



## Port Health & Environmental Services Committee

**Date:** TUESDAY, 25 SEPTEMBER 2018  
**Time:** 11.00 am  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

Jeremy Simons (Chairman)	Graeme Harrower
Deputy Keith Bottomley (Deputy Chairman)	Christopher Hill
Deputy John Absalom	Deputy Tom Hoffman
Caroline Addy	Deputy Wendy Hyde
Alderman Nick Anstee	Deputy Jamie Ingham Clark
Alexander Barr	Shravan Joshi
Adrian Bastow	Vivienne Littlechild
Deputy John Bennett	Andrew McMurtrie
Peter Bennett	Andrien Meyers
Tijs Broeke	Deputy Brian Mooney
John Chapman	Deputy Joyce Nash
Peter Dunphy	Henrika Priest
Mary Durcan	Jason Pritchard
Deputy Kevin Everett	Deputy Richard Regan
Anne Fairweather	Deputy Elizabeth Rogula
Alderman David Graves	Mark Wheatley

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

**John Barradell**  
**Town Clerk and Chief Executive**

# **AGENDA**

## **Part 1 - Public Agenda**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To agree the public minutes and summary of the meeting held on 16 July 2018.  
  
**For Decision**  
(Pages 1 - 10)
4. **OUTSTANDING ACTIONS**  
Report of the Town Clerk.  
  
**For Information**  
(Pages 11 - 14)
5. **RESOLUTION OF THE PLANNING AND TRANSPORTATION COMMITTEE**  
Resolution from the Planning and Transportation Committee meeting held on 11 September 2018.  
  
**For Decision**  
(Pages 15 - 16)
6. **PETITION FROM THE BARBICAN RESIDENTS REGARDING TUBE NOISE**  
Referral from the Court of Common Council Meeting on 13 September 2018.  
  
**For Decision**  
(Pages 17 - 22)
7. **SECTION 101 AGREEMENT WITH THURROCK COUNCIL**  
Report of the Director of Markets and Consumer Protection.  
  
**For Decision**  
(Pages 23 - 30)
8. **UPDATE ON THE CONSULTATION ON NOISY SATURDAY CONSTRUCTION WORK ACTIVITIES IN THE CITY OF LONDON**  
Report of the Director of Markets and Consumer Protection.  
  
**For Information**  
(Pages 31 - 42)

9. **UPDATE ON THE ISSUE OF OPERATIONAL RAIL NOISE FROM LONDON UNDERGROUND AFFECTING THE BARBICAN ESTATE**  
Report of the Director of Markets and Consumer Protection.
- For Information**  
(Pages 43 - 62)
10. **LOW EMISSION NEIGHBOURHOOD ANNUAL UPDATE**  
Report of the Director of Markets and Consumer Protection.
- For Information**  
(Pages 63 - 80)
11. **BEECH STREET: TRANSPORT AND PUBLIC REALM IMPROVEMENTS**  
Report of the Director of the Built Environment.
- For Information**  
(Pages 81 - 108)
12. **DRINKING FOUNTAINS - DELIVERING ADDITIONAL WATER REFILL POINTS IN THE CITY'S PUBLIC REALM**  
Report of the Director of the Built Environment.
- For Information**  
(Pages 109 - 118)
13. **CHANGE TO WASTE COLLECTION ARRANGEMENTS FOR SERVICED APARTMENTS**  
Report of the Director of the Built Environment.
- For Information**  
(Pages 119 - 124)
14. **DEPARTMENT OF THE BUILT ENVIRONMENT (CLEANSING SERVICES) BUSINESS PLAN PROGRESS REPORT FOR PERIOD 1 (APRIL - JULY), 2018/19**  
Report of the Director of the Built Environment.
- For Information**  
(Pages 125 - 134)
15. **DEPARTMENT OF THE BUILT ENVIRONMENT RISK MANAGEMENT - PERIODIC REPORT**  
Report of the Director of the Built Environment.
- For Information**  
(Pages 135 - 148)

16. **MARKETS AND CONSUMER PROTECTION BUSINESS PLAN 2018/2019:  
PROGRESS REPORT (PERIOD 1)**

Report of the Director of Markets and Consumer Protection.

**For Information**  
(Pages 149 - 176)

17. **PORT HEALTH & PUBLIC PROTECTION RISKS**

Report of the Director of Markets and Consumer Protection.

**For Information**  
(Pages 177 - 182)

18. **PERIOD 1 (APRIL-JULY) CEMETERY & CREMATORIUM BUSINESS  
PERFORMANCE UPDATE**

Report of the Director of Open Spaces.

**For Information**  
(Pages 183 - 190)

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

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

Any items of business that the Chairman may decide are urgent.

21. **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**

22. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 16 July 2018.

**For Decision**  
(Pages 191 - 194)

23. **WALBROOK WHARF ELECTRICAL INFRASTRUCTURE UPGRADE INCLUDING  
NEW ELECTRIC VEHICLE CHARGING POINTS.**

Joint report of the Director of the Built Environment and the City Surveyor.

**For Decision**  
(Pages 195 - 206)



24. **UPDATE ON THE WASTE COLLECTION, STREET CLEANSING AND ANCILLARY SERVICES CONTRACT PROCUREMENT.**  
Report of the Director of Transportation and Public Realm.

**For Information**  
(Pages 207 - 212)

25. **DEBT ARREARS - PORT HEALTH AND ENVIRONMENTAL SERVICES PERIOD ENDING 30 JUNE 2018**  
Joint report of the Director of the Built Environment, Director of Markets and Consumer Protection, and Director of Open Spaces.

**For Information**  
(Pages 213 - 222)

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

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

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## PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE

**Monday, 16 July 2018**

Minutes of the meeting of the Port Health & Environmental Services Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Monday, 16 July 2018 at 1.45 pm

### **Present**

#### **Members:**

Jeremy Simons (Chairman)	Shravan Joshi
Deputy Keith Bottomley (Deputy Chairman)	Deputy Tom Hoffman
Caroline Addy	Deputy Wendy Hyde
Alexander Barr	Deputy Jamie Ingham Clark
Adrian Bastow	Vivienne Littlechild
Deputy John Bennett	Andrew McMurtrie
John Chapman	Andrien Meyers
Peter Dunphy	Deputy Joyce Nash
Mary Durcan	Henrika Priest
Deputy Kevin Everett	Jason Pritchard
Anne Fairweather	Deputy Elizabeth Rogula
Alderman David Graves	Mark Wheatley

John Scott (Chief Commoner), in attendance

### **In Attendance**

#### **Officers:**

Sacha Than	- Town Clerk's Department
Jenny Pitcairn	- Chamberlain's Department
Paul Chadha	- Comptroller & City Solicitor's Department
Jim Graham	- Department of Built Environment
Steve Presland	- Department of Built Environment
David Smith	- Director of Markets and Consumer Protection
Jon Averbs	- Department of Markets and Consumer Protection
Xenia Koumi	- Department of Markets and Consumer Protection
Robert Quest	- Department of Markets and Consumer Protection
Colin Buttery	- Director of Open Spaces
Gerry Kiefer	- Open Spaces Department

The Chairman welcomed new Member Jason Pritchard and returning Member Deputy John Bennett to the Committee.

1. **APOLOGIES**

Apologies were received from Deputy John Absalom, Peter Bennett, Tijs Broeke, Graeme Harrower, Christopher Hill, and Mark Wheatley.

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

Vivienne Littlechild and Deputy Joyce Nash declared an interest in respect of Item 4 noting they were both residents of the Barbican.

3. **MINUTES**

**RESOLVED** – That the minutes of the meeting held on 22 May 2018 be approved.

**Matters Arising**

Clean Air Act

The Director of Port Health and Public Protection explained that the draft Clean Air Act had been provided to the Remembrancer's Department for their input; and consultation would be taking place in Autumn 2018 on the refresh of the Air Quality Strategy.

Plastic Free City

The Chairman advised that a press statement had been released launching the Plastic Free City campaign. In response, a Member observed that this had featured within the City View magazine, but that copies of City View had been sent out wrapped in plastic.

Water Refill Points

The Director of Transportation and Public Realm explained that two new water refill points had recently been installed at Aldgate Square and of the ten new points the City Corporation had pledged to install, two had been installed thus far. A report with potential locations for the other refill points would be brought to the Committee in Autumn 2018.

