



## Port Health & Environmental Services Committee

**Date:** TUESDAY, 22 SEPTEMBER 2015  
**Time:** 11.30 am  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

Wendy Mead (Chairman)	Professor John Lumley
Jeremy Simons (Deputy Chairman)	Alderman Julian Malins
Deputy John Absalom	Andrew McMurtrie
Deputy John Bennett	Brian Mooney
Keith Bottomley	Hugh Morris
Henry Colthurst	Barbara Newman
Karina Dostalova	Ann Pembroke
Peter Dunphy	Henrika Priest
Deputy Kevin Everett	Deputy Gerald Pulman
Deputy Bill Fraser	Deputy Richard Regan
George Gillon	Delis Regis
Deputy Stanley Ginsburg	Deputy John Tomlinson
Graeme Harrower	Deputy James Thomson
Alderman Peter Hewitt	Michael Welbank
Wendy Hyde	Mark Wheatley
Vivienne Littlechild	Philip Woodhouse

**Enquiries:** David Arnold  
tel. no.: 020 7332 1174  
david.arnold@cityoflondon.gov.uk

**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 agree the public minutes and summary of the meeting held on 7 July 2015.  
**For Decision**  
(Pages 1 - 8)
4. **OUTSTANDING ACTIONS**  
To note the current list of Outstanding Actions.  
**For Information**  
(Pages 9 - 16)
5. **RESOLUTION OF THE PLANNING AND TRANSPORTATION COMMITTEE**  
To receive a resolution from the Planning and Transportation Committee regarding the City of London Air Quality Strategy 2015-2020.  
**For Information**  
(Pages 17 - 18)
6. **PSYCHOACTIVE SUBSTANCES BILL**  
Report of the Remembrancer.  
**For Information**  
(Pages 19 - 22)
7. **OPEN SPACES CEMETERY & CREMATORIUM BUSINESS PLAN 2015-18  
QUARTER ONE PROGRESS REPORT**  
Report of the Director of Open Spaces.  
**For Information**  
(Pages 23 - 34)
8. **DEPARTMENT OF THE BUILT ENVIRONMENT BUSINESS PLAN 2015-18  
QUARTER ONE PROGRESS REPORT**  
Report of the Director of the Built Environment.  
**For Information**  
(Pages 35 - 50)
9. **PORT HEALTH AND PUBLIC PROTECTION BUSINESS PLAN 2015-18 PERIOD  
ONE PROGRESS REPORT**  
Report of the Director of Markets and Consumer Protection.  
**For Information**  
(Pages 51 - 90)

10. **CITY OF LONDON STANDARDS FOR HOUSES IN MULTIPLE OCCUPATION 2015**  
Report of the Director of Markets and Consumer Protection.  
**For Decision**  
(Pages 91 - 108)
11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
13. **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**

14. **NON-PUBLIC MINUTES**  
To agree the non-public minutes of the meeting held on 7 July 2015.  
**For Decision**  
(Pages 109 - 112)
15. **DEBT ARREARS - PORT HEALTH AND ENVIRONMENTAL SERVICES PERIOD ENDING 30 JUNE 2015**  
Joint Report of the Director of Open Spaces, Director of Markets and Consumer Protection, and Director of the Built Environment.  
**For Information**  
(Pages 113 - 120)
16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERED URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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## **PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE**

**Tuesday, 7 July 2015**

**Minutes of the meeting of the Port Health & Environmental Services Committee  
held at the Guildhall EC2 at 2.30 pm**

### **Present**

#### **Members:**

Wendy Mead (Chairman)	Alderman Julian Malins
Jeremy Simons (Deputy Chairman)	Andrew McMurtrie
Deputy John Bennett	Barbara Newman
Henry Colthurst	Ann Pembroke
Karina Dostalova	Henrika Priest
George Gillon	Delis Regis
Deputy Stanley Ginsburg	Deputy John Tomlinson
Wendy Hyde	Mark Wheatley
Vivienne Littlechild	Philip Woodhouse
Professor John Lumley	

#### **Officers:**

David Arnold	Town Clerk's Department
Sue Baxter	Town Clerk's Department
Jenny Pitcairn	Chamberlain's Department
Julie Smith	Chamberlain's Department
Philip Everett	Director of the Built Environment
Doug Wilkinson	Department of the Built Environment
Jim Graham	Department of the Built Environment
David Smith	Director of Markets and Consumer Protection
Jon Averbs	Department of Markets and Consumer Protection
Tony Macklin	Department of Markets and Consumer Protection
Ruth Calderwood	Department of Markets and Consumer Protection
Andy Henderson	Department of Markets and Consumer Protection
Gary Burks	Superintendent & Registrar, City of London Cemetery and Crematorium

### **1. APOLOGIES**

Apologies for absence were received from Peter Dunphy, Deputy Brian Harris, Hugh Morris, Deputy James Thomson, and Michael Welbank.

#### **Vote of Thanks to the Director of the Built Environment**

The Chairman took this opportunity to express Members' sincere thanks to Philip Everett for his significant contribution to the work of the Committee during his time as Director of the Built Environment. The Director thanked the Committee for their kind words and wished luck to his successor.

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

Deputy Stanley Ginsburg declared a non-pecuniary interest in matters relating to public conveniences in Bishopsgate as a business owner on Middlesex Street.

3. **MINUTES**

**RESOLVED** – That the public minutes and non-public summary of the previous meeting held on 5 May 2015 be approved.

**Matters Arising**

Public Conveniences

In response to a Member's question, the Assistant Director of Street Scene and Strategy advised that the City of London Police (CoLP) had visited Middlesex Street recently regarding concerns of public urination. He added that warnings had been issued and relationships were established between the CoLP and local business owners. 58 Fixed Penalty Notices (FPNs) for public urination were issued in 2014/15, 26 of which were issued within the Ward of Bishopsgate.

Community Toilet Scheme (CTS)

In response to Members' questions, the Assistant Director advised that new A4 CTS signage had been developed to replace older, smaller signs. He would ensure that the new A4 signs were displayed in the windows of all CTS members as soon as possible.

Massage and Special Treatment

The Director of Port Health and Public Protection advised that a visit to the potentially un-licensed massage parlour was carried out on 20 May 2015 by a member of the Police Licensing Team and an officer from the London Fire Brigade. There was no evidence found that the premises was being used for the provision of activities which would in any way suggest it was a brothel. A Member suggested an alternative premises to be investigated and agreed to consult with the Director regarding its exact location.

4. **OUTSTANDING ACTIONS**

**RESOLVED** – That the list of Outstanding Actions be noted.

5. **WARDMOTE RESOLUTION**

Members received a Resolution from the Ward of Farringdon Within regarding traffic in Cloth Fair. The Assistant Director of Street Scene and Strategy advised that technical officers within the Local Transportation team had been assessing the area. Their findings would be presented for consideration by the Streets and Walkways Sub Committee and the Planning and Transportation Committee. Members were advised that they would receive an update of the outcome at the next appropriate Committee meeting.

**RESOLVED** – That the Wardmote Resolution be noted.

6. **GRANT GIVING: REPORT OF CROSS-CUTTING SERVICE BASED REVIEW**

The Committee considered a report of the Town Clerk regarding the future of Signor Pasquale Favale Bequest, in the light of Recommendations 1.6 and 3.1 of the cross-cutting review of grant giving activities to consolidate small similar charities to create a single, larger and more flexible fund to streamline and align governance arrangements.

It was **RESOLVED** that the Signor Pasquale Favale Bequest would not be combined with any other smaller charities to create a single, larger fund and should therefore continue to operate in its current format. Members cited the Bequest's historical importance and the positive publicity it brought to the City of London Corporation as reasons for this decision.

7. **SIGNOR PASQUALE FAVALE BEQUEST - RISK REGISTER 2015**

The Committee considered a joint report of the Town Clerk and Chamberlain that provided a key risks register for the Signor Pasquale Favale Bequest.

**RESOLVED** – That the risk register:-

- a) Satisfactorily set out the risks faced by the Charity; and
- b) Appropriate measures be in place to mitigate those risks.

8. **CLEANER AIR ACTION PRESENTATION**

The Committee received a presentation from a representative of Global Air Action regarding action on air quality, emissions and exposure. Members were advised of several recent projects to reduce emissions and improve air quality, including encouraging drivers to switch off their engines whilst stationary, a four week travel challenge in association with Bart's Health NHS Trust to change people's commuting pattern away from car to public transport, walking, or cycling, and the introduction of garden plants that could play a role on trapping fine particles (PM10 and PM2.5) found in the air we breathe. A document providing further information on these air quality plants would be circulated to Members after the meeting.

In response to a Member's question, the Global Action Plan representative advised that 80% of interactions with drivers asked to switch off their engines were positive, although some taxi drivers were reluctant due to the perception of their customers that they were not ready to take business.

In response to Members' questions, the Environmental Health Officer advised that cleaner Transport for London (TfL) taxis would be gradually introduced due to the requirement for all newly-licensed vehicles to be Zero Emission Capable from January 2018 and the introduction of a voluntary and incentivised decommissioning scheme for taxis older than ten years.

**RESOLVED** – That the Cleaner Air Action presentation be noted.

9. **AIR QUALITY STRATEGY 2015-2020**

The Committee considered a report of the Director of Markets and Consumer Protection that sought approval to the City of London Air Quality Strategy 2015-2020. Members were advised that the strategy fulfilled the City of London

Corporation's statutory obligation to assist the Government and Mayor of London to meet European Limit Values for nitrogen dioxide and fine particles (PM10) and reflected the high priority placed on reducing the impact of air pollution on the health of City residents and workers. The Director of Port Health and Public Protection noted that a meeting between the Chairman, Environmental Health Officer and a Defra Minister was taking place shortly to discuss a wider London strategy.

A Member suggested that the City Corporation should be seen as taking a lead in reducing the pollution caused by diesel vehicles and that serious consideration should be given to banning them completely. Other Members endorsed stronger action. The Director welcomed Members support for a strong line being taken and this clear political guidance would help with the campaign. He added that the Department of Markets and Consumer Protection worked closely with colleagues in the Department of the Built Environment regarding the development of future pedestrian zones within the City of London.

In response to Members' concerns, the Environmental Health Officer advised that the installation of Biomass boilers was not being implemented at any new or existing premises. In response to further questions, she added that dust monitoring was required at all construction sites and non-road mobile machinery had to meet emissions standards. A bid to fund a new full time post across central London authorities to focus on construction emissions would be submitted shortly.

The Director of Port Health and Public Protection added that an update report to be submitted to the Committee in autumn 2015 could provide additional details of potential action to comply with air quality regulations as it was a rapidly changing field.

**RESOLVED** – That the City of London Air Quality Strategy 2015-2020 be approved.

10. **HEAT RECOVERY FROM CREMATION**

The Committee considered a report of the Director of Open Spaces that sought approval to the installation of equipment that enabled hot water created as part of the mercury abatement process to be used to heat the crematorium service chapels during the winter.

In response to a Member's question regarding potential public relations difficulties, the Superintendent of the Cemetery and Crematorium advised that this had been discussed with the Public Relations Office but it was not seen as a risk because the heat recovery method was being used by many other crematoriums across the UK.

**RESOLVED** – That the installation of waste heat recovery equipment at the City of London Crematorium in order to use waste heat from the mercury abatement process to heat the service chapels, be approved.



**11. GATEWAY 7 OUTCOME REPORT - BARRIER INSTALLATIONS AT ROYAL EXCHANGE/EAST CHEAP**

The Committee considered a report of the Director of the Built Environment that sought approval to formally close a project following the successful delivery of installations of barriers at Royal Exchange (within the Bank Underground Station subway) and Eastcheap public conveniences.

Members were advised that the actual income for 2014/15, after a full year in operation, was £34,500 for Royal Exchange and £29,000 for Eastcheap.

**RESOLVED** – That the report be noted and the project be formally closed.

**12. DEPARTMENT OF THE BUILT ENVIRONMENT BUSINESS PLAN 2014/17 : END OF YEAR UPDATE AND FINANCIAL OUTTURN REPORT**

The Committee received a report of the Director of the Built Environment that provided details of the progress relevant to the work of the Committee made during Period 3 against the 2014-17 Departmental Business Plan.

**RESOLVED** – That the end of year update and financial outturn report be noted.

**13. REVENUE OUTTURN 2014/15**

The Committee received a joint report of the Chamberlain, Director of the Built Environment, Director of Markets and Consumer Protection, and Director of Open Spaces that compared the revenue outturn for the services overseen by the Committee in 2014/15 with the final budget for the year. Members were advised that overall total net expenditure for the year was £13.770 million, whereas the total agreed budget was £14.775 million, representing an underspend of £1.005 million.

**RESOLVED** – That the report and the proposed carry forward of underspendings to 2015/16 be noted.

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

In response to a Member's question regarding time banding timings for City of London residents, the Assistant Director of Street Scene and Strategy advised that compliance with the Time Banding Scheme had been generally good since its introduction in 2012. However, if there were specific issues that had arisen in a certain location then the Assistant Director for Cleansing Operations agreed to consult with the Member and visit these specific areas of concern to consider what options were available to assist in complying with the Scheme.

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

In response to a question from the Chairman regarding idling vehicles belonging to mobile shredding companies, the Assistant Director of Street Scene and Strategy advised that an officer working group would be established to consider the enforcement powers available against any breaches to legislation committed by the vehicles. A report outlining the working group's findings would be submitted to the appropriate Committee(s) in due course.

Members were advised of the award for best team within the CoLP received by the Operation Broadway team. Members congratulated the team for their deserved recognition and noted the importance of trading standards powers within the CoLP.

Members also thanked the Chairman for the recent Annual River Inspection event and the Chairman thanked all those involved in the organisation of such a successful event.

**16. EXCLUSION OF THE PUBLIC**

**RESOLVED** – 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.

**17. NON-PUBLIC MINUTES**

**RESOLVED** – That the non-public minutes of the meeting held on 5 May 2015 be approved.

**18. REVIEW OF THE PROVISION OF ENVIRONMENTAL HEALTH-BASED REGULATORY SERVICES IN THE CITY OF LONDON**

The Committee considered a report of the Director of Markets and Consumer Protection regarding a review of Environmental Health-based regulatory services.

In response to a Member's question, the Assistant Director of Environmental Health and Public Protection advised that the provision of a Pest Control Service would be disbanded to meet savings as it was a non-statutory function. He added that the statutory function of responding to notifications of pests and providing recommendations to building owners would remain but external Pest Control contractors would now have to carry out pest removal.

In response to a Member's question regarding the handling of noise complaints, the Assistant Director advised that most other local authorities dealt with complaints via their Licensing Teams as decisions could be made in reference to the Licensing objectives. The Out of Hours service would remain and complaints would be passed to the appropriate Team. A review would be undertaken to see whether an improved service could be provided by noise complaints associated with licensed premises being investigated and handled by the Licensing Team, rather than Pollution Control.

In response to a Member's question regarding food safety and the donation by retail premises of surplus food to charities, the Assistant Director advised that officers could investigate whether certain foods were being kept at correct temperatures but powers did not exist to force commercial businesses to donate excess food to charity. The Assistant Director of Street Scene and Strategy added that the Clean City Award Scheme co-ordinated best practice regarding food waste, recycling, and sustainability.

