



## Port Health & Environmental Services Committee

**Date:** TUESDAY, 19 JANUARY 2016  
**Time:** 11.30 am  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

<b>Members:</b>	Wendy Mead (Chairman)	Vivienne Littlechild
	Jeremy Simons (Deputy Chairman)	Professor John Lumley
	Deputy John Absalom	Alderman Julian Malins
	Deputy John Bennett	Andrew McMurtrie
	Keith Bottomley	Brian Mooney
	Henry Colthurst	Hugh Morris
	Karina Dostalova	Barbara Newman
	Peter Dunphy	Ann Pembroke
	Deputy Kevin Everett	Henrika Priest
	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
		Philip Woodhouse

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Lunch will be served in Guildhall Club at the rising of the Committee  
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 non-public summary of the meeting held on 24 November 2015.  
**For Decision**  
(Pages 1 - 8)
4. **OUTSTANDING ACTIONS**  
To note the current list of Outstanding Actions.  
**For Information**  
(Pages 9 - 14)
5. **TERMS OF REFERENCE REVIEW**  
Report of the Town Clerk.  
**For Decision**  
(Pages 15 - 16)
6. **RECYCLING ACTION PLAN**  
Report of the Director of the Built Environment.  
**For Information**  
(Pages 17 - 40)
7. **DEPARTMENT OF THE BUILT ENVIRONMENT, BUSINESS PLAN PROGRESS REPORT FOR PERIOD 2 (AUGUST - NOVEMBER), 2015/18**  
Report of the Director of the Built Environment.  
**For Information**  
(Pages 41 - 54)
8. **OPEN SPACES BUSINESS PLAN - APRIL TO NOVEMBER 2015 PROGRESS REPORT**  
Report of the Director of Open Spaces.  
**For Information**  
(Pages 55 - 68)
9. **PORT HEALTH & PUBLIC PROTECTION BUSINESS PLAN 2015-2018: PROGRESS REPORT (PERIOD 2)**  
Report of the Director of Markets and Consumer Protection.  
**For Information**  
(Pages 69 - 92)

10. **PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE RISK - PORT HEALTH AND PUBLIC PROTECTION**  
Report of the Director of Markets and Consumer Protection.  
**For Information**  
(Pages 93 - 112)
11. **CITY OF LONDON STANDARDS FOR HOUSES IN MULTIPLE OCCUPATION 2016**  
Report of the Director of Markets and Consumer Protection.  
**For Decision**  
(Pages 113 - 134)
12. **ANIMAL RECEPTION CENTRE - HEATHROW AIRPORT: ANNUAL REVIEW OF CHARGES**  
Report of the Director of Markets and Consumer Protection.  
**For Decision**  
(Pages 135 - 142)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
15. **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.

## **Part 2 - Non-public Agenda**

16. **NON-PUBLIC MINUTES**  
To agree the non-public minutes of the meeting held on 24 November 2015.  
**For Decision**  
(Pages 143 - 144)
17. **PROPOSED CHARGES FOR STREET CLEANSING, WASTE COLLECTION AND PUBLIC CONVENIENCES 2016/17**  
Report of the Director of the Built Environment.  
**For Decision**  
(Pages 145 - 154)
18. **CEMETERY AND CREMATORIUM FEES, CHARGES AND MARKETING REPORT 2016/17**  
Report of the Director of Open Spaces.  
**For Decision**  
(Pages 155 - 164)
19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

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

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

**Tuesday, 24 November 2015**

**Minutes of the meeting of the Port Health & Environmental Services Committee  
held at the Guildhall EC2 at 11.30 am**

### **Present**

#### **Members:**

Wendy Mead (Chairman)	Wendy Hyde
Jeremy Simons (Deputy Chairman)	Vivienne Littlechild
Keith Bottomley	Professor John Lumley
Henry Colthurst	Alderman Julian Malins
Peter Dunphy	Ann Pembroke
Deputy Kevin Everett	Henrika Priest
Deputy Bill Fraser	Deputy Gerald Pulman
George Gillon	Delis Regis
Deputy Stanley Ginsburg	Deputy John Tomlinson
Graeme Harrower	Michael Welbank
Alderman Peter Hewitt	Philip Woodhouse

#### **Officers:**

David Arnold	- Town Clerk's Department
Paul Nagle	- Chamberlain's Department
Jenny Pitcairn	- Chamberlain's Department
Julie Smith	- Chamberlain's Department
Paul Chadha	- Comptroller & City Solicitor's Department
Carolyn Dwyer	- Director of Built Environment
Steve Presland	- Director of Transportation and Public Realm
Jim Graham	- Assistant Director of Cleansing Operations
Doug Wilkinson	- Assistant Director of Street Scene and Strategy
David Smith	- Director of Markets and Consumer Protection
Jon Avers	- Director of Port Health and Public Protection
Ruth Calderwood	- Environmental Policy Officer
Gavin Stedman	- Assistant Director of Port Health Services
Gary Burks	- Superintendent of the City of London Cemetery and Crematorium
Gerry Kiefer	- Open Spaces Department
Will Wright	- City Surveyor's Department

### **1. APOLOGIES**

Apologies for absence were received from Deputy John Bennett, Karina Dostalova, Andrew McMurtrie, Hugh Morris, Barbara Newman, Deputy Richard Regan, Deputy James Thomson, and Mark Wheatley.

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

There were none.

3. **MINUTES**

**RESOLVED** – That the public minutes and non-public summary of the meeting held on 22 September 2015 be approved.

Matters Arising

The Chairman advised that the Committee Dinner on 21 January 2016 would be held at Apothecaries' Hall.

4. **OUTSTANDING ACTIONS**

The Committee received the current list of Outstanding Actions.

The Assistant Director of Street Scene and Strategy reported that a positive meeting had been held with local companies regarding mobile shredding vehicles idling outside their offices. The companies had agreed to work with the City of London Corporation to think of ways to reduce the shredding vehicles' impact on air quality, such as the inclusion of internal shredding areas in new buildings. The outcome of future meetings would be reported back to the Committee.

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

5. **REVENUE AND CAPITAL BUDGETS - 2016/17**

The Committee considered a joint report of the Chamberlain, Director of the Built Environment, Director of Markets and Consumer Protection, and Director of Open Spaces that set out the latest revenue budget for 2015/16 and sought approval to the proposed provisional revenue budget for 2016/17, for subsequent submission to the Finance Committee.

In response to a Member's question, the Assistant Director of Cleansing Operations advised that the Recycling Team worked closely with local schools to educate young people about recycling and littering.

In response to another Member's question, the Environmental Policy Officer advised that applications had been and would be submitted to maximise grant funding for air quality projects to ensure that the City Corporation's statutory obligations were fulfilled.

**RESOLVED** – That:-

- a) the latest 2015/16 revenue budget be noted;
- b) the provisional 2016/17 revenue budget be reviewed to ensure that it reflects the Committee's objectives and the budget be approved for submission to the Finance Committee;
- c) the draft capital budget be approved;
- d) the Chamberlain be authorised to revise these budgets for changes to the Additional Works Programme and in respect of recharges.

6. **CITY OF LONDON AIR QUALITY STRATEGY 2015 - 2020 UPDATE**

The Committee received a report of the Director of Markets and Consumer Protection that provided details of the on-going action to improve air quality in the City as part of the City of London Air Quality Strategy 2015-2020. Members were advised that the minutes and presentation from a recent Member Briefing on this matter were available upon request from the Town Clerk.

The Environmental Policy Officer explained how EU targets were due to be met throughout most of the City of London by 2020 via the Ultra Low Emission Zone. In response to a Member's question, she added that colleagues in the Open Spaces Department were aware of the potential use of plants in City Gardens to reduce the impact of air pollution.

In response to Members' questions regarding Beech Street, the Director of Port Health and Public Protection advised that the results from air quality monitors would be included in future air quality update reports and the Chairman advised that the purpose of the washing regime was to help reduce the levels of fine particles to improve air quality.

A Member noted his concerns with emissions caused by standby diesel generators at businesses within the City. The Environmental Policy Officer advised that an application for funding had been submitted to develop a programme to encourage a reduction in the use of standby diesel generators as there were currently no legislative powers against them.

In response to Members' concerns regarding air pollution caused by heavy traffic, the Director of Transportation and Public Realm advised that there was currently the lowest number of roadworks within the City for many years. He added that a list of current closed and part-closed streets would be submitted to the next appropriate Streets and Walkways Sub-Committee for information. The Deputy Chairman suggested that Members read a report regarding the volume of activity taking place on the City's highway network that was being submitted to the next Streets and Walkways Sub Committee meeting for information. Members noted that major highway works caused by Crossrail and TfL projects were outside the City Corporation's control.

**RESOLVED** – That the on-going action to improve air quality in the Square Mile and to reduce the impact on health, be noted.

7. **43RD CITY OF LONDON THAMES FISHERY RESEARCH EXPERIMENT 2015**

The Committee considered a report of the Director of Markets and Consumer Protection that provided details of the 43<sup>rd</sup> City of London Thames Fishery Research Experiment which took place in October 2015 and sought approval to the 44<sup>th</sup> Research Experiment in 2016.

**RESOLVED** – That:-

- a) The report be noted; and
- b) The 44<sup>th</sup> City of London Thames Fishery Research Experiment, to take place in 2016, be approved.

8. **CITY OF LONDON CONTAMINATED LAND INSPECTION STRATEGY 2015 - 2020**

The Committee considered a report of the Director of Markets and Consumer Protection that sought approval to the City of London Contaminated Land Inspection Strategy 2015-2020.

**RESOLVED** – That the Contaminated Land Inspection Strategy 2015-2020 be approved.

9. **PUBLIC CONVENIENCES STRATEGY - UPDATE ON SERVICE BASED REVIEW SAVINGS**

The Committee received a report of the Director of the Built Environment that provided an update regarding the progress being made to achieve the savings agreed in the Service Based Review Public Conveniences Strategy. Members were advised that no complaints from members of the public had been received since the closure of the attended toilets and Smithfield.

A Member noted that, despite no complaints being received from the public, he had personally complained to officers regarding the closure of toilet facilities. The Assistant Director of Cleansing Operations advised that any cleansing issues at the Blackfriars subway would be looked into. In response to Members' concerns regarding public urination in Bishopsgate, the Assistant Director advised that Street Environment Officers would be meeting with the City of London Police to address the issue. The Assistant Director of Street Scene and Strategy added that Fixed Penalty Notices were being issued for public urination in accordance with Anti-Social Behaviour legislation.

A Member noted that the Members concerned could apply for a review of the licence for any premises causing particular public nuisance relating to urination.

**RESOLVED** – That the report be noted.

10. **PROGRESS ON THE ENFORCEMENT OF THE OBSTRUCTIONS POLICY**

The Committee received a report of the Director of the Built Environment that provided details of the working being conducted by the Street Environment Team to implement the Obstruction Policy.

Members were advised that 124 obstructions have been removed from the City's footways this year, with the majority of these removed voluntarily by the businesses once they were made aware of the policy. The programme of work being carried out by the Street Environment Team to ensure obstructions that contravened the policy were removed was expected to continue until April 2016.

The Comptroller and City Solicitor advised that sanctions were available under the Highways Act to prosecute any business who refused to remove an obstruction. In response to a Member's question, he added that a person holding an advertising board were not considered obstructions under the Highways Act as it referred to static items.



**RESOLVED** – That the report be noted.

**11. CLEAN CITY AWARDS SCHEME UPDATE**

The Committee received a report of the Director of the Built Environment regarding the Clean City Awards Scheme, which had achieved a current income of £41,000 in 2015/16 following the introduction of a membership fee in September 2014. The Committee congratulated officers for the success of the Scheme.

**RESOLVED** – That the report be noted.

**12. OPERATIONAL PROPERTY**

The Committee received a joint report of the Chamberlain and the City Surveyor regarding the Operation Property Review. Members were advised that proposals for assets identified as surplus would be submitted to each relevant service Committee at the next appropriate meetings. Members noted that it was important for each Committee to consider the proposals for any assets directly under its control.

**RESOLVED** – That:-

- a) the drivers for undertaking the Operational Property Review be noted; and
- b) the emerging opportunities from this review that impact on the work of this Committee be reported to subsequent meetings.

**13. DECISIONS TAKEN UNDER URGENCY SINCE THE LAST MEETING OF THE COMMITTEE**

The Committee received a report of the Town Clerk that advised Members of a decision taken under urgency procedures by the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Committee, regarding the delegation of powers to the Director of Markets and Consumer Protection for matters relating to the Consumer Rights Act 2015.

**RESOLVED** – That the decision taken under urgency since the last meeting of the Committee be noted.

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

In response to a Member's question regarding traffic congestion at Aldgate, the Chairman of the Planning and Transportation Committee noted the concerns and agreed to provide a response to the Member following consultation with relevant officers.

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

The Chairman congratulated the Department of the Built Environment and the Department of Markets and Consumer Protection for their recent successes in the Local Authority Clean Britain Awards, the Krys Zasada Award, and an Excellence in Customer Service Award for the Heathrow Animal Reception Centre. Members were advised that details of the Awards had been publicised on the City Corporation website.

16. **EXCLUSION OF THE PUBLIC**

**RESOLVED** – That under Section 100A(4) 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 1 of Schedule 12A of the Local Government Act.

**Item No.**

17 – 18

19

**Paragraph No.**

3, 5 & 7

3

17. **NON-PUBLIC MINUTES**

**RESOLVED** – That the non-public minutes of the meeting held on 22 September 2015 be approved.

18. **DEBT ARREARS - PORT HEALTH AND ENVIRONMENTAL SERVICES PERIOD ENDING 30 SEPTEMBER 2015**

The Committee received a joint report of the Director of the Built Environment, Director of Markets and Consumer Protection and the Director of Open Spaces that informed Members of the arrears of invoiced income as at 30 September 2015.

**RESOLVED** – That the report be noted.

19. **LONDON GATEWAY - ADDITIONAL OFFICE ACCOMMODATION FOR PORT HEALTH OFFICES AT MANORWAY HOUSE**

The Committee considered a joint report of the Director of Markets and Consumer Protection and the City Surveyor that sought approval to a lease of office space at the Port Health Offices at Manorway House.

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

There were none.

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

The Chairman noted that it was the Assistant Director of Street Scene and Strategy's last meeting so the Committee thanked him for his contributions toward the work of the Committee and wished him luck in his new job.

**The meeting closed at 12.45 pm**

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Chairman

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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.	5 May 2015	<b>Introduction of Body Worn Video (BWV) for Street Environment Officers</b>	Assistant Director Street Scene & Strategy	Completed	<p>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 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> <p><b>November 2015 Update</b> The City has now agreed a variation of the terms and conditions of the contract with</p>

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>the supplier and the Comptroller and City Solicitor's department is drafting the final contract agreement. A final version of the Privacy Impact Assessment is being completed by operational officers, legal and information security officers. 'Go Live' for operational use is imminent.</p> <p><b>January 2016 Update</b> The implementation of Body Worn Video for Street Environment Officers was approved by the Comptroller and City Solicitor's Department on 8 January 2016 and a six month trial of its use began on Monday 11 January 2016.</p>
2.	5 May 2015	<b>Noise Strategy</b>	Director of Port Health and Public Protection	March 2016	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

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					consultation.  <b>January 2016 Update</b> The review will include consideration into 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.
3.	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 with collecting data recorded relating to parking enforcement and environmental health. The next meeting scheduled for

Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>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> <p><b>November 2015 Update</b> Officers from Departments of the Built Environment and Markets &amp; Consumer Protection met with one of the major operators in the city. The meeting was very positive and they wish to work with the City to find a solution that works for both the City and Operators and are open to looking at their model of operations. A further meeting is being set up to focus on some specific locations which have caused recent problems.</p> <p><b>January 2016 Update</b> Positive meetings had been held</p>



Item	Date	Action	Officer responsible	To be completed/ progressed to next stage	Progress Update
					<p>with local companies regarding mobile shredding vehicles idling outside their offices. The companies had agreed to work with the City of London Corporation to think of ways to reduce the shredding vehicles' impact on air quality, such as the inclusion of internal shredding areas in new buildings. A meeting with a prominent Mobile Shredding company was due to take place on Monday 11 January 2016. The outcome of this and future meetings would be reported back to the Committee.</p>

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<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services Committee	19 January 2016
<b>Subject:</b> Terms of Reference Review	<b>Public</b>
<b>Report of:</b> Town Clerk	<b>For Decision</b>
<b>Report author:</b> David Arnold, Town Clerk's Department	

## Summary

As part of the post-implementation review of the changes made to the governance arrangements in 2011 it was agreed that all Committees should review their terms of reference annually. This will enable any proposed changes to be considered in time for the reappointment of Committees by the Court of Common Council.

The terms of reference of the Port Health and Environmental Services Committee are attached at Appendix A to this report for your consideration. If approved, it is proposed that any further changes to the Committee's terms of reference required in the lead up to the Court's appointment of Committees in April 2016 be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman.

The Committee is also required to review the frequency of its Committee meetings. The Committee currently meets six times per year in January, March, May, July, September, and November.

## Recommendations

It is recommended that:

- the terms of reference of the Committee, subject to any comments, be approved for submission to the Court in April 2016;
- Any further changes required in the lead up to the Court's appointment of Committees be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman; and
- Members consider whether any change is required to the frequency of the Committee's meetings.

## Appendices

- Appendix A – Terms of Reference

### David Arnold

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**Port Health and Environmental Services Committee Terms of Reference**

To be responsible for:-

- (a) all the City of London Corporation's environmental health, port health, animal health, consumer protection, licensing (with the exception of those which are in the province of another Committee), public conveniences, street cleansing, refuse collection and disposal, and cemetery and crematorium functions;
- (b) the implementation of those sections of any Acts of Parliament and/or European legislation which direct that the local authority take action in respect of those duties listed at (a) above;
- (c) the appointment of the Director of the Built Environment (in consultation with the Planning & Transportation Committee);
- (d) the appointment of the Director of the Markets and Consumer Protection (in consultation with the Markets and Licensing Committees);
- (e) the appointment of the Director of Open Spaces (in consultation with the Open Spaces & City Gardens Committee);
- (f) determining any appeals against a decision not to grant City premises a licence under the provisions of the Marriage Act 1994 and the City of London (Approved Premises for Marriage) Act 1996 to conduct civil marriage ceremonies;
- (g) the appointment of the City of London Coroner;
- (h) the Signor Pasquale Favale Bequest (registered charity no. 206949);
- (i) making recommendations to the Court of Common Council in respect of the making and sealing of byelaws for the variance of charges at the Animal Reception Centre.

<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services	19 January 2016
<b>Subject:</b> Recycling Action Plan	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For information</b>

## Summary

The City of London's 2013 Waste Strategy sets a local target of 45% recycling rate by 2015 and 50% by 2020 and from 2013 the City's recycling rate was as high as 41%. With the introduction of the Materials Recycling Facility (MRF) Code of Practice in October 2014 which sets stricter quality standards for recyclable materials being sent for reprocessing, it was necessary for officers to investigate the quality of the Corporation's household Dry Mixed Recycling (DMR) being sent to the MRF.

A waste composition analysis, carried out by officers, found that the DMR quality was substantially below the standards required by the new Code of Practice and that it contained a significant level of materials other than the required clean and dry recycling materials which can be processed for recycling. Further examination and research found that the two sources of contaminants of DMR were waste collected from Renew street litter bins and City Gardens' recycling bins. They were swiftly removed from our DMR waste stream. As a result the recycling rate decreased from 37% to 28%, but the DMR contamination levels dropped from 57% to an acceptable level of 4% to 8%.

To address the reduced recycling rate officers developed a new Recycling Action Plan (RAP) which was approved by this committee on 10 March 2015. The plan sets out the actions the City will take to reach its recycling targets with year one and two priorities. Progress against the agreed actions is set out in the report. A notable success has been the 11% increase in the participation of the food waste service on the Middlesex Street estate.

Continuing communication with residents via different media has been successful in completing other actions set out in the RAP. The City is now maintaining a low DMR contamination rate as reported by the MRF operators. Although our recycling materials are of consistently high quality, our recycling rate is currently 31% and therefore we have not met the 2015 target of 45%. Currently there are no legal implications if the City fails to achieve the target.

