responsibility for Animal Feeding Stuffs, Shellfish Classification, Infectious Disease Control, Pollution Control and Pest Control.

Shellfish classification forms one of the many tasks performed by the River Division; there are 15 shellfish beds within the Authority's area and 5 beds are monitored on a contractual basis for Swale Borough Council, plus additional samples are taken for FSA projects, as required.

Infectious disease control and drinking water quality monitoring are also significant parts of the work undertaken by the London Port Health Authority (LPHA), in the Dock areas, on the River and at London City Airport.

Organisational Structure

The current Organisational structure is shown in Attachment 1.

Scope of the Food and Animal Feed Service

The LPHA is responsible for enforcing legal requirements relating to food safety and food standards for all food and animal feed that is imported through the ports within London Port Health Authority area. This includes:

- Operation of the Border Control Posts at London Gateway Port, Tilbury and Thamesport
- Monitoring for illegal food or animal feed imports at any of the Ports within the district
- Carrying out documentary, identity and physical checks on imported consignments of products of animal origin and products not of animal origin
- Making checks of fish catch certificates to ensure compliance with regulations concerning Illegal, Unreported and Unregulated Fishing

- Sampling food and animal feed for chemical analysis and microbiological examination
- Checking consignments of imported animal feed comply with the relevant legislation
- Controls relating to Food Contact Materials
- Enforcing Contaminants in Food legislation
- Verification of Organic Produce
- Control of infectious diseases and food poisoning in liaison with Public Health England
- Control of shellfish harvesting areas including sampling for classification and biotoxin analysis
- Sampling of drinking water supplied to vessels and from fixed points within the port boundary
- Food safety and hygiene inspections of premises and craft at dock locations and London City Airport

Other responsibilities that are delivered alongside the food service include:

- Enforcement of Rabies prevention legislation
- Carrying out the duties as Regulator under the Environmental Permitting Regulations for Part A2 and Part B Processes
- Investigating and controlling statutory nuisances including the investigation of complaints with regard to noise and odour emissions from certain port industries
- Monitoring of waste control procedures relating to International Catering waste
- Pest control at the Port of Tilbury
- Inspection of vessels under the International Health Regulations and UK health legislation
- Liaison with Government Departments and Agencies
- Co-operate with Port Health Authorities nationally and internationally to maintain and improve service delivery
- Participating at Technical Committees relevant to Port Health

These duties are carried out by LPHA employees; external contractors are not used.

Demands on the Service

A review of the Service was carried out during 2013, principally to make recommendations having regard to the opening of the London Gateway port in November 2013. The decline in international trade at Thamesport resulted in the closure of the Thamesport office in 2013, this entailed redundancies with the remaining staff relocating to Tilbury and London Gateway. Trade levels have increased significantly in 2014 and 2015;

Tilbury: Several shipping lines have moved trade from Tilbury to London Gateway, but Tilbury have gained lines from both Sheerness and Thamesport, plus an additional Caribbean trade. Both Thamesport and Sheerness continue to decline in food and feed trade; there remains only one EU line calling at Thamesport. This is indicative of the move towards larger vessels with increased capacity making fewer calls. London Gateway was developed to exploit this trend and their increase in trade reflects this;

London Gateway: Another new line has commenced regular calls at London Gateway. Since September 2015, vessels are regularly being diverted from Felixstowe to London Gateway. At present these are ad-hoc calls and are therefore unpredictable as they arrive at short notice, the vessels are significantly larger and carry trade from countries not currently received in London. This presents a challenge to the service as paperwork has often been submitted to Felixstowe resulting in a delay in delivery to the LPHA. Consequently the Service is placed under additional pressure from our customers to process, inspect and clear consignments as quickly as possible.

In order to respond to these demands, the Service has developed a new team structure. Each team consists of professionally qualified staff; Official Veterinarians (OVs) and Port Health Officers (PHOs) with Port Health Assistants (PHAs). The PHA posts were created to enable the development of existing staff and recruitment of non-professionally qualified staff, to contribute to and assist the work carried out by the OV's and PHO's. These teams are supported by a new administrative staff structure. See Attachment 1.