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

There were none.

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

A model of a Thames rowing cutter was presented to the past-Chairman, Deputy John Tomlinson, for his support provided to the Port Health Rowing Team during his term as Chairman of the Committee. Deputy Tomlinson thanked the Team for their gesture of appreciation.

**The meeting closed at 4.05 pm**

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Chairman

**Contact Officer: David Arnold  
tel. no.: 020 7332 1174  
david.arnold@cityoflondon.gov.uk**

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## Port Health & Environmental Services Committee – Outstanding Actions

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
1.	20 January 2015	<b>Service Based Review Savings Programme – Public Conveniences – Update report scheduled for October 2015</b>	Director of Transportation and Public Realm	October 2015	<p>In January 2015, Members agreed that the previously proposed savings regarding the provision of Public Conveniences should be reconsidered. It was agreed that the possibility of providing a non-statutory service of Public Conveniences through City's Cash funding be investigated and details of the investigation be reported at the next appropriate Committee meeting.</p> <p><b>May 2015 Update</b>  Members agreed that the funding of the Public Convenience service was not an appropriate use for City's Cash. In line with the SBR programme, Blackfriars, Aldgate, Bishopsgate and Smithfield toilets are now closed. The revised standardised opening times are now in place for the remaining toilets. Work is progressing for the improvement of the signage across the City and will be</p>

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>installed over the next 3-6 months due to the bespoke design of way finders.</p> <p>Progress is being made on the re-location of the APC from Aldermanbury to Smithfield.</p> <p><b>July 2015 Update</b></p> <p>Progress was made during a recent meeting between officers of the Department of the Built Environment and the City of London Police regarding the issue of public urination. Details of the number of Fixed Penalty Notices issued for this offence were available to Members upon request.</p> <p>Officers are still exploring a suitable location to site an APC in the West Smithfield area. A site was identified and consulted on adjacent to the hospital however there were a number of objections to this site and officers are trying to find an alternative. Currently looking into the feasibility of positioning a unit on top of the existing</p>

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>underground toilets.</p> <p><b>September 2015 Update</b>  J C Decaux surveyed the site of the closed attended toilets and concluded that the only way an APC could be positioned above them would be if the toilets were filled in. This would be costly and would prevent the City Surveyor from disposing of this asset for other uses. It has therefore been decided not to pursue the relocation of the Aldermanbury APC to West Smithfield. The Aldermanbury unit will therefore be upgraded (if possible) as originally planned within the SBR programme and usage will be monitored over the next twelve months.</p>
2.	5 May 2015	<b>Introduction of Body Worn Video (BWV) for Street Environment Officers</b>	Assistant Director Street Scene & Strategy	November 2015	Members approved the implementation of BWV cameras from May 2015 at the Committee meeting on 5 May 2015. It was agreed that a further report be submitted six months after implementation to review the effectiveness and impact of the

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>equipment.</p> <p><b>September 2015 Update</b> The City Solicitor has written to the company which CoL and CoLP are proposing to use as data storage provider for Body Worn Video (BWV) to resolve issues relating to the Data Protection Agreement (DPA) that they have provided. It is hoped that any outstanding issues will be resolved imminently once all areas of concern have been addressed.</p>
3.	5 May 2015	<b>Noise Strategy</b>	Director of Port Health and Public Protection	March 2016	<p>The City of London Corporation Noise Strategy would be reviewed, revised, and consulted upon. The consultation process would involve residents and Members as well as being published on the City Corporation website for wider consultation.</p> <p><b>September 2015 Update</b> The review would include consideration into whether an</p>



Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					improved service could be provided by noise complaints associated with licensed premises being investigated and handled by the Licensing Team, rather than Pollution Control.
4.	7 July 2015	<b>Community Toilet Scheme (CTS) signage</b>	Assistant Director of Street Scene and Strategy	September 2015/Complete?	<p>New A4 CTS signage had been developed to replace older, smaller signs. The the new A4 signs would be displayed in the windows of all CTS members as soon as possible.</p> <p><b>September 2015 Update</b> The new signage is now on display in all members of the CTS with the exception of a small number who are unable to display the larger version due to window size constraints. This signage contains a QR code linking to the download site for the new Toilet Finder App (launched in April), which has been downloaded by over 4,000</p>

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					users. Officers have created a comprehensive marketing plan for this app and will continue to promote its use.
5.	7 July 2015	<b>Traffic in Cloth Fair</b>	Assistant Director of Street Scene and Strategy	November 2015	<b>September 2015 Update</b> Technical officers within the Local Transportation team have been assessing traffic flow in the area and are in a position to consult the local community with a range of options and recommendations. The consultation will start soon (early autumn).
6.	7 July 2015	<b>Mobile Shredding Vehicles</b>	Director of Transportation and Public Realm	Ongoing	<b>September 2015 Update</b> An officer working group was to be established to consider the enforcement powers available against any breaches to legislation committed by the vehicles.  Officers have had their first meeting and have been tasked

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>with collecting data recorded relating to parking enforcement and environmental health. The next meeting scheduled for later in September 2015 will explore the legislation and policy. Officers will look to engage with the shredding service providers to discuss the issues raised by their operations.</p>

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FROM: **PLANNING AND TRANSPORTATION COMMITTEE**  
**14 July 2015**

TO: **PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE**  
**22 September 2015**

The Committee received a report of the Director of Markets and Consumer Protection in respect of the Air Quality Strategy for 2015 – 20.

During the discussion on this item, the following matters were raised/noted:

- There should be more enforcement action on idling vehicles.
- Members strongly objected to the use of shredder vans.
- There was no reference to the number and size of refrigerated vehicles moving in and out of Smithfield.

Consideration be given to granting planning permission only when resultant pollutants from premises are neutral.

- It was understood that 80% of Air Pollution comes into the City but only 20% of Air Pollution is generated within the City, primarily by traffic.
- Planning Officers and the Chairman would meet with the Chairman of Port Health to share the Committee's views.
- The report could have gone to the Planning and Transportation Committee and the Health and Wellbeing Board for comments, before being presented to the Port Health and Environmental Services Committee for decision.
- Given that the City of London initiated the national legislation to control smog when the City Act in 1954 presaged the national Act in 1956, it should have a lead, strategic role with the current clean air campaign for London.

It was Proposed by Mr Streeter and Seconded by Mr Mooney that the Air Quality Strategy 2015-20 be considered inadequate in its current form, as it lacked pace and required a more radical approach.

RESOLVED – That:

1. The Port Health and Environmental Services Committee note the comments of the Planning and Transportation Committee as set out above and at Resolution 2 below.
2. The Strategy be considered inadequate in its current form as it lacked pace and required a more radical approach.

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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health & Environmental Services Committee	22 September 2015
Police Committee	25 September 2015
Community & Children's Services Committee	9 October 2015
<b>Subject:</b>	<b>Public</b>
Psychoactive Substances Bill	
<b>Report of:</b>	<b>For Information</b>
Remembrancer	
<p style="text-align: center;"><b>Summary</b></p> <p>The Psychoactive Substances Bill seeks to tackle the growing use of 'legal highs' by criminalising their production and supply.</p> <p><b>Recommendation</b></p> <p>To note the contents of this Report.</p>	

## Main Report

### **Background**

1. In May 2015, the Government was elected with a manifesto commitment to "create a blanket ban on all new psychoactive substances, protecting young people from exposure to so-called legal highs". The Labour and Lib Dem manifestos contained similar promises.

### **Parliamentary Discussion**

2. Introducing the Bill, Government spokesman Lord Bates noted that "the number of deaths has been growing at an alarming rate—from 29 in England and Wales in 2011, to 60 in 2013, with a further 60 deaths reported in Scotland in the year before last". The open sale of psychoactive substances on the high street and the internet, he said, gave a "false impression that they are somehow safe to use". Seeking to counter criticism of the Bill's open-ended definition of 'psychoactive substance', Bates said "If we were to adopt too narrow a definition, we could, in a few months' or years' time, find ourselves having to bring forward further legislation because we were faced with a new generation of harmful substances that escaped the controls provided for in this Bill". Peers directed much criticism towards this aspect of the drafting but the Bill completed its passage through the Lords unchanged. Labour's Lord Rosser gave his party's general support to the Bill. Reflecting many of

the opinions across the House, Lib Dem Lord Paddick gave support to the Bill's general thrust but attacked it as being "far too broad and indiscriminate". Having completed its progress through the House of Lords, the Bill has now moved to the Commons for further consideration.

### **Current Position**

3. Under the 1971 Misuse of Drugs Act, substances can be controlled on an individual or on a group basis, following an assessment of their physical and social harms by the Advisory Council on the Misuse of Drugs. The Government considers this process as insufficiently flexible and too slow to react to circumstances where the chemical composition of legal highs can be modified to create a new substance which falls outside any existing drug controls.

### **The Bill**

4. The Bill has three main aspects. First, the Bill defines psychoactive substances and makes them illegal. Second, the Bill sets out powers for the police and local authorities to serve notices on individuals or premises and, finally, provides for criminal and civil penalties.
5. The way the Bill seeks to define 'psychoactive' has garnered criticism as, unlike the scheme under the Misuse of Drugs Act, the provisions do not name the outlawed substances; under the Bill's open-ended definition, any substance that is not exempted (for example tobacco and alcohol) and that produces a stimulating or depressing effect on a person's central nervous system or affects the person's mental functioning or emotional state, could fall within the definition of a psychoactive substance.
6. If it comes into force in its current form, the legislation will exempt certain products from being psychoactive substances – tobacco, traditional and homeopathic medicines, caffeine and alcohol. Food and drink will be exempted from being psychoactive substances. Food or drink, however, with a "prohibited ingredient" would be banned. The drafting of this part of the legislation may lead to short term operational enforcement difficulties. The reason for this is the degree of ambiguity in the definition - the Bill relies upon whether the psychoactive substance is "naturally occurring" in the food and then whether or not it is "authorised by an EU instrument". Uncertainty may arise as to whether a substance is "naturally occurring" in a particular food or drink given that legal highs are often natural or close-to-natural substances.
7. The Bill does not criminalise simple possession. The Bill makes illegal the production or supply of a psychoactive substance. In the magistrates'



courts the maximum penalty is a prison term of 6 months; in the Crown Court the maximum is 7 years' imprisonment.

8. The Bill provides four civil sanctions: a prohibition notice, premises notice, prohibition order and premises order. Under the Bill, authorities, including the City of London Corporation, would be empowered to issue such notices and apply for orders. Prohibition notices would require a person on whom it is served to desist from carrying out a prohibited activity, for example online sale of a psychoactive substance. Prohibition notices would be of indefinite duration unless served on a person under 18 years old (in which case it would remain in effect for 3 years). A premises notice, only to be served on those aged over 18, would require the recipient to take reasonable steps to prevent any, or specific, prohibited activities taking place at the premises. The Bill envisages that a premises notice might be served on the occupier or landlord of a premises selling or distributing psychoactive substances. Under the Bill, there are two routes by which an order may be made. First, a court may make an order of its own volition following a conviction or, second, on application by a chief police officer or local authority (including the City). An offence of failing to comply with an order may be punished by a maximum of 2 years' imprisonment.

### **Comment by London Drugs and Alcohol Policy Forum**

The LDAPF actively engaged with policy makers in the run-up to the Bill and a number of the Forum's concerns are addressed in the Bill. If the proposals come into force, it is likely to be easier to close 'head shops' (the shops that sell these substances). We have found shops within the City that could be covered by the new law.

### **Conclusion**

9. Subject to the proposed new powers to simplify the closure of 'head shops', the Bill is of limited interest to the City. The powers for police and authority officers to control those psychoactive substances which are within the scope of the Act will be of interest to enforcement officers in the City of London Police and at the Corporation.

**Philip Saunders**  
**Parliamentary Affairs Counsel**  
**x1201**

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<b>Committee:</b>	<b>Date:</b>
Port Health & Environmental Services - For information	22 September 2015
<b>Subject:</b> Open Spaces Business Plan outcome report - Quarter 1 2015/16	<b>Public</b>
<b>Report of:</b> Director of Open Spaces	<b>For Information</b>
<p style="text-align: center;"><b>Summary</b></p> <p>This report presents the outcome of the first quarter of the 2015/16-17/18 business plan for the Cemetery &amp; Crematorium. Of particular note is the excellent income performance and the progress on the Shoot Project.</p> <p><b>Recommendation:</b></p> <p>Members are asked to note this report</p>	

## Main Report

### **Background**

1. The business plan was approved by the Open Spaces & City Gardens Committee on 20 April 2015 and by the Port Health Committee on 5 May. To reflect the Cemetery & Crematorium's position both as business and an open space, it has specific business focused KPIs in addition to those used by the other open spaces.

### **Roadmap progress**

2. The roadmap for the Cemetery & Crematorium is appended to this report. Progress continues to be made on all projects.
3. The most significant update is that the Shoot Project has now passed Gateway 5 – Authority to Start Work. Revised project milestones are now reflected on the roadmap. It is anticipated that works will complete by January 2016 and then the ground allowed to settle.

### The Shoot

4. The project involves levelling and landscaping the former spoil and arisings storage area, known as the Shoot, to provide additional lawn burial space at the City of London Cemetery. The area will be re-profiled to create a gently rising landscape with banks to the north and south. Hard landscaping (paths,

ramps, steps, roadway works, etc.) will also be carried out to provide access and make good adjacent roads and paths.

5. Conditional Planning Permission was granted in September 2014 by the LB Newham and work has proceeded to discharge those conditions. Contract preparation is underway and it is anticipated that a works compound will be established along with site protection and culvert works later this month. The earthworks will take place from October to the end of November 2015, with landscaping work complete in early November. Cultivation and seeding will take place December 2015 to early January 2016.
6. The total cost of the project is £566,865 with £90,484 being met from Local Risk and the remaining £476,381 met from the Cemetery & Crematorium Reserve Fund.

## Key Performance Indicators

### Cemetery & Crematorium

7. The Cemetery & Crematorium has a specific set of KPIs. Performance during the first quarter has been strong.

<b>Target 2015/16</b>	<b>April-July performance</b>
Maintain 23% market share of cremations	23.4%
Maintain 8% market share of burials	7.3%
Income compared to income target	£1,636,000 (£189,000 ahead of budget)
Percentage cremations using the new fully abated cremator – target of 60%	64%

8. The Cemetery & Crematorium monitors income compared to target and continues to perform well. This is illustrated at Appendix 3. Additionally, the department is working on developing a new financial KPI.
9. Members should also note that the Superintendent has slightly altered the profile of his Service Based Review savings. The savings required at the Cemetery & Crematorium are anticipated to be met through increases in income generation. This increase was originally profiled as increase in income of £66,000 in 2015/16 and a further increase of £147,000 in 2017/18. Having reviewed income this year, the Superintendent has increased his target by £40,000 this year, meaning the total additional income in 2015/16 will be £106,000 and a further £107,000 in 2017/18. It is anticipated that this approach which reduces the additional income required in 2017/18 is a lower risk approach.