4. **OUTSTANDING ACTIONS**

The Committee received the current list of outstanding actions.

Noise Pollution from the London Underground

The Chairman explained that he had met with Ward Members and the Assistant Director (Public Protection), as well as a resident of Defoe House in June 2018 to listen to the noise coming from the London Underground and a letter was subsequently sent to the Managing Director of London Underground, a copy of which had been provided to Members. A specialist consultant would be employed by the City Corporation to investigate the noise and vibrations caused by sub-surface trains and mitigation measures would be proposed. The Chairman advised this work would take around six months to be completed.

A Member informed the Committee that a petition from residents had been sent to the Mayor of London; a question would be raised at the GLA; and a series of articles would feature in City Matters in relation to the issue of noise pollution.

The Chairman noted that the consultant would be funded by the City Corporation. A Member added this was now a public health matter and had been referred to the Health and Wellbeing Board.

#### Electric Vehicle Charging

The Chairman advised that following a query raised at the last meeting of the Committee on whether electric charging points for vehicles could be placed within Liverpool Street Station, Officers within the Department of the Built Environment had confirmed that this area was outside of the City Corporation's jurisdiction. The Director of Transportation and Public Realm explained that whilst they had examined whether taxi charging points could be installed at this location, this was not part of the proposed plans.

The Director of Transportation and Public Realm explained that TfL had advised that the delayed installation of the charging point at Noble Street would be available from August 2018, and the Team were seeking confirmation of the date for the eight points due to be installed at Baynard House.

#### Low Emissions Neighbourhood

The Chairman advised that a report on Beech Street which was due to be presented before this Committee had been withdrawn following consideration at the Streets and Walkways Sub-Committee. The recommendations had been revised and circulated to Members of this Committee via email in advance of the meeting. In response, the Director of Port Health and Public Protection advised that a report on the Low Emissions Neighbourhood would be presented to the next meeting of the Committee. The Director of Transportation and Public Realm added that with regards to Beech Street, investigations were taking place as to what could be achieved with the existing sub-structures in place, as well as the neighbouring work taking place with the London Borough of Islington, a report on these findings and proposals would be brought before the September Committee meeting.

#### Section 101 Agreements

The Director of Port Health and Public Protection advised that an ice cream van had been seized subject to appeal in August 2018 and nut barrows had also been seized. The Section 101 Agreements were now in place with Southwark with enforcement commencing on Millennium Bridge, which would subsequently be rolled out to the other bridges. Out of hours information for the officers and contact details would be provided to Members. The Chairman added that City of London Police would now assist on both sides of the bridges.

In response to a Member's request that enforcement also take place at Tower Bridge, the Director of Port Health and Public Protection explained that the Team were working closely with Tower Bridge Staff and Tower Hamlets, however, the Section 101 Agreements with Tower Hamlets had not yet been signed. The Chairman added that at present, enforcement from the City Corporation was limited to the South side of the Bridge. A Member noted that there was regular traffic congestion at Tower Bridge due to vans unloading; in

response, the Director of Port Health and Public Protection advised that the enforcement officers only had powers to deal with illegal street trading.

5. **DRAFT CLEAN AIR STRATEGY CONSULTATION**

The Committee considered a report of the Director of Markets and Consumer Protection which set out actions that government intends to take to improve air quality by reducing pollution from a wide range of sources.

In response to a Member's query as to whether the City Corporation had co-operated with other London Boroughs for a combined response for London; the Director of Port Health and Public Protection advised that the response would in addition be submitted to London Councils who would take the City Corporation's views into account.

**RESOLVED** – That the Committee approve the draft response to the Clean Air Strategy, subject to comments received within two weeks of the committee meeting.

6. **BREXIT UPDATE**

The Committee considered a report of the Director of Markets and Consumer Protection which outlined the current position relating to Brexit and the representations made by the Port Health and Public Protection Division (PH&PP), in line with the key principles previously agreed by the Committee for collaboration with Government and relevant agencies.

The Director of Port Health and Public Protection informed the Committee that a White Paper had been published by Government the previous week and three elements would have a direct impact on their work:

- Agrifood proposals at present suggested a common rule book would be used with the UK and the EU. If this were to be the case, officers at the Ports would continue carrying out the same level of checks on EU imports as at present and would not need to conduct the additional work which was required for imports from countries outside of the EU.
- For Consumer Protection and Public Health, it was noted that the proposals would address some of the City Corporation's concerns.
- Live animal trade was an area of concern which had not been addressed in the White Paper.

The Director of Port Health and Public Protection added that funding was in place to engage a consultant who could influence and lobby government on what could be achieved in the areas mentioned. A further report would be provided to the Committee in November 2018.

Members commented they were pleased to see the recognition of European veterinarian qualifications in carrying out agrifood checks and congratulated the team on the work carried out in reaching this stage. However, the Committee was reminded that whilst the White Paper allayed some fears, there was no deal in place and Parliament was yet to approve the proposals, therefore the City Corporation should continue to set out plans for a no deal/worst case scenario.

**RESOLVED** – That the Committee note and endorse the proposals as set out in the report before Members.

7. **AIR QUALITY ANNUAL STATUS REPORT 2017**

The Committee considered a report of the Director of Markets and Consumer Protection which set out the statutory annual status report demonstrating progress in relation to air quality, the full report had been placed in the Members' Room.

In response to a Member's query on why there had been an increase in the Nitrogen Dioxide concentrations at St. Bartholomew's Hospital, the Director of Port Health and Public Protection explained they were working with staff to identify the source and would then take the necessary steps to either eliminate the source or improve dispersion depending on the results.

In response to Members' queries on rising levels of air pollution since 2011 in some areas but not in others and whether the City Corporation was working with the Academy Trusts to tackle air pollution; the Director of Port Health and Public Protection explained that road side locations were more affected by traffic and this had a knock-on effect on air pollution. Members were advised that whilst the City Corporation worked closely with schools, including Sir John Cass Primary School, the issue of air pollution would be dealt with by local councils for schools outside the City.

**RESOLVED** – That the Committee note the report.

8. **MOSQUITO PROBLEMS AT TUDOR ROSE COURT**

The Committee received a report of the Director of Markets and Consumer Protection which provided an update on action taken in relation to the mosquito problems at Tudor Rose Court.

The Director of Port Health and Public Protection advised that in addition to the washing out of the drains at Tudor Rose Court, seven mosquitoes had been trapped and analysis would take place to identify them. Officers would continue to monitor the area and an oral update would be provided in September 2018 to the Committee.

**RESOLVED** – That the Committee note the report.

9. **CEMETERY & CREMATORIUM PERFORMANCE 2017/18**

The Committee received a report of the Director of Open Spaces which updated Members on the performance of the Cemetery and Crematorium Performance 2017/18.

In response to a Member's query on the performance measures against targets and whether those needed to be re-examined, the Director of Open Spaces advised that whereas the income target was achieved, the number of services sold was below target, explaining that one memorial could provide £50-60k of income. The Director added that there had been high death rates earlier in the

year, and the figures were trying to illustrate the Cemetery's market share and the financial return; officers would reconsider how this could be reported.

In response to a Member's query on the reduction in volunteer hours and how staff satisfaction was being measured noting that a staff survey had not taken place, the Director of Open Spaces explained that the Department hoped to participate in the Corporation wide staff survey later in the year, but a departmental survey had taken place, the results of which were currently being analysed. The Director of Open Spaces explained that an update would be provided to Members with the results of the annual survey.

Responding to the volunteer question, the Director of Open Spaces advised that in previous years there had been specific projects which were not taking place at present and that may explain the reduction in hours but would ask the Superintendent of the Cemetery to look into this. Members asked that the target be re-examined.

In response to further queries on overall successful performance and the missed target for Health and Safety investigations, the Director of Open Spaces advised that it was difficult to advise on the success of each year as death rates vary, but a neighbouring crematorium was closed in 2014 resulting in additional business. With regards to the reporting of incidents, it was explained that this point had been raised at a Corporate Health and Safety meeting and the process had since changed with steps being taken to avoid a missed target in future.

**RESOLVED** – That the Committee note the report.

**10. REVENUE OUTTURN 2017/18**

The Committee received a joint report of the Chamberlain, the Director of the Built Environment, the Director of Markets and Consumer Protection, and the Director of Open Spaces which compared the revenue outturn for the services overseen by the Committee in 2017/18 with the final budget for the year.

