



Planning and Transportation Committee

Date: TUESDAY, 7 FEBRUARY 2017

Time: 11.00 am

Venue: LIVERY HALL - GUILDHALL

Members:

Christopher Hayward (Chairman)	Deputy Henry Jones
Deputy Alastair Moss (Deputy Chairman)	Gregory Jones QC
Randall Anderson	Alderman Vincent Keaveny
Alex Bain-Stewart	Oliver Lodge
David Bradshaw	Paul Martinelli
Henry Colthurst	Deputy Brian Mooney
Revd Dr Martin Dudley	Sylvia Moys
Peter Dunphy	Graham Packham
Emma Edhem	Judith Pleasance
Sophie Anne Fernandes	Deputy Henry Pollard
Deputy Bill Fraser	James de Sausmarez
Marianne Fredericks	Deputy Tom Sleigh
George Gillon	Graeme Smith
Alderman David Graves	Angela Starling
Deputy Brian Harris	Patrick Streeter
Graeme Harrower	Deputy James Thomson
Alderman Peter Hewitt	Michael Welbank (Chief Commoner)
Alderman Robert Howard	

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Lunch will be served in Guildhall Club at 1PM
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES - TO FOLLOW**

To agree the public minutes and summary of the meeting held on 25 January 2017.

(The minutes were not available at the time of agenda publication and will be circulated separately)

For Decision

4. **DELEGATED DECISIONS OF THE CHIEF PLANNING OFFICER AND DEVELOPMENT DIRECTOR**

Report of the Chief Planning Officer and Development Director.

For Information
(Pages 1 - 10)

5. **VALID APPLICATIONS LIST FOR COMMITTEE**

Report of the Chief Planning Officer and Development Director.

For Information
(Pages 11 - 14)

6. **REPORTS RELATIVE TO PLANNING APPLICATIONS**

- a) Flat 17, The Gallery 38 Ludgate Hill London EC4M 7DE - Installation of two air conditioning units at sixth floor (Report to Follow)

(This item was not available at the time of agenda publication and will be circulated separately)

For Decision

7. **REPORTS OF THE DIRECTOR OF THE BUILT ENVIRONMENT**

- a) City Freight - Delivery and Servicing Guidance (Pages 15 - 38)

For Decision

- b) GLA Bus Network Call for Evidence and City Corporation Position on Buses (Pages 39 - 46)

For Information

8. **REPORTS OF THE DIRECTOR OF MARKETS AND CONSUMER PROTECTION**

- a) City of London Noise Strategy 2016 - 2026 (Pages 47 - 124)

Report of the Director of Markets & Consumer Protection.

For Information

- b) Draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017 (Pages 125 - 188)

Report of the Director of Markets and Consumer Protection.

For Information

9. **THE ILLUMINATED RIVER - THE STORY SO FAR**

Report of the Assistant Town Clerk and Cultural Hub Director.

For Information
(Pages 189 - 192)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

12. **EXCLUSION OF THE PUBLIC**

MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-public Agenda

13. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

Any drawings and details of materials submitted for approval will be available for inspection by Members in the Livery Hall from Approximately 9:30 a.m.

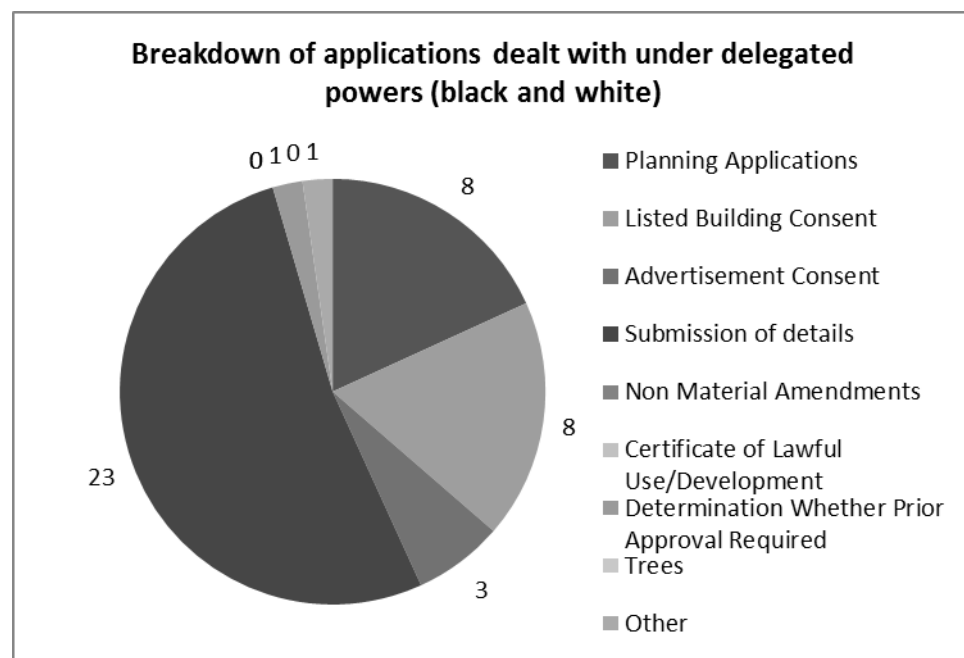
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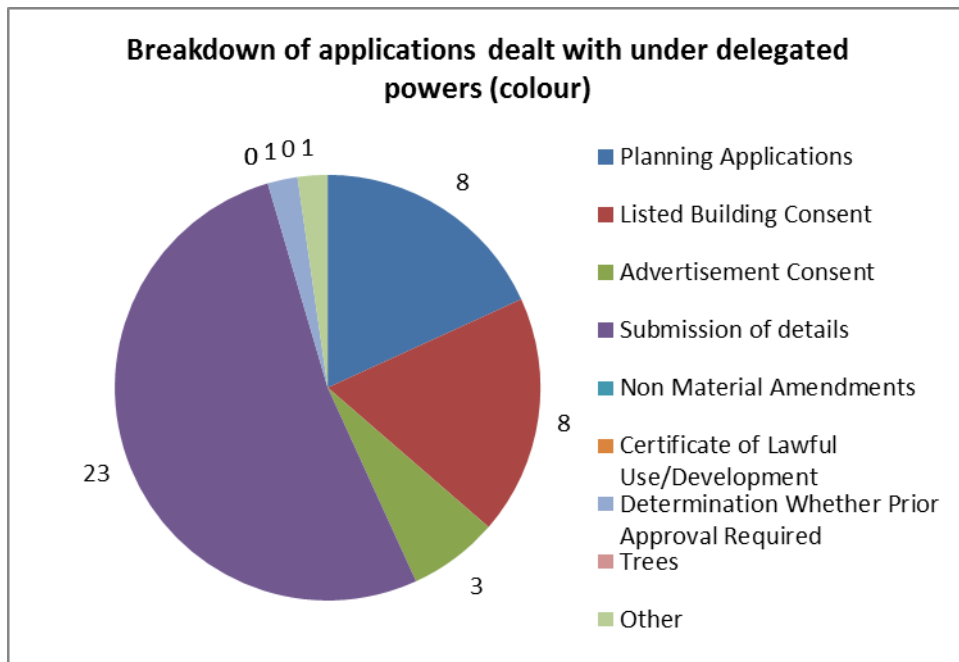
Committee(s)	Dated:
Planning and Transportation	7 th February, 2017
Subject: Delegated decisions of the Chief Planning Officer and Development Director	Public
Report of: Chief Planning Officer and Development Director	For Information

Summary

Pursuant to the instructions of your Committee, I attach for your information a list detailing development and advertisement applications determined by the Chief Planning Officer and Development Director or those so authorised under their delegated powers since my report to the last meeting.

In the time since the last report to Planning & Transportation Committee 44 (Forty-four) matters have been dealt with under delegated powers. Over half of these relate to submission of details of previously approved schemes, and eight (8) relate to works to listed buildings. Three (3) applications for advertisement consent have been dealt with, which none was refused. Eight (8) applications for development have been approved including 624sq.m of floorspace and three (3) applications for change of use.





Any questions of detail arising from these reports can be sent to plans@cityoflondon.gov.uk

Details of Decisions

Registered Plan Number & Ward	Address	Proposal	Decision & Date of Decision
16/01163/PODC Aldgate	Mitre Square, International House, Duke's Place, 11 Mitre Street & 1 Mitre Square London EC3	S106 Agreement, Schedule 3, Paragraph 18 re Energy Reduction & Carbon Offset pursuant to planning application 13/01082/FULMAJ dated 09.06.2014.	Approved 10.01.2017

16/01148/LBC Aldersgate	YMCA 2 Fann Street London EC2Y 8BR	Application under Section 19 of the Planning (Listed Buildings and Conservation Areas) Act 1990 to vary condition 4 of listed building consent dated 02 July 2015 (ref: 15/00527/LBC) to enable the replacement of the access doors on the north elevation either side of the main entrance with fire-safe automatic opening vent windows.	Approved 10.01.2017
16/01231/LBC Aldersgate	104 Seddon House Barbican London EC2Y 8BX	Alterations to non-structural walls and associated doors between kitchen and living room and the installation of a sliding wall panel in the living room.	Approved 12.01.2017
16/01276/LBC Aldersgate	519 Bunyan Court Barbican London EC2Y 8DH	Modification of partition walls to seventh floor shower room and wardrobe. Remodelling of existing mezzanine and associated staircase.	Approved 17.01.2017
16/01242/MDC Bridge And Bridge Without	23 - 29 Eastcheap London EC3M 1DE	Details of particulars and samples of the materials to be used on all external faces of the roof extension; dormer windows and skylights; railings pursuant to condition 2 (a) (b) (c) of planning permission 16/00592/FULL granted 09.08.16.	Approved 19.01.2017
16/01243/LDC Bridge And Bridge Without	23 - 29 Eastcheap London EC3M 1DE	Details of particulars and samples of the materials to be used on all external faces of the roof extension; dormer windows and skylights; railings pursuant to condition 2 (a) (b) (c) of listed building consent 16/00593/LBC dated 09.08.16.	Approved 19.01.2017
16/01188/FULL Bishopsgate	4 - 5 Devonshire Square London EC2M 4YE	Change of use of the 1st floor in building 4 from private members club (sui generis) use to a clinic (class D1) use.	Approved 10.01.2017
16/01201/MDC	100 Liverpool Street & 8 - 12 Broadgate	Details of a programme of archaeological work pursuant	Approved

Bishopsgate	London EC2M 2RH	to condition 4 of planning permission dated 31st October 2016 (application number 15/01387/FULEIA)	10.01.2017
16/01219/ADVT Bishopsgate	Devonshire Square London EC2M 4WD	Installation and display of two internally illuminated fascia signs each measuring 2.1m high by 0.5m high situated at ground floor level.	Approved 12.01.2017
16/01227/MDC Bishopsgate	100 Liverpool Street & 8-12 Broadgate London EC2M 2RH	Details of a Deconstruction Logistic Plan pursuant to condition 7 of planning permission 15/01387/FULEIA dated 31.10.16.	Approved 12.01.2017
16/01168/FULL Bishopsgate	201 Bishopsgate London EC2M 3AB	The removal of existing planting and installation of 8 x free standing timber clad planters containing planting and seating within the public realm of Broadgate Plaza.	Approved 17.01.2017
16/01215/FULL Bishopsgate	Devonshire Square London EC2M 4WD	Replacement of the glazing at Building 10, Devonshire Square.	Approved 17.01.2017
16/01216/LBC Bishopsgate	Devonshire Square London EC2M 4WD	Replacement of the glazing at Building 10, Devonshire Square.	Approved 17.01.2017
16/01224/FULL Bishopsgate	1 & 2 Finsbury Avenue London EC2M 2PA	Demolition of connecting link bridges and canopy located above Whitecross Place and reinstatement of building elevations to match existing.	Approved 17.01.2017
16/01225/LBC Bishopsgate	1 Finsbury Avenue London EC2M 2PA	Demolition of connecting link bridges and canopy located above Whitecross Place and reinstatement of existing building elevations to match existing.	Approved 17.01.2017
16/01190/MDC Bassishaw	55 Gresham Street London EC2V 7EL	Submission of a Construction Logistics Plan for the facilities and methods to accommodate and manage all freight vehicle movements to and from the site during the construction pursuant to condition 3 of	Approved 10.01.2017

		planning permission 15/00706/FULMAJ dated 21.12.2015.	
16/01140/TTT Castle Baynard	Tideway Working Area Blackfriars Bridge Foreshore Victoria Embankment London EC4	Partial discharge of schedule 3 requirement relating to the signage for temporary footpath diversion pursuant to PW10 of the Thames Water Utilities Limited (Thames Tideway Tunnel) Order 2014 as amended.	Approved 10.01.2017
16/01081/FULL Cripplegate	Barber-Surgeons' Hall Monkwell Square London EC2Y 5BL	Use of the fourth floor roof void for Class B1 Office purposes (275sq.m) in lieu of plant equipment ancillary to the existing Livery Hall. (ii) Installation of 12 new velux windows within the existing mansard roof and six new roof lights at roof level. Alterations to the existing roof light for smoke ventilation purposes.	Approved 12.01.2017
16/01011/LBC Cornhill	34 Threadneedle Street London EC2R 8AY	External cleaning and minor stone repairs to the facade. Internally replace a lightweight partition between the receptions and lift lobby with a glazed partition and double doors. Installation of showers, bike racks and lockers within the basement and replacement of carpet within the stairwell including all associated redecorating works.	Approved 12.01.2017
16/01258/ADVT Coleman Street	Unit 1, Masons Avenue, 15 Basinghall Street London EC2V 5BR	Installation and display of one projecting sign, with internally illuminated letters, measuring 0.45m (w) x 0.45m (h) displayed at a height of 2.73m above ground floor level.	Approved 19.01.2017

16/01238/DPAR Cheap	Outside BT Centre 81 Newgate Street London EC1A 7AJ	Application for determination under Part 16 of Schedule 2 of the Town and Country Planning (General Permitted Development) Order 2015 (as amended) that Prior Approval is not required for the replacement of a KX100 telephone kiosk with a red K6 kiosk.	Prior Approval Not Required 12.01.2017
16/01203/PODC Dowgate	Cannon Green Building 27 Bush Lane & 1 Suffolk Lane London EC4R 0AN	Submission of Highways Condition Report pursuant to schedule 3 paragraph 6.2 of the Section 106 agreement dated 4th November 2016 application reference 16/00102/FULL.	Approved 17.01.2017
16/01259/MDC Farringdon Within	Mitre House 160 Aldersgate Street London EC1A 4DD	Details of anti-vibration mounting for roof top plant pursuant to condition 12 of planning permission dated 30 April 2015 (ref: 15/00086/FULMAJ).	Approved 12.01.2017
16/01262/ADVT Farringdon Within	59 West Smithfield London EC1A 9DS	Installation and display of (i) one externally illuminated fascia sign measuring 3.2m wide by 0.22m high situated at a height above ground of 4.5m (ii) one externally illuminated fascia sign measuring 1.5m wide by 0.22m high situated at a height above ground of 4m (iii) one externally illuminated fascia sign measuring 3.2m wide by 0.22m high situated at a height above ground of 4.3m (iv) one externally illuminated fascia sign measuring 3.2m wide by 0.22m high situated at a height above ground of 4.15m (v) two externally illuminated hanging signs measuring 0.46m wide by 0.7m high situated at a height above ground of 3.36m (vi) one externally illuminated hanging sign measuring 0.46m wide by 0.7m high	Approved 17.01.2017

		situated at a height above ground of 3.1m (vii) two externally illuminated awning signs measuring 0.7m wide by 1m high situated at a height above ground of 2.87m	
16/01199/MDC Farringdon Within	Site Bounded By 34-38, 39-41, 45-47 & 57B Little Britain & 20, 25, 47, 48-50, 51-53, 59, 60, 61, 61A & 62 Bartholomew Close, London EC1	Deconstruction logistics plan for Phase 3 pursuant to condition 11 (in part) of planning permission dated 24 July 2015 (ref: 15/00417/FULMAJ).	Approved 19.01.2017
16/01204/MDC Farringdon Within	Site Bounded By 34-38, 39-41, 45-47 & 57B Little Britain & 20, 25, 47, 48-50, 51-53, 59, 60, 61, 61A & 62 Bartholomew Close, London EC1	Traffic Management Plan for Phase 3 pursuant to condition 17 (in part) of planning permission dated 24 July 2015 (ref: 15/00417/FULMAJ).	Approved 19.01.2017
16/01209/MDC Farringdon Within	Site Bounded By 34-38, 39-41, 45-47 & 57B Little Britain & 20, 25, 47, 48-50, 51-53, 59, 60, 61, 61A & 62 Bartholomew Close, London EC1	Demolition method statement for Phase 3 pursuant to condition 8 (in part) of planning permission dated 24 July 2015 (ref: 15/00417/FULMAJ).	Approved 19.01.2017
16/01294/MDC Farringdon Within	Mitre House 160 Aldersgate Street London EC1A 4DD	Details of landscaping pursuant to condition 16 of planning permission dated 30.04.2016 (ref: 15/00086/FULMAJ).	Approved 19.01.2017
16/01165/MDC	90 Fetter Lane London	Submission of a scheme for the facilities and methods to	Approved

Farringdon Without	EC4A 1EN	accommodate and manage all freight vehicle movements to and from the site during the demolition and construction pursuant to condition 4 of planning permission 16/00299/FULMAJ dated 26.10.2016.	10.01.2017
16/01180/PODC Farringdon Without	90 Fetter Lane London EC4A 1EN	Submission of the Local Training, Skills and Job Brokerage Strategy pursuant to Schedule 3, paragraph 3.2 of the Section 106 Agreement dated 26 October 2016 relating to Planning Permission 16/00299/FULMAJ.	Approved 17.01.2017
16/01181/PODC Farringdon Without	90 Fetter Lane London EC4A 1EN	Submission of the Local Procurement Strategy pursuant to Schedule 3, paragraph 2.1 of the Section 106 Agreement dated 26 October 2016 relating to Planning Permission 16/00299/FULMAJ.	Approved 17.01.2017
16/01208/MDC Farringdon Without	Dewhurst House 24 - 30 West Smithfield London EC1A 9HB	Details of a Contamination Risk Assessment pursuant to condition 2 part (A) of planning permission Ref. 16/00215/FULMAJ dated 17th November 2016.	Approved 17.01.2017
16/01212/MDC Farringdon Without	24 - 30 West Smithfield London EC1A 9HB	Details of a deconstruction logistics plan pursuant to condition 4 of Planning Permission Ref. 16/00215/FULMAJ dated 17.11.2016.	Approved 17.01.2017
16/01213/MDC Farringdon Without	24 - 30 West Smithfield London EC1A 9HB	Submission of a construction logistics plan pursuant to condition 5 of planning permission Ref. 16/00215/FULMAJ dated 17.11.2016.	Approved 17.01.2017
16/01265/LDC Farringdon Without	4 Staple Inn London WC1V 7QH	Details of junction between partition and window mullion pursuant to condition (a) of listed building consent 16/00900/LBC dated 15.11.16	Approved 17.01.2017
16/01169/MDC	Land Bounded By Fenchurch Street,	Submission of a scheme for protecting nearby residents	Approved

Langbourn	Fen Court, Fenchurch Avenue And Billiter Street (120 Fenchurch Street), London EC3	and commercial occupiers from noise, dust and other environmental effects prior to construction works pursuant to condition 6 of planning permission dated 08/02/2016 (14/00237/FULMAJ).	10.01.2017
16/00319/FULL Tower	2 Seething Lane London EC3N 4AT	Demolition of existing fifth, sixth and plant levels; construction of additional storeys between fifth and eighth floor levels with associated plant at eighth floor and formation of terraces at seventh and eighth floors and installation of photovoltaic panels on the roof; alterations at basement level, including the installation of bike storage and showers, infilling of the lightwell to the rear at basement level; extensions to the rear between ground and eighth floor levels, with associated internal and external alterations (Total additional floorspace 624 sq.m GIA).	Approved 12.01.2017
16/00414/FULL Tower	10 Trinity Square London EC3N 4AJ	Installation of external lighting and CCTV cameras.	Approved 19.01.2017
16/00415/LBC Tower	10 Trinity Square London EC3N 4AJ	Installation of external lighting and CCTV cameras.	Approved 19.01.2017
16/01039/FULL Tower	The Crutched Friar Public House 39 - 41 Crutched Friars London EC3N 2AE	Retention of external alterations including replacing windows on rear elevation with bi-fold doors and new pergola within the courtyard.	Approved 19.01.2017
16/01040/LBC Tower	The Crutched Friar Public House 39-41 Crutched Friars London	Retention of the redecoration of the front elevation, internal and external alterations.	Approved 19.01.2017

	EC3N 2AE		
16/01159/MDC Walbrook	111 Cannon Street London EC4N 5AR	Submission of a Demolition Logistics Plan and Construction Logistics Plan pursuant to conditions 8 & 9 of planning permission 15/01368/FULL dated 24/11/2016.	Approved 17.01.2017
16/01160/MDC Walbrook	111 Cannon Street London EC4N 5AR	Details of access to the basement retail unit for people with disabilities pursuant to condition 19 of planning permission 15/01368/FULL dated 24/11/2016.	Approved 17.01.2017
16/01249/MDC Walbrook	111 Cannon Street London EC4N 5AR	Details of design and method statements for all foundations pursuant to condition 7 of planning permission 15/01368/FULL dated 24/11/2016.	Approved 17.01.2017

Committee(s)	Dated:
Planning and Transportation	7 th February, 2017
Subject: Valid planning applications received by Department of the Built Environment	Public
Report of: Chief Planning Officer and Development Director	For Information

Summary

Pursuant to the instructions of your Committee, I attach for your information a list detailing development applications received by the Department of the Built Environment since my report to the last meeting.

Any questions of detail arising from these reports can be sent to plans@cityoflondon.gov.uk.

Details of Valid Applications

Application Number & Ward	Address	Proposal	Date of Validation
16/01356/FULL Aldgate	Flat 8, 27 - 31 Mitre Street, London, EC3A 5BZ	Increase in height of the parapet wall at roof level, creation of new access stairs in association with the creation of a roof terrace.	21/12/2016
16/01365/FULL Aldgate	69 Leadenhall Street, London, EC3A 2DB	Change of use of 6th floor from office space (Use Class B1) to a Wellbeing Centre (Use Class D1).	28/12/2016
16/01325/FULL Bishopsgate	Finsbury Avenue Square, Broadgate Estate, London, EC2M 2PA	Erection of 4 temporary retail units (Use Classes A1, A3-A5) and associated works (104.25sq.m GIA).	13/12/2016
16/01330/FULL Bishopsgate	New Chapter House, 14 New Street, London, EC2M 4TR	Replacement and upgrading of plant equipment	03/01/2017
17/00018/FULL Bishopsgate	Dashwood House, 69 Old Broad Street, London, EC2M 1QS	Application under section 73 of the Town and Country Planning Act 1990 to vary condition 8 of planning permission dated 12/12/2006 (06/00240/FULL) to extend the hours of access to the external seating area.	10/01/2017

17/00015/FULL Bishopsgate	133 Middlesex Street, London, E1 7JF	Extension at roof level [55sq.m GIA] to provide an additional storey of accommodation (3rd floor) together with a change of use at 1st to new 3rd floors from office (Class B1) use to residential (Class C3) use to provide three apartments (2 x 2 bedroom and 1 x one bedroom) for the purposes of short term lets (less than 90 consecutive nights).	12/01/2017
16/01319/FULL Bishopsgate	2 Finsbury Avenue, London, EC2M 2PA	(i) Change of use of part ground floor from office (Class B1) to a flexible use for either office (Class B1) or retail (Class A1) (136 sq.m GIA) (ii) change of use of part ground floor and first floor from office (Class B1) to a flexible use as either: (a) office (Class B1); (b) theatre space with ancillary studios / workshops and café (Sui Generis); or (c) theatre space with ancillary studios / workshops, café (Sui Generis) and retail (Class A1) (2253sq.m GIA).	13/01/2017
16/01320/FULL Bishopsgate	2 Finsbury Avenue, London, EC2M 2PA	Change of use of the seventh floor from office (Class B1) to flexible use for either; (a) office (Class B1); (b) conferencing events space (Class D1); (c) assembly and leisure (Class D2); or (d) conferencing, events and / or assembly and leisure (Sui Generis) (1,201sq.m GIA).	13/01/2017
17/00038/FULL Broad Street	120 Old Broad Street, London, EC2N 1AR	Upgrade to existing telecommunications equipment comprising the replacement of six existing antennas and four RRUs with 11 new antennas and 16 RRUs, the removal and replacement of three equipment cabinets and ancillary works.	20/01/2017
17/00002/FULL Candlewick	Capital House, 85 King William Street,London, EC4N 7BL	Removal of existing entrance canopy and replacement with a new glazed entrance canopy.	03/01/2017
16/01089/FULL Farringdon Within	77 Carter Lane, London, EC4V 5EP	Installation of a rooflight in the roof of Flat 7.	12/01/2017

16/01311/FULL Farringdon Without	Old Pathology Building & RSQ Building, St Bartholomew's Hospital, West Smithfield, London, EC1A 7BE	Refurbishment and extension of the old pathology building and the former residential staff quarters building to provide a private patient unit (PPU) and North Block facilities, to include: (i) demolition and rebuild of the rear facade with a five storey extension (3.5m deep); (ii) removal of redundant roof plant and erection of a mansard roof extension on the old pathology building; (iii) creation of a new rear entrance with associated accessibility provision and landscaping; (iv) replacement of the existing infill extension between the old pathology building and Pathology Museum; (v) replacement of existing plant room on the modern pathology building and creation of a secondary entrance at the rear (vi) creation of a new entrance to the former residential staff quarter building on the Giltspur Street elevation and replacement of the existing windows (vii) creation of additional cycle parking and creation of a new patient drop off point.	09/01/2017
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Committee(s)	Dated:
Planning & Transportation	7 th February 2017
Subject: City Freight – Delivery and Servicing Guidance	Public
Report of: Director of the Built environment	For Decision
Report author: Eddie Jackson – Strategic Transportation Officer, Department of the Built Environment	

Summary

This report presents the draft City of London Corporation Delivery and Servicing Guidance, and sets out proposals for negotiating with developers on conditions and agreements related to delivery and servicing.

The report is in the context of the City Freight Strategy – an update on this work was provided to your Committee on 25th January 2017 – and the wider context of the challenge of Traffic in the City of London, which was presented to your Committee on 30th November 2016.

The draft guidance is provided for the benefit of existing building occupiers wishing to manage their delivery and servicing operations more effectively, as well as providing information on best practice for Delivery and Servicing Plans in new developments.

The Draft Delivery and Servicing Guidance will inform discussions with Developers of the City's requirements in relation to new developments in the City and will be used as the basis for agreeing Delivery and Servicing Plans required to be submitted either by condition or through planning obligations in relation to planning approvals for relevant new development.

Recommendation(s)

Subject to comments received from your Committee, Members are asked to;

- a) Approve the draft Delivery and Servicing Guidance,
- b) Approve the proposed approach to negotiations, conditions and agreements.

Main Report

Background

1. In January 2017 your Committee was provided with an update on progress on the actions aimed at reducing the number of freight and delivery vehicles on the City's streets at peak times whilst allowing the City to flourish.
2. One of the workstreams included in this update was the production of new Planning Policy and Guidance, which will take the form of a Delivery and Servicing Supplementary Planning Document (SPD), which is expected to be in place in spring 2018. In the interim, a draft Delivery and Servicing Guidance document has been produced, and the approach to negotiating with developers on delivery and servicing matters is proposed.
3. The draft guidance document includes a focus on reducing the number of deliveries in peak hours, with a view to promoting consolidation, as set out in the resolution of the Planning and Transportation Committee on 30th November 2016.
4. This report presents for your Committee's comment and approval;
 - a. The draft Delivery and Servicing Guidance document
 - b. Proposals for the Corporation's approach to negotiations, conditions and agreements on new developments in the short to medium term.

Delivery and Servicing Guidance Document

5. It is estimated that freight vehicles make up approximately 20% of weekday traffic on the City's streets. These freight vehicles impact significantly on traffic congestion, both while moving and loading on-street, as well as contributing to poor air quality, and increased road danger. While the number of heavy goods vehicles in the City has declined in recent years, there has been a significant increase in the number of vans and light goods vehicles on City streets. The vast majority of these vehicles have legitimate business serving premises in the City, so managing demand for deliveries and servicing through the Delivery and Servicing Plans offers one avenue for managing the number of freight vehicles on City streets.
6. The Delivery and Servicing Guidance document provides information for all existing building occupiers in the City to help manage their delivery and servicing operations more efficiently. The document is also relevant to developers producing a Delivery and Servicing Plan for new or expanded premises.
7. The guidance document is intended as interim guidance prior to the adoption of a Delivery and Servicing SPD, expected in the first half of 2018. Many aspects of the interim guidance are likely to be contained in the SPD.
8. The draft guidance document has been produced based on research of existing best practice in London and elsewhere. It draws on, and refers to guidance

produced by other agencies, particularly Transport for London (TfL) who have carried out a significant amount of work in this area.

9. The draft guidance document has been produced in consultation with officers from the Markets and Consumer Protection Department regarding noise and air quality, and the City Property Advisory Team on the document as a whole.

Approach to Development Negotiations

10. The development of new schemes and the granting of planning permission provides the opportunity for the City to place restrictions on the way new developments are serviced and deliveries are managed to achieve the aims of reducing freight and deliveries whilst enhancing the street environment.
11. The Draft Delivery and Servicing Guidance will inform discussions with Developers of the City's requirements in relation to new developments in the City and will be used as the basis for agreeing Delivery and Servicing Plans required to be submitted either by condition or through planning obligations in relation to planning approvals for relevant new development.

Proposals

12. It is proposed that, subject to comments received at the Planning and Transportation Committee, that;
 - a. The draft Delivery and Servicing Guidance is approved for publication.
 - b. The proposed approach to negotiations with developers is approved.

Corporate & Strategic Implications

13. The Delivery and Servicing Guidance accords with the objectives of the City's Corporate Plan, and forms part of the Freight Strategy referenced in the Transportation and Public Realm Divisional Business Plan 2016/17. It also contributes towards the delivery of Core Strategic Policy CS16 of the City of London Local Plan (2015) which seeks to improve the sustainability of the City's transport system, improve conditions for safe and convenient walking and cycling, minimise congestion and reduce vehicle emissions.
14. The Delivery and Servicing Guidance will complement the City's Road Danger Reduction Plan and Air Quality Strategy.
15. The Delivery and Servicing Guidance will generally complement the City's Noise Strategy through a reduction in the number of vehicles in the City. Transport Policy 12 of the Draft Noise Strategy 2016-2026 supports the active encouragement of 24 hour servicing where no noise nuisance is likely, and the use of a Quiet Deliveries code of practice where appropriate. The Noise Strategy continues to support restrictions on night time deliveries in noise-sensitive areas.
16. There are no significant negative impacts on any of the City's equality target groups arising from this report.

Conclusion

17. The draft Delivery and Servicing guidance provides City premises and developers with information on best practice to efficiently manage freight through a Delivery and Servicing Plan. This is supported by a proposed approach to negotiation with developers on managing delivery and servicing. These actions contribute to the City Corporation's aim to reduce the number of freight and delivery vehicles on the City's streets, particularly at peak times, whilst allowing the City to flourish.

Appendices

- Appendix - Draft City of London Delivery and Servicing Guidance

Background Papers

Report to Planning & Transportation Committee 25th January 2017: *City Freight & Servicing Strategy - update*

Eddie Jackson

Strategic Transportation Officer

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City of London Delivery and Servicing Guidance - DRAFT

Eddie Jackson, Strategic Transportation

January 2017

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1. Introduction

- 1.1. This guidance note has been produced to provide information and advice to organisations within the City of London wishing to more effectively manage deliveries and servicing of their premises through a Delivery and Servicing Plan (DSP), and developers producing a DSP in support of a planning application.
- 1.2. The note provides information on how to develop a new, or revise an existing DSP that may be out of date. It outlines the benefits of managing deliveries and servicing through a DSP, and includes details of current best practice, and links to other relevant guidance.
- 1.3. This guidance focusses on increasing the efficiency of delivery and servicing of properties in the City of London. The document should be read in conjunction with the Standard Highway and Servicing Requirements for Developments in the City of London¹ which provides general guidance on the Highways requirements for servicing of properties in the City of London.
- 1.4. The City of London Corporation is in the process of developing a formal Supplementary Planning Document (SPD) to deal with more general freight and servicing issues through the Planning process. This SPD will be subject to public consultation in autumn 2017, with formal adoption likely to be in early 2018. In advance of the publication of the SPD, this note is intended to provide guidance on delivering DSPs for new developments, and for other organisations wishing to improve the efficiency of their delivery and servicing activities.

2. What is a Delivery and Servicing Plan?

- 2.1. A Delivery and Servicing Plan (DSP) is a document setting out how freight and servicing vehicle movements to and from a site will be managed. The DSP will cover all aspects of freight and servicing operations, from promoting efficiency in the procurement process to minimising duplication of supplier trips including consolidation where possible, to the safe and practical access for vehicles serving the site.
- 2.2. Efficient delivery and servicing operations are of increasing importance to City businesses and to the City Corporation - see 'Why do I need a DSP?' below. Efficiencies are built upon the '4 R's' of:

Reduce – taking steps to minimise the number of delivery and servicing trips to a site, this may include consolidation of deliveries through procurement or use of a consolidation centre.

Re-time – ensuring deliveries take place outside peak hours (i.e. avoiding deliveries between 7am - 7pm Monday to Friday, with a particular focus on delivering later in the evening or at weekends where possible).

Revise Mode – moving away from using petrol or diesel vehicles for deliveries, considering foot, cycle or zero emission delivery vehicles, and requiring a high level of vehicle and driver safety.

¹ <https://www.cityoflondon.gov.uk/services/environment-and-planning/planning/heritage-and-design/Documents/Standard-Highway-and-Servicing-requirements-advice-note.pdf>

Re-route – taking steps to route deliveries more efficiently and reduce road danger.

- 2.3. By applying these principles to delivery and servicing trips, efficiencies can be maximised to the benefit of the individual site, and the City as a whole.
- 2.4. A good DSP will be a practical document, which provides the site occupier with information on what is required to effectively manage delivery and servicing trips.
- 2.5. A good DSP will therefore include;
 - Practical information on the site, how delivery and servicing vehicles can safely access the building, space and facilities for loading and unloading, and any special requirements for deliveries and servicing – in line with the City of London’s Highway and Servicing Requirements.
 - Existing or forecast numbers of delivery and servicing movements from a survey or transport assessment.
 - An overarching aim and SMART (Specific, Measurable, Achievable, Realistic, Time-bound) objectives to minimise the impact of vehicle movements on the transport network using the ‘four R’s’, with a focus on reducing freight trips through consolidation and re-timing deliveries away from 7am – 7pm on weekdays.
 - Actions that will ensure the achievement of the objectives.
 - A plan for on-going monitoring and review of the DSP as required.
 - Advice on how to minimise road danger through the journey to and from the site

3. Why do I need a DSP?

- 3.1. A strong DSP can benefit the City as a whole, as well as the individual organisation. The City of London Local Plan (see appendix A) currently requires a DSP to be produced for all major developments over 1,000 sqm, or where the development is likely to cause significant impacts on the network. Smaller developments which do not currently have a formal requirement can also voluntarily adopt a DSP to help manage deliveries to the site. Many of the benefits to the individual organisation will still apply, and although the overall impact for the City as a whole may be smaller, there are likely to be significant local benefits.

Benefits for the City

- 3.1.1. London as a whole is experiencing an unprecedented increase in economic activity and population, driven in no small part by the success of the City as the world’s leading financial and business centre. Growth in employment and development in the Square Mile means higher volumes of goods and services and the associated vehicle trips they generate. DSPs have an important role to play in managing and reducing these vehicle movements.

3.2. Air Quality

- 3.2.1. The City of London, as a densely populated area, was designated an Air Quality Management Area (AQMA) for two pollutants – Nitrogen Dioxide and small particles (PM10) – in 2001. Despite several actions taken by the City and London-wide authorities, this AQMA designation is still in place. Exposure to these pollutants is considered to be a significant cause of ill health and premature death in London. Research by King’s College London estimated that air pollution was responsible for up

to 141,000 life years lost or the equivalent of up to 9,400 deaths in London in 2010, as well as over 3,400 hospital admissions. The total economic cost associated with this was estimated at £3.7 billion. Poor air quality in the City is now considered to be a corporate risk.

3.2.2. The main source of air pollution in the City is road transport, with diesel vehicles making a particular contribution. As a majority of freight and servicing vehicles are diesel powered, with few low-emission alternatives available at the moment, policies to reduce the number of these vehicles using City streets are a priority.

3.2.3. The Mayor of London is due to introduce an ‘Ultra Low Emission Zone’ covering all of central London in September 2020. This zone will require most vehicles, including goods vehicles, driving into the City to meet strict emissions criteria. More information on these requirements is available on the TfL website.

3.2.4. The City Corporation, with funding from the Mayor of London is introducing a ‘Low Emission Neighbourhood’ in the Barbican area. This project plans to introduce a range of innovative proposals, including trialling a micro-consolidation centre, and restricting vehicle access to the most polluted streets. The Low Emission Neighbourhood is intended to act as a demonstrator area, with the most successful projects being rolled out Citywide. Further information on how the City Corporation is addressing Air Quality can be found in the City’s Air Quality Strategy².

3.3. Traffic

3.3.1. The total number of vehicles in the City has declined in recent years, particularly with the introduction of the Congestion Charge. Despite this, journey time delay for general traffic has increased, due in part to the reallocation of road space away from motor vehicles in order to accommodate pedestrian and cycle infrastructure. Goods vehicles currently comprise approximately 21% of all traffic on City streets during the working day, and a slightly higher proportion (22%) in the morning peak³. The vast majority of freight traffic is light goods vehicles serving premises in the City. An increase in the proportion of light goods vehicles in recent years has partly been driven by the increase in personal deliveries to workplaces from online retailers. A reduction in the number of goods vehicles, especially at peak times, would have a positive impact on traffic congestion and journey times in the City. Businesses might therefore consider prohibiting staff receiving personal deliveries at the office and instead support subscription to one of the recognised ‘drop off and collect’ services across the City. In addition businesses might consider moving all deliveries outside of the working day (7am-7pm) thereby reducing congestion on City streets and thereby possibly increasing servicing and delivery efficiency.

3.4. Road Danger

3.4.1. The City Corporation has a duty to promote road safety, and it is known that goods vehicles are disproportionately involved in collisions. Between 2011 and 2015, goods vehicles were involved in 25% of collisions that resulted in serious injury. A reduction in the numbers of goods vehicles on City streets would therefore have a positive impact through the reduction of road danger. The promotion of the Fleet Operators

² <https://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/air-quality/Documents/city-of-london-air-quality-strategy-2015.pdf>

³ Traffic Composition Survey, 2014

Recognition Scheme (FORS) and Construction Logistics and Cyclist Safety (CLOCS) standards encourage a high standard of fleet management and vehicle and driver safety, and can play a significant part in the reduction of road danger from goods vehicles.

3.5. Noise Reduction

3.5.1. The noise of delivery and servicing of premises in a city environment is to some extent inevitable, but the City Corporation has produced a Noise Strategy⁴ to minimise the impact of unwanted noise on the City's resident and working population. More active management of deliveries can help reduce unwanted noise in sensitive areas. While re-timing deliveries to off-peak hours may be an action of some DSPs, awareness of local restrictions, and the development of quiet delivery agreements can minimise the noise impact of the changes. TfL has produced a sample code of practice for quiet deliveries, which may provide a helpful template. A link is provided in appendix D.

3.6. The City Corporation is committed to promoting the City as a world class place to live, work and do business, so addressing these issues through changes in the way delivery and servicing operates is a priority. Details of the planning policies related to Delivery and Servicing, including links to the relevant documents can be found in appendix A.

Benefits for your organisation

3.7. Producing a DSP can benefit your organisation as well as helping the City run more efficiently, healthily and safely.

3.8. The exact benefits to the individual organisation will depend on the measures introduced as part of the DSP, but typical benefits can include;

- Financial savings by reducing or consolidating deliveries
- More reliable deliveries through scheduling booking slots
- Freed up staff time from delivery receipts for more productive tasks
- Improved safety for staff with fewer vehicle movements at peak times
- Work towards Corporate Social Responsibility goals
- Meeting forthcoming Ultra Low Emission Zone vehicle requirements.

3.9. The City Corporation is working with several organisations to produce some case studies showing the potential benefits of introducing strong DSPs. These will be placed on the website once available.

4. Producing a DSP

4.1. Introducing a DSP does not need to be a complex process. The core steps required are outlined in the following sections, with advice on how to complete each section. A good deal of information is available from various other organisations. Links to these additional guidance documents are provided in Appendix D.

Check for an existing DSP

⁴ <https://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/Pages/Noise-strategy-and-policy.aspx>

- 4.2. DSPs have been required as conditions of planning applications for several years, so the first step in producing a DSP should be to check for an existing document.
- 4.3. A planning condition requiring a DSP would form part of the decision notice granting planning permission for the premises. Contact your building manager or facilities department in the first instance to see if the DSP is available.

Data Gathering

- 4.4. If you have no existing DSP to work on, or if the DSP is out of date, these steps will help you produce a new or refreshed DSP document.
- 4.5. Establishing a baseline of information on which to build your DSP is vital, and should be the next step. The baseline information will consist of;

Site Audit – A simple assessment of what the site consists of, and how deliveries and servicing currently takes place. This should include notes of servicing bay access and capacity, ease of access from the vehicle to the point of delivery, the number of entrances etc.

Assessment of existing deliveries – A comprehensive assessment of deliveries and collections taking place already, what is being delivered and who is buying or sending the goods.

- 4.6. Collecting the data on existing deliveries should be straightforward – most organisations will already have some sort of log for deliveries and visitors so much of the information may already be collected. It is important to log;

- Date and time of the delivery/collection
- Classification of the delivery/collection/visit (i.e. what is being delivered/collected/serviced)
- The urgency of the delivery/collection (i.e. routine/urgent/emergency)
- Loading/unloading practices – has the vehicle parked on street, or used a servicing bay?
- Internal Department or team generating the trip (i.e. who is receiving inbound goods, or sending outbound goods)
- Ultimate origin/destination of goods
- Delivery/Collection/Servicing company and name of courier if applicable
- Vehicle Type or mode of transport (e.g. Heavy Goods Vehicle/Small Van/Cycle Courier etc.)