### Preserving the ecology and biodiversity of our sites

10. The business plan proposed a new basket of ecological and biodiversity indicators of 2015/16. The Green Flags and Green Heritage Awards are of particular relevance to the Cemetery & Crematorium, and it has been confirmed that both of these were awarded this year.

### Customer satisfaction

11. The “60 second survey” project has not yet started this year as further work is being undertaken to ensure that the surveys are useful to sites on the ground.

### Developing our staff

12. In addition to the previous target of spending 1.5% of direct employee costs on training, it was proposed that a further basket of indicators would be developed. As part of our work on Investors in People, further consideration is being given to identification and evaluation of training which it is hoped can be used to develop KPIs.

<u>Division</u>	<u>Q1 spend on training as % of employee costs</u>
Burnham Beeches, Stoke & City Commons	0.2%
City Gardens	0.7%
Cemetery & Crematorium	0.7%
Directorate	1.3%
Epping Forest	0.9%
Hampstead Heath, Highgate Wood & Queen's Park	0.2%
West Ham Park	0.4%

### Energy efficiency and sustainability

13. This work is now being led as part of the Energy Efficiency project which is progressing well. Members will be aware that there are already photovoltaic panels installed on the Crematorium roof, which produces 36KWH. Additionally the Superintendent has secured carry forward funding for a new project to utilise the waste heat from cremations in the service chapels.

### **Risk**

14. The Cemetery and Crematorium's risk register is appended to this report at Appendix 4.
15. Members may recall that in November 2014 the Cemetery reported that there had been significant problems with their cremators due to major maintenance

issues. The Superintendent is now pleased to report that work is now in progress to reline three of the crematorium's five cremators. This should ensure that the service is fully operational ahead of the busier winter period.

## **Corporate & Strategic Implications**

16. The delivery of the Open Spaces Business Plan 2015/16 – 17/18 will support the City of London's strategic aim "to provide valued services to London and the nation" and the key policy priority of "maintaining the quality of our public services whilst reducing our expenditure and improving our efficiency".

## **Conclusion**

17. The Cemetery & Crematorium continues to perform well against KPIs, particularly in respect of income.

## **Appendices**

1. Cemetery & Crematorium Roadmap
2. Financial performance
3. Risk Register

## **Background Papers:**

- Open Spaces Business Plan 2015/16-17/18




**Esther Sumner**





Business Manager



T: 020 7332 3517

E: [esther.sumner@cityoflondon.gov.uk](mailto:esther.sumner@cityoflondon.gov.uk)

# Cemetery and Crematorium Roadmap

-  Project is in a **critical state**, guaranteed that the project will go, or has, gone beyond agreed tolerances (financial, benefits, timescales, quality)
-  Project is **slipping**, project has slipped or will about to slip into agreed tolerances
-  Project is on track

-  Project Closed
-  Project is in a controlled state
-  Positive direction of travel
-  Negative direction of travel

-  Partnership project
-  Technology led project

-  Open Spaces SBR linked project

# Cemetery and Crematorium Roadmap

[illegible]



**Department of Port Health & Environmental Services Local Risk Revenue Budget - 1st April - 31st July 2015**  
(Income and favourable variances are shown in brackets)

**Appendix 2**

	Latest Approved  Budget 2015/16 £'000	Budget year to date (Apr-Jul)			Actual year to date (Apr-Jul)			Variance Apr-Nov £'000	Forecast for the Year 2015/16			Note
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000		LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	
Open Spaces (City Fund) City of London Cemetery and Crematorium	(1,579)	923	(1,449)	(526)	935	(1,636)	(701)	(175)	(1,579)	(1,830)	(251)	1
TOTAL PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE LOCAL RISK	(1,579)	923	(1,449)	(526)	935	(1,636)	(701)	(175)	(1,579)	(1,830)	(251)	

**Notes:**

- Income at the Cemetery, in particular the Crematorium has been better than expected by approximately £189K following a higher number of cremations than was originally anticipated by this time of the year.  
Owing to the better than expected income at the Cemetery in the first 4 months of the year, it is expected that the Cemetery will match last years income performance of £4.6m, which would lead to a year-end forecast of £251K better than anticipated.

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# Cemetery & Crematorium Risk Report

Generated on: 26 August 2015

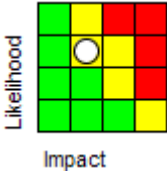
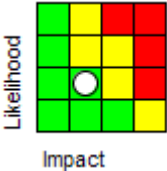


Code & Title: OSD CC Cemetery & Crematorium 6 OSD Department of Open Spaces Risk Register 1

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC Cemetery & Crematorium		Gary Burks				

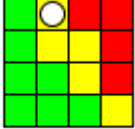
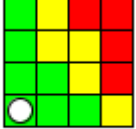
Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC 001 Failure of health and safety procedures	<p><b>Causes:</b> Poor understanding and/or delivery of Health and Safety policies, procedures and safe systems of work: inadequate training, failure to implement the results of audits, dynamic risk assessments not undertaken</p> <p><b>Event:</b> Staff, volunteers or contractors undertake unsafe working practices</p>	Gary Burks		<p>Ongoing controls:</p> <ul style="list-style-type: none"> <li>• Ongoing annual audits and completion of follow up actions, monitored by the departmental technical manager;</li> <li>• Ongoing monitoring of</li> </ul>		

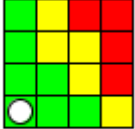
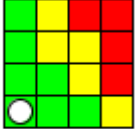
	Impact: Injury or death of staff, contractor , volunteer or member of the public			incidents/accidents data; · Development and agreement of further policies (Tree Policy July 2014) · Quarterly meeting of departmental H&S group to share best practice		
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Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC 002 Financial failure Page 32	<p><b>Causes:</b> Lack of skills to deliver projects. Unrealistic scoping targets and deadlines. Conflicting priorities between corporate/departmental change programme and Divisional merger issues</p> <p><b>Event:</b> Division is unable to deliver its roadmap programmes to agreed targets and timescales. Adverse workload impact on service delivery</p> <p><b>Impact:</b> Divisional failure – Alternative savings required that may not best suite culture change nor properly support core activities. Departmental failure – Transfer of financial pressures from one area of the Department to another on a reactive basis. Ability to deliver ‘existing level of services’ declines.</p>	Gary Burks		Cemetery Saving targets are achievable at present. Income remains good and current savings can be achieved through income generation, therefore service levels and quality standards can still be achieved.		

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC 003 Deterioration of buildings, plant and machinery	<p><b>Causes:</b> Inadequate proactive and reactive maintenance; failure to identify and communicate maintenance issues</p> <p><b>Event:</b> Operational or public buildings become unusable. Failure of business critical plant and equipment. Plants and trees die.</p> <p><b>Impact:</b> Service capability disrupted; ineffective use of staff resources; damage to corporate reputation; increased costs for reactive maintenance</p>	Gary Burks	<p>6</p>	Building inspection and maintenance are picked up through the Additional Works Programme (AWP) with 5 year inspections and remedial works highlighted. Repairs are picked up under the same programme. Current programme of repairs to critical machinery and planned works through AWP are being completed. AWP is under threat at present and any significant reductions would increase the risk of building deterioration and machinery failure.	<p>3</p>	

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC 004 Anti-social behaviour	<p><b>Cause:</b> Improper monitoring of access to the grounds. Lack of security on the grounds. Poor relations with local police.</p> <p><b>Event:</b> Vandalism or damage to the site. Crimes committed on the grounds.</p> <p><b>Impact:</b> Reputational impact. Maintenance or repair costs. Negative effect on business.</p>	Gary Burks	<p>3</p>	Security at the cemetery is being maintained and out of hours security has been increased using residential post holders to provide this function. However, an ongoing issue with the reporting of intruder alarm activations is adding pressure to in-house security staff.	<p>2</p>	

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC 005 Failure to recruit and retain staff with required skills	<b>Cause:</b> Failure to provide attractive employment prospects for skilled staff. <b>Event:</b> Staff capacity greatly reduced as skilled workers move to other fields. <b>Impact:</b> Reduced capacity, decline in quality of work, reduced ability to deliver core business, staff motivation declines.	Gary Burks	 Likelihood Impact 8		 Likelihood Impact 1	

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Target Risk Rating & Score	Target Date
OSD CC 006 Theft from offices	<b>Cause:</b> Cash handling in offices with few members of staff. <b>Event:</b> Theft of a significant sum of money. <b>Impact:</b> Monetary loss, staff impact, reputational impact.	Gary Burks	 Likelihood Impact 1	The cemetery and crematorium service has processes in place for the handling and security of cash, with daily collection and secure storage within a suitable safe within the strong room of the office.	 Likelihood Impact 1	

<b>Committee(s):</b>	<b>Date(s):</b>
Port Health & Environmental Health	22 September 2015
<b>Subject:</b> Department of the Built Environment, Business Plan Progress Report for Period 1(April – July), 2015/18	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>
<p><b>Summary</b></p> <p>This report sets out the progress made during Period 1 (April – July) against the 2015/18 Business Plan. It shows what has been achieved, and the progress made against our departmental objectives and key performance indicators.</p> <p>At the end of July 2015 the Department of Built Environment (DBE) Local Risks budget shows an underspend of £114,000 against a budget of £2.3m for the same period, over all the services managed by the Built Environment covering the Port Health &amp; Environmental Services Committee. I am currently forecasting a year end underspend of £80,000, just over 1% of the DBE 2015/16 budget, based on the current and anticipated spending requirements.</p> <p>Credit for this Q1 progress report should be given to the previous Director of the Built Environment and the teams as the current Director joined mid-way through Q2.</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• note the content of this report and the appendices</li> <li>• receive the report</li> </ul>	

## **Main Report**

### **Background**

1. The 2015-18 Business Plan of the Department of the Built Environment was approved by this committee on 05 May 2015. As agreed, periodical progress reports will be provided.

### **Key Performance Indicators**

2. During Period 1 (April – July) of this Business Plan, my management team is monitoring five Key Performance Indicators (KPIs) relevant to the work of this Committee. Current performance against the departmental KPIs is generally good, with only NI192 (percentage of domestic waste recycled) not meeting its target, however the implementation of the Recycling Action Plan is on schedule and it is hoped that the actions therein will significantly improve recycling rates.
3. The current NI191 result (measuring the annual amount of residual waste per household) is just over the target for this period, however this will be recalculated when the revised housing stock figures are received through Defra from the National Audit Office. It is expected that the increase in residential housing in the City will reduce the average amount of residual waste calculated and will bring this KPI back on target.
4. Our NI195 KPI, which measures the amount of land with unacceptable levels of litter, detritus, fly posting and graffiti and is independently assessed by Keep Britain Tidy, is again well within the 2% target. The result of the inspection carried out this quarter was an overall score of just 0.17% of all areas surveyed failing to achieve to the required standard.

### **Objective Updates**

5. Following a report to this Committee earlier this year where approval was given for the use of body worn cameras by the Street Enforcement Officers, the City's procurement and legal services departments have been negotiating with the supplier of the equipment to ensure that the terms and conditions of the contract and processes for data storage are fully compliant with our data protection and information security requirements. Once agreed it is anticipated that the required training for officers will be received and the use of the cameras will go live this autumn.
6. The Body Worn Camera project has been a good example of cross-organisational working with the City Police, and securing part funding from the Home Office.
7. The new City Toilet Finder app was launched in April enabling smartphone users to locate all the public toilet facilities in the City. Additionally, in response to the customer satisfaction survey undertaken last financial year, larger A4 signs for the Community Toilet Scheme (CTS) have been distributed and installed in all CTS members' premises.



8. The delivery of the Recycling Action Plan is underway and we're pleased to report that the initial work to improve the quality of recycling has been successfully completed with our contamination rate reduced from around 40% to typically between 5% and 8%. The focus is now to increase the percentage of waste recycled. This will be achieved by targeted communications to residents and schools identified as having the lowest recycling participation and capture rates.

## **Achievements**

9. We have retained our Gold Standard accreditation with Transport for London's Fleet Operator Recognition Scheme (FORS), which acknowledges excellence in all aspects of safety, fuel efficiency, economical operations and vehicle emissions. This scheme recognises over 4,500 fleets that operate throughout London with only just over 100 of these organisations currently achieving Gold. The FORS scheme is closely linked with CLOCS (Construction, Logistics and Cycle Safety), TfL's work related road risk scheme for lorries, which requires high levels of safety equipment and training for drivers. The City has exceeded the requirements of this scheme in fitting side guards, additional mirrors, audible alarms and cameras to all eligible City vehicles.
10. Our NI 195 scores from Keep Britain Tidy, which indicate the percentage of streets with unacceptable levels of litter, detritus, graffiti and fly-posting, were our lowest ever received by the City. This continues our success in maintaining the downward trend of this indicator from an already exceptionally low level. These remain the best scores for any local authority measured by Keep Britain Tidy. Our individual scores for graffiti and fly posting were 0%, a notable achievement in its own right given the inspections were carried out shortly after the anti-austerity march which was held in the City at the end of June.
11. As part of the Service Based Review 2015/16, officers proposed to make the Clean City Awards Scheme self financing and introduced a membership fee for participating businesses, with a target of achieving £25,000 in 2015/16.
12. To ensure achievement officers began introducing the fee a year ahead of target. The introduction of this fee has been successful and should achieve an income in excess of target in this financial year based on the present level of interest.
13. A further success is the launch of the City Toilet Finder app, which featured articles in Time Out, the Evening Standard and the City Resident magazine. The City Toilet Finder app has already been downloaded over 4,000 times. Officers have developed a detailed marketing and communications plan to continue to promote this app, which enables people to easily locate the 90 plus toilets available for people to use within the City. The app has received significant interest from neighboring boroughs and the Greater London Authority, and officers will continue to explore how we could work with these organisations and charities to expand and improve the app.

## **Financial and Risk Implications**

14. The first period financial position for DBE services covered by Port Health & Environmental Services Committee is attached as Appendix B. It shows a net underspend for four months to July of £114,000k (4.9%) against the net budget of £2.3m for the same period.
15. However, the year end position is anticipated to be substantially lower at £80,000, just over 1% of the total budget 2015/16, based on the service spending plans and seasonal pressures. The individual budget variations are detailed in notes to Appendix B.
16. The better than budget position at the end of July 2015 is principally due to reduced contract spends on the main street cleansing contract, which will be partly offset by additional costs for night-time cleansing works during the festive season. The service has benefitted from additional income from the new charges levied for the Clean City Awards membership scheme.

## **Appendices**

- Appendix A – Period 1 KPI results
- Appendix B – Finance Report
- Appendix C – Risk Register

## **Background Papers:**

DBE Business Plan 2015-18

### **Elisabeth Hannah**

Head of Planning Support and Business Performance

T: 0207 332 1725

E: [elisbeth.hannah@cityoflondon.gov.uk](mailto:elisbeth.hannah@cityoflondon.gov.uk)

### **Simon Owen**

Group Accountant

T: 020 7332 1358

E: [simon.owen@cityoflondon.gov.uk](mailto:simon.owen@cityoflondon.gov.uk)

## Departmental Key Performance Indicators

😊	This indicator is performing to or above the target.
😐	This indicator is a cause for concern, frequently performing just under target.
😞	The indicator is performing below the target.