A new Assistant Director for Port Health was appointed in 2015 whose main objective for the coming year is to continue the work of the Port Health Service Review, which aims to ensure that the Service can continue to meet the increasing demands that growth in this sector presents. This is covered in more detail in the Port Health Business Plan; staffing and IT development being key issues.

It is anticipated in the coming year that, due to the decline in international food and feed trade arriving at Tilbury, the Port Health Service may centralise its functions at London Gateway with staff being sent to Tilbury to carry out inspections and examinations as required.

Food Imports may also still take place at Thamesport and Sheerness as they have retained official approvals, therefore, it is important to monitor the details to ensure there are no illegal imports. Generally the numbers of imports are very low with staff being sent from the remaining office(s) to carry out inspections as necessary.

The main inspection activity for products of animal origin (PoAO) from countries outside the EU takes place at London Gateway Border Inspection Post (BIP) and, now to a lesser extent, Tilbury BIP. In addition there are facilities approved as Designated Points of Entry (DPEs) for non animal products under Regulation 669/2009 for "High Risk" products at Tilbury, London Gateway, Thamesport and Sheerness. Soon these facilities will be collectively known as Border Control Posts (BCPs) under proposed changes to the legislation and London Gateway already refer to their inspection facilities as the BCP.

The hours of operation currently being worked are 07:00hrs to 19:00hrs Weekdays, 08:00hrs to 14:00hrs Saturdays and Sundays. Working hours continues to be subject to review relating to the potential demand for cover at London Gateway.

Changes in throughput can have a significant effect on the operation of the service as we have experienced at both Sheerness, Thamesport and most recently Tilbury. Volumes are predicted to increase as London Gateway attracts more business, particularly once the logistics park development becomes more established. Failure of the Service to clear cargo swiftly will have a detrimental business effect and tarnish the reputation of LPHA and by implication, the City of London.

Throughput variations are a considerable challenge because of numerous external factors affecting trade, including seasonal variations. This means that a flexible workforce is required to meet the fluctuations in service demand.

Changes to legislation places considerable demands on the Service; often the changes can be at short notice to respond to a particular problem. In particular, problems with microbiological contamination, pesticide and veterinary drug residues continue to surface.

Controls implemented at short notice may continue to operate for a long period such as those implemented following the Japan Nuclear reactor incident with checks on food imports for radiation still being in place.

Other emerging risks are notified by the FSA, in addition our Public Analysts circulate information to assist in determining which products may require our attention. Updates to the "High Risk" list under Regulation (EC) 669/2009 occur every 3 months.

Checks of catch certificates and other documentation under legislation related to the import of illegal, unreported and unregulated (IUU) fishery products is time consuming as a considerable number of consignments have multiple certificates relating to the products being imported. The LPHA has good liaison arrangements with the UK Single Liaison Office of the Marine Management Organisation (MMO) who are responsible for this area of work.

The trade expects consignments to be cleared as quickly as possible as delays result in additional costs and disruption to their business. For this reason our Business Plan includes a performance indicator to measure the time it takes to release consignments. Where containers have to be detained; queries on documentation are processed as quickly as possible; samples are submitted efficiently and there are Service Level Agreements with the laboratories to ensure delays are kept to a minimum.

As part of the Port Health Review, the responsibility for Food Hygiene and Safety inspections on craft and premises operating within the Port Health district was transferred to the City of London Food Safety Team, however as a small number of food businesses remain within the docks and London City Airport, including processing plants located outside of the dock areas but within the Port of London district that require inspection, in-house expertise has been retained to carry out this work.

Sampling of imported Products of Animal Origin (PoAO) is carried out in accordance with detailed EU rules and an internal sampling plan related to the physical checks that are undertaken by the Official Veterinarians and Port Health Officers. The aim is to sample between 1 and 10% of all the physical exams carried out linked to a sampling matrix that is produced quarterly anticipating the number of samples required. This is reviewed quarterly in order to make the necessary adjustments in accordance with any throughput variations. Samples taken may contribute to the National Sampling Plan coordinated by the FSA.

The legislation relating to High Risk non Animal Origin products (NAO) is reviewed on a 3 monthly basis, this can mean changing requirements for sampling. Close liaison with the laboratories is essential because of the potential impact the change will have on them. Insufficient laboratory capacity is a concern which can cause considerable delays to imports.