- 4.7. It may be helpful to collect additional data. For example if problems are caused by delivery vehicles waiting in a particular street, it may be helpful to establish where each delivery vehicle has parked, so that actions can be targeted at the problem deliveries.
- 4.8. Running your delivery and collection survey over two weeks will help pick up less frequent deliveries as well as working out the true frequency of more regular visits.

Checklist for gathering data on deliveries

- ✓ Ensure you get information from all points that send or receive deliveries – all reception desks and delivery bays should be covered to ensure comprehensive data collection.

- ✓ Maintenance and servicing visits should also be included, even if nothing is delivered or collected. Also include waste and recycling collections.
- ✓ The data shouldn't be difficult or time-consuming to collect. Using a simple register like the example in appendix B will help ensure that consistent data is collected.
- ✓ Ensure that data is collected at all times of day – it is important to note deliveries that already take place out of normal office hours.

Analysis

- 4.9. Once data on deliveries in and out have been collected, it can be used to understand the main generators of delivery and servicing trips to and from the building and review the processes that produce these patterns.
- 4.10. The aim of the analysis is to identify the vehicle movements causing the biggest impact, and where efficiencies might be made. Plotting a chart of delivery and servicing types over a typical 24 hour period can help easily identify the largest contributors to traffic, and those arriving at peak times.
- 4.11. It is worth spending some time looking for particular patterns that might indicate an inefficient process – are the same or similar items being delivered by different companies? Do the same companies visit several times per day or per week? Are non-perishable items being delivered frequently? Do particular companies visit at peak times?
- 4.12. Analysis of these patterns will help inform the next steps, but it is likely that meetings with various internal stakeholders will be required. These may include;
- 4.12.1. *Building Management/Facilities* – Most deliveries and collections that are associated with the day-to day operation of the building will be dealt with by a building manager or team. This team is also likely to deal with the physical acceptance of deliveries. In a multiple-occupancy building, this may be a management company.
- 4.12.2. *Procurement/Contracts* – Contractual relationships with suppliers may be dealt with by a procurement team. Understanding the contract terms of existing agreements and the opportunities to include clauses relating to delivery and servicing in future contracts is likely to fall under the remit of this team.
- 4.12.3. *Catering* – Depending on the size and type of organisation, there may be on-site catering. This could be anything from a vending machine to a full restaurant. Ad-hoc catering for meetings or events may also be included. If more than one catering operation exists at the site, there may be opportunities for joint working between them.
- 4.12.4. *Neighbours* – If neighbouring businesses have similar requirements to yours, there may be opportunities for joint procurement of common goods. This could be done through a formal business channel – such as the Cheapside Business Alliance, for example – or can be done on an ad-hoc basis.

Developing Aims/Objectives

- 4.12.5. On the basis of discussions with different parts of the organisation, it should be possible to identify the opportunities for re-organising deliveries and servicing through Reducing, Retiming, Revising the mode or Re-routing deliveries. This will help you establish some realistic aims and objectives for the DSP.

A note on the 4 R's

The 4 R's of Reduce, Retime, Re-mode and Re-route are at the core of a good DSP, and should form the basis of your aim and objectives.

The 4 R's are not a formal hierarchy, but the reduction of vehicle movements particularly at peak times should be the priority as this has the most positive impact. This may be achieved through procurement; asking suppliers to consolidate their deliveries more effectively, or requiring use of a consolidation centre outside the City for all incoming goods.

If it is impossible to reduce the number of deliveries, then opportunities for re-timing and re-moding the deliveries should be considered.

The benefits of each approach will vary depending on type of delivery, and the individual business – if your business depends on 'just in time' deliveries, then investigation of cycle or zero-emission couriers may be most relevant. However if you require daily deliveries of large quantities of fresh food, timing these deliveries before the morning peak may present a better option.

Re-timing deliveries away from 7 am – 7pm Monday - Friday may require some changes to the way that deliveries take place, but delivering overnight or at weekends can have significant benefits. One of the main concerns with overnight deliveries is potential disturbance to local residents. This may be addressed through the introduction of a quiet delivery scheme or other agreement.

Re-moding delivery and servicing trips away from motor vehicles can be a straightforward way of reducing the impact of freight on transport networks. Requiring suppliers to use cycle deliveries, or zero-emission vehicles can have make a real difference to traffic levels, air quality and road danger. Requiring internal and supplier fleets to be FORS or CLOCS compliant can also reduce road danger by promoting best working practices and safety standards.

Re-routing deliveries within the City is a challenge, and the benefits to the individual business are more marginal. However, if suppliers are delivering to multiple sites, it may be possible to work with the supplier to ensure that vehicles are able to take the most suitable route to minimise road danger. Suppliers and drivers in a business's own fleet should be directed to use main roads as far as possible, avoiding 'rat running' and areas busy with pedestrians and cyclists. Use of fleet-specific navigation or routeing tools can direct freight vehicles via the most suitable streets, and provide additional warnings in areas of high pedestrian and cycle traffic.

Finally, if deliveries can be reduced in number there may be additional opportunities to re-time, re-mode or re-route the deliveries that still need to take place to add further benefit.

Examples of good objectives and actions are shown in the next section of this note.

- 4.13. The overarching aim of the DSP will summarise what the plan will achieve, and would usually be something like 'To reduce the negative impacts of the building's delivery and servicing operations'.

- 4.14. The objectives will be more specific, and will outline exactly what the DSP expects to achieve in particular areas. Using SMART objectives (Specific, Measureable, Achievable, Realistic & Time-bound) will ensure that progress and achievements can be tracked.
- 4.15. Setting actions within each objective makes it clear exactly how each objective will be achieved, and ensures that the objectives remain realistic. Appendix C shows an example action plan.

Good Objectives and Actions

- 4.16. Although the objectives and actions will be specific to the individual DSP, there are some common ways in which significant improvements can be achieved;
- 4.16.1. *Urban Consolidation Centres* – An Urban Consolidation Centre provides a staging point outside the City for all goods inwards, with multiple suppliers all delivering their goods to the consolidation centre. A single vehicle then delivers all items to their ultimate destination, significantly reducing the number of freight movements in the City. This approach increases delivery reliability and, where necessary, makes security screening of inbound goods quicker and more straightforward. The use of consolidation centres is now commonplace in the construction industry, but a similar approach can be used for City businesses wanting to manage their day-to-day freight operations. TfL's Re-thinking Deliveries⁵ report gives more detail on the benefits of freight consolidation, and a directory of construction consolidation⁶ centres shows the consolidation facilities available across London.
- 4.16.2. *Delivery scheduling* – Using a delivery booking system is strongly advised, and is a requirement of some DSPs. As loading bay space is likely to be constrained, it is essential that bookings are used to ensure that capacity is not exceeded. An online delivery booking system such as <http://www.systembookings.com/> allows suppliers to book deliveries in advance at their convenience. A booking system also allows the recipient to block out particular dates and times, which can help with restricting deliveries to off-peak hours.
- 4.16.3. *Joint Procurement* – Co-ordination of procurement between departments or with neighbouring organisations can significantly reduce the number of deliveries, and may result in cost savings through being able to place larger orders. Something as simple as co-ordinating milk suppliers across all occupiers of a building may lead to a real drop in daily vehicle movements.
- 4.16.4. *Reducing ad-hoc deliveries* – In some cases deliveries are made on demand despite there being no real urgency. If there is storage space available, allowing only a single delivery per week (or fortnight/month) from a supplier of non-urgent materials can easily reduce the number of freight movements.
- 4.16.5. *Waste* – Waste and recycling collections can be a significant contributor to the number of freight movements generated by a building. Depending on the nature of your business and ability to store waste appropriately, there may be opportunities to reduce the number of visits from waste collection vehicles. Agreements with

⁵ <http://content.tfl.gov.uk/rethinking-deliveries--summary-report.pdf>

⁶ <http://content.tfl.gov.uk/directory-london-construction-consolidation-centres.pdf>

neighbouring businesses to use the same waste collection companies, and the use of on-site waste management/sorting and waste compactors can significantly reduce waste collection requirements and costs.

4.16.6. *Overnight/weekend Delivery* – moving deliveries from daytime to overnight can provide significant benefits for the individual organisation and the City as a whole. Allowing suppliers to deliver overnight can produce more reliable deliveries, with less traffic to cause delay, and increased availability of kerb space for loading – as daytime loading restrictions may not apply. There may be some planning conditions on the site that restrict the hours of night time deliveries, but these often only apply after 11pm, meaning late evening deliveries are not restricted. Similarly, weekend restrictions are unlikely to apply throughout the weekend. Regardless of the time of day, delivery and servicing operations should be mindful of local residents and neighbours. Adopting a quiet deliveries agreement with suppliers delivering late or early can help minimise the impact of noise on neighbouring properties. TfL has produced an example Quiet Deliveries Code of Practice, which may be used as a basis for an agreement with suppliers.⁷

4.16.7. *Personal Deliveries* – Personal deliveries (i.e. deliveries unrelated to the function of the business) can make up a significant percentage of deliveries at some premises. In terms of London-wide traffic movements, there is value in staff having items delivered to work – it avoids many failed deliveries to residential addresses. However, these deliveries tend to be made by fleets of small vans – which make up an increasing proportion of traffic in the City. These personal deliveries can also produce a significant increase in pressure for post-rooms, particularly in the run-up to Christmas. Promoting the use of parcel collection and drop-off points such as Doddle or Amazon lockers as an alternative to delivery to work could reduce the number of freight movements to your premises while still providing a guaranteed delivery for staff.

4.16.8. *Reducing Road Danger* – Goods vehicles are more likely to be involved in collisions causing serious injuries, and the large numbers of pedestrians and cyclists in the City of London means that actions to reduce this danger are particularly important. When agreeing contracts with suppliers, requirements for a high standard of vehicle and driver safety should be specified. Requiring suppliers to be accredited by FORS⁸ or the CLOCS⁹ standard can encourage the use of the safest vehicles for deliveries and servicing in the City.

Review/Monitoring

4.17. As with a Travel Plan, which deals mainly with personal travel to and from a destination, a DSP should be a ‘live’ document that is periodically reviewed and updated.

4.18. Integrating the review into the action plan is the most reliable way of ensuring that the DSP is kept up to date and relevant.

⁷ <http://content.tfl.gov.uk/code-of-practice-out-of-hours-deliveries-.pdf>

⁸ <https://www.fors-online.org.uk>

⁹ <http://www.clocs.org.uk/>

- 4.19. If the DSP is a mandatory document from a planning agreement, the planning condition or s106 agreement may set out a programme for review and monitoring of the plan.

Appendix A

Planning Policy

National Planning Policy

The National Planning Policy Framework¹⁰ (NPPF) is the principal Planning document from central government, and sets out how central government expects the policies to be applied. The NPPF, along with the London Plan (see below) provides the framework for the City of London's own Local Plan.

At the core of the NPPF is the presumption in favour of sustainable development. Part of this is the promotion of sustainable transport modes, including the location of development in ways to accommodate the efficient delivery of goods and supplies.

London-wide Planning Policy

The London Plan¹¹ is the principal planning document for London as a whole and forms part of the Development Plan for the City of London alongside the City's own Local Plan. London Plan Policy 6.1 commits the Mayor to working with partners to facilitating the efficient distribution of freight whilst minimising its impact on the transport network.

On a local level this involves continued development of TfL freight initiatives. These include the promotion of collaborative approaches such as freight consolidation centres and area-based DSPs, as well as promoting the transfer of goods and waste by river where possible. Boroughs are encouraged to explore night time deliveries where this would not have an unacceptable impact on residents.

City of London Planning Policy

The City Corporation's principal planning document – the Local Plan¹² – was adopted in January 2015 and is currently under review. An Issues and Options consultation took place in autumn 2016, and the document is being currently being revised with these consultation responses in mind. A draft for public consultation is expected in autumn 2017, but full adoption of the new Local Plan is not expected until 2019. Updates on the Local Plan and forthcoming SPDs can be found in the Local Plan Bulletin¹³ and on the City Corporation's website.

Until the Local Plan is revised, the existing document remains in place.

In line with London Plan policy, the City Corporation requires developments which will have an impact on the transport systems to submit a DSP as part of the planning application process, (Local Plan Policy CS16). The measures within the DSP will be proportionate to the impact of the development, and may require specific interventions such as the use of freight consolidation centres to minimise the number of freight trips.

¹⁰ <http://planningguidance.communities.gov.uk/>

¹¹ <https://www.london.gov.uk/what-we-do/planning/london-plan/current-london-plan>

¹² <https://www.cityoflondon.gov.uk/services/environment-and-planning/planning/planning-policy/local-plan/Documents/local-plan-2015.pdf>

¹³ <https://www.cityoflondon.gov.uk/services/environment-and-planning/planning/planning-policy/Documents/local-plan-bulletin.pdf>

The City Corporation is also developing more detailed guidance on the implementation of City Local Plan policy to reflect the latest best practice and promote more widespread use of consolidation centres. This will take the form of a Supplementary Planning Document (SPD) covering freight and servicing more generally. This document is expected to be available for public consultation in autumn 2017, with adoption in early 2018.

City of London Interim Delivery and Servicing Guidance – Draft
Strategic Transportation

Appendix B – Example Delivery Register

DELIVERIES LOCATION		Loading Bay 1											
ID	Date	Time In	Time Out	Vehicle Type	Vehicle Registration	Name of External Supplier, or Destination if Collection	Name of Courier (if different to supplier)	Type of visit	Destination Department or Individual	Description of goods or servicing	Urgency	Vehicle Loading Location (eg loading bay, on-)	Notes
EXAMPLE 1	19/12/2016	06:50	07:15	Goods Vehicle (under 7.5t)	AB12 3CD	A.N. Other Bakers	N/A	Delivery	Staff Restaurant	Pastries for staff canteen	Routine	Loading Bay	
EXAMPLE 2	19/12/2016	08:20	11:05	Van	EF45 6GH	Lifts R Us	N/A	Servicing (eg maintenance)	Building Maintenance	Repairing Lift A	Emergency	Smith Street	
EXAMPLE 3	19/12/2016	09:00	09:05	Cycle	N/A	A. Client Ltd	Speedy Deliveries	Collection	Legal	Legal documents to client	Urgent	N/A	
EXAMPLE 4	19/12/2016	09:15	11:30	Goods Vehicle (over 7.5t)	IJ78 9KL	AB Builders	N/A	Delivery	Construction	Materials for changing room renovation project	Routine	Loading Bay	Delayed - was booked at 7am.
EXAMPLE 5	19/12/2016	10:45	10:55	Van	MN12 3PQ	Stillmore Bakeries	N/A	Delivery	Catering	Catering for meetings	Routine	Loading Bay	
1													
2													
3													
4													
5													
6													
7													
8													
9													
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Appendix C – Action Plan Template

SMART Objective	Action	Owner	Key Dates and Completion Date	Expected impact	Monitoring
Link each action to a SMART objective to show how it contributes to the overall impact of the DSP	Actions should be specific. Each objective is likely to have several actions against it.	Include a named owner for each action. Avoid generic titles (e.g. 'Team Leaders, Catering Team etc.) to ensure that an individual takes responsibility.	Include key dates (e.g. the date that a contract is renewed) as well as the ultimate completion date.	Providing an approximate expected impact for each action will ensure that the combined effect of your actions will achieve each objective.	Note how the progress of each action will be monitored. This may be a survey, or outputs from delivery booking system.
EXAMPLE					
Reduce weekly food and drink deliveries from 20 to 10 (50%) by end of September 2017	Co-ordinate meeting and staff restaurant bakery suppliers.	Joe Bloggs – Staff Restaurant Manager	Restaurant bakery contract ends June 17. New contract in place by June.	Ad-hoc meeting catering deliveries eliminated – expect 5 fewer deliveries per week.	Delivery booking system outputs.
	Arrange removal of redundant kitchen equipment to provide more storage space.	Sarah Bloggs – Facilities Manager	End of May 2017	Will facilitate consolidated water deliveries	Equipment removed
	Use new storage space to store water bottles, and reduce deliveries from 3 times a week to once a week.	Sarah Bloggs – Facilities Manager	End of June 2017	2 fewer deliveries per week	Delivery booking system outputs.
	Co-ordinate fruit supplier with adjacent building.	Joe Bloggs – Staff Restaurant Manager	End of June 2017	3 fewer deliveries per week	Delivery booking system outputs.

Appendix D – Links to Other Guidance

Publisher	Title and Date	Target Audience	Themes	Summary of Content	Link
TfL	Rethinking Deliveries Summary Report (2016)	Corporate Decision-makers	Consolidation Procurement	Short summary of TfL research on consolidation and procurement. Summarises different techniques, outlines their benefits, and applies a level of priority for different sectors. Refers to case studies elsewhere on TfL website, but can only see a few old ones.	http://content.tfl.gov.uk/rethinking-deliveries-report.pdf
TfL	The Directory of London Construction Consolidation Centres (Sept, 2016)	Developers and Local Authorities	Construction Consolidation	Outline of benefits of Construction Consolidation. Detailed directory of approved Consolidation Centres around London, including location, facilities, drive times etc.	http://content.tfl.gov.uk/directory-london-construction-consolidation-centres.pdf
Re-timing Deliveries Consortium (London Boroughs, TfL, retailers, FTA, Noise Abatement Society)	Getting the timing right Making the most of quieter times for deliveries (2015)	Local Authorities, mainly retail businesses, fleet operators – key decision makers	Re-timing	More detailed, more readable guidance for Local Authorities, Businesses and Fleet Operators on how retiming can produce benefits. Outlines key considerations for each party. Emphasises co-ordinated approach between parties. Includes indicative programme of actions for re-timing deliveries to a site.	http://content.tfl.gov.uk/getting-the-timing-right.pdf

Publisher	Title and Date	Target Audience	Themes	Summary of Content	Link
TfL	Delivery and Servicing Plans: Making Freight Work for You (2010)	Businesses, Corporate Decision-makers	DSPs, surveys, procurement, re-timing, other techniques	High level guidance on the voluntary adoption of a DSP. Includes some detail of benefits and several short examples. Step-by-step guidance but not much detail. Includes indicative survey examples. Focus on working with suppliers and procurement to minimise deliveries. Some mention of consolidation centres but no detail. Overall very general.	http://content.tfl.gov.uk/delivery-and-servicing-plans.pdf
TfL	Changing a planning condition for delivery times (2016)	Businesses, Corporate decision makers	Retiming deliveries, Planning Conditions	Overview of the process for adjusting a planning condition that prevents out of hours delivery. Detailed guidance setting out what an applicant needs to do in order to change conditions that may be out of date or no longer appropriate.	http://content.tfl.gov.uk/changing-a-planning-condition-for-delivery-times.pdf
TfL	Transport for London's Code of Practice for quieter deliveries (2015)	People receiving or making deliveries	Noise reduction, re-timing	A practical list of actions for those receiving deliveries, and drivers/fleet managers making the deliveries in areas of noise sensitivity. Agreed as part of the Retiming Deliveries Consortium.	http://content.tfl.gov.uk/code-of-practice-out-of-hours-deliveries-.pdf

Publisher	Title and Date	Target Audience	Themes	Summary of Content	Link
City of London	STANDARD HIGHWAY And SERVICING REQUIREMENTS For DEVELOPMENTS in the CITY OF LONDON (2007)	Developers	Servicing, Highway issues and other design aspects	A guidance note provided as part of the planning process to aid developers in providing acceptable highway and servicing plans for new developments. Old guidance focussed more on design – physical access to/from site etc. No reference to retiming, consolidation etc.	https://www.cityoflondon.gov.uk/services/environment-and-planning/planning/heritage-and-design/Documents/Standard-Highway-and-Servicing-requirements-advice-note.pdf
DfT	Quiet Deliveries Good Practice Guidance (2011/2015)	Local Authorities, Retailers, Fleet Operators	Retiming and Noise Reduction.	Evidence-based guidance on delivering a successful Quiet Deliveries trial scheme. Based on non-London large retail sites so some limitations to application within the City. Research found that retailers often didn't know their planning conditions. QDTS based on voluntary agreements and MoU, with Driver Charter.	https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme
CLOCS	CLOCS Standard for construction logistics (2015)	Fleet Operators, Construction firms	Road Danger Reduction	A detailed overview of the CLOCS standard to reduce road danger from construction fleet vehicles. Includes information on how to achieve the standards and case studies on best practice.	http://www.clocs.org.uk/wp-content/uploads/2016/01/CLOCS-Standard-v2-DEC_2015-.pdf

Publisher	Title and Date	Target Audience	Themes	Summary of Content	Link
FORS	FORS Standard v4.0 (2016)	Fleet Operators	Road Danger Reduction, Fleet Management, Fleet Best Practice	Overview of the Fleet Operators Recognition Scheme including guidance on how fleet managers can become accredited and the standards that are required.	https://www.fors-online.org.uk/cms/download-fors-standard/

Committee(s)	Dated:
Planning & Transportation	7/02/2017
Subject: GLA Bus Network Call for Evidence and City Corporation Position on Buses	Public
Report of: Director of the Built Environment	For Information
Report author: Tom Parker, Department of the Built Environment	

Summary

The purpose of this report is to inform Members on the GLA's investigation into bus services in London and seek approval for the evidence and assertions the City Corporation wishes to submit. Furthermore, this report is to gain approval of the objective to '*reduce the number of buses and rationalise routes in the City of London*'.

Recommendation(s)

Members are asked to:

- Approve the submission in Appendix 1 for the GLA call for evidence, outlining our assertions that the bus network;
 - Is not fit for purpose in the City
 - Requires it's safety programme to be monitored and emphasis placed on improved driver performance through training or reorganisation of performance based contracting to safety based contracting
 - Should include emission geofencing and GPS controlled speed limiting across its fleet
- Approve City Corporation objective to '*reduce the number of buses and rationalise routes in the City of London*'

Main Report

Background

1. In December 2016 the GLA issued a call for evidence on two aspects of the bus network to various stakeholders across London. These were bus network planning and bus safety. There are 15 questions regarding bus network planning and 14 questions regarding bus safety.

2. Due to the unique nature of the City in relation to the rest of London, the majority of the questions in both sections are not applicable to the City Corporation and therefore have not been addressed as part of the response.

Position

3. The response is split into two sections which set out the City Corporation's strategic position on both topics, focussing on key areas in each section. These are;
 - a. The bus network in the City of London is **not fit for purpose**
 - b. TfL should evaluate and evidence benefits of their bus safety programme and consider **increased driver training or reorganising performance based incentives to safety based contract incentives** if benefits are not significant
 - c. TfL needs to further consider emission geofencing and GPS controlled speed limiting across its fleet
4. Many of the questions asked in both sections require empirical analysis to answer fully. Due to the limited data available from TfL, the City Corporation has utilised data from the Bank project to evidence network planning and used publically available bus safety evidence from the TfL website
5. This has been supplemented with the small amount of data that TfL provided to the City Corporation ahead of the annual network planning meeting between the City Corporation and TfL

Corporate & Strategic Implications

6. The core rationale of the response is to establish the City Corporation's position on the bus network to the GLA and TfL. This is imperative as it will publicise the City Corporation's ambition for air quality and road safety as well as highlight our position for projects, including the long term aspirations at Bank
7. TfL are currently working on a 'Central London Bus Priority Network'. This is a more new approach looking at how the network operates in central London and what alternatives there may be. Engagement is expected to commence next month.

Conclusion

8. Approval of both recommendations will codify the City Corporation's position on buses and establish the ambition for change to both the GLA and TfL. This will provide the opportunities to meet the outlined objective of reducing the number of buses in the City of London.

Appendices

- Appendix - Letter to the GLA Transport Committee regarding the distributed “Call for Evidence: Bus Services” document.

Tom Parker

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Appendix 1 – Response to GLA call for evidence

To whom it may concern,

The City of London Corporation welcomes the London Assembly's call for evidence regarding bus services and bus safety, and are thankful for the opportunity to provide evidence on the network within our area. The City of London Corporation supports buses as a key part of sustainable public transport that is efficient and accessible to all Londoners, and as such aspires to work with TfL to promote an efficient and reliable network.

Not all questions outlined across both sections are pertinent to the network within our borders. Therefore, we have split our response across the two sections of the request rather than for individual questions.

Bus network planning

Questions answered;

- Is London's bus network fit for purpose?
- How well do TfL currently plan bus routes?
- What bus priority measures has TfL already introduced and how successful are they?
- What tools does TfL have to monitor and forecast demand?
- Is it a good idea for TfL to consider different types of network for different areas of London?
How could this work in practice?

The City has a significant number of bus movements relative to its size. The network has 36 bus routes within our boundary, with most streets operating with more than 60 buses per hour. With the exception of the Bishopsgate/Gracechurch Street and New Bridge Street/Farringdon Road corridors, these buses run on the City of London Corporation's road network, rather than on the TLRN, including Bank Junction, Cannon Street and Ludgate Hill.

On 23/11/2016 City of London officers and Christopher Hayward, chairman of the Planning and Transportation Committee, met with John Barry, Head of Network Development at TfL, as well as other members of his and the public transport strategy team. We requested data in advance of the meeting covering aspects of network distribution, frequencies and boarding/loading data.

Unfortunately, TfL were only able to supply us with a frequency map covering the City area, as shown in **Appendix 1**. Whilst a useful illustration of the flow of buses across the City, the City of London Corporation were disappointed by the lack of information provided, specifically on loading. TfL has a significant amount of information regarding demand, including BODS (Bus Origin/Destination Surveys) and Oyster card data. It is important that the City Corporation understands why limited physical space is required for bus infrastructure and why capacity of movement should be prioritised for buses.

However, we have had some data regarding loading provided to us in the past using BODS data. As part of the business case process for the Bank Junction Interim Scheme, we have been provided with some localised loading for routes traversing the junction. In the AM peak (7am-10am), the average loading per bus is only **16 people**. All routes utilize double deck buses, which have capacities up to

80 people for New Routemasters. Furthermore, due to the survey periods of BODs data this predates the deterioration of reliability and decline in bus passengers, and therefore may well be optimistically high. The City of London Corporation believes that this is indicative of a wider inefficiency of use across the network and therefore asserts that **the bus network in the City is not fit for purpose.**

The City of London Corporation is scheduled to deliver the Bank Junction Interim Scheme in April 2017. Whilst this is primarily a road safety scheme, it will also deliver significant bus journey time benefits to all routes which use the junction, including a modelled **15 minute benefit** for one route. This is an unparalleled benefit for buses. We currently have three small interventions from the Bus Priority Delivery Portfolio to deliver on our network which will have a nominal journey time effect. However, the City Corporation appreciates this is not representative of the bus benefit achieved across London as a whole by the program, or on the TLRN in the City.

An on-going work stream with regards to a “Central London Bus Priority Network” is currently underway at TfL. We would like to use this opportunity to work with TfL and other local authorities to deliver an efficient bus network with an overarching objective of having fewer vehicles on the road. This will benefit the high number of pedestrians in the City through road safety and air quality improvements – both key mayoral targets. The City of London Corporation understands the role of the bus for London’s public transport. Working together we can shape a City network to suit the aspirations and requirements of both bodies and, most importantly, all Londoners.

Bus Safety

Questions answered;

- What should TfL’s priorities be for delivering a safe bus network?
- Are you aware of any particular accident blackspots?
- What are the particular safety concerns for passengers on buses and other road users?
- Has TfL taken advantage of new technologies to make buses safer?
- What other technology advances should TfL consider piloting?

The City has no discernable pattern of accidents involving buses. However, the City of London Corporation is concerned regarding the nature and make up of accidents involving buses that do occur.

A review of the available online data for bus accidents shows that between January and September 2016 there were 17 accidents in the City. This is the total number of collisions and incidents of slips, trips or falls from passengers on vehicles and excludes other accidents in the data set. We have found that **65% of the accidents in this period were passengers injured on buses.**

The City of London Corporation views safety as a priority and our Road Danger Reduction Strategy seeks to halve the number of slight injuries. We are undertaking a number of initiatives of various scope, including the Bank Interim Scheme; which we hope will significantly improve safety for all highway users in the City.

It is assumed that most slips, trips and falls will be incidences of significant driver acceleration or deceleration. Accordingly, the City of London Corporation would like a review of the bus safety data

in the context of the work undertaken in the Bus Safety Programme to evaluate its benefit. If these types of accidents have not been significantly improved by the programme, the City of London Corporation would like this investigation to consider safety incentives in operator contracts or the devaluing of performance based incentives within contracts and replaced with safety incentives.

Vehicle related technology is an escalating industry at present, with exciting innovations commonplace in the media. We are aware of technology trials undertaken by TfL of speed limiting with GPS tracking for different locations. The City of London Corporation welcomes TfL's innovation and awaits the results of the trial and next steps in potential roll out.

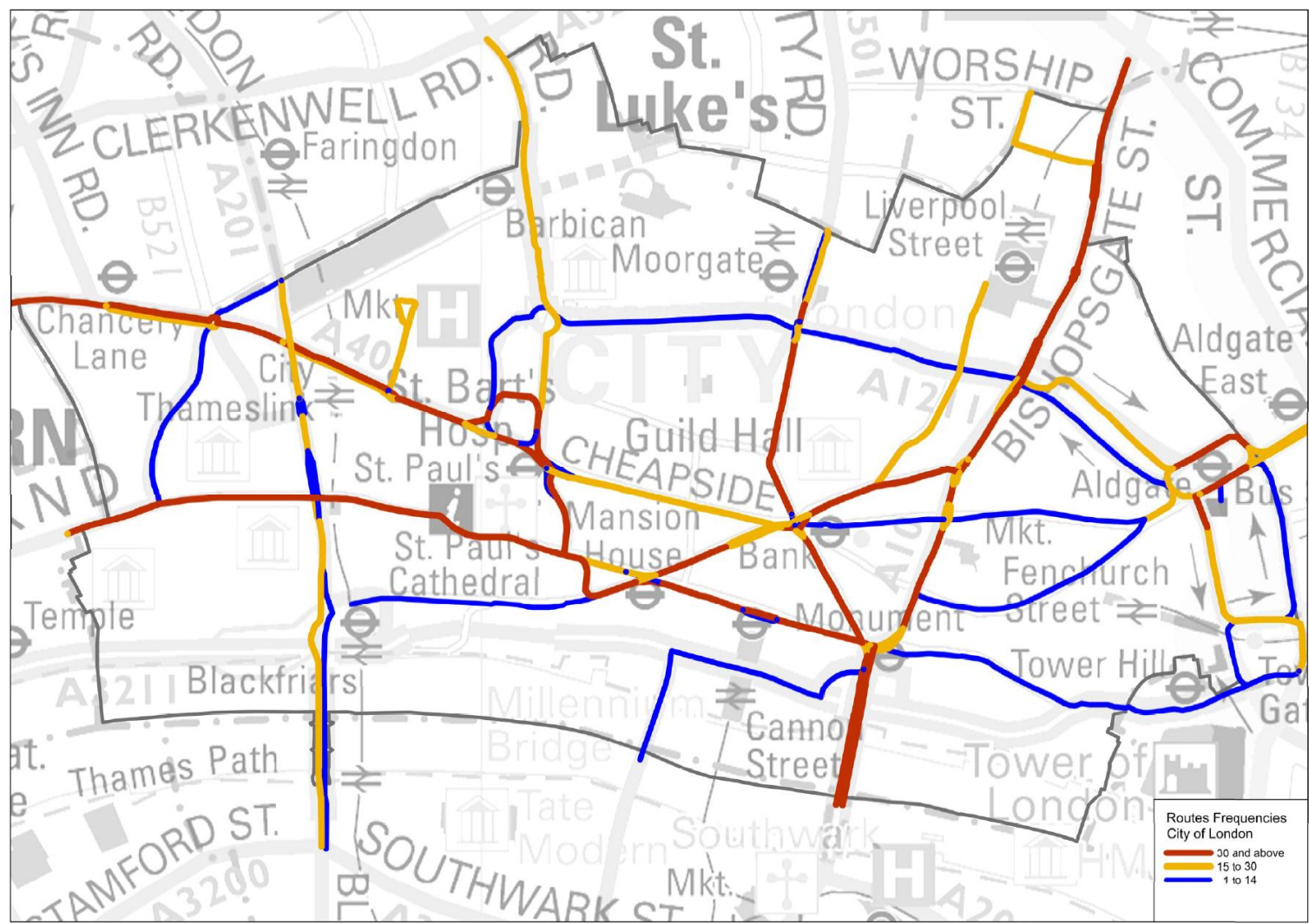
The City of London Corporation is thankful for the London Assembly's request for evidence and looks forward to working closely with all parties as part of this investigation.

Kind regards,

Christopher Hayward CC

Chairman, Planning and Transportation Committee.

Appendix 1: Bus Frequencies in the City of London



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Committee(s)	Dated:
Port Health and Environmental Services Health and Wellbeing Board Planning and Transportation	24 th January 2017 27 th January 2017 7 th February 2017
Subject: City of London Noise Strategy 2016 - 2026	Public
Report of: Director of Markets and Consumer Protection	For Decision (PHES) For information (HWB) For information (PT)
Report author: Rachel Sambells, Pollution Control Team Manager	

Summary

The City of London Corporation published its first Noise Strategy in 2012. The Strategy, approved by the Port Health and Environmental Services Committee on 1st May 2012, expired in 2016.

A Noise Strategy for 2016 to 2026 has been produced and is appended to this report. It contains 67 actions grouped into 5 key work areas to manage and minimise exposure to excessive noise whilst striving to enhance the quality of the acoustic environment and soundscape of the City of London.

The Noise Strategy will help ensure that the City Corporation fulfil its statutory obligations for managing and minimising exposure to excessive noise. It also reflects the priority placed on the effects of reducing the impact of unwanted sound and the provision of areas of respite from the noisy urban environment on the health of residents, workers and visitors as detailed in the City and Hackney Joint Strategic Needs Assessment.

Recommendation(s)

I recommend that your Committee approves the proposal set out in paragraph 12 that the attached Noise Strategy (Appendix 1) be approved and published subject to any comments received at your meeting.

Main Report

Background

- Noise can have short and long term effects on health e.g. annoyance, sleep disturbance, interruption of speech and social interaction, disturbance of concentration (affecting learning and long-term memory), and hormonal and cardiovascular effects.

2. The City Corporation has a statutory responsibility to manage and minimise exposure to excessive and sometimes unnecessary noise, whilst ensuring that the City can continue to function as a modern world-class business centre.
3. In 2012, the City of London produced an innovative Strategy outlining its approach to fulfilling its statutory obligation to manage and mitigate excessive noise and made recommendations for improving the way that the City controls noise and made proposals for protecting and enhancing areas of relative tranquillity.
4. The strategy considered four key areas: mitigating noise from new developments, reducing noise from transport, servicing and street works, dealing with noise complaints and incidents and protecting and enhancing tranquil areas reflecting the concerns of residents, workers and visitors to the City of London.
5. The strategy balanced the needs of the Business City (particularly construction sites) and the City Corporation to undertake noisy works, with the expectations of residents and neighbouring businesses who wish for disturbance to be minimised. In particular, City Corporation officers gave consideration to balancing the authority's statutory noise responsibilities and traffic management needs in relation to minimising disruption from streetworks and the extent to which City night time activities, such as deliveries, refuse collection and street cleansing have been facilitated.
6. An update on the actions of the Noise Strategy 2012 to 2016 was presented to your committee on the 19 June 2015 and a further update on these actions is included as an appendix to the refreshed Noise Strategy 2016 – 2026.

Key Policies and Proposals

7. The City of London Noise Strategy brings together and updates policies and programmes that are already in place to manage and mitigate noise. In particular, the Noise Strategy will help deliver one of the key themes of the Local Plan to “protect, promote and enhance our environment” whilst contributing to the wider policy context of maintaining a world class city that supports our diverse communities and remains vibrant and culturally rich.
8. There are 67 actions contained within the strategy that are divided into the following five key policy areas:
 - Background and evidence base
 - New developments
 - Transport and streetworks
 - Dealing with noise complaints and incidents
 - Protecting and enhancing the acoustic environment and soundscape.

9. The Noise Strategy encourages a new approach to the management of “soundscape” (the aural equivalent of “landscape”) in outdoor spaces and hybrid indoor-outdoor places in the City. The Strategy outlines support for measures to promote iconic sounds, lost and disappearing sounds, wanted sounds, added sounds, sound walks, and sound art installations. We will also continue our ongoing initiative regarding the identification of relatively tranquil areas in the City and the development of policies to protect and enhance these spaces. We will be seeking opportunities to encourage both new and existing partners to support soundscape initiatives.
10. The Strategy reflects the concerns of residents, workers and visitors to the City who have previously been interviewed and consulted about the City’s acoustic environment. We will continue to seek feedback and hope to undertake a further survey to monitor the success of the measures we are taking. It is our intention that the policies and actions proposed will help to ensure that the City Corporation fulfils its statutory obligations for noise management, as well as seeking to improve the health and well-being of the City’s residential and business communities.
11. This revised draft Strategy ensures that the City of London’s approach continues to be suitable and appropriate for a world class City.

Proposals

12. I propose that, subject to comments received at your meeting, the attached Noise Strategy be approved and published subject to any comments received at your meeting.

Financial Implications

13. Work related to ‘Dealing with noise complaints and incidents’ contained within the strategy will be funded using existing resources from within the Port Health and Public Protection Service. Assistance will be required to implement actions relating to ‘new developments’ and ‘Transport and Streetworks’ from the Department of Open Spaces and the Department of the Built Environment (DBE).
14. Opportunities for collaboration, funding and grants will be sought for project work and to encourage both new and existing partners in supporting soundscape initiatives to fulfil the actions in Chapter 5, ‘Protecting and enhancing the acoustic environment and soundscape’.

Corporate and Strategic Implications

15. The work on noise sits within Strategic Aims 1 and 2 (SA1) (SA2) and of the Corporate Plan: ‘To support and promote The City as the world leader in international finance and business services’ and ‘To provide modern, efficient and high quality local services, including policing, within the Square Mile for workers, residents and visitors’..

Consultees

16. Consultation has been carried out internally (Open Spaces, Department of the Built Environment, Town Clerks and Comptrollers, Director of Public Health and the Director of Children and Community Services) and the results of this have been considered in this draft.
17. The strategy has undergone full external consultation e.g. Residents, businesses, City stakeholder groups, neighbouring boroughs and consultation comments have been incorporated into the final strategy where appropriate. An analysis of this feedback is attached in Appendix 2.

Conclusion

18. The City Corporation has produced a refreshed and updated Noise Strategy to meet the statutory responsibility to manage and minimise noise exposure to excessive noise, whilst ensuring the City can continue to function as a modern world class business centre. Subject to comments received at your meeting, the Noise Strategy will be published.

Background Papers:

The City of London Noise Strategy 2012 to 2016
Report on Enhanced Working Hours for Street works in the City - Port Health and Environmental Services Committee November 13 2012
Report on Mitigation of Environmental Impacts from Developments - Port Health and Environmental Services Committee April 30 2013
Report on Noise Service Delivery Policy/Noise Complaint Policy - Port Health and Environmental Services Committee July 2 2013
Report on Port Health and Public Protection Out of Hours Noise Service - Port Health and Environmental Services Committee March 1 2014
Report on Noise Strategy Update of Actions Port Health and Environmental Services Committee 19 June 2015

Appendix 1

The City of London Noise Strategy 2016 - 2026.

Appendix 2

Stakeholder Consultation Analysis.

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City of London

Noise Strategy

2016 to 2026



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FOREWORD

Noise is part of the everyday experience for residents, workers and visitors to the City of London. It is an inevitable consequence of modern society, the density of development, the intensity of activity and sometimes conflicting needs of different communities in such a small area.

The sound of the City for many is iconic, vibrant, invigorating and forms part of the ‘buzz’ of City life. However for others unwanted sound (noise) can detract from enjoyment, be an annoyance, or be detrimental to health and well-being.

Noise is an issue of concern for City residents, workers and visitors and most want action to reduce it. However noise management is a challenge as business activity intensifies, the night time economy expands and the number of City residents grows and their expectations change.

Successful noise management is complex, often requiring the balancing of competing economic, social and other environmental issues. Sustainable noise management requires a long term strategic approach entailing action from a wide range of City Corporation departments, businesses and other organizations.

This strategy brings together and refreshes the different strands required to bring about noise avoidance, mitigation and hopefully reduction. Similarly, it contains new proposals to protect and enhance the acoustic environment when opportunities arise. It sets the strategic direction for noise policy within the City of London until 2026 and outlines steps that the City Corporation will take, and has taken, to maintain or improve the City’s acoustic environment.

The document aims to achieve balanced, relevant and integrated noise management across the City Corporation and its partners through implementation of the policies and actions. In so doing it should contribute to health and well-being for the City’s communities and support businesses by minimising or reducing noise and noise impacts. It also aims to take account of the sometimes differing needs of those communities and of the need to provide a built environment to meet City business growth and maintain its infrastructure.

I hope that we can all work together to protect and enhance the acoustic environment, to mitigate and minimise noise pollution and to achieve a better “soundscape” for residents, workers and visitors across the Square Mile.

Wendy Mead CC

Chairman of the Port Health and Environmental Services Committee

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Executive summary

Key aims

- 1. Background and evidence base**
- 2. New developments**
- 3. Transport and streetworks**
- 4. Dealing with noise complaints and incidents**
- 5. Protecting and enhancing the acoustic environment and soundscape**

Appendix 1 Review of progress with 2012 Noise Strategy actions

References

Acknowledgement

The City of London Corporation would like to thank Colin Grimwood (CJGEM) for collaborating with the Pollution Control Team in the production of this strategy.

EXECUTIVE SUMMARY

Being located at the heart of London, the City of London inevitably experiences relatively high levels of noise. Managing noise in the City is a considerable challenge due to density of development and the vast transport network that caters to the large daytime worker population and the increasing numbers of visitors who come to enjoy our many attractions. At the same time the sounds of the City are also regarded by many as a vibrant and exciting reflection of a thriving urban centre.

The main noise sources of concern in the City are from building works, street works, road traffic, leisure activities, and other commercial activities such as deliveries, plant and equipment. High levels of noise not only cause disturbance to residents in their homes, but can also disrupt business activity in the City and spoil the visitor experience. The City Corporation has a statutory responsibility to manage and minimise exposure to excessive and sometimes unnecessary noise, whilst ensuring that the City can continue to function as a modern world-class business centre.

The City of London Noise Strategy brings together and updates policies and programmes that are already in place to manage and mitigate noise. It is essentially an update and a continuation of the innovative approach that we began with our first Noise Strategy published back in 2012. It will run for a period of ten years from 2016 – 2026, with an interim progress review envisaged in mid-term. The Noise Strategy includes new measures which will work alongside our existing approaches to improve the management of the acoustic environment in the City. In striving to enhance the quality of the acoustic environment of the City we will help to deliver the vision and policies for shaping the future of the City as contained in the Local Plan (City of London Local Plan, 2015). In particular, the Noise Strategy helps deliver one of the key themes of the Local Plan to “protect, promote and enhance our environment” whilst contributing to the wider policy context of maintaining a world class city that supports our diverse communities and remains vibrant and culturally rich. Our Noise Strategy supports policies included by the Mayor of London in the London Plan and in the Mayor’s Ambient Noise Strategy (Mayor of London, Sounder City, March 2004 - due to be updated during 2016/17).