		Target 15/16	Period 1	
<b>Transportation &amp; Public Realm</b>				
NI 191	To reduce the residual annual household waste per household.	373.4kg	132.9KG	😐
NI 192	Percentage of household waste recycled.	45%	30.52%	😞
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	0.17%	😊
TPR1	No more than 3 failing KPIs, per month on new Refuse and Street Cleansing contract	<6 per quarter	3	😊
<b>Comments:</b> <b>NI192:</b> The rate reduced in 2014-15 as work was successfully carried out to achieve a consistently acceptable contamination level (between 5-8%). The reviewed and updated Recycling Action Plan will be implemented in the next six months and it is anticipated that this will lead to an increase in the recycling rate.				
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	100%	😊

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**Department of Built Environment Local Risk Revenue Budget - 1st April to 31st July 2015**  
**(Income and favourable variances are shown in brackets)**

	Latest Approved Budget 2015/16 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<b>Port Health &amp; Environmental Services (City Fund)</b>								
Public Conveniences	717	393	(154)	239	371	(153)	218	(21)
Waste Collection	441	332	(185)	147	313	(194)	119	(28)
Street Cleansing	3,808	1,407	(137)	1,270	1,345	(153)	1,192	(78)
Waste Disposal	760	464	(211)	253	469	(211)	258	5
Transport Organisation	137	101	(55)	46	100	(49)	51	5
Cleansing Management	357	119	0	119	133	0	133	14
Built Environment Directorate	699	235	(2)	233	224	(2)	222	(11)
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>6,919</b>	<b>3,051</b>	<b>(744)</b>	<b>2,307</b>	<b>2,955</b>	<b>(762)</b>	<b>2,193</b>	<b>(114)</b>

Forecast for the Year 2015/16			Notes
LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	
717	708	(9)	
441	383	(58)	1
3,808	3,750	(58)	2
760	756	(4)	
137	138	1	
357	371	14	
699	675	(24)	
<b>6,919</b>	<b>6,781</b>	<b>(138)</b>	

**Notes:**

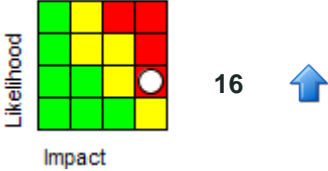
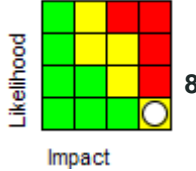
**1 Waste Collection** - favourable variance is mainly due to additional income from new charges for Clean City Awards membership. This is a Service Based Review saving for 2016-17 and is being trialled this year.

**2. Street Cleansing** - favourable variance is mainly due to savings on the main contract, which are partly offset by additional costs for night-time cleaning.

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# Department of the Built Environment – Risks registered to Port Health & Environmental Services Committee

Generated on: 08 September 2015 13:14


<b>Code</b>	DBE-TP-01	<b>Title</b>	A road traffic collision caused by a member of staff at work
<b>Description</b>	Cause: A member of staff who is unfit or unqualified to drive causes ... Event: a road traffic collision which results in ... Impact: death or injury		
<b>Category</b>	Health and Safety	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	Steve Presland
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP2
<b>Department</b>	Department of the Built Environment	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>	 16 ↑ Increased Risk Score		
<b>Likelihood</b>	Unlikely	<b>Target Risk Assessment &amp; Score</b>	 8
<b>Impact</b>	Extreme	<b>Likelihood</b>	Rare
<b>Risk Score</b>	16	<b>Impact</b>	Extreme
<b>Review Date</b>	14-Aug-2015	<b>Risk Score</b>	8
		<b>Target Date</b>	17-Feb-2016
<b>Latest Note</b>	no change		


**Actions related to this risk:**


Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
DBE-TP-01a	Approve Corporate Transport Policy	Approve Corporate Transport Policy	Oliver Sanandres	31-Aug-2015	100%	Approved by Establishment Committee
DBE-TP-01b	Implement Corporate Transport Policy	Implement Corporate Transport Policy (including establishing monitoring regimen)	Steve Presland	31-Dec-2015	0%	



<b>Code</b>	DBE-TP-02	<b>Title</b>	Major contractor goes into liquidation before selling business as a going concern
<b>Description</b>	<p>Cause: Unsustainable financial losses by the contractor across their whole business</p> <p>Event: Major contractor goes into liquidation before selling business as a going concern</p> <p>Impact: Disruption to (i) street cleaning; (ii) domestic waste collection; &amp; (iii) City of London (including City of London Police) vehicle maintenance</p>		
<b>Category</b>	Partnership/Contractual	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP2
<b>Department</b>	Department of the Built Environment	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Unlikely	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Major	<b>Likelihood</b>	Unlikely
<b>Risk Score</b>	8	<b>Impact</b>	Major
<b>Review Date</b>	14-Aug-2015	<b>Risk Score</b>	8
		<b>Target Date</b>	
<b>Latest Note</b>	no change		

<b>Code</b>	DBE-TP-06	<b>Title</b>	City Streets/pavements not kept passable during times of snow
<b>Description</b>	Cause: Insufficient resources deployed; unexpected weather event; shortage of salt Event: City Streets/pavements not kept passable during times of snow Impact: possible injury, reputational damage & traffic congestion		
<b>Category</b>	Environmental	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP2
<b>Department</b>	Department of the Built Environment	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Unlikely	<b>Likelihood</b>	Unlikely
<b>Impact</b>	Serious	<b>Impact</b>	Serious
<b>Risk Score</b>	4	<b>Risk Score</b>	4
<b>Review Date</b>	14-Aug-2015	<b>Target Date</b>	
<b>Latest Note</b>	no change		

<b>Code</b>	DBE-TP-07	<b>Title</b>	A major incident, such as flooding or fire, makes Walbrook Wharf unusable as a depot
<b>Description</b>	<p>Cause: A major incident, such as flooding or fire</p> <p>Event: Walbrook Wharf unusable as a depot</p> <p>Impact: Unable to clean streets; collect waste or maintain City of London Police vehicles. City of London unable to meet its contractual arrangements with third parties who use the depot for their commercial purposes.</p>		
<b>Category</b>	Customer/Citizen	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP2
<b>Department</b>	Department of the Built Environment	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Unlikely	<b>Likelihood</b>	Unlikely
<b>Impact</b>	Serious	<b>Impact</b>	Serious
<b>Risk Score</b>	4	<b>Risk Score</b>	4
<b>Review Date</b>	14-Aug-2015	<b>Target Date</b>	
<b>Latest Note</b>	no change		

<b>Code</b>	DBE-TP-08	<b>Title</b>	Long term disruption to supplies of diesel fuel at Walbrook Wharf
<b>Description</b>	<p>Cause: Inability to use Walbrook Wharf storage tank; fuel shortage resulting in non-delivery.</p> <p>Event: Inability to fuel vehicles at Walbrook Wharf</p> <p>Impact: Mechanised street cleansing and waste services cannot be delivered. All departments that use Walbrook Wharf for fueling will need to make alternative arrangement.</p>		
<b>Category</b>	Partnership/Contractual	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP2
<b>Department</b>	Department of the Built Environment	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Rare	<b>Likelihood</b>	Rare
<b>Impact</b>	Major	<b>Impact</b>	Major
<b>Risk Score</b>	4	<b>Risk Score</b>	4
<b>Review Date</b>	14-Aug-2015	<b>Target Date</b>	
<b>Latest Note</b>	no change		

<b>Code</b>	DBE-TP-09	<b>Title</b>	Prohibition notice served on Cleansing fleet
<b>Description</b>	Cause: Failure to manage fleet adequately Event: Prohibition notice served on Cleansing fleet - unable to use vehicles Impact: Mechanised sweeping and waste collection operations suspended		
<b>Category</b>	Partnership/Contractual	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP2
<b>Department</b>	Department of the Built Environment	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Rare	<b>Likelihood</b>	Rare
<b>Impact</b>	Major	<b>Impact</b>	Major
<b>Risk Score</b>	4	<b>Risk Score</b>	4
<b>Review Date</b>	14-Aug-2015	<b>Target Date</b>	
<b>Latest Note</b>	no change		

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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services	22 September 2015
<b>Subject:</b> Port Health & Public Protection Business Plan 2015-2018: Progress Report (Period 1)	<b>Public</b>
<b>Report of:</b> The Director of Markets and Consumer Protection	<b>For Information</b>
<p style="text-align: center;"><b>Summary</b></p> <p>This report provides an update on progress against the key performance indicators (KPIs) and objectives outlined in the Business Plan of the Port Health and Public Protection Division (PH&amp;PP) of the Department of Markets and Consumer Protection (M&amp;CP), for Period 1 (April-July) of 2015-16.</p> <p>The report consists of:</p> <ul style="list-style-type: none"> <li>• Performance against our key performance indicators (KPIs) – Appendix A</li> <li>• Progress against our key objectives – Appendix B</li> <li>• Enforcement activity – Appendix C</li> <li>• Key risks – Appendix D</li> <li>• Financial information – Appendix E</li> </ul> <p><b>Key points from the report are that:</b></p> <ul style="list-style-type: none"> <li>• A food trader was removed from one of the City's Churchyards following an inspection of their stall and ongoing concerns about food hygiene management.</li> <li>• A programme of health and safety audits of Virgin Active premises in the City, London and elsewhere has commenced, as part of the Primary Authority Partnership.</li> <li>• The Trading Standards Team successfully completed two ground breaking prosecutions related to Operation Broadway.</li> <li>• The Pollution Team's new guidance document on procurement and noise control was adopted by City Procurement.</li> <li>• A new upgraded PM<sub>2.5</sub> (fine particles) air quality monitor was put in place at Farringdon. Data can now be compared with EU limit values.</li> <li>• A significant increase in trade through London Gateway Port is expected in the latter part of 2015 and the service is working to improve its mobile working capabilities before that time.</li> <li>• The Animal Health Team was involved in a multi-agency pilot exercise at Dover and Coquelles to intercept and disrupt illegal puppy importers.</li> <li>• There has been very limited street trading activity from illegal vendors (primarily ice cream or nut sellers). The Licensing Team has issued warnings to two nut sellers, and the seizure of an ice cream van has resulted in an undertaking not to trade that has been fully effective to date.</li> <li>• At the end of July 2015, M&amp;CP was £281k (32.6%) underspent against the local risk budget to date of £0.9m, over all the PH&amp;PP services managed by the Director and covered by the Port Health &amp; Environmental Services</li> </ul>	

Committee. Overall, the Director is currently forecasting a year end underspend position of £97K (3.8%). Appendix E sets out the detailed position for the individual services covered.

### **Recommendation(s)**

Members are asked to note the content of this report and its appendices.

## **Main Report**

### **Background**

1. The 2015-16 PH&PP Business Plan sets out seven Key Performance Indicators (KPIs) and nine Key Improvement Objectives against which the Division's performance will be measured throughout the year.
2. The KPIs and objectives were selected to be representative of the main elements of work carried out.

### **Current Position**

3. To ensure that your Committee is kept informed of progress against the current business plan, progress against KPIs (Appendix A) and key improvement objectives (Appendix B) is reported on a periodic (four-monthly) basis, along with a financial summary (Appendix E). This approach allows Members to ask questions and have a timely input on areas of particular importance to them. Members are also encouraged to ask the Directors for information throughout the year.
4. Periodic progress is also discussed by Senior Management Groups to ensure any issues are resolved at an early stage.
5. In order to provide further information on the work carried out by PH&PP, each periodic report includes a summary of the enforcement activity carried out (Appendix C) and the Division's key risks (Appendix D).

### **Air Quality**

6. Failure to meet EU prescribed air quality limit values and deadlines has been identified as a high (red) risk for M&CP (Appendix D).
7. Poor air quality is a significant public health issue for the City of London as a small number of the population are more vulnerable to the effects of air pollution where exposure to pollution can exacerbate existing health conditions including cardiovascular and respiratory disease. This can lead to restricted activity, hospital admissions and even premature mortality.
8. Failure to meet the EU limit values could also result in a fine of an unknown amount and associated reputational damage to the City of London
9. Existing systems and controls allow the City to demonstrate that it is taking sufficient effective action to help the government and the Greater London Authority (GLA).



10. With the aim of reducing the risk to a medium (amber) level, the City is working with the GLA, other local authorities, organisations and partnerships to address pan-London issues which impact air quality in the City. In addition, actions identified within the recently approved City of London Air Quality Strategy are being implemented, including:
- identifying more radical actions which will be brought to your Committee in due course;
  - encouraging City businesses to take steps to reduce emissions of pollutants associated with buildings and transport, via the 'CityAir' initiative;
  - minimising construction and demolition emissions through the City's Code of Practice;
  - tackling emissions from idling vehicle engines;
  - recognising and rewarding good practice;
  - increasing public awareness of air quality; and,
  - monitoring the impact of measures to reduce pollution.

### Financial and Risk Implications

11. The end of July 2015 monitoring position for M&CP services covered by the Port Health & Environmental Services Committee is provided at Appendix E. This reveals a net underspend to date for the PH&PP Division of £281k (32.6%) against the overall local risk budget to date of £0.9m for 2015/16.
12. Overall the Director of M&CP is currently forecasting a year end underspend position of £97k (3.8%) for all of the PH&PP City Fund and City Cash services under his control. The table below details the summary position by Fund.

Local Risk Summary by Fund	Latest Approved Budget £'000	Forecast Outturn £'000	Variance from Budget +Deficit/(Surplus)	
			£'000	%
City Fund	2,296	2,235	(61)	(2.7%)
City Cash	286	250	(36)	(12.6%)
<b>Total PH&amp;PP Services Local Risk</b>	<b>2,582</b>	<b>2,485</b>	<b>(97)</b>	<b>(3.8%)</b>

13. The reasons for the significant budget variations are detailed in Appendix E, which sets out a detailed financial analysis of each individual division of service relating to this Committee, for the services the Director of M&CP supports.
14. The better than budget forecast position at the end of July 2015 is principally due to additional income at the Heathrow Animal Reception Centre relating to passports for pets, although this is partly offset by a downturn in quarantine income. Additionally, there are savings on City Environmental Health services

due to staff posts being held vacant and some additional income relating to works conducted for Thameslink/Crossrail projects.

15. These favourable variances are partly offset by overspends on the Port Offices & Launches due to seven additional new posts approved by the Director for the new Port, which have now been recruited to. There have also been additional new rates charges for Border Inspection Posts, for which the Port Operators have declined to meet the costs; this is being reviewed by the Rating Officer and will be passed on to the Port Operators if possible. Due to overall underspends projected for M&CP, a funding transfer from the POAO (Products of Animal Origin) reserve isn't currently required but, should the outturn forecast for the year move into a deficit, then it may be used to balance the outturn for the Department overall.
16. The Director of M&CP anticipates this current better than budget position will continue to year end, subject to income activity maintaining its current high performance.

### **Corporate & Strategic Implications**

17. The monitoring of KPIs and improvement objectives across the Division links to all three Corporate Plan Strategic Aims and to the five themes of the City Together Strategy.