As the Food Authority for the tidal Thames, the Service has responsibility for the harvesting of shellfish throughout its area. A sampling programme is in place for classification purposes and biotoxin monitoring. Sampling for Swale Borough Council is carried out on a contract basis, with any follow up enforcement activity being carried out by Swale Borough Council's Environmental Health Officers. In 2014/15, 192 samples taken to determine Shellfish Classification with an additional 60 samples for Swale Borough Council. A further 44 were taken for biotoxins of shellfish flesh and 54 for biotoxin in the water.

London City Airport is within the LPHA boundary and checks are made under the Public Health (Aircraft) Regulations. The Food Safety (Ships & Aircraft) (England & Scotland) Order 2003 is in force and has implications for food safety and potable water on board aircraft. Supplies of water at London City airport are regularly sampled and analysed. In addition to the

controls on water supplies, regular inspections of the outside catering units and the vehicles delivering the foods for aircrafts are performed.

LPHA officers board vessels including Cruise Liners arriving within the port to undertake inspections under the Public Health (Ships) Regulations and issue Ship Sanitation Certificates under the International Health Regulations. The Food Safety (Ships & Aircraft) (England & Scotland) Order 2003 also applies sections of the Food Safety Act to vessels arriving in port. We work closely with other Port Health Authorities to enforce standards on vessels, in particular to ensure “problematic” vessels are tracked around the UK.

On a regular basis we receive requests from Government officials for visits; a great deal of interest has been shown in the London Gateway Port and we host visits for officials from the EU, Defra and the FSA.

Regulation Policy

The City Corporation is committed to the principles of the new Regulators' Code⁴, a statutory code for all regulators. PH&PP has its own Policy Statement on Enforcement⁵ which has been approved by the Port Health & Environmental Services Committee and sets out its approach to enforcement.

Interventions

Throughput for imported food consignments between April 2015 and March 2016 is shown in the table below. Some consignments are subjected only to documentary checks, but for others physical checks are carried out by opening shipping containers at the inspection facility to inspect and take samples of the product for laboratory analysis.

Consignments may be rejected for a wide range of reasons including insufficient or non-existent documentation, inadequate temperature control, insect infestation, contamination with microorganisms, pesticides, mycotoxins or veterinary residues.

In all cases, a rejection notice is served on the importer which may require the destruction, re-export or alternative use of the product. These measures ensure the protection of public and animal health.

⁴ In force from 6th April 2014

⁵ <http://www.cityoflondon.gov.uk/services/port-health/import-controls/Pages/Import-Controls.aspx>

Port Health 2015 -16	Total	Notices Served
Imported food Not of Animal Origin Consignments	131930	
Imported food Not of Animal Origin -document checks	11663	299
Imported food Not of Animal Origin – identity checks	1147	
Imported food Not of Animal Origin - physical checks	1730	
Number of samples taken	610	
Products of Animal Origin Consignments	10357	
Products of Animal Origin Consignments – document checks	10357	67
Products of Animal Origin Consignments – physical checks	4074	13
Number of samples taken	204	30

Feed and Food Complaints

The Service follows corporate policy in relation to any complaints and we aim to provide a same day response to all consumer complaints on food matters; however, between April 2015 and March 2016, no significant complaints regarding imported food or animal feed have been received.

Complaints regarding the actual service provided by LPHA are recorded within the Services ISO System, an investigation is carried out and remedial action is taken where appropriate; this is followed up at the regular ISO Management Review meetings.

Home Authority Principle and Primary Authority Scheme

It is our policy to contact the Primary Authority when we become aware of an importer not conforming with the relevant import regulations. We also try to identify and contact Primary Authorities following adverse sample results.

Advice to Business

The LPHA provides advice and support to business is in line with the FSA's Code of Practice. The Service aims to maintain and build on existing relationships to encourage businesses to meet their legal obligations and to develop best practice.

Detailed information on the Service's activities and practical advice on compliance with legislation is available on the City of London website www.cityoflondon.gov.uk/porthealth . The website is regularly updated to include any changes in legislation or procedures.

Where we cannot provide the advice sought, the enquiry will be referred direct to either a dedicated branch of the FSA, Defra or the MMO.