The following specific areas are addressed in this Noise Strategy:

- Noise associated with new developments
- Noise associated with transport and street works
- Noise complaints from residents, visitors and businesses
- Protecting and enhancing the acoustic environment and soundscape

Managing noise from new developments is primarily through early engagement with developers and the implementation of appropriate planning and licensing policies. The main aim is to avoid any significant noise impacts and to ensure that activities associated with new developments mitigate and minimise noise impacts and do not result in complaints of noise nuisance. Similarly, we will also seek to mitigate the impact of existing noise on new noise sensitive developments such as housing, hotels, offices and any new public open spaces. Our approach is to engage both at the strategic planning stage as well as through the planning consent process. We will seek to incorporate noise

issues into City planning policies and work more closely with developers before planning applications are submitted to influence building design and layout.

Transport noise, particularly from road traffic is the dominant noise source in many parts of the City. Tackling the environmental impact of road traffic, including excessive levels of noise, requires a co-ordinated and long term approach. The gradual introduction of quieter low emission vehicles offers a number of opportunities for environmental improvement. We will seek to co-ordinate any noise management measures with policies in other relevant strategies such as the upcoming Freight Strategy and the City Air Quality Strategy.

Street works can be a source of disturbance in noise sensitive areas and as a consequence need to be carefully managed. This Strategy proposes measures to minimise the noise impacts of street works, whilst ensuring that the duration of the works is minimised to reduce disruption to traffic.

The City Corporation has a statutory obligation to investigate and take action on complaints of noise nuisance. Despite the numerous proactive measures to deal with the potential for excessive noise, the City Corporation now receives around 1,100 noise complaints per year (up from around 750 per year in 2011). The Strategy outlines a range of actions aimed at improving the way noise complaints are addressed. These include improved liaison with the City Police and the Safer City Partnership, and implementing current and emerging guidance on good practice for managing noise contained in relevant codes of practice.

There are requirements in the NPPF and the London Plan for local planning policies to improve and enhance the acoustic environment and to promote appropriate soundscapes (including protecting areas of relative tranquillity). Such measures are particularly relevant in the City in order to promote health and well-being and to provide areas of respite from the noisy urban environment. Careful management of the acoustic environment will also help to deliver wider aims of the Local Plan. This Strategy therefore encourages a new and logical approach to the management of soundscape in outdoor spaces and hybrid indoor-outdoor places in the City. The Strategy outlines our support for measures to promote iconic sounds, lost and disappearing sounds, wanted sounds, added sounds, sound walks, and to support sound art installations. We will also continue our ongoing initiative regarding the identification of relatively tranquil areas in the City and the development of policies to protect and enhance these spaces. We will seek opportunities to encourage major new developments to support such measures.

The Strategy reflects the concerns of residents, workers and visitors to the City who have previously been interviewed and consulted about the City's acoustic environment. We will continue to seek feedback and hope to undertake a further survey to monitor the success of the measures we are taking. It is our intention that the policies and actions proposed will help to ensure that the City Corporation fulfils its statutory obligations for noise management, as well as seeking to improve the health and well-being of the City's residential and business communities.

TEN KEY AIMS FOR THE NEXT TEN YEARS

The City of London Noise Strategy supports local, regional and national policy and aims to take into account the guiding principles of sustainable development and to:

- Avoid noise, and noise impacts, which could significantly adversely affect the health and well-being of City residents, workers and visitors
- Mitigate and minimise noise, and noise impacts, which could otherwise adversely affect the health and well-being of City residents, workers and visitors
- Support the City Corporation to fulfil statutory obligations for local noise management and assist others in fulfilling theirs
- Commit the City Corporation to provide joined-up regulation on environmental, neighbourhood and neighbour noise issues and to take account of this Strategy in policy development and delivery of its various activities within the City
- Balance the mitigation and minimisation of noise and noise impacts with the need to improve and update City infrastructure
- Encourage measures which will reduce noise emissions in the Square Mile
- Build corporate, business and public awareness, understanding of noise issues and noise management good practice
- Recognise, reward and disseminate good practice
- Work in partnership with other organisations, and to take a lead where appropriate, in order to help shape local and regional policy
- Protect, and where possible enhance, the acoustic environment and soundscape in suitable parts of the City in such a way that any measures will contribute to an improvement in health and quality of life/well-being of City residents, workers and visitors. (This will include seeking opportunities for the enhancement of the acoustic environment, for the promotion of soundscape initiatives, and for the protection of relatively quiet and tranquil places when and where such measures are supported by the local community)

1. BACKGROUND (Evidence Base)

1.1 WHY NOISE IS A CONCERN AND WHAT ARE THE SOURCES?

1.1.1 How noisy is the City?

As London's principal business location, the 'Square Mile' inevitably experiences relatively high levels of noise. Noise levels tend to be higher during the working week than at weekends. Traffic noise dominates the City during the day, while at night and at weekends building service noise (e.g. air handling plant) is more prevalent. Noise from construction sites and street works can also be dominant in the City, though this tends to be more transient.

In 2009, 24-hour noise monitoring was carried out at various locations across the City. This was to assess how noise varies and to provide a benchmark for further improvements to the noise environment. The locations chosen were residential, schools, City gardens, riverside and street locations. Weekend measurements included residential areas. Other potentially noise sensitive locations such as hotels, churches, libraries etc were not specifically included, but will be considered in any future survey.

In the 2009 noise monitoring survey, average noise levels in the City during the week day were found to be between 53dB $L_{Aeq,T}$ at the center of Barbican to 74dB $L_{Aeq,T}$ at Bank junction. At night, noise levels at the Barbican reduced to 50dB $L_{Aeq,T}$ and to 72dB $L_{Aeq,T}$ at Bank junction. Noise levels at the Barbican were very similar at weekends although in general weekends tend to be quieter in the City than the working week. Previous government funded National Noise Incidence Surveys (NNIS 2000) have found that, on average, noise levels at residential locations in England & Wales typically drop by around 10 dBA at night which confirms that night time noise levels may be unusually high in some parts of the City.



In 2010, a small noise attitude survey was undertaken in the City. In total 173 residents and 283 workers were asked how loud they thought noise levels were in the City. The results are shown below (in Figure 1), with 57% of workers, and 60% of residents considering that the City was either 'loud' or 'very loud'. The views of business and leisure visitors were not specifically sought as part of this survey.

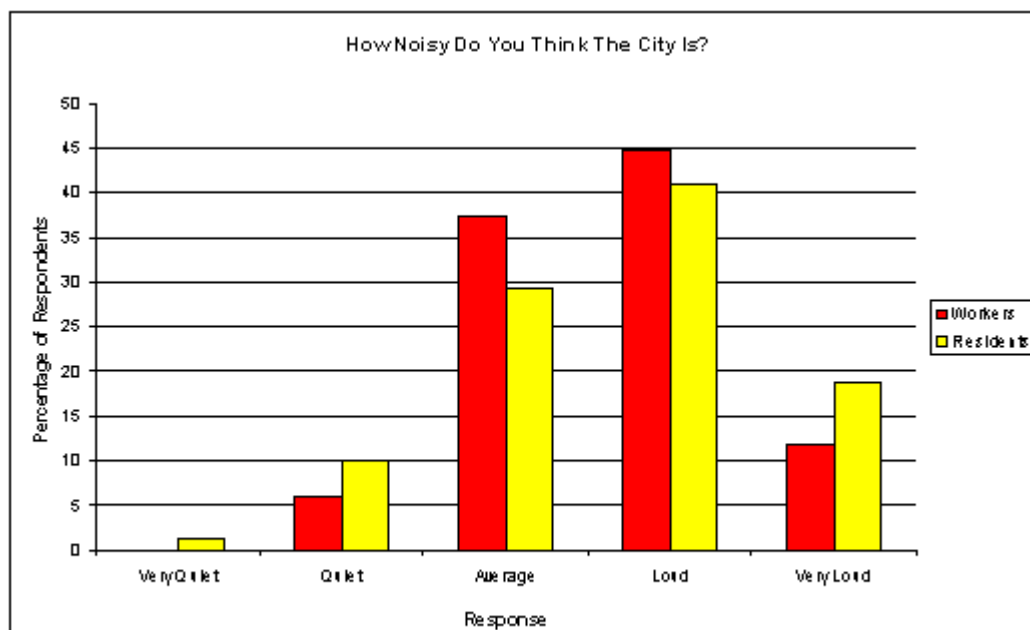


Figure 1: How noisy is the City? Responses from workers and residents.

A more recent government funded National Noise Attitude Survey with over 2,000 respondents (SoNA 2013) found that the majority of people interviewed did not think that noise spoilt their home life, with 82% reporting that noise did not at all or not very much spoil their home life. However, 6% of respondents to the national survey reported that noise spoilt their home life either quite a lot or totally. Also, one-sixth of the national sample (17%) reported that they or someone in their household had made a complaint or taken action about a noise issue within the past five years. The national survey, which was confined to householders, confirmed previous findings that only a small proportion of noise problems come to the attention of the relevant local authorities. The views of workers and visitors have not been obtained at the national level, although we consider that reflecting the views of all City stakeholders will be important to future noise policy in the Square Mile.

1.1.2 Noise sources and problems

The M&CP Pollution Control Team receives a large number of noise complaints every year. When the 2012 Strategy was being prepared the average from 2009 – 2011 was around 750 noise complaints per annum. The results below (Figure 2) show the main sources of noise and their proportion of the total complaints received for the three years to 31 December 2011. During this period around 30% of the noise complaints were received outside office hours, at night or at weekends and bank holidays.

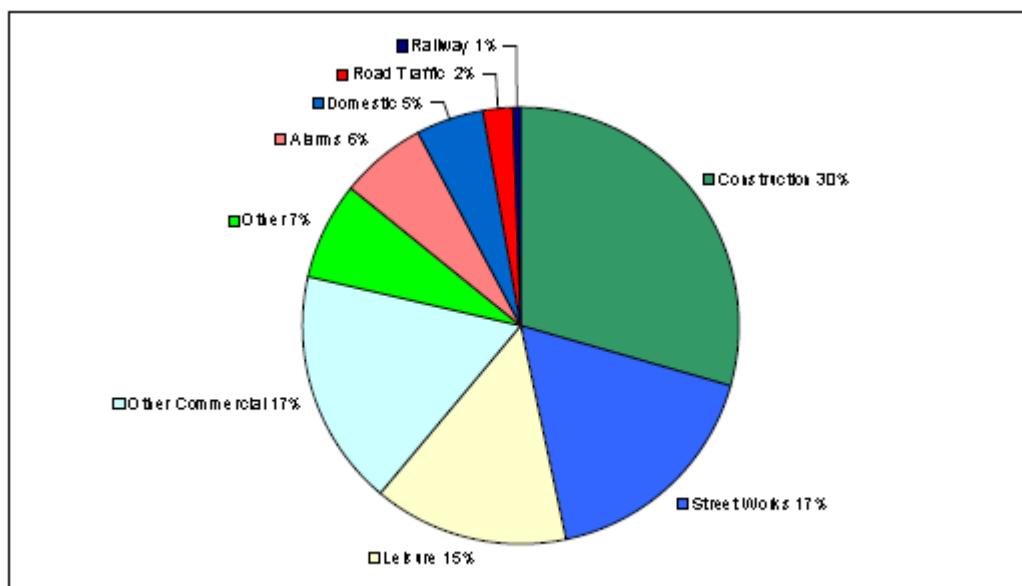


Figure 2: Source of noise complaints made to City of London 2009-2011.

As part of the preparation for this Strategy we have reviewed the noise complaints received since 2011. The total number of complaints received, presented by source and by year, is shown below (in Figure 3). The relative proportions of total complaints by source over the period 2012 to 2016 are also shown below (in Figure 4).

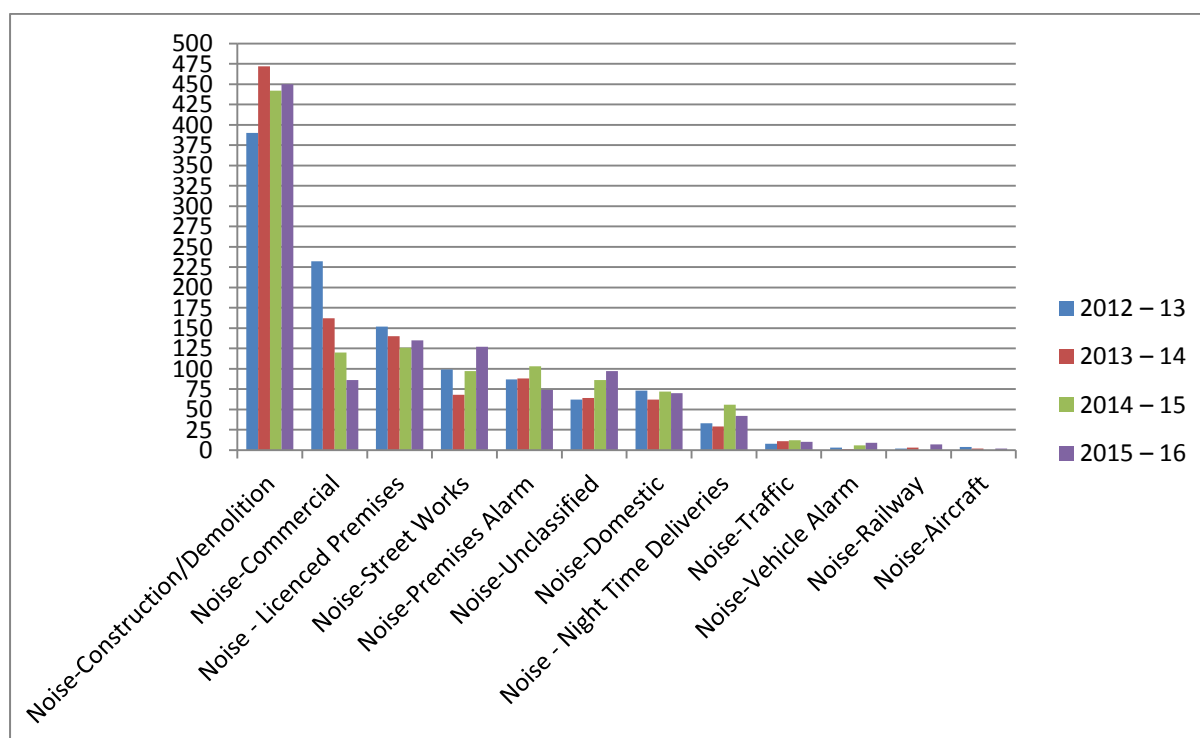


Figure 3: Number of noise complaints by source for years 2012 to 2016.

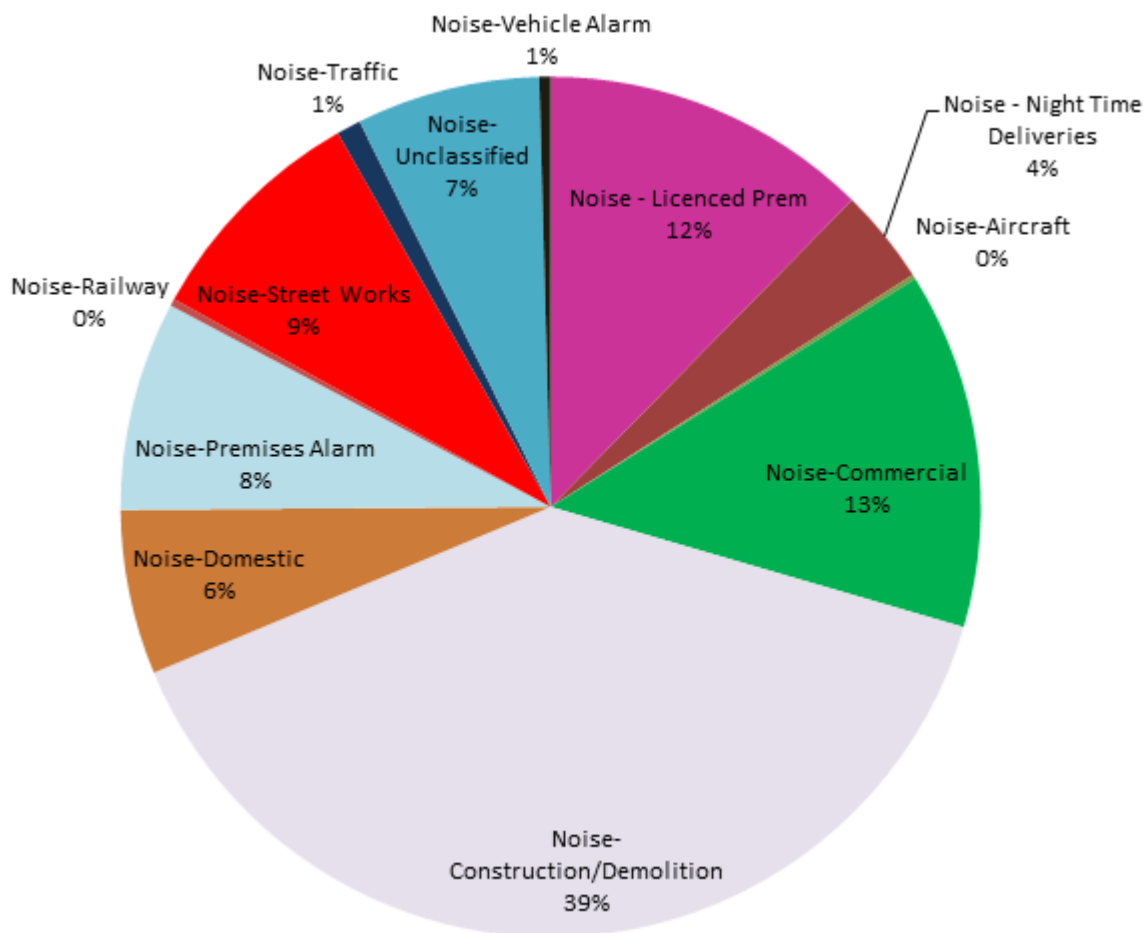


Figure 4: Source of noise complaints made to City of London 2012 – 2016.

The annual number of complaints received has increased to around 1,100 a year in 2015-16, representing around a 45% increase in requests for this service since 2011. However, the proportion of complaints attributable to the various sources has stayed fairly similar over this same period. For the year 2015-2016 487 (42%) of the total noise complaints were received outside office hours, at night or at weekends and bank holidays.

It should be noted that there could be many reasons behind an increase in noise complaints to the Pollution Control Team and that further research is required to determine the reasons behind this trend. For example, the trend may be because the City has become a noisier place, or because there are now more people living here, it may be that residents and workers are more aware of their rights, it may be that expectations have changed, it may be that our service has improved and that we are receiving more requests to help as a result, or it could simply be a consequence of changes and improvements in the way we are recording complaints. Furthermore, people tend not to complain if they think nothing can or will be done by the relevant authorities, so the number of complaints is only a partial indicator of public concern and our evidence base is therefore be supplemented by attitude surveys.

In the 2010 City noise attitude survey, a selection of residents, visitors and workers were interviewed about the type of noise that they notice in the City; 98% of residents and 87% of workers questioned noticed some form of noise. The noise source most evident was traffic and

building works as shown below (in Figure 5); 16% of residents also noticed noise from other people and 15% from pubs and bars. Residents were disturbed by a wider range of noise sources than workers.

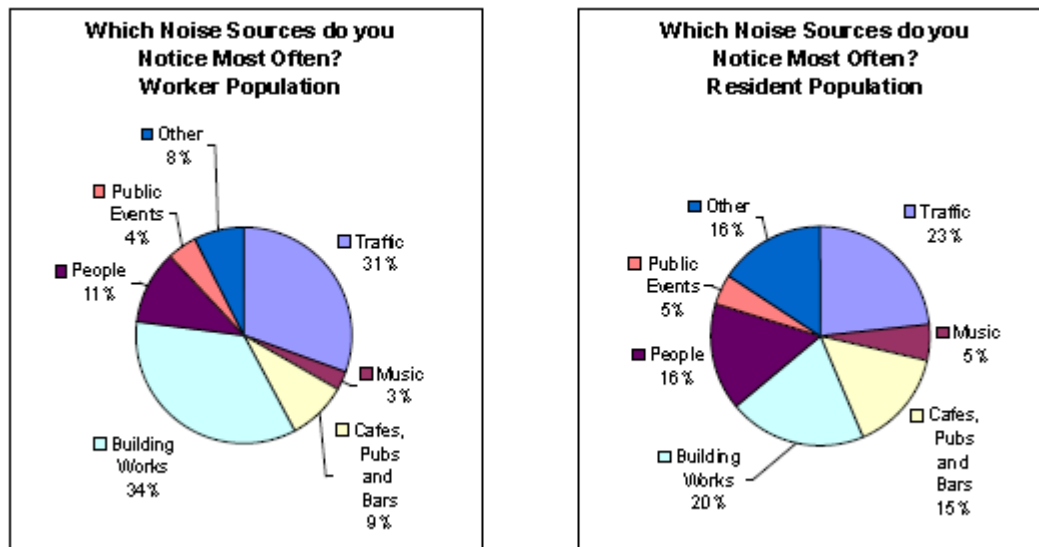


Figure 5: Noise sources noticed most often. Responses from workers and residents

Considering both the nature of complaints received by the Pollution Control Team and the City noise attitude survey results, the following noise sources remain of main concern:

- Building construction and demolition
- Street works
- Road traffic
- Leisure activities, particularly 'people' noise associated with licenced premises
- Noise from other commercial premises activities e.g. deliveries, plant and equipment noise, alarms
- To a lesser extent, neighbour noise (e.g. music / TV), alarms, other transport (e.g. aircraft, railways)

This list is not exhaustive and other sources of noise may well become important issues from time to time during the life of this Strategy. We will continuously review our approach to handling and responding to noise complaints in order to reflect local needs and priorities in addition to meeting our statutory responsibilities.

High levels of environmental and neighbourhood noise can also interfere with the conduct of business activities in the City and may spoil the visitor experience. According to the same survey, the majority of both residents and workers would like to see action to reduce noise levels in the City as shown below (in Figure 6).

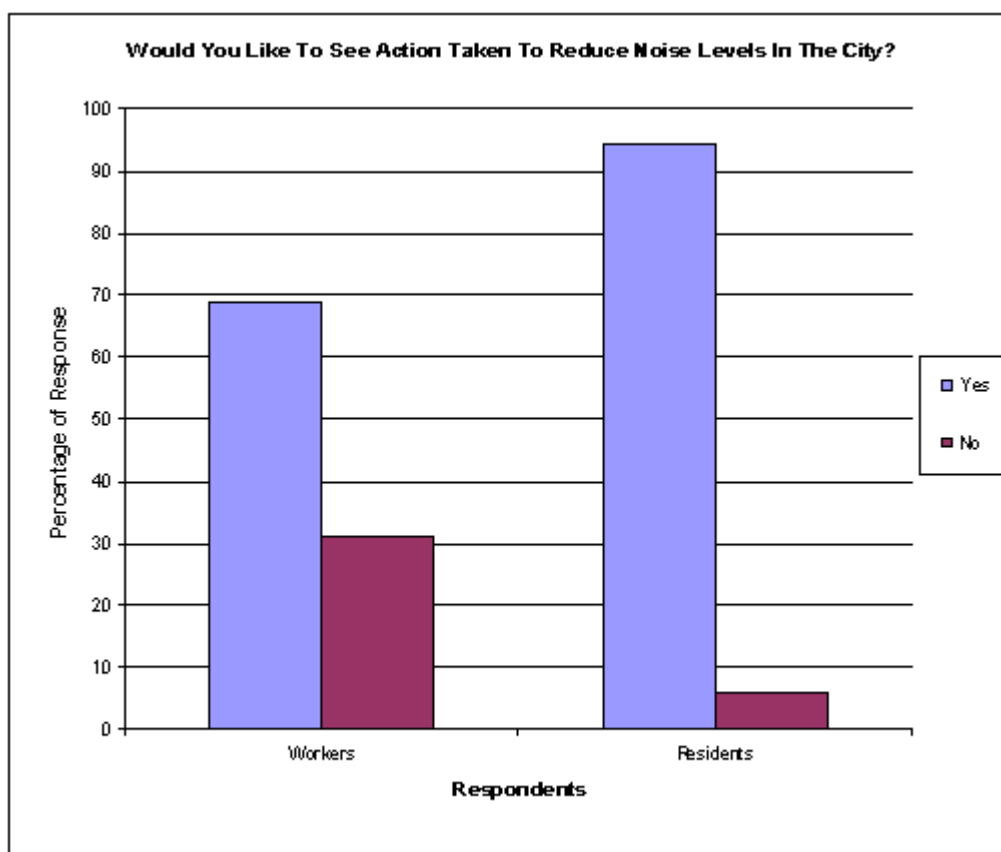


Figure 6: Should action be taken to reduce noise levels in the City? Responses of workers and residents.

1.1.3 Impact of noise on health and well-being

The relationship between noise exposure and health effects at the typical noise levels experienced in the everyday environment is not straightforward. Hearing loss does not occur from typical exposure to environmental noise and is more commonly associated with occupational exposure to much higher noise levels (above 75 dB(A)) over long periods, or exposure to very high noise levels (above 120 dB(A)) for a few minutes. Hearing loss is also associated with aging, certain diseases, head injuries, accidents and hereditary factors.

However, there is accumulating evidence of the impacts of everyday levels of environmental noise on health, well-being and quality of life. In the everyday environment, the response of an individual to both sound and noise is more likely to be behavioural or psychological (i.e. non-auditory) than physiological. The Health Protection Agency published an overview report in 2010 (Environmental Noise and Health in the UK, July 2010). The report cites examples of non-auditory health effects which have been linked to environmental noise including annoyance, sleep disturbance and other night time effects, cardiovascular and physiological effects, mental health effects, reduced performance, communication and learning effects.

Annoyance is the most frequently reported problem caused by exposure to transportation noise and is often the primary outcome used to evaluate the effect of noise on communities. There is some evidence that the attitudes and opinions of residents towards some sources of transport noise has been changing over the past twenty or thirty years.

Studies have shown that noise can effect sleep in terms of immediate effects (e.g. arousal responses, sleep state changes, awakenings, body movements, total wake time, autonomic responses), after-effects (e.g. sleepiness, daytime performance, cognitive function) and long-term effects (e.g. self-reported chronic sleep disturbance).

It has been shown that long term exposure to road traffic noise may increase the risk of heart disease, which includes heart attacks. Both road traffic noise and aircraft noise have also been shown to increase the risk of high blood pressure. It has been noted that there are few studies that exist regarding the cardiovascular effects of exposure to rail traffic noise. Although environmental noise is not believed to be the direct cause of mental illness, studies suggest that it can accelerate and intensify the development of latent mental disorders. Studies on the adverse effects of environmental noise on mental health cover a variety of symptoms which include anxiety, emotional stress, nausea, headaches as well as general psychiatric disorders e.g. neurosis, psychosis and hysteria.

Three European research studies have investigated possible cognitive impairment in schoolchildren from transportation noise. There is evidence from two of these studies of an association between aircraft noise exposure and cognitive performance in schoolchildren (reading comprehension and recognition memory), but the same association was not seen for road traffic noise. Neither aircraft noise nor road traffic noise affected sustained attention, self-reported health, or mental health. It has been suggested that the intensity, location of source, variability and unpredictability of aircraft noise is likely to result in a greater effect on children's reading than road traffic noise, which was of a more constant level in the studies.

Vulnerable groups are thought to be generally under-represented in current research studies. According to the WHO (Community Noise, 1995; Guidelines for Community Noise, 1999) vulnerable groups may include the old, ill or depressed people; people with particular diseases or medical problems; people dealing with complex cognitive tasks, such as reading acquisition; people who are blind or who have hearing impairment; babies and young children; and the elderly in general. The WHO suggest that such people "may be less able to cope with the impacts of noise exposure and be at greater risk for harmful effects".

Specifically regarding night time noise levels, which are known to be high in many parts of the City, the WHO (Night Noise Guidelines for Europe, 2009) state that "children are less sensitive to night noise due to a higher awakening threshold, however for other effects children seem to be equally or more reactive than adults. Children also spend more time in bed and as such are exposed to more night noise levels. Elderly people are more vulnerable to disturbance due to sleep structure becoming more fragmented with age. A similar situation occurs with pregnant women and with people who are ill. Shift workers also are at risk due to their sleep structure being under stress due to the changes in their circadian rhythm".

According to the WHO, 'In some situations, but not always, noise may adversely affect the health and well-being of individuals or populations'. More recently, the WHO has stated that 'Environmental noise is a threat to public health, having negative impacts on human health and well-being'.

1.2 NOISE MANAGEMENT ROLES AND RESPONSIBILITIES

The City Corporation recognizes that the effective management of noise requires a coordinated and long term approach that encompasses the actions of many relevant bodies and many aspects of modern society. This is also made clear in the government's Noise Policy Statement for England (NPSE, March 2010). Noise has already been included as a priority in the City's Joint Health and Well-being Strategy (as one of the key challenges). The City of London Noise Strategy provides the framework for a longer term approach and our longer term aims will underpin our day to day decision making. We have previously identified a number of particularly relevant bodies who will need to work together to deliver the aims of this Strategy:

The City Corporation Department of Markets and Consumer Protection (M&CP) Pollution Control Team is the main City regulator of environmental, neighbourhood and neighbour noise. The team takes proactive action, responds to complaints and, in conjunction with the **Department for the Built Environment (DBE)**, provides a 'round the clock' outside office hour's service. The team is also consulted on licence and planning applications.

The M&CP Port Health Service deploys its officers and launches on the Thames, particularly during summer months, to monitor and control night time activity noise, taking enforcement action as required.

The City of London Police receives and share noise and noise related Anti-Social-Behaviour complaints and assist M&CP with enforcement.

The City Planning Officer (DBE) initiates planning policies and area strategies, determines planning applications and conditions, negotiates Section 106 agreements and takes planning enforcement action.

City Housing Management and Registered Social Landlords e.g. Guinness Trust, sets and enforces tenancy conditions related to neighbour noise and behaviour and has involvement in neighbour complaints.

The City Corporation Licensing Authority processes applications for premises Licences, investigates and enforces breaches of noise related licensing conditions.

Highways Authorities – Both the City Corporation (**DBE**) and **TfL** have responsibilities for the environmental impact of road traffic and also commission highways and street scene improvement works with associated control over the permitting of other street works (e.g. utilities works), on their respective road networks.

The Civil Aviation Authority, Ministry of Defence and Airport Authorities maintain noise complaints data, and responses, about aircraft and helicopter movements over the City of London.

Other City Organizations are responsible for ensuring that the noise generating activities they have control over are managed to prevent nuisance and minimise impacts on residents and businesses:

- Managed Premises Facilities or Event Managers including City Corporation premises e.g. Barbican Centre, Museum of London, Barbican Exhibition Centre
- Contract and Project Managers for City Corporation departments e.g. City Surveyors' works, refuse collection and street cleaning contracts, infrastructure and street works etc.
- Contractors for City of London Corporation 'outsourced' services e.g. waste collection and street cleaning
- City Corporation contractors for 'structures', highways maintenance and improvement, and street scene enhancement
- Businesses, Utility Companies, construction and development companies, site management
- Crossrail, Network Rail, London Underground

1.3 LIST OF POLICIES - EVIDENCE

POLICY EVIDENCE 1: The City Corporation will maintain an evidence base that provides an overview of noise levels and the overall quality of the acoustic environment and soundscape in the Square Mile and to use the information to review, update and prioritise our overall approach to noise management.

POLICY EVIDENCE 2: The City Corporation will from time to time assess community attitudes to noise, and the wider acoustic environment, including obtaining views from residents, businesses (including hotels) and visitors (for both business and leisure) and to use this information to review, update and prioritise our overall approach to noise management.

POLICY EVIDENCE 3: The City Corporation will continue to provide a 24/7 noise complaint response service that will be made available to residents, businesses, workers and visitors alike.

POLICY EVIDENCE 4: The City Corporation will work with relevant bodies, including both internal and external organisations and departments, in order to facilitate the effective implementation of the City Noise Strategy.

1.4 LIST OF ACTIONS - EVIDENCE

1. To consider the feasibility of a permanent noise monitoring network in the Square Mile including a real time web based interface that will provide information on the acoustic environment to all interested stakeholders.

2. To repeat aspects of the previous City noise measurement survey during the life of this Strategy, including 24-hour noise measurements at the same or similar locations to last time, in order to assess trends over time and to help determine priorities. Also need to consider whether any new locations should be added to support the wider aims of this Strategy.

3. To explore the potential use of data derived from noise modelling and noise mapping initiatives within the City to improve the available evidence base that underpins the Noise Strategy.

4. To investigate the potential for undertaking GIS based analysis of noise levels in the City in combination with other available datasets to seek new insights on the acoustic environment of the Square Mile and its relationship with other policy issues.

5. To undertake a repeat noise attitude survey during the life of this Strategy, including further investigation of sounds both liked and disliked, in order to obtain the views of residents, workers and visitors and to help update this Strategy and to determine priorities.

6. To seek the inclusion of relevant questions about noise and the acoustic environment in any stakeholder surveys being undertaken by the City Corporation.

7. To continue to monitor and respond to complaints about environmental, neighbourhood and neighbour noise in accordance with our statutory duties and any current agreed local policies.

8. To undertake further research to better understand the reason behind the apparent significant increase in complaints to the Pollution Control Team in recent years.

9. To review the current system used to collect noise complaint statistics to see if it can be improved. For example, we will consider recording more details on the type and time and resolution of noise complaints and whether they originate from residents, workers or visitors.

10. The M&CP Pollution Control Team will promote this Strategy and lead a review of current arrangements for the identification of, and liaison between, relevant internal and external bodies, aiming to produce revised MoU's and improved working arrangements where necessary.

11. To consider supporting any innovative research proposals that investigate the overall personal noise exposure of City residents and workers across a range of lifestyle types.

2. NEW DEVELOPMENTS

2.1 OVERALL AIMS - PLANNING/NEW DEVELOPMENT

To take into account the guiding principles of sustainable development and to:

- Avoid noise, and noise impacts, which could significantly adversely affect the health and well-being of City residents, workers and visitors
- Mitigate and minimise noise, and noise impacts, which could otherwise adversely affect the health and well-being of City residents, workers and visitors
- Protect, and where possible enhance, the acoustic environment and soundscape in suitable parts of the City in such a way that any measures will contribute to an improvement in health and quality of life/well-being of City residents, workers and visitors.

2.2 INTRODUCTION

The City of London has a highly complex, densely developed and intensively used built environment in which space is at a premium and where multiple activities occur in very close proximity. Therefore the effective management of noise impacts applies to both new development that introduces noise and new development that is sensitive to noise, and should always have regard to the longer term consequences and the intended future acoustic environment of the City.

Offices currently make up around 70% of all buildings in the City. Office based business and financial related services are the dominant activities, however the City is also a place where people live. The resident population is currently around 9,000 and is expected to grow slowly in the coming decade to around 10,000, with those aged 65 years and over contributing most to this growth. The workday population is currently around 373,000 and is expected to grow to around 428,000 over the same 10 year timescale. The workday population predominantly uses public transport to travel to work has a transient, male and younger (20 to 50 years old) age profile. The City has a number of locations which have particular noise sensitivities, for example our residential areas, churches, educational and health service sites as well as the City open spaces. Some of the existing noise challenges can be traced back to the historic origins of the City, whereas others are a legacy from previous planning policies and decisions.

The level and rate of new development, including redevelopment of existing buildings, continues to be high. The Local Plan anticipates continuing economic growth for the City, predominantly business and financial services led and identifies “significant competing demands between the need to accommodate new office development alongside the need for new housing, social and community facilities and improved transport infrastructure”. The arrival of new hotels, being both a source of noise and being sensitive to night time noise, is also likely to present new challenges for noise management in some areas.

The Local Plan identifies five “Key City Places” where there are specific pressures for development over the next 20 years. These *Key City Places* present both challenges and opportunities for the acoustic environment:

- **The North of the City** – addressing the impact of, and accommodating the growth resulting from Crossrail, whilst maintaining a mix of uses and protecting noise sensitive areas such as the main residential areas of the Barbican, Golden Lane, Barts Square and St Barts Hospital; need to respond to increasing visitor numbers; opportunities to promote soundscape initiatives in the proposed cultural hub around the Barbican.
- **Cheapside and St Paul's** – which is becoming the City's pre-eminent retail area with the success of One New Change; possible opportunities to promote soundscape initiatives centred on St Paul's Cathedral and the large number of visitors arriving across the Millennium Bridge.
- **Eastern Cluster** – will see significant office growth, there will be a number of new tall buildings, greater street level congestion and pressure on open space, a need to ensure a safe and attractive environment and to deliver a suitable acoustic environment for the people working in and commuting to this small area.
- **Aldgate** – expected to undergo significant improvements to the highway and public realm with promotion of social, environmental and business regeneration; this area currently suffers from high traffic levels, yet contains the Middlesex Street and Mansell Street residential estates and Sir John Cass's Foundation Primary School.
- **Thames and the Riverside** – encouraging a mix of commercial uses and increased accessibility; increased use of the river including a potential increased role in moving construction and deconstruction materials; promoting vibrant areas with offices and hotel development, managing noise affecting housing at the Temples and around Queenhithe; protecting and enhancing areas of higher soundscape quality such as existing relatively tranquil open spaces, specific riverside locations and addressing the acoustic quality of the riverside walk to promote recreation and enjoyment.

The intensive use of land, anticipated future economic growth and mixed uses of some of the *Key City Places* pose distinct and challenging noise management issues. It is particularly important to ensure that occupiers of commercial and residential buildings, hotels, serviced apartments, schools and hospitals have adequate protection against noise. At the same time, it is also important to protect and enhance the acoustic environment and soundscape when such opportunities arise.

The prevention and minimisation of noise associated with construction and demolition sites (we often use the term “deconstruction” to reflect a more careful managed process) is also an essential amenity consideration for residents, businesses, visitors and for other noise sensitive premises, such as churches, schools and libraries. Furthermore, it is not just major developments which have potential for noise impact; even minor works can cause significant local problems if they are not managed properly.

Planning and noise is a complex field in which a number of national, regional and local documents play an important role. These include the Local Plan, the London Plan, the NPPF, this Noise Strategy and the NPSE. These key documents together with relevant examples of national and/or international good practice will provide the basis for the management of noise and the enhancement of the acoustic environment relating to new development in the Square Mile. Our approach will be supported by more detailed policies contained in Supplementary Planning

Documents (SPDs), including the updated Environment SPD as well as other relevant City policy documents.

Noise impacts and solutions need to be considered within the broader framework of sustainable development, and in conjunction with other associated environmental impacts of development such as increased carbon emissions and air pollution.

2.3 THE MANAGEMENT OF NOISE RELATED TO NEW DEVELOPMENT

The main noise sources related to new developments in the City are:

- Construction and deconstruction work and associated activities e.g. piling, heavy goods vehicle movements, utilities street works
- Building services plant and equipment e.g. ventilation fans, air-conditioning, emergency generators
- Leisure facilities and licenced premises e.g. people and amplified music
- Servicing activities e.g. deliveries, window cleaning and building maintenance

The most common new noise sensitive developments in the City are:

- New residential developments, hotels, serviced apartments and offices.

For noise sensitive developments we will seek confirmation of appropriate acoustic standards at the design stage.

2.3.1 Demolition and construction

The high level of intensive development in the City, including major office redevelopments in the east and infrastructure projects such as Bank Station Capacity Upgrade, Thames Tideway and Crossrail, can have significant environmental impacts on occupiers of nearby noise sensitive premises. Protecting City businesses, residents and other noise sensitive premises (e.g. schools) from noise and vibration impacts of construction sites is essential to the City's continuing reputation as an excellent place to live, to visit and to work and do business.

Developers will continue to be required through planning consent conditions to obtain approval for and adhere to Environmental Management Plans which comply with the requirements of the City of London Code of Practice for Deconstruction and Construction Sites.

Use of s106 and Community Infrastructure Levy agreements and planning conditions for monitoring and the mitigation of noise associated with large developments will continue to be negotiated with developers at sites close to noise sensitive premises such as housing and schools.

For the ongoing large infrastructure projects (e.g. Crossrail, Bank Station Capacity Upgrade, Thames Tideway Tunnel), we will continue to make representations and actively engage with the relevant bodies to avoid significant adverse impacts and to minimise noise and amenity loss.

2.3.2 Building services plant and equipment

Mechanical plant and other equipment used for providing building services will emit noise which, if not controlled, can be detrimental to the amenity of an area or cause a nuisance to residents or businesses. Noise from these sources contributes to the overall ambient noise levels in the City and sometimes can adversely affect the acoustic environment of open spaces and otherwise relatively tranquil locations. The density, size, design and number of commercial buildings in the City have resulted in very large numbers of building services installations in a particularly compact area. In order to prevent nuisance and loss of amenity, to protect the acoustic environment and to minimise the upwards creep of ambient noise levels, developers will be required to demonstrate that there will be no increase in pre-existing background noise levels resulting from new plant, equipment or machinery.

2.3.3 Leisure facilities and licenced premises

The style and character of many licenced premises has changed significantly in recent years. Both existing and new premises seek longer operating hours, often to the early hours of the morning, providing live or recorded amplified music. This is an inherent part of the buzz of the City and is supported by the GLA's Night Time Commission and facilitated by the forthcoming Night Tube. However, some of these premises are close to residential accommodation and may result in complaints about disturbance and nuisance from excessive noise, particularly from people drinking and smoking outside, arriving or leaving. Planning policies are being developed to minimise the noise impact of new licenced premises. Guidance is provided to licence applicants in the City of London Statement of Licensing Policy on preventing public nuisance from noise. Representations can be made to the Licensing Authority in connection with new licence applications or variations on the grounds of preventing public nuisance.

2.3.4 Servicing

The concentration of businesses in the City necessitates the regular delivery and collection of equipment, materials, foods and solid waste to sustain their operations. This includes the City of London's waste collection service. For this purpose, a vast number of commercial vehicles enter and leave the City. Where vehicles are involved in noisy servicing in noise sensitive locations outside business hours e.g. early morning when close to residential accommodation, then disturbance resulting in a statutory nuisance can result. The waste collection service currently operates 24/7 and is managed to minimise the risk of noise nuisance wherever practicable.