Responding to a Member's request for further details a breakdown of the £317k overspend, the Chamberlain offered to circulate this to the Committee. Members also asked that if the methodology had been changed, to be provided with those details too.

**RESOLVED** – That the Committee note the report.

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

The Chairman asked the following question on behalf of a Member who was not present;

"Could an update be provided with regards to on-street shredding vehicles and whether this process could take place at Walbrook Wharf?"



In response the Director of Transportation and Public Realm explained that some companies required their staff to be present when shredding of confidential waste took place and consideration was being given to this when exploring whether Walbrook Wharf could become a shredding site. The Director advised on the actions being pursued which included the following:

- The Clean City Awards scheme criteria were being refreshed;
- The Air Quality team were engaging with City businesses to advise on the issue and encouraging companies to shred confidential waste off street;
- Officers were engaging with the British Security Industry Association to gain their support.

A Member asked the following question on behalf of staff at the City Magistrates Court;

“Cigarettes were being littered outside the Court, mainly by staff from the Bloomberg building which does not allow smoking in the forecourt, could officers investigate?”

The Director of Transportation and Public Realm advised of two immediate measures which could be implemented; through the Clean Streets Partnership discussions taking place at a high level on best practice and behaviour, and education materials could be distributed. If this action was not effective, enforcement such as fines could be issued.

Discussion took place amongst Members on how the matter could best be addressed, and a Member asked that if any discussions were to take place with Bloomberg, could Members of the Ward of Cordwainer be involved. In response to the discussion, the Director of Transportation and Public Realm explained that he would look into this issue and would confirm if assistance was required.

**12. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**  
Fixed Penalty Notices

The Chairman advised that the report on fixed penalty notices at Item 15 had been moved to the public session and would be considered at this point in the meeting. The Committee considered a report of the Director of the Built Environment which sought approval of increasing the charge for Fixed Penalty Notices.

In response to a Member's query on the range of offences, their associated costs and how this is addressed by neighbouring boroughs, the Director of Transportation and Public Realm advised that littering was taken seriously by local authorities with some issuing fines of up to £150 to act as a deterrent. The Director of Transportation and Public Realm added that 440 offences had taken place within the City which included graffiti and littering, and he would provide the Member with a breakdown of those offences.

In response to Members' questions, the Director of Transportation and Public Realm advised that the £80-£150 fine would take effect from April 2019 and confirmed it would be enforced strictly.

A Member observed that the bins within the City were sometimes overflowing and this should be addressed if charges were being increased. Responding, the Director of Transportation and Public Realm advised that the smart bins did send an email when they were almost full, and the Team endeavoured to address this as quickly as possible.

**RESOLVED** – That the Committee:

- a) approve a Fixed Penalty Notice (FPN) charge of minimum £80 per FPN issued if paid within 10 days and a maximum of £150 if not paid within 10 days for the offences listed in the report as the new FPN fee structure for litter offences;
- b) request the Director of the Built Environment to instruct Street Environment Officers to issue FPNs at the approved level; and
- c) approve implementing a communication and publicity campaign to publicise the increase in the penalty structure.

#### Consultations

The Chairman reminded Members they had two weeks from today to submit their comments to the Air Quality Team regarding the DEFRA consultation. The Team would then collate comments and submit the response. The Chairman added the Saturday Working Consultation would end on 7 August 2018.

#### Dates

The fishing experiment would take place on 22 September 2018 and the cemetery visit on 30 October 2018. The Chairman asked the Town Clerk to circulate the time of the Cemetery visit to Members.

### 13. **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.

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16	3

### 14. **NON-PUBLIC MINUTES**

**RESOLVED** – That the non-public minutes of the meeting held on 22 May 2018 be approved.

### 15. **CHARGING STRUCTURE FOR FIXED PENALTY NOTICES UNDER ENVIRONMENTAL PROTECTION ACT 1990 AS AMENDED 1 APRIL 2018**

This report was considered at Item 12.

16. **HEATHROW ANIMAL RECEPTION CENTRE (HARC) UPDATE**

The Committee received a report of the Director of Markets and Consumer Protection which provided an update on income generating opportunities.

**RESOLVED** – That the Committee note the report.

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

There were no questions.

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

There was one item of business.

**The meeting ended at 3.12 pm**

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Chairman

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**tel. no.: 020 7332 3419**  
**sacha.than@cityoflondon.gov.uk**

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## Port Health & Environmental Services Committee – Outstanding Actions

Item	Date	Action	Officer(s) responsible	To be completed / progressed to next stage	Progress Update
1.	23 May 2016	<b>Noise Pollution from the London Underground</b>	Director of Port Health and Public Protection	Ongoing	<p>In response to a Member's request for continued pressure on TfL, there had been an exchange of letters in December 2017 and in March 2018, officers asked that residents continue to report issues.</p> <p>A meeting with TFL and Barbican residents took place on 6 June 2018 to discuss issues and a letter was submitted to Mr Wild, the Managing Director of the London Underground by the Chairman of the Committee in July 2018.</p> <p>At the July 2018 meeting, it was reported that a consultant would be employed for six months to investigate this issue.</p>
2.	4 July 2017	<b>Impact of Brexit</b>	Director of Port Health and Public Protection	November 2018	An update report would be provided to the Committee in November 2018.
3.	19 September 2017	<b>Electric Vehicle Charging</b>	Director of Transportation and Public Realm	TBC	The installation of a charging point in Noble Street was programmed for June 2018. There have been some further delays due to questions on legal and formal notice issues with TfL, who are paying for the work. The procurement process will take approximately 6 weeks so currently anticipated for August 'live' date.

					Charge points in Baynard House (a hub 8-10) are under detailed feasibility appraisal with TfL. The complexity of the site requires further work, as this is one of the first large hub sites proposed. TfL project board are still supporting the proposal and a workshop is being set up.
4.	6 March 2018	<b>Lower Emissions Neighbourhood (LEN)</b>	Director of Transportation and Public Realm and Director of Port Health and Public Protection	September 2018	<p>Following the proposed decision to substitute Moor Lane for Beech Street as the ultra-low emission street which Members of the Committee strongly disagreed with. A resolution of the discussion was submitted to the P&amp;R and P&amp;T Committees, and officers were asked to look at a full range of options to reduce pollution in Beech Street.</p> <p>In July 2018, the Committee were advised that a report on Beech Street due to be presented had been withdrawn following comments at the Streets and Walkways Sub-Committee. The recommendations had been revised and work would take place to investigate what could be built with the existing sub-structures in place</p> <p>Two reports would be presented to Committee in September 2018: Low Emissions Neighbourhood from the Director of Port Health and Public Protection and Beech Street from the Director of Transportation and Public Realm.</p>
5.	6 March 2018	<b>Gumdrop</b>	Director of the Built Environment	TBC 2018	<p>An initiative to recycle gum known as Gumdrop was brought to officers' attention at Committee and officers agreed to consider whether this could be adopted within the City.</p> <p>Gumdrop was trialled at Westminster as part of Hubbub's "Neat Streets" project, there was no direct evidence available as to the effectiveness of the collection solutions on reducing chewing gum litter. Anecdotally, they seem to</p>

					have limited success in significantly reducing chewing gum littering and are also likely to increase the amount of chewing gum unintentionally dropped on the floor near them when people try to use them but miss. This is a problem the Corporation currently experiences with our 900+ chewing gum and cigarette bins.
6.	21 November 2017	<b>S.101 Agreements</b>	Director of Port Health and Public Protection	Ongoing	<p>To combat illegal street trading, the Committee gave authorisation for the City of London Corporation to enter into a S.101 Agreement with the London Borough of Southwark. Members further agreed that officers could enter into a S.101 Agreement with Tower Hamlets if a successful agreement was negotiated. In June 2018 Members were informed that an agreement had been reached and signed with Southwark.</p> <p>With regards to the S.101 Agreement with Tower Hamlets, the area is under consideration and being processed by the Comptroller and City Solicitor.</p>
7.	22 May 2018	<b>Wardmote – mosquitoes</b>	Director of Port Health and Public Protection	September 2018	<p>The Committee received the following resolution of the 15 May 2018 Grand Court of Wardmote which had been referred to the Committee from the 17 May 2018 Court of Common Council with regards to the issue of mosquitoes in the Ward of Aldersgate.</p> <p>Following receipt of this resolution, the local environment was surveyed and whilst nothing concrete was found, officers felt that the partially-blocked basement lightwell rainwater drains may have afforded the dark, underground harbourage required by <i>Culex pipiens molestus</i>.</p> <p>Arrangements were made by the Building Manager to have drains thoroughly cleaned out by high-pressure jetting and mosquito monitoring equipment was then installed in the garden area of Tudor Rose Court, adjacent to the Barbican</p>

					<p>Wildlife Garden.</p> <p>Approximately 16 insects were caught and four were identified as <i>Culex pipiens</i>, but none were the <i>Culex pipiens molestus</i> (the so-called “London Underground” species). The decision to monitor for a longer period of time was deferred; dependent on any further complaints being received which to-date there have been none.</p> <p>A final oral update would be provided at the September meeting of the Committee.</p>
8.	16 July 2018	<b>Water Refill Points</b>	Director of Transportation and Public Realm	Autumn 2018	A report to be provided to the Committee setting out the proposed locations for the water refill points within the City.
9.	16 July 2018	<b>Cemetery and Crematorium</b>	Director of Open Spaces	TBC	An update on staff satisfaction from the Annual Report to be provided to the Committee.



