

Progress against Port Health & Public Protection key improvement objectives 2016-2017

Ref:	Objective	Progress to date
1	Pollution Team to implement the policies and actions set out in the City of London Air Quality Strategy, 2015–2020.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • Notification of funding for Low Emission Neighbourhood of £1 million over 3 years has been received. • Monthly idling engine action days are being held: June's day featured on Radio 4's 'World at One' and July's on CNN. • An 'Action on Air Quality' event was held at the Guildhall to roll out a work programme with Barts Health NHS Trust to public health professionals. • Officers have given presentations on air quality to Parliamentary and Scientific Committees. • A 'Responsible Procurement Strategy' has been adopted corporately and includes a number of air quality measures including a commitment to purchase non-diesel vehicles unless there is no alternative. The Policy has been widely publicised. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • A new Air Quality Team has been established to deliver policies in the Air Quality Strategy. • Work commenced on the Low Emission Neighbourhood. The initial phase of business engagement and construction site audit has been completed. • The team is working with the Office for Low Emission Vehicles and the Department for Transport on the proposals to develop the first zero emissions street in the UK: Beech Street. • 10 additional nitrogen dioxide monitors were established in the Low Emission Neighbourhood area to act as a baseline. • A Draft Supplementary Planning Document was submitted to Port Health & Environmental Services and Planning & Transportation Committees for approval. • The roll out of idling engine action days across London commenced with most boroughs hosting one day per month. • Work commenced to investigate the air quality impact of using diesel standby generators for STOR (Short Term Operating Reserve). <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • A full report on progress against the Air Quality Strategy will be presented at the July meeting of the PH&ES Committee. • Work continues on the establishment of a Low Emission Neighbourhood in the Barbican and Golden Lane area. • An investigation into the impact of using standby diesel generators for short term operating reserve and triad management was completed.

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		<ul style="list-style-type: none"> • An air quality policy group and air quality operational group were established with representatives from Transport and Urban Realm to drive coordinated action. • The draft Supplementary Planning Document for air quality was published for consultation. • Recommendations made to the City Health and Wellbeing Board on how it could support the City air quality agenda are detailed as a case study in the March 2017 publication by Defra and Public Health England: Air Quality – A Briefing for Directors of Public Health. • The Energy Savings Trust completed a review of the City Corporation and City Police fleet with a view to identifying further opportunities for the purchase of zero and ultra-low emission vehicles.
2	Trading Standards Team to collaborate with City of London Police and other relevant partner organisations to tackle economic crime, particularly investment fraud.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • This is ongoing with the continuing success of Operation Broadway. • Funding has now been made available to recruit an additional Trading Standards Officer to develop the Operation Broadway “model” across Greater London with our partners, agencies and other London local authorities. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • Progress against this objective is ongoing. • An additional fixed-term contract Trading Standards Officer has joined the team and is busy developing the Operation Broadway ‘model’ with a number of other London local authorities. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • Progress against this objective is ongoing. • High demand from other London local authorities’ Trading Standards services has resulted in a very high workload for the fixed-term contract Trading Standards Officer developing the Operation Broadway ‘model’ across London. There has been a variety of deployments ranging from briefing and assistance, through accompanying on site to executing deployments on behalf of local authorities.
3	Public Protection's Commercial Teams to develop services in line with the changes that followed the Service Based Review, including regulation at Smithfield Market.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • The new structure of the Commercial Teams is now embedded and officers continue to work towards cross-skilling former ‘specialist’ food and health & safety staff to deal with a variety functions. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • This objective is now complete. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • This objective is now complete.