### **Consultees**

18. The Town Clerk and the Chamberlain have been consulted in the preparation of this report.

### **Appendices**

- Appendix A – Performance Management Report Period 1 2015-16
- Appendix B – Progress against Key Objectives Period 1 2015-16
- Appendix C – Enforcement Activity Period 1 2015-16
- Appendix D – Key Risks
- Appendix E – Financial Statements: Department of Markets and Consumer Protection, Port Health & Public Protection Division

### **Background Papers**

Port Health & Public Protection Business Plan 2015-2018  
(PH&ES Committee 5 May 2015)

### **Contacts:**

Joanne Hill (*Performance Information*)  
Department of Markets and Consumer Protection  
T: 020 7332 1301  
E: [joanne.hill@cityoflondon.gov.uk](mailto:joanne.hill@cityoflondon.gov.uk)




Simon Owen (*Financial Information*)  
Chamberlain's Department  
T: 020 7332 1358  
E: [simon.owen@cityoflondon.gov.uk](mailto:simon.owen@cityoflondon.gov.uk)

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**Performance Management Report 2015-16**  
**Period One: 1 April – 31 July 2015**

**Department of Markets and Consumer Protection**  
**Port Health and Public Protection Division**

**Progress against Business Plan Performance Indicators**

	This indicator is performing to or above the target. (100% of the target or higher)
	This indicator is a cause for concern, frequently performing just under target. (85% - 99% of the target)
	The indicator is performing below the target. (<85% of the target)

## Appendix A

	All PH&PP Service Areas	Actual 2014-15			Target 2015-16	Actual 2015-16	Status
		Period 1	Period 2	Period 3		Period 1	
PI 1	Achieve an overall sickness absence level of no more than 6 days per person by 31 March 2016, and a total of no more than 708 days (<236 days per period) across all PH&PP Service areas.	287	284	349	<236 days per period	180 days	😊
PI 2	a) 90% of debts to be settled within 60 days.	97%	97%	95%	90%	93%	😊
	b) 100% of debts settled within 120 days.	97%	99.5%	99.7%	100%	96%	😐

PI 1: Target based upon Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2014 (no. 118).

PI 2: Debts older than 120 days relate to Port Health and the HARC. All debtors with debts more than 120 days old are currently being chased.

		Actual 2014-15			Target 2015-16	Actual 2015-16	Status
		Period 1	Period 2	Period 3		Period 1	
PI 3 *1	<b>Port Health</b> 95% of imported food consignments that satisfy the checking requirements cleared within five days.	N/A	N/A	N/A	95%	93.9% *1	😐
PI 4 *2	<b>Food Safety</b> Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments compared to the baseline profile at 31 March 2013.	N/A	N/A	End of year result: Profile did not improve	Improved profile	N/A	-
PI 5	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	3.3%	0%	<1%	0%	😊

\*1 New indicator for 2015-16

\*2 Annual indicator

PI 3: Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system.

Period 1: 93.9% for London Gateway and 94.1% for Tilbury. The underperformance for Period One is due to a number of factors:



- Tilbury Port is becoming more inefficient in presenting containers promptly and they do not work on Saturdays, leading to delays in releasing containers.
- Many queries were raised regarding catch certificates; these delay the release of the Common Veterinary Entry Documents (CVEDs) for fishery

products.

- A high number of queries were received regarding certificates for poultry preparations from Brazil, which is by far our main commodity/origin for Products of Animal Origin (POAO).
- Products of non-animal origin imported from Nigeria are subject to a high mandatory sampling rate of 50%. The offending products were suspended from import during the latter half of the period. The trade in suspended products continues and still affects overall release times at both ports.

**PI 4:** The purpose of this indicator is to show an overall improvement in the FHRS rating profile across all City food establishments by the end of the year. The target cannot be expressed as a specific percentage since any increase will indicate achievement.

**PI 5:** The target for this indicator has changed from that stated in the Business Plan (i.e. <4%). The target has been reduced to 'less than 1%' as this is achievable and better reflects the service provided.

		Actual 2014-15			Target 2015-16	Actual 2015-16	Status
		Period 1	Period 2	Period 3		Period 1	
<b>PI 6</b>	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	96.9%	92%	94.9%	<b>90%</b>	92.5%	
<b>PI 7</b> * <sub>1</sub>	<b>Trading Standards</b> Respond to all victims of investment fraud identified to the Trading Standards Service within 2 working days to advise on the risk of repeat targeting, assess the need for safeguarding interventions and initiate the safeguarding process where appropriate.	N/A	N/A	N/A	<b>100%</b>	100%	

\*<sub>1</sub> New indicator for 2015-16

**PI 6:** The percentage of total justified noise complaints investigated resulting in noise control, reduction to an acceptable level and/or prevention measures; complaints may or may not be actionable through statutory action.

**PI 7:** All victims identified to the Team as being vulnerable have been spoken to and 'target-hardened'. The Team has been involved in two safeguarding referrals.

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## Progress against Port Health & Public Protection Key Objectives 2015-2016

Ref:	Objective	Progress to date
1	Public Protection teams to evaluate performance via analysis of completed customer satisfaction surveys which are sent to service users once their complaint/query has been investigated.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>Surveys are sent each week to members of the public and businesses who have been in contact with the service or who have been inspected.</li> <li>The Pollution Control Team seeks feedback from service users weekly on complaints that have been closed. The sources of satisfaction and dissatisfaction are analysed and fed into performance meetings with officers. Where contact details have been given requesting further contact each of these are followed up by the Team Manager. Nine responses were received during the period.</li> </ul>
2	Pollution Team to publish and implement revised Air Quality Strategy, 2015–2020.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>The Strategy was approved by the Port Health and Environmental Services Committee on 7 July 2015. Work is now underway to transpose the strategy to more robust, radical and tangible actions.</li> </ul>
3	Trading Standards Team to collaborate with City of London Police and other relevant organisations to tackle economic crime, particularly investment fraud.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>This is ongoing through the work of Operation Broadway to disrupt “boiler rooms” in virtual offices which are involved in investment fraud scams.</li> </ul>
4	Prepare for, and implement, measures identified as part of the Service Based Review.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>The review of Environmental Health and its associated recommendations have been agreed by members of the Port Health and Environmental Services and Establishment Committees.</li> <li>Formal consultation with affected staff commenced mid-July and was completed by the end of August.</li> <li>The new arrangements will be implemented with effect from 1 October 2015.</li> </ul>
5	Work with the City Surveyor to agree Mission Critical assets at each of our sites as part of the BRM (Building Repairs and Maintenance) Asset Verification Process.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>A Draft Mission Critical asset list has been received for the Heathrow Animal Reception Centre and is being finalised.</li> <li>Port Health asset lists are currently being prepared by the City Surveyor.</li> </ul>
6	Carry out a training needs analysis across all service areas, investigate the availability of suitable learning opportunities and arrange for staff to attend where feasible.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>This was undertaken for all members of staff as part of the annual Performance and Development Review process.</li> <li>Further analysis has been carried out for those members of staff who will be affected by the forthcoming restructure of the Public Protection Division to identify areas where skills need to be refreshed. Appropriate training and coaching is being planned and undertaken.</li> </ul>

Ref:	Objective	Progress to date
		<ul style="list-style-type: none"> <li>Analysis at the Heathrow Animal Reception Centre has identified some areas of training need. One officer has committed to undertake the ILM (Institute of Leadership and Management) certificate in Leadership and Management programme, commencing in September. Further learning opportunities should be realised when the new facility at the ARC is opened.</li> </ul>
7	Introduce mobile working technology throughout the PH&PP service, in collaboration with the Chamberlain's IS Division.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>A Business Requirements report was submitted to the IS Technical Design Assurance Panel in early July. This was, however, referred back to the Department for further discussion following 'lessons' learned by the CoL Police during their recent mobile working project.</li> </ul>
8	Develop and implement a workforce plan which ensures that our workforce has both the capability and resources to meet the Division's business objectives.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>A draft workforce plan has been prepared and submitted to Summit Group via the Corporate Workforce Planning Group.</li> <li>A Workforce Plan for the Heathrow Animal Reception Centre is being implemented. Several members of staff are temporarily acting-up to higher grade roles and this is assisting with succession planning and providing training opportunities.</li> </ul>
9	Senior Managers to review and implement all relevant actions from the Business Improvement Plan to address any gaps identified through the IIP assessment.	<b>Period 1: April – July 2015</b> <ul style="list-style-type: none"> <li>Relevant actions have been identified and implementation is underway regarding training and management development.</li> </ul>

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

Food Safety	2014-2015 Annual Total	2015-16 Target (where applicable)	Period 1 2015-16 Total
Programmed inspections	<u>Food Hygiene:</u> 864  <u>Food Standards:</u> 286	<b><u>Food Hygiene:</u></b> <b>1027</b>  <b><u>Food Standards:</u></b> <b>457</b>	<u>Food Hygiene:</u> 315  <u>Food Standards:</u> 113
Hygiene Emergency Closures	0	N/A	1
Voluntary closures	9	N/A	4
Complaints & service requests received	293	N/A	93
Notices served	23	N/A	3
Prosecutions	0	N/A	0

### Period 1 - Food Safety Team Highlights

- The program of interventions in relation to **allergen management** reported to the last Committee Meeting continued with small catering businesses. The aim is to help businesses understand the requirements of the Food Information for Consumers legislation: the information they must supply and the controls they must manage on allergens.
- The kitchen of a public house was **closed** as a result of a mouse infestation which presented a potential risk to health. Food and food preparation surfaces were contaminated and there were no effective controls in place to manage the problem. Officers were granted an Hygiene Emergency Prohibition Order by Magistrates, with full cost recovery.
- There were four **voluntary closures** during the period, two of which followed the failure of mains water supply in the Fetter Lane area; the businesses were continuing to trade but agreed to close when an Officer intervened. Water was restored later in the day and the premises reopened.
- Food Hygiene Rating Scheme (FHRS)**
  - The FSA has agreed funding for further work on improving the display of **FHRS** ratings. The project continues to focus on the display of food hygiene ratings in compliant premises (those rated 3, 4 or 5).
  - London Boroughs have made a joint application (grant funded) to the FSA to audit consistency in the application of inspections and systems that support FHRS across London. The Team has also agreed to provide an EHO to help conduct this work by acting as an auditor.
  - Both of these work streams are part of the FSA's work to support a case for mandatory display of ratings (In England).
- A **food trader** was **removed** from one of the City's Churchyards following an inspection of their stall and ongoing concerns about food hygiene management; this included interventions at a production facility in an adjacent Borough.
- All team members attended a session on **familiarisation work at Smithfield Market** as part of Service Based Review recommendations.
- The team's third **Primary Authority** partnership is now in place following ratification by the Better Regulation Delivery Office of the agreement with **Wasabi**.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

### Period 1 – Smithfield Enforcement Team Highlights

- Smithfield market traders were provided with detailed training to assist them in complying with their legal obligations in respect of the **European Food Information to Consumers Regulation**. The course content was produced in conjunction with a consultant from specialist training provider Campden BRI. Training took place on 6 and 13 May 2015; it was offered to all traders on Smithfield market, some of whom sent more than one representative.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

### Food Hygiene Rating Scheme (FHRS) – profile of food businesses in the City of London

		Hygiene Rating						Total no. of food businesses in the City included in the FHRS
		5	4	3	2	1	0	
Number (%) of food businesses	March 2013	925 (58%)	345 (22%)	171 (11%)	69 (4%)	61 (4%)	12 (1%)	1583
	August 2013	908 (56%)	378 (23%)	168 (10%)	83 (5%)	67 (4%)	25 (2%)	1629
	29 November 2013	903 (55%)	387 (23%)	172 (10%)	98 (6%)	70 (4%)	24 (2%)	1654
	31 March 2014	880 (53%)	374 (23%)	182 (11%)	104 (6%)	74 (5%)	23 (1%)	1661 (incl. 24 awaiting inspection)
	31 July 2014	898 (54%)	374 (23%)	174 (10%)	102 (6%)	67 (4%)	19 (1%)	1661 (incl. 27 awaiting inspection)
	1 December 2014	919 (55%)	380 (23%)	175 (10%)	92 (6%)	58 (4%)	17 (1%)	1675 (incl. 34 awaiting inspection)
	31 March 2015	960 (57%)	361 (21%)	165 (10%)	88 (5%)	64 (4%)	18 (1%)	1692 (incl. 36 awaiting inspection)
	31 July 2015	1014 (59%)	361 (21%)	158 (9%)	77 (4.5%)	58 (3.5%)	8 (0.5%)	1721 (incl. 45 awaiting inspection)

#### '0' rated food businesses in the City

These businesses were rated '0' at 31 July 2015; some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>Apulia</b> , 50 Long Lane, London, EC1A 9EJ	This business has improved and on a recent full inspection achieved a rating of 3.
<b>Chilli Nachos (Tinga Foods Limited)</b> , Retail Unit 46 Moorgate, London, EC2R 6EL	This is an 'unusual business' currently 'on the radar' of a number of City of London regulators, including our Licensing Team. From a food safety perspective we have very little confidence in this business though in terms of actual risk there is little food prepared and few customers at times when other similar businesses are busy.
<b>Kim's Vietnamese</b> , 62 Fleet Street, London, EC4Y 1JU	A recent intervention (revisit) after a 'stand-alone' period indicated positive improvements: serious issues with potential cross contamination had been addressed and understanding was generally good; a real improvement from where they were. There is still room for further improvement and there were more general cleaning issues but the business could now rate 3 (generally satisfactory) if it sustains

**Port Health & Public Protection Enforcement Activity  
Period 1 (April–July) 2015-16**

	improvement.
<b>Kirin Restaurant</b> , 10 College Hill, London, EC4R 2RP	Following a rocky start, this business has managed to sustain improvements. It was recently re-inspected and is now rated 4.
<b>Notes, Music &amp; Coffee Ltd</b> , City Point, 1 Ropemaker Street, London, EC2Y 9AW	There has been a gradual improvement in this business and it is shortly due its next full inspection when we will judge if any improvement has been sustained.
<b>R/S Hispaniola</b> , Victoria Embankment, London, WC2N 59J (permanently moored river vessel)	There was serious concern about the ability of this business to sustain any improvement following two inspections where food safety was poorly managed. However, after a series of revisits and sampling exercises the business appears to have turned a corner and would likely now rate 4 (to be judged at the next full inspection which is due in late September 2015).
<b>The Cock &amp; Woolpack</b> , The Cock And Woolpack Public House, 6 Finch Lane, London, EC3V 3NA	Standards at this premises have improved and it is now rated 3 following a recent re-inspection.
<b>Tsuru</b> , Retail Unit Aldermay House, 15 Queen Street, London, EC4N 1TX	Problems occurred at the last inspection with pest management and a lack of a hot water supply; both issues have been rectified but this business is essentially reactive rather than pro-active.
<b>CLOSED: Bangkok Kitchen</b> , Guild Church Of St Mary Aldermay, Watling Street, London, EC4M 9BW	This business has now closed and therefore no longer appears in the FHRS ratings (see comments in 'Food Safety Team highlights' on page 1 of this Appendix).