## Recommendation

Members are asked to:

- Note the report

## **Main Report**

### **Background**

1. In September 2013 your committee approved the City's revised Waste Strategy document which contained the aim of achieving a 45% recycling rate by 2015 and 50% by 2020, in line with regional, national and EU recycling targets.
2. Your Committee received a further report in September 2014 highlighting that, the introduction of Defra's Materials Recovery Facility (MRF) Code of Practice imposed more stringent controls on the quality of recycling material (i.e. clean and dry recycling materials for onward processing) on MRF operators from October 2014. The introduction of this Code of Practice has added significant pressure on all local authorities.
3. Defra's statistics, released in December 2015, show that England's recycling rate for 2014 increased by 0.8% and slow progress is being made nationally towards the target recycling rate. The 2014/15 statistics also identified London as having the lowest regional recycling rate and the highest amount of waste generated per household.
4. Resource London attributed the low performing regional standards to a number of factors such as the complexities of delivering recycling services in London, its population, exceeding 8.6 million, living in an almost entirely urban environment, the context of local authority budget cuts and the higher number of flatted properties, up to 80%, in some Inner London boroughs. This is even higher for the City of London and its population is generally transient.
5. Such barriers to improvement have resulted in some neighbouring boroughs, for example L.B. Westminster, in August 2015 publishing recycling rate of 15% as realistic targets after reviewing their corporate recycling strategies.
6. The City's agreement with its previous MRF, operated by Ideal Waste, expired in October 2014. As part of the procurement process for a new MRF, sample loads of household DMR were sent to two MRF operators for quality sampling. Both MRF operators confirmed that our comingled DMR was showing previously unreported high contamination levels. 57% of household DMR and 21% of street sweeper DMR contained materials which could not be recycled and was substantially below the quality required by the MRF Code of Practice. One sample of on-street recycling was rejected as being so contaminated with materials classified as general waste.
7. Significant work undertaken subsequently identified waste from the on-street recycling bins and recycling bins located within City Gardens as the main source uncontrollable contamination and they were subsequently removed from the City's DMR recycling stream. This led to an improvement in the contamination rate ensuring that the City complies with the strict quality requirements of the new Code of Practice, but it resulted in the recycling rate dropping to 28%.
8. In March 2015, your committee was informed that a Recycling Action Plan (RAP) had been drafted to help the City work towards the 2015 and 2020 recycling. The Plan also sets out actions to stay within the acceptable contamination levels.

9. This report updates on progress towards the Year One priorities and additional significant actions as set out in the Recycling Plan.

### **Current Position**

10. During 2015/16 Officers have been collecting data including composition analysis, contamination, capture and participation rates and liaising with residents to ascertain why some of them do not recycle. This data is in the process of being collected and is due for completion between March and May 2016. The data gathered will be analysed to identify potential service improvements and similarly identify where to focus future communication campaigns. This information will subsequently be incorporated into refining tasks within the RAP and form the basis of some of the Year Two priorities.
11. The use of data tags is recognised as an effective method of measuring performance from flatted properties with communal bins. Unfortunately the installation of this equipment has been delayed due to technical issues, however it is anticipated that this will be resolved by April 2016. The data tags will provide information on the weight of waste and recycling collected and enable low performing blocks of flats to be identified and Officers to target resources accordingly.
12. Officers will continue to communicate and engage with residents through different types of media to educate and inform them about the recycling services available. Previous research shows that residents prefer to receive information via leaflets delivered through their letterbox. With this in mind Officers have distributed generic recycling leaflets and a “recycling at Christmas” leaflet to remind residents about all services at a time of year where greater quantities of waste is generated. Further to this, leaflets have been and will continue to be distributed annually via Council Tax so all residents will be reminded about the services available to them.
13. A significant proportion of the City of London’s population is transient and therefore can be difficult to communicate with. To overcome this barrier, information on the materials accepted in the DMR service and food recycling service is printed onto the recycling bags and food liners to act as a constant reminder. For residents who have the use of a bin-store, improved signage is being installed in bin-stores and the communal bins also have signage displaying information on acceptable materials.
14. In addition to communicating via leaflet, it is also effective to communicate with residents via face-to-face communication. A “doorstepping” communication campaign which will involve talking to residents at their property about their recycling service, distributing information leaflets and ordering food liners/recycling bags as appropriate is planned for February – May 2016. Direct communication with residents enables any questions to be answered and barriers to participation in the recycling services to be addressed. Other types of direct communication with residents which Officers have undertaken include holding “Recycling Roadshows” at the popular Give and Take Days, information stands at City of London organised residents events in the Guildhall and Guildhall Yard, and attending local events on the estates etc.

15. Many Local Authorities are able to communicate with their residents via frequently published local newspapers, information centres and adverts on local transport, however the City does not have these options or to use them would not be cost effective. The Recycling Team write articles on recycling in the City resident magazine which is published three times a year, use the website to full effect and link in with national recycling campaigns. Similarly, the recycling webpages are promoted occasionally on the landing page of the public website, and an interactive map detailing all the publicly accessible recycling bins i.e. lightbulb and battery recycling bins in the City is also available on the website.
16. The City is making steady progress in line with the first year priorities which were to;
  - Reduce and maintain contamination levels within the DMR stream to acceptable levels.
  - Increase participation in food waste at Middlesex Street estate.
  - Increase participation in recycling service on all the estates.
  - Reduce paper in night collection general waste stream.

#### **Update on contamination levels within the DMR stream**

17. The City has successfully maintained consistently low contamination rates of DMR between 4 – 8% as reported by the Veolia MRF and illustrated in Appendix 1. Officers are also monitoring the main contaminants as reported by the MRF (also appendix 1) to ascertain what actions can be taken to reduce contamination further and increase the amount of recycling being produced. Textiles are a common contaminant within the report and at time of writing, publicly accessible textile recycling bins are in the process of being introduced to a small number of public locations in the City.
18. Food waste is also a main contaminant within the DMR. When food waste is identifiable within the recycling bags collected from doorsteps on the estates, the bag is not collected and is stickered to advise the resident of the reason for non-collection. A further information leaflet is also posted through the letterbox of the property. This ensures that the resident is educated regarding the correct use of the recycling service and the contaminated bag is kept out of the recycling stream. For properties which have communal bins, comprehensive posters in the bin-stores and on the bins inform the residents about the service.
19. Officers have been particularly successful with significantly reducing the contamination levels within the street sweeper collected recycling and only materials which can be recycled are now being collected. Regular, unannounced audits consistently return between a 1 – 5% contamination rate (appendix 1). This has been achieved by undertaking toolbox talks with the Amey operatives, putting recycling signage to act as a prompt on the barrow and improving the collection method. Post-audit feedback is then provided to Amey which details the items present in the recycling which should have been



placed in the general waste. This enables specific information to be relayed to the operatives about the correct separation of material for recycling.

#### **Increase participation in the food recycling service at Middlesex Street**

20. Officers monitored food waste service participation at Middlesex Street estate and identified the properties not deemed to be participating in the service and therefore not recycling their food waste. This enabled officers to distribute tailored information, caddies and liners to the non-participating residents. This project successfully increased the participation in the food waste service at the doorstep from 19% to 30%. This 11% increase in participation is encouraging and this project will be replicated on the other estates in the future.
21. A further initiative is planned to identify whether providing large food caddies in the chute room of Petticoat Tower encourages more residents to use the service. A resident within this block stated that they do not use the food recycling service due to space constraints within their property and locating a large caddy for communal use in the chute room would enable food to be stored out of the property prior to collection.
22. Residents on Middlesex Street estate also have access to a communal food waste bin. In recent months the food waste bin was subject to anti-social behaviour however, this has been relocated and its usage being monitored to gauge any change in participation as a result of its new location.

#### **Increase participation in recycling service on estates**

23. Officers have monitored participation in the DMR and food waste services at the doorstep on Middlesex Street, Mansell Street and Golden Lane estates and the properties deemed to not be participating in the services identified. In January – April 2016, the properties identified as not recycling will be visited as part of the “doorstepping” campaign identified in paragraph 13 and Officers will assess why the residents do not recycle and promote the services further.
24. Due to the size of the Barbican estate, this information will be gathered by an external consultancy in January – April 2016.

#### **Reduce paper in night collection residual stream**

25. The City provide liveried waste and recycling bags to all properties which do not have a bin-store and therefore present their waste and recycling on the street for collection. Composition analysis undertaken in 2012 identified a high level of paper in the general waste bags originating from properties which do not have a bin-store. Observations of this stream of general waste infer that this situation has improved.
26. As identified in paragraph 9, Officers are undertaking a comprehensive composition analysis of the waste and recycling collected from all streams of recycling, including properties without bin-stores. The data gathered from this project will identify what proportion of paper and other recyclables is going into general waste and identify the actions which can be taken to try to divert recycling away from general waste.

### **Next Steps**

27. As set out in paragraph 9, data gathering and analysis is ongoing. Once complete, this information will inform specific actions which will be incorporated into the Recycling Action Plan with a view to helping the City to work towards the target of 50% recycling by 2020.
28. The City of London Corporation's waste strategy, referred to in Paragraph 1, is subject to a mini-review due for completion in March 2016. This review is to ensure that the document is still current and aligns with existing and forthcoming legislation. The targets set out in the strategy will also be reviewed to ensure the targets contained within the strategy are realistic. Whilst making this assessment, Officers will liaise with the Association of London Cleansing Officers (ALCO) and other neighbouring Inner London boroughs to gather information on their performance.
29. In addition to the tasks identified in the RAP, some ad-hoc audits will continue, enabling Officers to monitor contamination levels within different DMR streams. Officers will also monitor the success of actions set out in the plan to ensure on-going compliance with recycling quality controls.
30. In addition to undertaking the tasks as set out in the RAP, Officers have identified the following Year two priorities;
  1. Use the results of the waste composition analysis and continue to analyse other data and formulate into actions and specific projects to increase recycling
  2. Installation of on-street recycling facilities following a number of recycling trials
  3. Review bulky collection service and identify the potential for greater diversion and reuse of materials

### **Corporate & Strategic Implications**

31. This supports the City's Corporate Plan Key Policy Priority, of maintaining the quality of our public services, whilst reducing our expenditure and improving our efficiency. It also supports the City Together Strategy's aim of protecting, promoting and enhancing our environment.

### **Financial Implications**

32. The proposals set out in the Recycling Action Plan can be achieved within the current Cleansing Service budget. Furthermore, it should be noted that the current disposal cost per tonne for DMR is £3, as opposed to £122 for general waste. It is therefore imperative that the quality of the 1400 tonnes of DMR that the City produces per annum remains sufficiently high to ensure it does not incur additional disposal costs.

### **Legal Implications**

33. The recycling targets of 45% by 2015 and 50% by 2020 are local and national targets. Currently there are no legal implications if the City fails to reach the targets.

### **Conclusion**

34. The City of London has successfully been able to reduce and maintain contamination levels of below 8% ensuring that the City complies with the strict quality controls imposed by the MRF Code of Practice. Although the City is now producing good quality recycling which is a notable achievement given the demographics, housing stock and our Inner London location, the challenges to increase our recycling rate will make it difficult for us to deliver steady progress against the backdrop of flat-lining national recycling rates.
35. We have not met our target and currently recycle 31% against the target of 45% recycling by 2015. Officers are aware it will be extremely challenging to meet the target of 50% recycling by 2020 however, with the robust data which is being gathered, the City will be able to identify ways to maximise performance and work towards the target. Further to this, Officers will continue to review, update and implement the Recycling Action Plan to drive forward an increase in the recycling rate and a decrease the municipal collected general waste.

### **Appendices**

- Appendix 1 – Contamination reports
- Appendix 2 – Recycling Action Plan

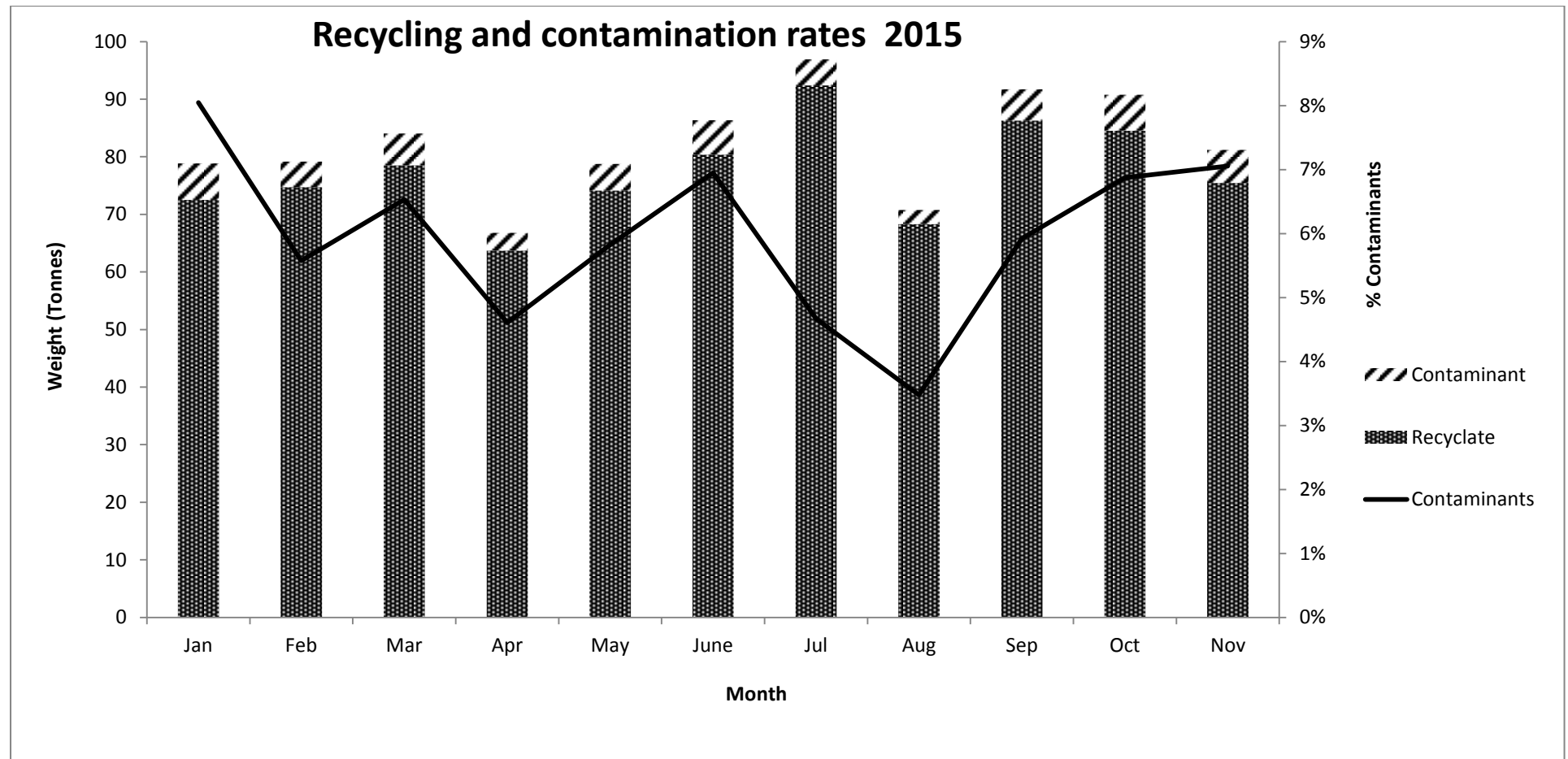
### **Jim Graham**

Assistant Director Operations, Cleansing Service

T: 020 7332 4972

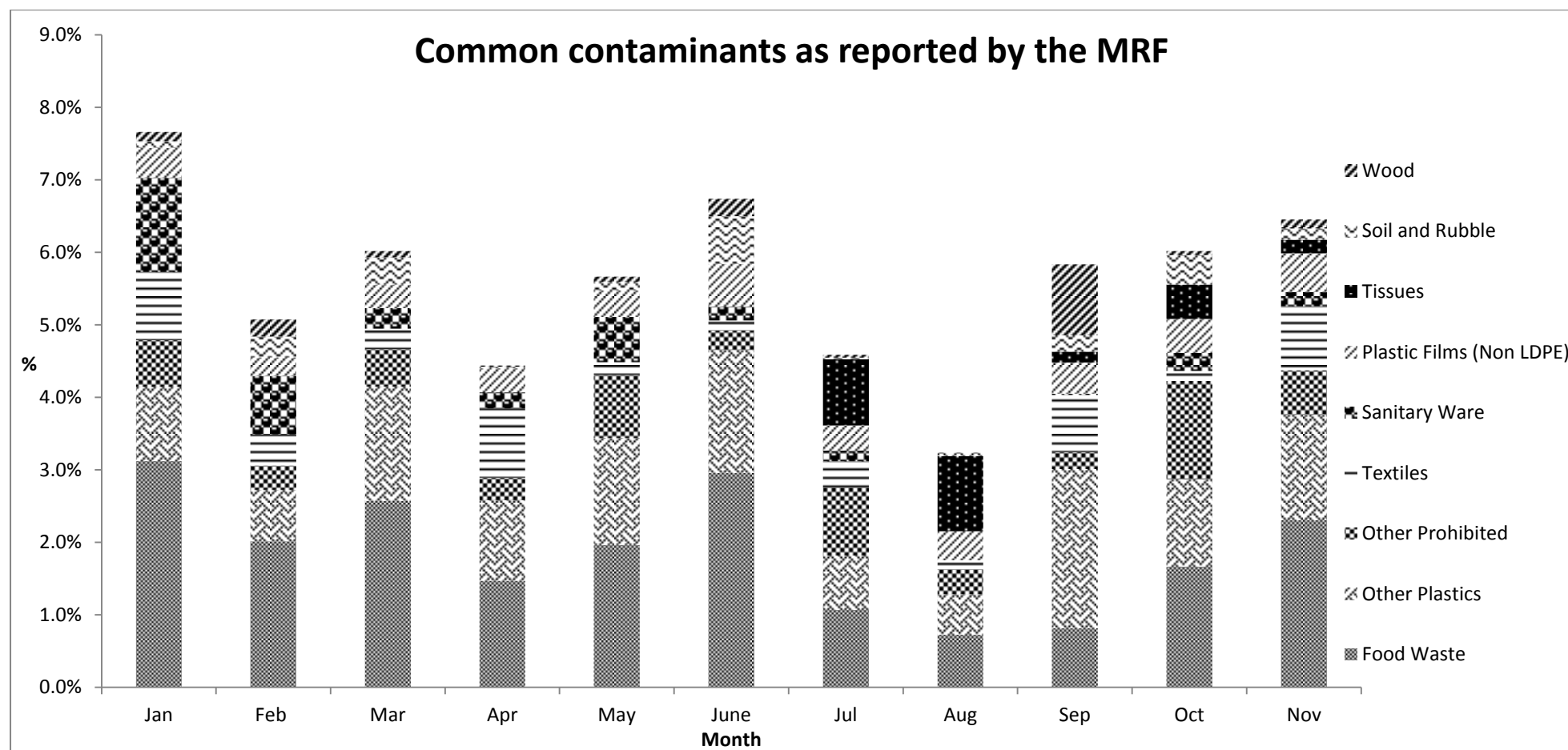
E: [jim.graham@cityoflondon.gov.uk](mailto:jim.graham@cityoflondon.gov.uk)

## Appendix 1 – Contamination and recycling rates



The above graph illustrates the amount of DMR sampled by the MRF. The amount of recyclable materials vs the non-recyclable materials (i.e. contamination) is displayed. The contamination rate as a percentage of the overall sample is also identified.

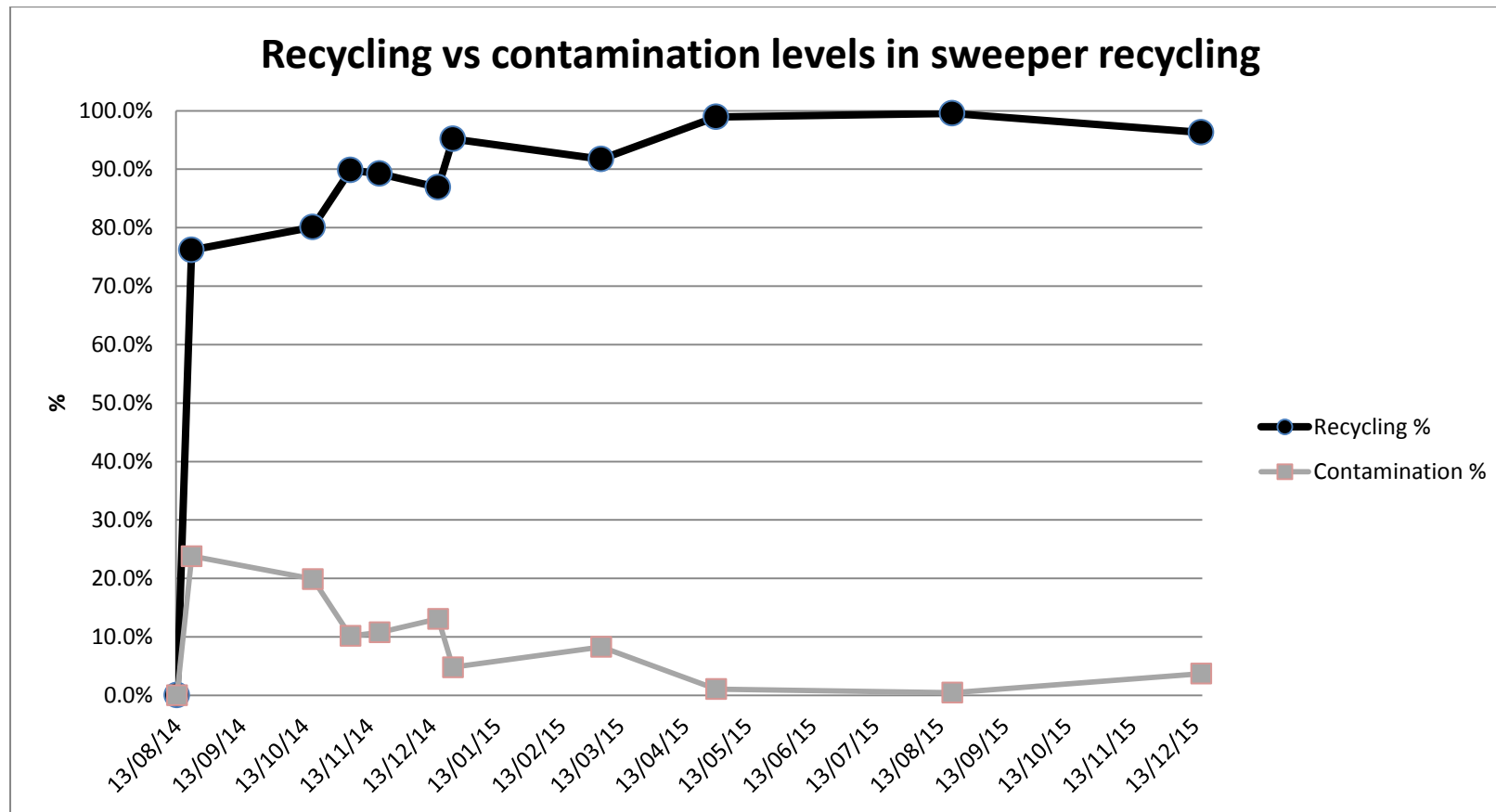
## Appendix 1 – Contamination and recycling rates



The above graph shows the most common contaminants i.e. materials which can not be recycled as DMR. N.B. 'Tissues' became a category in July 2015. Prior to this date, this stream was accounted for within the "sanitary ware" category. From July 2015, tissues and sanitaryware are categorised separately.