TO: **PORT HEALTH AND  
ENVIRONMENTAL SERVICES  
COMMITTEE**

25 September 2018

FROM: **PLANNING AND  
TRANSPORTATION  
COMMITTEE**

11 September 2018

20. **Any Other Business that the Chairman Considers Urgent**

The Committee was advised that the Streets & Walkways Sub-Committee had requested that the Planning & Transportation Committee amend its composition to enable the Sub-Committee to invite the Port Health & Environmental Services Committee to nominate one Member to the Streets & Walkways Sub-Committee, in order to ensure the Sub-Committee's deliberations were tied in with pollution issues in the City.

**RESOLVED** – That the composition of the Streets & Walkways Sub-Committee be amended accordingly, and that the Port Health & Environmental Services Committee be invited to nominate one Member to the Streets & Walkways Sub-Committee.

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# Agenda Item 6

<b>Committee</b> Port Health & Environmental Services Committee	<b>Dated:</b> 25 September 2018
<b>Subject:</b> Petition of the Barbican Residents regarding Tube Noise	<b>Public</b>
<b>Report of:</b> The Town Clerk	<b>For Decision</b>
<b>Report author:</b> Sacha Than, Senior Committee and Members' Services Officer	

## Summary

At its meeting of 13 September 2018, your Court of Common Council received a petition from residents of the Barbican Estate in relation to tube noise. The petition was referred to the Port Health and Environmental Services Committee for consideration and is appended to this report. Officers within the Department of Markets and Consumer Protection have provided a report at Item 9 detailing the work being carried out to address this issue.

## Recommendation

Members are asked to consider the petition.

## Main Report

### Background

1. For its meeting of 13 September 2018, your Court of Common Council received a petition from residents of the Barbican Estate relating to operational rail noise from the London Underground.

### Summary

2. The Court of Common Council referred the petition to the Port Health and Environmental Services Committee for their consideration.
3. A report at Item 9 of the agenda provides details of the work taking place to address the issue of operational noise resulting from the trains which has been affecting residents of the Barbican Estate.

### Conclusion

4. Members are asked to consider the petition appended to this report.

### Contacts:

Sacha Than

Town Clerk's Department

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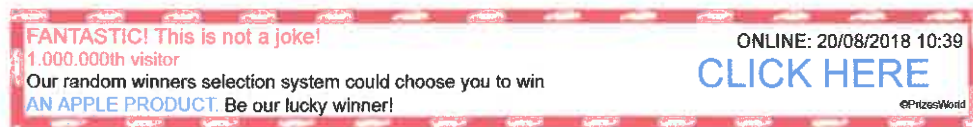
# Barbican residents' tube noise petition. (/petitions/barbican-residents-tube-noise-petition.html)

📅 Jun 18 2018

35 Signatures (/signatures/barbican-residents-tube-noise-petition.html)

👤 Richard Collins (/contact/author/94109)

Closed on Jun 26 2018



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#	Title	Name	Town/City	S/C/P	Region	Comment	Date
1	Mr	Richard Collins	London	London	N/G	N/G	Jun 18, 2018
2	Mrs	Anonymous	London	N/G	UK	<a href="#">View</a> (/signature/comment/22252957)	Jun 18, 2018
3	Professor	Terhi Rantanen	London	Greater London	UK	N/G	Jun 18, 2018
4	Mrs	Anonymous	London	London	UK	N/G	Jun 18, 2018
5	Mr	Francis Pugh	London	City of London	UK	<a href="#">View</a> (/signature/comment/22253623)	Jun 19, 2018
6	Mr	Ian Dixon	London	N/G	UK	<a href="#">View</a> (/signature/comment/22254051)	Jun 19, 2018
7	Mr	Brian Leonard	London	London	UK	<a href="#">View</a> (/signature/comment/22254703)	Jun 20, 2018
8	Mr	Adrian Bastow	London	N/G	UK	N/G	Jun 21, 2018
9	Ms	Janet Pilch	London	London	N/G	N/G	Jun 21, 2018
10	Mrs	Anonymous	London	London	UK	<a href="#">View</a> (/signature/comment/22255930)	Jun 21, 2018
11	Mr	Anonymous	London	N/G	UK	<a href="#">View</a> (/signature/comment/22256000)	Jun 21, 2018

12	Mrs	Marlena Schmool	London	N/G	UK	N/G	Jun 21, 2018
13	Dr	Nayland Stanley-Wood	LONDON	N/G	UK	<a href="#">View</a> (/signature/comment/22256055)	Jun 21, 2018
14	Dr	Nicholas Deakin	EC2Y8DN	London	UK	N/G	Jun 21, 2018
15	Mr	Anonymous	London	London	UK	N/G	Jun 21, 2018
16	Dr	Anonymous	London	N/G	UK	<a href="#">Hidden</a>	Jun 21, 2018
17	MR	Anonymous	London	UK	UK	<a href="#">View</a> (/signature/comment/22256228)	Jun 21, 2018
18	Mr	Jeffrey Hennessey	London	United Kingdom	N/G	N/G	Jun 21, 2018
19	Dr	Max Pemberton	London	Barbican	UK	N/G	Jun 21, 2018
20	Mrs	Anonymous	London	N/G	UK	N/G	Jun 21, 2018
21	Mr	Anonymous	London	N/G	UK	N/G	Jun 21, 2018
22	Mr	John Shuker	London	N/G	UK	<a href="#">View</a> (/signature/comment/22257308)	Jun 22, 2018
23	Dr	Garth Leder	Barbican	London	UK	N/G	Jun 22, 2018
24	Mr	Robin Gough	London	London	UK	<a href="#">View</a> (/signature/comment/22257466)	Jun 22, 2018
25	Mrs	Mary Durcan	London	N/G	UK	<a href="#">View</a> (/signature/comment/22257628)	Jun 22, 2018
26	DR	CAROLE A COTTER	LONDON	LONDON	UK	N/G	Jun 22, 2018
27	Miss	Margaret Mbugua	London	N/G	UK	N/G	Jun 22, 2018
28	Mr	Paul Shuker	London	London	UK	N/G	Jun 22, 2018
29	Mr	James Durcan	London	London	UK	<a href="#">View</a> (/signature/comment/22257823)	Jun 22, 2018
30	Mr	Carl Vann	Barbican	Greater London	UK	<a href="#">View</a> (/signature/comment/22258218)	Jun 23, 2018
31	Miss	Anonymous	London	N/G	UK	N/G	Jun 23, 2018
32	Ms	Sarah Guy	London	N/G	UK	N/G	Jun 23, 2018
33	Miss	Anonymous	London	London	N/G	<a href="#">View</a> (/signature/comment/22259652)	Jun 24, 2018

34	Ms	Anonymous	London	London	UK	N/G	Jun 24, 2018
35	Mr	Anonymous	London, United Kingdom	N/G	UK	<a href="#">View</a> (/signature/comment/22260021)	Jun 24, 2018

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<b>Committee(s):</b> Port Health and Environmental Services	<b>Date(s):</b> 25 September 2018
<b>Subject:</b> Section 101 Agreement with Thurrock Council	<b>Public</b>
<b>Report of:</b> Director of Markets & Consumer Protection	<b>For Decision</b>
<b>Report author:</b> Gavin Stedman, Assistant Director (Port Health)	

## Summary

The report seeks authorisation to enter into an agreement made under s.101 of the Local Government Act 1972 between the City of London Corporation (as the London Port Health Authority) and Thurrock Council. The agreement seeks to enable City of London Officers to undertake imported food and feed controls, and enforce other Environmental/Public Health legislation, within the DP World Logistics Centre, Stanford-le-Hope, Essex, adjacent to London Gateway Port.