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

Health & Safety	2014-15 Annual Total	2015-16 Target (where applicable)	Period 1 2015-16 Total
Programmed Cooling Tower inspections	69	<b>75</b>	32
Other H&S Inspections	38	<b>N/A</b>	37
H&S Project visits	27	<b>N/A</b>	5
Accident and dangerous occurrences notifications	238	<b>N/A</b>	66
Complaints & service requests received	160	<b>N/A</b>	64
Notices	0	<b>N/A</b>	0
Prosecutions	1	<b>N/A</b>	0

### Period 1 – Health & Safety Team Highlights

- All team members attended a session on **familiarisation work at Smithfield Market** as part of Service Based Review recommendations.
- A programme of health and safety audits of Virgin Active premises in the City, London and elsewhere has commenced, as part of the **Primary Authority Partnership**.
- The Health and Safety Team **Twitter** account is number 122 of the top 500 international H&S Twitter accounts. This continues to be an effective communication tool and is peer reviewed as one of the best CoL accounts, with a growing London audience.
- One of the Team's Environmental Health Officers is a member of Public Health England (PHE) working group to review national guidance on **controlling legionella risks** from spa pools.
- The Team provided a workshop briefing to premises facilities managers, maintenance and window cleaning contractors at the **Heron Tower**.
- A further video has been produced and released on YouTube providing guidance and advice to City building managers on complying with legal requirements relating to **falls from height** while cleaning or maintaining buildings.

### Period 1 – Pest Control Team Highlights

- Worked with **Food Standards Agency** and Smithfield Market Superintendent to successfully improve timing of weekly deep-clean in shop units,
- Targeted glue-board treatment at **Smithfield Market** has yielded good results during the period.
- Successful **rat infestation treatments** have been carried out at Jubilee and Blackfriars Gardens.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

Trading Standards	2014-15 Annual Total	2015-16 Target (where applicable)	Period 1 2015-16 Total
Inspections and visits	91	N/A	9
Complaints & service requests received	3332	N/A	1475
Home Authority referrals	466	N/A	27
Consumer safety notifications	2	N/A	0
Acting as a responsible authority for Licensing Applications	84	N/A	35
Prosecutions	0	N/A	2

### **Period 1 – Trading Standards Highlights**

- New **Trading Standards Manager** Steve Playle joined the City on 22 June 2015 to take over from Nora Walsh who retired in February 2015.
- Two ground breaking **prosecutions** related to **Operation Broadway** were successfully completed. One case related to Servcorp UK Limited who had pleaded guilty to offences under the London Local Authorities Act 2007 and were fined £21,000 and ordered to pay costs of £11,500. The other case related to Regus Management UK Limited who had pleaded not guilty to offences under the Consumer Protection from Unfair Trading Regulations 2008 and the London Local Authorities Act 2007 – they were found guilty and fined £11,000 with costs of £16,651 awarded against them. Both of these cases attracted national media interest.
- The **National Chartered Trading Standards Institute conference** took place in Bournemouth between 29 June and 2 July and was attended by the Chairman, Wendy Mead OBE CC, Director of Markets and Consumer Protection, David Smith, and Trading Standards Manager, Steve Playle.



## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

Pollution	2014-15 Annual Total	2015-16 Target (where applicable)	Period 1 2015-2016 results			
			Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	971	N/A	293	92.6%	3 (S60 COPA*)	0
Complaint investigations, other	68	N/A	89	N/A	0	0
Licensing, Planning and Construction Works applications assessed	1286	N/A	580	N/A	3 (S61 COPA*)	N/A
No. of variations (to construction working hours) notices issued	719	N/A	441	N/A	0	N/A

\*COPA: Control of Pollution Act 1974

- S60 – Control of noise on construction sites
- S61 – Prior consent for work on construction sites

### **Period 1 – Pollution Team Highlights**

- The team worked with City Procurement to secure **geofencing** for the City's Addison Lee account.
- A new upgraded PM<sub>2.5</sub> (fine particles) **air quality monitor** was put in place at Farringdon. Data can now be compared with EU limit values.
- A new guidance document on **procurement and noise control** was adopted by City Procurement.
- **Crossrail**: the Tunnel Boring Machine (TBM) passed through the City and under very sensitive receptors with no complaints.
- **Crossrail and London Underground** are both now attending a weekly interface meeting to better coordinate their activities and impacts.
- Construction of the **Cycle Super Highway** North / South and East / West has begun. The team has been working closely with the contractors and TfL to minimise environmental impacts.
- Sir Robert McAlpine (Bloomberg London site), were the overall winner of the **Considerate Contractor Scheme Environmental Award** with special commendations going to JSM Construction for cable and oil tank removal methods and McGee Group Limited for work as an Air Quality Champion.
- Draft Standards for **Houses in Multiple Occupation** have been released for internal consultation.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

Animal Health & Welfare	2014-15 Annual total	2015-16 Target (where applicable)	Period 1 2015-2016 results			
			Total	Warning letters	Notices served	Prosecutions
Animal Reception Centre						
Throughput of animals (no. of consignments)	21,762	N/A	8064	11	0	3
Animal Health						
Inspections carried out*	368	N/A	79	2	6	0
*Due to the legislation, most of the Animal Health licensing inspections are carried out at the end of the calendar year and figures will, therefore, fluctuate across quarters.						

### Period 1 - Animal Health Highlights

- The number of **illegal imports** the team is having to deal with has reduced: a good thing. However, it is likely that this is due to the importers becoming 'smarter', as the overall issue of illegal puppies seems to be increasing, affecting more of the UK.
- The team has been working in partnership with **Dog's Trust**, around the whole of England, highlighting the issues and providing information to Local Authorities on how to deal with the problem of illegal imports.
- In April, the team was involved in a **multi-agency pilot exercise** at Dover and Coquelles to intercept and disrupt illegal puppy importers.
- Due to the expertise of the team with regards to illegal imports, the City of London Corporation has been contracted to cover **Luton Borough Council** if/when they receive reports of illegal imports. This, of course, includes Luton Airport.

### Period 1 – HARC Highlights

- Assisted BA with several **rhinoceros shipments** to the USA, which will hopefully continue for the next few years. This is a response to the uncontrolled poaching of rhino in Africa and an attempt to get enough rhino out of Africa to provide a sufficient gene pool well away from the threat of such poaching.
- The **Portakabin** that was ordered last year has finally arrived.
- Border Force has kept the staff busy with some large and important seizures. Firstly, the very rare and endangered **William's Gecko**, which are found only in a very small part of Tanzania, the males of which are electric blue. This has been their downfall as because of this colouration there is great demand in the pet trade for them. Secondly, a consignment of **400 tortoises** was seized. They are undergoing veterinary treatment and thus require a lot of time, care and attention.
- Some more unusual animals received at the HARC included eight **Arabian Oryx** which came through in July.
- Finally, the case of **heroin discovered in cat boxes** came to court in June. The defendant pleaded guilty to smuggling 15kgs of heroin in three cat boxes. This was a huge relief to the staff involved in the detection as they didn't have to attend court to give evidence.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2015-16

Port Health	2014-15 Annual total	2015-16 target (where applicable)	Period 1 2015-2016 results			
			Total	Cautions	Notices served	Prosecutions
Food Safety inspections and revisits	54	N/A	4	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	92	N/A	29	0	0	0
Imported food Not of Animal Origin - document checks	12,768	N/A	4,726	0	85	0
Imported food Not of Animal Origin - physical checks	1,866	N/A	990	0	N/A	0
Number of samples taken	327	N/A	118	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	10,226	N/A	3,313	0	9	0
Products of Animal Origin Consignments – physical checks	3,959	N/A	1,307	0	6	0
Number of samples taken	259	N/A	85	N/A	19	N/A

### Period 1 – Port Health Highlights

- **Trade continues to expand** through the Ports of Tilbury & London Gateway. A significant increase through London Gateway is expected in the latter part of 2015 and we are working to improve our mobile working capabilities before that time.

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# MCP PH&PP Key Risks

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<b>Code</b>	MCP-EH 001	<b>Title</b>	Air Quality
<b>Description</b>	<p><b>Cause:</b> Poor air quality in the city caused predominantly by traffic pollution. (Air Quality Limit values are legally binding EU parameters that must not be exceeded. Limit values are set for individual pollutants and are made up of a concentration value, an averaging time over which it is to be measured.)</p> <p><b>Event:</b> Failure to meet Air Quality limit values in the City by the prescribed dates set by the EU.</p> <p><b>Effect:</b> A fine of unknown amount and the associated reputational damage to the City of London.</p> <p>Poor air quality is also a significant public health issue for the City of London as a small number of the population are more vulnerable to the effects of air pollution where exposure to pollution can exacerbate existing health conditions including cardiovascular and respiratory disease. This can lead to restricted activity, hospital admissions and even premature mortality.</p>		
<b>Category</b>	Financial	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Departmental	<b>Risk Owner</b>	Jon Avern
<b>Strategic Aim</b>	SA2	<b>Key Policy Priority</b>	KPP3
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>	<div> <div>16</div> <div>↔</div> <div>No change</div> </div>		
<b>Target Risk Assessment &amp; Score</b>	<div> <div>12</div> </div>		


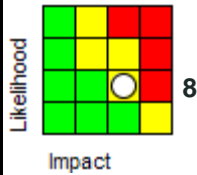
<b>Likelihood</b>	Likely
<b>Impact</b>	Major
<b>Risk Score</b>	16
<b>Review Date</b>	24-Jul-2015

<b>Likelihood</b>	Possible
<b>Impact</b>	Major
<b>Risk Score</b>	12
<b>Target Date</b>	01-Jan-2018

<b>Latest Note</b>	The current systems in place allow the City to demonstrate that it is taking sufficient effective action to help the government and the GLA to meet air quality Limit Values
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**Actions related to this risk:**

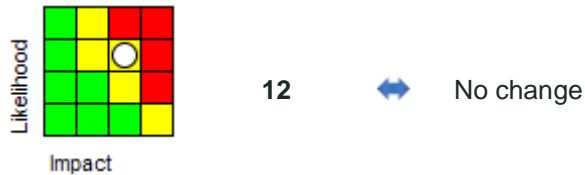
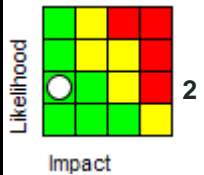
Ref No:	Title	Action Description	Action Owner	Progress	Latest Note
MCP-EH 001a	Implement Actions	Implement the actions set out in the City Air Quality Strategy 2015 - 2020.	Steve Blake	0%	This is currently being progressed.
MCP-EH 001b	Ensure Compliance	Ensure the City Corporation complies with the legal obligation to review and assess air quality as detailed in the Environment Act 1995.	Steve Blake	100%	R. Calderwood reports: Annual reports are submitted for approval to Defra / GLA in April each year.
MCP-EH 001c	Review the designation of the City as an Air Quality Management Area.	Review the designation of the City as an Air Quality Management Area (AQMA) due to ongoing levels of pollution.	Steve Blake	100%	R. Calderwood reports: The City was declared an AQMA in 2001. The designation is reviewed every 3 years in line with statutory obligations.
MCP-EH 001d	Become a Cleaner Air Borough	Work with the Mayor of London to ensure actions taken to improve air quality are in line with GLA / TfL plans	Steve Blake	90%	R. Calderwood reports: This is progressing – the GLA hasn't made any decisions on awarding Cleaner Air Borough Status to any London authority yet. we have submitted sufficient information to demonstrate compliance with their requirements.

<b>Code</b>	MCP-HA 001	<b>Title</b>	Traffic Management - HARC
<b>Description</b>	<p><b>Cause:</b> The car parking area is used by staff and visitors as well as through traffic which includes Heavy Goods Vehicles. The area is also used for unloading by forklift truck.</p> <p><b>Event:</b> There is a real risk of injury or death of a pedestrian if vehicle movements in this constrained space are not appropriately managed and controlled.</p> <p><b>Effect:</b> Serious injury or fatality; prosecution, a fine, reputational damage for the City. Adverse impact on the operation and sustainability of the service.</p>		
<b>Category</b>	Health and Safety	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Departmental	<b>Risk Owner</b>	Robert Quest
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP5
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Unlikely	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Major	<b>Likelihood</b>	Unlikely
<b>Risk Score</b>	8	<b>Impact</b>	Major
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	8
		<b>Target Date</b>	31-Dec-2015
<b>Latest Note</b>	Training and licensing of all fork lift users has been carried out. All staff wear personal protective equipment when on duty, access is restricted and the Vehicle & Grounds Attendant controls vehicle movements at peak times.		

**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note
MCP-HA 001a	Maintain Training	Maintain all current training activity for counterbalance truck users.	Robert Quest	0%	
MCP-HA 001b	Maintain Professional Staff Numbers	Ensure Vehicle & Grounds Attendant post remains filled and that a minimum of 4 other staff are also trained in banksman skills.	Robert Quest	50%	S. Prichard reports: Next banksman course is booked for 11.09.15

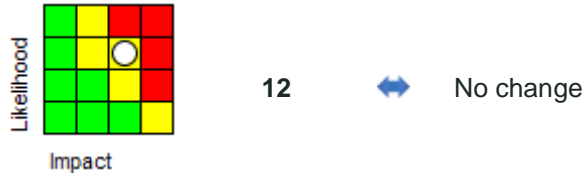
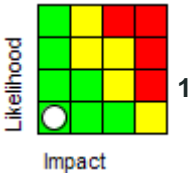


<b>Code</b>	MCP-HA 002	<b>Title</b>	Repair Delays - HARC
<b>Description</b>	<p><b>Cause:</b> The Heathrow Animal Reception Centre has experienced significant delays to maintenance and/or repair of equipment and facilities due to be carried out under the corporate repair and maintenance contract.</p> <p><b>Event:</b> This has resulted and will result in future operational difficulties, including security risks where security doors are left inoperable.</p> <p><b>Effect:</b> The risk of closure of the facility by the enforcing authorities leading to reputational damage and financial loss to the City.</p>		
<b>Category</b>	Legal	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Departmental	<b>Risk Owner</b>	Robert Quest
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP5
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Possible	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Major	<b>Likelihood</b>	Unlikely
<b>Risk Score</b>	12	<b>Impact</b>	Minor
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	2
		<b>Target Date</b>	31-Dec-2015
<b>Latest Note</b>	City Surveyor's PFMs have been dealing directly with Mitie to address known problem areas. Local management are regularly in touch with PFMs to press for remedial action.		