## Appendix 1 – Contamination and recycling rates

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The above graph illustrates the improvement in the quality of DMR collected by the sweeper operatives as the amount of materials which can not be recycled (i.e. contamination) decreases,

## Appendix 2 – Recycling Action Plan

### Long Term Goals

Aim	Action(s)	Target
Reduce the amount of waste each household produces	Undertake waste prevention campaigns on target materials, in particular: <ul style="list-style-type: none"> <li>• food waste.</li> <li>• disposable nappies.</li> <li>• plastic bottles.</li> </ul>	1% annual reduction in waste arisings per household.
Increase participation in dry recycling scheme	Seek to understand why people do not participate (inconvenience, lack of understanding, easier just to use residual waste). Define actions to tackle motivations (provide information, consider actions to make recycling more convenient than residual). Enlist support of cleaners and concierges to reinforce messages. Consider use of incentives to motivate participation. Monitor impact of actions and review progress.	80% of households set out recycling for collection at least once per fortnight.
Decrease the level of contamination in dry recycling collected from households	Provide information to householders regarding what can and cannot be recycled. Enlist support of cleaners and concierges to reinforce messages. Try to identify any common non-target materials so that communication can focus on them. Monitor impact of actions and review progress.	No estate/block to produce more than 10% contamination.
Increase participation in food waste collection scheme	Seek to understand why people do not participate (inconvenience, lack of understanding, easier just to use residual waste). Define actions to tackle motivations (provide information, consider actions to make recycling more convenient than residual). Enlist support of cleaners and concierges to reinforce messages. Consider use of incentives to motivate participation. Monitor impact of actions and review progress.	60% of households that have access to a food waste collection set out separate food waste at least once per week.
Increase the quantity and purity of schools' recycling	Work with schools that produce high quality recycling to understand what they do in order to achieve this. Identify key influencers in schools on recycling and explain best practice to them. Consider rejecting/charging as residual waste for badly contaminated recycling. Encourage schools to take up food waste collections.	All schools reduce contamination to approx 30%. All schools have a separate food waste collection.
Increase the proportion of bulky waste that is reused or recycled	Work with LRN to understand what limits current take-up of their service to households. Explore whether bulky material collected by the Corporation can be stored in a way that enables more of it to be passed on for reuse. Consider letting a concession (perhaps in co-operation with another authority) to set up a re-use shop. Explore options to enable material that is not suitable for reuse to be recycled (e.g. seek to work with mattress recycling firms, wood recyclers, recyclers of white goods).	30% of bulky waste is received by a reuse organisation. 30% of bulky waste is recycled.

## Appendix 2 – Recycling Action Plan

Aim	Action(s)	Target
Decrease the amount of textiles in residual waste	Encourage increased use of, and possible expansion of, network of bring banks. Provide residents with information about textile recycling. Explore whether household collections are feasible, especially from estates where textiles are a higher proportion of residual waste.	Increase textiles collected by 25%.
Increase the amount of WEEE (Waste Electrical and Electronic Equipment) diverted from residual waste	Encourage increased use of, and possible expansion of, network of bring banks. Provide residents with information about WEEE recycling.	Increase WEEE collected by 25%.
Decrease the need for very high frequency residual waste collections	By diverting putrescible waste and more recycling, reduce the need for daily residual waste collections on grounds of either (a) space or (b) odour/vermin issues. Ultimately, where possible, reduce residual waste collection frequencies and container space while maintaining/increasing food/recycling collections to reinforce the incentive to recycle	For many properties, reduce residual collections to 3x per week, while maintaining a high level of customer service and satisfaction.
Increase the amount of street litter that is able to be recycled	Examine lessons from streets recycling bins (successful and unsuccessful locations, effective and ineffective signage). Consider introduction of bins with less potential for contamination (e.g. narrow slots for paper only). Consider reintroduction of recycling bins where they have been found to work. Consider whether any recyclables could be extracted mechanically from street litter bins.	Recycle 20% of material from street litter bins.

### Year 1 Priorities

Aim	Action(s)	Deliverables
Encourage participation in food waste scheme	With an initial focus on Middlesex St (where organic waste is the highest and participation very low) use lessons learned from experience with smaller estates to help residents make more effective use of food waste collections	Undertake door-knocking and leafleting work in July 2015. Ensure Corporation staff who work in Middlesex St understand the food waste system and act as advocates. Look to engage local members and community leaders as champions in Middlesex St to explain the system to other residents. Undertake short participation monitoring exercise. Participation in food waste collections increases from 6% to 50%.
Encourage participation in dry recycling scheme	With an initial focus on the estates (where participation in the recycling scheme appears to be low), engage with residents and cleaners to understand barriers to recycling and encourage greater participation.	Undertake door-knocking and leafleting work in September 2015. Work with cleaners to ensure they understand the food waste system and act as advocates. Look to local members and community leaders as champions in the Barbican to



## Appendix 2 – Recycling Action Plan

Aim	Action(s)	Deliverables
		<p>explain the system to other residents.</p> <p>Undertake short participation monitoring exercise.</p> <p>Weekly participation in recycling scheme increases from 13% to 50%.</p>
Reduce paper in night collection residual stream	<p>Gain understanding of why so much paper is in night residual stream.</p> <p>Devise and implement actions to reduce paper in residual (e.g. increase recycling container capacity, provide signage regarding where paper can be recycled).</p> <p>Monitor impact of actions and review whether additional/ different action is required.</p>	<p>Undertake initial analysis of problem in July 2015.</p> <p>Devise actions in September 2015.</p> <p>Implement from October 2015.</p> <p>Paper content of night collections is reduced to no more than 30%.</p>

## Appendix 2 – Recycling Action Plan

### Recycling Action plan by recycling stream

Source of recycling	Current Recycling % or Tonnes p.a	Average Contamination % (2014 audits)	DMR Participation (Autumn 2014 unless stated)	FOOD participation (Autumn 2014 unless stated)	% Dry mixed recyclables in residual waste (2012 data) NOT including textiles/ WEEE etc	Actions to increase DMR recycling	Actions to decrease contamination and increase capture rate	Aims
<b>Household properties</b>								
Barbican Estate	unknown	Unknown	82% (2012 data)	38.5% (2012 data)	32%	<ul style="list-style-type: none"> <li>Seek to understand why people do not participate in recycling/food scheme, identify barriers to participation and take action to overcome barriers.</li> <li>Enlist support of cleaners/concierge/ Estate Office to reinforce messages.</li> <li>Introduce participation in recycling/food waste as part of tenancy agreement</li> <li>Liaise with managing agents</li> <li>Regular articles in Estate literature/mail shots/City resident magazine/City View magazine</li> </ul>	<ul style="list-style-type: none"> <li>Provide information to householders regarding what can and cannot be recycled – achieved via council tax leaflet/regular articles in City Resident/City View magazine etc.</li> <li>Improve signage on bins / bin stores.</li> <li>Place contamination messages on bags containing non-recyclable items and leave on doorstep to keep out of recycling and educate resident (Estates).</li> <li>Enlist support of cleaners/concierge/ Estate Office to reinforce messages.</li> <li>Try to identify common non-target materials to enable targeted communication to</li> </ul>	<p>Supports; Objective 4 Objective 8</p> <ul style="list-style-type: none"> <li>Identify recycling rate for each Estate and private blocks by 2016</li> <li>Increase participation in DMR scheme to 60% on Estates by 2017</li> <li>80% households set out recycling for collection at least once per fortnight</li> <li>Identify contamination levels by 2016 – no block/</li> </ul>
Golden Lane Estate	unknown	Unknown	58%	19%	31%			
Middlesex Street Estate	unknown	Unknown	58%	15%	41%			
Mansell Street Estate	unknown	Unknown	55%	8%	37%			
Private blocks with concierge	unknown	Unknown			26%			
Private blocks without	unknown	Unknown			48%			

## Appendix 2 – Recycling Action Plan

Source of recycling	Current Recycling % or Tonnes p.a	Average Contamination % (2014 audits)	DMR Participation (Autumn 2014 unless stated)	FOOD participation (Autumn 2014 unless stated)	% Dry mixed recyclables in residual waste (2012 data) NOT including textiles/ WEEE etc	Actions to increase DMR recycling	Actions to decrease contamination and increase capture rate	Aims
concierge						<ul style="list-style-type: none"> <li>Send recycling info with council tax bills</li> </ul>	<ul style="list-style-type: none"> <li>remove from recycling</li> </ul>	<ul style="list-style-type: none"> <li>Estate to produce no more than 10% contamination by 2020</li> </ul>
Street properties	unknown	8.5%			61%	<ul style="list-style-type: none"> <li>Undertake waste prevention campaigns to reduce waste arisings</li> <li>Officers and Councillors to attend TRA/community meetings to provide info on all services, answer questions</li> <li>Install RFID tags on all recycling and general waste bins to identify low performing properties – target communications as appropriate e.g. doorstepping campaigns to encourage/promote recycling</li> <li>Consider recycling competition for residents</li> <li>Investigate potential to have tour of MRF for green</li> </ul>	<ul style="list-style-type: none"> <li>Communication campaigns to help residents identify commonly mis-interpreted materials e.g. plastics to help increase capture rate</li> <li>Undertake regular waste audits to identify common contaminants to direct staff/cleaner training and identify areas of improvement</li> <li>Monitor impact of actions and review progress.</li> </ul>	<ul style="list-style-type: none"> <li>Decrease contamination in dry recycling collected from households by 7% by 2017</li> <li>Decrease average percent of recyclables in residual waste stream from 35% to below 30%</li> <li>1% annual reduction in waste arisings per household by 2020</li> <li>Increase participation in food waste service to 40% on Barbican and 22% on all other estates by</li> </ul>

## Appendix 2 – Recycling Action Plan

Source of recycling	Current Recycling % or Tonnes p.a	Average Contamination % (2014 audits)	DMR Participation (Autumn 2014 unless stated)	FOOD participation (Autumn 2014 unless stated)	% Dry mixed recyclables in residual waste (2012 data) NOT including textiles/ WEEE etc	Actions to increase DMR recycling	Actions to decrease contamination and increase capture rate	Aims
						<p>champions/ key stakeholders to reiterate importance recycling</p> <ul style="list-style-type: none"> <li>Regular audits on recycling/general waste to ensure correct items being recycled/disposed – tweak communications as necessary</li> <li>Monitor impact of actions and review progress.</li> </ul>		<p>2016</p> <ul style="list-style-type: none"> <li>60% households set out food waste at least once per week by 2020</li> </ul>

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
<b>Educational Establishments</b>					
Newpark Nursery	unknown	22%	<ul style="list-style-type: none"> <li>Work with schools that produce high quality recycling to understand what they do in order to achieve this – enables best practice</li> <li>Identify key influencers in schools on recycling and explain best practice to them.</li> <li>Assess provision of recycling bins including staffrooms and classrooms to capture recycling.</li> <li>Work with schools to improve signage in class/ staff/ catering areas and on bins</li> <li>Poster competitions to engage students</li> <li>Work with schools to introduce Recycling Club.</li> <li>Investigate potential to have tour of MRF for green champions/ key stakeholders to reiterate importance recycling</li> <li>Identify potential for Eco Schools accreditation</li> <li>Encourage schools to join the CCAS to improve recycling/reuse</li> <li>Encourage schools to sign up</li> </ul>	<ul style="list-style-type: none"> <li>School assemblies to inform about importance of recycling correct materials.</li> <li>Consider rejecting/charging as residual waste for badly contaminated recycling.</li> <li>Enlist support of cleaners to reinforce messages.</li> <li>Try to identify any common non-target materials so that communication can focus on them to prevent contamination.</li> <li>Improve signage on bins</li> <li>Undertake regular waste audits to identify common contaminants to direct staff/cleaner training and identify areas of improvement</li> <li>Monitor impact of actions and review progress.</li> </ul>	<p>Supports;</p> <p>Objective 4</p> <p>Objective 8</p> <ul style="list-style-type: none"> <li>Identify recycling rate at each site by 2016 to direct where Officers concentrate efforts to increase recycling</li> <li>Decrease contamination from average 40% to below 30% per site by 2017</li> <li>Achieve at least 50% recycling rate from each site by 2020</li> </ul>
Bright Horizons Nursery	unknown	unknown			
Sir John Cass P.S	unknown	38%			
St Paul's Cathedral School	unknown	14%			
CoL Girls Schools	unknown	41%			
CoL Boys School	unknown	27%			
GSMD - Silk Street/ Milton Court	unknown	33%			

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
London School Business and Finance	unknown	unknown	<ul style="list-style-type: none"> <li>to BECS</li> <li>Work with catering areas to ensure food waste being captured throughout building</li> <li>Regular audits on recycling/general waste to ensure correct items being recycled/disposed</li> <li>Monitor impact of actions and review progress.</li> </ul>		
Bishopsgate Institute	unknown	54%			
Sundial Court – Halls of Residence	unknown	47%	<ul style="list-style-type: none"> <li>Same as private blocks with concierge</li> <li>Liaise with GSMD to assess bin provision throughout Halls of Residence</li> <li>Investigate option to have recycling competition with students</li> <li>Implement recycling as part of tenancy agreement</li> </ul>	<ul style="list-style-type: none"> <li>Same as private blocks with concierge</li> </ul>	<ul style="list-style-type: none"> <li>Same as educational establishments</li> </ul>
Urbanest – Halls of Residence	unknown	unknown	<ul style="list-style-type: none"> <li>Same as private blocks with concierge</li> <li>Liaise with Urbanest to assess bin provision throughout Halls of Residence</li> <li>Investigate option to have recycling competition with students</li> <li>Implement recycling as part of tenancy agreement</li> </ul>	<ul style="list-style-type: none"> <li>Same as private blocks with concierge</li> <li>Provision of signage/literature in different languages (Russian/Chinese)</li> </ul>	<ul style="list-style-type: none"> <li>Same as educational establishments</li> </ul>

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
<b>Religious worship</b>					
Churches		unknown	<ul style="list-style-type: none"> <li>• Liaise with churches to discuss recycling needs</li> <li>• Review services in place and ascertain whether should be classed as household or commercial services and review current recycling provisions</li> <li>• Assess whether food waste is required</li> <li>• Provide effective signage as appropriate</li> <li>• Regular audits on recycling/general waste to ensure correct items being recycled/disposed</li> <li>• Monitor impact of actions and review progress.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide list of materials which can and can not be recycled</li> <li>• Provide effective signage</li> <li>• Work with collection crews to identify where contaminated bags are being presented for collection (majority of churches have on-street collection)</li> <li>• Undertake regular waste audits to identify common contaminants to direct staff/cleaner training and identify areas of improvement</li> <li>• Monitor impact of actions and review progress.</li> </ul>	Supports;  Objective 4 Objective 8  <ul style="list-style-type: none"> <li>• Have all sites producing at least 1 bag per fortnight of recycling by 2016</li> <li>• All sites to produce less than 15% contamination by 2016</li> </ul>
<b>On-street recycling</b>					
Renew / Big Belly Recycling Trials	unknown	43% (Renew)	<ul style="list-style-type: none"> <li>• Remove Renew bins from street scene. Contents collected as general waste and counting against recycling</li> <li>• Continue Big Belly Recycling Trials/ trial other on-street recycling bins as appropriate-monitor to assess potential to collect good quality recycling</li> </ul>	<ul style="list-style-type: none"> <li>• Consider introduction of bins with less potential for contamination (e.g. narrow slots for paper only).</li> <li>• Clear and prominent signage on recycling bins to reduce contamination</li> <li>• Only locate recycling bins next to general waste bins</li> <li>• Undertake regular waste audits to identify common contaminants to</li> </ul>	Supports  Objective 1 Objective 4 Objective 8  <ul style="list-style-type: none"> <li>• Install at least 10 co-located recycling bins by 2017</li> <li>• Achieve &lt;20% contamination rate in</li> </ul>

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
			<ul style="list-style-type: none"> <li>introduce on-street co-located recycling/general waste bins at strategic points in the City – undertake audits to assess effective of collecting good quality recycling and improve signage as necessary</li> <li>Run community engagement/promotional campaigns to promote correct use of bins</li> <li>Incorporate employee education and engagement into the Business Environmental Charter</li> <li>Monitor impact of actions and review progress.</li> </ul>	<ul style="list-style-type: none"> <li>identify areas of improvement</li> <li>Monitor impact of actions and review progress.</li> </ul>	<ul style="list-style-type: none"> <li>recycling bins by 2017</li> <li>Recycle 20% of material from street litter bins by 2020</li> </ul>
<b>Sweeper recycling</b>					
Manually sorted sweeper recycling	270.3 Tonnes (2013/14)	5% (Dec 2014)	<ul style="list-style-type: none"> <li>Create handy recycling identification guide to provide to operatives to ensure they collect all recyclable materials</li> <li>Create stickers to be applied to recycling barrows to act as a guide for operative and public</li> <li>Hold regular training sessions with operatives to ensure all aware of the importance of collecting recycling</li> <li>Undertake audits on recycling/general waste collected by operatives to ensure capture rate as high as</li> </ul>	<ul style="list-style-type: none"> <li>Ensure operatives are aware of materials to collect in recycling compartment</li> <li>Regular training to ensure knowledge is up-to-date</li> <li>Undertake audits on recycling and feedback to Amey supervisors to direct training</li> <li>Operatives are to leave lid on recycling compartment down when barrow unattended – prevents contaminants entering recycling</li> <li>Monitor impact of actions and review progress.</li> </ul>	Supports;  Objective 1 Objective 4 Objective 8  <ul style="list-style-type: none"> <li>Maintain 5% contamination rate between 2015 – 2020</li> <li>Achieve 95% recycling rate by 2016</li> </ul>



## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
			<ul style="list-style-type: none"> <li>possible and identify any areas for improvement</li> <li>Monitor impact of actions and review progress.</li> </ul>		
<b>Parks and Gardens</b>					
Recycling bins in P&G	13.4 tonnes (2013/14)	75%	<ul style="list-style-type: none"> <li>Same as on-street recycling bins</li> <li>Use learnings/ experience from on-street recycling bins trials to inform recycling bin provision in P&amp;G</li> <li>Partner with P&amp;G to have litter pickers collect recyclables separately</li> <li>Liaise with P&amp;G to undertake regular training for litter pickers</li> <li>Monitor impact of actions and review progress.</li> </ul>	<ul style="list-style-type: none"> <li>Only co-locate general waste and recycling bins.</li> <li>Clear and prominent signage on bins</li> <li>Liaise with P&amp;G to have their staff undertake visual check on recycling contents to check contamination levels. If too obviously contaminated, treat as refuse.</li> <li>Monitor impact of actions and review progress.</li> </ul>	Supports;  Objective 1 Objective 4 Objective 8  <ul style="list-style-type: none"> <li>Install at least 10 co-located recycling bins by 2016</li> <li>Achieve &lt;20% contamination rate in recycling bins by 2020</li> <li>Increase recycling tonnage to 14t by 2017</li> </ul>
<b>Other recycling services</b>					
Bulky reuse	2.5 tonnes (2013/14)		<ul style="list-style-type: none"> <li>Work with LRN to understand what limits current take-up of their service to households.</li> <li>Regular promotion of LRN bulky reuse service</li> <li>Investigate potential for “pop-up” reuse shops in City to further promote service</li> <li>Explore options to enable material that is not suitable for reuse to be recycled (e.g. seek</li> </ul>		Supports;  Objective 2 Objective 3 Objective 8  <ul style="list-style-type: none"> <li>30% of bulky waste is received by a reuse organisation by 2017</li> <li>30% of bulky waste is recycled by 2020</li> </ul>