On a routine basis, information regarding new "controls" is sent direct to importers and agents. Where necessary, individual meetings are also held with agents, importers and other trade organisations to clarify and discuss legal issues and best practice.

We also provide updates on current issues and offer advice and support in the use of electronic systems such as TRACES.

Feed and Food Sampling

All samples are taken in accordance with our Sampling Policy. Details regarding the selection, procurement and preparation of samples are contained in our Sampling Protocol. For more details see www.cityoflondon.gov.uk/porthealth

The main aim of our sampling programme is to proactively detect foods outside specific regulation which may be a threat to public or animal health. In addition we monitor and sample on a risk basis having regard to information from a range of sources including Rapid Alert notifications, FSA / Defra intelligence, previous adverse sample results, new products and random sampling.

Products of Animal Origin are checked at the frequencies set by the European Commission for each country of origin.

In relation to shellfish, the LPHA works on behalf of the FSA who has both EU and UK statutory responsibilities for ensuring that bivalve molluscs are safe for human consumption and meet stringent bacteriological and classification standards. The LPHA's role includes the implementation of an active and rigorous sampling programme.

The latest budget information for sampling is shown in Attachment 2.

The Port Health Service strives to be an active contributor to national and regional sampling programmes and has made a number of successful bids to the FSA for funding to support additional sampling of imported food and animal feed.

The majority of our samples for chemical analysis are sent to two Laboratories ; Public Analyst Scientific Services (PASS) and Kent Scientific Services (KSS). The City of London has appointed individual Public Analysts that are employed by these laboratories and the samples are analysed under their supervision. Other accredited laboratories may be used if nominated by the Public Analyst.

Samples for microbiological examination are sent to Public Health England where their Food Examiners are responsible for reporting the result of their examination of the samples.

We have Service Level Agreements in place with the Laboratories to ensure appropriate turn around times depending on the status of the sample.

Control and Investigation of Outbreaks and Food Related Infectious Disease

Port Health Authorities have powers and duties to prevent and control risks to human health from infection or contamination, including by chemicals and radiation.

Masters of vessels or the Commander an aircraft must complete a Maritime or Aircraft Declaration of Health when they are aware of cases of infectious disease or food poisoning and notify the Port Health Authority in advance of their arrival.

The Service has an Infectious Disease Protocol that has been drawn up in conjunction with Public Health England (PHE). Close liaison takes place between PHE staff and the LPHA following the protocol to ensure control of the situation.

Powers are available to require the ship or aircraft to be isolated from normal traffic and that there is no unauthorised embarkation or disembarkation. This allows an investigation to take place on board the ship or aircraft to identify and diagnose the illness, monitor, review and decide on control measures to contain the outbreak.

In the case of Norovirus or other airborne illness, an enhanced level of scrutiny will be given to the practises, procedures and documentation associated with cleaning and control of infection aboard an aircraft or vessel.

Feed / Food Safety Incidents

We are committed to responding promptly to all food or feed safety incidents. The Service has arrangements in place to ensure that it is able to respond to Food Alerts issued by the FSA. Warnings are received electronically and all urgent Food Alerts receive immediate attention and action where necessary. Out of hours arrangements are in place.

Rapid Alert Notifications issued by the European Commission are sent to a designated Officer who is responsible for their distribution amongst LPHA Officers involved in Imported Food Enforcement. These reports are used to determine if products subject to the Notification are likely to be imported, allowing future imports to be targeted or controlled at the point of entry; effectively ensuring affected products do not enter the UK. LPHA's database, Port Health Interactive Live Information System (PHILIS) can be used to issue reminders when specific products are subject to control.