**Actions related to this risk:**


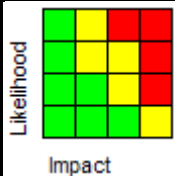
Ref No:	Title	Action Description	Action Owner	Progress	Latest Note
MCP-HA 002a	Address Needs With Property Services	Meetings between HARC and Property Services to address ongoing maintenance needs.	Robert Quest	0%	
MCP-HA 002b	Raise Performance Issues	Maintenance issues/loss of facilities/resource planning concerns/unsatisfactory performance targets raised with C.O.	Robert Quest	0%	

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<b>Code</b>	MCP-HA 003	<b>Title</b>	IS Systems Failure - HARC
<b>Description</b>	<p><b>Cause:</b> A lack of robustness of Information Technology systems at the Heathrow Animal Reception Centre.</p> <p><b>Event:</b> Technical failure of Information Technology systems leading to the loss of computer network facilities and telephones for a period in excess of 24 hours.</p> <p><b>Effect:</b> Records of animal movements are essential and whilst these can be maintained manually for a few hours, a period of computer network facilities loss greater than this in peak times significantly affects efficiency, customer service and income generation, as well as risking animal welfare and therefore has a reputational as well as a financial impact on the City of London.</p>		
<b>Category</b>	Economic	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Departmental	<b>Risk Owner</b>	Robert Quest
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP5
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Possible	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Major	<b>Likelihood</b>	Rare
<b>Risk Score</b>	12	<b>Impact</b>	Minor
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	1
		<b>Target Date</b>	31-Dec-2015
<b>Latest Note</b>	The current I.S. service agreement does not include 24hr cover. An ADSL telephone line has been installed as a back-up, but this cannot be activated outside the I.S. department's working hours. Manual system for recording animals and movements in place.		

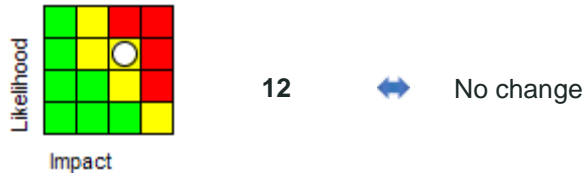
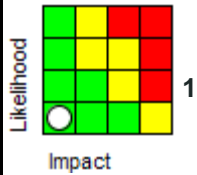
Actions related to this risk:

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note
MCP-HA 003a	Meet with Agilysis.	Meet with Agilysis to determine possibility of 24hr IS support.	Robert Quest	0%	

<b>Code</b>	MCP-HA 004	<b>Title</b>	Venomous or toxic species - HARC
<b>Description</b>	<b>Cause:</b> Arrival of unknown venomous/toxic species through BIP. <b>Event:</b> Envenomation or poisoning of staff or visitor leading to serious illness or death. <b>Effect:</b> Serious injury or fatality; prosecution, a fine, reputational damage for the City. Adverse impact on the operation and sustainability of the service.		
<b>Category</b>	Health and Safety	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Departmental	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP4
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Rare	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Extreme	<b>Likelihood</b>	
<b>Risk Score</b>	8	<b>Impact</b>	
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	
		<b>Target Date</b>	
<b>Latest Note</b>			

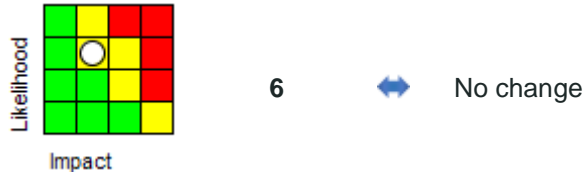
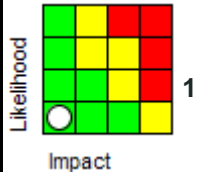
**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note
MCP-HA 004a	Update Envenomation procedure	Update Envenomation procedure with local hospital.	Robert Quest	0%	

<b>Code</b>	MCP-HA 008	<b>Title</b>	Information Technology - HARC
<b>Description</b>	<b>Cause:</b> A lack of robustness of Information Technology systems. <b>Event:</b> Technical failure of Information Technology systems leading to the loss of computer network facilities and telephones for a period in excess of 24 hours. <b>Impact:</b> Disruption to service, damage to reputation, temporary loss of income. Possible threat to animal welfare where HARC cannot be notified of airside incidents.		
<b>Category</b>	Reputation	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	Robert Quest
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP4
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Possible	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Major	<b>Likelihood</b>	Rare
<b>Risk Score</b>	12	<b>Impact</b>	Minor
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	1
		<b>Target Date</b>	
<b>Latest Note</b>	<b>Existing controls:</b> Manual system for recording consignments in place. ADSL line provided but this cannot be activated outside the I.S. department's working hours. Manual system for recording animals and movements in place. The current I.S. service agreement does not include 24hr cover.		

Actions related to this risk:

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note

<b>Code</b>	MCP-HA 008	<b>Title</b>	Loss support for bespoke database - HARC
<b>Description</b>	<b>Cause:</b> Loss of IS support for ARC Ledger bespoke database. <b>Event:</b> Loss of data, recording and reporting, and invoicing capability. <b>Impact:</b> Reputational damage due to compromised service delivery. Temporary loss of income.		
<b>Category</b>	Reputation	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP4
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Possible	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Serious	<b>Likelihood</b>	Rare
<b>Risk Score</b>	6	<b>Impact</b>	Minor
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	1
		<b>Target Date</b>	
<b>Latest Note</b>	<b>Existing controls:</b> Investigation of new software underway.		

**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note
MCP-HA 008a	Scoping of new database	Opportunity Outline drafted by Richard Reilly, for scoping of new database.	Robert Quest	0%	



<b>Code</b>	MCP-HA 010	<b>Title</b>	Zoonotic disease outbreak - HARC
<b>Description</b>	<b>Cause:</b> Outbreak of zoonotic disease within Greater London/South East. <b>Event:</b> Restriction of animal movements, possible closure of Border Inspection Post to some species. <b>Impact:</b> Loss of income if BIP closed, cost of resourcing response to zoonoses outbreak, damage to reputation if at fault or poor response.		
<b>Category</b>	Reputation	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	Robert Quest
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP4
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Rare	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Extreme	<b>Likelihood</b>	Rare
<b>Risk Score</b>	8	<b>Impact</b>	Extreme
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	8
		<b>Target Date</b>	
<b>Latest Note</b>	Existing controls: Participation in UK contingency planning.		


**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note

<b>Code</b>	MCP-HA 013	<b>Title</b>	Legislative changes - HARC
<b>Description</b>	<b>Cause:</b> Legislative change on current 100% checks of EU pet movements. <b>Event:</b> Reduced/no requirement to check EU pets entering UK. <b>Impact:</b> Loss of income, increased risk of introduction of rabies.		
<b>Category</b>	Financial	<b>Approach</b>	Accept (the costs of mitigation out weigh the benefits)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	Robert Quest
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP4
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Possible	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Serious	<b>Likelihood</b>	Possible
<b>Risk Score</b>	6	<b>Impact</b>	Serious
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	6
		<b>Target Date</b>	
<b>Latest Note</b>	Existing controls: Providing consultation where sought.		

**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note

<b>Code</b>	MCP-HA 014	<b>Title</b>	Failure of safety mechanism - HARC
<b>Description</b>	<b>Cause:</b> Handling of heavy consignments in the Large Animal Border Inspection Post, handling of large animals, failure of scissor lift safety mechanism. <b>Event:</b> Injury caused by failed safety mechanism on scissor lift, or kicking/trampling by horses and other large animals. <b>Impact:</b> Serious injury of staff, APHA staff or consignment attendant.		
<b>Category</b>	Health and Safety	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Service	<b>Risk Owner</b>	
<b>Strategic Aim</b>	SA3	<b>Key Policy Priority</b>	KPP4
<b>Department</b>	Department of Markets and Consumer Protection	<b>Committee</b>	Port Health & Environmental Services Committee
<b>Current Risk Assessment, Score &amp; Trend Comparison</b>			
<b>Likelihood</b>	Unlikely	<b>Target Risk Assessment &amp; Score</b>	
<b>Impact</b>	Major	<b>Likelihood</b>	Unlikely
<b>Risk Score</b>	8	<b>Impact</b>	Major
<b>Review Date</b>	24-Jul-2015	<b>Risk Score</b>	8
		<b>Target Date</b>	
<b>Latest Note</b>	<b>Existing controls:</b> Hi-vis jackets are worn by staff and visitors when in the facility. Access restricted when not in use. Grooms in attendance are externally competency assessed. Scissor lift works to improve safety mechanism are now completed.		

**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Progress	Latest Note

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**Department of Markets & Consumer Protection Local Risk Revenue Budget - 1st April to 31st July 2015**  
**(Income and favourable variances are shown in brackets)**

	Latest Approved Budget 2015/16 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<b>Port Health &amp; Environmental Services (City Fund)</b>								
Coroner	57	19	0	19	14	0	14	(5)
City Environmental Health	1,609	638	(101)	537	599	(92)	507	(30)
Pest Control	53	49	(31)	18	44	(31)	13	(5)
Animal Health Services	(407)	761	(897)	(136)	679	(1,102)	(423)	(287)
Trading Standards	265	95	(6)	89	90	(6)	84	(5)
Port Offices & Launches	719	909	(669)	240	958	(651)	307	67
Meat Inspector's Office (City Cash)	286	96	(1)	95	87	(8)	79	(16)
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>2,582</b>	<b>2,567</b>	<b>(1,705)</b>	<b>862</b>	<b>2,471</b>	<b>(1,890)</b>	<b>581</b>	<b>(281)</b>

Forecast for the Year 2015/16			Notes
LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	
57	55	(2)	1
1,609	1,539	(70)	
53	36	(17)	2
(407)	(690)	(283)	
265	262	(3)	3
719	1,033	314	
286	250	(36)	
<b>2,582</b>	<b>2,485</b>	<b>(97)</b>	

**Notes:**

**1. City Environmental Health** - favourable forecast is due to posts to be held vacant and additional income relating to previous years work not invoiced in relation to Thameslink/Crossrail projects.

**2. Animal Health Services** - favourable forecast mostly relates to increased passports for pets income, although this is partly offset by a downturn in quarantine income.

**3. Port Offices & Launches** - the year end overspend relates to seven additional posts approved by the Director for the new Port, which have now been recruited to. Also, additional new rates charges for Border Inspection Posts, for which the Port Operators have declined to meet the costs: this is being reviewed by the Rating Officer and will be passed on to Port Operators if possible. Due to overall underspends currently projected for M&CP, a funding transfer from the POAO (Products of Animal Origin) reserve isn't currently required, however, should the outturn forecast for the year move into deficit, then it may be used to balance the outturn for the Department overall.

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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services	22 September 2015
<b>Subject:</b> City of London Standards for Houses in Multiple Occupation 2015	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Decision</b>
<p style="text-align: center;"><b>Summary</b></p> <p>A House in Multiple Occupation (HMO) is a property occupied by 3 or more unrelated people in 2 or more households and is fully defined under sections 254 &amp; 257 of the Housing Act 2004. The Act also gives the City of London powers to deal with poor living conditions in HMO's.</p> <p>HMO's often have poorer physical and management standards than other privately rented properties and due to their occupation have greater risks e.g. fire. Occupiers of HMO's tend to have the least ability to choose their housing and hence it is appropriate that the standards at least meet the legal minimum.</p> <p>The City of London Corporation sets out the minimum standards within the attached document that are applicable to all HMOs and refer to basic minimum standards for fire protection, room sizes, management and amenity provision.</p> <p>The standards assist landlords in complying with minimum legal standards, dependent on the number of people living in the property.</p> <p><b>Recommendations</b></p> <p>I recommend that your Committee approves the proposal set out in paragraph 9 that the attached draft Standards for Houses in Multiple Occupation undergo external consultation until 10<sup>th</sup> December 2015, subject to any comments received at your meeting and a further report will be presented to your 19<sup>th</sup> January 2016 meeting to approve the subsequent new conditions.</p>	

## **Main Report**

### **Background**

1. The Housing Act 2004 introduced a risk based assessment of dwellings for disrepair, fire safety and other health and safety risks in the home. Under this assessment the Housing Health and Safety Rating System (HHSRS) ensures all properties are judged individually based on risk.
2. This set of standards aims to give guidelines which need to be achieved to ensure properties are brought up to and maintained at an acceptable standard within the recommendations of the HHSRS guidance.
3. These standards are, therefore, intended to be flexible, to allow for the variation of risk between individual properties.
4. The City has five licensed HMO's:

Williams, 22-24 Artillery Lane, E1 7LS

New Moon 89-90 Gracechurch Street, EC3 0DN

Ye Olde Cheshire Cheese, 145 Fleet Street EC4Y 8DT

The Counting House, 50 Cornhill, EC3V 3PD

Railway Tavern, 15 Liverpool Street, London, EC2M 7NX

### **Key Policies and Proposals**

5. The overall aim of this guidance is to set out the minimum standards the City of London expects landlords of HMO's to meet. The standards assist landlords in complying with minimum legal standards, dependent on the number of people living in the property.
6. The purpose of the guidance is to ensure that a proportionate "entry level" standard of protection is provided to occupiers. In many cases it is anticipated that these standards will be exceeded.
7. The standards cover management, space, amenity, heating and sign post to the relevant fire safety standard.

### **Proposals**

8. I propose that, subject to comments received at your meeting, the attached draft City of London Standards for Houses in Multiple Occupation is



published for external consultation until 10<sup>th</sup> December 2015. A further report will be presented to your 19<sup>th</sup> January 2016 meeting to approve the new set of standards.

### **Financial Implications**

9. Inspection and enforcement work (if required) will be funded using existing resources from within the Port Health and Public Protection Service. Assistance by way of information provision will be required from the Department of the Built Environment (DBE) and London Fire Brigade.

### **Corporate and Strategic Implications**

10. The work on HMO's sits within Strategic Aims of the Corporate Plan: 'To provide modern, efficient and high quality local services, including policing, within the Square Mile for workers, residents and visitors and the following Key Policy Priority 'KPP2 Improving the value for money of our services within the constraints of reduced resources'

### **Consultees**

11. Consultation has been carried out internally (Department of the Built Environment, Department of Community and Children's Services, Town Clerks, Comptrollers) and the results of this have been considered and incorporated in this draft.
12. The strategy will undergo full external consultation e.g. City HMO landlords, letting agents and the London Fire Brigade, neighbouring boroughs until the 10<sup>th</sup> December 2015 and consultation comments will be incorporated into the final set of standards where appropriate.

### **Conclusion**

13. The City Corporation has produced a set of Standards for Houses in Multiple Occupation designed to protect tenant's safety and health and assist landlords and developers to design, improve and maintain HMOs to a reasonable standard. Subject to comments received at your meeting, the HMO standards will be published for public consultation until 10<sup>th</sup> December 2015.

### **Background Papers:**

None.

**Appendix:**

The City of London Standards for Houses in Multiple Occupation.

**Contact:**

*Rachel Sambells*

*0207 332 3313*

*Rachel.sambells@cityoflondon.gov.uk*



## **CITY OF LONDON**

### **GUIDANCE ON HMO STANDARDS**

This guidance is intended for Houses in Multiple Occupation (HMOs) in the City of London. It applies to all HMOs whether or not they are licensable.

They will assist landlords and developers to design, improve and maintain HMOs to a reasonable standard.

The City of London will have reference to this document in exercising its powers and duties under the Housing Act 2004 and associated legislation.

The guidance is intended to be flexible, as there may be more than one way to achieve a required standard. However, alternatives to the guidance must be approved by the City of London Pollution Control Team.

#### **What is an HMO?**

The Housing Act 2004 sections 254 and 260 provides a definition of an HMO.

A building is defined as a House in Multiple Occupation (HMO) if the following apply:

- It is occupied as living accommodation by at least three people;
- who belong to more than one family or household;
- in accommodation that is not self-contained;  
and;
- rent, or some other consideration, is payable by at least one of the occupiers;  
and;
- it is the occupiers' only or main residence.