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
			<p>to work with mattress recycling firms, wood recyclers, recyclers of white goods).</p> <ul style="list-style-type: none"> <li>Identify opportunities to pull bulky items out from bulky waste service and divert to reuse schemes</li> <li>Investigate potential to charge Estates for non-recyclable/non household bulky waste in bulky collection points to encourage reuse</li> <li>Liaise with LRN/reuse organisation to have bulky items leftover from Give and Take Days collected after the event</li> <li>Monitor impact of actions and review progress.</li> </ul>		
WEEEE (Waste Electrical and Electronic Equipment)	12.8 tonnes (2013/14)		<ul style="list-style-type: none"> <li>Increase provision of WEEE bins/banks to private blocks as appropriate to enable more residents to recycle their WEEE</li> <li>Liaise with ERP/Wiser to create more secure WEEE banks for the estates to ensure items are secure</li> <li>Arrange for WEEE items in bulky collection points to be regularly brought back to Walbrook Wharf depot for collection – ensures as much WEEE is collected as possible</li> </ul>	<ul style="list-style-type: none"> <li>Provision of more secure WEEE banks to prevent contaminating items from entering into banks</li> <li>Improve signage on WEEE bins/banks to give clearer instructions on accepted items</li> <li>Contractor to report contaminated bins/banks to enable Officers to identify and overcome problems</li> <li>Monitor impact of actions and review progress</li> </ul>	<p>Supports;</p> <p>Objective 3 Objective 4 Objective 8</p> <ul style="list-style-type: none"> <li>Increase WEEE rate by 25% by 2020</li> </ul>

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
			<ul style="list-style-type: none"> <li>Promote WEEE services to residents – leaflets/articles in City Resident tetc</li> <li>Obsolete WEEE items from Give and Take Days directed to WEEE banks so all items are recycled</li> <li>Monitor impact of actions and review progress</li> </ul>		
Textiles	14.3 tonnes (2013/14)		<ul style="list-style-type: none"> <li>Increase provision of textile bins/banks to Estates/private blocks as appropriate to enable more residents to recycle their textiles</li> <li>Liaise with Salvation Army to produce internal textile bin suitable for small bin stores/concierge</li> <li>Investigate potential to have textile bins/banks in public areas e.g. libraries/Estate Office etc</li> <li>Promote textile recycling service to residents – leaflets/City Resident etc</li> <li>Investigate opportunity to provide doorstep collection of textiles to Estates to divert textiles from waste/recycling</li> <li>Investigate potential to have tour of textiles MRF for green champions/cleaners/ key stakeholders to reiterate importance of using textile</li> </ul>	<ul style="list-style-type: none"> <li>Provision of more secure textile banks to prevent contaminating items from entering into banks</li> <li>Improve signage on textile bins/banks to give clearer instructions on accepted items</li> <li>Contractor to report contaminated bins/banks to enable Officers to identify and overcome problems</li> <li>Monitor impact of actions and review progress</li> </ul>	Supports;  Objective 3 Objective 4 Objective 8  <ul style="list-style-type: none"> <li>Increase textile recycling by 25% by 2020</li> </ul>

## Appendix 2 – Recycling Action Plan

Recycling Action Plan – other sources					
Site	Recycling % or tonnage	Contamination rate % (2014)	Actions to increase DMR	Actions to decrease contamination in DMR	Aims
			<ul style="list-style-type: none"> <li>service</li> <li>Old/low quality items from Give and Take Days directed to textile banks so all items are recycled</li> <li>Monitor impact of actions and review progress</li> </ul>		
Batteries/low energy light bulbs	0.4 tonnes (2013/14)		<ul style="list-style-type: none"> <li>Increase provision of battery/bulbs bins to more properties/ locations across the City</li> <li>Regularly promote battery/bulb recycling services to residents e.g. leaflets/City Resident etc</li> <li>Enable residents to recycle batteries/bulbs at Give and Take Days – promote service with event literature</li> <li>Liaise with contractors to borrow mascot costumes for further promote the service at events e.g. Residents Day etc.</li> <li>Monitor impact of actions and review progress</li> </ul>	<ul style="list-style-type: none"> <li>Review signage on battery/bulb bins to ensure effective and informative</li> <li>Contractor to report contaminated bins/banks to enable Officers to identify and overcome problems</li> <li>Monitor impact of actions and review progress</li> </ul>	Supports;  Objective 3 Objective 4 Objective 8  <ul style="list-style-type: none"> <li>Increase batteries/bulbs by 25% by 2020</li> </ul>

<b>Committee:</b>	<b>Date:</b>
Port Health & Environmental Services	19 January 2016
<b>Subject:</b> Department of the Built Environment( Cleansing Services) Business Plan Progress Report for Period 2 (August – November), 2015/18	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>

## Summary

This report sets out the progress made during Period 2 (August to November) against the 2015/18 DBE Business Plan for Public Conveniences, Waste Collection, Street Cleansing, Waste Disposal and Transport Services. It details what has been achieved, and the progress that has been made against the departmental objectives and key performance indicators.

The accounts at end of November 2015 detail a net underspend of £74k (1.6%) against the overall local risk budget to date of £4.5m.

The forecast year-end position is a small overspend, when all seasonal adjustments are made, of £37k (0.5%) for the Division.

## Recommendations.

Members are asked to:

- note the content of this report and the appendices
- receive the report

## 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 2 (August – November) of this Business Plan, the 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. The progress of the Recycling Action Plan put in place to improve this performance is further detailed in a separate report to the committee.
3. The current NI191 result (measuring the annual amount of residual waste per household) is still slightly above the target, but this will be adjusted when the housing stock figures are received through Defra from the National Audit Office. An increase in the amount housing stock in the City will bring this KPI back on target.

4. Our NI195 KPI (measuring the amount of land with unacceptable level of litter, detritus, fly tipping and graffiti), which is independently monitored by Keep Britain Tidy, continues to achieve well above the target, with only 0.25% of all areas surveyed failing to meet the required standards of cleanliness.

### **Objective Updates**

5. The new City Toilet Finder app, launched in April, continues to be success with over 6,500 people having downloaded the app since its launch.
6. The Recycling Action Plan is underway and a report detailing its progress has been made separately to this committee.
7. To improve the City's recycling rate further, we are currently arranging a Waste Composition Analysis to be completed during the next three months. The aim of this project is to provide the City with robust and reliable data of the residual and recycling items collected from households, schools churches and from street and litterbins. This would help target areas where participation rate of recycling could be further improved.
8. The various stages of implementation of Body Worn Video as an aid for enforcement are progressing. Data Processing Agreement with the data provider (Axon Public Safety UK Ltd) and increasing their low cap aggregate liability from £100,000 to £1m are now complete to the City's satisfaction. All other processes and protocols are also close to completion.

### **Achievements**

9. In November the City was crowned National Champion at the Chartered Institute for Wastes Management's Clean Britain Awards. This award recognises the City's achievements in keeping its public areas clean and safe for residents, workers and visitors. The award was given in recognition of the success of proactive campaigns, such as No Small Problem, and the on-going hard work of the Cleansing Service and its Contractor Amey.
10. Following on from the success at the CIWM Awards, the cleansing service has been shortlisted for the prestigious Keep Britain Tidy Local Authority of the Year Award. The winner of this award will be announced in at their conference in February 2016.
11. Our NI 195 scores from Keep Britain Tidy, which indicate the percentage of streets with unacceptable levels of litter, detritus graffiti and flyposting, were only fractionally (0.08%) more than last period's lowest ever received. This maintains our consistently low level scoring that has seen results of under 0.5% for the last three inspections in a row.
12. Lord Mayor's Show was a success and a happy occasion, although the tragic events in Paris the previous evening were still fresh in people's minds. The media coverage by the BBC gave an insight into the history of the biggest unrehearsed parade in Europe and made specific mention of the Cleansing teams recycling and litter prevention float.
13. The recycling float organised by Recycling Team of the DBE was not only entertaining but also educational in emphasising the importance of recycling. The new Mayoralty has thanked us for all the hard work that was put in place to

ensure that the cleaning operations went well particularly on the Show Day itself.

14. All London Boroughs, except the London Borough of Hillingdon, have re-signed to the Hazard Waste service that the City of London provides to their residents. The contractor for this service, PHS, has been bought by Biffa and officers are in the process of ensuring the smooth transfer of services.
15. We have maintained our Gold Standard accreditation with Transport for London 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.
16. Additionally the City has been re-awarded the Van Excellence certification. This is an industry driven programme designed to raise operational standards and recognise excellence. At the heart of the programme is a comprehensive and practical Code of Excellence defining the minimum standards of practices required to be accredited as a Van Excellence operator. The Code of Excellence has been developed and facilitated by FTA with some of the best UK van operators drawn across all categories of operation. This accreditation shows we have rigorous and auditable processes in place.

### **Financial and Risk Implications**

17. A better than budgeted position at the end of November 2015 is due to a variety of small underspends across several areas of the service. Subject to income receipts and operational expenditure achieving projected levels, it is anticipated that the year-end forecast position will provide a small over spend of £37,000, once all the seasonal expenditures are included, as detailed in Appendix C.

### **18. Appendices**

- Appendix A – Period 2 KPI results
- Appendix B – Finance Report
- Appendix C – Risk Register

### **Background Papers**

DBE Business Plan 2015-18

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## 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	Period 2	
<b>Transportation &amp; Public Realm</b>					
NI 191	To reduce the residual annual household waste per household.	373.4kg	132.9KG	140.49KG	☹
NI 192	Percentage of household waste recycled.	45%	30.52%	30.86%	☹
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	0.17%	0.25%	☺
TPR1	No more than 1 failing KPIs, per month on new Refuse and Street Cleansing contract	<4 per period	3	4	☺
<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 is currently being implement 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%	97%	☺

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Department of Built Environment Local Risk Revenue Budget - 1st April to 30th November 2015  
(Income and favourable variances are shown in brackets)

	Latest Approved Budget 2015/16 £'000	Budget to Date (Apr-Nov)			Actual to Date (Apr-Nov)			Variance Apr-Nov £'000
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<b><u>Port Health &amp; Environmental Services (City Fund)</u></b>								
Public Conveniences	671	737	(290)	447	705	(263)	442	(5)
Waste Collection	390	685	(425)	260	689	(448)	241	(19)
Street Cleansing	3,900	2,926	(326)	2,600	2,899	(316)	2,583	(17)
Waste Disposal	636	883	(459)	424	889	(461)	428	4
Transport Organisation	122	168	(87)	81	182	(101)	81	0
Cleansing Management	439	293	0	293	264	0	264	(29)
Built Environment Directorate	698	469	(4)	465	461	(4)	457	(8)
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>6,856</b>	<b>6,161</b>	<b>(1,591)</b>	<b>4,570</b>	<b>6,089</b>	<b>(1,593)</b>	<b>4,496</b>	<b>(74)</b>

Notes:

Appendix C  
Appendix B

Forecast for the Year 2015/16			Notes
LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	
671	698	27	
390	390	0	
3,900	3,907	7	
636	645	9	
122	132	10	
439	431	(8 )	
698	690	(8 )	
<b>6,856</b>	<b>6,893</b>	<b>37</b>	

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## DBE Detailed risk register - Port Health & Environmental Services Committee

Report Author: Richard Steele

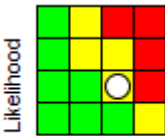
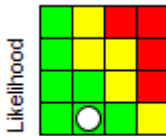

Generated on: 14 December 2015



Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
<b>DBE-TP-01</b> <b>Road Traffic Collision caused by City of London staff or contractor who is unfit to drive while on City business</b> 13-Mar-2015 Steve Presland	Cause: A member of staff/contractor who is unfit or unqualified to drive causes ... Event: a road traffic collision which results in ... Impact: death or injury; financial claim	 Likelihood Impact	16	Roll out of Policy to begin in January/February  11 Dec 2015	 Likelihood Impact	8	17-Feb-2016	No change


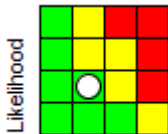

Action no, Title, Owner	Description	Latest Note	Managed By	Latest Note Date	Due Date
DBE-TP-01a Approve Corporate Transport Policy	Approve Corporate Transport Policy [NB this depends on HR and Chief Officers]	Approved by Establishment Committee on 16 Jul 15	Oliver Sanandres	21-Oct-2015	31-Aug-2015
DBE-TP-01b	Implement Corporate Transport Policy (including	Majority of Chief Officers have responded with driver details.	Steve Presland	11-Dec-	31-Dec-

Implement Corporate Transport Policy	establishing monitoring regimen)			2015	2015
DBE-TP-01c Driver safeguards in future City contracts	Work with the Corporate Procurement Service to embed driver safeguards in future City contracts	TfL have issued draft wording for inclusion in contracts. This has been passed to CLPS for consideration.		11-Dec-2015	31-Dec-2016

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
<b>DBE-TP-02</b> <b>Major contractor goes into liquidation before selling business as a going concern</b> 27-Mar-2015 Steve Presland	Cause: Unsustainable financial losses by the contractor across their whole business  Event: Major contractor goes into liquidation before selling business as a going concern  Impact: Disruption to (i) street cleaning; (ii) domestic waste collection/disposal; (iii) City of London (including City of London Police) vehicle maintenance; (iv) highways maintenance; (v) parking; & (vi) parking ticket office support contractors	 Likelihood Impact	8	Risk unchanged          <b>11 Dec 2015</b>	 Likelihood Impact	2	31-Jul-2016	          No change

Action no, Title, Owner	Description	Latest Note			Managed By	Latest Note Date	Due Date
DBE-TP-02a Regular financial review of business critical contractors	-- enter action details here --						30-Apr-2016
DBE-TP-02b Agree list of	-- enter action details here --						30-Apr-2016

business critical contracts, associated level of vulnerability and impact of failure					
DBE-TP-02c Review business continuity arrangements in respect of each business critical service provider	-- enter action details here --				31-Jul-2016

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DBE-07 Lone Working by Street Environment Officers 08-Dec-2015	Cause: Street Environment Officer issuing Fixed Penalty Notice or investigating noise complaint.  Event: SEO is assaulted  Impact: Significant Injury		4	Added to covalent  08 Dec 2015		4		  No change

Action no, Title, Owner	Description	Latest Note	Managed By	Latest Note Date	Due Date
DBE-07a Business As Usual Mitigations	SEOs work in pairs when issuing FPNs.  In high footfall locations e.g. outside stations SEOs work with police present.  All SEOs carry mobile phones and are able to summon				31-Dec-2999

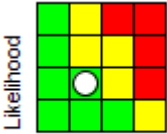
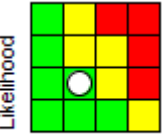

<p>police assistance via police control centre.</p> <p>When investigating noise complaints SEOs carry a list of known problem locations which can only be visited in pairs or not visited at all.</p> <p>When arriving at a location to investigate a noise complaint SEOs notify weighbridge. Weighbridge phones SEOs shortly afterwards to check that they are OK. If necessary SEO or weighbridge will summon police.</p> <p>If an SEO is following up a noise complaint alone they will on arrival self assess potential risk before deciding whether or not to proceed.</p> <p>All SEOs are fully trained and Enforcement Academy Certified by WAMITAB.</p> <p>All SEOs are fully trained in conflict management.</p>				
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Risk no., Title, Creation Date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DBE-TP-06 City Streets/pavements not kept passable during times of snow 27-Mar-2015 Steve Presland	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	Likelihood  Impact	4	Risk unchanged         <b>11 Dec 2015</b>	Likelihood  Impact	4		         No change

Action no, Title, Owner	Description	Latest Note	Managed By	Latest Note Date	Due Date
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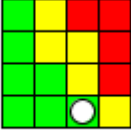
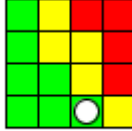



DBE-TP-06a Business as usual mitigating controls	Annually reviewed winter servicing plan in place				31-Dec-2999
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Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DBE-TP-07 A major incident, such as flooding or fire, makes Walbrook Wharf unusable as a depot 29-Mar-2015 Steve Presland	Cause: A major incident, such as flooding or fire Event: Walbrook Wharf unusable as a depot 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.	 Likelihood	4	Rick unchanged. BC Exercise rescheduled.  11 Dec 2015	 Likelihood	4		  No change

Action no, Title, Owner	Description	Latest Note			Managed By	Latest Note Date	Due Date
DBE-TP-07a Conduct annual DBE business continuity exercise	-- enter action details here --	Rescheduled following discussions with contractors				11-Dec-2015	30-Apr-2016

Risk no. Title. Creation date, Owner	Risk Description (Cause. Event. Impact)	Current Risk Rating & Score	Risk Update and date of update	Target Risk Rating & Score	Target Date	Current Risk score change indicator
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DBE-TP-09 Prohibition notice served on Cleansing fleet  27-Mar-2015 Steve Presland	Cause: Failure to manage fleet adequately	Likelihood  Impact	4	Risk unchanged.  11 Dec 2015	Likelihood  Impact	4		
	Event: Prohibition notice served on Cleansing fleet - unable to use vehicles							
	Impact: Mechanised sweeping and waste collection operations suspended							
								No change

Action no, Title, Owner	Description	Latest Note	Managed By	Latest Note Date	Due Date
DBE-TP-09a Business as usual mitigating controls	Monthly service monitoring via comprehensive KPIs				31-Dec-2999

<b>Committee:</b>	<b>Date:</b>
Port Health and Environmental Services Committee	19 January 2016
<b>Subject:</b> Open Spaces Business Plan – April to November 2015 progress report.	<b>Public</b>
<b>Report of:</b> Director of Open Spaces	<b>For Information</b>

## Summary

This report provides an update on progress against the elements of the Open Spaces business Plan 2015 – 2018 which relate to the City of London Cemetery and Crematorium.

The report covers progress to date in respect of:

- Performance indicators
- Programmes and Projects
- SBR savings
- Key risks

## **Recommendation:**

Members are asked to note the positive progress made towards delivering the business plan, as detailed within this report.

## Main Report

### **1. Background**

- 1.1. The Open Spaces business plan 2015/16 – 2017/18 was approved by the Port Health Committee on 5 May. From a Cemetery and Crematorium perspective the business plan recognises the Cemetery and Crematoriums role as both an open space and a local authority business.
- 1.2. A number of performance indicators are set within the business plan that relate specifically to the Cemetery and Crematorium. In addition there are a number that relate to open space element of the Cemetery and Crematorium.
- 1.3. Across the Open Spaces Department a range of Programmes and Projects are being developed and delivered that will see improvements in terms of:
  - a. **Focussing on the Core** –our Open Spaces are either Charitable Trusts with specific charitable objectives or they operate as a local authority functions (e.g. City Gardens and the Cemetery and Crematorium).
  - b. **Operational Efficiencies** – recognising that there could be more focus on challenging our ways of working this was an opportunity to review our operational effectiveness including how our services compare with similar

services provided by others and consideration whether alternate methods of delivery could be appropriate.

**c. Income Generation** – identifying opportunities for new and/or additional income consistent with the purposes for which we hold and manage the open spaces.

- 1.4. The Cemetery and Crematorium element of the service is involved and impacted upon by the Energy Efficiency Programme and the Fleet and Equipment Review Programme. In addition the Cemetery and Crematorium identified two specific projects for progress as part of the business plan: the Shoot project and Burial records online.
- 1.5. Progress against these Programmes is shown on the attached Programme Roadmap (Appendix 1) and detailed in paragraphs 3.1 to 3.5.

## 2. Performance Indicators

- 2.1. A range of performance indicators were included within the business plan and the following relate specifically to the Cemetery and Crematorium Service. Excellent progress has been made to date across the basket of indicators including retention of Green Flag, Green Heritage and London in Bloom awards and income levels on track to achieve target.

Performance Indicator	Target for 2015/16	Progress to Nov 2015 for Cemetery and Crematorium
<b>Preserving the ecology and biodiversity of our sites</b>	Green flags awards	Green Flag Award retained.
	Green heritage awards	Green Flag Award retained
	London in Bloom awards	Gold Award in the Large Cemetery category.
<b>Customer satisfaction</b>	Completion of one hundred, 60 second surveys for each site	Surveys to be undertaken
Developing our staff	1.5% of direct employee costs to be spent on training *	0.63%

- 2.2. \* The developing our staff measure does not take into consideration training that staff may receive that has no financial cost, such as various forms of in-house and on-line training, mentoring and shadowing. As part of the work on Investors in People consideration is being given to the development of a more effective and appropriate basket of performance indicators related to staff and staff development.

### 2.3. Cemetery and Crematorium Specific Indicators

Performance Indicator	Actual 2014/15	Target 2015/16	Progress to November 2015
Market share of cremations	22.02%	23%	21.3%*
market share of burials	7.2%	8%	8.3%
Income compared to income target	£4,593,562	£4,357,000	£3,090,410 equivalent to 71% of target.
Percentage of cremations using the new fully abated cremator	50% due to a gas failure in January and February 2015	60%	61.5%

- 2.4. \* The Performance Indicator for 'market share of cremations' is currently below the annual target, however cremation and burial numbers for the year are similar to those of last year. The reduction in market share of cremations is measured in relation to the total deaths in the seven neighbouring Borough's: Newham, Redbridge, Tower Hamlets, Waltham Forest, Hackney, Havering and Barking & Dagenham. Officers believe that the drop in market share for cremations reflects a shift in religion of the populations in the seven neighbouring Boroughs; with a larger proportion of the Boroughs' populations being Muslim. We recognise that the local Muslim population's preference is to be buried rather than cremated and for many the preference is also for the burial to take place in a Muslim cemetery.