Deliveries and collections close to residential accommodation which are likely to cause disturbance, loss of amenity or a nuisance will continue to be discouraged between 23:00–07:00 weekdays and Saturdays, with no deliveries permitted on Sundays and Bank Holidays.

However, some essential services such as refuse collection may continue to need to take place outside these times e.g. on Sundays or Bank Holidays. Additionally where parking or other restrictions prevent loading and unloading during workday working hours, flexibility in the application of the above times will be needed.

Where there are no alternatives to servicing taking place outside the above times businesses will be encouraged and, if necessary, required to use quiet delivery methods to minimise disturbance or nuisance.

Noise minimisation from servicing activities will be managed by the use of planning conditions, advice and encouragement, and, if necessary, enforcement of noise nuisance and other relevant law (e.g. Environmental Protection Act 1990, Licensing Act 2003, Noise Act 1996).

The use of consolidation centres to reduce the overall number of servicing and delivery movements in the City is being actively encouraged as is the use of acoustically considered loading bays which may facilitate 24 hour servicing.

2.3.5 New residential development

Housing is a key determinant of health. The provision of adequate housing is likely to be a growing challenge for London in the coming years. As it is primarily a business district the City has an unusual housing and household profile. There were just over 6,000 dwellings in the City as of March 2011, 83% are owner occupied or in the private rented sector. More than 50% of households comprise one person, and 80% of households have no children. Around half of dwellings in the City have two or fewer “habitable rooms”, and around 20% have only one habitable room. Private gardens are extremely rare. The number of dwellings was projected (in 2011) to increase by around 110 per annum. The unusual nature of most City households has implications for noise management and, in particular the need to ensure good internal acoustic conditions in bedrooms and the need to protect and enhance the acoustic conditions of our open spaces.

The majority (around 60%) of the City’s housing units are located in the north of the City, particularly at the Barbican Estate, Smithfield and Golden Lane. This spatial concentration of housing units has implications for noise management and these are the areas where many noise complaints are received.

We will seek to ensure good acoustic design of all new residential development in the City by the incorporation of suitable planning policies in the Environmental SPD. We will pay particular attention to acoustic design where new residential development is likely to be exposed to high levels of environmental and/or neighbourhood noise either now or in the foreseeable future.

2.4 LIST OF POLICIES – NEW DEVELOPMENTS

2.4.1 New noise making and noise sensitive development

POLICY DEVELOPMENTS 1: The City Corporation will seek to manage noise impacts as a result of new development through the introduction and application of appropriate and effective planning procedures, policies, conditions and agreements, and in particular:

- a) Influence and provide advice on design and layout of new developments at pre- application stages e.g. to require the good acoustic design of all new residential development, to minimise noise from servicing commercial buildings affecting residential premises, to encourage better building design to favour quieter plant and equipment where technically possible, to encourage internal layouts which provide protection from internal noise transmission and external noise and to encourage suitable noise screening where appropriate.
- b) Prevent nuisance, loss of amenity and minimise creeping ambient and background noise levels from developments. Developers will continue to be required to demonstrate that noise levels

from new plant, equipment or machinery do not increase background noise levels. Developers will be encouraged to achieve the lowest achievable noise emissions.

- c) Continue to limit and contain noise and vibration from construction and deconstruction activities through the Planning Consent process, based on the latest edition of the City of London Code of Practice for Deconstruction and Construction and other relevant standards. This includes requiring through planning conditions the approval and implementation of Environmental Management and Construction Logistics Plans where appropriate.
- d) For mixed use sites or developments, planning policies will generally encourage physical separation of noise generating activities from noise sensitive premises as long as this is compatible with good acoustic design of the site. Where necessary, conditions to minimise noise and noise impacts through mitigation and / or limiting hours of operation will be sought.
- e) Prevent the introduction of noise sensitive uses into areas close to commercial developments with high noise levels where the achievement of acceptable standards for quiet living conditions are not technically practicable.
- f) Place limits on the hours of operation of servicing and noise generating activities at developments where noise sensitive premises are likely to be adversely affected. Existing limits for hours of servicing (permitted between 07:00 – 23:00, Monday – Saturday, except Bank Holidays) to be applied; where this is not practicable a plan to minimise noise from servicing will be required to be approved and implemented.
- g) Resist the introduction of noise generating activities such as leisure or entertainment venues into areas with strong residential character. Where this is not compatible with wider planning or other economic and social objectives for the area, to limit noise impacts by ensuring good acoustic design and by placing appropriate conditions including constraints on activities and limits on hours of operation.
- h) Seek opportunities in connection with new development for the enhancement of the acoustic environment, for the promotion of soundscape initiatives and for the protection of quiet and tranquil places when and where such measures are supported by the local community.
- i) Encourage and promote good acoustic design, soundscape initiatives, good practice in noise reduction and control in the design of street scene and open spaces enhancement schemes including the public realm.
- j) Seek to use community infrastructure funding for monitoring and mitigation of noise and the enhancement of the acoustic environment and soundscape, particularly in relation to large developments at sites close to noise sensitive locations such as housing, schools and open spaces.

2.4.2 Premises Licence policies, conditions and enforcement

POLICY DEVELOPMENTS 2: The City Corporation will seek to manage noise emissions and impacts of new leisure and entertainment premises through the development, application and enforcement of

appropriate, consistent and effective policies, procedures and conditions within the framework of the City of London Statement of Licensing Policy, and in particular:

- a) Resist the introduction of leisure or entertainment premises into areas where there is a strong likelihood that noise will result in public and / or statutory nuisance or a significant adverse impact. Where the development forms part of agreed wider or longer term planning objectives for the area, seek to mitigate and minimise noise impacts by promoting the City of London Statement of Licensing Policy to ensure noise from licensable activities is adequately managed e.g. use of sound insulation, good acoustic design, operational management measures and limits on hours of operation.
- b) Where appropriate, making representations to the City Licensing Authority as one of the Responsible Authorities (e.g. Pollution Control Team, City Licensing Service, Development Control and City of London Police) on licences and licensing applications.
- c) Where appropriate, supporting applications for review of licences by responsible authorities (e.g. Police or Fire) or 'other persons' (e.g. residents or businesses).
- d) Recognising that existing businesses wanting to develop in continuance of their business should not have unreasonable restrictions put on them because of recent changes in nearby land uses.

2.4.3 Infrastructure projects

POLICY DEVELOPMENTS 3: The City Corporation will continue to work pro-actively to manage noise impacts of major developments and infrastructure projects through:

- a) Lobbying and technical representation.
- b) Use of Development Control Orders or planning conditions e.g. requiring provisions of Environmental Management Plans for prior approval.
- c) Promoting a flexible approach to compliance and good practice contained in the City of London Code of Practice on Deconstruction and Construction Sites.
- d) Where necessary, use of enforcement measures under the Control of Pollution Act 1974, Environmental Protection Act 1990 and other relevant legislation.

2.4.4 Engagement, advice and guidance

POLICY DEVELOPMENTS 4: The City Corporation requires the Pollution Control Team to continue to provide in-house advice, support and guidance on managing noise impacts arising from proposed City Corporation development activities.

POLICY DEVELOPMENTS 5: The City Corporation requires the Pollution Control Team to continue to provide advice, support and guidance on minimising noise and managing noise impacts of street and other open space events planned in the City.

POLICY DEVELOPMENTS 6: The City Corporation will expect the Pollution Control Team to work proactively with the leisure, hospitality, retail, construction and other business sectors to ensure

noise and other environmental impacts of new developments are adequately managed and minimised.

POLICY DEVELOPMENTS 7: The City Corporation will support Pollution Control Team activities to liaise with developers and other relevant bodies regarding potential soundscape initiatives in the Square Mile (see Section 5 for more detail).

2.5 LIST OF ACTIONS – NEW DEVELOPMENTS

- 1.** Continually review and update planning conditions and informatives relevant to noise and the acoustic environment to ensure they are fit for purpose and reflect the policies and aims of the NPPF and associated national guidance, the Local Plan, other City Policy documents, the NPSE and this Noise Strategy.
- 2.** Develop appropriate planning policies in the emerging Environment SPD and other City policy documents to reflect the policies and aims of this Noise Strategy.
- 3.** Consider the acoustic environment and soundscape issues in environmental enhancement area strategies as consultations emerge.
- 4.** Implement the revised guidance to construction businesses on noise considerations and content relating to Environmental Management Plans.
- 5.** Engage with Defra, DCLG and relevant professional organisations regarding the development of suitable guidance on planning and noise that is relevant to the unique conditions found in the Square Mile.
- 6.** Work to influence Licensing Policy through the proposed review of the City of London statement of Licensing Policy and procedures.
- 7.** Continue to lobby major infrastructure providers for support to enable us to provide an effective process and a timely response to all consent applications.
- 8.** Continue to provide ad hoc advice on noise and soundscape issues to a wide range of City Corporation Departments e.g. DBE project works, facilities and housing stock management, waste collection, Guildhall Yard Public Programme, Barbican Centre and ad-hoc events promotion and management
- 9.** Continue to consider noise impacts (and any opportunities for soundscape initiatives) relating to City events and filming through the Safety Advisory Group (SAG) and also via direct consultation with M&CP Pollution Control Team.
- 10.** Seek to assess the risk of any unusual sonic effects on the acoustic environment that may result from the use of innovative urban design in the City, such as excessive reflections from tall glass buildings, unusual reflections from curved buildings and overhangs, and a lack of acoustic absorption in hard external areas.

3. TRANSPORT AND STREET WORKS

3.1 OVERALL AIM - TRANSPORT AND STREET WORKS

Aim: To promote and support the management of noise and noise impacts as a result of transport and street works, including noise minimisation, mitigation and reduction where possible, whilst recognising the importance of transport infrastructure and essential maintenance work.

3.2 INTRODUCTION

The City of London needs and promotes an efficient transportation system that allows commuters to get to and from work, as well as couriers and goods vehicles to make essential deliveries and collections.

The City is located at the heart of London's public transport system. Seven of the eleven London Underground lines and the Docklands Light Railway serve the City via thirteen underground stations with night tube proposed for the Central Line in the short term. There are six mainline rail stations, four of which are major rail termini. Approximately fifty bus routes serve the City's streets. Approximately 360,000 people commute to the City each weekday and around 90% of them use public transport. The Local Plan predicts that City employment will increase significantly over the next decade with a corresponding increase in commuting. Crossrail is due to commence operation in 2018 and further capacity improvements are expected to the Northern Line.

Additional information is now available on noise levels from major roads, and noise levels from major railways, derived from two rounds of computer noise modelling that has been undertaken by Defra in response to the Environmental Noise Directive. Figure 7 below shows the estimated levels of road traffic noise in the City according to the strategic noise mapping. Figure 8 shows the Noise Action Planning Important Areas (IAs) for roads (blue) and railways (black). These IAs represent some of the noisiest areas in the City and can provide a framework for local management of transport related noise pollution. It is possible to supplement this information with the location of Air Quality Management Areas (AQMAs) to allow a more co-ordinated approach to transport related pollutants. Linking this newly available geographical information with other datasets may also provide useful new insights.

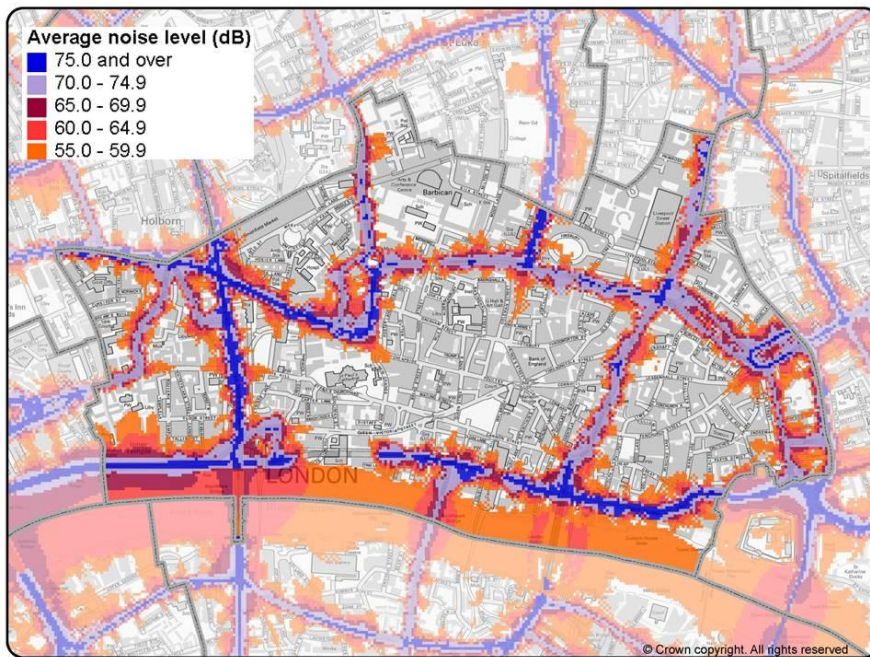


Figure 7: Average noise level (dB) from major roads in the City, according to Defra strategic noise mapping

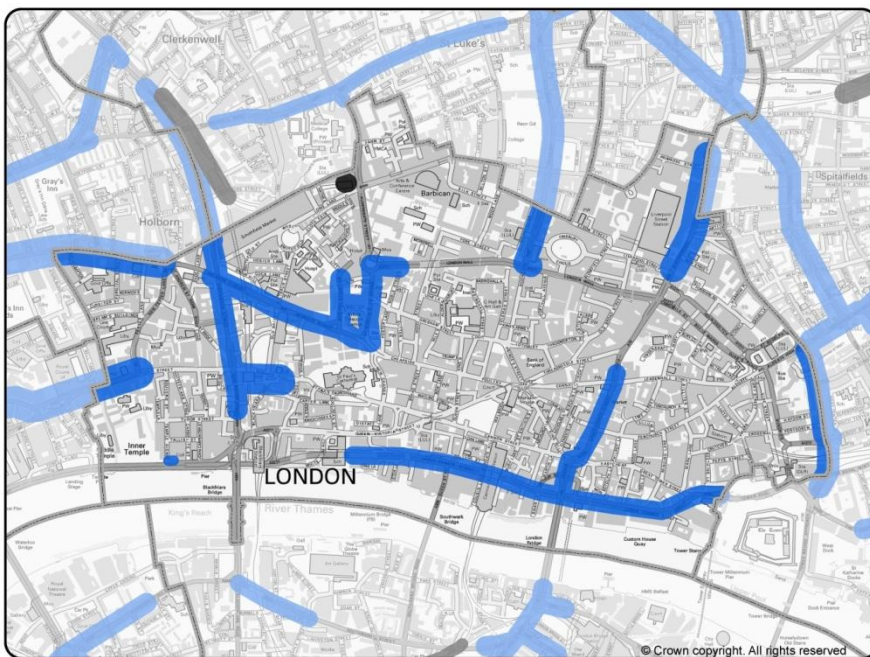


Figure 8: Noise Action Planning Important Areas in the City, according to Defra strategic noise mapping

[Figures 7 and 8 provided by Extrium Ltd, more information available at <http://www.extrium.co.uk/noiseviewer.html>]

Road traffic noise is the most prevalent source of environmental noise in the City, and it is known to result in adverse impacts on health and quality of life, but it is less frequently a source of complaint. Furthermore, very few complaints are received about other sources of transport noise such as from

aircraft, the rail and underground networks. This may be because transport infrastructure is regarded as an inevitable aspect of City life, or because there is a perception that nothing can be done. Street works currently result in more noise complaints than any other transport related activity. Previous City noise attitude surveys have shown that the majority of residents consider the City to be a noisy place to live. Attitudes to transport noise could change in the future with the more widespread adoption of low emission and low noise vehicles, with an increase in cycling and with the promotion of pedestrian movement within the City. We will undertake regular noise attitude surveys/ensure that noise is included in City attitude surveys so that we can monitor trends.

3.3 THE MANAGEMENT OF NOISE FROM TRANSPORT AND STREET WORKS

3.3.1 Road traffic noise

The strategic road traffic noise mapping undertaken by Defra estimates that a small number of City residents living next to identified busy roads may be exposed to adverse levels of noise. The Noise Action Plan for Agglomerations (that now covers all major cities in England) requires the assessment and, where appropriate, the implementation of noise management measures by relevant Highways Authorities. We will work with Defra and the relevant Highway Authorities, primarily TfL in the City, when opportunities arise to ensure that any nationally identified road traffic noise hotspots in the Square Mile are tackled effectively (see Figure 8).

Action will need to be considered to assess and manage road traffic noise exposure at other noise sensitive locations in the City. The Defra noise modelling is deliberately strategic and may need to be supplemented by additional detailed noise modelling, predictions and measurements in order to provide information that can be used to determine priorities and assess noise management options across the wider road network.

Road traffic noise in the City results from a number of different vehicular sources, primarily public transport and private vehicles such as lorries, coaches, vans, cars and motorbikes.

However, noise from commercial vehicles is also significant particularly on Transport for London 'red routes'. There is a significant amount of commercial vehicle and Hackney cab activity related to servicing the business and development needs of the City.

Freight accounts for a significant proportion of traffic in the City of London (20% between 07.00 and 19.00) and freight vehicles compete for scarce road space with other priority and vulnerable road users such as buses, cyclists and pedestrians.

Planning and transport policies to minimise disturbance to residents currently restrict night time and weekend commercial vehicle movements through the City. However, various TfL initiatives mean that the existing protections are likely to become more flexible to enable deliveries to take place outside traditional restricted periods. These arrangements need to be carefully considered against the needs and expectations of City residents and workers. This will involve close liaison with TfL regarding TfL roads and with DBE regarding City roads. We will work with TfL to pursue relevant future initiatives and good practice case studies seeking to control road traffic noise from commercial vehicles.

Road traffic noise is usually assessed in terms of its impact on residential properties. This is the sole focus of the Defra Noise Action Plan for Agglomerations. In the City, road traffic noise also impacts on other noise sensitive premises, businesses and the increasing numbers of pedestrians in some parts of the City. We will work with colleagues in TfL and DBE to consider whether there may be opportunities for wider initiatives on road traffic noise management, particularly in the proximity of principal roads and 'red routes'. Wherever possible, we will seek synergies with other initiatives, such as on safety and air quality. In addition any opportunities to reduce cumulative impacts of noise and vibration from all forms of transport will be considered together.

Existing planning and transportation policies, in particular the City of London Core Strategy 2011, promote walking and cycling and improvements in air quality. In doing so they support development of improved environmental quality for pedestrians, cyclists and residents, including a potential for reduced noise from road traffic in some locations.

The use of sirens at night by the emergency services causes disturbance in some residential areas of the City. Although mostly unavoidable, we will work with the GLA/TfL, and relevant City bodies such as the City of London Police, to seek improvements in current practice if possible.

3.3.2 Other Transportation

Rail and Underground: The Noise Action Plan for Agglomerations identifies the Barbican Underground station as an 'Important Area' which requires DfT and the ORR to assess and consider what actions if any could be taken to manage railway noise and to implement those actions. In addition, the Pollution Control Team receives occasional complaints about noise from underground trains and, about alleged excessive noise from station announcements. We will make representations to relevant bodies when complaints are received and as any noise management proposals emerge. The team will need to liaise closely with TfL and LUL regarding the noise implications of the "night tube" service as this is rolled out across London.

Helicopter use: Low flying and hovering helicopters over residential areas can cause disturbance and annoyance particularly at weekends and at night. There are reports of increased helicopter numbers over the City. However some emergency service helicopter movements are considered to be essential to the proper functioning of a modern city. We will work with the GLA and other London LAs to identify any potential improvements that can be made.

River traffic: Occasional complaints are received about noise from river traffic, the most common being excessive noise from party boats. We already work alongside other Riparian Boroughs to monitor complaints and consider appropriate remedial measures and will continue to do so. In addition we will host future meetings of the Riparian Steering Group.

3.3.3 Street Works

As well as actively promoting public transport, cycling and walking, the City Corporation and TfL seek to keep traffic flowing by effectively planning and managing the highway network. The City Corporation is also committed to ensuring that utility services continue to meet the demands of the world's premier financial centre. A permitting system exists for utility companies and other contractors (including those contracted to work for the City) who need to carry out street-works. At

noise sensitive locations, one or more measures are usually necessary to minimise noise impacts on businesses and / or residents. These include restricting times when noisy work is permitted, effective communications, using less noisy methods and using noise barriers.

Residential accommodation is now distributed more widely through the City and has increased the spread and number of noise sensitive locations, this has constrained the opportunities for carrying out noisy work on the highway at night time when traffic volumes are low.

Highways Authorities have a statutory obligation to seek to prevent traffic disruption and the City Corporation has a duty to take statutory action to remedy noise nuisances and prevent disturbance to residents. There is thus a potential for tension between conflicting roles when undertaking street works. We will continue to aim to strike an appropriate balance through the promotion and application of the City of London Code of Practice: Minimising the Environmental Impact of Streetworks. This requires the use of best practical means for noise control and restricts the times during which noisy activities are permitted in the City for the benefit of both residents and businesses. An example of recent application of a more balanced policy is that the City of London have agreed to a presumption that street works may take place for certain periods ('extended hours working') outside of the City's normal 'Standard Hours' at certain locations where disturbance to residents is deemed unlikely.

Effective consultation and communications with affected residents and businesses are key measures to minimise complaints. If the purpose, times and durations of noisy works are known (or agreed) in advance, noise and disruption is more likely to be tolerated. Good communications can also help to resolve problems quickly without the need to involve law enforcement or other legal action. We will always encourage good communication with local residents, local businesses and the provision of adequate information to pedestrians.

3.4 LIST OF POLICIES – TRANSPORT & STREET WORKS

3.4.1 City of London Noise Receiving Authority Function

POLICY – TRANSPORT 1: The City Corporation will meet any ongoing obligations as a "Noise Receiving Authority" in the Defra noise action planning process. This will involve close liaison with Defra and TfL regarding TfL roads and with DBE regarding City roads. It may also require liaison with relevant rail authorities.

POLICY – TRANSPORT 2: The City Corporation will consider the creation of a central co-ordination point for the handling of all complaints relating to noise from all transport sources and from street works whilst acknowledging that currently available powers of the Pollution Control Team are limited. This will allow the scale of the problem to be assessed, help to determine future priorities, and enable the Pollution Control Team to more effectively engage with responsible transport bodies and organisations.

POLICY – TRANSPORT 3: The City Corporation will seek opportunities to influence transport noise policy across London in order to secure improved conditions in the Square Mile, this will include liaison with DfT, Defra, the Mayor of London and TfL.

3.4.2 City of London Highways Authority Functions

POLICY TRANSPORT 4: The City Corporation will manage the noise impacts of street works having regard to the latest relevant City of London Code of Practice and wherever possible consider the available alternative arrangements to minimise duration of works and disruption to traffic.

POLICY TRANSPORT 5: The City Corporation requires the Pollution Control Team to continue to work closely on street works noise issues with the relevant City Corporation Departments, TfL, Utilities and contractors.

POLICY TRANSPORT 6: The City Corporation will promote, seek funding for and support the use of effective community communication strategies to help to manage noise disturbance from street works.

POLICY TRANSPORT 7: The City Corporation will integrate noise management considerations into policy, planning and design of City Corporation's transport, cleansing, planning, highways management and improvement activities across the City.

POLICY TRANSPORT 8: The City Corporation will integrate noise management considerations into our internal procurement processes and contract specifications for highways maintenance and improvement, engineering, transportation and cleansing activities.

POLICY TRANSPORT 9: The City Corporation will incorporate noise management considerations for in-house schemes, including good design practice, when considering improvements or changes to road transport planning, traffic and pedestrian routes.

POLICY TRANSPORT 10: The City Corporation will honour its obligations as a Highways Authority in the Defra noise action planning process. This will require action by DBE regarding City roads. We will also seek to ensure that TfL delivers on its obligations regarding TfL roads in the Square Mile.

3.4.3 Advocacy

POLICY TRANSPORT 11: The City Corporation will strive to influence relevant bodies such as TfL, Utilities companies, Network Rail, Crossrail, Civil Aviation Authority, Police Authorities and other emergency services, wherever possible to reduce noise and vibration and to better manage noise impacts from their operations for the benefit of City residents, workers, businesses and visitors.

3.4.4 Night Time Servicing

POLICY TRANSPORT 12: The City Corporation will continue to support restrictions on night time and weekend commercial vehicle movements through the City and to limit operational hours of noisy servicing activities in noise sensitive locations wherever necessary. However the City Corporation will consider a more flexible approach where our normal time restrictions are proving problematical provided that other acceptable noise management measures are implemented such as use of loading bays and consolidation centres. Where appropriate, we will promote TfL's Code of Practice for Quieter Deliveries within the City. Where there is no likelihood of disturbance 24 hour servicing is actively encouraged. We will review the implementation of this policy on an ongoing basis and will revise our approach as required

3.4.5 General

POLICY TRANSPORT 13: The City Corporation will seek to identify and exploit opportunities and synergies between this Noise Strategy and other City of London Corporation policies (e.g. the City Corporation's Air Quality Strategy and Local Transportation Implementation Plan) to reduce noise and vibration and to better manage the impact of noise from road transportation, servicing and street works.

POLICY TRANSPORT 14: The City Corporation will where possible, support and contribute to the development of low noise methods, schemes, management techniques and technologies which could reduce noise or better manage noise impacts from road traffic, street works and servicing.

3.5 LIST OF ACTIONS – TRANSPORT & STREET WORKS

1. Continue to work with DBE, contractors and utility companies to manage noise impacts and seek to facilitate reduced traffic disruption (e.g. extended working hours) due to street-works.
2. Review options for reducing traffic disruption while minimising noise impacts for residents and businesses including review of the current 'quiet hours' requirements in the CoL Code of Practice for Deconstruction and Construction.
3. Lobby TfL to build flexible arrangements into their proposed 'lane rental' scheme to prevent nuisance and disturbance to City residents in sensitive locations of the TfL network within the City.
4. Develop formal liaison protocols on relevant transport noise issues with TfL.
5. Work with relevant City of London Departments to provide advice and support on reducing noise and managing noise impacts from their transport and highways related operations.
6. Review and develop working arrangements between DBE and M&CP for integration of noise considerations where required into strategic and service planning and delivery.
7. Contribute to the inclusion of noise management considerations into any revision of the City of London Manual for Sustainable Streets.
8. Integrate noise management considerations in relevant City Corporation procurement processes and contracts e.g. specifications.
9. Noise Action Planning:
 - a) Ensure completion of all necessary investigations at road and rail noise "Important Areas" in the City.
 - b) Seek the implementation of all agreed measures to reduce noise levels at any "Important Areas" where the Corporation are the relevant Highways Authority
 - c) Similarly, use lobbying and other means to ensure that TfL, DfT and ORR meet their obligations to tackle the Important Areas where they are the relevant noise making authority.

- d) Consider updating Defra noise maps to make them more useful for local noise management purposes.
- e) Consider seeking formal designation for any special Quiet Areas in the City and make all relevant authorities aware of the implications for noise management.
- f) Consider reviewing the impact of traffic noise impacts on “other noise sensitive premises” in addition to the impact on residential premises.

10. Seek funding for additional transport noise modelling and noise measurement surveys to gather improved baseline noise data on road traffic noise levels in the City.

11. Continue discussions with major infrastructure providers and their contractors to minimise noise impact of their construction, including any tunnelling activities, and of the subsequent operational movements.

12. Continue to enforce and raise awareness of the City approach to night time deliveries in noise sensitive areas.

13. Where appropriate, promote TfL’s Code of Practice for Quieter Deliveries within the City. Review implementation and revise policies and procedures as required.

14. Continue to promote the use of quieter (and low emission) vehicles and other measures to reduce the number of road vehicles on City streets, through supporting and reinforcing measures contained in the Local Plan, City Corporation Cycling Plan and Air Quality Strategy etc.

15. To promote and facilitate the use of consolidation centres for deliveries to the City including the publication of a supplementary planning document.

16. To facilitate and contribute to the Riparian Noise Steering Group and input to any update of the Guidance for Control of Charter Cruise Noise on the Tidal River Thames.

17. Investigate and seek solutions to the noise implications of a reported increase in the number of helicopter flights over the City, in conjunction with the GLA, neighbouring LAs and other stakeholders.

4. DEALING WITH NOISE COMPLAINTS AND INCIDENTS

4.1 OVERALL AIM – NOISE COMPLAINTS AND INCIDENTS

To resolve noise complaints and incidents through a coordinated noise response, enforcement and information sharing network.

4.2 INTRODUCTION

Despite pro-active measures to prevent and manage noise, disturbance can still sometimes occur and become a problem. The City Corporation and its partners need to have the arrangements in place to respond, assess and take action to minimise and prevent recurrences of unacceptable noise.

The City of London Corporation Department of Markets and Consumer Protection's (M&CP) Pollution Control Team regulate and respond to noise complaints. An out of hours complaint handling service is currently in operation, in conjunction with DBE. Information presented in Section 2 shows that the number of noise complaints received is now around 1,100 a year, and that there has been a significant increase in requests for this service since 2011. In addition, the Team receives a similar number of requests for advice and assistance. The Port Health Service respond to noise complaints relating to leisure craft on the river, especially those hosting private parties and events.

Where noise is excessive and is actually causing disturbance at the time of the complaint, then we aim to provide a rapid response, often within an hour e.g. noise from street works affecting business activities on weekdays or affecting residents on Sundays.

Residents and businesses expect noise issues affecting them and referred to the City of London to be promptly resolved. A significant number of complaints are resolved through informal action and good-will, however where formal action is required our options are limited by statutes and regulations which can sometimes result in unmet expectations.

Not all noise complaints are necessarily made directly to the City Corporation. Some are received by the City of London Police, or are made directly to noise perpetrators or contractors through 'Helplines' such as those operated by infrastructure projects or construction sites.

Other City Corporation functions which can become involved with noise related enforcement issues are licensing, housing management, Barbican Centre, Highways Authority (permitting) and development management (planning).

Other agencies which also have powers and responsibilities for noise issues include:

- City of London Police
- Registered Social Landlords
- Transport for London
- Civil Aviation Authority and Airport Authorities
- Ministry of Defence

We have certain formalised joint working arrangements through e.g. M&CP and City of London Police Memorandum of Understanding and the Anti-Social Behaviour (ASB) information sharing protocol, the Planning and Environmental Health Enforcement Protocol, the Licensing Liaison Partnership, Environmental Health and Highways Liaison and weekly elected Member Bulletins. However, in some cases the current complaints liaison arrangements between organisations remain informal. Complaints information generated and held by City Corporation departments and other public organisations are formally shared and exchanges of information and intelligence occur in response to issues as they arise.

There is still further scope for strengthening and improving current levels of co-ordination and cooperation between those agencies with noise management responsibilities and the City Corporation Pollution Control Team, with the aim of providing a joined-up and responsive noise complaint service:

- Ensure clear understanding of roles of different organisations and communications between them
- Align enforcement approaches and evidence gathering and sharing across key agencies
- Share data, good practice and relevant research
- Address noise issues in City Corporation departmental policies and procedures so as to better manage noise from their premises, vehicles and activities, and to provide an initial response to noise complaints
- Seek opportunities to engage with businesses that may cause noise problems to provide advice and support, particularly with the licenced and hospitality sector

Potential benefits include quicker and proactive resolution of some noise issues before complaints are formally made to the M&CP Pollution Control Team (e.g. noise complaints in CoL managed premises such as the Barbican Centre), and more targeted enforcement and cooperation over the impact of the night time economy.

The collection and sharing of more comprehensive noise complaints information across the Corporation and its Partners, and its analysis can assist in spotting and assessing trends, determining priorities and, if necessary, taking proactive measures. The information can provide evidence for targeting noise issues through working groups such as the Licensing Liaison Partnership, Safer City Partnership and the Health and Well-being Board.

4.3 LIST OF POLICIES – NOISE COMPLAINTS AND INCIDENTS

4.3.1 Noise complaint resolution and enforcement

Responding 1: Provide a dedicated service responding to, assessing and resolving justifiable noise complaints according to statutory obligations, noise management policies and procedures, managing expectations and using regulatory tools where necessary.

Responding 2: Continue to provide a swift response to noise complaints requiring urgent action, in particular:

- 'Out of hours' noise response service to respond quickly to complaints of noise occurring outside office hours (currently provided in conjunction with DBE).
- Response during office hours to noise affecting businesses e.g. street works or construction sites.

Responding 3: The City of London, in its capacity as London Port Health Authority, will undertake some night time noise patrols on the River Thames, particularly during summer months, to monitor and control noise emanating from activities on the river, and prevent disturbances to City residents.

Responding 4: To apply noise prevention, control and mitigation guidance adopted by the City of London; the latest editions of the Code of Deconstruction and Construction Practice, the Streetworks Code of Practice and TFL's Code of Practice for Quieter Deliveries.

Responding 5: Continue to develop and deliver timely, consistent, co-ordinated joined up approaches to investigation and enforcement with other regulators and public bodies to resolve and reduce the frequency and severity of noise and ASB complaints. Partners include the Planning Authority, City of London Police, Licensing Authority, Highways Authorities, Housing Authorities, Social Services, Community Safety Team and Registered Social Landlords.

Responding 6: Organisations with noise management responsibilities will be encouraged and supported to resolve noise complaints made directly to them wherever possible.

4.3.2 Noise complaint information and data

Responding 7: Organisations with noise management responsibilities will be encouraged to maintain and share information and data on noise complaints. The information shared between them will be collated, analysed and shared between them (within the limitations of data protection legislation). A lead officer will be identified for collation.

4.3.3 Engaging with businesses

Responding 8: Continue to work proactively with the leisure, licenced, construction, and other business sectors to manage and minimise noise impacts and other environmental impacts of their operations. Such work to include the provision of advice and sharing information and best practice on reducing noise disturbance and complaints.

4.3.4 Service delivery

Responding 9: The City Corporation will undertake a review of the noise service delivery arrangements including its effectiveness and resourcing taking into account stakeholder feedback. And where possible identify areas of improvement.

4.4 LIST OF ACTIONS – NOISE COMPLAINTS AND INCIDENTS

- 1) Development, publication and ongoing review of an Environmental Supplementary Planning Document including noise issues.
- 2) Current edition of CoL Code of Practice on Deconstruction and Construction to be reviewed and updated.

- 3) Continue work with the Health and Well-being Board to include noise as a health 'issue' to be addressed in the Joint Strategic Needs Assessment and Health and Wellbeing Strategy.
- 4) Continue with work involving the City Police and Licensing Liaison Partnership, Community Safety Team and Safer City Partnership; encourage and support consistent and effective policies and procedures across the City Corporation and other agencies to respond to public nuisance related to operation of licenced premises.
- 5) Support a joined-up approach to noise issues in the review of the Statement of Licensing Policy and the implementation of any upcoming new licensing legislation.
- 6) Continue to support and take part in schemes which promote good practice in noise control and management e.g. City's Considerate Contractor Scheme (CCS) and 'Safety Thirst' scheme.
- 7) Review and refresh the formal liaison and coordination protocols with the City of London Police on noise and anti-social behaviour enforcement matters and including information sharing.
- 8) Continue to build on business engagement including attending and presenting at business, licenced trade, sector liaison and residents meetings.
- 9) Develop formal liaison protocols on noise issues with Transport for London and London Underground.
- 10) Review recording and analysis of complaint data to include 'visitors' in addition to residents and businesses.
- 11) Ensure in the implementation of a joint contact centre that call handling for noise complaints is streamlined to provide a smoother customer experience.
- 12) Develop and expand partnerships and collaborations with organisations, groups and stakeholders such as the Noise Abatement Society, GLA, TFL, LANAF and others with aligned objectives.
- 13) Assess options for securing funding for service provision from infrastructure projects, developers or other sources as they arise.
- 14) To conduct customer satisfaction surveys and utilise the results to inform review and improvement in service provision.
- 15) Investigate possibility of providing a "one-stop shop" to receive and co-ordinate the response to all noise complaints in the City.
- 16) Review current approach to handling complaints about church bells, recognising bells as an iconic City sound and striking an agreed balance between the requirements of the church community, bell ringers, residents, workers and visitors (including those staying in hotels) (see also related proposals in Section 5).
- 17) To undertake a review of our approach to noise from vehicle safety alarms including: (a) Review our current approach to the use of vehicle alarms on construction and demolition sites in the

City. (b) Work with internal departments and procurement team to phase in the use of less annoying alarms on City vehicles (e.g. refuse collection, street cleaning etc.). (c) Work with TfL, GLA, other London Boroughs and Noise Abatement Society to encourage greater uptake of less annoying alarms across London.

- 18) To undertake a review of our current approach to managing noise issues that may affect large numbers of residents in a particular area, including the use of bespoke policies and improved liaison with residents associations and similar groups.

5. PROTECTING AND ENHANCING THE ACOUSTIC ENVIRONMENT AND SOUNDSCAPE OF THE CITY OF LONDON

5.1 OVERALL AIM – ACOUSTIC ENVIRONMENT AND SOUNDSCAPE

To protect, and where possible enhance, the acoustic environment and soundscape in suitable parts of the City in such a way that any measures will contribute to an improvement in health and quality of life and well-being for residents, workers and visitors.

In delivering this aim it will be necessary to seek opportunities for the enhancement of the acoustic environment, for the promotion of soundscape initiatives and for the protection of quiet and tranquil places when and where such measures are supported by the local community.

5.2 INTRODUCTION

Other chapters of this strategy recognise the importance of reducing the high levels of noise (unwanted sound) that occur in many parts of the City. However, there is also growing interest in seeking, where possible, to improve the overall quality of the acoustic environment. Whilst much of the emphasis in this strategy is on **noise**, this chapter specifically addresses **sound** in outdoor space and in hybrid indoor-outdoor spaces such as rooftop open spaces, malls, markets, transport terminals and similar.

The soundscape of the City is an inherent part of the overall character of the Square Mile. It impacts directly on residents, workers and visitors albeit in different ways. Its management is just as important as the visual landscape yet it is sometimes not even considered by architects and wider design teams and we would like this to change.

The London Plan (2014 revision) (policy 7.15) requires, inter-alia, that:

Development proposals should seek to manage noise by improving and enhancing the acoustic environment and promoting appropriate soundscapes (including Quiet Areas and spaces of relative tranquillity).

Boroughs and others with relevant responsibilities should have policies to identify and nominate new Quiet Areas and protect existing Quiet Areas in accordance with the procedure in Defra's Noise Action Plan for Agglomerations .

The London Plan also states that the “management of noise is about encouraging the right acoustic environment in the right place at the right time – to promote good health and a good quality of life within the wider context of achieving sustainable development. Managing noise includes improving and enhancing the acoustic environment and promoting appropriate soundscapes.”

Policy 78 of Sounder City, The Mayor's Ambient Noise Strategy for London (2004) states:

The Mayor will urge Boroughs and others with responsibilities for open spaces and public realm management to consider the need for frameworks for managing soundscapes in open spaces and the wider public realm. Elements include noise mapping, measurement and attitude surveys,

access to quiet, and exploring designation of Areas of Relative Tranquility or Special Soundscape Interest.

The third aim of the government's Noise Policy Statement for England is:

Where possible, contribute to the improvement of health and quality of life through the effective management and control of environmental neighbour and neighbourhood noise within the context of Government policy on sustainable development.

An explanatory note states that this will include the protection of quiet places and quiet times as well as the enhancement of the acoustic environment.

In addition, the government's National Planning Policy Framework includes a requirement for local planning policies and decisions to:

Aim to identify and protect areas of tranquillity which have remained relatively undisturbed by noise and are prized for their recreational and amenity value for this reason.

5.3 WHAT DO WE MEAN BY SOUNDSCAPE POLICY?

The acoustic environment of a place or space is the physical sound from all sources as modified by that place. Soundscape exists through human perception of the acoustic environment. The International Organisation for Standardisation (ISO) has recently defined "soundscape" as the "acoustic environment as perceived or experienced and/or understood by a person, or people, in context" [ref 12].

It is useful to draw an analogy between soundscape and landscape. Landscape is regarded as both a perceptual construct and a physical phenomenon and has been defined in the European Landscape Convention as "an area, as perceived by people, whose character is the result of the action and interaction of natural and/or human factors". Landscape can take a geographical form, or be a system of physical components, or be a place for recreational activity, or a determinant or reflection of culture (e.g. a landscape painting), or the component of an activity such as landscape planning. A parallel description of soundscape would become – the acoustic environment of a place, as perceived by people, whose character is the result of the action and interaction of natural and/or human factors.

The European Landscape Convention also defines landscape policy and, by analogy, this usefully results in soundscape policy being described as "the expression by the competent public authorities of general principles, strategies and guidelines aimed at the protection, planning and management of soundscapes".

The management of soundscape overlaps with, and arguably embraces and develops the better established but narrower concept of environmental noise management. In the environmental noise field, sound is conceived as a waste product to be removed and reduced where necessary. In contrast, the soundscape field treats sound largely as a resource to be protected and enhanced where appropriate so as to contribute to an improvement in human quality of life.

The management of the soundscape of the City needs to reflect both the complexity of the urban environment and the varied expectations of the urban population. It is recognised that at some

places and times relative quiet and tranquillity may be preferred, in other places and times a more varied soundscape may be desirable, and yet in other situations it may be appropriate to experience a degree of urban vibrancy that demonstrates how dynamic and thriving the City is.

This chapter sets out to outline a soundscape policy for the City of London. We are one of the first city authorities to attempt to do this and we will therefore monitor and review progress during the life of the strategy and adapt our procedures where necessary.

5.4 THE CITY'S OPEN SPACES

Much of the early focus of soundscape research and practice has been on the soundscape of outdoor areas, in particular streets and squares, City parks and gardens and other open spaces.



The City's many open spaces provide an opportunity for rest and relaxation for workers, visitors and residents. However some may also provide an opportunity to meet and communicate, host markets, for exercise, for the appreciation of public art and music etc. There are 277 sites of open space within the City covering 32.18 hectares, with 23.31 hectares being open to the public. The Core Strategy (policy CS19) aims to protect existing open space and create additional, publicly accessible, open space where feasible.



As part of the previous Noise Strategy the City Corporation has already looked at options to protect and enhance certain open spaces and has undertaken social surveys to see how people in the City felt about the importance of tranquillity. The Local Plan requires the protection of the City's quiet areas (policy CS15) and improvements in the City's environment and open spaces (policy CS10).