Liaison with Other Organisations

We have contact with a number of national organisations in an attempt to ensure consistency and remain at the cutting edge of developments within food and animal health. The organisations include:

- HM Revenue and Customs including UK Border Agency [UKBA] and Border Force
- Food Standards Agency [FSA]
- Department for the Environment and Rural Affairs [Defra]
- Animal and Plant Health Agency [APHA (animal health)], formerly known as AHVLA
- Veterinary Medicines Directorate [VMD]
- Rural Payments Agency
- The Forestry Commission- Plant Health Service
- The Department of Health [DoH]
- Public Health England [PHE]
- Chartered Institute of Environmental Health [CIEH]
- Environment Agency [EA]
- Port of London Authority [PLA]
- Medway Ports Authority [MPA]
- London City Airport Control Authorities Group
- Kent & Essex Resilience Forums

We no longer belong to the Association of Port Health Authorities (APHA) and we have been instrumental in setting up the Major Ports Liaison Group. This involves meetings with other Port Health Authorities responsible for other major Seaports. Membership includes the Authorities for Felixstowe, Southampton and Liverpool as well as the FSA, Defra and APHA (animal health), formerly known as AHVLA. This enables matters of strategic and operational significance related to Imported Food Controls to be considered.

We hold regular meetings with our Analytical Laboratories to review the service provided, consider current issues and discuss new developments in analytical techniques.

In addition to the above, the LPHA is a Category 1 Responder under the Civil Contingency Act. The Authority is represented at the Kent Resilience Forum and Essex Resilience Forum. City of London Resilience Team colleagues represent the Authority at the various London Forums.

Regular meetings are held with the port operators responsible for the inspection facilities.

Feed and Food Safety and Standards promotional work, and other non-official controls interventions

An annual stakeholder event is held to update the trade and discuss current issues. This opportunity is taken to promote the use of Information Technology to speed clearance times.

Resources

Financial Allocation

The overall expenditure in providing the Port Health Service is linked to our Business Plan. Attachment 2 gives the current budgetary information.

Staffing Allocation

Following the Port Health Review a new staffing structure has been put in place.

A structure diagram is shown in Attachment 1.

Staff Development Plan

Staff development is managed through the City of London Performance and Development Framework appraisal scheme and is linked to the corporate learning and development strategy which includes Investors in People principles. In addition, the Service has its own Development Plan which looks to maintain the competence of its staff and plan for the future needs of the Service.

Following the Port Health Review we are involving staff at lower grades in the inspection duties under professional supervision, the development needs of these staff members has been recognised and a training programme has been implemented.

The former Local Better Regulation Office (LBRO), now Better Regulation Delivery Office (BRDO) Regulators Development Needs Analysis tool is available to inform the individual training needs of staff.

The main targets for training are on the delivery of this Plan and Business Plan Objectives so that staff competencies are developed that can best achieve this. Value for money is considered and this has, in part, been achieved by engaging external trainers to deliver specific courses "in-house". In addition, 3 Port Health Officer's now hold a recognised training qualification and are able to deliver both internal and external training courses. External course delivery costs can be recovered and provide both useful networking opportunities and the dissemination of best practice in addition to raising the profile of the LPHA. These staff have been actively sought to deliver training for both the Chartered Institute of Environmental Health (CIEH), the FSA, DEFRA, MMO and the European Commission. Training records are kept for all staff.

Quality assessment and internal monitoring

The Port Health Food Inspection Service is accredited under the ISO 9001:2000 quality management system. External Audits of the system are carried out at least once per year by independent auditors from NQA accreditation body. We retain a Consultant to assist with internal audits and advise at Management Review meetings.

Other external Audits are carried out by Defra through the Animal and Plant Health Agency (APHA (animal health)), formerly known as AHVLA, they deal with the import procedures and controls for products of animal origin. The FSA cover most other food related activities of the Service.

Routine Audits are also carried out by the Food and Veterinary Office (FVO) of the European Commission on food and animal feed controls.

Key Performance Indicators are set out in the Port Health Business Plan; there are three performance reviews of the plan each year with the Director of Markets and Consumer Protection. The two Port Health Managers (PHMs) in conjunction with the Assistant Port Health Director and Senior Official Veterinarian (APHD & SOV) monitor and report performance at the ISO Management Review Meetings.

Review against the Service Plan for 2014-15

The change in trade patterns at Tilbury, Thamesport and Sheerness and the increased throughput at London Gateway Port have had a significant impact on the Service. The recommendations of the Port Health Review are being implemented to make sure that our statutory obligations are being met and high standards are maintained in our Service provision.

The Service Plan is subject to review as part of the Business Plan performance management monitoring arrangements held at 4 monthly intervals as well as ISO Management Review meetings.