### 3. Programmes and Projects

- 3.1. The roadmap for the Cemetery and Crematorium is appended to this report. Progress continues to be made on all projects and revised project milestones are now reflected on the roadmap. Two of the Open Spaces Programmes will impact on the Cemetery and Crematorium, namely the energy efficiency programme and the fleet and equipment review programme. The Shoot and burial records online programmes are specific to the Cemetery and Crematorium. An update on each is given below.
- 3.2. **Energy Efficiency Programme** –The cemetery and crematorium has already made good progress in this area by using carry forwards agreed by your committee to install solar panels on its modern crematorium roof and for the installation of heat recovery from mercury abatement in its service chapels. The energy efficiency board are looking at further ways to improve efficiency. One potential initiative is improvement to the glazing at the modern crematorium.

- 3.3. **Fleet and Equipment Review Programme** –The cemetery superintendent sits on this Programme Board. Work is currently underway to assess the fleet and equipment across the Open Spaces Department and then review divisional service needs and how best to manage the fleet in the most efficient and cost effective way.
- 3.4. **Shoot project** –The shoot project has progressed well and the clearing and levelling work has now been completed. The appointed project managers are now in the process of reporting the measuring of water levels to the Environment Agency with an aim of achieving full sign-off of the project from LB Newham within the next month. The hard landscaping sections of the project were removed from the contract brief and will be picked up in the coming months as the soft landscape and planting is carried out by the cemetery team.
- 3.5. **Burial records online** –The division had previously had images made of all of the general registers and work has been carried out by the cemetery team to cleanse the existing data. Talks are on-going with the web development team to consider next steps, with the aim of creating on-line access for genealogy searches.
4. **Service Based review Savings.**
- 4.1. A saving of £213k over three years (2015/16 to 2017/18) was agreed by Members at the Port Health and Environmental Services Committee on 18 November 2014 as part of the Revenue and capital budgets report. 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. Taking into consideration the income to date and the proposed fees and charges for 2016/17 the Superintendent has revised his savings profile such that the savings are distributed across the three years: 2015/16 will be £106k, 2016/17 will be £56k and 2017/18 will be £51k. This is a lower risk approach than loading the savings to year one and year three.
- 4.2. Officers are confident that we will achieve the £106k additional income in 2015/16. This target has already been built into the agreed budget profiles.
- 4.3. As well as implementing the SBR savings the Cemetery and Crematorium service aims to be cost neutral to the City of London. A report will be presented to this committee in the summer highlighting some issues with this approach, particularly in relation to covering the cost of the surveyors local risk budget and corporate recharges.

## **5. Risk**

- 5.1. Risks at the Cemetery and Crematorium continue to be monitored and managed. The Cemetery and Crematorium's risk register is appended to this report at Appendix 2.

## **6. Corporate & Strategic Implications**

- 6.1. 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".

## **7. Conclusion**

- 7.1. The Cemetery & Crematorium continues to perform well in relation to the majority of its performance indicators and the relevant Programmes and Projects are progressing as planned.

## **Appendices**

1. Cemetery & Crematorium Roadmap
2. Risk Register

## **Background Papers:**

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

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**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**



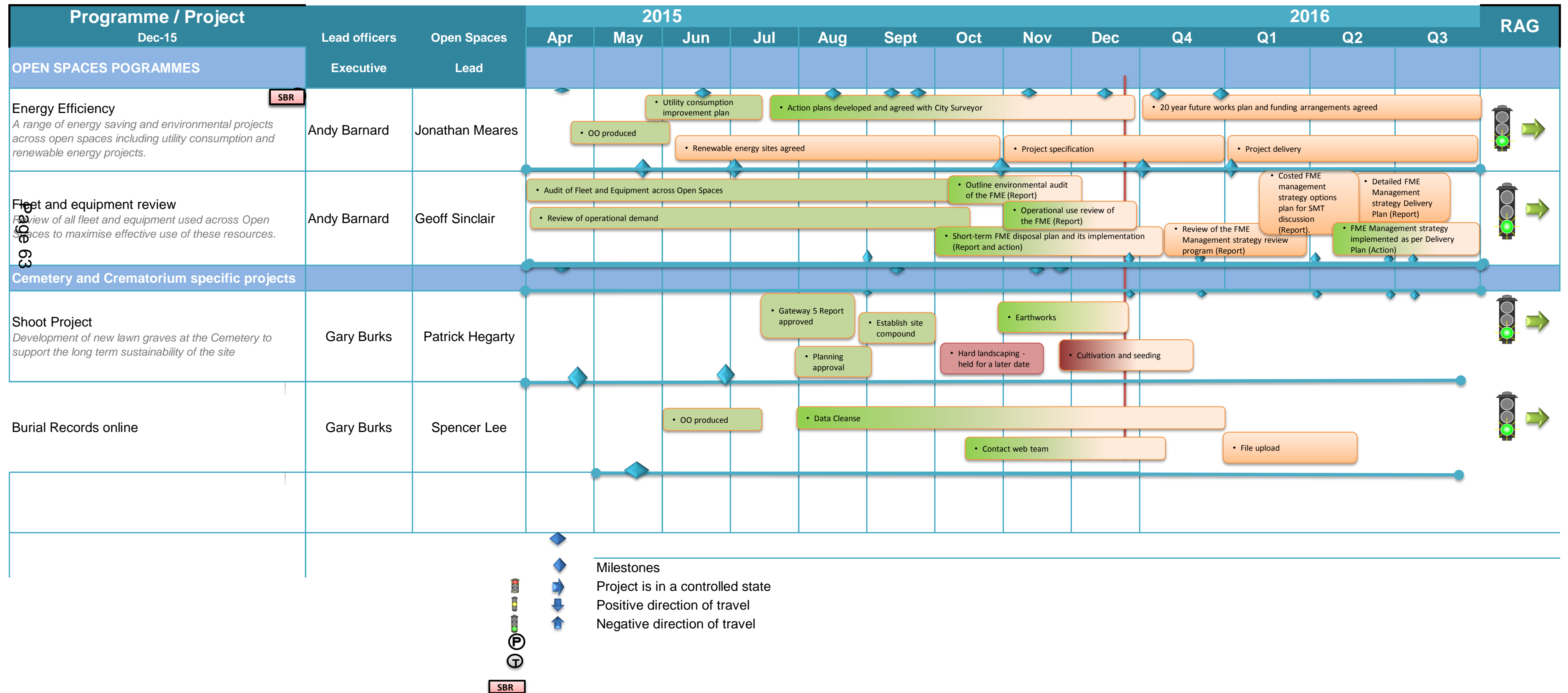
**Technology led project**



**Open Spaces SBR linked project**

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## Appendix 1 - Cemetery and Crematorium Roadmap

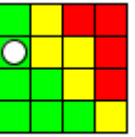
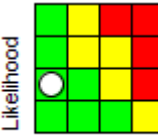
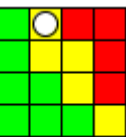
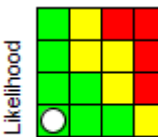
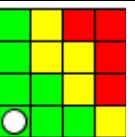



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## Appendix 2 – Cemetery and Crematorium Risk Register

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Internal Controls	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> <p><b>Impact:</b> Injury or death of staff, contractor, volunteer or member of the public</p>	Gary Burks	<p>12</p>	Risk continues to be monitored.	<ul style="list-style-type: none"> <li>• Health and Safety Departmental Policy</li> <li>• Departmental and site specific policies</li> <li>• Risk assessments and safe systems of work</li> <li>• Ongoing programme of staff training in Health and Safety</li> <li>• Departmental audit system and departmental working group to ensure policies and procedures are understood and implemented</li> <li>• Monitoring of incidents/accidents data and follow up corrective actions</li> </ul> <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 incidents/accidents data;</li> <li>• Development and agreement of further policies (Tree Policy July 2014)</li> <li>• Quarterly meeting of departmental H&amp;S group to share best practice</li> </ul>	<p>8</p>	31 – Mar – 2016

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Internal Controls	Target Risk Rating & Score	Target Date
OSD CC 002 Financial failure	Causes: Reduction in the number of burials, cremations and grave purchases. Increased unexpected expenditure due to building, plant or machinery failure. Charges too high for local market. Unanticipated high recharges. Event: Net agreed budget position not met at year end. Impact: Financial and reputational impact. Reduction in quality of service.	Gary Burks	<div><div>Likelihood</div><div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div></div><div><div></div><div></div><div></div><div></div></div><div>Impact</div></div> 4	Target on track to be achieved but this will continue to be monitored until end of financial year as income in variable throughout the winter period.	<ul style="list-style-type: none"><li>•Regular monthly monitoring</li><li>•Fees and charges benchmarking with local market</li><li>•Planned preventative maintenance</li><li>•Additional Works Programme agreed with Superintendent</li></ul>	<div><div>Likelihood</div><div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div></div><div><div></div><div></div><div></div><div></div></div><div>Impact</div></div> 4	31 – Mar – 2016
OSD CC 003 Deterioration of buildings, plant and machinery	Causes: Inadequate proactive and reactive maintenance; failure to identify and communicate maintenance issues Event: Operational or public buildings become unusable. Plants and trees die. Impact: Service capability disrupted; ineffective use of staff resources; damage to corporate reputation; increased costs for reactive maintenance	Gary Burks	<div><div>Likelihood</div><div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div></div><div><div></div><div></div><div></div><div></div></div><div>Impact</div></div> 6	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.	<ul style="list-style-type: none"><li>•Regular meetings between officers from City Surveyors and officers at sites to plan and prioritise works</li><li>•Delivery of the Additional Works Programme</li></ul>	<div><div>Likelihood</div><div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div></div><div><div></div><div></div><div></div><div></div></div><div>Impact</div></div> 3	31 – Mar – 2016

Risk No. & Title	Risk Description (Cause, Event, Impact)	Risk Owner	Current Risk Rating & Score	Risk Update	Internal Controls	Target Risk Rating & Score	Target Date
OSD CC 004 Anti-social behaviour	Cause: Improper monitoring of access to the grounds. Lack of security on the grounds. Poor relations with local police. Event: Vandalism or damage to the site. Crimes committed on the grounds. Impact: Reputational impact. Maintenance or repair costs. Negative effect on business.	Gary Burks	 3	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.	<ul style="list-style-type: none"> <li>• Regular staff presence at sites</li> <li>• Liaison with local police</li> <li>• Grounds locked each night</li> <li>• Ongoing work to fix alarm issue</li> </ul>	 2	31-Mar-2016
OSD CC 005 Failure to recruit and retain staff with required skills	Cause: Failure to provide attractive employment prospects for skilled staff. Event: Staff capacity greatly reduced as skilled workers move to other fields. Impact: Reduced capacity, decline in quality of work, reduced ability to deliver core responsibilities, staff motivation declines.	Gary Burks	 8	Internal controls continue to moderate risk but changes to overtime and contracted hours may have an impact on the risk.	<ul style="list-style-type: none"> <li>• Departmental training plan agreed</li> <li>• Investment in ongoing training</li> <li>• Investment in external training such as the Cremation Technicians Training Scheme</li> </ul>	 1	31-Mar-2016
OSD CC 006 Theft from offices	Cause: Cash handling in offices with few members of staff. Event: Theft of a significant sum of money. Impact: Monetary loss, staff impact, reputational impact.	Gary Burks	 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.	<ul style="list-style-type: none"> <li>• Cash handling guidance notes in place at all sites</li> <li>• Use of CCTV cameras on safes</li> <li>• Appropriate insurance in place</li> <li>• Checks in places on received vs banked income</li> </ul>	 1	31-Mar-2016

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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services	19 January 2016
<b>Subject:</b> Port Health & Public Protection Business Plan 2015-2018: Progress Report (Period 2)	<b>Public</b>
<b>Report of:</b> The Director of Markets and Consumer Protection	<b>For Information</b>

## Summary

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&PP) of the Department of Markets and Consumer Protection (M&CP), for Period 2 (August-November) of 2015-16.

The report consists of:

- Performance against our key performance indicators (KPIs) – Appendix A
- Progress against our key objectives – Appendix B
- Enforcement activity – Appendix C
- Financial information – Appendix D

### Key points from the report are that:

- The Health and Safety Team successfully prosecuted Blades (London) Ltd under the Health & Safety at Work Etc. Act 1974 in connection with a 2012 window cleaning fatality. The firm was fined £45,000 plus £7,500 costs.
- The London Port Health Authority successfully defended an appeal against a rejection notice issued for a consignment of pesticide contaminated Nigerian Beans that arrived at the Port of London Gateway. This has set an important legal precedent.
- The Pollution Control Team has obtained funding to investigate the feasibility of establishing a low emission neighbourhood in the City.
- Trading Standards officers have supported the provision of training sessions on the aim, objectives and successes of Operation Broadway to partner agencies across London.
- The Contaminated Land Strategy 2015–2020 has been approved by your committee and implementation of the action plan begun.
- The Animal Health and Welfare Team and Kent County Council Trading Standards Department won an award from the RSPCA for a joint operation at Coquelles in France, aimed at disrupting the illegal puppy trade.
- Restructuring the Food Safety and Health and Safety Environmental Health teams as part of agreed Service Based Review measures has been implemented.
- An independent audit of the pest control programme at Smithfield Market concluded that the programme was appropriate and effective at keeping rodent activity minimised and under control.
- At the end of November 2015, M&CP was £144k (8.1%) underspent against the local risk budget to date of £1.8m, over all the PH&PP services managed

by the Director and covered by the Port Health & Environmental Services Committee. Overall the Director is currently forecasting a minimal year end underspend position of £24k (0.9%) for all of the PH&PP City Fund services under his control. Appendix D 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 D). 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).

### **Air Quality**

6. The Risk Register for PH&PP includes Air Quality as a high (red) risk.
7. Air Quality is now also on the Corporate Risk Register and a list of actions to demonstrate mitigation against that risk will be reported to the Audit and Risk Management Committee in March.
8. Small particulate pollution has chronic health impacts from long term exposure at very low concentrations and is in evidence within the City and central London. There is also a health impact associated with long term and short term exposure to nitrogen dioxide. Under certain atmospheric conditions there is a higher probability of immediate effects.

9. The consequences, both acute and chronic, may include:
  - An increase in hospital referrals placed upon both emergency services and the NHS for those already suffering from respiratory or cardiovascular conditions (it may also place a strain on City social services).
  - An increase in deaths, particularly of those already suffering from respiratory or cardiovascular conditions (both residents and workers).
  - Economic costs such as acting as a deterrent to businesses coming to London, or staying here, and financial penalties for non-compliance with air quality limits.
  - Persistent poor air quality may affect the longer term health of the City population.
10. With the aim of reducing the risk, the City is implementing the policies contained within the City of London Air Quality Strategy 2015-2020. The department is also working jointly with the Department of the Built Environment to investigate ways of reducing those factors which create air pollution. A number of other actions have been undertaken during Period 2 and a selection of these is shown in the Enforcement Activity Report at Appendix C.

### **Financial and Risk Implications**

11. The end of November 2015 monitoring position for M&CP services covered by the Port Health & Environmental Services Committee is provided at Appendix D. This reveals a net underspend to date for PH&PP of £144k (8.1%) against the overall local risk budget to date of £1.8m for 2015/16.
12. Overall the Director of M&CP is currently forecasting a minimal year end underspend position of £24k (0.9%) for all of the PH&PP City Fund services under his control.
13. The better than budget position at the end of November 2015 is principally due to additional income received at the Heathrow Animal Reception Centre in relation to passports for pets and this is shown in Appendix D, 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. Subject to income activity achieving projected levels, the Director of M&CP anticipates this current better than budget position will reduce to a minimal projected year end underspend. This is mostly due to overspends on Port Offices & Launches for dilapidation costs for the vacated Thamesport office; engine replacement costs relating to the breakdown of the launch; and reductions in projected income levels for Common Veterinary Entry Documents (CVEDs) and Organic Certificates, which are partly offset by additional Common Entry Document (CED) income.
15. Due to overall underspends currently projected for M&CP, a funding transfer from the Products of Animal Origin (POAO) reserve is not currently required; should the outturn forecast for the year move into a deficit, then it may be used to balance the outturn for the Department overall.

## **Corporate & Strategic Implications**

16. 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**

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

## **Appendices**

- Appendix A – Performance Management Report Period 2 2015-16
- Appendix B – Progress against Key Objectives Period 2 2015-16
- Appendix C – Enforcement Activity Period 2 2015-16
- Appendix D – 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)

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**Performance Management Report 2015-16**  
**Period Two: 1 August – 30 November 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 2	Period 3		Period 1	Period 2	
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.	284	349	<236 days per period	180 days	158 days	😊
PI 2	a) 90% of debts to be settled within 60 days.	97%	95%	90%	93%	91%	😊
	b) 100% of debts settled within 120 days.	99.5%	99.7%	100%	96%	97%	😐
PI 1: Target based upon Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2014 (no. 118).							
PI 2: All debtors with debts more than 120 days old are currently being chased.							

		Actual 2014-15		Target 2015-16	Actual 2015-16		Status
		Period 2	Period 3		Period 1	Period 2	
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	95%	93.9%	95.5%	😊
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	End of year result: Profile did not improve	Improved profile	N/A	N/A	-
PI 5	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	3.3%	0%	<1%	0%	0.05%	😊

\*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 2: 96.5% for London Gateway and 94.5% for Tilbury.

**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.

## Appendix A

		Actual 2014-15		Target 2015-16	Actual 2015-16		Status
		Period 2	Period 3		Period 1	Period 2	
PI 6	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	92%	94.9%	90%	92.5%	94.7%	😊
PI 7 * <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	100%	100%	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.

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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.	<p><b>Period 1: April – July 2015</b></p> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>• Ongoing</li> <li>• The Pollution Control Team seeks feedback from service users weekly on complaints that have been closed. 20 responses from 94 surveys were received during this period.</li> <li>• The Operational Support Team is developing and trialling specific questionnaires to roll out during Period 3 to capture additional feedback on the activities of the different teams.</li> <li>• The Port Health Service held a Briefing Session with Agents and Importers on 30 November 2015 to update them on performance and on improvements that are being made to service delivery through the use of mobile working technology. Advice was provided on completing paperwork and feedback was sought from attendees.</li> </ul>
2	Pollution Team to publish and implement revised Air Quality Strategy, 2015–2020.	<p><b>Period 1: April – July 2015</b></p> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>• Following approval by the Port Health and Environmental Services Committee, further responses have been made to the comments of the Planning and Transportation Committee as well as to questions on related work at Court of Common Council. Work is continuing 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.	<p><b>Period 1: April – July 2015</b></p> <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>

Ref:	Objective	Progress to date
		<p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>• The work of Operation Broadway continues, in order to disrupt and displace “boiler rooms” committing investment fraud in the Square Mile.</li> <li>• Plans are being drawn up to present to London Trading Standards (ex-LoTSA) to open the processes and partnership model developed through Operation Broadway across the rest of London.</li> </ul>
4	Prepare for, and implement, measures identified as part of the Service Based Review.	<p><b>Period 1: April – July 2015</b></p> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>• Members of staff in the Food Safety, Health &amp; Safety and Smithfield Enforcement teams have been restructured into two geographically-based “Commercial” teams (West and East).</li> <li>• Officers have also moved around at the Walbrook Wharf offices to facilitate working in their new teams but also retaining close contact with their professional peers, encouraging flexible working and synergies of knowledge and competence.</li> <li>• The Principal EHO of the Smithfield Enforcement Team has retired and responsibility for food and health &amp; safety work at the Market is now the responsibility of the Commercial (West) Team Manager.</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.	<p><b>Period 1: April – July 2015</b></p> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>• The Mission Critical Assets have been verified at ARC and the list is due to be reviewed in early 2016.</li> <li>• The initial draft asset list for the Port Health Service has been requested as a variation to the BRM contract. Further improvements will be provided at a later date by electrical, mechanical and building fabric specialists.</li> </ul>

Ref:	Objective	Progress to date
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.	<p><b>Period 1: April – July 2015</b></p> <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> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>Specific refresher training for staff moving into the two new Environmental Health Commercial Teams has been undertaken with respect to Meat Inspection and other food related matters in order to bring all staff up to a comparable level of competency.</li> </ul>
7	Introduce mobile working technology throughout the PH&PP service, in collaboration with the Chamberlain's IS Division.	<p><b>Period 1: April – July 2015</b></p> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>The IS Technical Design Assurance Panel has granted approval and Agilisys are proceeding to configure two types of tablet device for field trials by officers during Period 3.</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.	<p><b>Period 1: April – July 2015</b></p> <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> <p><b>Period 2: August – November 2015</b></p> <ul style="list-style-type: none"> <li>The skills matrix and training matrix for the Heathrow Animal Reception Centre have been worked on during this period, and are to be completed during the third period.</li> </ul>

Ref:	Objective	Progress to date
		<ul style="list-style-type: none"> <li>It is difficult to recruit experienced Port Health Officers. The Port Health Service is, therefore, exploring the possibility of Environmental Health Officer Apprenticeships with the Chartered Institute of Environmental Health for students who have completed their degrees, but need to complete their practical and professional exams.</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>
		<b>Period 2: August – November 2015</b> <ul style="list-style-type: none"> <li>Ongoing.</li> </ul>

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

Food Safety	2014-2015 Annual Total	2015-16 Target (where applicable)	2015-16 Period 2 Total (Year to date totals are shown in brackets)
Programmed inspections	Food Hygiene: 864  Food Standards: 286	<b>Food Hygiene:</b> <b>1027</b>  <b>Food Standards:</b> <b>457</b>	Food Hygiene: 283 (598)  Food Standards: 84 (197)
Hygiene Emergency Closures	0	N/A	0 (1)
Voluntary closures	9	N/A	0 (4)
Complaints & service requests received	293	N/A	80 (173)
Notices served	23	N/A	5 (8)
Prosecutions	0	N/A	0 (0)

### Period 2 - Food Safety Team Highlights

- One long standing EHO of the Food Safety Team retired in September and the Principal EHO at Smithfield Market also retired at the end of October, both of whom are not being replaced as part of our **Service Based Review** savings.
- Officers prepared the ground for implementation of the new team structure, reorganising and mapping the food premises districts and moving (nearly 2000) files to reflect the planned changes.
- The office was also reorganised to reflect the two new Commercial teams created following the **Service Based Review**.
- The procedures used by food officers were also reviewed to help address changes in structure and in enforcing the current Food Law Code.
- **Training** was organised and delivered to officers on meat and meat product recognition at Smithfield Market; this was in addition to the planned training provision and was specifically designed to enhance officers' skills should they be called upon to deal with meat incidents out of hours.
- The **Food Standards Agency (FSA)** carried out an **audit** of the planning and delivery of our official (food) controls. The auditors made a three day site visit from 30 November – 2 December. As evidence, the auditors viewed Committee reports and premises file records, interviewed staff and visited a local food business with an officer for a so called 'reality check'. The FSA will issue their draft report just prior to Christmas and an action plan will be prepared to address their recommendations.
- A trainee Environmental Health Practitioner was engaged to follow up on earlier work to promote and improve the display of **Food Hygiene Rating Scheme** stickers in City food premises (with compliant ratings of 3, 4 or 5) as part of a London-wide project. 173 City premises which were not displaying a sticker received a face-to-face visit resulting in an increase in rates of display of almost 20%.
- Audits were completed of the central production facilities of the 16 contract caterers on the Remembrancer's approved caterers list who provide **Guildhall event catering**. All the caterers except one passed the audit, and this business has been removed from the list until a further audit is carried out at its new premises.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 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)
	30 November 2015	1049 (60%)	360 (21%)	147 (8%)	68 (4%)	57 (3%)	10 (1%)	1748 (incl. 57 awaiting inspection)

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

These businesses were rated '0' at 30 November 2015; some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>Chilli Nachos (Tinga Foods Limited)</b> , Retail Unit, 46 Moorgate, London EC2R 6EL	A revisit on 15 December found that a food hygiene consultant has been engaged and a food safety management system is being finalised for the business. This will need to be embedded properly before we can say whether any improvement has been sustained, but the signs are more encouraging than they were previously.
<b>Continental Sandwich Bar</b> , 19 Watling Street, London EC4M 9BR	A recent re-visit found the premises to have now improved. Were the Food Business Operator (FBO) to request a re-rating he would likely now receive a score of 4.
<b>Kim's Vietnamese</b> , 62 Fleet Street, London EC4Y 1JU	Upon re-visit, the premises was found to have implemented some practices but cleaning still needed some attention. The premises would probably now be 'broadly compliant' (a 3 rating).