The City of London's Open Spaces Strategy 2015 contains a vision for open space provision within the Square Mile. The Strategy recognises the necessity of green spaces to absorb noise and in the provision of tranquil spaces for users; some of the strategic objectives are either directly or indirectly linked to the quality of the acoustic environment and the enhancement of soundscape:

Paragraph 3.3.35 states "Opportunities will be identified for improving and enhancing the tranquillity and soundscape of open spaces during the improvement or enhancement of new spaces"

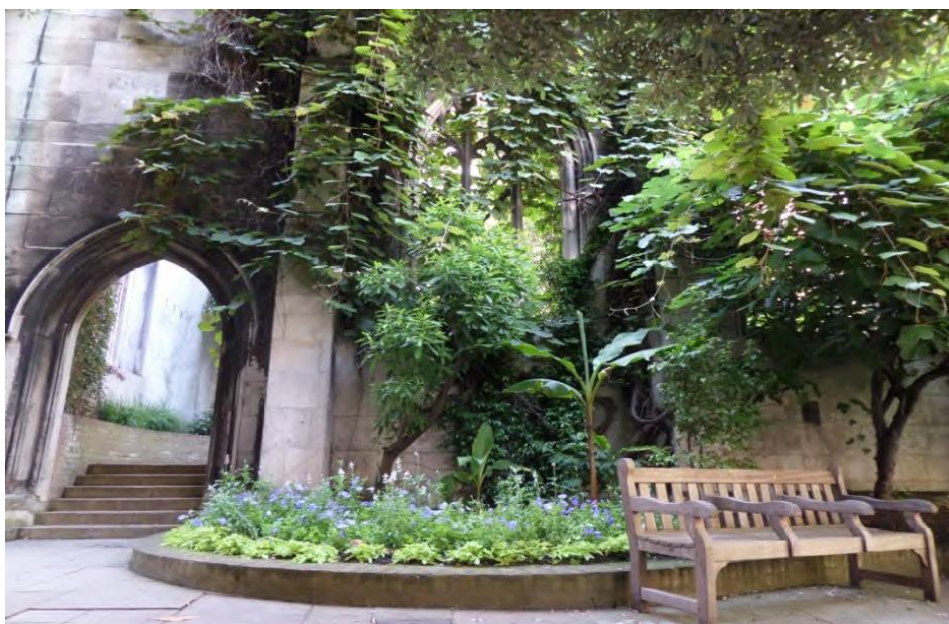
"Strategic Objective 1 To maintain and increase public access to existing open spaces and enhance the quality of these spaces, in terms of both design and management.

Strategic Objective 6 Ensure that enhanced and additional open spaces accord with high standards of sustainable design, construction and management and take account of the potential changes to the City climate, particularly the urban heat island effect"

The World Health Organisation (WHO) recommends that noise levels in gardens and recreation areas, which could include the City's open spaces, should preferably be less than 55 dB L_{Aeq} during day time. Previous noise monitoring at selected locations in the City has revealed that only a few areas of the City fall below this level. These include Thames Walk, the centre of the Barbican and inside the boundary of the Guinness Trust estate.

When considering what makes an open space tranquil, people's perception of the space, as well as noise levels can have an impact. Research by the City of Amsterdam has revealed that an area can be considered to be 'quiet' when it is around 6dBA lower than its surroundings. The absolute noise level seems less important.

St Dunstan's in the East, *pictured below*, has a typical noise level during the day of around 65 dB L_{AeqT} . This is 10 dB L_{Aeq} higher than the WHO recommended level yet the space scored very highly for tranquillity during a 2009 visitor noise survey. Quotes from people surveyed include 'you can't find a more tranquil place in London' and 'its wonderful here'.



Our approach to soundscape policy recognises that a mandatory policy requirement for quiet and/or tranquillity will not always be desirable, or even possible to achieve, in every open space in the City. In accordance with the London Plan our goal is to ensure the right acoustic environment in the right place – that the soundscape is congruent with (supportive of) the use of the place.

5.5 CITY SOUNDSCAPE MANAGEMENT PROCEDURE

Within the City we will encourage a logical approach to the management of soundscape in outdoor spaces and hybrid indoor-outdoor places and we propose to broadly align with the following procedure [*adapted from Brown et al, ref 13, 14, 15*]:

CITY SOUNDSCAPE MANAGEMENT PROCEDURE

1. Define the function or dominant activities of the place (from the visitor/user/listener's perspective)
2. Establish unambiguous soundscape objectives (see below)
3. Analyse sound at the place, identifying sounds of preference and wanted and unwanted sounds
4. Acoustically evaluate and assess the sound at the place
5. Study design options for managing wanted and unwanted sound components and the wider acoustic environment so as to achieve the proposed soundscape objectives.

Examples of the underlying basis for establishing unambiguous soundscape objectives [*adapted from Brown et al, ref 13, 14, 15*] might include:

- A specific sound should be clearly audible over a certain area
- Must be able to have a conversation at certain locations/places without having to shout

- Hear mostly (non-mechanical, non-amplified) sounds made by people
- Not to be able to hear sounds made by other people
- Suitable to hear (amplified/non-amplified) speech
- Suitable to hear (amplified/non amplified) music
- Must be predictable periods of respite from high levels of traffic noise
- Moving water should be the dominant sound heard
- Sounds of nature should be audible over a certain proportion of the space
- Acoustic installation/artwork/sculpture sounds should be clearly audible
- Sounds conveying the City's vitality should be the dominant sounds heard
- Sounds conveying the place's history/heritage should be the dominant sounds heard
- Sounds that convey the identity of a place should be the dominant sounds heard

It is important to note that the soundscape management procedure puts the requirements of residents, workers and visitors at the forefront of the design process. An underlying principle is that any initiatives must be supported by the local community.

Whilst this soundscape management procedure represents our preferred methodology we will consider other approaches and will work with stakeholders to keep abreast of developments in this newly emerging field [ref 16].

5.6 TRANQUILITY

People who live in and work in the City value relatively quiet, tranquil areas. The 2010 City noise attitude survey asked workers and residents about their views on the importance of areas that offer relative quiet and tranquillity in the City; 57% of workers surveyed and 58% of residents actively seek out quiet areas in the City; 78% of residents and 70% of workers questioned would like more to be done to protect the quieter more tranquil areas of the City *as shown in Figure 9 below*.

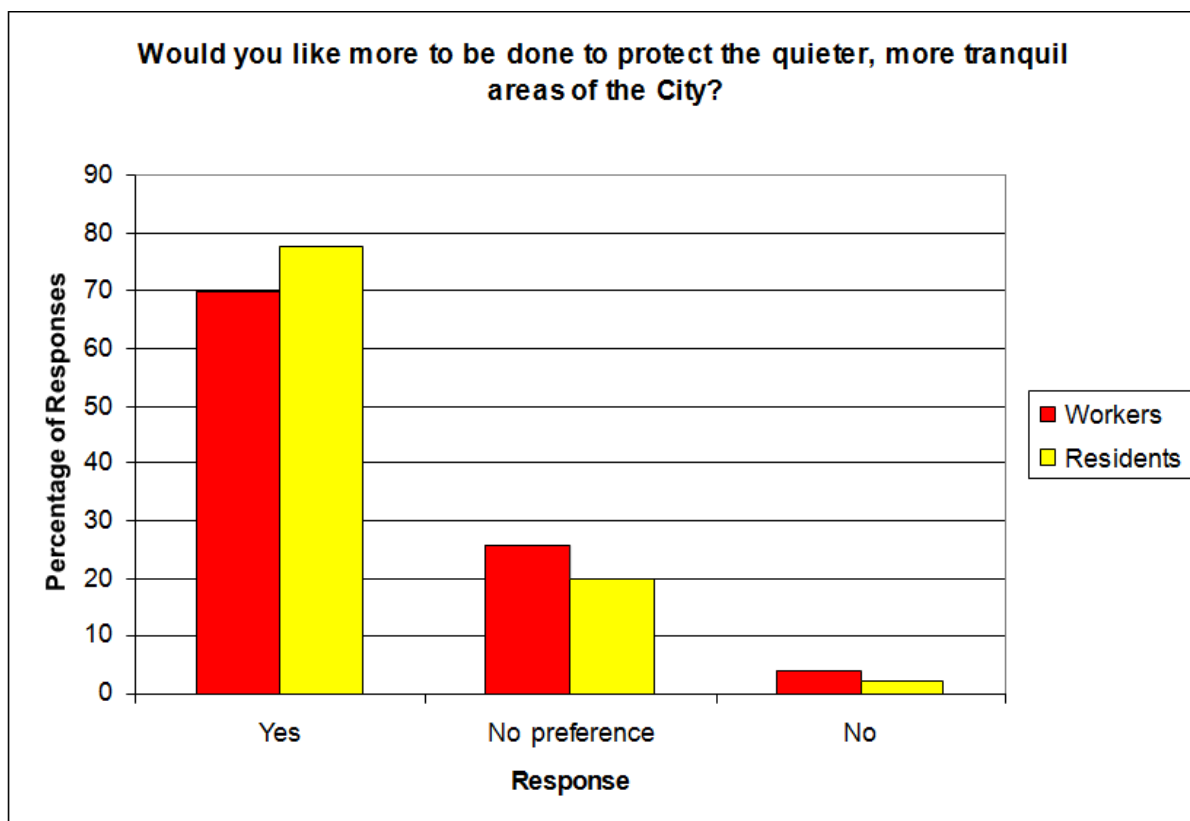


Figure 9: demand for protection of tranquil areas. Responses from workers and residents

In 2010, Environmental Protection UK (EPUK) published a report for the City of London called “Quietesting Open Spaces - Towards sustainable soundscapes for the City of London”. The document contains ideas for improving the tranquillity of a selection of open spaces in the Square Mile. Proposals included encouraging quieter vehicles and machinery, smoothing traffic flow, quieter road surfaces, encouraging walking and cycling, using glazed noise barriers that incorporate educational and historic information, as well as other innovative measures such as using gravel paths that reveal footfall, using water features to mask unwanted sounds, encouraging planting to attract insects and birds, and promoting sound art installations. This report was used to inform the most recent Local Plan and Open Spaces Strategy and the designs of new or enhanced open spaces.

There are a number of plants that may help enhance the perception of the acoustic environment in the City’s open spaces. Dense evergreens can shield noise sources, attract wildlife and introduce associated natural sounds, and may even have some impact on noise reduction – for example: Holm Oak, Laurel and Holly. Grasses and bamboos can provide visual screening and movement, as well as rustling sounds in the breeze that may mask other unwanted noises - suggestions include *Miscanthus* sp., *Bamboo* sp., *Arundo donax* and *Miscanthus floridulus*. There are also potential new urban landscaping developments that may also bring acoustic (and air quality) benefits, such as the “City Tree” installations that have recently been trialled in hard landscaped urban open spaces in Paris, Oslo and Dresden.



5.7 ICONIC SOUNDS

In addition to seeking out tranquil areas, residents, workers, and visitors like to be able to hear what we might call ‘iconic sounds’ in the City above the general noise of traffic and air handling plant. 91% of workers and 80% of residents questioned said they would like to be able to hear iconic sounds. The iconic sounds most identified in our survey were church bells.

The impact of the iconic sound from the many Wren churches could perhaps be enhanced by additional co-ordinated “bell happenings” to increase awareness of their existence (beyond the Lord Mayor’s Show). The current radius of audibility of Bow Bells could be investigated and efforts made to extend their reach. The audibility of St Paul’s bells could be used as a popular indicator of soundscape quality, perhaps with people registering that they have heard the bells via a GIS linked mobile phone app.



In addition there may be opportunities to introduce new iconic sounds. For example, the warning signal for Tower Bridge opening is currently a loud klaxon, whereas in historic times the warning was

provided by handbells. Whilst the warning sound will need to be loud enough to be heard above the sound of modern traffic it may be possible to improve on the current klaxon sound design.



5.8 LOST AND DISAPPEARING SOUNDS

Many City streets and buildings are named after lost trades. This offers a potential opportunity to retrieve lost sounds and perhaps to create “sonic districts”. Attention to lost and disappearing sounds offers practical interpretative and educational opportunities while not constraining development. Acoustic archaeology is a relatively new field but may be supported by interested organisations such as the Museum of London. The development of sonic districts may also offer new opportunities for attracting visitors to an area.

New developments may be able to incorporate artificial soundscapes that evoke certain lost sounds of the City (e.g. *Bishopsgate Institute / The Gentle Author - Cries of London Exhibition* or the proposed ‘House of Sound’ project).

A City Soundscape Inventory could be launched, engaging the public and developing a short list of lost and disappearing sounds. Potential partners might include City Livery companies many of which derive from historic trades and have a desire to show contemporary relevance.

5.9 WANTED AND UNWANTED SOUNDS

There is growing interest in the introduction, and re-inforcement, of positive or wanted sounds to enhance the soundscape. In most situations it is preferable to seek to reduce unwanted sounds rather than to seek to mask them, but it is not always practicable to do so. The sound of carefully designed water features and fountains in public open spaces can have positive impacts on health and well-being and also help to mask unwanted sounds from traffic. Recent evidence suggests that

intermittent operation and patterning of such water features creates a more positive human response (and may also save energy).

There is growing interest in supporting small scale musical events in appropriate parts of the Square Mile such as Guildhall Yard and the GIGS:Big Busk at St Pauls. Sound stage and busker policy could be reviewed in conjunction with relevant users to ensure that it is perceived to be improving the soundscape. The sounds of children playing can either be encouraged or discouraged by the carefully siting of play equipment. The play equipment can itself incorporate relevant sounds, and thus help to foster an awareness of the sounds of the City in the younger generation.

5.10 ADDED SOUNDS

Adding new sounds into an existing soundscape always has to be undertaken cautiously. However sound can be sourced in ways that has some integrity in terms of reflecting and reinforcing City identity. Added sound may help to evoke links with the past, or to embrace the present or envisaged future role of an area. Sounds need to be added carefully, in liaison with users, and perhaps in conjunction with other measures so as to enhance the overall experience of an area (e.g. the introduction of subtle artificial lighting and intermittent birdsong via discreet speakers in a suitable urban open space) rather than to cause annoyance.

It may be feasible to translocate certain sounds from one part of the City to another, or from places in another part of the globe with which the relevant occupiers deal. It may also be possible to amplify certain wanted sounds in situ (e.g. sounds of the River lapping the shore) so that they become more audible and enhance the overall experience of an area.

5.11 PUBLIC DOMAIN SOUND ART INSTALLATIONS

Sounds can also be introduced into urban areas by way of public art installations. For example, a sound sculpture was installed by Liminali in July 2011 in Carter Lane Gardens near St Paul's Cathedral. The sculpture was called "Organ of Corti", a four metre tall installation that sought to absorb the City's traffic noise and transform it into music. This particular installation was not regarded as particularly effective due to the local context of multiple intermittent noise sources and reflections. However, we are keen to work with others to support sound art installations in appropriate City locations.



5.12 SOUNDWALKS

Soundwalks and audio described walks could be devised and promoted to demonstrate areas of low and high acoustic quality in the City. These walks could include any demonstration soundscape initiatives, sound art commissions and related offers (cycle hire, coffee stops) for tourists and walkers could be incorporated. One possible route would be northwards from Tate Modern across Millennium Footbridge to St Paul's Cathedral, Museum of London, Barbican/Guildhall and Smithfield.

There are already commercial soundwalks operating in the City. The Corporation could seek funding/sponsorship to run its own soundwalks or it could support and encourage other organisations to offer City soundwalks. Alternatively, the Corporation could support others to develop a phone app that promoted self-guided soundwalks or pushed content to existing apps.

5.13 LIST OF POLICIES – ACOUSTIC ENVIRONMENT AND SOUNDSCAPE

POLICY – SOUNDSCAPE 1: The City Corporation will, where possible, seek to integrate acoustic design and management into other relevant City Corporation policies and strategies and environmental management practices so as to enhance the acoustic environment and soundscape of the City.

POLICY – SOUNDSCAPE 2: The City Corporation will identify certain open spaces in the City that would benefit from further protection or enhancement of the acoustic environment and/or from soundscape initiatives and will seek appropriate supportive funding.

POLICY – SOUNDSCAPE 3: In line with national policy in the NPPF the City Corporation will consider measures that aim to identify and protect any areas of tranquillity which have remained relatively undisturbed by noise and are prized for their recreational and amenity value for this reason. We will

also consider protecting quiet places and quiet times where these are particularly valued by the local community.

POLICY - SOUNDSCAPE 4: The City Corporation will encourage those involved in major developments in the City to consider opportunities to enhance the existing acoustic environment and to include soundscape initiatives as an integral part of new developments.

POLICY - SOUNDSCAPE 5: The City Corporation will provide information to the public on any freely accessible sites or events that are of special soundscape interest, including the locations of any identified areas of relative tranquillity, public sound art installations, GIGS:Big Busk events and the timings of any iconic sound events.

POLICY – SOUNDSCAPE 6: The City Corporation will support the installation of public sound art installations where these enhance the acoustic environment and soundscape and are welcomed by the local community.

5.14 LIST OF ACTIONS – ACOUSTIC ENVIRONMENT AND SOUNDSCAPE

- 1.** We will seek the inclusion and integration of our revised approach to the management of the acoustic environment and soundscape in future iterations of relevant City Plans and Strategies, such as the Local Plan, Open Spaces Strategy, City Together Strategy, VisitorStrategy, Cultural Strategy.
- 2.** We will identify potential open spaces in the City that would benefit from further protection and/or enhancement of the acoustic environment and/or from soundscape initiatives in conjunction with relevant internal teams and interested external organisations.
- 3.** We will promote the City Soundscape Management Procedure both within and outside the Corporation and will seek opportunities to trial the approach and to share any lessons learned both within London and with other major world cities.
- 4.** The wider benefitsof the enhancement of the acoustic environment and soundscape of the City, to residents, workers and visitors, will be promoted both within and outside the City Corporation.
- 5.** We will continue our ongoing initiative regarding the identification of relatively tranquil areas in the City and the development of polices to protect and enhance these spaces.
- 6.** We will seek opportunities and pursue soundscape related initiatives with a wide range of internal Departments and external bodies including the City Art Galleries and Libraries, City Churches Network (e.g. promoting tranquil churches, churchyards, libraries and art galleries, supporting iconic church bell ringing events), City Arts Initiative (e.g. talking statues, public sound art), City Visitor Experience (e.g. soundwalks etc.).
- 7.** We will encourage the identification, protection and promotion of disappearing sounds, and the careful re-introduction of relevant lost sounds, with interested internal teams, other external organisations, particularly those with an interest in promoting heritage related aspects of the City.
- 8.** We will encourage the development and promotion of “City Sound Walks” that will highlight the unique and varied soundscape of different areas of the City and thus support the City Visitor

Strategy; we will consider providing this initiative in-house and/or by supporting suitable external partners.

9. We will actively encourage developers, architects and planners to consider a variety of soundscape initiatives as an integral part of the design of new developments, particularly large iconic developments in the Key City Places.

10. We will work with the Noise Abatement Society, Environmental Protection UK, acousticians, sonic artists, developers, architects, planners and other interested parties, to promote and support the establishment of world leading soundscape initiatives within the Square Mile.

11. We will support church bells as an iconic sound of the City and establish a multi-disciplinary working group to explore wider acoustic issues relating to our City churches.

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Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
	Environmental Enhancement Area Strategies as consultations emerge.		Environmental Enhancement and Environmental Health Liaison meetings commenced.	
	Develop further guidance for designers and developers on designing 'tranquil' spaces and minimising final use noise impacts.	March 2014	Not started. Environmental SPD under development to include 'tranquillity' as part of wider 'soundscape' chapter.	April 2017
	Review guidance to construction businesses on noise considerations and content relating to Environmental Management Plans.	March 2013	Completed. Incorporated into revised Construction and Deconstruction Code of Practice May 2013. <u>Further action:</u> Code of Practice being further reviewed as an action in Pollution Control Business Plan 2016/17.	April 2017
	Engage with relevant organisations including DEFRA and Department for Communities and Local Government, for noise related guidance on planning control during the early stages of implementation of the NPPF.	March 2012 - March 2014	No guidance produced or forthcoming.	N/A
Developments 2	Work to influence Licensing policy through the proposed review of the City of London Statement of Licensing Policy and procedures.	June 2012 - December 2012	Completed. City of London Statement of Licensing Policy published January 2013. N.B. New update Licensing Policy expected 2016/17	Completed

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
Developments 3	Continue to lobby Crossrail for support to provide a timely response and consent process to Section 61 consent applications.	Ongoing	Completed and ongoing.	Completed & ongoing
Developments 4	Continue to provide ad hoc advice to a wide range of City Corporation Departments e.g. Department of the Built Environment project works, facilities and housing stock management, waste collection, and events promotion and management, Barbican Centre.	Ongoing	Ongoing	Ongoing
Developments 5	Continue to consider noise impacts of City events and filming through the Augmented Safety Advisory Group (ASAG) and also via direct consultation with M&CP Pollution Team.	Ongoing	Ongoing. Safety Advisory Group now very established. Noise considerations are an integral consideration for event planning and filming.	Ongoing
Transport 1, 2, 3, 11	Continue to work with Department of the Built Environment (DBE), contractors and utility companies to facilitate reduced traffic disruption (e.g. extended working hours) due to street works.	Ongoing	Street Works Code of Practice published August 2013. Distributed to streetworks stakeholders at all opportunities. Presentation given on environmental impacts at workshop exploring extended hour's opportunities with DBE and utilities. Outcomes fed into noise strategy revision.	Completed & ongoing

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
	Review options for reducing traffic disruption while minimising noise impacts for residents and businesses including review of the current 'quiet hours' requirements in the City of London Code of Practice for Deconstruction and Construction.	March 2013	Completed – Construction and Deconstruction Code of Practice revised and published May 2013; Street Works Code of Practice developed and published August 2013; extended hour's scheme approved and revised.	Completed
	Lobby TfL to build flexible arrangements into their proposed 'lane rental' scheme to prevent nuisance and disturbance to City residents in sensitive locations of the TfL network within the City.	June 2012	Completed. Report on effectiveness of current arrangements published December 2015 by Ecorys for Defra.	Completed
	Develop formal liaison protocols on noise issues with Transport for London.	September 2013	Street Works Code of Practice published August 2013. <u>Further action:</u> Consider the development of a Memorandum of Understanding on noise and liaison issues between Pollution Control Team and TFL.	Completed 2016/17
	Work with relevant City Corporation Departments to provide advice and support on minimising noise and noise	Ongoing	Requires further review – working has been reactive and dependant on our awareness of new proposals	Ongoing.

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
	impacts from their transport and highways related operations.		<p>and initiatives. Need to explore formally integrating assessment of noise impacts into new projects.</p> <p>General Note: A lot of work has gone into getting noise issues into strategic City policy documents especially planning ones. Next steps – to raise awareness and knowledge of how those policies can be taken forward by document owners and policy implementers.</p> <p>Options to explore include considering a noise network, offering to provide briefings to planning policy people and planning officers, publication of an Environmental including Noise SPD.</p>	
Transport 4, 6	Review and develop working arrangements between DBE and M&CP for integration of noise considerations where required into strategic and service planning and delivery.	September 2013	<p>We have built a stronger relationship through the Highways / EH liaison meetings and meetings with Transportation and Public Realm Director, but there are no formal or informal arrangements for assessing noise impacts of strategic or service plans for DBE or other key 'noise generating departments.'</p> <p>Action: For further consideration.</p>	April 2016/17
	Contribute to the inclusion of noise minimisation considerations into the City of London Manual for Sustainable Streets.	March 2013	<p>Completed.</p> <p>To input to any future revisions.</p> <p>To provide supplementary guidance to DBE officers to</p>	Completed

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
			help DBE officers implement. This links to the Noise SPD.	
Transport 5	Develop policy and arrangements for integration of noise management considerations into relevant City Corporation PP2P (Procure to Pay) procurement processes and contracts e.g. specifications.	May 2012 - March 2013 - & ongoing review	<p>Responsible Procurement Manager recruited. Noise management embedded into the City's Responsible Procurement Strategy. Noise guidance document produced for City Procurement Team. Training and engagement programme delivered.</p> <p>Review undertaken and report produced for EDCOG specific to City land and contracts of controls which help the City in the mitigation of noise alongside statutory controls</p> <p>Meetings between City Solicitors and City Procurement to finalise integration of noise requirements into standard procurement documents and standardised list of policies and strategies appended to all relevant specifications.</p>	Completed.
Transport 7	Seek funding for noise surveys to gather baseline noise data on road traffic noise levels in the City.	March 2013	<p>Baseline data collection for Bank junction under discussion.</p> <p>Look for further opportunities to obtain funding through S.106, LIP, and CIL.</p>	2016/17

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
Policies Reference	Actions	Timescale	Review and Revised Actions 2016	Timescale
	<p>Noise Action Planning:</p> <ul style="list-style-type: none"> - Complete investigation stages at Important Areas First Priority Locations (FPL) - Following the investigation stage, to consider and secure budget, where practical, to implement measures to reduce high road traffic noise levels at FPL's where the Corporation are the Highways Authority - Lobby and support, where necessary, TfL, Department of Transport and Office of the Rail Regulator to meet their similar obligations on other routes in the City. 	<p>November 2012</p> <p>September 2013</p>	<p>COL HA – investigation stage completed.</p> <p>TFL HA – investigation stage completed.</p> <p>TFL U/G – investigation completed.</p> <p><u>Further action:</u> no apparent appetite with Defra to continue supporting this work but need to continue liaison with DBE and TfL regarding any traffic related measures to be considered in City to raise noise a design issue</p>	Completed & ongoing
Transport 8	Continue discussions with Crossrail and their contractors to minimise noise impact of tunnelling and train movements when operational.	Ongoing	Completed. Tunnelling completed. Construction of track bed underway.	Completed & ongoing

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
Transport 9	Continue to enforce and raise awareness of the City limits on night time deliveries in noise sensitive areas including temporary relaxation in the lead up to the Olympic and Paralympic games; the policy on night time delivery time limits may need to be considered and reviewed after the games.	April - September 2012 Review December 2012	Completed.	Completed.
	Continue to be involved with trials and schemes which promote quieter deliveries and premises servicing in the City during the Olympic and Paralympic Games: e.g. TfL Quiet Deliveries trials and Code of Practice.	April - August 2012	<p>Post Olympics reverted to traditional City policy of no deliveries 2300 – 0700 Mon-Sat. Recent committee report from Planning proposes to explore with TFL MoL policy and recommended to assemble more data about freight operations and to undertake various pilot studies to assess the viability of measures to encourage more sustainable delivery and servicing arrangements. Included protections for residents re noise. Leading to City Freight Strategy.</p> <p>Pilots with TFL and City businesses under discussion through the TFL Re-timing Working Group.</p> <p>Updated TfL Code of Practice for Quieter Deliveries launched September 2015 and promoted by City.</p> <p>SPD on consolidation centres under development. Use</p>	Ongoing

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
			<p>of 106 agreements for use of loading bays, consolidation centres and 24 hours servicing.</p> <p>ACTION – Continue to work with Planning, DBE, TFL and others to facilitate night time servicing and deliveries / freight movement while minimising disturbance to City residents and other vulnerable occupiers. Anticipate contributing to development of an initial City Freight Strategy.</p>	
Transport 4, 10, 11	Continue to promote the use of quieter vehicles and reduced use of road traffic vehicles for journeys through the Core Strategy, Local Implementation Plan, City of London Cycling Plan and Air Quality Strategy.	Ongoing	Ongoing.	Ongoing.
Responding 1, 2, 4	Review, update and consolidate current M&CP noise service management and delivery policies.	March 2013	Completed. Noise Response Service Delivery Policy published.	Completed
	Support and encourage good noise management practice in Licensed Premises through the development of good practice guidance for licensees.	September 2013	<p>Contributed towards the current guidance.</p> <p>Further Action: Provide examples of good practice and areas for improvement when guidance next updated.</p>	Ongoing

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
	Current edition of City of London Code of Practice on Deconstruction and Construction to be reviewed and updated.	March 2013	Completed May 2013. Further Action: Review existing edition for any necessary changes.	Completed April 2017
Responding 5, 6, 7, 9	Continue work with the Health and Well-being Board to include noise as a health 'issue' to be addressed in the Joint Strategic Needs Assessment.	Ongoing	Completed. Working towards development of an appropriate indicator for 'Noise' exposure for the City. Incorporate 'soundscape and tranquil spaces' in JSNA as part of worker wellbeing work stream.	Completed. April 2017
	Continue with work involving the Licensing Liaison and Safer City Partnerships; encourage and support consistent and effective policies and procedures across the City Corporation and other agencies to respond to public nuisance related to operation of licensed premises.	Ongoing	Completed. COLP, Licensing and Pollution Team are working much closer together with joined up approaches to issues and incidents related to public nuisance. This will be an ongoing matter to enhance effectiveness, particularly as the Community Safety work being co-ordinated via Town Clerk's Department integrating work of City Police and City of London Corporation, including Joint Contact & Command Centre progresses.	Completed & ongoing

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
	Support a joined-up approach to noise issues in the review of the Statement of Licensing Policy and the implementation of pending new licensing legislation.	June - December 2012	Completed.	Completed
	Continue to support and take part in schemes which promote good practice in noise control and management e.g. City's Considerate Contractor Scheme (CCS) and 'Safety Thirst' scheme.	Ongoing annual schemes	Ongoing.	Ongoing
	Develop formal liaison and coordination protocols with City Police on noise and anti-social behaviour enforcement matters and including information sharing.	September 2012	MOU developed Pollution Control Team identified as the lead for all public nuisance complaints. Anti-social Behaviour Crime and Policing Act 2014 launched with joint training event across all partners. Projects underway to implement lead by the Community Safety Team. Ongoing matter to enhance effectiveness, particularly as the Community Safety work being co-ordinated via Town Clerk's Department integrating work of City Police and City of London Corporation, including Joint Contact & Command Centre progresses.	Completed.

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
	Develop protocols with City Corporation DBE Development Planning on enforcement issues liaison relating to noise from unauthorised developments.	March 2013	Completed. Signed November 2014.	Completed
	Develop protocols with City Corporation Housing Management (including Barbican Estate, Registered Social Landlords and Barbican Centre) for responding to and resolving neighbour and neighbourhood noise complaints.	March 2014	Antisocial Behaviour policies and protocols now in place for City Housing. Parkguard now employed and intelligence reports circulated to key partners.	Completed.
	Continue to build on business engagement including attending and presenting at business, licensed trade, sector liaison and residents meetings.	Ongoing	Meetings attended as opportunities arise. Customer engagement survey completed September 2014.	Ongoing.
Responding 8	Make arrangements for the public sharing and availability of noise complaint data.	September 2012	Summary data available on request. CIEH noise surveys completed annually. Data provided to Licensing Liaison Partnership monthly and elected Members weekly.	Completed.
Tranquil Areas 1 – 4	None		Policy 1 – Representations made on Local Plan, Open Spaces Strategy, Area Environmental Strategies, Street Scene Manual, LIP, Aldgate Gyratory Scheme; to create	Completed

Policies Reference	Actions	Timescale	Review of Actions May 2016	Timescale
			<p>the policy space for implementation.</p> <p>ACTION: Need to develop a plan to put these, and remaining Tranquil Areas policies into mainstream COL practice.</p>	Ongoing

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Appendix 2

City of London Noise Strategy 2016 – 2026: analysis of feedback to stakeholder consultation

Introduction

What should the City of London sound like? The draft City of London Noise Strategy 2016 to 2026 outlines the strategic direction for noise policy in the City. It sets out the steps the City will take and has taken, to maintain or improve the City's noise environment.

The draft Noise Strategy was made available online for stakeholder comment during a 3 month period that ended on 17th October 2016. The consultation draft version can still be downloaded from [here](#). In addition the draft Noise Strategy was presented to various stakeholder organisations including CHARN (City Hotel and Retail Network), LANAF (Local Authority Noise Action Forum), the city's Licensed premises, the Barbican Association and to a wide and varied audience at the Symposium on Silence. The draft Noise Strategy was presented to this committee on 19th July 2016.

Number of consultation responses received

A total of 38 written submissions, plus a large number of informal comments, have been received in response to the consultation. These submissions can be broken down into four main categories as follows:

- Residents and residents groups: 10 (26%)
- Church groups and bell ringers: 16 (42%)
- City of London departments & partner organisations: 11 (29%)
- National noise organisations: 1 (3%)

It is important to note that the responses from residents included two co-ordinated responses by local residents associations (Barbican Association, Gilbert House Group) on behalf of their members. Also it is worth noting that many respondents in all three main categories declared themselves to be both residents and workers in the City. The Noise Strategy contains proposals that are aimed at residents, businesses, workers and visitors and it is only the latter category that appears to be poorly represented in the responses received. However, in this regard, useful feedback was received from the Head of Culture and Visitor Development on behalf of both business and leisure visitors.

Positive overall response received

It is pleasing to report that the overall response to the consultation draft of the Noise Strategy has been very positive with the vast majority of comments supportive of both the overall direction of travel and much of the detail. In general terms the level of support as a proportion of all comments received is as follows:

- Residents and residents groups: 80% supportive
- Church groups and bell ringers: 100% supportive

- City of London departments & partner organisations: 100% supportive
- National noise organisations: 100% supportive

The response from the one national noise organisation (Noise Abatement Society) to the proposed approach to “soundscape” was particularly encouraging. The draft Noise Strategy was a winner of the John Connell Soundscape Award 2016 which recognises significant advances in the practical application of Soundscape principles in line with the International Standard BS ISO 12913-1:2014. At the Awards ceremony at the House of Commons in November 2016, Lisa Lavia, Managing Director of NAS, said: “NAS congratulates The City of London Corporation for its multi-agency, innovative and bold approach to protect and enhance the aural environment through its soundscape management approach”.



Figure 1 - Presentation of the John Connell Award 2016 at House of Commons ceremony (photo courtesy Noise Abatement Society)

Further analysis of feedback received

This discussion must be read in the wider context that the majority of comments were generally supportive, or very supportive, of the draft Noise Strategy. Indeed, where critical feedback has been received it is usually that the draft Strategy does not appear to go far enough on a particular issue, with the main underlying message being a call for further action and for additional resources to be dedicated to delivering improvements, rather than a comment that the current proposals are inherently wrong.

The following broad themes have emerged from an analysis of the feedback received, these being issues that have been raised in several responses:

- Requests to give increased priority and resources to the management of noise and sound, particularly from residents
- Requests for specific inclusion of noise sources that are not otherwise explicitly mentioned in draft Strategy, i.e. helicopters, motor-bikes, vehicle reversing alarms, amplified tour

guides, people and music on outdoor terraces on office buildings, noise from demonstrations and marches

- Requests for specific additional measures on known problems, i.e. people drinking outside pubs and clubs -particularly late in evening, delivery vehicles, construction and demolition work
- Requests from residents for more enforcement of existing noise control powers
- Requests for more initiatives to protect and promote wanted sounds of the City, in particular church and cathedral bells (also mentioned: clock chimes, brass bands, unamplified live music, birds and wildlife, horse parades)
- Requests for clearer proposals to protect special outdoor public spaces, in particular relatively quiet and tranquil places

In addition, various specific proposals and requests and suggestions were made by the Barbican Association and Gilbert House Group on behalf of their residents. Many of the matters raised are probably best dealt with as specific local issues through existing or new resolution mechanisms. Some of the matters raised could, however, bring wider benefits both to residents and other stakeholders, and these are listed below:

- Suggestion for a “resident quiet time”, say between 0700 – 1100 Saturday mornings, perhaps applied to all sites within e.g. 100m of residential premises.
- Suggestion for greater use of bespoke policies in certain areas of the City, so as to better respond to local issues
- Suggestion that there is a need for more formalised contractor – resident liaison process for major construction/demolition projects, both at the outset and during ongoing works
- Proposal that a central unit should be established to receive and co-ordinate the response to all noise complaints in the City (note – this was also suggested in one internal response)
- Suggestion for a review of how new buildings and urban form (e.g. tall glass fronted buildings, hard landscaping measures) may be affecting the acoustic environment (note – this was also raised by Noise Abatement Society)
- Suggestion that current approach to noise from new and existing extract ventilation plant and equipment may not be achieving desired outcome
- Support for increased training opportunities to be provided for those officers who will be implementing the Noise Strategy

The relatively large number of responses received from Church groups and bell ringers are notable in their unanimous support for the promotion of church and cathedral bells (and chiming clocks) as an iconic sound of the City. This is the strongest level of support received for any single measure in the Strategy. The detailed responses contain a mixture of statements of strong support for existing proposals in the Strategy, useful supporting information on the City Churches and their bells and bell ringing, as well as some specific proposals and issues that relate to particular churches. Several of the matters raised may bring wider benefits in terms of community, tourism and cultural heritage, and these are listed here:

- Current proposal to treat church bells as an iconic City sound may require a review of existing approach to noise complaints, there is a suggestion that the right balance is not always achieved when complaints are received

- Suggestion that churches should be treated as “noise sensitive buildings” for planning purposes (issues raised include noise from new outdoor office terraces being located near churches, potential for sleep disturbance when new hotel bedrooms are created very near existing church towers with historic bells, churches and church services not being properly identified as vulnerable to construction/demolition noise and road traffic noise)
- Suggestion that “bell peal performances” should be better explained, co-ordinated and advertised more widely
- Possible opportunity to work with Whitechapel Bell Foundry
- Several respondents in the Church groups and bell ringers category have volunteered to work more closely with City officers to address issues raised

The feedback received from colleagues in other Departments and from the Noise Abatement Society is very supportive and mostly consists of specific suggestions for editorial improvements and updates to the existing text and do not seek to change the fundamental approach or policy intent. There is widespread support from other departments to the proposals to take a more positive approach to sound, and various opportunities are identified where officers should be able to work more closely together to improve the City’s overall approach to noise pollution.

There are a few comments from internal colleagues that raise issues of wider importance, such as:

- There is a particular need for improved liaison between departments on certain emerging noise issues e.g. the night economy, any new Night Tsar policies, Freight Strategy, street works, Night-Tube, City procurement policies ...
- There are new opportunities for liaison between departments on the proposed soundscape initiatives, in particular strong support from Culture, Heritage and Libraries who have suggested they could perhaps have a greater role.
- Need to check for latest resident/worker/visitor population projections and consider implications for noise management.
- A possible opportunity to collaborate with the City Housing department on a trial of “Noise App” that may make it simpler for residents to produce supporting evidence for some types of noise complaints, hence assisting officer investigations.
- Need for greater acknowledgement of the role played by DBE in the provision of the out of hour’s noise complaint service.
- Interest from other departments (DBE, PHES, P&T, Housing ...) in the likely content of the proposed Supplementary Planning Document on environmental issues and offer to collaborate.
- A recognition that the conflicting needs and lifestyles of residents, workers and visitors may sometimes come to a head as “noise complaints” but that these are often symptomatic of underlying challenges that are also being addressed by other departments and policies - need to work together and try to better “join up” relevant City policies.

Proposed response to feedback received

The Noise Strategy has been edited and updated in response to the issues raised. The key proposed changes are listed in Appendix A.

Officers will provide a separate independent response to the matters raised by the two residents groups (Barbican Association and Gilbert House Group) as several of the issues raised require a more focussed local investigation and response.

It is recommended that officers should acknowledge the support from, and establish a mechanism for closer working with, the Church groups and bell ringers in order to explore the local and City wide matters raised during this consultation. It is recommended that an initial meeting including both pollution and planning teams should be established to explore the full breadth of issues raised. It may be worth examining the creation of a multi-disciplinary working group to ensure that any momentum is not lost.

It is acknowledged that the number of responses to the consultation exercise has been fairly limited and, for this reason, it is recommended that the proposal (already contained in the draft Noise Strategy) to undertake a survey that will ask residents, workers and visitors for their views and opinions on the acoustic environment of the city (including both noise pollution and soundscape), should now be taken forward as a priority to help establish a robust evidence base for further action.

Appendix A – List of proposed changes to consultation draft

Foreword

Minor edits to clarify terminology – sound, noise, acoustic environment etc.

Minor edits to respond to internal comments about “achieving the right balance” and for more mention of visitors as an important stakeholder.

Executive Summary & Ten Key Aims

No significant changes

Section 1. Background (Evidence Base)

1.1 Minor edit to highlight other noise sensitive locations (hotels, churches, libraries) that will be considered for inclusion in any future City wide noise measurement surveys. Minor edit to mention that views of business and leisure visitors were not specifically sought in previous City wide noise opinion surveys.

1.1 Proposed that Fig 3 should be redrawn as a column chart and with columns re-arranged to show decreasing numbers of complaints by source

1.1 Sentence added to highlight that complaints data can be a misleading indicator of public concern and that attitude surveys are also useful.

1.2 Sentence added to highlight that noise is included as a priority in City's Joint Health and Well-being Strategy.

1.2 Added additional emphasis to the need for the various identified bodies to work together to deliver the aims of the Strategy

1.3 & 1.4 - Clarified that perceptual aspects (sounds both liked and disliked) will be included when gathering evidence in support of future initiatives

1.4 New Action (11) "To consider supporting any innovative research proposals that investigate the overall personal noise exposure of City residents and workers across a range of lifestyle types." (Suggestion from Noise Abatement Society).

Section 2. New Developments

2.2 Review and confirmation of City population and projection figures

2.2 Minor edits to add churches, schools, libraries to list of noise sensitive locations, and mention increased visitor numbers to North of the City.

2.2 Sentence added: "The arrival of new hotels, being both a source of noise and being sensitive to night time noise, is also likely to present new challenges for noise management in some areas."

2.3.4 Sentence added: "The waste collection service currently operates 24/7 and is managed to minimise the risk of noise nuisance wherever practicable."

Proposed slightly revised POLICY 2.4.1 (g) "Resist the introduction of noise generating activities such as leisure or entertainment venues into areas with strong residential character. Where this is not compatible with wider planning or other economic and social objectives for the area, to limit noise impacts by ensuring good acoustic design and by placing appropriate conditions including constraints on activities and limits on hours of operation."

Proposed revised POLICY 2.4.2 (a) "Resist the introduction of leisure or entertainment premises into areas where there is a strong likelihood that noise will result in public and / or statutory nuisance or a significant adverse impact. Where the development forms part of agreed wider or longer term planning objectives for the area, seek to mitigate and minimise noise impacts by promoting the City of London Statement of Licensing Policy to ensure noise from licensable activities is adequately managed e.g. use of sound insulation, good acoustic design, operational management measures and limits on hours of operation."

Proposed slightly revised POLICY 2.4.4 (6) to specifically include working with the retail sector

2.5 Slightly altered action 8 to include Guildhall Yard Public Programme in the list for ad-hoc advice

2.5 New action (10) "Seek to assess the risk of any unusual sonic effects on the acoustic environment that may result from the use of innovative urban design in the City, such as excessive reflections from tall glass buildings, unusual reflections from curved buildings and overhangs, and a lack of acoustic absorption in hard external areas".