## Recommendation(s)

Members are asked to:

- Authorise the City of London Corporation to enter into an agreement under the provisions of s.101 Local Government Act 1972 with Thurrock Council as outlined in this report.
- Authorise the Director of Markets & Consumer Protection, in consultation with the Comptroller & City Solicitor to negotiate and settle the final form of agreement with Thurrock Council, including specific legislation, charging regimes and termination arrangements.

## Main Report

### Background

1. The Port Health Service is part of the Port Health and Public Protection Division, which sits within the Markets and Consumer Protection portfolio. The main function of the team is to carry out import controls, in its capacity as the London Port Health Authority (LPHA), for food and feedstuff entering the country from outside the EU. In addition, the Service undertakes a number of other statutory and ceremonial duties.

2. The LPHA is responsible for a district extending for 94 miles along the River Thames from Teddington to the outer Estuary. The area includes the new London Gateway port together with the ports of Tilbury, Purfleet, Thamesport and Sheerness. The area also includes London City Airport as well as the various docks and dockland areas which have now been redeveloped.
3. In 2017, 184,208 consignments of food arrived at the ports of London Gateway and Tilbury. 174,317 of these were Products Not of Animal Origin (NAO) with the remaining 9,891 being Products of Animal Origin (PoAO). The overall numbers of imported food consignments compared to the previous year have increased by nearly 7% due to the growth in trade at London Gateway.
4. The growth continues at a greater pace in 2018 with NAO throughput (January to July) 32% higher than the same period in 2017. The throughput between January and June 2018 was greater than the total throughput for 2015. POAO throughput for the same period is 13% higher than the same period in 2017.
5. In addition to its imported food responsibilities, LPHA also has responsibility for Animal Feeding Stuffs, Shellfish Classification, Infectious Disease Control, Food Hygiene, Pollution Control and Pest Control.
6. Section 101 of the Local Government Act 1972 allows local authorities to arrange for the discharge of any of their functions by any other local authority. In certain circumstances this can work to the mutual advantage of both authorities.

### **Current Position**

7. Currently food and feed imported into the UK from a third country is subject to Official Controls relevant to the risk that the food or feed represents; risk includes the type of product, country of origin, volume imported and previous history. These products must be imported through a Designated Port of Entry and for high risk products must be checked in a Border Control Post, which are within the Customs Boundary. The area outlined in green in Appendix 1: Plan of DP World London Gateway Port, highlights the area within which the LPHA is authorised to undertake Official Controls.
8. EU Products are not currently subject to Official Controls, but this may change depending on the outcome of the Brexit negotiations.
9. The Port Health Service has been approached by both the Port Operator and a number of businesses to consider whether the LPHA could undertake food and feed controls, and other Environmental Health enforcement in the DP World Logistics Park (Appendix 2). The Port Health Service already undertakes this work within the Port of Tilbury.
10. For businesses it means that they will have access to their goods sooner, reducing port storage costs as well as having control of the supply chain and a single source for advice from import, through processing to dispatch. For the Port Operator it supports the viability of the DP World Logistics Park, provides

additional capacity and aids the swift movement of containers through London Gateway Port.

11. The proposals have been discussed with Thurrock Council officers, who confirmed on the 12<sup>th</sup> September 2018 that they have permission to enter in to a s.101 Agreement to enable City Corporation officers to enforce relevant legislation within the DP World Logistics Park.
12. Initial discussions with appropriate government departments and agencies have taken place regarding the potential for imported food and feed controls to be undertaken outside of the Customs Boundary. There are a number of examples of where this arrangement has been allowed, one in the UK and one in the Netherlands. These discussions now need to be formalised.

### **Options**

13. Maintain current arrangements – continue undertaking food and feed controls within the Customs Boundary and recovering our costs, where possible, for undertaking this work. This does not support the Port Operator or the Importers in providing an efficient and cost-effective food supply chain. If changes to the legislation allow imported food and feed to be checked outside of the Customs Boundary, Thurrock Council (or another Local Authority under a s.101 agreement) could develop a resource to undertake the functions in the DP World Logistics Park, which could result in a loss of work and income if Importers choose for their products to be checked in the Logistics Park. This approach would mean that the Port Operator and Agents would need to communicate with two regulatory bodies, which raises concerns of consistency and knowledge of the imported product.
14. Enter into the s.101 agreement with Thurrock Council, which will allow the Port Health Service to undertake Environmental/Public Health Controls within the DP World Logistics Park. This supports the Port Operator in encouraging new business to the area and developing existing businesses. Both the Port Operator and numerous businesses have expressed their desire for a single point of contact for all regulatory issues relating to food and feed. This approach supports a cost-effective food supply chain. In addition, if changes to the legislation allow imported food and feed to be checked outside of the Customs Boundary, the Port Health Service will be in a good position to undertake this work.

### **Proposals**

15. To delegated authority to the Director of Markets & Consumer Protection, in consultation with the Comptroller & City Solicitor, to negotiate and settle the final form of agreement with Thurrock Council, including specific legislation, charging regimes and termination arrangements.
16. Subject to section 15, to enter into an agreement made under s.101 of the Local Government Act 1972 between the City of London Corporation and Thurrock Council for authorised officers of the City Corporation to discharge Thurrock

Council's functions relating to imported food and feed controls, and other Environmental/Public Health controls.

17. Continue discussions with relevant government departments and agencies to enable controls on imported food and feed to take place outside of the Customs Boundary, but under a strict procedure.

### **Corporate & Strategic Implications**

18. There are no Corporate and Strategic Implications

### **Financial Implications**

19. Initially the functions will be undertaken within the existing Port Health Service resource.
20. If the relevant government departments and agencies agree that imported food and feed controls can be undertaken outside of the Customs Boundary, then there may be an opportunity to provide an 'added value' service, such as booked inspections, which would potentially generate further income for the service.
21. It is likely that the staff resource will need to grow to meet the increases in throughput, any changes in legislation and potentially as a result of Brexit. It is anticipated that these implications will be addressed through commensurate increases in income.

### **Conclusion**

22. Entering into a s.101 agreement with Thurrock Council to undertake food and feed controls, and other Environmental/Public Health controls within the DP World Logistics Park will support the Port Operator and businesses in providing a reliable, efficient and cost-effective food supply chain, whilst protecting public, animal and environmental health.
23. In addition, the agreements will allow the Port Health Service to develop 'added value' services, to meet the increases in throughput and minimise the impact of a 'hard' Brexit.

### **Appendices**

- Appendix 1 – Plan of DP World London Gateway Port
- Appendix 2 - Plan of DP World Logistics Park

### **Background Papers**

Committee Report – Impact of the UK leaving the EU (Brexit) on Port Health & Public Protection. 19<sup>th</sup> September 2017.