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

	The next inspection is due before Christmas.
<b>Nii Haw Sushi</b> , 7 Ludgate Circus, London EC4M 7LF	This premises (and the other owned by the same FBO) has been revisited several times. Standards were very much improved but the FBO needs to prove they can sustain this.
<b>Planet of the Grapes Ltd</b> , Basement Unit 74-82 Queen Victoria Street, London EC4N 4SJ	A revisit on 14 December found the business has very much improved. Issues with the hot water supply have been resolved, the premises was generally very clean and there was no evidence of pests (after long standing problems). Most supporting paperwork is now complete and available - were the Food Business Operator (FBO) to request a re-rating they would likely be rated a 4 on this basis.
<b>Pull'd</b> , 61 Cannon Street, London EC4N 5AA	Several interventions have been completed since the inspection including some sampling work. Systems have improved with the manager taking a keen interest, other key staff less so. The next full inspection is due in April 2016.
<b>The Creed Lane Kitchen</b> , 1 Creed Lane, London EC4V 5BR	An initially poor performing business with no hot water. Improvements have been made but the manager has now left and these may not be sustained. The next full inspection is due in February.
<b>Tsuru</b> , Retail Unit, Aldermay House, 15 Queen Street, London EC4N 1TX	<b>Formal action is being considered after this business has failed to sustain improvement after a number of inspections.</b>
<b>Wood Street Bar and Restaurant</b> , 53 Fore Street, London EC2Y 5EJ	This premises was implicated in an outbreak in a pub in Hackney for which our business was providing catering (an element of the business that had been put in place since our previous inspection). Ultimately there was no evidence to provide a definitive connection between our business and the illness associated with the other venue. We had no confidence in their food safety management; catering operations were briefly suspended and a food safety consultant engaged. A number of follow up visits have been made.
<b>XLNT (Results) Ltd</b> , 2 <sup>nd</sup> Floor Gantry, Temple Of Mithras (Ancient Temple Court), 11 Queen Victoria Street, London	This is a construction site canteen which was initially very poorly managed. The premises has been visited on a number of occasions since the inspection, some improvements have been made but the businesses remains at best 'broadly compliant' (a 3 rating).

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

Health & Safety	2014-15 Annual Total	2015-16 Target (where applicable)	2015-16 Period 2 Total (Year to date totals are shown in brackets)
Programmed Cooling Tower inspections	69	<b>75</b>	18 (40)
Other H&S Inspections	38	<b>N/A</b>	19 (56)
H&S Project visits	27	<b>N/A</b>	5 (10)
Accident and dangerous occurrences notifications	238	<b>N/A</b>	98 (164)
Complaints & service requests received	160	<b>N/A</b>	47 (111)
Notices	0	<b>N/A</b>	0 (0)
Prosecutions	1	<b>N/A</b>	1 (1)

### Period 2 – Health & Safety Team Highlights

- **Prosecution of Blades (London) Ltd** under the Health & Safety at Work Etc. Act 1974 in connection with a window cleaning fatality in 2012 at Laurence Pountney Hill was successful. The company was fined £45,000 plus £7,500 towards costs.
- The team gave three briefings to **City facilities managers** and contractors concerning legal compliance of managing falls from height risks in association with window cleaning and maintenance of external building structures. All three briefings were very well received.
- As their Primary Authority Partner, officers have carried out detailed (funded) site audits of **Virgin Active** premises across the country. This is part of a programme of providing advice on management system compliance with legal requirements.
- Written and teleconference discussions and advice has been given to USA CDC (Federal Government Agency: Center for Disease Control and Prevention, Georgia) and New York City authorities on **Legionella control** arrangements in the UK.
- The **London Healthy Workplace Charter** 'Excellence' level was awarded to Lloyds of London with the support of the Health & Safety Team.
- A new Primary Authority Partnership was signed with **Puregym**. High street retailer, **Monsoon**, has also enquired about the possibility of forming a partnership.
- Officers have provided training to Scottish Local Authority enforcement officers on inspection of cooling towers.

### Period 2 – Pest Control Team Highlights

- Arrangements to transfer a Pest Control Officer post to Smithfield Market as part of the **Service Based Review** measures have been finalised.
- A temporary **Pest Control Officer** has been employed to cover the vacant post until 31 January 2016.
- An **independent audit** of the pest control programme at Smithfield Market concluded that the programme was appropriate and effective at keeping rodent activity minimised and under control.



## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

Trading Standards	2014-15 Annual Total	2015-16 Target (where applicable)	2015-16 Period 2 Total (Year to date totals are shown in brackets)
Inspections and visits	91	N/A	38 (47)
Complaints & service requests received	3332	N/A	1,087 (2,562)
Home Authority referrals	466	N/A	41 (68)
Acting as a responsible authority for Licensing Applications	84	N/A	55 (90)
Prosecutions	0	N/A	0 (2)

### **Period 2 – Trading Standards Highlights**

- In September, a Trading Standards officer accompanied our Chairman, Wendy Mead OBE, to the **Cambridge Economic Crime Conference** to deliver a very well received workshop session on 'Operation Broadway'.
- Following the **conviction of Servcorp** for offences under the London Local Authorities Act in July 2015, they decided to appeal against the level of the sentence imposed at the Old Bailey. The Court decided to reduce the fine to £9000, from the original £21,000, in order to bring it more into line with the sentence imposed in the other successful prosecution by CoL Trading Standards against Regus.
- Two '**Operation Broadway**' training sessions were supported by officers from Trading Standards. The aim of the sessions was to explain to partner agencies across London the aims, objectives and successes of the project which is being run in conjunction with CoL Police. Each highly successful session attracted more than 50 delegates and received positive feedback.
- Following a robust interview and selection process, a suitable candidate for the **vacant TSO position** was offered and has accepted the post. The successful candidate has been working with us as a contractor for the past 9 months and we are delighted to welcome her as a permanent member of the team from January 2016.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

Pollution	2014-15 Annual Total	2015-16 Target (where applicable)	Period 2 2015-2016 results			
			Total	% Noise complaints resolved	Notices served	Prosecutions
			(Year to date totals are shown in brackets)			
Complaint investigations, noise	971	N/A	342 (635)	94.7%	2 EPA S80* (5)	0 (0)
Complaint investigations, other	68	N/A	23 (112)	N/A	0 (0)	0 (0)
Licensing, Planning and Construction Works applications assessed	1286	N/A	466 (1,046)	N/A	0 (3)	N/A
No. of variations (to construction working hours) notices issued	719	N/A	330 (771)	N/A	4 3 COPA S61 1 COPA S60** (4)	N/A

\* EPA: Environmental Protection Act 1990. S80: Summary proceedings for statutory nuisances.

\*\* COPA: Control of Pollution Act 1974. S60: Control of noise on construction sites. S61: Prior consent for work on construction sites.

### Period 2 – Pollution Team Highlights

- Obtained funding to look at the feasibility of establishing a **low emission neighbourhood** in the City and appointed a consultant to deliver the work.
- Submitted a number of bids for funding from the next round of **Mayor's Air Quality Fund**:
  - To investigate the feasibility and acceptability of different options to reduce emissions from diesel across the Square Mile;
  - To coordinate and roll out Cleaner Air Action Days across central London to deal with unnecessary vehicle engine idling; and
  - To investigate the potential impact on air quality in central London of using standby diesel generators for 'short term operating reserve' in times of peak electricity demand, rather than just in emergency situations and for testing.
- In addition to the above:
  - The City Corporation is part of a joint application to take action to deal with emissions from non-road mobile machinery on construction sites.
  - The City Corporation is part of a joint application with Cheapside Business Alliance to reduce emissions of air pollutants in the zone.
- Ruth Calderwood, Environmental Policy Officer, appeared in front of MPs to give evidence on air quality at a parliamentary POST (**Parliamentary Office of Science and Technology**) event.
- Ruth also appeared on the **BBC One Show** promoting the team's work around engaging with drivers to turn engines off when parked.
- Responded to Defra's consultation on their draft Air Quality Plan and Ruth Calderwood delivered a presentation to IAQM (**Institute of Air Quality Management**) on that response.
- Responded to the **Mayor of London** on his plans for London Local Air Quality Management.
- Met with the **Defra Air Quality Minister** and CityAir business air quality champions for a round table discussion on the work they have been doing.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

- The team is supporting a piece of **air quality research** by the independent think tank, Policy Exchange. The work will consider a range of potential policy options to address London's air quality problem. Part 1 of the report was published in November.
- Began to train residents to help deal with unnecessary **engine idling** in the City.
- **CityAir App** downloads stand at over 12500.
- Commenced an extensive air quality monitoring programme around **Bank Junction**.
- Installed **NOx (oxides of nitrogen) analysers** in Liverpool Street and Smithfield.
- Commenced enforcement of new emission control requirements for **non-road mobile machinery** on construction sites.
- Worked with corporate taxi provider Addison Lee to use **petrol hybrid vehicles** as default for City employees, with a requirement that drivers switch the engines to electric mode if possible when driving in sensitive areas of the City.
- The **Contaminated Land Strategy** 2015–2020 has been approved by your committee and implementation of the action plan begun.
- The Pollution Team has worked with City Procurement to embed noise and air quality into the new **draft Procurement Strategy**.
- Construction of the **Cycle Super Highway** North/South and East/West has progressed. The team has been working closely with the contractors and TfL to minimise environmental impacts.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

Animal Health & Welfare	2014-15 Annual total	2015-16 Target (where applicable)	Period 2 2015-2016 results			
			Total	Warning letters	Notices served	Prosecutions
			(Year to date totals are shown in brackets)			
Animal Reception Centre						
Throughput of animals (no. of consignments)	21,762	N/A	7,551 (15,615)	20 (31)	0 (0)	11 (14)
Animal Health						
Inspections carried out*	368	N/A	151 (230)	0 (2)	16 (22)	0 (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 2 - Animal Health Highlights**

- The number of **illegal puppies** picked up in London continued to be high.
- Following recent legislative changes, several warrants have been obtained through the City Magistrates court to enable **investigative action** into illegal puppies to be taken. Feedback of the issues surrounding the illegal importation of puppies is continuously fed back to government.
- Several meetings have taken place with government regarding **the 'puppy issue'**, which is also receiving scrutiny in other EU member states.
- The team and Kent County Council Trading Standards Department won an **award from the RSPCA** for a joint operation at Coquelles in France, aimed at disrupting the puppy trade.

### **Period 2 – HARC Highlights**

- **Egypt Air** was fined £1,500, plus £770 costs, £120 victim surcharge and £150 court charge, for transporting a dog that died in transit after being shipped in a very small box.
- **United Airlines (UA)** was fined £3,000 plus costs for a dog transported in a small box. (UA regularly appears in court). HARC Officers are meeting with representatives from the US Department of Agriculture in late January/early February to discuss the issues encountered with US carriers and UA in particular. Attempts were made to have a face to face meeting with UA representatives prior to the Christmas break, but arrangements were then cancelled by UA. This will be followed up robustly.
- A communication stream has been set up between recognised **assistance dog groups**, the HARC and the Civil Aviation Authority.
- The crating of a consignment of **goats** had to be urgently improved prior to their export, as the 'billy goats' had broken into the 'nanny goats' section!
- Two consignments of **rhinoceros** were given special permission by Defra to transit through Heathrow and checks were made on the consignments to ensure they complied with the derogations conditions.
- A consignment of **large sharks** was imported into Heathrow in very high tech shipping containers which was facilitated by HARC and its staff.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2015-16

Port Health	2014-15 Annual total	2015-16 target (where applicable)	Period 2 2015-2016 results			
			Total	Cautions	Notices served	Prosecutions
			(Year to date totals are shown in brackets)			
Food Safety inspections and revisits	54	N/A	3 (7)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	92	N/A	48* (77)	0 (0)	0 (0)	0 (0)
*28 Ship Sanitation Inspections and 20 Routine Boardings.						
Imported food Not of Animal Origin - document checks	12,768	N/A	6,065 (10,791)	0 (0)	55 (140)	0 (0)
Imported food Not of Animal Origin - physical checks	1,866	N/A	802 (1,792)	0 (0)	N/A	0 (0)
Number of samples taken	327	N/A	99 (217)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	10,226	N/A	3,044 (6,357)	0 (0)	16 (25)	0 (0)
Products of Animal Origin Consignments – physical checks	3,959	N/A	1,178 (2,485)	0 (0)	5 (11)	0 (0)
Number of samples taken	259	N/A	65 (150)	N/A	6 (25)	N/A

### **Period 2 – Port Health Highlights**

- The London Port Health Authority **successfully defended an appeal** against a rejection notice issued for a consignment of pesticide contaminated Nigerian Beans that arrived at the Port of London Gateway. Unusually the grounds of appeal were not against the decision to issue the rejection notice but the options offered by the notice. This is the first time such an appeal has been lodged against the Authority. The appeal was dismissed, the rejection notice was upheld and we were awarded full costs. It is a landmark decision the outcome of which is of interest not just to the London Port Health Authority but all Port Health Authorities.
- The number of vessels using **London Gateway**, and the work associated with them, continues to increase; the number of vessels each week has increased by just over 40% based on the same time last year.
- During Period 2 we have also seen a number of **large vessels diverted to London Gateway** from other UK ports and this has had an impact on the volume of work the service has had to undertake.

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Department of Markets & Consumer Protection Local Risk Revenue Budget - 1st April to 30th November 2015  
(Income and favourable variances are shown in brackets)

Appendix D

	Latest Approved Budget 2015/16 £'000	Budget to Date (Apr-Nov)			Actual to Date (Apr-Nov)			Variance Apr-Nov £'000	Forecast for the Year 2015/16			Notes
		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	
<b><u>Port Health &amp; Environmental Services (City Fund)</u></b>												
Coroner	49	33	0	33	32	0	32	(1)	49	49	0	
City Environmental Health	1,607	1,321	(249)	1,072	1,247	(196)	1,051	(21)	1,607	1,600	(7 )	
Pest Control	38	87	(62)	25	85	(58)	27	2	38	38	0	
Animal Health Services	(645)	1,527	(1,957)	(430)	1,477	(2,002)	(525)	(95)	(645)	(762)	(117 )	1
Trading Standards	268	211	(32)	179	218	(38)	180	1	268	269	1	
Port Offices & Launches	1,096	2,027	(1,297)	730	1,965	(1,259)	706	(24)	1,096	1,197	101	2
Meat Inspector's Office	246	169	(5)	164	166	(8)	158	(6)	246	244	(2 )	
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>2,659</b>	<b>5,375</b>	<b>(3,602)</b>	<b>1,773</b>	<b>5,190</b>	<b>(3,561)</b>	<b>1,629</b>	<b>(144)</b>	<b>2,659</b>	<b>2,635</b>	<b>(24 )</b>	

Notes:

1. **Animal Health Service** - favourable forecast is based on current activity and previous years performance mostly relating to increased passports for pets income.
2. **Port Offices & Launches** - projected overspend is due to dilapidation costs for the vacated Thamesport office; engine replacement costs relating to the breakdown of the launch; and reductions in projected income levels for Common Veterinary Entry Documents (CVEDs) and Organic Certificates, which are partly offset by additional Common Entry Document (CED) income. Due to overall underspends currently projected for M&CP, a transfer from the Products of Animal Origin (POAO) reserve isn't currently required. 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>Dated:</b>
Port Health and Environmental Services Committee	19 January 2016
<b>Subject:</b> Risk – Port Health & Public Protection	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Information</b>

## Summary

This report has been produced to provide the Port Health and Environmental Services Committee with assurance that risk management procedures in place within the Department of Markets and Consumer Protection are satisfactory and that they meet the requirements of the corporate Risk Management Framework.

Risk is reviewed regularly by the departmental Senior Management Team as part of the on-going management of operations within the Department of Markets and Consumer Protection. In addition to the flexibility for emerging risks to be raised as they are identified, a process exists for in-depth periodic review of the risk register.

The Department of Markets and Consumer Protection have identified a number of departmental risks. Of these, the most significant risks are for this Committee to consider are:

- CR21 – Air Quality (Current Risk: RED)
- MCP-HA 001 – Traffic Management (Current Risk: AMBER)
- MCP-HA 002 – Repair Delays (Current Risk: AMBER)
- MCP-HA 003 – IS Systems Failure (Current Risk: AMBER)
- MCP-HA 004 – Venomous or toxic species (Current Risk: AMBER)
- MCP-HA 007 – Loss support for bespoke database (Current Risk: AMBER)
- MCP-HA 010 – Zoonotic disease outbreak (Current Risk: AMBER)
- MCP-HA 013 – Legislative changes (Current Risk: AMBER)
- MCP-HA 014 – Failure of safety mechanism (Current Risk: AMBER)

## Recommendation(s)

Members are asked to:

- Note the report and the actions taken in the Department of Markets and Consumer Protection to monitor and manage effectively risks arising from our operations.

## **Main Report**

### **Background**

1. The Risk Management Framework of the City of London Corporation requires each Chief Officer to report regularly to Committee the key risks faced in their department. Audit and Risk Management Committee has requested that such risks should be reported at a Committee level.

### **Current Position**

2. This report provides an update of the key risks that exist in relation to the operations of the Department of Markets and Consumer Protection. The report also outlines the processes adopted for the on-going review of risk and mitigating actions.

### **Risk Management Process**

3. The Department of Markets and Consumer Protection risk management is a standing agenda item at the monthly Departmental Senior Management Group (SMG) meeting, over and above the suggested quarterly review. SMG receives the risk register for review, together with a briefing note highlighting any changes since the previous review. Consideration is also given as to whether any emerging risks exist for inclusion in the risk register as part of Divisional updates on key issues from each of the Assistant Directors and Superintendents, ensuring that adequate consideration is given to operational risk.
4. Between each SMG meeting, risk and control owners are consulted regarding the risks for which they are responsible, with updates captured accordingly.
5. Regular risk management update reports are provided to this Committee in accordance with the City's Risk Management Framework.

### **Identification of New Risks**

6. New and emerging risks are identified through a number of channels, the main being:
  - Directly by SMG as part of the monthly review process.
  - In response to regular review of delivery of the departmental Business Plan; slippage against key deliverables, for example.
  - Annual, fundamental, risk register review, undertaken by the tier of management below SMG.

The risk register may be refreshed over and above the stated process for review and oversight, in response to emerging issues or changing circumstances.