Section 3. Transport and Street Works

3.2 Altered approx. week day commuter number to 360,000

3.3 Added an acknowledgement that road traffic noise can affect “other noise sensitive premises”

3.3.2 Added reference to noise implications of “night tube” and increased helicopter numbers.

3.5 New action 9(f) “Consider reviewing the impact of traffic noise impacts on “other noise sensitive premises” in addition to the impact on residential premises”.

3.5 New action (17) “Investigate and seek solutions to the noise implications of a reported increase in the number of helicopter flights over the City, in conjunction with the GLA, neighbouring LAs and other stakeholders”.

Section 4. Dealing with Noise Complaints and Incidents

4.2 & 4.3.1 Added references to the out of hour’s complaint handling service being provided in conjunction with DBE.”

4.4 Action (4) Added reference to working with City Police and Community Safety Team

4.4 New action (15) “Investigate possibility of providing a “one-stop shop” to receive and co-ordinate the response to all noise complaints in the City” (as suggested by residents and an internal comment)

4.4 New action (16) “Review current approach to handling complaints about church bells, recognising bells as an iconic City sound and striking an agreed balance between the requirements of the church community, bell ringers, residents, workers and visitors (including those staying in hotels) (see also related proposals in Section 5)”.

4.4 New action (17) “To undertake a review of our approach to noise from vehicle safety alarms including: (a) Review our current approach to the use of vehicle alarms on construction and demolition sites in the City. (b) Work with internal departments and procurement team to phase in the use of less annoying alarms on City vehicles (e.g. refuse collection, street cleaning etc.). (c) Work with TfL, GLA, other London Boroughs and Noise Abatement Society to encourage greater uptake of less annoying alarms across London”.

4.4 New action (18) “To undertake a review of our current approach to managing noise issues that may affect large numbers of residents in a particular area, including the use of bespoke policies and improved liaison with residents associations and similar groups”.

Section 5. Protecting and Enhancing the Acoustic Environment & Soundscape

Additional reading references added in several places (as soundscape management is a relatively new concept)

5.5 Added sentence to indicate a preference for the soundscape management procedure and that other approaches may be considered: “Whilst this soundscape management procedure represents

our preferred methodology we will consider other approaches and will work with stakeholders to keep abreast of developments in this newly emerging field [ref 16].”

5.6 Added new paragraph mentioning “plants for sound” and “City Trees”: “There are a number of plants that may help enhance the perception of the acoustic environment in the City’s open spaces. Dense evergreens can shield noise sources, attract wildlife and introduce associated natural sounds, and may even have some impact on noise reduction – for example: Holm Oak, Laurel and Holly. Grasses and bamboos can provide visual screening and movement, as well as rustling sounds in the breeze that may mask other unwanted noises - suggestions include *Miscanthus* sp., *Bamboo* sp., *Arundo donax* and *Miscanthus floridulus*. There are also potential new urban landscaping developments that may also bring acoustic (and air quality) benefits, such as the “City Tree ” installations that have recently been trialled in hard landscaped urban open spaces in Paris, Oslo and Dresden.”

5.8 Small edit to replace “promoting tourism” with “attracting visitors”

5.9 Added a preference to reduce unwanted sounds, rather than to try and mask them.

5.9 Added references to live music events in Guildhall Yard and GIGS:Big Busk at St Pauls.

5.10 Added additional words of caution re. careful use of added sounds so as to avoid annoyance.

5.11 Additional description of “Organ of Corti” sound art installation, including that it was not as effective as hoped and added comment that “we are keen to work with others to support sound art installations in appropriate City locations.”

5.12 Removed references to the City Corporation licencing soundwalks and developing phone apps. Now says that the Corporation could support others to develop such initiatives.

5.14 Action (1) Added reference to Cultural Strategy

5.14 Action (4) Added specific reference to the benefits of soundscape enhancement to “residents, workers and visitors”

5.14 New action (11) “We will support the promotion of church bells as an iconic sound of the City and will establish a multi-disciplinary working group to explore wider acoustic issues relating to our City churches”.

Appendix 1 – Review of previous actions

Added reference to ongoing integration of noise management issues in city procurement procedures

References

Additional soundscape references included

Committee(s)	Dated:
Port Health and Environmental Services Planning and Transportation	24 th January 7 th February
Subject: Draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017	Public
Report of: Director of Markets and Consumer Protection	For Decision (PHES) For information (PT)
Report author: Rachel Sambells, Pollution Team Manager	

Summary

The City of London Corporation published its last Code of Practice for Deconstruction and Construction (the Code) in 2013. The Code, in its Seventh Edition was approved by the Port Health and Environmental Services Committee on 30th April 2013, the Code requires refreshing and updating to reflect current best practice and guidance. The draft Code reflects the City's increased emphasis on improving air quality alongside updated chapters on noise and contaminated land.

A draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017 has been produced and is appended to this report. It seeks to set out simply and clearly what constitutes acceptable site practice within the City, assist developers, architects, engineers and construction professionals to prepare Schemes of Protective Works required for the planning process, to plan, cost and manage the environmental issues which arise in the industry.

The draft Code will help ensure that the City Corporation continues to encourage the use of the best environmental options in planning and managing construction and deconstruction. It also reflects the priority placed on the effects of reducing the impact of poor air quality and unwanted sound on the health of residents, workers and visitors as detailed in the City and Hackney Joint Strategic Needs Assessment.

The draft Code meets the key aims of both the City's Noise and Air Quality Strategies.

Recommendation

I recommend that your Committee approves the proposal set out in paragraph 9 that the attached draft Code (Appendix 1) undergo external consultation until 25th April, subject to any comments received at your meeting and a further report will be presented to your 19th September meeting to approve the subsequent new Code.

Main Report

Background

1. The City is constantly the subject of development with deconstruction, construction and refurbishment of its buildings to serve market demand in support of the key aim 'To support and promote The City as the world leader in international finance and business services'.
2. There is inevitably some conflict with neighbours to construction activities affecting them through the development process.
3. The City Corporation has a responsibility to manage and minimise exposure to excessive and sometimes unnecessary environmental impacts of construction, whilst ensuring that the City can continue to function as a modern world-class business centre.
4. In 2013, the City of London produced a Seventh Edition of the Code outlining what constitutes acceptable site practice to manage and mitigate the effects of construction. In tandem a planning condition began to be imposed for major developments requiring a 'Scheme of Protective Works' from construction and demolition sites. This Scheme of Protective Works is required to be developed in accordance with the requirements and recommendations of the Code.
5. The Code considered 8 key areas: Community liaison and consultation, Noise, air quality, contaminated land, waste, water, sustainability and light.
6. The Code balances the needs of the Business City (particularly construction sites) to undertake construction works, with the expectations of residents and neighbouring businesses who wish for impacts to be minimised.

Key Policies and Proposals

7. The City of London draft Code brings together, refreshes and updates these key chapters with a greater emphasis on air quality to manage and mitigate the environmental impacts of construction. In particular, the draft Code will help deliver one of the key themes of the Local Plan to "protect, promote and enhance our environment" whilst contributing to the wider policy context of maintaining a world class city.
8. This revised draft Code ensures that the City of London's approach continues to be suitable and appropriate for a world class City.

Proposals

9. I propose that, subject to comments received at your meeting, the attached draft Code is published for consultation until 25th April. A further report will be presented to your 19th September meeting to approve the refreshed and updated Code.

Financial Implications

10. Work contained within the Code will be funded using existing resources from within the Port Health and Public Protection Service. Assistance will be required to continue to apply conditions at the planning stage requiring a 'Scheme of Protective Works', the administration of the Considerate Contractors Scheme and issues with impacts on the public highway from existing resources within the Department of the Built Environment (DBE).

Corporate and Strategic Implications

11. The work on noise sits within Strategic Aims 1 and 2 (SA1) (SA2) and of the Corporate Plan: 'To support and promote The City as the world leader in international finance and business services' and 'To provide modern, efficient and high quality local services, including policing, within the Square Mile for workers, residents and visitors'..

Consultees

12. Consultation has been carried out internally with officers of the Department of the Built Environment and the results of this have been considered in this draft.
13. The strategy will undergo full external consultation e.g. Residents, businesses, City stakeholder groups and neighbouring boroughs until 25th April and consultation comments will be incorporated into the final Code where appropriate.

Conclusion

14. The City Corporation has produced a refreshed and updated Code to encourage the use of the best environmental options in planning and managing construction and deconstruction , whilst ensuring the City can continue to function as a modern world class business centre. Subject to comments received at your meeting, the Code will be published for public consultation until 25th April.

Background Papers:

Code of Practice for Deconstruction and Construction Sites Seventh Edition May 2013.

Mitigation of Environmental Impacts from Developments Committee Report April 2013

Appendix:

Draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017.

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Department of Markets and Consumer Protection

Code of Practice for Deconstruction and Construction Sites

Eighth Edition



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Foreword

This is the eighth version of the Code of Practice developed by the City of London's Pollution Control Team to encourage the use of the best environmental options in planning and managing construction and deconstruction (demolition) in the City of London. The area is densely populated by residents, many types of business, and other sensitive premises, all of which can be affected by your work and associated activities. This Code meets one of the main aims of the City Noise Strategy, which is to prevent or minimise noise emissions and noise impacts from new developments.

This Code seeks to set out simply and clearly what constitutes acceptable site practice within the City. It is intended to help developers, architects, engineers and construction professionals to plan, cost and manage the environmental issues which frequently arise in the industry.

In the City we encourage a flexible approach to addressing environmental problems. I must emphasise that this needs early and, in some cases, frequent liaison with the officers in the Pollution Control Team who should be consulted at all stages of project planning, programming and operation, so that the best options for your site can be developed.

This eighth edition of the code generally revises and updates the original version. It contains further guidance on prevention of air pollution from activities on site, and a number of forms and check lists have also been improved.

Additionally, we encourage you all to apply, via our Considerate Contractors Scheme (CCS), for the Environmental Award. This will recognise those sites/companies who innovate to protect the Environment in the City each year, and this year will look in particular at improvements in the field of air quality.

The Code takes into account current best practice and new technology already adopted by many sites in the City.

I hope you will find this guidance useful in planning and managing your site activities.

Wendy Mead OBE
Chairman of Port Health and Environmental Services Committee

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Forward by Wendy Mead OBE

Chairman of Port Health and Environmental Services Committee

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Note: Copies of this Code of Practice can also be accessed via the City's website at:

www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/noise/construction-information-and-advice/Pages/default.aspx

1 Introduction and Use

Introduction

- 1.1 At any one time there are many active deconstruction, construction and refurbishment sites within the City of London. The work is essential in order to enable the City to maintain its status as a world class centre of business and finance. Some of the activities involved and listed in this document can often disturb and disrupt neighbours and users of the surrounding area. To help Developers and their Contractors minimise disturbance, the City of London has prepared this Code of Practice detailing the standards to which they expect sites to be maintained and operated
- 1.2 The environmental impacts of construction work must be considered as early as possible in the project. Where potential adverse impacts are identified, measures to offset or reduce them should be incorporated into the project proposals at the earliest stage and taken into account in the final cost. These matters must form part of the 'Scheme of Protective Works' to be submitted to the Pollution Control Team in the Department of Markets and Consumer Protection. We wish to encourage best practice and new innovation in Environmental Matters and welcome all companies/sites to take part in the CCS Environment Award.
- 1.3 *Note: The term Contractor used within this Code of Practice includes Principal Contractors, Construction Managers, Trade Contractors and other similar roles. Ultimate responsibility rests with the Principal Contractor although the Developer (or promoter of the project) will clearly have an interest in ensuring that works are undertaken with minimum disruption.*

Use and Application of the Code of Practice

- 1.4 This Code is intended as a guide to 'Best Practicable Means' but must not replace consultation between developers, Contractors and regulators. Throughout all stages of a project, discussion with the City of London is actively encouraged. The Code should be requested by developers during the planning application process as an informative document, allowing the developer to discuss terms tailored to their specific development with the City of London. Developers must ensure that Contractors are fully aware of this Code and its implications, in particular the requirement for proactive and effective community Liaison and Consultation (section 2).
- 1.5 Adherence to this Code will demonstrate a positive attitude and commitment towards minimising environmental impacts and will be used as one of the main methods of assessment within the City's Considerate Contractor Scheme. Many consents granted by the City of London under Planning Acts will include conditions which refer to the standards in this Code.
- 1.6 The Code follows a methodical approach to construction works and sets standards to be followed. Not all parts of this Code will apply to every construction project. However, the City will expect all Contractors to comply with the spirit of the Code, with appropriate provisions being applied to the site at all times. This should allow local residents and businesses to continue operating with minimal disturbance.
- 1.7 Where two sites (or more) are operating in close proximity to each other the impact of all operations on neighbours will be taken into account when applying controls to mitigate any

environmental effects. It will be expected that arrangements for liaison between sites as well as the City are made at the beginning of projects to ensure that the joint impact from the work of all sites in the locality is kept to a minimum.

- 1.8 Although this Code gives an outline of legal requirements, it is not an authoritative statement of the law. Where necessary in accordance with its policy statement on enforcement, the City of London will not hesitate to enforce the statutory powers they have. A list of relevant guidance and legislation are included as Appendix A. A checklist to help ensure that all relevant areas of concern are considered is set out in Appendix K.

2 Community Liaison and Consultation

Summary:

The Contractor needs to:

- demonstrate ‘best practicable means’ by contacting the City of London *well in advance of* works commencing to discuss the proposed works and the scope of liaison and ‘Scheme of Protective Works’ to be submitted for protecting nearby residents and commercial occupiers (hereafter referred to as *neighbours*);
- identify neighbours and interested parties (including where appropriate Ward Members) and consult with them **before** finalising the Scheme of Protective Works;
- maintain dialogue and information exchange with the City of London’s Pollution Control Team, neighbours and interested parties throughout the proposed works;
- respond quickly to complaints and resolve where practicable; and
- ensure neighbours and interested parties are kept informed of works as they progress and are consulted where necessary.

Scheme of Protective Works

- 2.1 Prior to work commencing on each stage of the development, the Contractor **must** contact the City of London’s Highways Division and the Pollution Control Team, in order to:
- agree the scope of the ‘**Scheme of Protective Works**’ to be submitted; and
 - identify the scope of community liaison and consultation.
- 2.2 The Contractor must demonstrate ‘Best Practicable Means’ (BPM) and create a ‘Scheme of Protective Works’ for protecting neighbours. As part of this Scheme, the Contractor is expected to have and apply appropriate liaison and consultation approaches to minimise the environmental impact on neighbours.
- 2.3 The scope of the Scheme and extent of liaison will be site dependent, having regard to the scale of works and the potential for disruption to neighbours. Figures 2.1, 2.2 and 2.3 will be used to guide the scope required. Figure 2.4 is a guide to the information which may be required in the ‘Scheme of Protective Works’.

Figure 2.1 – Category of Site

<div style="display: flex; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">Site Sensitivity</div> <div style="flex-grow: 1; border-left: 1px solid black; border-right: 1px solid black; position: relative;"> <div style="position: absolute; top: -10px; left: 50%; transform: translateX(-50%);">↑</div> </div> </div>	<i>High</i>	Category 2 Site	Category 1 Site	Category 1 Site
	<i>Medium</i>	Category 3 Site	Category 2 Site	Category 1 Site
	<i>Low</i>	Category 3 Site	Category 3 Site	Category 2 Site
		<i>Minor Development</i>	<i>Medium Scale Major Development</i>	<i>Large Scale Major Development</i>

Size and nature of development
→

Figure 2.2 - Deciding on the Size, Nature and Sensitivity of the works

Size of the development	
<p><i>Large scale Major Developments</i></p> <ul style="list-style-type: none"> • Residential - 200 or more units • Industrial, commercial or retail floor space -10,000 square metres. <p><i>Medium Scale Major Developments</i></p> <ul style="list-style-type: none"> • Residential between 10 and 199 (inclusive) units. • For all other uses - floorspace between 1,000 square metres and 9,999 square metres or where the site area is between 0.5 hectare and less than 2 hectares. <p><i>Minor Developments</i></p> <ul style="list-style-type: none"> • Residential - Between 1 and 9 (inclusive) units. • For all other uses - floorspace of less than 1,000 square metres or where the site area is less than 1 hectare. 	
<p>Nature of the works</p> <ul style="list-style-type: none"> • Type of works and its impact • Duration of works • Working hours 	<p>Sensitivity</p> <ul style="list-style-type: none"> • Proximity of site to neighbours • Number of people affected • Type of neighbour • Duration of works

Figure 2.3 - Scope of Information to be Provided

<p>Category 1 Site (site example: construction and or deconstruction sites)</p>	<ul style="list-style-type: none"> • Prior consultation with the Pollution Control Team; • Approval by Pollution Control Team of Full Scheme of Protective Works; • Full level of community engagement in Liaison and Consultation section below, including Ward Member(s), about the works.
<p>Category 2 Site (site example: retainment of façade with internal works)</p>	<ul style="list-style-type: none"> • Prior consultation with the Pollution Control Team; • Approval by Pollution Control Team of Scheme of Protective Works; • Communication as per figure 2.5 below
<p>Category 3 Site (site example: involving a refurbishment only)</p>	<ul style="list-style-type: none"> • Communication as detailed in figure 2.5 below.

Figure 2.4 - Scheme of Protective Works

Basic Information to facilitate discussion – (Site suggested Information Sheet in Appendix G)	
<ul style="list-style-type: none"> • Site Contact Details • Contractor Contact Details • Description of works to be carried out – including working hours and duration • Summary of Noisy works and mitigation • Summary of works affecting Air Quality (e.g. dust) and mitigation • Site Sensitivity and methods of notifying neighbours • Training of the construction team e.g. toolbox talks to include mitigation measures and locations of sensitive receptors 	
Detailed Information (subject to discussion with Pollution Control Team)	
1) Programme of Proposed Works	including start and finish dates of principle stages
2) Liaison & Consultation Strategy	see section 2.5 – 2.10 below
3) Complaints and incidents Procedure	A system and procedure for dealing with enquiries and complaints from the public (see section 2.11 to 2.16 below)
4) Staff and training	Details of toolbox talks, frequency and content relating to noise, vibration, air quality, contaminated land, waste, water and light pollution matters
5) Site Plan(s) showing site boundary	<ul style="list-style-type: none"> • Show sensitive receptors • site layout and access • wheel / vehicle check and wash facilities • air quality and noise monitoring locations (where applicable) • site equipment location (e.g. cranes and generators) • location of water for damping down • fuel and waste store on site • refer to the CLP haulage routes and vehicle waiting areas
6) Monitoring	Proposed monitoring regime for noise, dust and vibration (where applicable) together with procedures to respond to non-compliances in relation to any trigger levels set for noise, dust and vibration
7) Proposed Vehicles and Machinery	Detail proposed vehicles and machinery on site: Noise and vibration: see section 3.12 relating to predictions Air quality: see sections 4.12-4.14 e.g. NRMM compliance
8) Working methods and pollution control measures	Where applicable, reference to the results of background assessments, predictions and/or phase I/II assessments needs to be made in the submitted Scheme of Protective Works in order to refer to the necessary working methods, protective works, control measures or remediation works required to: <ul style="list-style-type: none"> • mitigate against activities which have the potential to cause disturbance to neighbours (e.g. noise, dust and vibration) • prevent an impact on the environment (e.g. air quality) • remove pollution (e.g. contaminated land) Noise see sections: 3.28-3.49 Air Quality: see sections: 4.18-4.28 Contaminated land: see section 5

- 2.4 For Category 1, 2 and 3 sites, throughout the construction/deconstruction works, regular dialogue between the Contractor and the City of the London should take place and meetings with the City may be held. The names and contact details of appropriate site personnel must therefore be forwarded to the Pollution Control Team at the earliest opportunity to facilitate liaison. A list of useful City of London contact names and telephone numbers is included in Appendix B. The liaison requirements for all sites are set out in figures 2.1 to 2.5.

Liaison and Consultation Strategy

- 2.5 The Liaison and Consultation Strategy should identify all neighbours and specify individuals and groups who may be affected by, and consulted with, regarding activities at the site. The strategy should include the contact details and programme for engagement. The Contractor should therefore identify the following:

- City of London Ward Member(s) for the site; who can be identified via the City of London Website at: <http://democracy.cityoflondon.gov.uk/mgFindMember.aspx> or by contacting the Pollution Control Team. A copy of the Ward boundaries can be found in Appendix L and an interactive map can be found at:
<https://www.cityoflondon.gov.uk/about-the-city/elections-and-wards/wards/Pages/ward-boundaries-map.aspx>
- All neighbours and premises which may be affected by the site's activities, including:
 - any residential properties;
 - hotels, hostels and hospitals;
 - offices;
 - lunchtime catering premises;
 - public houses;
 - those affected by party wall/shared party element works (see sections 3.40-3.42 for guidance);
 - Places of worship
 - Community Centres
- Local Community Groups such as the Barbican Association, Castle Baynard Residents and Smithfield Trust; and
- Other interested parties (e.g. other construction / deconstruction sites in close proximity, utility and street works in the area and any events such as the Lord Mayors Show or road races).

2.6 ***Identification of residential premises***

Reference should be made to the Residential Streets map (Appendix J), which identifies residential areas within the City. New residential developments are continually appearing, so the Pollution Control Team should be consulted in order to obtain the most up to date information. For this reason, the Contractor should also reevaluate the area in close proximity to the site from time to time. This will enable the Contractor to identify new groups or individuals who may be affected by the site's activities.

- 2.7 With reference to Figure 2.5 below, the Liaison and Consultation Strategy should include:

2.8 ***Initial Consultation***

Prior to each project stage, provide a briefing/presentation of the 'Scheme' (detailed above) to the Ward Member(s), Local Community Groups, businesses and other individuals identified. Briefings should include:

- Details of the ‘Scheme of protective Works’ in a readily understandable form;
- formal presentation, question and answer session or drop in sessions;
- information regarding how the works will enhance and benefit the local environment for neighbours; and
- Opportunity to provide feedback on the proposed works should be invited and responded to in writing; where practicable, amendments to the Scheme should be made to address concerns raised. The *finalised* Scheme should be provided to the City’s Pollution Control Team and where requested, the Ward Member(s), neighbours and interested parties.

2.9 ***On-going Communication***

- Plans for at least fortnightly communication (or as otherwise agreed) with neighbours and interested parties (identified above), for example by newsletter, in order to keep neighbours informed about current progress and planned works. The newsletter should be timely to allow neighbours time to plan around the works. It should contain the information suggested below, together with details of the Pollution Control Team contact:
 - The location of the planned works;
 - The type of planned works which are anticipated to give rise to effects on adjacent residents;
 - The duration of the planned works and the periods within which works will be undertaken (i.e. whether during normal working hours, during the evening or overnight);
 - The anticipated effects of the planned works;
 - The measures to be implemented in line with the Scheme of Protective Works to mitigate the impact of the planned works;
 - Contact details for enquiries; and
 - Complaints Procedure.
- A display board should be erected outside the site, which as a minimum shall identify key personnel, contact addresses, web site and telephone numbers, including complaint contact numbers. Additional information should include details of the scheme and its progress.

2.10 ***Other Communication***

- The Contractor should appoint a responsible person to liaise with the City, neighbours and interested parties in order to keep them informed of matters likely to affect them. Good relations can be developed by keeping neighbours informed of progress and by responding to complaints quickly and fairly.
- Site Hours Variation Request Procedure (as per paragraph 3.10) to be followed for *ANY* works outside the ‘standard hours’ or within the ‘quiet hours’;
- Arrangements should be put in place for notifying or alerting neighbours in advance of additional unplanned noisy works, where applicable;
- Feedback should be requested from neighbours throughout the project and at the end, in order to allow modification of activities to reduce impact;

Fig 2.5 – Communication Requirements per Site Category	Category 1 Site	Category 2 Site	Category 3 Site
Identification of neighbours who may be affected	✓	✓	✓
Notification of works to Ward Member(s)	✓	possible	
Initial Consultation			
Scheme of Protective Works in an understandable form	✓	✓	
Presentation/drop in session/question and answer session	✓		
Explain how works will enhance area	✓		
Request feedback to proposed Scheme of Protective Works	✓		
On-going Communication			
Regular communication e.g. newsletters	✓	✓	
Display board / information outside site	✓	✓	✓
Other Communication			
Responsible person to liaise with the City	✓	✓	✓
Site Hours Variation Procedure as per paragraph 3.10	✓	✓	✓
Feedback obtained throughout the works	✓		

Complaints Procedures

- 2.11 The Contractor will establish a system and procedure for dealing with enquiries and complaints from the public.
- 2.12 Contact numbers, email and postal addresses for the enquiries and complaints system will be displayed on signs around the construction site and will be published on the website and newsletters.
- 2.13 Where complaints are made, the Contractor is expected to respond by investigating the complaint quickly and sympathetically, taking action to resolve the problem where the complaint is justified. If no resolution can be found the complaint should be referred to the City of London. A Contractor's response to complaints is an important criterion when evaluating the performance of the site for the Considerate Contractor Scheme.
- 2.14 The Contractor must maintain a designated complaints/incidents logbook or register covering:
- the nature of the complaint;
 - the cause; and, where appropriate,
 - the remedial action taken.
- 2.15 The City may request to see the complaints/incidents logbook at any time.
- 2.16 Complaints received by the City of London will be investigated. This will involve discussions with the Contractor and, if appropriate, monitoring or surveillance. Enforcement action may be taken if the complaint/s are justified and sufficient steps have not been taken by the Contractor to resolve matters.

Other Consultation

- 2.17 The City of London must be told in advance of any unusual activities including planned out-of-hours working. The Site Hours Variation Request Sheet (Appendix H) must be completed and e-mailed to the Pollution Control Team at least 5 days before the activity is

to take place. Approval or the reasons for refusal will be countersigned and e-mailed back. Unless approval is given and the sheet is available for inspection, an Officer attending the site, in response to a complaint, may require the noisy work to stop.

- 2.18 The Pollution Control Team must be supplied with a current 24-hour call out number that will be answered in the case of a complaint or an emergency. It is also recommended that Contractors contact the City of London Police service to ensure a security assessment is carried out.
- 2.19 Where construction activities are being undertaken on two or more sites in close proximity, regular meetings should be arranged and attended by representatives from each site and the City of London in order to minimise cumulative impacts. Items for discussion may include:
- activities to be undertaken;
 - requirements for road closures;
 - out of hours work;
 - neighbour liaison;
 - monitoring results;
 - requirements for mitigation.
- 2.20 The appropriate body must be contacted with regard to wastewater generated from site activities which is classified as trade effluent. See section 7.
- 2.21 Contact must be made with the City of London Drainage Services Group (020 7332 1105) or Thames Water Utilities (0800 3169800) before any work is undertaken on connections to sewers or drains running under the public highway. See Section 7.
- 2.22 The Contractor must ensure that the Department of Built Environment (Development Management) has been contacted via 020 7332 1710 to establish whether the site contains a listed building, scheduled ancient monument or archaeological remains, and what specific requirements are included in the planning permission, listed building consent or conservation area consent. Details regarding scheduled monument consent should be obtained from English Heritage; their contact number is 020 7973 3000. See Section 8.
- 2.23 The Contractor must ascertain whether any trees on the site or in immediate area are either protected by Tree Preservation Orders or fall within a Planning Conservation Area prior to works starting. This may be done by contacting the Department of the Built Environment (Tree Officer) on 020 7332 1708. See Section 8.
- 2.24 Prior to commencement of works on-site, an ecological survey should be undertaken by a qualified professional to confirm the absence of birds, bats and any other protected species which may be nesting/roosting within buildings or vegetation. If present, appropriate mitigation measures should be undertaken following consultation with the City's Department of Open Spaces who can be contacted on 020 7332 3505. See Section 8.

Considerate Contractor Scheme

- 2.25 The Considerate Contractor Scheme (CCS), pioneered by the City of London in 1987, aims to encourage building and civil engineering Contractors working adjacent to the City's streets to carry out their operations in a safe and considerate manner, with due regard to passing pedestrians and road users. Details are set out in Appendix C of this Code. As part of the scheme, all Contractors will be evaluated by the Pollution Control Team for their level of co-operation and compliance with this Code of Practice.

3 Noise

Summary:

The Contractor must:

- contact the Pollution Control Team to agree the working hours and methods to be used which may generate noise and vibration prior to the commencement of any work on site (see Section 2 – Scheme of Protective Works);
- Adhere to ‘standard’ hours for noisy site work and ensure that best practicable means are used to mitigate noise and vibration impacts on neighbours;
- Observe ‘quiet hours’ where City business activities may be affected by noise or vibration;
- ensure that if work is planned to take place outside the ‘standard’ hours, prior approval is obtained from the Pollution Control Team using the ‘Site Hours Variation Request’ procedure

Introduction

- 3.1 The high level of intensive development in the City, including major office redevelopments in the east and infrastructure projects, can have significant environmental impacts on occupiers of nearby noise sensitive premises. Protecting City businesses, residents and other noise sensitive premises (e.g. schools) from noise and vibration impacts of construction sites is essential to the City’s continuing reputation as an excellent place to live, work and to do business.
- 3.2 This Code of Practice is a notice of the City of London’s general requirements under Section 60 of the Control of Pollution Act 1974. The Contractor may also be informed of additional requirements during consultations with the City of London.
- 3.3 Complaints about excessive noise disturbance found to be justified may result in a Section 60 notice, under the Control of Pollution Act 1974, being served by the City of London. This will generally require the Contractor to adhere to these quiet working hours.

Hours of Work

- 3.4 Prior to commencing work, Contractors **must** contact the Pollution Control Team in order to agree hours of work. If no-one is disturbed by works then 24-hour working may be considered; however, such circumstances are rare in the City. Where residents and commercial activities are significantly affected or are likely to be affected, the standard times of operation will be imposed.
- 3.5 **Standard Hours**
‘Standard’ hours permitted for **noisy** work will normally be the following:
- 08:00 - 18:00 hours (Monday to Friday);
 - 08:00 - 13:00 hours (Saturday) ;
 - No noisy working is permitted on Sundays, Bank or Public Holidays.

3.6 ***Quiet Hours***

The City also requires time restrictions on noisy works to reduce noise disturbance to businesses. These times are known as '***quiet hours***' which are:

- 10:00 - 12:00 (Monday to Friday);
- 14:00 - 16:00 (Monday to Friday).

'Quiet hours' are put in place to give nearby commercial occupiers at least 4 hours without noisy working from street and construction sites during the working day. These periods may be subject to variation in particular circumstances, for example during lunchtimes, adjacent to eating places or businesses where the majority of trade is carried out at lunchtimes.

3.8 ***Work outside standard hours and during quiet hours***

Outside '*standard hours*' and during '*quiet hours*' the following noise generating activities will not usually be permitted where the activities are likely to cause disturbance:

- Cutting using power tools;
- Breaking out using power tools;
- Other noise generating activities, depending on the specific location of site and neighbours.
- The use of impact fasteners;
- The loading of heavy materials;
- Other noisy activities, depending on the specific location of site and neighbours, deemed unacceptable by Environmental Health Officers.

Where there is no disturbance from these activities it is likely that variations will be permitted, see 3.10 below.

3.9 Noisy work outside 'standard hours' or during 'quiet hours' will be considered in order to support the City's businesses and also the needs of local neighbours e.g. proximity to restaurants, places of worship or residential properties.

3.10 ANY works outside the 'standard hours' or within the 'quiet hours' can only be undertaken with the approval of the City using the Site Hours Variation Request Sheet (Appendix H). Approval will be conditional on the Contractor submitting the following:

- Details of site and out of hours contacts
- Details of site operations and location
- Dates and proposed hours
- Reasons and justification for the request
- Proposed plant to be used
- Predicted noise levels at sensitive locations
- Mitigation measures
- Neighbours affected and copies of written notifications.

Variations will be approved for works where impacts can be demonstrated to be low, in locations where there are no affected neighbours or for safety, logistics or engineering reasons. Variations may be refused if the impacts on neighbours are considered high and cannot be mitigated or previous variations have not been fully complied with.

3.11 Where, in the opinion of Environmental Health Officers, structurally transmitted noise adversely affects neighbours, a likely restriction between 09:00 - 17:00 hours will be imposed. For complex sites with a neighbour mix including residential, retail, and commercial properties, advance negotiation with all parties and the Pollution Control Team is expected of the Developer/Contractor, as restrictions may have significant implications for cost and timing of the project.

Noise and Vibration Monitoring Regimes and Limits

- 3.12 The City requires Contractors to undertake and submit predictions of noise and vibration levels at identified locations and any identified sensitive receptors. Regular intelligence-led monitoring of noise and vibration levels is also expected to be undertaken by looking at the work programme and identifying aspects likely to cause significant noise/vibration. Receptor points are to be agreed with the City of London prior to initiation of predictions and monitoring. Results should be compared against suitable baseline data as a useful means of:
- Controlling noise and vibration, and identifying problems at an early stage (it is particularly valuable to carry out monitoring during the early stages of a project);
 - providing an objective basis for evaluating complaints; and
 - safeguarding Contractors against claims of damage.
- 3.13 Prior to commencing work, it is essential to undertake monitoring of ambient noise levels around the site at sensitive neighbours (this should be agreed with the City Pollution Control Team). This will provide baseline data for comparison with levels present during the works. This baseline assessment should be submitted to the Pollution Control Team. A baseline vibration exercise will be unnecessary unless neighbours are clearly affected by any existing source of substantial vibration e.g. a tube line.
- 3.14 Where there are party walls or neighbours are otherwise directly attached to elements of the site, the noise, vibration and structural implications of the proposals will require individual and detailed evaluation.
- 3.15 In some circumstances, the Pollution Control Team may require continuous monitoring combined with a real-time alarm system, with details to be agreed on an individual basis. Informal site boundary walk about to monitor noise as experienced by neighbours is highly recommended to understand the impact site may be having.
- 3.16 Noise measurements should ideally be taken with a Class I Integrating Logging Sound Level Meter calibrated (before and after) with a Class I Acoustic Calibrator. L_{Aeq} and L_{AFmax} , noise levels should be recorded (as a minimum) together with a record of all events potentially affecting the noise level at the time of monitoring.
- 3.17 *Note: The period over which the L_{Aeq} parameter should be averaged must be agreed with Environmental Health Officers.*

Noise Limits

- 3.18 The suitability of specific noise limits is highly dependent upon the individual situation. The factors to be considered include:
- The characteristics of the noise and its potential effect on the neighbours;
 - Baseline ambient noise levels; and
 - The nature and duration of the works.
- 3.19 In addition, following complaints, specific noise levels may be set to prevent speech interference in offices and loss of trade.
- 3.20 The City of London expects noise from the site to be controlled to an acceptable level. In the City environment this can be a difficult balance and 'best practicable means' must be applied to reduce noise and vibration as far as possible.

- 3.21 Noise levels within businesses during noisy periods must enable workers to carry out conversations, both face-to-face and on the telephone, and allow normal business to be conducted. It is considered that an internal noise level of 65 dBA or above is likely to cause annoyance and interference (dependent on the noise characteristics).
- 3.22 Such noise should be restricted to hours outside the normal working day of 09.00 – 17.00. Timings of works with noise levels exceeding 65dBA should be discussed and agreed with Environmental Health Officers prior to commencing.

Vibration Limits

- 3.23 When carrying out works which may produce vibration, all potential receptors must be considered, with particular attention to be paid to the following:
- Occupiers and users of buildings
 - IT related issues;
 - Hospitals or laboratories
 - Cosmetic or structural damage to buildings or heritage sites.
- 3.24 People's response to perceptible vibration is accentuated by their fear of building damage. Suitable guidance upon the levels of vibration, which may cause building damage, can be found in BS 7385-2:1993.
- 3.25 Guidance relating to the potential effect upon the operation of computers and other relatively sensitive equipment can be found in BS 5228-2:2009+A1:2014.
- 3.26 Complaints of vibration are usually concerned with fear of the unknown and the potential effects of relatively low levels of vibration in buildings. This problem is best addressed by:
- Liaison with all parties potentially affected, with explanations given of precisely when they are likely to be affected by specific activities;
 - Monitoring affected parties to reassure occupants as to the relative levels of vibration compared with building effect (BS 7385-2:1993).
- 3.27 Vibration meters should preferably record 3 orthogonal Peak Particle Velocity values (15 minutes of 10 second or shorter samples). Where complaints are received, the Contractor/client should consider the need for monitoring at neighbouring premises.

Working Methodologies, Noise and Vibration Control Measures

General methodologies

- 3.28 In addition to working hours and community liaison, all works must be carried out in accordance with BS 5228-1:2009+A1:2014 and BS 5228-2:2009+A1:2014. All works must employ Best Practicable Means as defined by Section 72 of the Control of Pollution Act 1972 to minimise the effects of noise and vibration. The City must be satisfied that all means of managing and reducing noise and vibration, which can be practicably applied at reasonable cost, have been implemented.
- 3.29 A written evaluation of methodologies used must be made available to the City of London and include justifications with regards to the minimisation of noise and vibration (see section 2 and figure 2.4).

- 3.30 The City considers the off-site prefabrication or preparation of as many building elements and materials as possible an essential requirement for Best Practicable Means, in particular for the cutting of decking and steelwork.
- 3.31 Where appropriate, the following measures to minimise noise and vibration levels should be adopted:
- Employing only modern, quiet and well-maintained equipment (all equipment must comply with the EC Directives and UK Regulations set out in BS 5228-1:2009+A1:2014);
 - Using low impact techniques, such as demolition munchers and bored or hydraulically-jacked piling rigs;
 - careful planning of the sequence of work in order to minimise the transfer of noise/vibration to neighbours;
 - using fully silenced modern piling rigs selecting pressed in methods or auger over higher impact methodologies
 - Careful operation of the piling rig so there is ***no reversing*** of the Kelly/auger bars;
 - using electrically powered equipment run from the mains supply;
 - use of screws and drills rather than nails for fixing hoardings etc;
 - use of an alternative to percussive drills / hammer where possible
 - use of plasma cutters where cutting on site is the only alternative
 - careful handling of materials & waste such as lowering rather than dropping items;
 - taking steps to isolate the deconstruction works from sensitive neighbours, in order to minimise the transfer of vibration and structure borne noise;
 - erection of acoustic screens or enclosures wherever possible;
 - avoidance of unnecessary noise (such as engines idling between operations, shouting, loud radios or excessive revving of engines) by effective site management.
 - Concrete pours and finishing must be planned to avoid overruns past the standard hours, the pour size and concrete workability must be considered. The Contractor must enter into a written protocol with the concrete supplier regarding timing of deliveries to ensure works can be completed within the permitted hours.
 - The position, location and acoustic shielding of any concrete pumps must be agreed with the Pollution Control Team.
 - Audible alarms must be broadband sound wherever practicable including reversing alarms and other equipment such as mobile elevated work platforms.
 - Pile breaking-out, pile reduction work, and concrete break-out and removal must be carried out, where reasonable and practicable, within a portable acoustic enclosure. The enclosure shall be three-sided with a roof or such other acoustic enclosure.
 - As an alternative to breaking in situ, remove larger sections by lifting them out and breaking them down off site.
- 3.32 Where control at source is not practicable or adequate, the distance between noise/vibration sources and sensitive neighbours should be maximised and the transmission path interrupted, with options considered in the order of source-pathway-receptor. Where practical this can be achieved by:
- Siting of stationary plant and loading/unloading areas;
 - erecting impervious hoardings, of at least 5 kg/m² surface density, where possible higher than the line of sight to neighbours;
 - leaving building façades and boundary walls intact as long as possible during demolition and boarding/bricking up windows;
 - the use of existing non-sensitive structures as shields;
 - the use of temporary structures; and

- cutting of transmission pathways for vibration.

3.33 In addition to mitigation strategies above, a Liaison and Consultation Strategy (as detailed in section 2) should be implemented as an essential element of the Best Practicable Means to minimise the effects of noise and vibration.

Vehicle Movements, Deliveries, Loading and Unloading

3.34 Vehicle movements, deliveries, loading and unloading can cause considerable noise and disruption to neighbours as a result of the following:

- reversing beacons;
- running engines; and
- noisy material being loaded and unloaded

3.35 All loading, unloading and deliveries of materials and plant to the site and removal of waste should, where possible, be carried out within normal site working hours. Any early morning or evening deliveries must have approval from the Pollution Control Team. This must be requested using the copy of the Site Hours Variation Request Sheet (Appendix H).

3.36 All vehicle movement alarms and reversing beacons must be broadband sound where practicable, engines must be switched off when not in use and unloading conducted with care. The site layout should be designed to minimise potential effects on neighbours. A competent banksman should be employed to provide assistance to vehicles accessing and leaving the site, thereby ensuring minimal traffic disturbance and pedestrian safety.

3.37 Vehicle movements should be planned to ensure that lorries do not arrive or depart outside standard hours. No daytime or night-time parking of lorries will be permitted outside agreed areas.

3.38 Where appropriate, deliveries should be arranged on a just-in-time basis in order to prevent vehicles queuing outside site.

3.39 Appendix F of this code summarises the City of London's traffic management requirements for vehicle movements, site deliveries, street closures, crane operations and abnormal loads. This can be copied for use by Sub-Contractors and others.

Party Wall work

3.40 Work to party walls and major works in partially occupied buildings will be strictly controlled, and are **usually barred between 09:00 and 17:00 hours** when noise and/or vibration could be transmitted to neighbouring properties and businesses. Working hours for Party Wall work must therefore be agreed with the City's Pollution Control Team prior to works commencing.

3.41 Vibration monitoring should be considered to reassure neighbours and assist in demonstrating that levels do not exceed those which may cause structural damage to adjoining buildings. Complaints relating to vibration can cause considerable delays, particularly during demolition piling and ground work phases of construction activities. Noise should also be considered to assist in determination of acceptable levels.

- 3.42 Where works are carried out close to, or on, a party wall, The Party Wall Act 1996 may apply. The Contractor must consider all aspects of this Act and allow sufficient time to comply with it.

Scaffolding and Gantries

- 3.43 Scaffold erection or dismantling can cause disturbance to site neighbours. All works must be undertaken in accordance with the Department of Built Environment's Highways Division Guidance Notes for Activities on the Public Highway and be subject to a licence under the 1980 Highways Act. Subsequent erection and dismantling activities must be agreed with the Pollution Control Team, and comply with prescribed times.
- 3.44 Appendix D sets out detailed information on the requirements of the City for scaffolding and gantries.