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4	Complete and implement an agreed Action Plan to address measures identified in the Food Standards Agency Audit of December 2015.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> Some actions have already been completed and the remainder are approaching completion, as reported to the July PH&ES Committee ('Food Standards Agency Audit 2015'). <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> A small number of remaining actions are approaching completion. The Food Standards Agency was due to revisit in December to discuss progress but they have postponed this until January. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> One outstanding matter regarding transferring procedural documentation to a Sharepoint folder system from the traditional network drive is being addressed. Awaiting final revisit and sign-off by the Food Standards Agency.
5	Continue to implement, and monitor progress on delivery of, measures identified as part of the Service Based Review.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> Work on this objective is ongoing. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> PORT HEALTH: Most measures have been completed, and the service continues to develop. PUBLIC PROTECTION: Progress against this objective is ongoing. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> PORT HEALTH: Port Health continues to develop and enhance service provision. PUBLIC PROTECTION: Progress against this objective is ongoing.
6	Produce a revised Port Health Authority Order.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> Meetings have been held between Port Health and the City Solicitors. GIS maps have been drafted and Customs boundaries have been requested from the port operators. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> Work towards achieving this objective is ongoing – some legal issues have been encountered that require resolution. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> Work continues towards achieving this objective. Boundary issues and applicable legislation are currently being considered. Mapping identified some anomalies that have now been resolved, and riparian authorities are due to be consulted.
7	Explore opportunities for increased income generation from the Animal Reception Centre and the Public Protection teams.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> This has commenced with the work of one contractor being at draft report stage. Further consultants are to be appointed through City Procurement and the formal tender process.

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		<p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> The recommendations from the first report are now being implemented The formal tendering process did not produce a successful consultant, so this is being revisited. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> Consultants have now been engaged for HARC. Additional Primary Authority Partnerships are being investigated. A proposal for charging developers to monitor construction sites is out for consultation.
8	Work with the City Surveyor to agree Mission Critical assets at the HARC and our Port Offices as part of the BRM (Building Repairs and Maintenance) Asset Verification Process.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> Work has been undertaken at the HARC in conjunction with City Surveyors. Feedback from City Surveyors is awaited. 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 2: August – November 2016</p> <ul style="list-style-type: none"> HARC: This is complete. PORT HEALTH: All maintenance works on critical assets remain on schedule. Further work is to be undertaken over the next quarter to ensure correct site data is loaded onto the new CAFM (Computer aided facilities management) system in preparation for new BRM contracts which will commence in July 2017. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> This objective is now complete.
9	Provide input to the renewal of the corporate Building repairs and maintenance (BRM) contract. Work with the City Surveyor to develop procurement strategy and the technical specification and individual Site Data Packs for each of our sites.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> Representatives have provided input at meetings and by follow-up email. The Port Health Assistant Director sits on the Facilities Services Category Management Board. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> HARC: This is almost complete. Work on evaluating tenders was carried out during the week commencing 12 December 2016. PORT HEALTH: Input from the Assistant Director, who sits on the Facilities Category Board, continues. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> This objective is now complete. The Port Health Assistant Director continues to sit on the Facilities Category Board.

10	Review our property holdings with City Surveyors Department to ensure that we do not occupy buildings and land in excess of our identified operational need, in accordance with Standing Order 55.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • Work is being undertaken to ensure appropriate property holdings for Port Health including extending the lease at Denton; increasing office space at Manorway; alternative accommodation in the upper river; and early release/alternative accommodation at Tilbury. • A review is being commissioned of the land use at Heathrow Animal Reception Centre to optimise any underutilised space. Options to be considered include an export checks facility and provision of more office accommodation for the Animal & Plant Health Agency. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • PORT HEALTH: Work to ensure property holdings are appropriate continues. Possession of the extended office space at Manorway House is near completion; negotiations to extend the lease at Denton are ongoing; further work is underway to secure alternative accommodation in the upper river; talks with the property owner regarding early termination of the Tilbury lease have commenced. <p>Period 3: December 2016 – March 2017</p> <p>PORT HEALTH:</p> <ul style="list-style-type: none"> • The Manorway office has been expanded and refurbished; talks with the property owner regarding early termination of the Tilbury lease will now move forward more quickly; discussions continue regarding Denton and accommodation in the Upper River. • The Chamberlain is reviewing Port Health properties as part of the Asset Management Review.
11	Introduce mobile working technology throughout the PH&PP service, in collaboration with the Chamberlain's IT Division.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • The first phase of mobile working has commenced at the Ports allowing officers to update back office systems 'live' and search for reference material and documentation. • The first phase of Public Protection's mobile working project, 'Look & Feel', in which officers trialed two types of tablet device was completed and feedback collated. Preparations for the next phase, in which officers will trial a new electronic Food Hygiene inspection form, are nearly complete with the final technical issues being worked out with IT / Agilisys. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • PORT HEALTH: Further work to streamline Port Health activities continues, including securing suitable networks throughout the port environment. • PUBLIC PROTECTION: The technical issues have been overcome by IT/Agilisys and Phase 1B in which officers will trial a new electronic Food Hygiene Inspection Form on Microsoft Surface tablet devices will commence in early January. • HARC is updating its back office system using the same software as Port Health, which will facilitate mobile working there.