The definition also applies to whole buildings that have been converted to a mix of self-contained and non-self-contained accommodation, and to self-contained flats within buildings.

An HMO is also a building that has been converted entirely into self-contained flats and the conversion does not meet 1991 Building Regulation standards.

However, if at least two thirds of the flats are owner-occupied, the building will not be an HMO.

An individual tenancy may have exclusive use of the basic facilities (bath/shower, WC and kitchen), but the accommodation would only be defined as self-contained if the sleeping/living area and all the facilities are behind one door.

### **What is a shared house HMO?**

There is no legal definition of a 'shared house' but, for the purposes of this guidance, shared houses (or flats occupied on a similar basis) are described as HMOs where the whole property has been rented out by an identifiable group of sharers such as students, work colleagues or friends as joint tenants. Each occupant would normally have their own bedroom but would share the kitchen, dining facilities, bathroom, WC, living room and all other parts of the house. All the tenants will have exclusive legal possession and control of all parts of the house, including all the bedrooms.

There is normally a significant degree of social interaction between the occupants and they will, in the main, have rented out the home as one group. There is a single joint tenancy agreement. In summary, the group will possess many of the characteristics of a single family household although the property is legally an HMO.

Shared houses will themselves vary in nature. For example, some shared homes will have both shared dining space and a separate living room, whilst in others shared dining and living space will be very limited.

Allowed variations from the bedsit-type HMO standards will therefore vary depending on the circumstances of each shared house but, in general terms:

- Bedroom sizes may be smaller in shared houses where the residents have access to suitable and sufficient additional shared dining and/or living space
- The requirement for separate food storage facilities for each person in a shared home may not be a necessary requirement

### **What is a licensable HMO?**

HMOs require a mandatory licence where they are occupied by at least five people, in a building that has at least three storeys, and where at least one person's accommodation is not self-contained. Where the whole building has a mix of self-contained and non-self-contained flats, the whole building will be licensable. If the HMO is a self-contained flat within a three storey building, the flat will be licensable if it has at least five occupiers.

This applies even where one or more of the storeys are in commercial use. The flat may be on any storey of a three storey building for it to be licensable. Where the accommodation is licensable, the government has prescribed national minimum standards for amenities and these requirements must be met. Where a requirement is mandatory, it will be indicated in the guidance. It is intended that in the main, the standard of accommodation provided in both licensable and non-licensable HMOs should be the same.

### **What is a household?**

A household can be a single person. For two or more people to be part of the same household, they must be closely related by blood, be married, civilly partnered, or co-habiting partners of either sex, or be in recognized relationships such as step children, or adopted or fostered children. Some live-in employees also count as being in the same household.

### **Housing Health and Safety Rating System**

The Housing Health and Safety Rating System (HHSRS) is a system for assessing the health and safety risks in dwellings. The principle of HHSRS is that any residential premises (including the structure, means of access, and any associated outbuilding, garden or yard) should provide a safe and healthy environment for any potential occupier or visitor.

The HHSRS is comprehensive in its coverage of key health and safety risks in dwellings. It assesses the risk associated with certain hazards and, if the likelihood of harm is significant, the City of London may take action to ensure that the risk is removed.

## **Standards for bedsit-type accommodation**

For the purpose of this guidance, bedsit-type accommodation is HMO accommodation that does not fall within the shared house HMO description above.

### **Space Standards for Sleeping Accommodation**

Number of occupiers	Where kitchen facilities provided in a separate room	Where kitchen facilities provided in the same room
One	8.5 sq. m	13 sq. m
Two	13 sq. m	18 sq. m

A maximum of two people are permitted to share a room for sleeping **irrespective of age**. If there are two occupiers, they must be living together as partners, family members or consenting friends. A room shared by more than two people would be considered to be overcrowded, and may be the subject of enforcement action.

A room used for sleeping must not be shared by people of the opposite sex who are 10 and over, unless they are married or living together as husband and wife.

When measuring the size of the room and assessing usable space, the shape of the room should be taken into account as well as the total floor area.

Space taken up by fitted units are counted in the floor area calculation, but chimney breasts, lobbies and en-suite bathroom or shower rooms are not.

Rooms must have a minimum floor to ceiling height of at least 2.14 m over 75% of the floor area. Any floor area where the ceiling height is less than 1.53 m is disregarded.

### **Kitchen Facilities**

Kitchen facilities should be no more than one floor away from the letting. Where this is not practicable, a dining area of a size suitable for the number of occupiers should be provided on the same floor as, and close to, the kitchen.

Kitchens must be of an adequate size and shape to enable safe use of food preparation by the number of occupiers and the following guidelines for shared kitchens apply:

Number of persons sharing	Minimum Room Size (Square Meters)
Up to 3	5.5
4 or 5	7.5
6 or 7	9.5
8 to 10	11.5

Where all or some of the lettings within the HMO do not contain cooking facilities, they must be provided for sharing with other households. There should be one full set of facilities per 5 persons sharing, irrespective of age.

Some flexibility may be considered in well-managed properties where there are 6 or 7 persons, subject to a risk assessment carried out by the local authority.

Where there are 8 – 10 persons, either an additional full set of cooking facilities must be provided, or additional facilities must be provided in an appropriate number of individual lettings where the room is large enough. If two sets of facilities are in the same shared kitchen, each set must be separated and in distinct areas of the room.

Cooking facilities where provided in a bedsit (or any dwelling) should be sited remote from the entrance door. The cooker should not be situated below a window.

A kitchen must not be the sole access to a room used for sleeping and must not be installed in a hallway. For general guidance for inner rooms see section 12 of the LACORS Housing – Fire Safety guidance.

A humidistat-controlled mechanical extractor must be provided where there is inadequate natural ventilation by means of a window. Newly converted kitchens must have a mechanical extractor regardless of whether there is an open-able window.

With the exception of an extractor hood, fixtures and fittings are not to be directly located above cooking appliances.

Sufficient refuse storage to be provided adequate for the number of occupiers.

A set of cooking facilities is comprised as follows:

<b>Number of Occupiers</b>	<b>Facilities</b>	<b>Specifications</b>
Up to 5	Cooker	Cooker with a 4-ring hob, oven and grill (a cooker with a 2-ring hob permanently and safely installed on a fixed worktop may be allowed within single person bedsits only)
6 or 7		Four-ring hob, oven and grill and an additional combined microwave oven and grill
Up to 5	Sink/Drainer	1000mm sink/drainer set on a base unit, provided with a constant supply of hot and cold water and properly connected to the drainage system
6 or 7		A double sink/drainer installed as above <u>or</u>  A single sink/drainer plus a dishwasher
One household	Worktop	1000mm x 600mm worktop, fixed at an appropriate height and made of suitable impervious material
Up to 5		The equivalent of 2000mm x 600mm worktop space provided and fitted as above
6 or 7		The equivalent of 2000mm x 600mm worktop space provided and fitted as above, plus additional space for extra appliances
All	Splashback	300 mm tiled Splashback or its equivalent to be provided to the sink/drainer, worktop and any cooker without an integral Splashback.
Up to 5	Electrical Sockets	One suitably located electrical socket for each dedicated appliance such as a cooker, refrigerator and washing machine. In addition, 4 sockets (in either double or single combinations) to be provided above the worktop
6 or 7		As above plus an additional 2 sockets
All	Floor covering	Impervious and washable floor covering to cover the floor area of the kitchen



Per household	Food storage cupboard  Must be secure and provided for a specific household if provided within shared kitchen	One double wall cupboard [1000mm wide] or one single base cupboard [500mm wide] per household – may be provided within bedsit or within shared kitchen  The base unit below the sink/drainage is not acceptable for food storage
Per household	Refrigerator  A suitable Refrigerator for each household is the preferred option. Should be secure or provided for a specific household if provided within shared kitchen	A small fridge freezer where provided within lettings
Up to 5		Where provided in a shared kitchen, equivalent of 2 worktop height refrigerators both with freezer compartments, or 1 worktop height fridge and 1 worktop height freezer
6 or 7		As per shared kitchen for up to 5 persons, plus the equivalent of an additional worktop height refrigerator with freezer compartment

### Personal washing and WC facilities

Bathrooms and WC's should normally be within one floor of lettings and, where shared, must be accessible from a common area.

WC's and bath/shower rooms must be fitted with a suitable and functioning lock and all room surfaces must be impervious and readily cleansable.

Bath/shower rooms and WC's must be adequately ventilated, and bath and shower rooms must be adequately heated, such as by radiator, wall-mounted convector or fan heater, or under floor heating. Electric bar heaters are not permitted. In newly provided bathrooms, a mechanical extractor must be installed in addition to any open-able window.

Where only one bathing facility is provided in the premises, it must be a bath, preferably equipped with a suitable seal and a fixed overhead shower. A fixed shower rail and curtain must be installed.

Where a shower cubicle is provided, it must be of a sufficient size that the user can bathe and dress without injury (minimum size 1600mm x 900mm for single-purpose shower room).

Separate WC compartments are required to be a minimum of 1300 x 800mm.

Windows to bathrooms and WCs are to be glazed with obscured glass.

The facilities must be adequate for the number of occupiers, and the following guide should be followed when determining the adequacy of the provision. External WC's are not counted.

Those persons having exclusive use of a bath/shower or WC will be discounted when calculating the level of shared facilities required.

Number of occupiers	Facilities	Specifications
Up to 5	<p>1 bath with wash hand basin</p> <p>At least 1 WC. The WC should, wherever possible, be in a separate compartment from the bathroom but may be within the bathroom if up to 4 persons accommodated</p> <p>Where 5 persons accommodated, and cooking facilities (including a sink) are not provided to each letting, wash hand basins should be provided within each letting, wherever this is practical</p>	<p>Standard size bath [minimum 1700mm x 700mm] with minimum 450 mm Splashback</p> <p>Full-size wash hand basin (minimum 500mm x 400mm) with tiled Splashback.</p> <p>Both to have constant supply of hot and cold water.</p> <p>If the WC is separate, it must have an additional wash hand basin (which does not need to be full-sized) &amp; tiled Splashback within the compartment</p>
6 to 10	<p>2 bathrooms with wash hand basins in each</p> <p>One of bathrooms must contain bath, and the other a shower which may be a fixed over bath type</p> <p>At least 2 WCs, at least one of which should be in a separate compartment from a bathroom</p> <p>Where cooking facilities(including a sink) are not provided to each letting, wash hand basins should be provided within each letting, wherever this is practical.</p>	<p>As above but at least 2 sets of bathroom/WC amenities are required</p>

More than 10	<p>An additional set of bathroom and WC amenities for every 1 to 5 persons accommodated</p> <p>At least 50% WCs to be in compartments separate from bathrooms</p> <p>Where cooking facilities (including a sink) are not provided to each letting, wash hand basins should be provided within each letting, wherever this is practical</p>	<p>11-15 persons – 3 sets of facilities</p> <p>16-20 persons – 4 sets of facilities</p> <p>Etc.</p>
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## **Standards for shared house HMO accommodation**

### **Space Standards for Sleeping Accommodation**

Where shared house type HMOs are provided with suitable shared dining and/or living space, the following space standards will apply:

Number of occupiers	Minimum room size (Square Meters)
One	6.5
Two	10.2

Where the residents occupying a shared house type HMO do not have access to suitable dining and/or living space, the bedsit-type space standards will apply in determining minimum bedroom sizes

Where a communal living room is provided [in addition to any space that is required for shared kitchen and dining] it should normally be at least 13 square meters for a 3 person shared house, plus 1 square meter added for every additional person thereafter.

If dining facilities are combined with the living room, the room should be at least 14 square meters for 3 people, plus 1 square meter for every additional person thereafter.

### **Kitchen Facilities**

As per the standard for bedsit-type HMOs except that food storage cupboards and refrigerators would normally be located within the shared kitchen and would not be required to be secure or identifiable to a particular household member

### **Personal washing and WC facilities**

As per the standard for bedsit-type HMOs except that wash hand basins will not be required to be provided within each bedroom/letting.

## **Fire Safety**

Fire safety standards to be in accordance with the LACORS Housing Fire Safety Guidance:

[http://www.cieh.org/library/Knowledge/Housing/National\\_fire\\_safety\\_guidance\\_08.pdf](http://www.cieh.org/library/Knowledge/Housing/National_fire_safety_guidance_08.pdf)

## **Heating**

An adequate means of fixed space heating must be provided in all rooms, including common areas of the dwelling, WC compartments and bathrooms, so that a constant temperature of at least 21°C can be maintained in sleeping rooms and bathrooms and at least 18°C in all other rooms. Radiators must be fitted with thermostatic valves.

## **HMO Management**

The Management of HMOs Regulations 2006 and The Licensing and Management of Houses in Multiple Occupation and Other Houses (Additional Provisions) Regulations 2007 detail full responsibilities of HMO managers and are summarised below:

### **Responsibilities of the manager**

The manager must ensure that:

The manager's name, address and any telephone contact number is made available to each household in the premises and these details must be clearly displayed in a prominent position.

Each letting is in a clean condition at the beginning of any rental period and that the internal structure, fixtures/fittings/appliances, windows and mechanical ventilation are maintained in good repair and clean working order.

All common parts, for example staircases, passageways, corridors, halls, lobbies, entrances, balconies and steps are maintained in good and clean decorative repair, in a safe working condition and kept reasonably clear from obstruction.

Outbuildings, boundary walls, yards and fences are maintained in a good state of repair and clean condition. The garden must be kept in a safe and tidy condition.

The water supply is constant and not unreasonably interrupted and that the drainage system is maintained in good, clean and working condition.

Annual gas safety tests are carried out on all gas appliances within the HMO by a GasSafe registered engineer, and evidence is supplied to support this annually to the City of London.

The electrical installation is inspected and tested at intervals not exceeding five years by a person qualified to undertake such inspection and testing, and evidence is supplied to support this if requested by the City of London.

### **Other management requirements**

### **Furniture and Furnishings (Fire Safety) Regulations 1998 (amended 1989 & 1993)**

Furniture and furnishings supplied in conjunction with the accommodation must comply with specified levels of fire resistance.

### **Additional Considerations**

Compliance with these standards does not negate the need for compliance with other statutory provisions, including the Housing Act 2004 and supporting Regulations.

Compliance with these standards does not confer planning approval for any particular use. Contact the Planning Team on 020 7332 1710 or [plans@cityoflondon.gov.uk](mailto:plans@cityoflondon.gov.uk)

For further information contact the Pollution Control Team on 020 7606 3030 or [publicprotection@cityoflondon.gov.uk](mailto:publicprotection@cityoflondon.gov.uk)

### **References**

London Borough of Waltham Forest – Standards for Houses in Multiple Occupation  
East London HMO Guidance  
DOE Design Bulletin: Spaces in the Home (1972)  
Statutory Instrument 2006 No 373 and Statutory Instrument 2007 No 1903  
Joint London Boroughs Code of Practice for Hostel Accommodation  
East London Guidance on HMO standards  
GLA Housing Space Standards  
Housing Act 2004  
Housing Health and Safety Rating System Operating Guidance  
Building Regulations Part F  
Lacors guidance on overcrowding

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of the Local Government Act 1972.

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