Cranes, Lifting of Heavy Equipment, and consequent Road Closures

- 3.45 The erection of fixed cranes, rigging, and use of mobile cranes on the highway and lifting of heavy equipment often has to be undertaken outside normal working hours. All these street-based activities require prior consent from *both* the Highways Division *and* the Pollution Control Team. Although it is normally the crane company's responsibility to obtain prior approval for the works, the Contractor should ensure this has been done.
- 3.46 The Pollution Control Team's approval for the work is required to ensure that all plans are appropriate for the location, and that steps have been taken to mitigate any disturbance to commercial or residential neighbours. The application for this must be accompanied by a lifting plan.
- 3.47 The correct procedure involves the following:
- See: highway licences page to ensure all relevant authorisations have been obtained
 - Telephone the Pollution Control Team to agree the outline proposals (020 7606 3030).
 - The 'mobile crane environmental health authorisation notice & structures notification form' (Appendix I), together with a lifting plan, should be fully completed and returned to the Pollution Control Team for scrutiny/approval.
 - Once received, the completed application form will be checked, any necessary amendments agreed with the sender, and returned to the applicant with the appropriate signature. This can then be presented to the City's Street Management Office at a previously agreed appointment (020 7332 3553).
- 3.48 *Note - The part of Appendix I relating to 'structures authorisation' must also be signed by the crane company's representative. It is the crane operators responsibility to check whether there are any underground 'structures' either under or in the vicinity of the highway where the crane operation is sited - see Appendix F for full details.*
- 3.49 Crane oversailing must be agreed with the City of London and/or site neighbours. Under section 177 of the Highways Act 1980, site cranes require a licence if the jib at any point extends over the public highway. Application for this licence should be made to the Department Built Environment's Highways Division. A charge may be levied for oversailing the public highway.

4 Air Quality

Summary

The Contractor must:

- Submit a Scheme of Protective Works which includes an Air Quality Dust Management Plan (AQDMP) which details techniques to be adopted that ensure the air quality in the City of London is not adversely affected by activities at and associated with the development site.
- The AQDMP should be produced in line with the requirements of this section which includes a consideration of:
 - ✓ Summary of works that may impact air quality
 - ✓ Complaints and incidents procedure
 - ✓ Staff training relating to air quality matters
 - ✓ Site Plan
 - ✓ Air quality monitoring considerations and trigger levels
 - ✓ Machinery and equipment used on site (*NRMM compliance / minimised generator use / concrete crushers/ no-idling policy*)
 - ✓ Working methodologies and emission controls to be employed

Introduction

- 4.1 Under Part IV of The Environmental Act 1995 and the Governments UK Air Quality Strategy, Local Authorities are required to work towards achieving national air quality objectives. The City of London has some of the worst air quality in the Country and has been declared an Air Quality Management Area for PM₁₀ (fine particles) and nitrogen dioxide.
- 4.2 The UK is facing the prospect of large fines from the European Commission for failure to meet air quality Limit Values. Recent studies have demonstrated that poor air quality and dust have a significant impact on public health in London, with the equivalent of over 10,000 premature deaths in London in 2010 attributable to poor air quality; this issue is now therefore of the highest priority.
- 4.3 Construction and de-construction sites in the City are therefore expected to meet the highest possible standards for control of air pollution and dust.
- 4.4 In July 2014, The Greater London Authority (GLA) published the Supplementary Planning Guidance document: 'The Control of Dust and Emission During Construction and Demolition' (SPG). In order to mitigate negative impacts on air quality in the City, the construction and deconstruction industry is expected to employ, as a minimum, methods detailed in the GLA SPG (and subsequent revisions) and detailed in this section.

Air Quality Risk Categorisation in the City Environment

- 4.5 Where an Air Quality Impact Assessment is created and submitted at the planning stage for approval, it may include an Air Quality Risk Assessment (AQDRA) prepared by a competent person. The GLA's SPG (2014) provides guidance with regard to which sites the GLA consider high risk.

- 4.6 The risk assessment detailed in the SPG requires a detailed understanding of the project and its effect on receptors. The built up nature of the City and its poor air quality means even small scale deconstruction/construction projects can have an adverse impact on air quality. For this reason, all projects will be expected to implement all possible mitigation measures and an explanation provided where they are felt not to be required.

Air Quality Monitoring

- 4.7 The GLA's SPG suggests that continuous monitoring for particulate matter is required at high risk sites. However, reliance on the results of continuous monitoring as an indicator that the site is doing all it can to reduce emissions is not sufficient due to the density and wind direction factors in the City mentioned above. As such, a greater emphasis should be placed on control measures such as damping down and site management (e.g. no-idling policy and NRMM compliance, see sections below).
- 4.8 Continuous monitoring positioned between construction sites and sensitive land users, such as buildings with openable windows, outside amenity and residential developments, is beneficial with regard to providing assurance to neighbours; however its reliance as an indicator of good site management is limited due to the above. Appendix 8 of the GLA's SPG provides details regarding different types of monitoring.
- 4.9 Continuous air quality monitoring will normally be required on large sites adjacent to sensitive premises such as residential properties, schools and St Bartholomew's hospital. This may include dust slides for assessing nuisance dust and real time monitoring to assess PM_{2.5} and PM₁₀. A site will not normally be required to monitor nitrogen dioxide.
- 4.10 Real time monitoring may involve setting an alarm to alert the site manager if levels of PM₁₀ go above a set threshold. The threshold value, and type and location of any monitoring equipment should be agreed with the City of London in advance. The threshold value is normally initially set at 150µg/m³ for PM₁₀ over a 15 minute period, with the level being reviewed periodically.
- 4.11 Regular patrols outside the site perimeter during potentially dusty works are required. This is to look for visual evidence of dust releases off site and to take appropriate where it is identified. The Contractor shall take any necessary measures to prevent nuisance/adverse effects to people's health.

Machinery and Equipment on Site (GLA SPG Chapter 7)

- 4.12 **Non-Road Mobile Machinery (NRMM):** NRMM are often fuelled by diesel and therefore give rise to nitrogen dioxide and particulate emissions. Consequently, the need, size and choice of NRMM should be carefully considered; they should also be well maintained.

The NRMM policy is set out in the GLA's Dust and Emissions SPG. Since 1 September 2015 NRMM of net power between 37kW and 560kW used in Central Activity Zone are required to meet the standards set out below. This applies to both variable and constant speed engines for both NO_x and PM. These standards are based upon engine emissions standards set in EU Directive 97/68/EC, and its subsequent amendments.

- NRMM (within the above kW range) used on any site within the City will be required to meet Stage IIIB of the Directive as a minimum. From September 2018, this requirement changes to Stage IV. Any amendments of the policy and guidance must be adhered to.
- Prior to commencement of any works, all developments within the City must register relevant NRMM online at www.nrmm.london/register. There are a small number of permitted exemptions to the above, and more details of this can be found at the website: www.nrmm.london. (4.7)

The NRMM should be maintained and operated in accordance with the manufacturers guidelines so as to achieve the required emission standard; this includes the grade of fuel used.

- 4.12 **Generators:** Diesel generators give rise to nitrogen dioxide and particulate matter emissions. The use of generators to provide electricity on site should therefore be avoided wherever possible. This can be avoided by ensuring an electrical supply for the site is secured well in advance of works. Alternative technologies are also available and should be investigated.
- 4.13 **Concrete Crushers:** The use of concrete crushers will not generally be sanctioned in the City because of the potential to cause dust and nuisance to neighbours. However, the City of London will allow the use of city crushers to prepare material for piling mats and ramps, as this reduces the number of vehicle movements associated with the site. Any crushing plant would have to be authorised under the Environmental Protection Act 1990. Appropriate measures, such as enclosing the plant and built in water sprays would have to be used at all times.
- 4.14 **Emission management and idling engines:** Machinery must be appropriately sized and sourced for use and well maintained and used in accordance with manufactures guidelines. Machinery and vehicles must not be left idling either on site or waiting for access to the site as this gives rise to unnecessary air pollution. It is a requirement of *Regulation 98 of the Road Vehicles (Construction and Use) Regulations 1986* (as amended) for drivers to switch off their engines in parked vehicles. Failure to turn off an idling engine if requested may lead to a Fixed Penalty Notice being issued under the *Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002*.

Scheme of Protective Works and Air Quality Dust Management Plan (AQDMP)

- 4.15 Scheme of Protective Works will need to be submitted to the City Corporation and approved prior to works commencing on-site, which should include an Air Quality and Dust Management Plan (AQMDP).
- 4.16 The AQDMP should detail measures to reduce on site emissions and a consideration of utilising dust and emission reduction measures detailed below. It should also be kept under review so that changes to the timetable and potential emissions can be mitigated.
- 4.17 The AQDMP should be produced prior to any demolition or construction works, agreed with the City Corporation, and should contain details of the following:
- **Summary** of the work to be carried out and an inventory and timetable of all dust and NOx air pollutant generating activities
 - **Liaison and consultation strategy** relating to works which may impact on air quality
 - **Complaints and incidents:** methodology for recording action taken in response to incidents.
 - **Staff and training:** The identification of trained and responsible person on site for air quality and the training schedule for all staff e.g. toolbox talks relating to idling engines
 - A site **plan(s)** showing:
 - sensitive receptors
 - site layout and access (with wheel check and wash facilities shown)
 - air quality monitoring locations
 - site equipment including generator location
 - location of water for damping down
 - fuel stored on site
 - reference to the CLP which contains proposed haulage routes and vehicle waiting areas
 - **Monitoring:** Summary of monitoring methods (if applicable), trigger levels and procedure for mitigation when exceeded.
 - **Machinery:**
 - confirmation that **NRMM** compliant equipment will be sourced and registered on the GLA website;
 - a commitment to sourcing power for the site which does not involve diesel **generators**;
 - details regarding **concrete crusher** use
 - emission management plans which includes no-engine **idling**, both on and off site
 - **working methodologies and controls measures** should be included in the AQDMP for all relevant activities which may affect air quality. The controls implemented should include those detailed in section 4.18 below. The scheme should consider the entire lifetime of the project and sequence of works.

Working Methodologies and Control Measures (SPG chapter 5)

- 4.18 Activities undertaken on site must be done so with methodologies which reduce the likelihood of dust generation and the worsening of air quality. With reference to the Mayors SPG, the phases are works which could create emissions that affect human health and the environment are:
- Demolition
 - Earthworks
 - Construction
 - Trackout
- 4.19 The following control measures should be incorporated for the relevant phases. The AQDMP can state it will adhere to this code, rather than detail all methods that will be adopted; however, where measures are not adopted, the AQDMP should detail why they have not been adopted in discussion with the City Corporation.

General measures and details for Demolition, Earthworks, Construction and Track-out

4.20 *Preparing the site:*

- a. Plan site layout: Dusty activity should be planed away from sensitive receptors, with wind direction taken into consideration.
- b. All sites should be screened / wrapped to prevent offsite dust deposition and plans made for dust generating activities to be screened and water available for damping down.
- c. Install green walls, screens or other green infrastructure to minimise the impact of dust and pollution.
- d. Provide showers and ensure a change of shoes and clothes are required before going off-site to reduce transport of dust.
- e. Where air quality monitoring is proposed, select appropriate locations and commence baseline monitoring at least three months before phase begins. Ensure the equipment is maintained and calibrated in accordance with the manufacturer's guidelines.
- f. Plan for wheel washing facilities, where space allows.

4.21 *Inspections, liaison and complaints:*

- a. Hold regular liaison meetings with other high risk construction sites within 500m of the site boundary to ensure plans are coordinated and dust and particulate matter emissions are minimised.
- b. **Site inspections and record keeping:** Carry out regular site inspections to monitor compliance with air quality and dust control procedures including:
 - checking for spillages of cement and other powders which should be removed to prevent off-site deposition)
 - checks of buildings within 100m of site boundary (cleaning to be provided if necessary).
- c. Record inspection results, and make an inspection log available to The City Corporation when asked. The frequency of site inspections should be increased by those accountable for dust and air quality pollutant emissions issues when activities with a high potential to produce dust and emissions and dust are being carried out, and during prolonged dry or windy conditions.
- d. **Incidents and Complaints:** Record any exceptional incidents that cause dust and air quality pollutant emissions, either on or off the site, and ensure the action taken to resolve the situation is recorded in the log book. Record and respond to all dust and air quality pollutant emissions complaints and make a complaints log available to the local authority when asked.

4.22 ***General site Management and Operations:***

The operator should ensure fumes and/or dust do not escape from the site to affect members of the public and the surrounding environment:

- a. By using processes which do not generate fumes and/or dust and dusty material.
- b. Ensure an adequate water supply and water pressure (using groundwater / recycled water where possible) or local exhaust ventilation is available on the site for effective dust/particulate matter mitigation for:
 - damping down dust generating activities and unsealed areas in dry weather
 - using mobile sprinkler systems and mobile bowsers
 - using equipment fitted with fine mist sprays during dust generating works
 - collecting dusty material during dusty works
- g. Use enclosed (rubber) chutes, conveyors, covered skips, sheeting, bagging and minimize drop heights to reduce the amount of dust produced on site.
- h. Solid screens or barriers of appropriate height should be erected around dusty activities and/or the site boundary. Where there is a high dust potential, these areas should be fully enclosed, where possible. The site fencing, barriers and scaffolding should be kept clean using wet methods.
- i. Ensure equipment is readily available on site to clean any dry spillages, and clean up spillages as soon as reasonably practicable after the event using wet cleaning methods.
- j. The burning of materials on site is not permitted under any circumstances.
- k. Careful consideration should be given to the location and temperature control of tar and asphalt burners and the lid should remain closed when heating.
- l. Avoid site runoff of water or mud.
- m. Remove materials from site as soon as possible.
- n. Off-site fabrication, cutting, grinding and sawing should ideally be undertaken off site. If the work must take place on site, the following techniques should be used. It will be the Contractor's responsibility to demonstrate that stated methodologies are not available, and that every effort has been made to acquire them:
 - Only use cutting, grinding or sawing equipment fitted or in conjunction with suitable dust suppression techniques such as water sprays or local extraction.
 - Areas used to undertake cutting and grinding should be screened; and
 - Shears and guillotines or burners should be used in preference to disc cutters on activities such as re-bar cutting and decking. (4.9)

4.23 ***Vehicles, Machinery and sustainable travel***

Vehicle choices and management can have a significant impact on air quality within the City of London. For this reason, the following should be adhered to:

- a. Ensure all on-road vehicles comply with the requirements of the London Low Emission Zone and any subsequent traffic management policies to improve air quality.
- b. Ensure a consideration of items in sections 4.11-4.14 (NRMM compliance, minimised generator use, appropriate concrete crusher use and no idling engines)
- c. Wherever possible, vehicle movements should be minimised through considered logistics planning and liaison with other sites within close proximity. To that end, produce a Construction Logistics Plan to manage the sustainable delivery of goods and materials and implement a Travel Plan that supports and encourages sustainable travel to and from site.
- d. Prevent the occurrence of smoke emissions or fumes from site plant or stored fuel oils by ensuring plant is well maintained and measures are taken to ensure they are not left idling when not in use.
- e. Low sulphur diesel fuel should be used.

- f. Wheel washers to be used on vehicles leaving the site (where site on space allows);
- g. Where there is a potential for dust releases lorries and skips leaving the site to be covered; and
- h. The generation of dust whilst loading or unloading materials must be controlled.

4.24 Waste management (see section 6 of this code).

- a. Reuse and recycle waste to reduce dust from waste materials
- b. NO bonfires or burning of waste materials.

4.25 Measures and details specific to Demolition

- a. The use of 'long arm' demolition equipment and methods using explosives will not generally be sanctioned in the City, except where the work is within an enclosure or underground.
- b. Soft strip inside buildings before demolition (retaining walls and windows in the rest of the building where possible, to provide a screen against dust).
- c. Ensure water suppression is used during demolition operations.
- d. Explosive blasting is not permitted, use appropriate manual or mechanical alternatives.
- e. Bag and remove any biological debris or damp down such material before demolition.

4.26 Measures and details specific to Earthworks

Due to site space restrictions, it is anticipated that material will not be stored on site for extended periods within the City. Where it is, reference needs to be made to contaminated land requirements in section 5. When material is stored or moved, operations should be employed which minimise dust releases by stabilising stockpiles and damping down when dry or moved.

4.27 Measures Specific to Construction

- a. Scabbling should be done off site and will not generally be allowed in the City due to the amount of dust generated;
- b. Ensure sand and other aggregates are stored in bunded areas and are not allowed to dry out, (unless this is required for a particular process, in which case ensure that appropriate additional control measures are in place)
- c. Ensure bulk cement and other fine powder materials are delivered in enclosed tankers and stored in silos with suitable emission control systems to prevent escape of material and overfilling during delivery.
- d. For smaller supplies of fine powder materials ensure bags are sealed after use and used and stored appropriately to prevent dust.
- e. Spraying of intumescent fire paint and cementations fibrous fire spray should not be carried out in the city, due to air quality issues and difficulties in encapsulating areas and will only be permitted when working areas can be full encapsulated and air monitoring carried out

4.28 Measures Specific to Trackout

- a. Ensure vehicles entering and leaving sites are securely covered to prevent escape of materials during transport.
- b. Install hard surfaced routes and areas to work, which are regularly damped down with fixed or mobile sprinkler systems or water-assisted dust sweepers. Areas should be

regularly cleaned (avoiding dry sweeping of large areas). Hard surfaced areas should be inspected for damage and repaired where required.

- c. Record all inspections of surfaces and routes to and from site and any subsequent action in a site log book.
- d. Ensure there is an adequate area of hard surfaced area between the wheel wash facility and the site exit, where possible. Access gates should be ideally located at least 10m from receptors.
- e. Where reasonably practicable, implement a wheel washing system (with rumble grids) to dislodge accumulated dust and mud prior to vehicles leaving the site.
- f. Apply dust suppressants to locations where a large volume of vehicles enter and exit the site (See GLA SPG for guidance with regard to dust suppressants).

5 Contaminated Land

Summary

Where the site is suspected of being affected by contamination, then appropriate investigations and a subsequent remediation strategy and verification programme will be the subject of planning conditions for any works that require planning approval.

Irrespective of whether or not the development is subject to such planning conditions, it is the responsibility of the Contractor to ensure that appropriate investigations and risk assessments have been carried out to characterise the ground conditions. It is similarly the Contractor's responsibility to ensure that appropriate action is taken and/or mitigation measures put in place to ensure that:

- The works themselves do not pose any unacceptable risks to human health (including construction workers, neighbours and the general public), controlled waters or other eco systems.
- The development once completed does not pose any unacceptable risks to human health (including subsequent construction/maintenance workers, future occupants, neighbours and the general public), controlled waters and other eco systems.

It is also the Contractor's responsibility to ensure that:

- The City of London's Pollution Control Team is notified of any ground contamination that is found either during prior investigation or subsequently during development
- Any remediation which takes place is approved by the City of London's Pollution Control Team and is thoroughly documented in the form of a verification report.

Introduction

- 5.1 It is the duty of the Contractor to ensure that adequate work has been done to investigate, evaluate and manage risks from contaminated land (whether it originates on the site or not) to human health, controlled waters and other eco systems.
- 5.2 General guidance is provided by the Environment Agency on its *Land Contamination: Technical Guidance* website page which may be found at <https://www.gov.uk/government/collections/land-contamination-technical-guidance>. The Agency's guiding principles of managing and reducing contaminated land are explained in "*GPLC2 - FAQ's, technical information, detailed advice and references*" which may be accessed at the above website. The technical framework for the management of contaminated land is provided in the Agency's publication "*Model Procedures for the Management of Land*", report CLR11" which also may be accessed via the above website.
- 5.3 The technical framework is underpinned by a large number of Environment Agency reports and tools, British Standards and other industry technical reports which give specific guidance on the various aspects of investigation, evaluation and mitigation of risks posed by contamination. Again the Environment Agency website above provides a link to its own reports and tools. Cl:aire, CIRIA and the BRE are other sources of industry reports, many of which are included in the references section below.

- 5.4 The assessment of contaminated land in the UK is a risk based one. This means that although contamination may exist in, on or under land, this may not in itself present an unacceptable risk. A risk arises when there is a pollutant linkage i.e. a receptor (such as humans) may be impacted by a source (such as hydrocarbon contamination within the ground) via a pathway (such as inhalation of vapours). That risk only becomes unacceptable once the magnitude of the risk exceeds a set limit.

Phased Approach

- 5.5 The investigation and assessment of contaminated land requires the assessor to identify potential sources of contamination, receptors and the potential pathways that may connect them to establish potential pollutant linkages.
- 5.6 The investigations should be undertaken, in a phased manner, with the results of each phase being used to decide whether or not there is a requirement to proceed to the next phase. In some cases iterative investigation may be required. At each step the Contractor should liaise with the Pollution Control Team before proceeding to the next phase and where a phase indicates that no unacceptable risks exist then must seek the Pollution Control Team's approval before omitting subsequent phases.
- 5.7 The methodology for site investigation appraisal and assessment is outlined in the documents detailed above. The process of phased and iterative assessment is summarised in CLR11, Figure 1.
- 5.8 The City of London is a densely populated area which has had a long history of previous development including a range of potentially contaminating industrial uses. As such the possibility of contamination must be assumed on all development sites. The City Corporation will require, as a minimum, a Phase 1 Desk Study and Conceptual Site Model (CSM).
- 5.9 Where contamination is found (albeit on or off site) that poses unacceptable risk, then a Remedial Options Appraisal shall be carried out to ensure that the selected option meets the City's targets for sustainable development as well as providing the required mitigation measures.
- 5.10 Where remediation is required then a detailed Remediation Method Statement shall be provided to the City Corporation for approval prior to commencement of any remediation works. The Remediation Method Statement should include an Environmental Monitoring Plan where it is identified that the remediation works themselves may pose a potential risk to human health, controlled waters or other eco systems.
- 5.11 On completion of the remediation, a verification report shall be provided. The verification report should contain documentary evidence of the remediation works carried out together with photographs and laboratory test results to support decisions made on site.

Local Context

5.12 *Geology and Groundwater*

Due to the historical redevelopment of the City made ground is expected to present (to varying thickness) across the area. Made ground or fill is by nature highly variable in

composition and may contain contaminated and/or putrescible material. It can therefore be potential source of contamination and landfill gas.

- 5.13 The City of London is mapped by the British Geological Survey as being entirely underlain by London Clay which is classified as Unproductive Strata.
- 5.14 Superficial deposits overlying the clay include Alluvium associated with the River Thames along the southern boundary, and in linear deposits in the central and western areas of the Borough. Hackney Gravel, Taplow Gravel and Lynch Hill Gravel are mapped across the Borough and are classed as a Secondary Aquifer. Areas of Langley Silt Member are mapped in the southern and eastern parts of the Borough.
- 5.15 ***Surface Water***
The primary surface water feature within the City of London is the River Thames located along the southern boundary of the Borough. The River Fleet and Walbrook are both culverted, flowing south beneath the City and discharge into the Thames.
- 5.16 ***Historical Uses***
The City of London has a long history of industrial use dating back to the Roman era. Historical maps of the borough available from the 1870s detail a number of industrial land uses which include (but are not limited to) warehouses and wharves (predominantly along the River Thames boundary), railway land, factories and works including printers, hatters, furriers and foundries; some historic uses can be seen on the City's [interactive map](#).
- 5.17 ***Unexploded Ordnance***
Approximately half of the borough is mapped as having suffered WWII bomb damage. Published copies of bomb damage maps are available on the Council web site as well as the website 'Bomb Sight' which records the positions of bombs which landed across London.
- 5.18 A desk based UXO risk assessment should be undertaken, as a minimum, by an appropriately qualified person for all works where ground is to be 'broken'. Mitigation measures may be required for intrusive works and or construction, with appropriate contingency measures in place to deal with any suspect items.

Key Personnel

- 5.19 Due to the highly complex nature of site investigation, risk assessment and remediation design; it is strongly recommended that the Contractor appoint a specialist consultant at the earliest opportunity. In any case any contaminated land report, risk assessment, options appraisal, remediation strategy or verification report must be prepared and countersigned by a Competent Person.
- 5.20 A competent person is someone who has the appropriate qualifications and experience to undertake the task in question. The Contractor may wish to use the services of a SiLC (Specialist in Land Condition). A register of SiLCs may be found at <http://www.silc.org.uk/silc-register/>. Subject to discussion with the Pollution Control Team, the City Corporation requires that all contaminated land reports are signed off by a SQP (Suitably Qualified Person as defined under the National Quality Mark Scheme).

- 5.21 The Pollution Control Team are responsible for approving contaminated land reports and the Contractor is advised to contact the Team in the early stages of planning.

Unexpected Contamination

- 5.22 If any undetected or unexpected contamination or ground gas is identified or suspected during the course of the development works, the Contractor must stop work, seek the advice of a competent person and undertake whatever further specific investigations are required to characterise the contamination and develop an appropriate remediation strategy. Where ground contamination is identified, the Pollution Control Team must be notified. Where ground-water contamination is suspected, then the Environment Agency and Pollution Control Team must be contacted. All remedial work must be approved by the Pollution Control Team.

Waste Disposal

- 5.23 All projects with an estimated construction cost exceeding £300,000 excluding VAT require a Site Waste Management Plan and in any case all waste must be disposed of in accordance with current legislation.
- 5.24 Appropriate soil tests must be carried out on all soils removed from waste to ensure an accurate and appropriate waste classification.
- 5.25 It is a requirement of the waste legislation that hazardous and non-hazardous waste be treated prior to disposal to change the characteristics of the waste and in so doing either reduce the volume and/or hazardous nature of the waste and/or facilitate handling and/or recovery. Additional hazardous and non-hazardous waste must be separated.
- 5.26 Soils may be classified as non-hazardous or hazardous waste on the basis of its chemical content.
- 5.27 Particular attention is drawn to the subject of asbestos in soils. Where the asbestos content exceeds 0.1% by volume OR a competent person is able to detect asbestos containing materials with the naked eye. The latter is likely to apply at asbestos concentrations significantly lower than 0.1%

Re-use of Soils

- 5.28 The City of London promotes sustainable development and in this respect is supportive of soil re-use where appropriate.
- 5.29 Where soils are to be re-used on the subject site (Site of Origin) or another site (Receiver Site), then it is recommended that this is done in accordance with the CLAIRE Code of Practice, otherwise the soils may be classified as waste, requiring an EA permit or EA exemption before it may be reused.
- 5.30 It is noted that only natural soils (e.g. London Clay) may be moved and reused on another site, whereas made ground or natural soils may be re-used on the site of origin provided it meets key test criteria set out in the code.
- 5.31 Where soils are to be reused on site either in accordance with the Code or under an EA exemption or permit then details must be forwarded to the Pollution Control Team prior to re-use and all such re-use detailed in the final verification report for the site.

General Site Activities and Controls

5.32 Notwithstanding the requirements to remediate or provide mitigation measures to counter ground contamination, the Contractor must also ensure that all its activities are undertaken in such manner as is required to prevent contamination of the ground, ground-water and surface waters. This may include but is not restricted to:

- materials being stored in appropriate conditions to prevent damage/contamination of storage areas;
- containers of hazardous or potentially contaminating materials being sited away from drains and un-surfaced areas;
- containers of hazardous or potentially contaminating materials being fit for purpose, regularly inspected and maintained;
- containers of hazardous or potentially contaminating materials should have secondary containment (such as a bund) to contain any leaks or spills for example, areas used for the storage of diesel fuel or chemicals
- All waste should be clearly labelled and segregated prior to offsite disposal to prevent cross contamination and inappropriate disposal; and
- It is the Contractor's responsibility to ensure that its principal Contractor and sub-Contractors are made aware of the ground conditions and potential hazards associated with those conditions.

6 Waste and Materials Handling and Storage

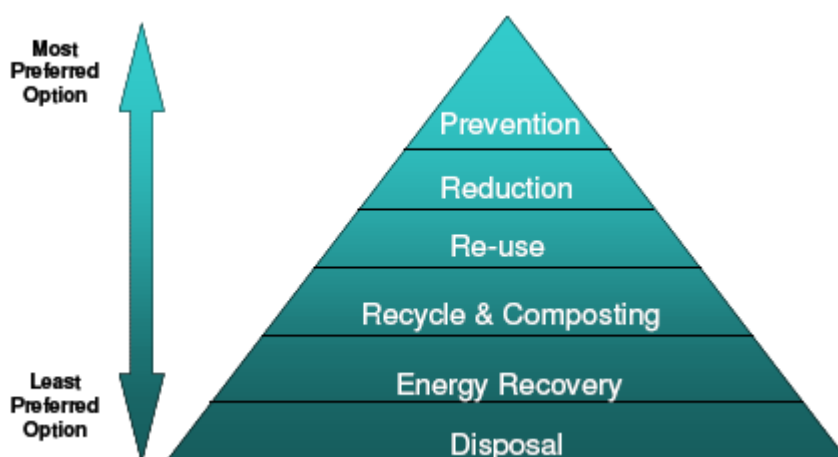
Summary

The Contractor must:

- ensure a Site Waste Management Plan is developed (if required);
- ensure waste is contained and disposed of in an appropriate manner and in accordance with legislation and the Waste Management Hierarchy; and
- ensure methodologies are adopted that prevent environmental impacts by the mishandling and storage of on-site materials and waste.

Waste Management

- 6.1 Under the Site Waste Management Plan Regulations (2008), any project costing over £300k is required to produce a Site Waste Management Plan (SWMP). These will be enforced by both the City and the Environment Agency for new build, maintenance, and alteration or installation/removal of services (such as sewerage or water).
- 6.2 The purpose of a SWMP is to ensure that building materials are managed efficiently, waste is disposed of legally, and that material recycling, reuse and recovery is maximised. As such, a SWMP sets out how all building materials, and resulting wastes, are to be managed over the course of a project. For more information, please consult the following websites: www.defra.gov.uk and www.environment-agency.gov.uk
- 6.3 Those sites with a budget of less than £300k must manage their waste according to current legislation (see www.environment-agency.gov.uk). Evidence of how waste is disposed of, and efforts to reduce and recycle waste, must be maintained and kept on site.
- 6.4 All site waste management must be planned and carried out in accordance with the Waste Management Hierarchy, as demonstrated below:



- 6.5 All wastes must be removed from sites using a registered waste carrier and sent only to disposal facilities authorised to receive it. Disposal must be in accordance with relevant legislation.

- 6.6 All waste documentation - transfer notes, consignment notes, exemptions, waste carrier and facility licences - must be held on site as required by legislation. Such documentation must be maintained to be readily available for inspection at all times.

Materials Handling and Storage

- 6.7 Materials should be stored in appropriate conditions to prevent damage/contamination, of storage areas. Containers should be sited away from drains and un-surfaced areas. Storage containers should be fit for purpose, regularly inspected and maintained, and should all have secondary containment (such as a bund) to contain any leaks or spills.
- 6.8 Fuels should be stored in compliance with the Control of Pollution (Oil Storage) Regulations 2001.
- 6.9 Procedures and training should be in place for the safe delivery and handling of materials, with regular site inspections carried out to ensure that once on site they are stored safely and correctly.

Asbestos and other Hazardous Materials

- 6.10 All work on asbestos and other hazardous materials must comply with current Legislation and HSE Approved Codes of Practice & Guidance.
- 6.11 Before any work is done or commissioned that is likely to disturb asbestos or other hazardous material, the following must be worked out:
- The amount of hazardous material;
 - Where it is and what condition it is in;
 - Whether work is likely to disturb material; and,
 - Whether and how the material needs to be safely protected or removed.
- 6.12 This can be achieved either by checking existing records (such as client's survey, asbestos plan or register) or commissioning a suitable survey before work starts. It is good practice to include the need for such a survey in the initial project cost and programme. For more information, please see the following and associated links:
- <http://www.hse.gov.uk/construction/healthrisks/asbestos.htm>
<http://www.hse.gov.uk/comah/index.htm>

7 Water

Summary

The Contractor must:

- ensure trade effluent is not discharged directly to surface or foul drains without contacting the appropriate body;
- trade effluent consents are held on site;
- contact the City of London's Drainage Services Group or Thames Water Utilities if work is to be undertaken on sewer connections or drains running under the public highway; and
- ensure the under-ground drainage systems are adequately designed and installed.

Discharge of Waste Water from Sites

- 7.1 Wastewater generated from site activities including water from dewatering excavations, site run off slurry and bentonite are classified as trade effluent. These should not be discharged direct to surface or foul drains without the consent of the Environment Agency for controlled waters, and Thames Water for others.
- 7.2 The Contractor is responsible for obtaining necessary consents and ensuring compliance with any conditions imposed on them. Copies of consents must be held in a designated file kept on site. In cases of heavy water run-off, sumps must be provided in order to deal with the issue.

Site Drainage, Temporary and Permanent Connections to Sewers

- 7.3 Contact must be made with the City of London Drainage Services Group (020 7332 1105) or Thames Water Utilities (0845 9200 800) before any work is undertaken on connections to sewers or drains running under the public highway. The following general requirements will have to be met:
- All redundant sewer communication pipe work must be sealed off at the sewer. The remaining pipe work should be removed or filled with a suitable weak concrete, cement grout or other suitable material. This is to prevent any infestation by rodents and avoid the risk of future possible subsidence.
 - All retained sewer communication pipes should be tested and a CCTV survey carried out to ensure they are suitable for the new development and in good condition.
 - In order to prevent rodents or sewer gases reaching the site, temporary sewer communication pipes must be provided with a 'cascade' cast iron interceptor trap to British Standard specification.
- 7.4 It is strongly recommended that all under-ground drainage systems are installed using pipes made of a robust material such as cast iron, and that inspection chambers etc. are properly sealed with bolted down covers. This will prevent later problems from damage by vibration or rodent access.
- 7.5 Wherever it is at all possible, the drainage system serving the proposed development or refurbishment should gravitate to the sewer. This will eliminate the need for pumping of foul drainage to the sewer and the associated problems which regularly occur with this type of installation.

- 7.6 The sewage system within the City of London is vented to atmosphere via vents at road surface level and any increase of discharge velocity resulting from pumped or stored sewage being discharged to the sewer frequently results in complaints of foul smells. These may well be treated as a statutory nuisance by the City of London. The importance of designing a system which discharges to the sewer by gravity wherever practicable cannot be overstated.
- 7.7 *Note: Details of the City's standard drainage connection requirements and the related legislation are shown in Appendix E.*

8 Sustainability and Preservation

Summary

The Contractor should:

- employ best practice and look for new innovative techniques in the priority areas specified to ensure a more sustainable approach;
- ensure the Department of Planning and Transportation has been contacted to establish the status of the site and what specific requirements are included in the planning permission, listed building consent or conservation area consent;
- ascertain whether any trees on the site or immediate area are either protected or fall within a Conservation Area prior to works starting; and
- ensure an ecological survey has been undertaken by a qualified professional and appropriate mitigation measures agreed with the City of London.

Climate Change and Sustainability

- 8.1 The City of London is working towards limiting the impact of the region and making it more sustainable, demonstrated by (among other projects) the current development of a Climate Change Strategy, and strongly encourages other parties to do the same. Innovation and best practice in this area will therefore be highly regarded in applications for the Environment Award through the CCS.
- 8.2 The Sustainable Development Commission has identified the following key priority areas for action in the UK:
- sustainable consumption and production – greater efficiency in utilisation of resources and minimisation of waste;
 - natural resource protection; and,
 - climate change and energy – both reducing energy consumption and sourcing that energy from more sustainable sources.
- 8.3 Contractors should employ best practice and look for new innovative techniques in each of these priority areas, thus ensuring the process of construction or deconstruction is made more sustainable.
- 8.4 The impact of such techniques, or indeed highlighting of areas for improvement, can be demonstrated by including life cycle analyses for materials/processes or basic carbon footprinting in documentation submitted as part of the planning process.
- 8.5 Examples of actions taken to increase the sustainability of the site could include:
- Use of the Mayor of London's Green Procurement Code, in particular via the procurement of FSC-approved/sustainable timber;
 - Use of non-virgin aggregate;
 - general good practice including ensuring that plant not in use is switched off and that lighting is used only when necessary (such as through the use of timers);
 - Use of energy efficient bulbs or solar powered lighting;
 - the use of existing feeds for power where possible to prevent the need for generators, or the purchasing of energy/electricity from sustainable sources;

- Employment of energy efficient and, where possible, gas powered plant as opposed to petrol/diesel;
- Efficient use of water as a resource, for example in cleaning systems or the implementation of rainwater harvesting.

8.6 For more information regarding climate change and sustainability issues relevant to a particular project or site, Contractors are encouraged to contact the City of London Sustainability Team on 020 7332 3598, or read the Climate Change Adaptation Strategy available at:

<https://www.cityoflondon.gov.uk/services/environment-and-planning/sustainability/Documents/climate-change-adaptation-strategy-2010-update.pdf>

Archaeology and Built Heritage

- 8.7 Much of the City of London is designated as being of archaeological potential. Archaeology is a material consideration of the planning process. Where archaeological remains survive, the archaeological potential is considered as part of the planning application. Where a development affects archaeology, investigation and recording is required as a condition of the planning permission. This may be to ensure the preservation *in-situ* of important archaeological remains and to ensure that a record of the remains is made.
- 8.8 Some monuments and archaeological remains are scheduled ancient monuments under Part I of the Ancient Monuments and Archaeological Areas Act 1979 and scheduled monument consent is required to undertake any work that may affect a scheduled monument. Scheduled Monument Consent is obtained from the Department of Culture, Media and Sport and advice on this is available from English Heritage.
- 8.9 Some buildings and structures are included on the statutory list of buildings of special architectural or historic interest. Listed building consent is needed to carry out any work which may affect a building's special architectural or historic interest.
- 8.10 The Contractor must ensure that the Department of the Built Environment has been contacted to establish whether the site contains a listed building, scheduled ancient monument or archaeological remains, and what specific requirements are included in the planning permission, listed building consent or conservation area consent. Conditions of a planning permission may include the requirement of a programme of archaeological work and recording to be carried out as an integrated part of the development, submitted to and approved by the Department of the Built Environment before work commences (contactable via 020 7332 1710).
- 8.11 Advice and details of the need for Scheduled Monument Consent should be obtained from English Heritage (contactable via 020 7973 3000).

Trees and Wildlife

- 8.12 The local planning authority has specific powers under the Planning Acts to protect trees and require the planting of a replacement tree in certain circumstances. The Director of Open Spaces is also responsible for the maintenance and management of street trees and trees within some of the city churchyards. The Contractor must therefore ascertain whether any trees on the site or in the immediate vicinity of the site are protected or maintained by the Corporation prior to starting work.

- 8.13 A tree may be protected in one of the following ways:
- By a Tree Preservation Order
 - If it is located within a conservation area
 - By means of conditions on planning permissions or other consents.
- 8.14 The City of London Tree Strategy Supplementary Planning Document (Part 1) and the accompanying evidence and practice guidance (Part 2) sets out a co-ordinated approach to the management of trees in the City of London. It provides advice for anyone wishing to undertake work to existing trees or to plant new trees. It can be found via the following link:
- <https://www.cityoflondon.gov.uk/services/environment-and-planning/planning/heritage-and-design/Documents/Tree-Strat-Part-1-Complete.pdf>
- 8.15 Development schemes can have a major impact on existing trees including street trees. It is essential therefore that the potential impact of the proposed works on these trees is assessed at an early stage prior to the submission of any application. This should include the demolition and construction process and future maintenance of the building. Prior to undertaking any tree works or any works in the vicinity of trees Contractors should consult the City Corporation Tree Strategy.
- 8.16 Prior to commencement of works on site, checks should be undertaken to confirm whether there are any birds or bats that may be nesting/roosting within buildings or vegetation. If present appropriate mitigation measures should be undertaken following consultation with the City's Department of Open Spaces 020 7332 3505.

9 Light Pollution

Summary

The Contractor must ensure:

- nearby residents and commercial occupiers are not adversely affected by light pollution from the site;
- an energy efficient lighting approach is adopted; and
- lighting does not pose a hazard;

Light Pollution

- 9.1 Light pollution is a statutory nuisance and is defined as any form of artificial light which shines outside the area it is required to illuminate. Unnecessary use of lights is considered a waste of energy (see section 8.5). Any use of lighting should have regard to these facts and should be designed to prevent any nuisance to residents or road traffic and be used primarily for reasons of health and safety or security.
- 9.2 Site lighting should be located and aligned so as not to intrude into residential properties, on sensitive areas, or constitute a road or rail hazard.

10 Problems on Site

Summary:

- If emergency work is required then the Contractor must contact City of London as detailed;
- The Contractor must ensure that systems are in place to enable problems on site to be identified and ensure that appropriate action is taken to mitigate the problem and the appropriate parties are informed.

Emergency Work

- 10.1 The City of London appreciates that occasionally incidents arise whereby it is impossible or impractical to comply with all the requirements within this Code. In such an event, the Pollution Control Team should be contacted within the hours of 08:00 and 17:00. Outside of these hours The Out of Hours Team should be called on 020 7606 3030, leaving a name, mobile number, the nature of the emergency, and the site address. Following this the Environmental Health Out of Hours Officer will respond by calling the Contractor in order to ensure the presence of an emergency and approve the method of work.
- 10.2 In the event of an environmental incident (e.g. a spillage), steps should be taken to prevent pollution, for example through:
- Protection of drains by the use of drain covers or booms;
 - Use of absorbent granules following an oil/chemical spill; and,
 - Turning off equipment or other sources of noise or dust.
- 10.3 Once the situation has been rectified, full details about the incident and remedial actions undertaken should be provided to the City of London and other relevant authorities, and recorded in the site complaints/incidents logbook.

Pollution Emergencies

- 10.4 All sites should have a plan, equipment and training in place for dealing with pollution emergencies. A summary of the plan should be visibly displayed around site, and understood by all workers.
- 10.5 For more guidance on such planning, please see the Environment Agency guidance 'Pollution Prevention Pays – getting your site right', downloadable at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/485173/LIT_7481.pdf

Pest Control

- 10.6 The City of London has a statutory duty to take such steps as may be necessary to keep the City free from rats and mice this includes enforcement of the *Prevention of Damage by Pests Act 1949*.
- 10.7 When an occupier of any land, including a construction site becomes aware of an infestation by rats or mice in large number he must notify Port Health and Public Protection (020 7606 3030).

- 10.8 Appropriate measures must be taken to limit any insect, bird or rodent infestation. Such measures are considered essential to limit future problems in completed buildings - especially in the case of mice.
- 10.9 Pest control does not just include treatment by a pest control company; in fact this is a last resort. Measures should be taken to:
- Prevent access to the site principally from exposed drainage;
 - Reduce harbourage in order to ensure that rubbish or spoil is not left for long enough allow rodents to establish themselves above ground;
 - Limit potential food and water sources. It is particularly important to ensure that waste food or empty cartons are not left in areas where they can encourage rats and mice.
- 10.10 Many of the methods necessary to achieve adequate control should be part of established construction/deconstruction methods. To report any problems with infestations, or if you require any additional advice, contact the City of London on the following number: 020 7606 3030.