**Gavin Stedman**

Assistant Director – Port Health

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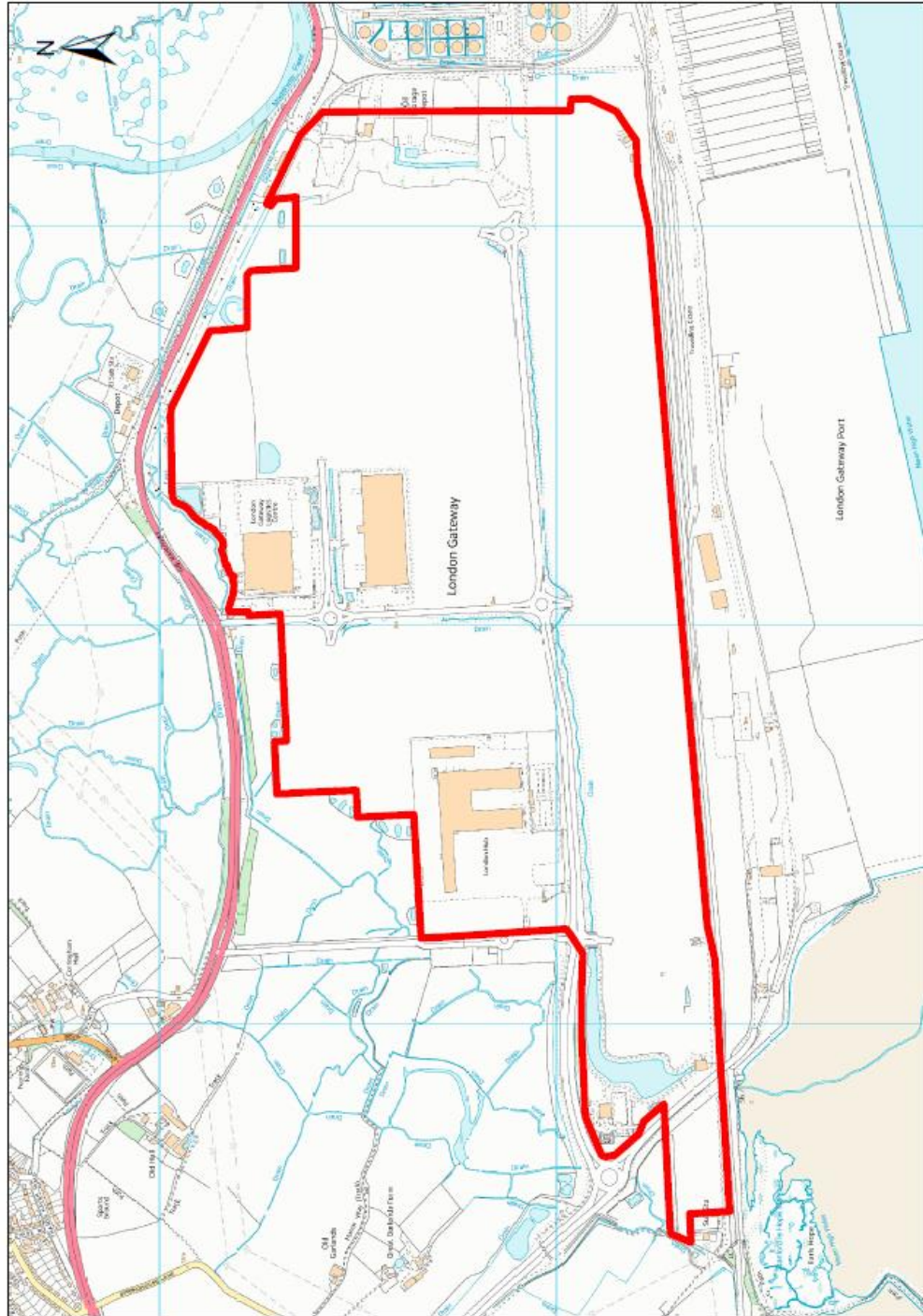
## Appendix 1: Plan of DP World London Gateway Port





## Appendix 2: Plan of DP World Logistics Park

### DP World Logistics Park



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<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services Planning and Transportation	25 September 2018 30 October 2018
<b>Subject:</b> Update on the Consultation on Noisy Saturday Construction Work Activities in the City of London	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Information (PHES), (P&amp;T), (H&amp;WBB)</b>
<b>Report author:</b> Rachel Pye, Assistant Director Environmental Health and Public Protection	

## Summary

At the 19 September 2017 Port Health and Environmental Services Committee (PHES) meeting it was agreed to publish the latest iteration of the City's Code of Deconstruction and Construction Practice (COP), 8<sup>th</sup> edition. It was also agreed that the City Corporation would undertake a consultation about Saturday working in relation to noisy construction activities and a draft questionnaire was agreed at the March PHES committee.

The consultation is now complete with 725 responses received and detailed analysis is underway.

This report provides an update to the consultation and a timetable for a decision on the matter being taken by Members.

The questionnaire for the consultation process is attached.

## Recommendation(s)

That the contents and timetable be noted.

## Main Report

### Background

1. At the 19 September 2017 PHES Committee meeting it was agreed to publish the latest iteration of the City's Code of Deconstruction and Construction Practice (COP), 8<sup>th</sup> edition. The COP had been updated to reflect current best practice, guidance and the inclusion of a schedule of monitoring fees for developers to encourage use of the best environmental options in planning and managing construction and deconstruction. It balances the needs of the business City to undertake construction works, with the expectations of residents and neighbouring businesses who want impacts to be minimised. It also reflects the priority placed

on mitigating the impact of poor air quality and unwanted sound from construction sites on the health of residents, workers and visitors.

2. The COP contains the provision to vary hours on a site-specific basis where noise levels exceed 65 dBA causing annoyance and interference to occupiers.
3. The consultation on the draft 8th edition in 2017 included residents, businesses, and neighbouring boroughs. Comments were very supportive of the Code and where critical feedback was received on issues these were about improving guidance, e.g. less intrusive vehicle reversing alarms, requesting a stricter approach and additional resources to help enforce the Code. These suggestions were all included in the new 8th edition, appendix 1.
4. A letter was received from the Barbican Association to the Port Health and Environmental Services Committee requesting that the City does not permit noisy work from construction sites in or adjoining residential areas on Saturdays. After discussion at the PHES Committee in September and November 2017 it was agreed that the City would undertake a consultation about Saturday working in relation to noisy construction activities. The Committee agreed that 'a further evidence based study on Saturday Morning Working and the impact this has on both Barbican residents and those in residential wards, and the effects on developments along with the legal implications would be prepared and undertaken'. The matter would then be presented as a report to your Committee for decision.

### **Current Position**

5. The Comptroller and City Solicitor obtained advice from counsel on the consultation process for changing Saturday working, definitions of noisy working, how to approach the issue of exemptions to the restrictions, and how the needs of developers could continue to be met, whilst implementing a new policy. On the scope of the intended consultation, counsel's advice is that whilst the City Corporation has substantially "residential wards" for electoral purposes; given that residential properties are distributed, albeit with varying degrees of intensity and numbers, throughout the City's area, consultation should take place throughout the City. Counsel advice indicated that respondents may feel excluded and it be discriminatory if it is suggested that only certain areas could be subject to a ban. A question inviting general comments including alternative options, would however give respondents the opportunity to raise and discuss this issue of residential areas if they chose to.
6. In a similar vein the intention of the consultation, views were sought as widely as possible to ensure a continued 'balanced approach' to the needs of the business City to undertake construction works, with the expectations of residents and neighbouring businesses who want impacts to be minimised, as was done with the 2017 consultation for the COP.
7. The consultation questionnaire incorporated the advice from counsel, members and comments from City Officers across Departments. This is attached at Appendix 2.

8. Government guidance for consultation best practice is to have consultations open for twelve weeks to ensure adequate time for publicity and for respondents to consider and send their response. The consultation was open for twelve weeks and closed on the 7<sup>th</sup> August.
9. There were 725 responses received to the consultation. Individuals accounted for 78% of all responses and organisations for 21% of all responses. There was a large degree of variation to the size of responding organisation and responses were received from small companies to large organisations operating in the City of London. Detailed analysis and preparation of the public consultation outcomes report is underway.
10. In parallel with the consultation and analysis, further evidence and data has been sought to include in the report to your Committee later this year to include construction works programmes, activities on the highway, environmental monitoring and construction activities observations.

#### **Proposed Timetable**

11. The detailed analysis of responses to be presented in a public consultation outcomes report is underway, a summary of the evidence base is being produced in parallel and the final report for decision will be presented to the 27<sup>th</sup> November PHES committee and the 20<sup>th</sup> November Planning and Transportation (P&T) committee.
12. It is anticipated that the current officer working party, which at present comprises of the Comptroller and City Solicitor, the Port Health and Public Protection Director and the Chief Planning Officer and Development Director and other relevant officers from their services, will be utilised to consider the responses, evidence and any other suggestions received in producing the final report for Members' consideration. Counsels advice will also be sought throughout the remaining analysis and on any conclusions and recommendations made.

#### **Proposals**

13. It is proposed that, subject to comments received at your meeting, the consultation analysis is completed as set out in this report with a final report submitted for decision by Members to both PHES and P&T committees in November 2018.

#### **Financial Implications**

14. There are no direct financial implications at this stage for consideration as the cost of carrying out this work will be met from existing resources within the Markets and Consumer Protection Department's local risk budget.

#### **Corporate and Strategic Implications**

15. Corporate Plan 2018-2023: meets all three aims of 'contributing to a flourishing society', specifically that 'people enjoy good health and wellbeing', as well as

elements of 'supporting a thriving economy' and 'shaping outstanding environments'.