### **Summary of Key Risks**

7. The Department of Markets and Consumer Protection's risk Register for Port Health and Environmental Services, attached as Appendix 1 to this report, includes One RED risk which is also a Corporate Risk and Nine AMBER risks:

### **CR21 – Air Quality (Current Risk: RED)**

Small particulate pollution has chronic health impacts from long term exposure at very low concentrations and is in evidence within the City and central London. There is also a health impact associated with long term and short term exposure to nitrogen dioxide. Under certain atmospheric conditions there is a higher probability of poor air quality within the City and it is more likely that residents, workers and visitors would suffer the acute consequences.

The consequences both acute and chronic may include:

An increase in hospital referrals placed upon both emergency services and the NHS for those already suffering from respiratory or cardiovascular conditions (it may also place a strain on City social services).

An increase in deaths, particularly of those already suffering from respiratory or cardiovascular conditions (both residents and workers).

Economic costs such as acting as a deterrent of businesses coming to London or staying and financial penalties for non-compliance with air quality limits.

Persistent poor air quality may affect the longer term health of the City population.

### **MCP-HA 001 – Traffic Management (Current Risk: AMBER)**

The car parking area at HARC 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.

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.

If this risk were realised it could result in serious injury or fatality; prosecution, a fine, reputational damage for the City. It could also have an adverse impact on the operation and sustainability of the service.

### **MCP-HA 002 – Repair Delays (Current Risk: AMBER)**

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.

This has resulted and will result in future operational difficulties, including security risks where security doors are left inoperable leading to the risk of closure of the facility by the enforcing authorities leading to reputational damage and financial loss to the City.

### **MCP-HA 003 – IS Systems Failure (Current Risk: AMBER)**

There is a lack of robustness of Information Technology systems at the Heathrow Animal Reception Centre.

A technical failure of these systems leading to the loss of computer network facilities and telephones for a period in excess of 24 hours would have an adverse effect on customer service and income generation. This would also result in a risk to animal welfare where HARC cannot be notified of airside incidents.

If realised, this risk would have a reputational as well as a financial impact on the City of London.

**MCP-HA 004 – Venomous or toxic species** (Current Risk: AMBER)

Arrival of unknown venomous/toxic species through BIP could result in the envenomation or poisoning of a staff member or visitor leading to serious illness or death.

If this risk were realised it could result in prosecution, a fine and serious reputational damage for the City.

**MCP-HA 007 – Loss support for bespoke database** (Current Risk: AMBER)

Loss of IS support for ARC Ledger bespoke database could result in loss of data, recording and reporting, and invoicing capability.

Realisation of this risk could result in reputational damage due to compromised service delivery and loss of income.

**MCP-HA 010 – Zoonotic disease outbreak** (Current Risk: AMBER)

Outbreak of zoonotic disease within Greater London/South East could result in a restriction of animal movements and possible closure of Border Inspection Post to some species.

If this risk were realised it could result in a loss of income if BIP closed

**MCP-HA 013 – Legislative changes** (Current Risk: AMBER)

Legislative change on current 100% checks of EU pet movements could result in reduced or no requirement to check EU pets entering UK.

Realisation of this risk would result in a loss of income.

**MCP-HA 014 – Failure of safety mechanism** (Current Risk: AMBER)

Failure of scissor lift safety mechanism during handling of heavy consignments in the Large Animal Border Inspection Post could result in Injury.

If this risk were to be realised it could result in prosecution, a fine and reputational risk to the City.

**Conclusion**

8. Members are asked to note that risk management processes within the Department of Markets and Consumer Protection adhere to the requirements of the City Corporation's Risk Management Framework. Risks identified within the operational and strategic responsibilities of the Department of Markets and Consumer Protection are proactively managed.

## **Appendices**

- Appendix A – Port Health and Environmental Services Risk Register Summary
- Appendix B – Risk Matrix

## **Background Papers**

Department Business Plan  
Department Risk Review  
Department Business Plan Progress Report  
Risk Management Strategy

# MCP PH&PP Committee Risk Report Appendix A

Generated on: 08 January 2016 10:37



<b>Code</b>	CR21	<b>Title</b>	Air Quality
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Page 98	<b>Description</b>	<p><b>Cause:</b> Small particulate pollution has chronic health impacts from long term exposure at very low concentrations and is in evidence within the City and central London. There is also a health impact associated with long term and short term exposure to nitrogen dioxide.</p> <p><b>Event:</b> Under certain atmospheric conditions there is a higher probability of poor air quality within the City and it is more likely that residents, workers and visitors would suffer the acute consequences.</p> <p><b>Effect:</b> The consequences both acute and chronic may include:</p> <p>An increase in hospital referrals placed upon both emergency services and the NHS for those already suffering from respiratory or cardiovascular conditions (it may also place a strain on City social services).</p> <p>An increase in deaths, particularly of those already suffering from respiratory or cardiovascular conditions (both residents and workers).</p> <p>Economic costs such as acting as a deterrent of businesses coming to London or staying and financial penalties for non-compliance with air quality limits.</p> <p>Persistent poor air quality may affect the longer term health of the City population.</p>	
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<b>Category</b>	Environmental	<b>Approach</b>	Reduce ( By appropriate remedial action)
<b>Risk Level</b>	Corporate	<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>	<p>16 ↔ No change</p>
<b>Likelihood</b>	Likely
<b>Impact</b>	Major
<b>Risk Score</b>	16
<b>Review Date</b>	09-Oct-2015

<b>Target Risk Assessment &amp; Score</b>	<p>6</p>
<b>Likelihood</b>	Possible
<b>Impact</b>	Serious
<b>Risk Score</b>	6
<b>Target Date</b>	31-Dec-2018

<b>Latest Note</b>	Risk moved to Corporate Risk Register as requested by P. Dudley
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#### Actions related to this risk:

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
CR21 001a	Implement policies	Implement the policies contained in the City of London Air Quality Strategy 2015-2020. The strategy contains 10 policy areas with 60 specific actions. An annual report will be produced demonstrating progress with each action.	Jon Avern	29-Apr-2016	0%	The due date for this action is the end of April 2016 and each year after that - ongoing action, with progress reports produced in April each year. Actions are renewed and updated each April and reported on in subsequent years.
CR21 001b	Review Air Quality	Review and assess air quality in line with statutory obligations of the Environment Act 1995. Submit all relevant statutory reports. Approval of all reports by Defra and the GLA will demonstrate compliance with statutory obligations.	Jon Avern	29-Apr-2016	0%	The due date for this action is the end of April 2016 and each year after that - Ongoing compliance reports submitted in April each year. These are subject to audit by both Defra and the Greater London Authority.
CR21 001c	Become an Exemplar Borough	Ensure the City Corporation becomes a Mayor of London Exemplar Borough for air quality.	Jon Avern	29-Dec-2017	0%	To become a Cleaner Air for London Borough the authority will have to pledge (at cabinet level)

						to take significant action to improve local air quality and sign up for specific delivery targets. - this includes having an up-to-date air quality action plan, fully incorporated into LIP funding and core strategies.
CR21 001d	Develop communications strategy.	Develop and implement a robust communications strategy to ensure people have sufficient information to reduce their exposure on days of 'high' air pollution.	Jon Avern	30-Jun-2016	0%	Days of 'high' air pollution occur on a few days throughout the year and are caused by changes in weather conditions. The City Corporation has very little influence over these high air pollution days but will notify the public when they occur so they can take any relevant action to avoid any impact on their health.
CR21 001e	Develop plan	Develop and implement a plan for reducing the impact of diesel vehicles on air pollution in the Square Mile. This is to complement the work being undertaken by the Mayor of London to reduce air pollution in the central zone through the implementation of the Ultra Low Emission Zone.	Jon Avern	31-Dec-2018	0%	The development of this plan will involve following a complex process - obtaining funding, consultation with all stakeholders, integrated impact assessment, options and approval.


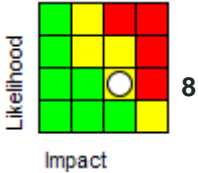


<b>Code</b>	<b>MCP-HA 001</b>	<b>Title</b>	<b>Traffic Management</b>
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<b>Description</b>	<p><b>Cause:</b> The car parking area is used by staff and visitors as well as through traffic which includes Heavy Goods Vehicles. The area is also used for unloading 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>
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<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>	<b>SA3</b>	<b>Key Policy Priority</b>	<b>KPP5</b>
<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>Target Risk Assessment &amp; Score</b>	
<b>Likelihood</b>	Unlikely	<b>Likelihood</b>	Unlikely
<b>Impact</b>	Major	<b>Impact</b>	Major
<b>Risk Score</b>	8	<b>Risk Score</b>	8
<b>Review Date</b>	24-Nov-2015	<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.
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**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
MCP-HA 001a	Maintain Training	Maintain all current training activity for counterbalance truck users.	Robert Quest	31-Dec-2015	100%	V & G Attendant has now carried out recognised fork lift training course. Will be constructing a refresher training schedule for relevant HARC employees
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	11-Sep-2015	100%	Now have 11 trained banksman

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<b>Code</b>	<b>MCP-HA 002</b>	<b>Title</b>	<b>Repair Delays</b>
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<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>
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<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>Impact</b>	Major
<b>Risk Score</b>	12
<b>Review Date</b>	24-Nov-2015

<b>Target Risk Assessment &amp; Score</b>	
<b>Likelihood</b>	Unlikely
<b>Impact</b>	Minor
<b>Risk Score</b>	2
<b>Target Date</b>	31-Dec-2015

<b>Latest Note</b>	City Surveyor's PFM's have been dealing directly with Mitie to address known problem areas. Local management are regularly in touch with PFM's to press for remedial action.
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#### Actions related to this risk:

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
MCP-HA 002a	Address Needs With Property Services	Meetings between HARC and Property Services to address ongoing maintenance needs.	Robert Quest	31-Mar-2016	0%	
MCP-HA 002b	Raise Performance Issues	Maintenance issues/loss of facilities/resource planning concerns/unsatisfactory performance targets raised with C.O.	Tristan Bradfield; Robert Quest	31-Mar-2016	50%	Scissor lift and vehicle bay doors completed.

<b>Code</b>	MCP-HA 003	<b>Title</b>	IS Systems Failure
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<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> Disruption to service, damage to reputation, temporary loss of income. Possible threat to animal welfare where HARC cannot be notified of airside incidents.</p>		
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<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

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Current Risk Assessment, Score & Trend Comparison	<div><div><div>Likelihood</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>Impact</div></div><div>12 ↔ No change</div></div>
Likelihood	Possible
Impact	Major
Risk Score	12
Review Date	08-Jan-2016

Target Risk Assessment & Score	<div><div><div>Likelihood</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>Impact</div></div><div>1</div></div>
Likelihood	Rare
Impact	Minor
Risk Score	1
Target Date	31-Dec-2015

<b>Latest Note</b>	<p>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. An ADSL line has been provided but this cannot be activated outside the I.S. department's working hours as the current I.S. service agreement does not include 24hr cover.</p>		
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**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
MCP-HA 003a	Meet with Agilisys.	Meet with Agilisys to determine possibility of 24hr IS support.	Robert Quest	31-Jan-2016	75%	A process is now in place

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<b>Code</b>	MCP-HA 004	<b>Title</b>	Venomous or toxic species
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<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.
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<b>Category</b>	Health and Safety	<b>Approach</b>	Accept
<b>Risk Level</b>	Departmental	<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>Target Risk Assessment &amp; Score</b>	
<b>Likelihood</b>	Rare	<b>Likelihood</b>	Rare
<b>Impact</b>	Extreme	<b>Impact</b>	Extreme
<b>Risk Score</b>	8	<b>Risk Score</b>	8
<b>Review Date</b>	08-Jan-2016	<b>Target Date</b>	30-Dec-2016

<b>Latest Note</b>	
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#### Actions related to this risk:

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
MCP-HA 004a	Update Envenomation procedure	Update Envenomation procedure with local hospital.	Robert Quest	01-Mar-2016	80%	Dialogue with hospital difficult so need to enlist Occupational Health Unit

<b>Code</b>	MCP-HA 007	<b>Title</b>	Loss support for bespoke database.
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<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.		
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<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>	 Likelihood Impact 6    ↔    No change	<b>Target Risk Assessment &amp; Score</b>	 Likelihood Impact 1
<b>Likelihood</b>	Possible	<b>Likelihood</b>	Rare
<b>Impact</b>	Serious	<b>Impact</b>	Minor
<b>Risk Score</b>	6	<b>Risk Score</b>	1
<b>Review Date</b>	08-Jan-2016	<b>Target Date</b>	30-Dec-2016

<b>Latest Note</b>	<b>Existing controls:</b> Investigation of new software underway.
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#### Actions related to this risk:


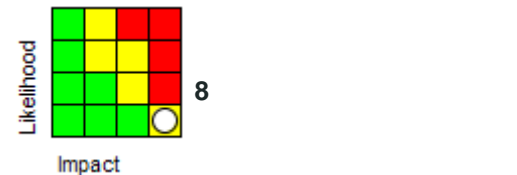
Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note
MCP-HA 008a	Scoping of new database	Opportunity Outline drafted by Richard Reilly, for scoping of new database.	Robert Quest	31-Aug-2015	100%	Scope complete

<b>Code</b>	MCP-HA 010	<b>Title</b>	Zoonotic disease outbreak.
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<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.		
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<b>Category</b>	Reputation	<b>Approach</b>	Accept
<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>Target Risk Assessment &amp; Score</b>	
<b>Likelihood</b>	Rare	<b>Likelihood</b>	Rare
<b>Impact</b>	Extreme	<b>Impact</b>	Extreme
<b>Risk Score</b>	8	<b>Risk Score</b>	8
<b>Review Date</b>	24-Nov-2015	<b>Target Date</b>	30-Dec-2016

<b>Latest Note</b>	Existing control: Participation in UK contingency planning.
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**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note

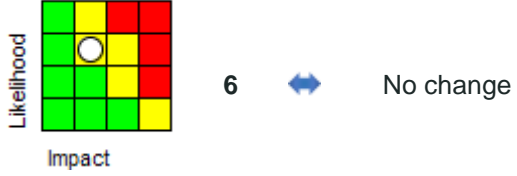
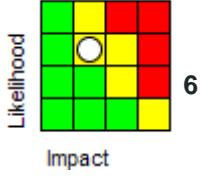
<b>Code</b>	MCP-HA 013	<b>Title</b>	Legislative changes.
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<b>Description</b>	<b>Cause:</b> Legislative change on current 100% checks of EU pet movements. <b>Event:</b> Reduced/no requirement to check EU pets entering UK. <b>Impact:</b> Loss of income, increased risk of introduction of rabies.
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<b>Category</b>	Financial	<b>Approach</b>	Accept
<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>Target Risk Assessment &amp; Score</b>	
<b>Likelihood</b>	Possible	<b>Likelihood</b>	Possible
<b>Impact</b>	Serious	<b>Impact</b>	Serious
<b>Risk Score</b>	6	<b>Risk Score</b>	6
<b>Review Date</b>	08-Jan-2016	<b>Target Date</b>	30-Dec-2016

<b>Latest Note</b>	<b>Existing controls:</b> Providing consultation where sought.
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**Actions related to this risk:**

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note

<b>Code</b>	MCP-HA 014	<b>Title</b>	Failure of safety mechanism.
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<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.
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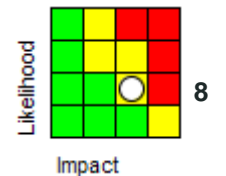
Category	Health and Safety
Risk Level	Service

Approach	Accept
Risk Owner	Robert Quest

Strategic Aim	SA3
Department	Department of Markets and Consumer Protection

Key Policy Priority	KPP4
Committee	Port Health & Environmental Services Committee

Current Risk Assessment, Score & Trend Comparison	
Likelihood	Unlikely
Impact	Major
Risk Score	8
Review Date	08-Jan-2016

Target Risk Assessment & Score	
Likelihood	Unlikely
Impact	Major
Risk Score	8
Target Date	30-Dec-2016

Latest Note	<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.
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#### Actions related to this risk:

Ref No:	Title	Action Description	Action Owner	Due Date	Progress	Latest Note

# City of London Corporation Risk Matrix (Black and white version)

Note: A risk score is calculated by assessing the risk in terms of likelihood and impact. By using the likelihood and impact criteria below (top left (A) and bottom left (B) respectively) it is possible to calculate a risk score. For example a risk assessed as Unlikely (2) and with an impact of Serious (2) can be plotted on the risk scoring grid, top right (C) to give an overall risk score of a green (4). Using the risk score definitions bottom right (D) below, a green risk is one that just requires actions to maintain that rating.



## MCP Markets Committee Risk Report Appendix B

### (A) Likelihood criteria

	Rare (1)	Unlikely (2)	Possible (3)	Likely (4)
Criteria	Less than 10%	10 – 40%	40 – 75%	More than 75%
Probability	Has happened rarely/never before	Unlikely to occur	Fairly likely to occur	More likely to occur than not
Time period	Unlikely to occur in a 10 year period	Likely to occur within a 10 year period	Likely to occur once within a one year period	Likely to occur once within three months
Numerical	Less than one chance in a hundred thousand (<10-5)	Less than one chance in ten thousand (<10-4)	Less than one chance in a thousand (<10-3)	Less than one chance in a hundred (<10-2)

### (B) Impact criteria

Impact title	Impact title	Definitions
Minor (1)	<b>Service delivery/performance:</b> Minor impact on service, typically up to one day. <b>Reputation:</b> Minor impact on service user/stakeholder. <b>Financial:</b> Financial loss up to 5% of budget. <b>Legal/statutory:</b> Litigation claim or finding contained within business unit/division. <b>Safety/health:</b> Minor incident including injury to one or more individuals. <b>Objectives:</b> Failure to achieve team plan objectives.	<b>Minor (1)</b> <b>Service delivery/performance:</b> Minor impact on service, typically up to one day. <b>Reputation:</b> Minor impact on service user/stakeholder. <b>Financial:</b> Financial loss up to 5% of budget. <b>Legal/statutory:</b> Litigation claim or finding contained within business unit/division. <b>Safety/health:</b> Minor incident including injury to one or more individuals. <b>Objectives:</b> Failure to achieve team plan objectives.
Serious (2)	<b>Service delivery/performance:</b> Service disruption 2 to 5 days. <b>Reputation:</b> Adverse impact on service user/stakeholder. <b>Financial:</b> Financial loss between 5% and 10% of budget. <b>Legal/statutory:</b> Litigation claimable fine between £50,000 and £500,000. <b>Safety/health:</b> Significant injury or illness/disease causing short-term disability to one or more people. <b>Objectives:</b> Failure to achieve one or more service plan objectives.	<b>Serious (2)</b> <b>Service delivery/performance:</b> Service disruption 2 to 5 days. <b>Reputation:</b> Adverse impact on service user/stakeholder. <b>Financial:</b> Financial loss between 5% and 10% of budget. <b>Legal/statutory:</b> Litigation claimable fine between £50,000 and £500,000. <b>Safety/health:</b> Significant injury or illness/disease causing short-term disability to one or more people. <b>Objectives:</b> Failure to achieve one or more service plan objectives.
Major (4)	<b>Service delivery/performance:</b> Service disruption > 1 - 4 weeks. <b>Reputation:</b> Adverse impact on service user/stakeholder. <b>Financial:</b> Financial loss between 10% and 20% of budget. <b>Legal/statutory:</b> Litigation claimable fine between £500,000 and £5,000,000. <b>Safety/health:</b> Major injury or illness/disease causing long-term disability to one or more people. <b>Objectives:</b> Failure to achieve a strategic plan objective.	<b>Major (4)</b> <b>Service delivery/performance:</b> Service disruption > 1 - 4 weeks. <b>Reputation:</b> Adverse impact on service user/stakeholder. <b>Financial:</b> Financial loss between 10% and 20% of budget. <b>Legal/statutory:</b> Litigation claimable fine between £500,000 and £5,000,000. <b>Safety/health:</b> Major injury or illness/disease causing long-term disability to one or more people. <b>Objectives:</b> Failure to achieve a strategic plan objective.
Extreme (8)	<b>Service delivery/performance:</b> Service disruption > 4 weeks. <b>Reputation:</b> National and international media coverage. <b>Financial:</b> Financial loss in excess of 20% of budget. <b>Legal/statutory:</b> Multiple civil or criminal suits. <b>Safety/health:</b> Multiple fatalities or life threatening illness/disease (e.g. mesothelioma) to one or more persons. <b>Objectives:</b> Failure to achieve a major corporate objective.	<b>Extreme (8)</b> <b>Service delivery/performance:</b> Service disruption > 4 weeks. <b>Reputation:</b> National and international media coverage. <b>Financial:</b> Financial loss in excess of 20% of budget. <b>Legal/statutory:</b> Multiple civil or criminal suits. <b>Safety/health:</b> Multiple fatalities or life threatening illness/disease (e.g. mesothelioma) to one or more persons. <b>Objectives:</b> Failure to achieve a major corporate objective.