		<p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • PORT HEALTH: Mobile working solutions are in place for all operational staff, and these will continue to be developed. Work continues to improve Wi-Fi connectivity at inspection facilities. • PUBLIC PROTECTION: Phase 1B commenced in January 2017 and will run for five months, not the original three as planned due to problems with the efficacy of the electronic form which has necessitated its replacement after three months. This has created the need to extend the project to gain additional feedback.
12	Complete transition of all M&CP business risks on to the Covalent database. Populate the Covalent system with M&CP Top X risks.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • Port Health business risks have been prepared for input into Covalent. All but three of the Health & Safety Risk Assessments have been reviewed and updated. • All Public Protection risks are on the Covalent database. They are regularly reviewed and updated as necessary.
		<p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • PORT HEALTH: All business risks are now on Covalent. All Health and Safety risks have been assessed. • PUBLIC PROTECTION: All risks are regularly reviewed and updated as necessary.
		<p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • All business risks are now on Covalent. All risks are regularly reviewed and updated as necessary.
13	Implement the priorities outlined in the Departmental Workforce Plan.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • The Departmental Workforce Planning Group continues to progress this objective.
		<p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • The Departmental Workforce Planning Group continues to progress this objective and there is a further meeting planned for January to review the position.
		<p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • The Department's new HR Business Partner is updating the plan and the Departmental Working Group will reconvene early in 2017/18.
14	Senior managers will review and implement all relevant actions in the M&CP liP Business Improvement Plan and work towards providing evidence for the relevant indicators to achieve the Gold liP Standard.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> • The CoL has decided to postpone accreditation of the Gold standard until 2018. In the meantime, however, evidence for the indicators continues to be documented and collated.
		<p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> • Evidence to support achievement of the indicators continues to be documented and collated.
		<p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> • Work on this objective is ongoing.

15	Complete the training needs analysis identified for Commercial Teams in line with recent service changes and forthcoming changes in the assessment of food regulators' competency to complete official food controls. Include succession planning, workforce capability and career progression.	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> All Commercial Team officers undertaking official food controls work have worked through the Food Standards Agency's Competency Framework and assessment which has identified any specific training needs. Succession planning has identified officers to receive leadership and management training. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> Progress against this objective continues. Selected officers have undertaken leadership training in accordance with objective 16 (below). <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> Work on this objective is ongoing. A second cadre of selected officers commenced leadership training in January 2017 in accordance with objective 16.
16	Deliver a Leadership Development Programme for a cohort of 10-12 current and future managers. <i>(Linked to Corporate Equalities priority within the Equalities and Inclusion Action Plan 2016)</i>	<p>Period 1: April – July 2016</p> <ul style="list-style-type: none"> A programme was delivered via a series of one day workshops for a group of 15 current and future managers in the department. A further development day and parallel work has been organised to lead into the 2016-17 business planning process. <p>Period 2: August – November 2016</p> <ul style="list-style-type: none"> The successful programme ended in early December 2016 and was a success. It is intended to run a second programme in 2017 for a further group of staff drawn from a wider range of grades. <p>Period 3: December 2016 – March 2017</p> <ul style="list-style-type: none"> Building on the initial programme, a second cadre of officers commenced the leadership training programme in January 2017.