## **Conclusion**

16. The City Corporation has undertaken a consultation and is proceeding with the detailed analysis with respect to the matter of Saturday working in relation to noisy construction activities, A full report for decision will be presented to Planning and Transportation Committee on the 20<sup>th</sup> November, Port Health and Environmental Services Committee on the 27<sup>th</sup> November and for information to the Health and Wellbeing Board on 23<sup>rd</sup> November.

## **Appendix 1**

Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017 available at:

<https://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/Documents/Code-of-practice-for-deconstruction-and-construction.pdf>

## **Appendix 2**

Consultation Questionnaire - Construction Work Activities on Saturday in the City of London

### **Contact:**

*Rachel Pye*

0207 332 3313

[rachel.pye@cityoflondon.gov.uk](mailto:rachel.pye@cityoflondon.gov.uk)

## City of London Corporation

### Construction Work Activities on Saturday in the City of London

#### Consideration of the impact of Saturday construction

The City Corporation is reviewing the existing ‘standard hours’ arrangements for Saturday mornings for construction type activities. We are asking for comments as widely as possible so that our elected Members are aware of your views when considering this matter.

#### Introduction

The high level of development in the Square Mile, including major office redevelopments in the east and infrastructure projects has the potential to have significant environmental impacts on occupiers of nearby premises. Protecting City businesses, residents and other noise sensitive premises (e.g. schools) from noise and vibration impacts of construction sites is a necessary part of ensuring the City is an excellent place to live, work, learn and to do business.

“Noisy” work in this context is usually defined as being *‘where audible at the site boundary, or another location agreed by the City, and/or is likely to cause disturbance’*. The standard hours for design and planning purposes on sites and construction type activity are set out in the Code of Practice for Deconstruction and Construction (the Code) and can be found at [www.cityoflondon.gov.uk/noisestrategy](http://www.cityoflondon.gov.uk/noisestrategy), and include ‘quiet hours’ as stated below.

‘Standard hours’ currently permitted for **noisy** work are normally as follows:

- 08:00 - 18:00 hours (Monday to Friday);
- 08:00 - 13:00 hours (Saturday);
- No noisy working is permitted on Sundays, Bank or Public Holidays. Within the standard hours there are ‘quiet hours’ (normally 1000-1200 and 1400-1600 Mondays to Fridays) to protect commercial neighbours in normal working hours.

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

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

“Other noise generating activities” may depending on the circumstances include, for example, erection and dismantling of scaffolding and cranes, road resurfacing, vehicle movements.

Allowing some hours of noisy working on Saturdays can have the effect of reducing the overall time taken for projects to complete and for any disturbance to last for a shorter overall period. However, this needs to be balanced against amenity for those in the area.

Noisy work outside of the ‘standard hours’ or during ‘quiet hours’ may currently be permitted where this is aligned with the needs of local neighbours and City businesses. When requests

from contractors for variations to hours of work are made the typical matters considered include the proximity to residential properties, places of worship or hospitals. Variations to these hours may be approved for works where impacts are expected to be low; are in locations where there are no affected neighbours or for safety, logistics or engineering reasons. Variations may be refused if the impacts on neighbours are considered high and cannot be mitigated or previous variations have not been fully complied with.

Saturday work for construction activity is considered the industry norm and has been accepted nationally. It helps in practical ways as, for example, fewer people and vehicles are on the street at weekends so there are less public safety implications with works, and it is easier to move large vehicles and loads on streets. Projects use the additional hours to carry out works which speeds up the completion of projects and reduces the length of impact on neighbours.

### Impact of Saturday Working

The City has been asked to consider the principle of ending or revising the 'standard hours' working arrangements for Saturdays.

### Consultation Questions

For the City Corporation's elected Members to assess this issue we request responses to the following question starting on the next page: -

All responses should be returned to

Address  
Web link

By XXXXXXXXXX

Thank you for your time and help.

1. Do you think the existing Saturday permitted hours for noisy construction work activity (08.00-13.00) should continue?

<u>Yes</u>	<u>No</u>	<u>No Opinion</u>
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2. Do you think that, unless permitted in emergencies or upon special application (such as for public safety reasons, or where local neighbours would prefer it to speed up the project overall), there should be no noisy works permitted on Saturdays?

Yes	No	No Opinion
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3. Do you think that if noisy construction works were not permitted on Saturdays, there should be an extra hour of noisy construction work permitted on Monday-Friday, from 18.00 until 19.00?

Yes	No	No Opinion
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If so, why?

4. Do you think that, unless permitted in emergencies or upon special application as in question 2, that noisy Saturday construction work should be partially permitted, e.g. specific times, locations, away from residential clusters, alternate weekends, etc.?

<u>Yes</u>	<u>No</u>	<u>No Opinion</u>
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i. If yes, please state what should be permitted:

5. Do you think you or your organisation would be affected if noisy construction work was not permitted on Saturdays?

<u>Positively affected</u>	<u>Negatively affected</u>	<u>Not affected</u>	<u>No Opinion</u>
----------------------------	----------------------------	---------------------	-------------------

If so, How? Answer below



6. Are you or have you been affected by noisy Saturday construction work activity?			
<u>Positively affected</u>	<u>Negatively affected</u>	<u>Not affected</u>	<u>No Opinion</u>
If so, How? Answer below.			

7. Are you responding to this consultation as an individual or as an organization?	
<u>Individual (Q9)</u>	<u>Organization (Q8)</u>
8. If you're responding as an Organization,	
i. <u>What is the name and postal address of your organisation and the nature of its interest in Saturday construction works? Answer below.</u>	
ii. <u>How many people does your organisation represent? Answer below.</u>	

iii. <u>How many people were involved in taking the decision on how your organisation should respond to this questionnaire? Answer below.</u>

9. <u>If you're responding as an individual,</u>		
i. <u>Please provide your name and postal address including your full postcode below.</u>		
ii. <u>Please tick all boxes that apply to you:</u>		
<u>Resident within CoL postcode</u>	<u>Owner of business within CoL postcode</u>	<u>Person working within CoL postcode</u>
<u>Person visiting destination in CoL</u>	<u>Person visiting destination in CoL</u>	<u>Please Circle appropriate</u>

10. <u>Does the issue of noisy Saturday construction works have any impact on you as an individual, group or organisation by reason of any of the following characteristics:</u> <u>Please Circle</u>			
<u>Age</u>	<u>Disability</u>	<u>Gender reassignment</u>	

			<u>Pregnancy &amp; Maternity</u>
<u>Race</u>	<u>Religion or belief</u>	<u>Sex</u>	<u>Sexual Orientation</u>
<i>If so, what is the impact? Answer below.</i>			

11. Do you have any comments, evidence or proposals (including alternatives) that you wish us to consider regarding the issue of noisy Saturday morning construction works and/or any of the questions asked above?

If so, please set them out below.

Many thanks for your help in responding to this consultation.

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The City of London's Data Protection Officer is the Comptroller and City Solicitor.

The City of London fully respects your right to privacy, and any personal information you provide as part of this survey, will be processed for the purpose of informing this consultation, and to contact you in relation to progress of the Saturday Construction working consultation, and other compatible public engagement activities.

Any personal data provided by you, for these purposes, using this survey, will be processed by Survey Monkey (the 'processor') on behalf of the City of London, and in accordance with the City of London's instructions, the requirements of the EU – U.S. Privacy Shield, and their own privacy policy (<https://www.surveymonkey.com/mp/policy/privacy-policy/>).

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<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services	25 <sup>th</sup> September
<b>Subject:</b> Update on the issue of operational rail noise from London Underground affecting the Barbican Estate.	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Information (PHES)</b>
<b>Report author:</b> Rachel Pye, Assistant Director, Public Protection.	

## Summary

Operational rail noise from London Underground (LU) sub-surface Circle, Hammersmith and City and Metropolitan lines running beneath the Barbican Estate, between Barbican and Moorgate Stations continues to affect residents of the Barbican Estate.

The importance of this as a public health issue is recognised and officers have commissioned an independent investigation and subsequent report, examining -

- The potential public health impact to residents;
- The acceptability of existing noise / vibration levels experienced;
- The potential impacts of night tube to residents;
- Mitigation options.

The initial measurements of noise and vibration have been completed and will be used to inform a further strategy for measurements, and discussion on the causes and options for mitigation. A full report will be presented to your January 2019 committee meeting.