### (C) Risk scoring grid

Likelihood		Impact			
	X	Minor (1)	Serious (2)	Major (4)	Extreme (8)
	Likely (4)	4 Green	8 Amber	16 Red	32 Red
	Possible (3)	3 Green	6 Amber	12 Amber	24 Red
	Unlikely (2)	2 Green	4 Green	8 Amber	16 Red
	Rare (1)	1 Green	2 Green	4 Green	8 Amber

### (D) Risk score definitions

<b>RED</b>	Urgent action required to reduce rating
<b>AMBER</b>	Action required to maintain or reduce rating
<b>GREEN</b>	Action required to maintain rating

This is an extract from the City of London Corporate Risk Management Strategy, published in May 2014.  
Contact the Corporate Risk Advisor for further information. Ext 1297  
Version date: December 2015

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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services – For Decision	19 January 2016
Health and Wellbeing Board – For Information	29 January 2016
<b>Subject:</b>	<b>Public</b>
City of London Standards for Houses in Multiple Occupation 2016	
<b>Report of:</b>	<b>For Decision</b>
Director of Markets and Consumer Protection	
<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 HMOs.</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 HMOs 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 (Appendix 1) 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>The document, a draft of which was presented to your Committee in July 2015, has been consulted upon widely to ensure that recent developments in this area are taken into account, and the draft has been amended accordingly.</p> <p><b>Recommendations</b></p> <p>I recommend that your Committee approves the proposal set out in paragraph 8 that the attached Standards for Houses in Multiple Occupation (Appendix 1) be approved, subject to any comments received at your meeting.</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. The document in Appendix 1 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 HMOs:

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 HMOs 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.
8. Draft guidance was considered by your Committee in September 2015, and was subsequently circulated widely for consultation.

### **Proposals**

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

### **Financial Implications**

10. 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**

11. 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**

12. 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.
13. The strategy has undergone full external consultation e.g. City HMO landlords, letting agents, the London Fire Brigade and neighbouring boroughs; details can be found in Appendix 2. Consultation comments have been incorporated into the final set of standards. A peer review was carried out on the strategy in December 2015 and the document has been updated to reflect recent potential legislative changes from The Housing and Planning Bill, the new proposed HMO Regulations (due next October) and recent case law.

## **Conclusion**

14. 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 City of London HMO Standards will be published.

## **Background Papers:**

Report to Port Health and Environmental Service Committee, 22 September 2015, City of London Standards for Houses in Multiple Occupation 2015.

## **Appendix 1:**

The City of London Standards for Houses in Multiple Occupation

## **Appendix 2:**

Consultees.

## **Contact:**

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## **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, associated legislation and relevant case law.

The guidance is intended to be flexible, each property will be considered on its own merits, 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 all of the following apply:

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

The definition applies to single dwellings, to self-contained flats within buildings and residential accommodation above or below commercial property.

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 (studio flats) and not accessed via a common stairwell, hallway etc.

### **Section 257 HMO**

A building that has been converted entirely into self-contained flats prior to June 1992 and the conversion does not meet the standards contained in the 1991 Building Regulation is also defined under Section 257 of the Housing Act 2004 as an HMO. However, if at least two thirds of the flats are owner-occupied, the building will not be an HMO.

### **What is bedsit accommodation?**

This is the 'traditional' type of HMO, where a household has exclusive use of a bedroom or set of rooms within a property, lacking in amenities such as a kitchen or bathroom, normally behind a locked door. They will share amenities such as kitchens and bathrooms, and possibly living rooms and dining rooms with at least one other household within the property. They will be on individual tenancies.

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

There is no longer a 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 where the whole property has been rented out by an identifiable group of sharers such as students, work colleagues or friends on a single or joint tenancy. 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 or 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.

For HMOs which can be shown to be shared, some variation from the standards given below may be allowed, for example:

- Bedroom sizes may be smaller 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 necessary

### **Which HMOs require a license?**

HMOs require a mandatory licence if 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. This applies even where one or more of the storeys are in commercial use. 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, be in a civil partnership, be 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 29 specified hazards and, if the likelihood of harm is significant, the City of London may take action to ensure that the risk is removed under Part 1 of the Housing Act 2004.

In addition to fire, the following are commonly encountered hazards;

#### **Damp and mould growth**

Houses should be warm, dry and well-ventilated, maintained free from rising, penetrating and persistent condensation and there should be adequate provision for the safe removal of moisture-laden air to prevent damp and mould growth.

#### **Excess cold**

Houses should be adequately insulated to prevent excessive heat loss; in particular, roof spaces should be properly insulated and windows and doors draught proofed. The property should have an efficient heating system capable of maintaining temperature.

### **Entry by intruders**

Houses should be capable of being secured to deter against unauthorised entry. Windows and doors should be robust and fitted with adequate security. Externally, the curtilage of the property should be restricted and be properly gated. Sheds or outbuildings should be maintained in good order and made secure.

### **Lighting**

All habitable rooms should have an adequate level of natural lighting. Where practicable, all staircases, landings, passages, kitchens, bathrooms and toilets should be provided, with a window. All rooms and circulations areas within the property should have provision for electric lighting.

### **Electrical hazards**

The electrical installation should be maintained in a safe condition. There is a legal requirement for the electrical installations in Houses in Multiple Occupation (HMOs) to be inspected every five years. Electrical installations must be inspected by a registered electrical engineer.

### **Flames, hot surfaces etc.**

Heating and cooking appliances should all be maintained in a safe condition and be suitably located so as not to become unreasonably hazardous. Cooking appliances should be set on an even surface and heating appliances securely fixed with a suitable position within the room.

### **Falls**

Externally, paths and walkways should be even, be properly drained and steps should be maintained in good condition and be free from disrepair. Internally, floors should be even and comprise a non-slip finish and be maintained in a good condition. Stairs should be maintained in good condition, and be free from disrepair. Stair coverings should be properly and securely fitted and should not be worn or loose. A securely fixed handrail should be provided the full length of the stairway. Balconies and basement light wells should have securely fixed guarding.

### **Personal hygiene, sanitation and drainage**

Bathroom and kitchen, surface finishes should be capable of being readily cleaned. The external of the property should be free from disrepair and free from access by pests, such as rats and mice. There should also be suitable provision for the storage of domestic waste inside and adequate receptacles outside the property.

### **Water supply**

An adequate supply of cold potable drinking water should be available from the kitchen sink. All pipework should be adequately protected from frost damage.

Further information and guidance can be found in Housing Health and Safety Rating System by following this link:

<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>

### **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

For two occupiers, they must be living together as partners, family members or consenting friends, irrespective of age. 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 children of the opposite sex who are aged 10 years and over.

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. The room should be able to accommodate the required amount of appropriate furniture easily and still allow space for movement about the room.

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

Some flexibility regarding kitchen room size and facilities provided 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 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.

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 as remote as possible from the entrance door or door to the kitchen. The cooker should not be situated below a window. With the exception of an extractor hood, fixtures and fittings are not to be directly located above cooking appliances.

A kitchen must not be installed in a hallway. A bedroom or other habitable room must not be accessed via a kitchen, unless a suitable alternative means of escape in case of fire is provided. For general guidance for inner rooms see section 12 of the **LACORS**

### **Housing – Fire Safety guidance.**

The kitchen must be equipped with the following equipment, which must be fit for the purpose and supplied in a sufficient quantity for the number of those sharing the facilities:

- (i) sinks with draining boards
- (ii) an adequate supply of cold and constant hot water to each sink supplied
- (iii) installations or equipment for the cooking of food
- (iv) electrical sockets
- (v) worktops for the preparation of food
- (vi) cupboards for the storage of food or kitchen and cooking utensils
- (vii) refrigerators with an adequate freezer compartment (or, where the freezer compartment is not adequate, adequate separate freezers)
- (viii) appropriate refuse disposal facilities; and
- (ix) appropriate extractor fans, fire extinguishers, fire blankets and fire doors.

Newly converted kitchens must have a mechanical extractor regardless of whether there is an open-able window.

A set of cooking facilities is comprised as follows:

Number of Occupiers	Facilities	Specifications
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 or 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 as detailed above.
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 (refrigerator minimum capacity of 130 litres, freezer minimum capacity of 60 litres).
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**

### **Legal requirements**

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 require appropriate fire precaution facilities and equipment must be provided of such type, number and location as considered necessary.

The Regulatory Reform (Fire Safety) Order 2005 requires all HMOs to have a sufficient risk assessment with regard to fire.

The Management Regulations require fire fighting equipment and fire alarms to be maintained in good working order. Landlords are required to test and maintain fire alarm and emergency lighting systems in accordance with the British Standards.

Although an exhaustive list of likely requirements cannot be given in this document necessary measures may include: fire doors on high risk rooms, fire separation, a fire blanket in the kitchen and automatic fire detection systems.

Fire safety standards for the City of London are 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 19°C can be maintained. 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. The letting is kept in good repair and condition.

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 and Building 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  
Lacors Housing Fire Safety Guidance



## Appendix 2 - Consultees

July 2015 - Internal Consultation with the following departments complete:

- Comptrollers
- Development Management
- District Surveyor
- Community and Children's Services
- Town Clerk
- Public Health

September 2015: Port Health and Environmental Services Committee consultation approval.

October 2015: External Consultation with the following organisations and agencies:

<ul style="list-style-type: none"><li>• LB Camden</li><li>• LB Westminster</li><li>• LB Lambeth</li><li>• LB Southwark</li><li>• LB Croydon</li><li>• LB Tower Hamlets</li><li>• LB Hackney</li><li>• LB Islington</li><li>• Barbican Estate</li><li>• Guinness Partnership</li><li>• London Fire Brigade</li><li>• London Landlord Accreditation Scheme</li></ul>	<ul style="list-style-type: none"><li>• National Landlords Association</li><li>• Strettons</li><li>• Stirling Ackroyd</li><li>• Brunel Estates</li><li>• Knight Frank</li><li>• Shepherd Neame</li><li>• Greene King</li><li>• Fullers</li><li>• Spirit Pub Company</li><li>• Chromex Group</li><li>• Ye Olde Cheshire Cheese</li></ul>
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December 2015: Peer Review

January 2016: Port Health and Environmental Services Committee approval sought

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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health & Environmental Services	19 January 2016
<b>Subject:</b> Animal Reception Centre - Heathrow Airport: Annual Review of Charges	<b>Public</b>
<b>Report of:</b> Director of Markets & Consumer Protection	<b>For Decision</b>

## Summary

The purpose of this report is to seek approval of the increase to be applied to the Schedule of Charges in respect of services provided at the Heathrow Animal Reception Centre (HARC), for the forthcoming financial year 2016/17.

The continued increase in throughput following the changes to the legislation in 2012, and a moderate overall increase in fees for 2016/17 should offset increased costs, and it is anticipated that the service will operate at a small surplus in 2016/17.

## **Recommendations**

It is recommended that:-

- The charges included in the Appendices to this report be adopted and applied at the HARC, with effect from 1 April 2016 or as soon as it is practicable thereafter.
- in the event that your Committee agrees to the recommendation contained in paragraph (a) it is further **RECOMMENDED** that the proposed Byelaws contained in Appendix A.1 to this report are approved and that it be recommended to the Court of Common Council that the Byelaws be made and that the Comptroller and City Solicitor be instructed to seal the Byelaws accordingly.

## Main Report

### **Background**

1. The charges for holding animals and provision of other services at the Heathrow Animal Reception Centre (HARC) are due to be reviewed towards the end of the financial year to enable an appropriate variation to be applied with effect from the following April. This advance consideration is necessary because the major proportion of the charges is in respect of quarantine animals and allied services and has to be introduced as an “additional byelaw” to the principal byelaws for the Centre. This takes somewhat longer than a more simplistic, discretionary fee increase. The second, smaller element of the charges is not byelaw controlled and relates to non-quarantine (export and boarding) charges but for practical and operational reasons the two are dealt with together.

2. The funding review in 2011 agreed that the facility should aim to achieve full cost recovery within five years, and this was achieved in 2011/12 (with the exception of one-off capital charges incurred in that year), with continuing small surpluses until 2014/15. The budgeted outturn for 2015/16 is a deficit of £102,000, due largely to one-off premises repairs and maintenance costs.
3. The main source of income at HARC, the Pet Travel Scheme, is a non-statutory function and is thus open to competition from commercial enterprises. Following a period of substantial fee increases to ensure a move towards full cost recovery, the last three years' increases have been kept to around the rate of inflation (see point 12 to this report), although for 2016/17 it is intended to increase the fees by around 2%. This will cover the increases to running costs and the proposed review of staffing structure – see point 6 below.

## **Current Position**

4. From 1 January 2012 the UK harmonised its rules with the rest of the European Union for the importation of dogs, cats and ferrets, as the previous derogation to the rules expired on 31 December 2011. The new arrangements make it extremely easy for people to bring their animals in from 'listed countries' (these are the countries that were in the Pet Travel Scheme prior to 1 January 2012 and are those deemed rabies free, or with good rabies controls in place) and allows the importation of animals from 'un-listed countries', (i.e. the rest of the world) without having to undergo six months quarantine on arrival. The process for the rest of the world is similar to the process for 'listed' countries' prior to 1 January 2012.
5. Thus, there is now a dual set of requirements. For 'listed countries', all that is required is a microchip, vaccination against rabies, a wait of 21 days, and then the animal can travel. For un-listed countries, there is a requirement for a microchip, vaccination, a blood test 30 days after vaccination and then a three month wait before travel. This is similar to the former scheme, except that the wait has come down from six months to three months. This consolidates the old legislation and makes very few changes to the current regime. The changes made since the introduction of the Pet Travel Scheme in 2003 have now been consolidated into new EU regulations which have been enacted by an amendment to the UK legislation, which came into force on 29/12/14.
6. The income for Animal Health during 2015/16 was originally projected as £2.65M with the revised estimate being £2.92M. Expenditure budgets at the ARC have risen over the past two years to reflect the increased throughput, which has necessitated greater use of consumables (food, bedding etc.) and recruitment of additional staff. Staffing levels are now considered correct for the current throughput, but now that the increase in throughput is levelling off, it is intended to carry out a review of the staff structure to ensure efficiency and customer service are maximised, whilst also giving the potential to look at new opportunities, should they arise.
7. Current budgeted income for Animal Health in 2016/17 taking into account the proposed increases in charges in this report is £2.94m, and the overall projected net outturn for 2016/17 is a surplus of £61,000. This will enable the service to meet any additional costs arising from the proposed review.

## Proposals

8. Having regard to the continuing need to balance and maximise the HARC income against the danger of reducing the customer base at the Centre, I propose that the HARC Schedule of Charges is amended as shown in Appendix 1.
9. I have only recommended a moderate increase in some fees this year as there is a need to retain competitiveness, and the increase will ensure the service returns to its target break-even position during 2016/17. Annual inflation is currently less than 1% and the overall effect of the recommended increase in fees is circa 2.0%
10. The Comptroller and City Solicitor will prepare the necessary revised Byelaws that reflect the proposed charges as contained in Appendix 1.

## Implications

11. The Comptroller and City Solicitor has been consulted and comments:

“The statutory provision under which these charges are now made is Section 30 of the City of London (Various Powers) Act 1987 (which was an enactment removing the need for Ministerial approval of the HARC Byelaws), which provides ... “the charges imposed by such Byelaws shall be such as to secure so far as is possible, that taking one year with another, the aggregate amount raised by such charges is equivalent to the reasonable costs incurred by the Corporation in operating the Animal Reception Centre”. The need for increases to be reasonable is especially important here, since, unusually, the Byelaws machinery which implements the new charges is not subject to any public notification procedure or to confirmation by the appropriate Minister”.
12. There is the potential for competition at Heathrow for the Pet Travel Scheme (PETS) as this part of our operation is not a statutory function. The legislation makes the carriers (in our case airlines), responsible for checking PETS. At Heathrow Airport, the City Corporation has negotiated Service Level Agreements with all the airlines that are currently in PETS, but this does not mean that a private organisation could not enter this ‘market’ by undercutting HARC fees. There is therefore a need to keep charges competitive.

## Conclusion

13. Changes to fees in previous years have resulted in the Animal Health Service increasing its income, and the fees that are proposed for 2016/17 should offset recent increases in costs and return the service to an operating surplus.

## Appendices:

Appendix 1: Additional Byelaws relating to Heathrow Animal Reception Centre, to incorporate revised charges for 2015/16

**Contact:** *jon.averns@cityoflondon.gov.uk | telephone number: 020 7332 1603*

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## ADDITIONAL BYELAWS RELATING TO THE HEATHROW ANIMAL RECEPTION CENTRE

BYELAWS made by the Mayor and Commonalty and Citizens of the City of London acting by the Mayor, Alderman and Commons of the said City in Common Council assembled in pursuance of Sections 42 and 43 of the Markets and Fairs Clauses Act 1847 as applied by Section 54 of the Animal Health Act 1981 with respect to the Heathrow Animal Reception Centre, London.

In these Byelaws unless the context otherwise requires “the Principal Byelaws” means the byelaws made by the Mayor and Commonalty and Citizens of the City of London acting by the Mayor, Alderman and Commons of the said City in Common Council assembled on 1 July 1976 and confirmed by the Minister of Agriculture, Fisheries and Food on 12 November 1976.

From the date of coming into operation of the Byelaws the Additional Byelaws made by the Mayor and Commonalty and Citizens of the City of London acting by the Mayor, Aldermen and Commons of the said City in Common Council assembled on 5 March 2015 (and sealed on 9 March 2015) shall be repealed and the following Schedule shall be substituted for the Schedule to the Principal Byelaws.

### SCHEDULE

#### PART I

*(2015 charges quoted in brackets)*

**Minimum charge for any one consignment £168 (£165)**

#### ANIMALS CHARGE PER CONSIGNMENT

<b>1. Mammals</b>	£168 (£165) for up to 24 hours	£53 (£52) per day or part thereof after 24 hours
<b>2. Reptiles</b>	£168 (£165) for up to 24 hours	£200 (£190) per day or part thereof after 24 hours

**Transit commercial reptile consignments should be booked through to have a maximum stay at Heathrow of 24 hours. Any transit commercial reptile consignments that stay more than 24 hours and require transferring from their containers will incur the additional special handling charge detailed below.**

Additional special handling for any consignment	£200 (£190) minimum per consignment	£59 (£58) per day or part thereof after 24 hours
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**3. Birds** £59 (£58) per box per day £168 (£165) minimum charge

**Transit commercial bird consignments should be booked through to have a maximum stay at Heathrow of 36 hours. Any transit commercial bird consignments that stay more than 36 hours will be charged at £37 (£35) per box per day, or part thereof.**

Pet birds £40 per bird for up to 24 hours.

Bird Quarantine £330 - £1135 (£360-£1135) plus laboratory testing fees.  
Fees are dependent on size of consignment and housing requirements.

Faecal Sampling and Bird Autopsy costs as per current Animal & Plant Health Agency rates.  
Larger consignments to be negotiated see Part 2, Section 6

**4. Fish/Aquatic** £1.80 (£1.75) per box £30 (£30) minimum charge  
**Invertebrates/Semen/  
Fish and Bird Eggs**

## **5. Cats and Dogs under the Pet Travel Scheme**

PETS originating in the E.U. (including those countries listed in Annex 2 of part 1 to Commission Implementing Regulation (EU) 577/2013) will be charged a handling fee of £40 (£40) per animal in addition to the collection charge of £77 (£75) (see Part 2 section 5).

PETS originating outside the E.U. will be charged normal rates as in 1 above for the first animal, i.e. £168 (£165) and, where the consignment consists of more than one animal, a handling fee of £40 (£40) per animal thereafter.

PETS checked at aircraft (Assistance Dogs) £200 (£200) plus 1 hour collection charge £150 (£150) = £350 (£350) and, where the consignment consists of more than one animal, a checking fee of £40 (£40) per animal thereafter.

***A surcharge of £600 will be added to the above for any transit consignment that has landed without an “OK to forward” from the on-going airline.***

## **6. Security**

A charge of £18 (£18) will be made in respect of any consignment which requires security screening prior to leaving the ARC.

## **7. Not on Board**

Requests for collection of animals from aircraft which are subsequently not found on board will be charged at normal collection charge (see Part 2, Section 5).



## PART 2

### CHARGES FOR ANCILLIARY SERVICES

1. Destruction including disposal of livestock or goods - £36 (£36) per kilogram.
2. Cleansing and disinfecting aircraft, animal holding facilities, vehicles, loose boxes etc. - £310 (£310) per hour (including disposal of special waste).
3. Identification of species for DEFRA/HM Revenue and Customs/Border Agency - £150 (£150) per hour. Assisting on off airport operations - £77 (£75) per hour/£500 (£500) per day.
4. Re-crating or repair to crates - quotations on request.
5. Collection and delivery of animals and birds to and from the Animal Reception Centre by an Animal Reception Centre member of staff - £154 (£150) per hour or £77 (£75) per consignment if no extra waiting time.
6. Long term rates for government agencies and non-government agencies i.e. RSPCA, to be negotiated.
7. Modification of containers to International Air Travel Association (IATA) standards:-  
  
Space Bars/Battens - £45 (£45) per box  
Air Holes - £18 (£18) per box  
Water Pots - £18 (£18) per box  
  
(If these services are carried out on the airport an additional fee of £75 (£70) applies for 'delivery' of the service).
8. Use of Large Animal Facility (per consignment) £320 (£320)

Dated                                      day of                                      2016

THE COMMON SEAL OF THE MAYOR  
AND COMMONALTY AND CITIZENS  
OF THE CITY OF LONDON was  
hereunto affixed in the  
presence of:

### **Hillingdon London Borough Agency fee**

To carry out all animal welfare inspections at export accommodation within Heathrow Airport - £10,600 per annum.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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