

We advise and regulate a wide variety of businesses in the Square Mile and beyond to protect consumers and communities from bad practice and fraud. We also provide access to fresh produce as a vital link in the food supply chain for London and the South by operating three thriving wholesale food markets.

**Our ambitions are that:**

- We will demonstrate leadership for London by delivering our Air Quality Strategy 2015-2020 and we will work with others to achieve a new Clean Air Act.
- We will operate thriving markets, with modern infrastructure, that meet the needs of buyers, our tenants, and local communities.
- We will develop our Port Health service to be the fastest processor of imported food and feed consignments in the UK.
- We will develop and expand our Animal Health services to provide world class facilities at Heathrow Animal Reception Centre which accommodate anticipated increases in demand.
- We will set the benchmark nationally for Licensing Policy and other Schemes that promote the Licensing objectives.
- We will meet the current and future needs of our stakeholders by protecting consumers through the enforcement of a wide range of legislation and undertaking appropriate interventions.

**What we do is:**

Our **Port Health and Public Protection Division** is sub-divided into three service areas:

- Public Protection provides a comprehensive and effective environmental health, trading standards and licensing service for the City of London, ensuring that, through monitoring, regulation and enforcement, City residents and businesses can enjoy an environment and services which are, so far as possible, safe and without risk to their health or welfare.
- As London Port Health Authority, the Port Health Service controls imported food and feed, and infectious disease, as well as protecting the environment along 151km of the tidal Thames.
- The Animal Health & Welfare Service provides animal health services to London, including carrying out inspections of pet shops, zoos, dog breeding and riding establishments, and dealing with illegal imports of animals. The service also runs the Animal Reception Centre at Heathrow.

We operate the three City of London **wholesale food markets**:

- As landlords we manage and provide administration, maintenance, cleaning and security services to Billingsgate, New Spitalfields and Smithfield Markets.
- These markets supply fish, fruit, vegetables, flowers, and meat to a host of food service sectors within the South East and beyond.
- Customers range from catering companies, butchers, fishmongers, and greengrocers to restaurants, hotels, schools, street and retail markets and small local businesses.
- The wholesale markets still turnover some 30% of the fresh produce entering London and are a vital link in the food supply chain.

**Our budget is:**

<b>Expenditure</b>	<b>£'000</b>
Public Protection	2,795
Port Health	3,260
Animal Health Markets	2,153
	13,620
	<b>21,828</b>
<b>Income</b>	
Public Protection	(774)
Port Health	(2,351)
Animal Health Markets	(3,165)
	(12,358)
	<b>(18,648)</b>
<b>Net Local Risk Expenditure</b> <sup>*1</sup>	<b>3,180</b>

<sup>\*1</sup> Excludes Local Risk amounts spent by the City Surveyor

## Our top line objectives are:

### Service deliverables

1. Implement a Low Emission Neighbourhood in the City to improve air quality and mitigate the risk of high air pollution.
2. The Licensing Team will continue to expand the Safety Thirst Award Scheme, which aims to reduce crime and anti-social behaviour.
3. The Trading Standards Team will maintain its focus on protecting City residents from financial fraud.
4. The Pollution Team will implement the Action Plan of the Noise Strategy 2016-2026.
5. Investigate, and begin to implement, new income generation proposals for the Heathrow Animal Reception Centre (HARC).
6. Evaluate the potential impact of leaving the EU on the services provided by Port Health and Public Protection.
7. Implement a new waste and cleaning contract at New Spitalfields Market.
8. Complete the delivery of Service Based Review (SBR) measures and historic repair works at Smithfield Market.
9. Continue to develop the use of technology and mobile working solutions across the department.
10. Carry out a comprehensive strategic review of the three wholesale markets, including transport needs and location.

### Corporate programmes and projects

- One Safe City Programme: contribute to the development of the Customer Relationship Management (CRM) system as part of delivering the programme's three key initiatives to provide a safer environment for our customers and stakeholders to live and do business in.
- Air Quality Project: ensure that the City Corporation complies with the new statutory requirements for London Local Air Quality Management. Demonstrate leadership for London by implementing the actions set out in the Air Quality Strategy 2015-2020, including introducing a Low Emission Neighbourhood in the City.
- Corporate Apprenticeship Scheme: support the scheme by offering a range of suitable placements for candidates.
- Focus on further reductions in energy usage as part of the Energy Efficiency Programme.

### Departmental programmes and projects

- Procure and install a multi-lane entry barrier system and pedestrian access control at New Spitalfields Market.
- Identify and take up opportunities to increase income generation in all parts of the department.
- In liaison with the IT Department, continue to develop the use of technology and mobile working solutions.

### How we plan to develop our capabilities this year

- Improve working relationships with partners, Government Departments and other agencies through collaboration and sharing information and expertise.
- Refresh our Workforce Plan, including consideration of appropriate proposals for succession planning.
- Continue to develop our leadership capabilities through the departmental Leadership Development Programme.

### What we plan to do in the future:

- Identify the potential impacts and opportunities of the UK's exit from the EU and prepare appropriate strategies to address them.
- Ensure we have the necessary expertise and capability to respond to Government and legislative changes.
- Improve air quality and manage the risk to our residents and stakeholders. Work with third parties to influence London-wide and national strategies.
- Develop extra facilities at Heathrow Animal Reception Centre to meet anticipated increases in demand and thereby increase income.
- Expand our capacity at London Gateway and Tilbury ports in order to accommodate anticipated increased demand.
- Ensure the continued relevance of our wholesale food markets by building on the findings of the comprehensive strategic review.

### What we'll measure:

1. Levels of air pollution in the City.
2. The number and quality of applications received for the Safety Thirst Award Scheme.
3. The number of reported incidences of City residents experiencing financial fraud.
4. Delivery of key actions.
5. Income levels at the HARC.
6. Completion of mapping of all legislation that may be affected by the EU exit, by April 2019.
7. The number of complaints made about the performance of the cleaning contractor at New Spitalfields Market.
8. Income levels at Smithfield Market.
9. Improvements to working practices as a result of implementing mobile working technologies.
10. Report findings of the review to Markets Committee for consideration by May 2018.