11 Legislation and Documentation

Documentation

- 11.1 The Contractor should keep all appropriate documentation relevant to the requirements of this Code in designated files held on site. They must be available at all times for inspection and review by the City of London or other authorities and should include as a minimum:
- Scheme of Protective Works (as per section 2);
 - liaison minutes, letters, photos and newsletters.
 - noise, vibration and dust monitoring results (where applicable);
 - waste management documentation (where applicable);
 - inventory of non-road-mobile machinery and emission standards;
 - Site hours variation sheets; and
 - a complaints/incidents log with actions taken.

Section 60 and 61 Notices

- 11.2 The Control of Pollution Act 1974 Part III restricts and limits noise and vibration from a construction site. If complaints are received, where it is considered necessary, the Department of Markets and Consumer Protection will serve a Section 60 notice on the Contractor for the control of noise and vibration at the site. This notice can:
- Specify the plant or machinery that is or is not to be used;
 - specify the hours during which work can be carried out; and/or,
 - specify the levels of noise and vibration that can be emitted from the site.
- 11.3 The Contractor can apply in advance for a consent in the form of a Section 61 notice regarding the methods and conditions by which they are intending to undertake the works and control nuisance.
- 11.4 The City does not advise the use of Section 61 consents but it does support a system of prior agreement on similar lines, as this allows a much more flexible approach of greater benefit to the Contractor. Section 60 notices will be served where they are considered necessary. Contraventions of either Section 60 or 61 may well result in legal proceedings, leading to further costs and delays for the Contractor.

APPENDIX A

Guidance and Legislation

General

Environment Agency Pollution Prevention Guidance Notes
National Planning Policy Framework
Planning Policy Guidance Notes
Town and Country Planning Act 1990
Planning and Compensation Act 1991
BS 6187: 2011 Code of Practice for Demolition
ISO 14001

Vehicle Movements

Highways Act 1980
Road Traffic Regulations Act 1984
Traffic Management Act 2004
Standard for Construction Logistics – Managing Work Related Road Risk (TfL) and Fleet Operator Recognition Scheme (TfL)

Noise and Vibration

Environmental Protection Act 1990 (especially Sections 79 – 82)
Control of Pollution Act 1974 (especially Section 60 and 61)
BS 5228-1:2009+A1:2014 and BS 5228-2:2009+A1:2014, – Noise & Vibration Control on Construction and Open Sites
BS 7385-2:1993 Evaluation and Measurement for Vibration in Buildings. Part 2 Guide to Damage Levels from Ground borne Vibration
BS 6472:2008 Guide to Evaluation of Exposure to Vibration in Buildings (1Hz - 80Hz)
Noise and Statutory Nuisance Act 1993
Control of Noise at Work Regulations 2005
The City of London Noise Strategy 2016 to 2026

Air Quality

Environment Act 1995
Air Quality (England) Regulations 2000
Building Research Establishment draft Code of Practice on Controlling Particles from Construction and Demolition (2000)
DEFRA (2001) UK Air Quality Strategy, HMSO, London
Clean Air Act 1993
The City of London Air Quality Strategy
Road Vehicles (Construction and Use) Regulations 1986 (as amended) – Regulation 98
Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002

Smoke and Fume Nuisance

Noise and Statutory Nuisance Act 1993

Asbestos and Hazardous Substances

The Control of Asbestos Regulations 2012
Special Waste (Amendment) (England and Wales) Regulations 2001
MDHS 100 "Surveying sampling and assessment of asbestos-containing materials" HSE Guidance Note 2002

Control of Substances Hazardous to Health Regulations 2002 (as amended)
Environmental Protection (Controls on Substances that Deplete the Ozone Layer) Regulations 2011
Plus all other current/future Legislation together with HSE Approved Codes of Practice and Guidance

Waste Management

Environmental Protection Act 1990
Environment Act 1995
Environmental Protection (Duty of Care) Regulations 1991
Environmental Protection (Special Waste) Regulations 1996 (as amended)
The Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991
Waste Management Licensing Regulations 1994 (as amended)
Waste Management Duty of Care Code of Practice (1996), HMSO

Contaminated Land

British Standards Institute, Investigation of potentially contaminated sites – Code of practice BS 10175:2011+A1:2013
British Standards Institute, Guidance on investigations for ground gas – Permanent gases and Volatile Organic Compounds (VOCs) BS 8576:2013
British Standards Institute, Specification for subsoil and requirements for use BS 8601:2013
British Standards Institute, Code of practice for the design of protective measures for methane and carbon dioxide ground gases for new buildings BS 8485:2015
British Standards Institute, Specification for Topsoil BS 3882:2015
British Standards Institute, Code of practice for ground investigations BS 5930:2015
Building Research Establishment, Cover Systems for Land Regeneration: 2004
Building Research Establishment, Concrete in Aggressive Ground, Special Digest 1 : 2005
Chartered Institute of Environmental Health and Land Quality Management, Generic Assessment Criteria for human health risk assessment: 2006
Chartered Institute of Environmental Health and Department for Environment Food and rural Affairs, Local authority guide to the application of Part 2A of the Environment Protection Act 1990 – extended to cover radioactive contamination 2007
Chartered Institute of Environmental Health and Cl:aire, Guidance on comparing soil contamination data with critical concentration: 2008
CIRIA, A guide for safe working on contaminated sites, R132: 1996
CIRIA, Assessing risks posed by hazardous ground gases to buildings CIRIA C665: 2007
CIRIA, The VOCs handbook. Investigating assessing and managing risks from inhalation of VOCs at land affected by contamination. CIRIA 682: 2009
Cl:aire, SuRF UK, A Framework for Assessing the Sustainability of Soil and Groundwater Remediation: 2010
Cl:aire, The Definition of Waste: Development Industry Code of Practice, V2: 2011
Cl:aire, A Pragmatic Approach to Ground Gas Risk Assessment. Cl:aire Research Bulletin RB17 : 2012
Cl:aire and Joint Industry Working Group, CAR-SOIL™, Control of Asbestos Regulations 2012, Interpretation for Managing and Working with Asbestos in Soil and Construction and Demolition Materials: 2016
Department for Environment Food and Rural Affairs, Environmental Protection Act 1990: Part 2A Contaminated Land Statutory Guidance.
Department for Environment Food and Rural Affairs, Model Procedures for the Management of Land”, report CLR11: 2004
Environment Agency, Guidance on requirements for Land Contamination Reports: 2005

Environment Agency, Remedial targets Methodology – Hydrogeological Risk Assessment for Land Contamination: 2006
Environment Agency, Contaminated Land Exposure Assessment Tool v1.05: 2009
Environment Agency, Guiding Policies for Land Contamination 2010, last updated 2016
HMSO, Environment Act 1995
HMSO, The Contaminated Land (England) Regulations: 2000 (with amendments 2006,2012)
HMSO The Landfill Tax Regulations 1996 (with amendments 2015,2016)

Discharges and Site Drainage

Environmental Protection Act 1990
Environment Act 1995
Water Resources Act 1991
Water Industry Act 1991
Trade Effluent (Prescribed Processes and Substances) Regulations 1989 (as amended)
Anti-Pollution Works Regulations 1999

Pests

Wildlife and Countryside Act 1981 (as amended)

Trees

Town and Country Planning Act 1990
Wildlife and Countryside Act 1981 (as amended)
Conservation of Habitats and Species Regulations 2010
BS 5837:2012 Trees in relation to design, demolition and construction - Recommendations
BS 3998:2010 Tree work: Recommendations

Archaeology and Built Heritage

Ancient Monuments and Archaeological Areas Act 1979
Planning (Listed Buildings and Conservation Areas) Act 1990

City of London Documents

Code of Practice for Deconstruction and Construction Sites
Considerate Contractor Scheme (see Appendix C)
Scaffolding and Hoarding Licences (see Appendix D)
City's Standard Requirements for Sewer Connections (see Appendix E)
Traffic Management Requirements (see Appendix F)

APPENDIX B

Contact details for City Departments and External Agencies

Postal address for all Internal Departments: PO Box 270, Guildhall
London, EC2P 2EJ
General Switchboard (24 hour service) Tel: 020 7606 3030

MARKETS AND CONSUMER PROTECTION – Pollution Control Team

All enquiries: Tel: 020 7606 3030.
Email: publicprotection@cityoflondon.gov.uk

DEPARTMENT OF THE BUILT ENVIRONMENT HIGHWAY MANAGEMENT GROUP

Out of Hours in Emergency: Tel: 020 7606 3030 and ask for duty officer to be called. He or she will call you back.
Considerate Contractor Scheme: Tel: 020 7332 1104
Email: ccs@cityoflondon.gov.uk
Highways Section & Scaffolding Licences: Tel: 020 7332 1104/3578
Fax: 020 7332 1578
Parking dispensations & Highway Closures: Tel: 020 7332 3553
traffic.management@cityoflondon.gov.uk
City of London Drainage Group: Tel: 020 7332 1105
District Surveyors: Tel: 020 7332 1000
City Structures Officer Tel: 020 7332 1544

DEPARTMENT OF THE BUILT ENVIRONMENT DEVELOPMENT MANAGEMENT

Protected Trees Tel: 020 7332 1708
Listed Buildings – Consent to Work Tel: 020 7332 1710

OPEN SPACES DEPARTMENT

Advice on birds, bats or plants found on site Tel: 020 7374 4127

THE CITY OF LONDON POLICE

Postal Address: Wood Street Police Station
37 Wood Street, London EC21 2NQ
General Enquiries: Tel: 020 7601 2455
Control Room (24 Hour operations): Tel: 020 7601 2222
Abnormal loads & traffic planning: Tel: 020 7332 3122

MUSEUM OF LONDON ARCHEOLOGY – ‘MOLA’

Postal Address: 46 Eagle Wharf, London, N1 7ED
General Enquiries: Tel: 020 7410 2200
Fax: 020 7410 2201

EXTERNAL AGENCIES

THE ENVIRONMENT AGENCY

Postal Address: Apollo Court
2, Bishops Square Business Park
St. Albans Road
Hatfield,
Herts, AL10 9EX

General Enquiries: Tel: 08708 506 506

HEALTH & SAFETY EXECUTIVE

Postal Address: Rose Court
2, Southwark Bridge Road
London, SE1 4LW

24 Hour Emergency Contact:
(construction, demolition
& asbestos related matters)

Tel: General enquiries: 0845 3450055
Tel: 020 7556 2102
Fax: 020 7556 2109

THE METROPOLITAN POLICE

Postal Address: New Scotland Yard
Broadway
London, SW1H 0BG

General Enquiries: Tel: 0300 123 1212
Abnormal Loads Section Tel 020 8246 0931

LONDON FIRE & EMERGENCY PLANNING AUTHORITY

Postal Address: 20 Albert Embankment
London, SE1 7SD

General Enquiries: Tel: 020 7587 2000

***NB.** The work previously carried out by the **Petroleum Inspectorate** is now shared between The Health & Safety Executive - in respect of most instances where fuel is dispensed or stored in large quantities and Building Control Officers in Local Authorities - in the case of ventilation & signage in underground car parks etc.*

ENGLISH HERITAGE

Postal Address: 1 Waterhouse Square, 138-142 Holborn, London, EC1N 2ST

General enquiries: Tel: 020 7973 3000

TRANSPORT FOR LONDON

Abnormal loads section Tel: 020 7474 4770

LONDON UNDERGROUND LTD

Contact re underground structures etc. Tel: 020 7222 1234

PORT OF LONDON AUTHORITY

General enquiries: Tel: 0147 456 2200

APPENDIX C

Considerate Contractor Scheme Information

1. The Considerate Contractor Scheme (CCS) comprises:
 - a Code of Good Practice, covering care, cleanliness, consideration and cooperation;
 - regular inspections by the City's Considerate Contractor Surveillance Officers;
 - an annual judging and awards ceremony; and
 - a telephone hotline enabling the general public to comment on the Scheme, sites and on participating Contractors. (020 7332 1104 / email ccs@cityoflondon.gov.uk)

Note: general compliance with this Code of Practice is also a requirement of the scheme and sites will be judged and scored in this context.

2. The CCS is a co-operative initiative open to all Contractors undertaking building and civil engineering work in the City of London. There is no membership fee, but on joining the Scheme, members agree to abide by the Code of Good Practice. It is by following this voluntary Code that the general standards of works are raised and the condition and safety of City streets and pavements improved for the benefit of everyone living, working or just travelling through the Square Mile.

Membership of the CCS is actively encouraged for all construction and deconstruction works in the City.

Additional information and a copy of the code of practice can be obtained from The Department of the Built Environment Highways Division representative on 020 7332 1104 or by email to ccs@cityoflondon.gov.uk

3. An Environment Award is available as a separate achievement in the Considerate Contractor Scheme to recognise and encourage best practice and innovation in the sustainability of City construction and deconstruction. For details email publicprotection@cityoflondon.gov.uk

APPENDIX D

Scaffolding & Hoarding Licence Requirements

1. Under sections 168 and 169 of the Highways Act 1980, scaffolds and gantries on or over the Public Highway require a licence and must comply in all respects with the Department of the Built Environment's Highways Division's Guidance Notes for Activities on the Public Highway.
2. Under section 184 of the Highways Act 1980, temporary vehicle crossovers require a licence and should comply with section 13 of the Highways Division's Guidance Notes for Activities on the Public Highway.
3. Application for these licences should be made to the City by contacting Highways Division, Department of Markets and Consumer Protection. A site visit will usually be required. (020 7332 1104)
4. Scaffolding over the River Thames, on the foreshore or within 16 metres of flood defences requires consent under the byelaws of the Environment Agency, Thames Region and the Port of London Authority.
5. Requests for further information, copies of the guidance notes and licence applications should be made to the Highways Division (020 7332 3578).



Department of Markets and Consumer Protection
City of London
PO Box 270, Guildhall
London EC2P 2EJ
www.cityoflondon.gov.uk

APPENDIX E

The City of London Sewers Act 1848

City of London Standard Requirements

1. All communicating drains to the sewer outfall **must** be provided with a cast iron intercepting/disconnecting trap which has a cascade, with access to the crown of the trap and have rodding access through to the sewer as BSS figure 26 or equivalent (for rodent control measures).
2. The communication pipework should be laid in straight lines in the vertical and the horizontal alignments and with no other pipe connections. (e.g. at a self-cleansing velocity and in a straight line from interceptor to the sewer).
3. The interceptor should be located inside the property boundary and adjacent to the buildings curtilage.
4. There should be provision to provide ventilation to the low invert level of a drainage system this should normally be at the intercepting trap. It may be difficult to evaluate air movement precisely and therefore as guidance you should allow for the vent pipe to be half diameter at the size of the intercepting trap. This vent should be discharged to a safe outlet at roof level atmosphere.

NOTES

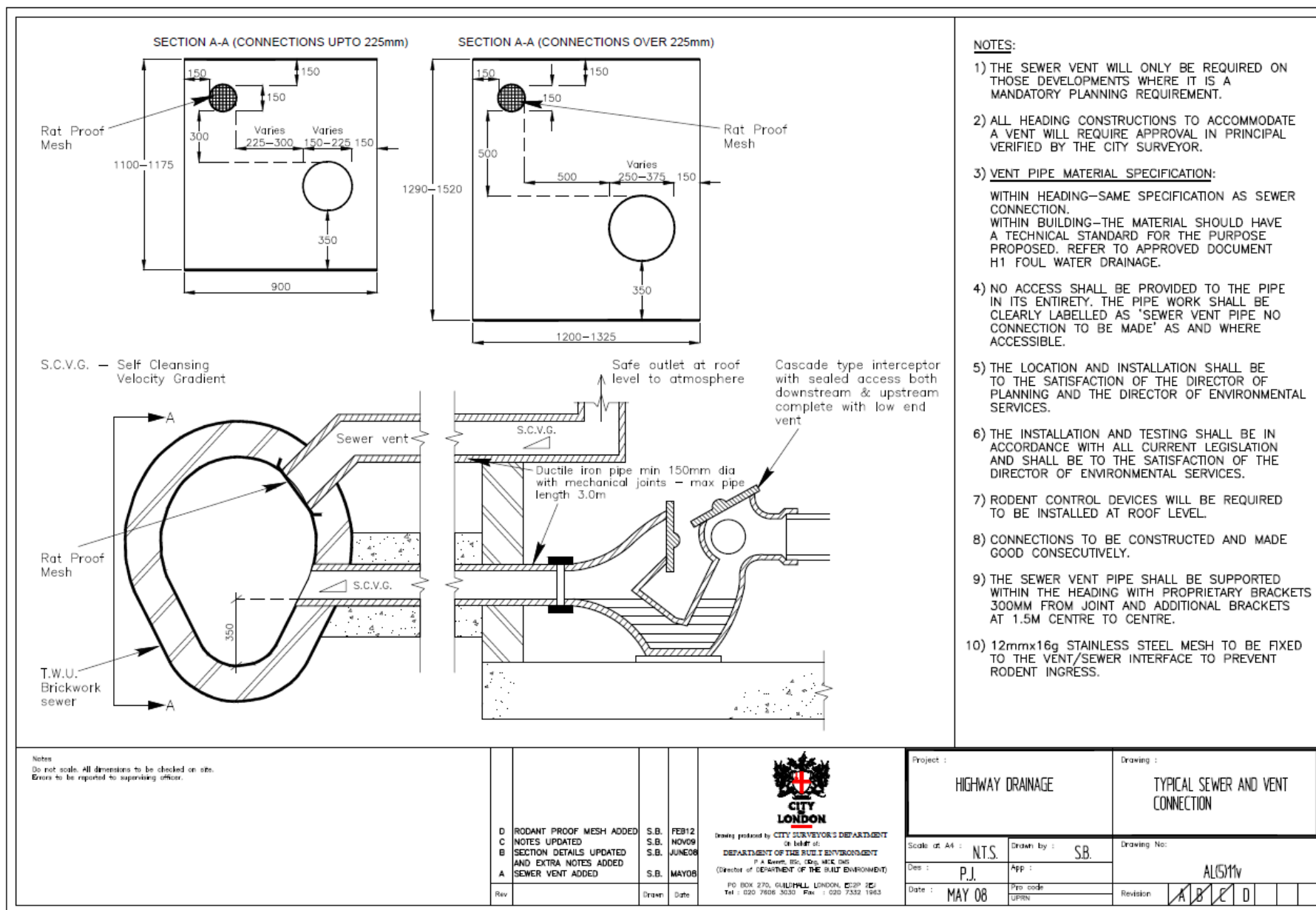
- a) The sewage system within the City historically vents to atmosphere via low level vents and any increases of discharge velocity (e.g. pumped drainage) of building effluent to the sewers results in the incidences of smells being reported. As justified smell complaints are treated as a statutory nuisance by this Department. It is **STRONGLY RECOMMENDED** where practicable and safe to do so all drainage should discharge via gravity.
- b) In the view of this authority there are rodents present within the sewers and special rodent control is therefore required, historically the measures this authority accepts is both by means of an interceptor trap and a sealed drainage system. You should discuss this matter with your Building Control body/Advisor.
- c) There is a requirement under Section 62 of the Building Act 1984 for any person who carries out works which result in any part of a drain becoming permanently disused that they shall seal the drain at such points as the local authority may direct. You should therefore make arrangements to seal off any redundant communication drains connecting to the Thames Water Utilities (TWU) sewer at the point of communication with the local sewer and at the buildings curtilage.
- d) The City now requires in some instances the introduction of sewer vent pipes. Via the Planning process. The information required for this approval is shown below:
 - A long sectional detail is required for each connection. Copy of standard City detail is shown.
 - Minimum size of sewer vent to be 150mm.
 - Confirmation of materials proposed, pipework must be rodent proof, i.e. light weight iron or similar.
 - Basement, ground floor and roof level layout plans are required, showing sewer vent pipework.
 - Locations of the sewer vent pipework, in building, to be shown, i.e. in a duct or riser.
 - Schematic drawing of all soil and waste pipework, clearly showing sewer vent with route of the sewer vent highlighted so it is easy to identify.

Any failure in respect of these requirements may result in: -

1. *Charging of costs and expenses involved in attending site and auditing works.*
2. *Copies of documents concerning any default being placed on our Land Charges Register and disclosed to all subsequent enquiries*
3. *Charging for remedial works done in default and costs recovered from responsible person(s) which may be substantial in terms of cost and delays to the project.*

You are advised to submit proposals in writing concerning these matters to the above address

If you require any further advice or information on this matter, then please do not hesitate to contact a Member of the Pollution Team on 020 7606 3030 or email: publicprotection@cityoflondon.gov.uk



29/05/2006 16:17:26 Baynes, Scott H:\Projects\New Structure\CAD\HIGHWAYS\Drainage & Sewer Subways - Cucklet Standard Drainage Details - AL511 - Inc Vent - Read Only.dwg

APPENDIX F

Traffic Management Requirements

General

The Contractor will be required to use designated traffic routes. These must be agreed during the site operations planning stage with the Department of Markets and Consumer Protection Highways Management Group (020 7332 3993).

If necessary, proposed routes will also be discussed with The City Police (020 7601 2222), Transport for London (020 7474 4770), Port Health and Public Protection (020 7606 3030) & The Metropolitan Police. (020 7230 1212).

Whenever possible vehicles must enter and exit the site in a forward direction, any exceptions to this rule must have prior consent from the Department of Markets and Consumer Protection Highways Division (020 7332 3578).

A competent banksman should be provided to assist your drivers accessing & leaving sites where there are busy streets etc., thereby ensuring pedestrian safety & minimal disturbance to other traffic.

Deliveries to the site should be properly co-ordinated. Parking in local streets whilst waiting for access to the site is not permitted. A 'parking dispensation' will be required for vehicles unloading or loading in the street. (Contact the Traffic Management Office on 020 7332 3553 to arrange this)

The Contractor will be held responsible for any damage caused to the highway by site activities and will be required to carry out the temporary or permanent reinstatement of roads, kerbs, footpaths & street furniture to the satisfaction of the City.

The City encourages use of systems where vehicles serving sites regularly are identified by prominently displayed notices.

Contractors must not allow mud or other spoil from sites onto the highway adjacent to the site. Wheel washing plant or other means of cleaning wheels must be used before vehicles leave unpaved sites.

Arranging road closures in connection with crane & other heavy lifting equipment deliveries.

The correct procedure involves firstly telephoning the Pollution Control Team to agree the hours of operation and noise implications of your outline proposals on 020 7606 3030.

The 'mobile crane environmental health authorisation & structures form' – 'Appendix I' should then be completed and e-mailed to the Pollution Control Team via the following e-mail address for approval: publicprotection@cityoflondon.gov.uk

Once received, the completed form will be checked, any necessary amendments agreed with the applicant and returned to the applicant signed by the authorising officer.

Formal application for any crane operation and / or road closure must then be made in person to the Department of Built Environment's Traffic Management Office. Applications will only be considered by appointment, and applicants must have details of the proposed date, time and nature of the operation at this time. Also, a completed 'Appendix I' signed by the authorising officer must be presented, together with the appropriate payment. For details of current charges or to make an appointment, telephone 020 7332 3553.

Important Note- Underground 'Structures'

The part of Appendix I relating to 'structures authorisation' must also be signed by the crane company's representative before it is presented to The Traffic Management office. It is the crane operators responsibility to check whether there are any underground 'structures' such as subways, car parks, vaults or railway tunnels under, or adjacent to the part of the highway where the crane is to be sited.

Operators must contact the City's Structures officer on 020 7332 1544 to discuss the operation and, if required, the owners of any private underground structures such as London Underground Ltd. (020 7222 1234)

Abnormal Loads

Prior permission for any **abnormal loads** (as specified in legislation enforced by the City of London & Metropolitan Police forces) is required from The City of London Police's traffic planning section (020 7601 2143) & The Metropolitan Police's abnormal loads section (020 8246 0931). Generally, such deliveries have to take place on weekdays after 19.00 hours or at weekends and may also require prior agreement from 'Transport for London'. Contact 020 7474 4770.

Standard for Construction Logistics – Managing Work Related Road Risk

In addition to the particular requirements above, the City expect all Contractors to observe the Standard for Construction Logistics – Managing Work Related Road Risk, especially as all journeys have to pass along routes administered by Transport for London. It is recommended that all Developers/Project Managers include adherence to the Standard as a contractual obligation for all of their Contractors.

Fleet Operator Recognition Scheme

The City of London has a fleet of around 150 vehicles, and has a Gold accreditation FORS assessment. It is expected that all fleet operators within the City will be a member of the scheme, with at least a Bronze accreditation. Whilst it is recognised that most construction sites will be serviced by a variety of construction suppliers, the City of London will actively encourage all developers and project managers to insist that ALL vehicles visiting their sites are registered with FORS. MACE and Berkeley Group have now made this a contractual obligation

APPENDIX G

SITE INFORMATION SHEET

Working and Out of Hours Contact No: 020 7606 3030

Please email the details below to:
publicprotection@cityoflondon.gov.uk

Contact Details			
Date form completed:		Date works starting:	
Site name and address (Site Plan to be attached)			
Name of Site Contact:			
Site contact direct dial number and e-mail address:			
Site 24 Hour Contact Number:			
Contractor Company Name:			
Name of Contractor Contact:			
Contractor address			
Contractor contact number and e-mail:			
Details of Works			
Proposed Working Hours:			
Approximate dates of Works:			
Brief Details of Works to be Carried Out:			



APPENDIX H

Pollution Control Team
City of London, PO Box 270, Guildhall, London EC2P 2EJ
Normal and Out of Hours Contact No: 020 7606 3030
publicprotection@cityoflondon.gov.uk

SITE HOURS VARIATION REQUEST SHEET

This form must be completed and returned to the Pollution Control Team at least 5 days before the activities are to take place. The site hours requested can only be worked if approval is given and this form is countersigned by relevant Environmental Health Officer(s).

Date:				
Company:				
Company Contact:				
Company Contact for Operation:				
Site Name and Address:				
Direct Number:				
e-mail address:				
Operation(s) including location on site:				
Date of operation(s)				
Proposed Working hours:				
Company contact(s) for operation(s):				
Details of operation(s):				
Reasons for the operation(s):				
Plant and/or tools used:				
Predicted noise levels at sensitive location¹	Location	High	Medium	Low
Mitigation measures to minimise high and medium levels of noise:				

¹ Criteria for predicted noise levels

High	Operations that involve frequent mechanical impact, large numbers of plant and/or are continuous for 30 to 60 min. in every 1 hour.
Medium	Operations that involve manual impact noise, movement of plant (e.g. excavation, movement of materials etc.) and/or are continuous for 10 to 25 min. in every 1 hour.
Low	Little or no perceptible noise above background levels at receptor, manual activities, limited plant and/or are continuous for up to 10 min. in every 1 hour.

Residents and businesses likely to be affected. e.g. addresses, site maps etc.	
Notification method (copies of written communications to be included)	

For Environmental Health use:

Variation Number: _____

Variation Granted: YES/NO (delete as appropriate)

If **YES**, any additional comment/specific conditions:

--

If **NO**, please provide brief details/reasons:

--

Name:	
Signature:	
	<i>Environmental Health Officer</i>
Date:	



APPENDIX I

Environmental Health MOBILE PLANT & STRUCTURES NOTIFICATION

publicprotection@cityoflondon.gov.uk

In order to demonstrate the environmental impact of the operation has been minimised, this form must be signed by Environmental Health and presented to the Street Management Office at your authorisation appointment. This form alone does not constitute authorisation.

Company Name:	
Contact Name:	
e-mail address:	
Telephone No/Site Contact Mobile No:-	
Company Address	
Street Name & Location (Where operation is to take place):	
Type Of Operation:	
Are any noisy operations involved?	
Weight of Crane:	
Type Of Traffic Prohibition:	
Date Of Street Management Services Appointment:	

(Times Requested): (please state **TIMES** below in the relevant section)

(Monday-Friday)	
(Saturday Only)	
(Sunday Only)	
(*Friday/Saturday-Sunday) (please also state non operational times) (*delete where necessary)	

Authorisation Declaration (to be signed by environmental officer)

State Name: (of environmental officer) [see Map]	Authorised Signature:	Date: (of confirmation)

B

STRUCTURES AUTHORISATION NOTICE

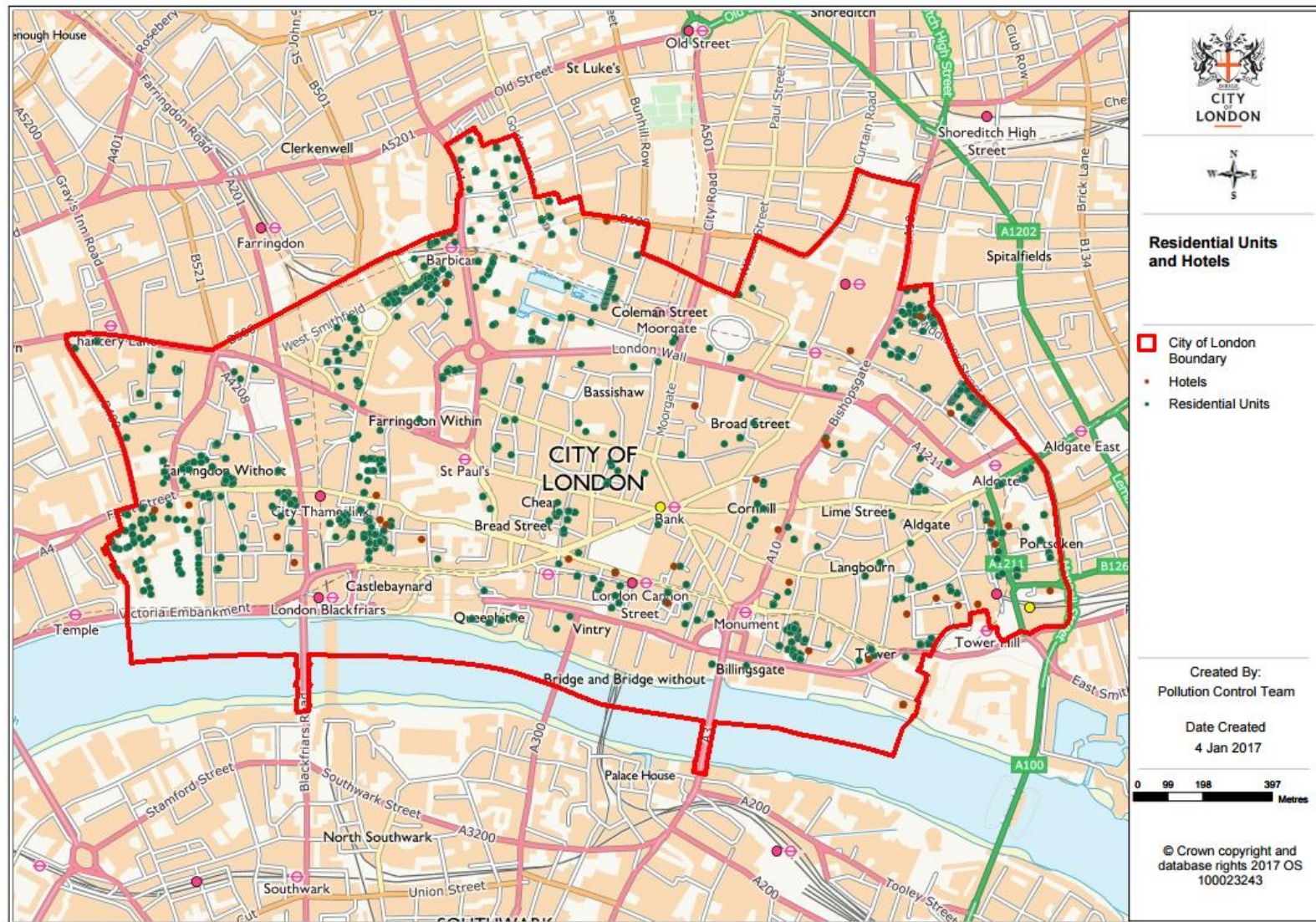
Are there any underground City of London or Privately owned structures? (See List for Corp of London structures).		If YES, please provide documentation that permission has been provided.	Signature of Crane Representative:
Yes	No		Date:

If you fail to produce this form (signed by environmental health and crane company) at your appointment, you may have to book another appointment which will delay your operation.

To be completed by Street Management Services Officer at appointment:

INDEMNITY NUMBER:		DATES AGREED:	
SMS OFFICER:			
DATE:			

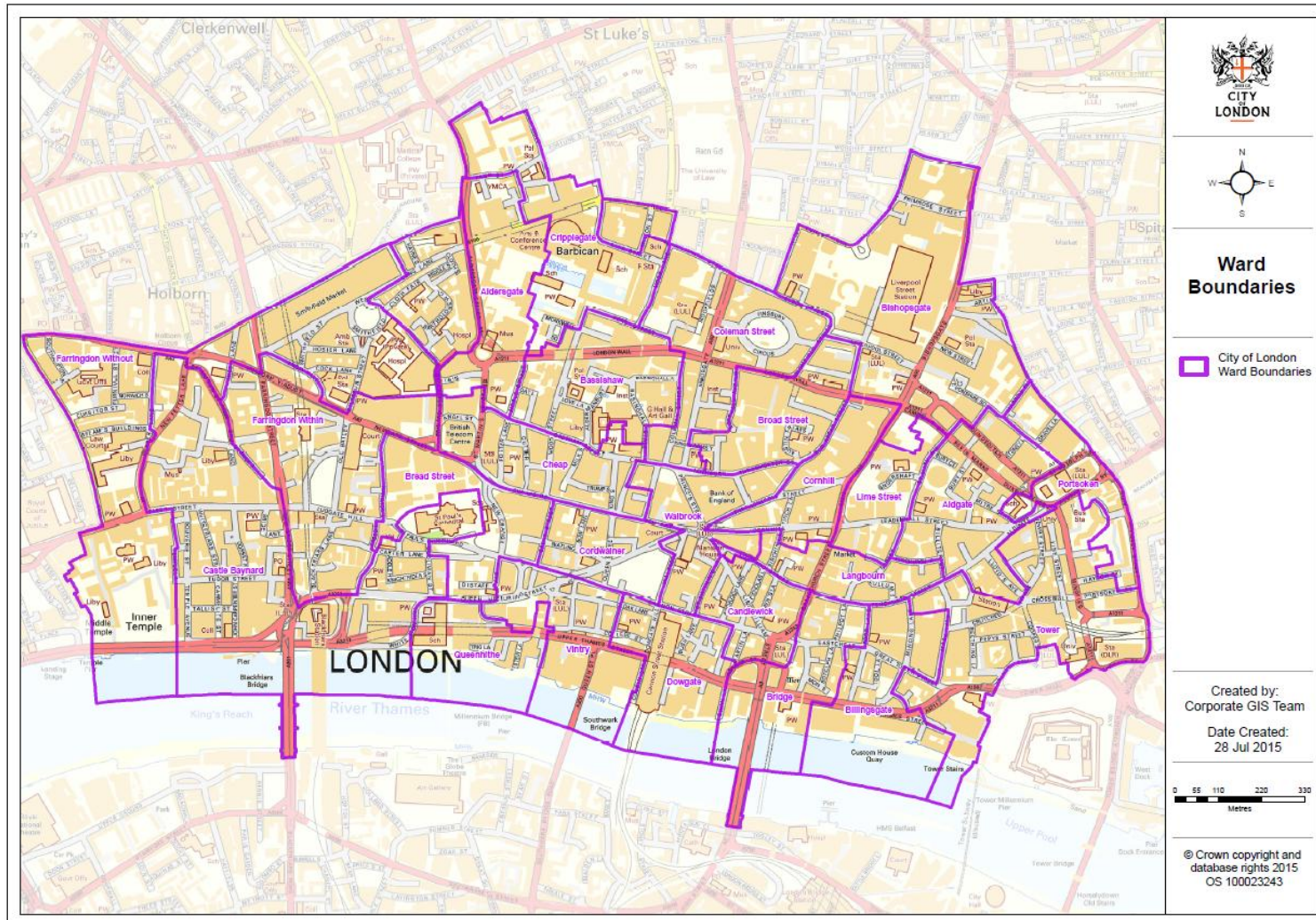
Appendix J



Appendix K

Search online to find a ward member:

www.democracy.cityoflondon.gov.uk/mgFindMember.aspx



Committee(s)	Dated:
Culture, Heritage and Libraries – For Information Planning and Transportation – For Information	06/02/2017 07/02/2017
Subject: The Illuminated River – The Story So Far	Public
Report of: Peter Lisley, Assistant Town Clerk and Cultural Hub Director	For Information
Report author: Nick Bodger, Head of Cultural and Visitor Development	

Summary

The Illuminated River, a new public art initiative for the bridges between Albert and Tower, will transform central London by using the structures as canvases for light and enlivening the riverscape at night. An innovative design team including American light artist Leo Villareal and renowned British architects and urban planners, Liftschutz Davidson Sandilands, has been selected to realise this vision.

Initially led by the Rothschild Foundation and the Greater London Authority (GLA), a new charity – the Illuminated River Foundation – has been set up to provide ongoing management of the project.

The Foundation will raise the funds needed to realise the project (estimated to be £20m) and announced first pledges in November 2016 totalling £10 million. In addition, a contribution of £500,000 from the City Corporation was made towards delivery of the first phase of the installation. This funding derives from its Bridge House Estate bridge maintenance budget and will be spent on London Bridge to upgrade it to the necessary standard for the lighting.

This report seeks to brief Members on progress since the City Corporation pledged its funding in September 2015 and to provide background information on the project ahead of a presentation being made by the Illuminated River Foundation to your Culture, Heritage and Libraries Committee.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. In September 2015, the City Corporation received a request from the then Deputy Mayor for London, Munira Murza, to your Chairman of Policy and Resources Committee soliciting support for the Illuminated River Project.
2. Initially led by the Greater London Authority (GLA) in partnership with the Rothschild Foundation, the Illuminated River is a new public art initiative for the bridges between Albert and Tower that seeks to transform central London by using the structures as canvases for light and enlivening the riverscape at night. Together, the newly-illuminated structures will create a unified and inspirational ribbon of light, transforming the Thames into a visual and vibrant visitor attraction after dark which celebrates one of London's most recognisable features.
3. In addition, it will help to sustain London's momentum as a world centre for creativity and enterprise, providing the opportunity for growing London's night time economy, reducing its energy consumption, and inspiring visitors and Londoners alike.
4. Committing £500,000 from its Bridge House Estate bridge maintenance budget, the City Corporation's contribution to the project is set to be spent on London Bridge, upgrading it to the necessary standard for the lighting. It is expected that this will form part of phase one of the project's realisation in 2018.

Current Position

5. In 2016, a new charity – the Illuminated River Foundation – was set up to provide ongoing management of the project, including raising the funds needed to realise the project in full (estimated to be £20m). This support will be sought from private and philanthropic sources rather than the public purse.
6. To select a design appropriate for a project of this magnitude and profile, Malcolm Reading Associates were appointed to manage an international design competition and your City Arts Initiative elected the Head of Guildhall Art Gallery and London's Roman Amphitheatre to sit on the design assessment panel which shortlisted the entries received.
7. As a significant stakeholder in the project and owner of five of the bridges being considered under the scheme, the City Corporation was also represented on the competition's technical assessment panel through your Assistant Director Engineering and Assistant Highways Director from the Department of the Built Environment (DBE).
8. A shortlist of six entries was agreed by the above groups. These were:

- a. ***Blurring Boundaries*** by Adjaye Associates with Chris Ofili, Thukral & Tagra, Doug Aitken, AKTII, HPF (Hurley Palmer Flatt), Four Communications, DP9, Plan A and DHA Designs;
 - b. ***The Eternal Story of the River Thames*** by AL_A with Asif Kapadia, Simon Stephens, SEAM Design and GROSS.MAX;
 - c. ***Synchronizing the City: Its Natural and Urban Rhythms*** by Diller Scofidio + Renfro with L'Observatoire International, Arup, Transsolar, Jennifer Tipton and Oliver Beer;
 - d. ***A River Ain't Too Much to Light*** by Les Éclairagistes Associés with ecqi, ewo, Federico Pietrella, and GVA Lighting Europe Limited;
 - e. ***Current*** by Lifschutz Davidson Sandilands with Future\ Pace, Leo Villareal, Pentagram, Price & Myers, Atelier Ten, Beckett Rankine and Core Five; and
 - f. ***Thames Nocturne*** by Sam Jacob Studio and Simon Heijdens with Electrolight, Daisy Froud and Elliott Wood.
9. A public exhibition of the shortlisted entries was hosted at the Royal Festival Hall in November 2016. At the same time, the Illuminated River Foundation announced first pledges of support totalling £10 million.
 10. In December, following assessment by a grand jury, ***Current*** (item e in the above list) was announced as the winner by Mayor of London Sadiq Khan at a reception at the Tate Modern. The innovative design team delivering this project includes renowned lighting designer Leo Villareal who delivered the Bay Lights scheme in San Francisco.
 11. Going forward, design development, project management and stakeholder engagement will be led by the Illuminated River Foundation, with your Head of Cultural and Visitor Development representing City Corporation interests on the Illuminated River Project Board, and representatives from your DBE sitting on the Bridge Owners Group which will assess technical requirements for each bridge and how the system is controlled at both a local and London-wide level. Presentations from the Foundation to your City Arts Initiative have and will continue to be received as the design and installation progresses. It is expected that at least four bridges across London will be complete and working by the end of 2018.
 12. Given the variety of other considerations to this project, including highways, visual amenity, ecology, suicide prevention, residential amenity, river traffic, and potential listed building impacts amongst others, material planning considerations will need to be addressed as part of a potential planning application in due course.
 13. Significant recognition for the City Corporation's support of this project has been received with credits appearing on all print, exhibition and digital collateral throughout the competition period, on all press releases relating to the project and through name checks given by a number of high-profile speakers at launches and receptions – these include Hannah Rothschild and Sadiq Khan.

Corporate & Strategic Implications

14. The City Corporation's support of this project aligns with the strategic aims of its corporate plan by providing "valued services, such as education, employment, culture and leisure, to London and the nation" and with Key Policy Priority 4 in that it helps to "maximise the opportunities and benefits afforded by our role in supporting London's communities".

Implications

15. The contribution of £500,000 from the City Corporation's Bridge House Estates maintenance budget was already assigned to upgrading lighting on London Bridge but brought forward in its maintenance plan to meet with the timeframe necessitated by this project.

Conclusion

16. The delivery of a cohesive and consistent lighting scheme for London's bridges help to sustain London's momentum as a world centre for creativity and enterprise, providing the opportunity for growing London's night time economy, reducing its energy consumption, and inspiring visitors and Londoners alike.
17. The City Corporation's contribution to the scheme aligns with its supporting London agenda and demonstrates its commitment to the continued promotion of the message that "London (and the City) is open".

Nick Bodger

Head of Cultural and Visitor Development

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