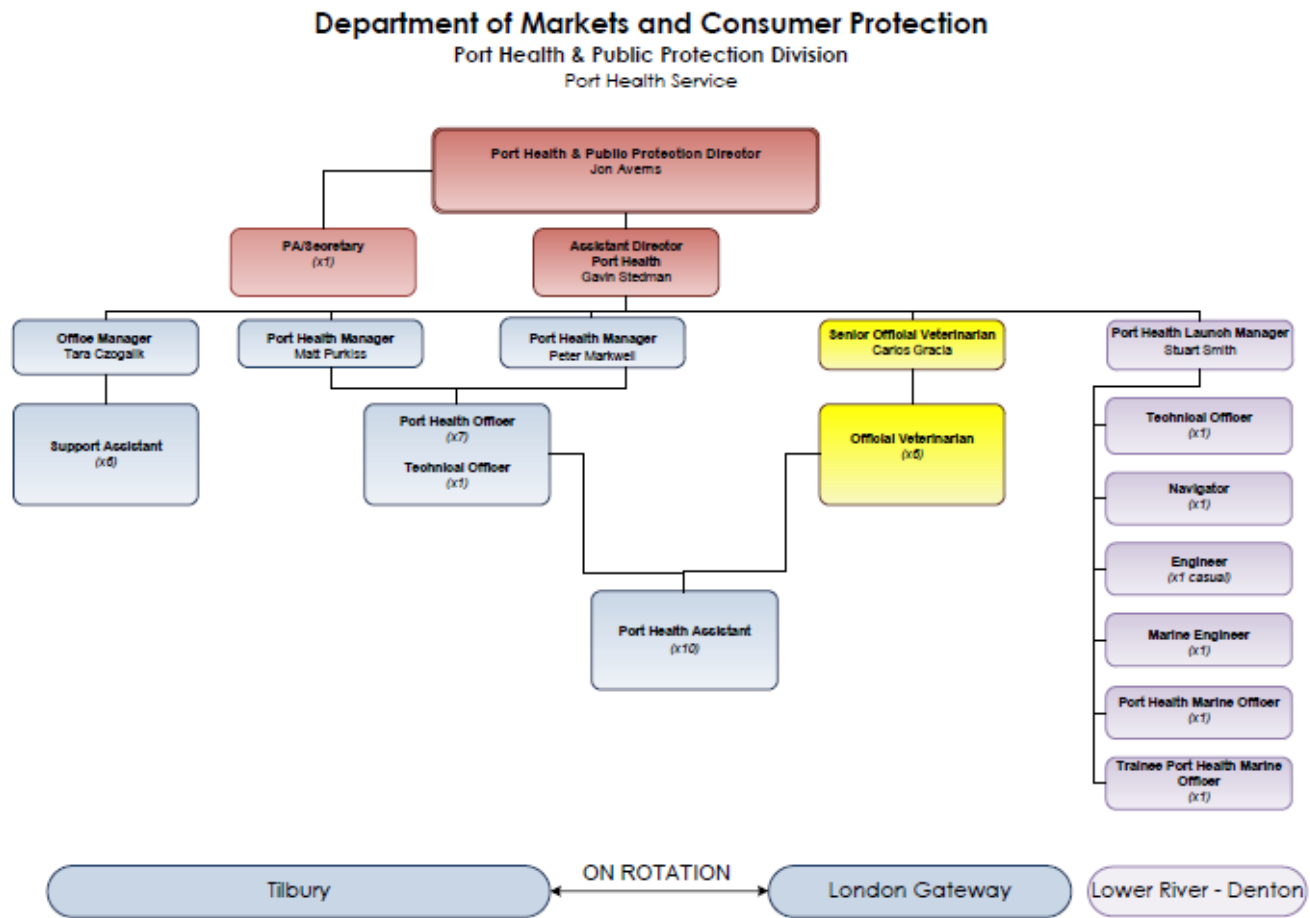
Key Performance Indicators are set out in the Port Health Business Plan; there are three performance reviews of the plan each year with the Director of Markets and Consumer Protection. The Assistant Director – Port Health, Senior Official Veterinarian and the Port Health Managers monitor and report performance at the ISO Management Review Meetings. Where a variation from the Service Plan is identified the reasons for the variation are considered and appropriate actions taken.

Areas of Improvement

A major priority is the development of the use of information technology including PHILIS, this enables the service to make better use of available resources, and is essential to deal with the future volumes of imports anticipated at the London Gateway port. Mobile working via the use of tablet computers with PHILIS will increase efficiency and reduce costs.

The management review mechanism within the ISO standard also facilitates continuous improvement in accordance with the areas covered by that scheme.

ATTACHMENT 1 - ORGANISATION STRUCTURE DIAGRAM



January 2016

ATTACHMENT 2 - FINANCIAL RESOURCES

PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE - CITY FUND

<i>Actual</i> <i>2014-15</i> <i>£'000</i>	PORT AND LAUNCHES <i>Director of Markets and Consumer Protection</i>	<i>Original</i> <i>Budget</i> <i>2015-16</i> <i>£'000</i>	<i>Latest</i> <i>Approved</i> <i>Budget</i> <i>2015-16</i> <i>£'000</i>	<i>Original</i> <i>Budget</i> <i>2016-17</i> <i>£'000</i>
	LOCAL RISK			
	Expenditure			
1,877	Direct Employee Expenses	1,985	2,114	2,218
120	Indirect Employee Expenses	42	65	46
1,997	TOTAL Employees	2,027	2,179	2,264
7	Repairs and Maintenance	0	0	0
11	Energy Costs	8	12	12
78	Rents	52	74	78
126	Service Charges	14	14	14
8	Rates	44	122	125
1	Water Services	1	1	1
10	Cleaning and Domestic Supplies	13	14	14
2	Grounds Maintenance Costs	2	2	2
243	TOTAL Premises Related Expenses	134	239	246
77	Direct Transport Costs	85	84	84
12	Public Transport	12	21	21
46	Car Allowances	50	30	30
135	TOTAL Transport Related Expenses	147	135	135
64	Equipment, Furniture and Materials	31	46	48
0	Books	0	0	0
2	Catering	3	3	3
10	Clothes, Uniform and Laundry	14	13	13
3	Printing, Stationery	20	6	6
234	Fees and Services	180	217	216
141	Communications and Computing	141	191	148
3	Expenses	9	8	8
3	Grants and Subscriptions	8	4	4
0	Miscellaneous Expenses	0	0	0
460	TOTAL Supplies and Services	406	488	446
0	TOTAL Transfer to Reserve	0	0	0
0	TOTAL Unidentified Savings	0	0	0

2,835	TOTAL Expenditure	2,714	3,041	3,091
	Income			
(49)	TOTAL Government Grants	0	(12)	0
	Joint Financing	0	0	0
0	TOTAL Other Grants, Reimbursements and Contributions	0	0	0
(1,752)	Fees and Charges for Services, Use of Facilities	(1,938)	(1,893)	(2,258)
(1,752)	TOTAL Customer, Client Receipts	(1,938)	(1,893)	(2,258)
0	TOTAL Transfer from Reserves	(70)	(40)	0
(1,801)	TOTAL Income	(2,008)	(1,945)	(2,258)
1,034	LOCAL RISK (excl. R&M City Surveyor)	706	1,096	833
1	Repairs and Maintenance (City Surveyor)	28	18	18
5	Cleaning (City Surveyor)	11	4	4
6	LOCAL RISK (City Surveyor)	39	22	22
1,040	TOTAL LOCAL RISK	745	1,118	855
	RECHARGES			
	Central Recharges			
11	Premises Insurance	11	12	14
9	Transport Insurance	9	9	9
13	Liability Insurance	13	12	12
0	Admin Buildings	0	0	0
227	Support Services	188	233	230
16	Surveyors Employee Recharge	0	14	14
194	IS Recharge	192	126	125
55	Capital Charges	62	45	23
525	TOTAL Central Recharges	475	451	427
	Recharges Within Fund			
0	Corporate and Democratic Core - Finance	0	0	0
	Recharges Across Funds			
116	Directorate Recharge - Markets - City's Cash	111	108	114
641	TOTAL RECHARGES	586	559	541
1,681	TOTAL NET EXPENDITURE / (INCOME)	1,331	1,677	1,396