This work meets the key aims of the City's Noise Strategy 2016 to 2026 and the Corporate Plan outcome "People enjoy good health and wellbeing".

## Recommendation

The contents be noted, subject to any comments by this committee.

## Main Report

### Background

1. Parts of the Barbican Estate, specifically Brandon Mews, Defoe House and Lambert Jones Mews are affected by noise and vibration generated by London Underground trains running on the Circle, Hammersmith and City and Metropolitan Lines between Moorgate and Barbican Stations.

2. Vibration created by LU train services propagates through the ground and surrounding structures and results in the vibration of floors, walls and ceilings, this can be heard as a low frequency 'rumbling' sound.
3. The effects of noise and vibration from the railway were considered at the construction stage in the 1960's and historical records show that mitigation in the form of separation to the railway and the Barbican structure and the placing of the precast deck on rubber blocks was part of the design, see appendix 2.
4. Complaints however, began to emerge in the late 1970's and there is written evidence of complaints and subsequent noise studies dating back to the 1990s in LUL and City archives.
5. More recently residents are reporting an increase in the noise and vibration experienced and a number of previously unaffected properties have raised complaints.
6. City officers have been in discussion with LUL for some time to determine the level and extent of the disturbing noise and vibration, the primary causes and an examination of measures that could be implemented to mitigate.
7. The Chairmen of Port Health and Environmental Services (PHES) and Planning and Transportation Committee's raised the issue of operational train noise in July 2016, November 2017 and again in July 2018 in letters to Mark Wild, the Managing Director of London Underground (appendix 1). Positive responses were received.
8. Whilst improvements have been secured on other parts of the network through activities such as rail grinding and issues with construction noise have now been resolved, the disturbance from operational rail noise under the Barbican remains.
9. To assist the investigation the City has appointed independent expert consultancy, Cole Jarman to review the work undertaken to date, carry out independent measurements and provide input into those ongoing discussions.

### **Measurement Summary**

10. Independent initial measurements have been carried out to determine levels of noise and vibration generated at four properties (1 property in each of Brandon Mews, Defoe House, Lambert Jones Mews and Gilbert House) on the Barbican Estate located above the LUL railway lines.
11. In summary, the measurements confirm subjective impressions that ground borne noise is clearly audible in three of the properties and vibration perceptible in three of the properties. It is audible and feelable in two properties.
12. The measurements are broadly in line with those most recently recorded by LUL except for Lambert Jones Mews where the measurements indicate significantly higher levels and the reasons for this are subject to further investigation.
13. Noise level changes, although identifiable, are less obvious than vibration level changes because LUL pass-by noise levels are not significantly higher than the

background noise during parts of the day when people are active. Vibration level changes are more identifiable as very few naturally occurring sources can excite a building structure to the same extent as an underground train.

14. The data acquired over different times of the day show that both noise and vibration generated by LUL train pass-bys exceed the background levels by a greater amount in the very early morning or late evening and are more perceptible, seeming louder and are more disturbing.

### **Further Actions**

15. LUL have been tasked with providing details of the track form and surrounding structures for the extent of railway under the Barbican Estate and track walks have been scheduled for LUL to facilitate the provision of the details required.
16. Historical records, previous reports and plans are in the process of being collated.
17. LUL have programmed the replacement of ballast, rails and sleepers along a 196m section of the Westbound Circle Line during a weekend closure on the 14<sup>th</sup> September which sits beneath Defoe House, Gilbert House and Lambert Jones Mews which may result in some improvement to affected properties.
18. Further measurements of noise and vibration will be taken to determine if the rerailing works have contributed to an improvement in measured levels.
19. The measured levels will be compared to the current relevant guidelines, currently the Local Authority guidelines developed for HS1 and assessment criteria for Crossrail, British Standard BS6472:2008 which looks at vibration dose value and those published by the World Health Organisation (WHO), currently the Night Noise Guidelines for Europe 2009. New WHO guidelines for environmental noise including rail are due to be launched on the 10<sup>th</sup> October and will be factored into the study.
20. All the available information will then be analysed, forming the basis of further discussion with LUL, and recommendations made as to potential mitigation measures.
21. LUL have committed to the formation of a Residents Transport Forum to enable liaison between residents and LUL on matters related to the underground railways including Crossrail.

### **Proposals**

22. I propose that, subject to comments received, the above actions are progressed and reported back fully to this committee for its January 2019 meeting.

### **Legal Position**

23. The Environmental Protection Act 1990 places responsibility for investigation and enforcement of noise nuisance and issues that are prejudicial to health with the Local Authority.

24. In relation to railways, section 122 of the Railways Act 1993 provides train operators with a statutory defence against a nuisance case brought by the local authority.
25. Officers are investigating the extent of the statutory defence under section 122 and whether the defence applies in these circumstances.

### **Financial Implications**

26. The consultant costs of the investigation have been funded from underspend in the Port Health and Public Protection Service budgets.
27. The financial implications for the City of London or London Underground of implementing any mitigation measures are not yet known.

### **Corporate and Strategic Implications**

28. The work on noise supports the aims and objectives of the City of London Noise Strategy 2016 to 2026 and the key Corporate Plan outcome: 'People enjoy good health and wellbeing'.

### **Conclusion**

29. The City Corporation has commenced an investigation to determine the level and extent of the operational rail noise affecting the Barbican Estate. The results of which will inform:
  - the location and type of further measurements to be taken to define the extent of the LUL train pass-by noise and vibration effects throughout the Barbican Estate.
  - a report on the primary causes and recommendations as to what measures can be implemented to mitigate it.

Subject to comments received at your meeting, the proposed work outlined above will be undertaken and reported back to this committee.

### **Appendix 1**

Correspondence between the Chairman and the Managing Director of London Underground.

### **Appendix 2**

Engineering and Public Works Review November 1964

#### **Contact:**

Rachel Pye

[Rachel.pye@cityoflondon.gov.uk](mailto:Rachel.pye@cityoflondon.gov.uk) 020 7332 3313



**Chairman, Planning & Transportation Committee**

Christopher Hayward

**Chairman, Port Health & Environmental Services Committee**

Wendy Mead



Mike Brown  
Managing Director, LU and Rail  
Transport for London  
70 Old Broad Street  
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EC2M 1QS

Telephone 020 7332 1174

Email [David.arnold@cityoflondon.gov.uk](mailto:David.arnold@cityoflondon.gov.uk)

Date 18 July 2016

Dear Mr Brown

**MOORGATE AND BARBICAN STATIONS – NOISE COMPLAINTS**

There is generally a very pragmatic working relationship between the City of London Corporation and Transport for London over works that are likely to affect areas within the City and you may already have been briefed by your staff about an increasing number of Noise complaints from London Underground operations in the area around the Barbican and Moorgate.

Details are as follows:

**1. Maintenance work**

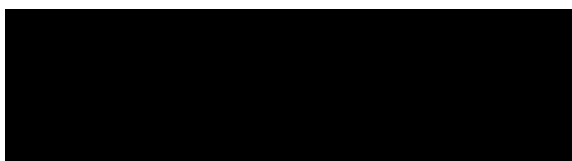
Since December 2013, work at Moorgate has generated complaints from neighbouring Barbican residents and, more recently, other stations in the City of London such as Barbican and Aldgate have been implicated. Having investigated these issues in further detail, it would seem that TfL works in such locations would benefit from better coordination and also by improved liaison with neighbouring residents.

**2. Operational noise**

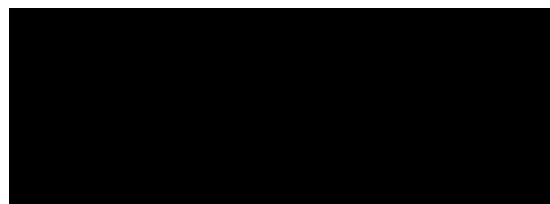
An increasing number of complaints have been received from Barbican residents about existing operational noise and there is considerable concern over the potential for noise from the 24-hour Tube. Improved communication with residents about these issues would also prove useful.

As a result of growing concerns from residents and elected Members, and to enhance existing liaison arrangements, our officers continue to meet regularly with your staff at TfL. However, whilst the TfL Community relations team is certainly willing to engage, they appear to find it difficult to commit to timetables and to coordinate works. We therefore request your intervention to ensure that these issues are tackled so as to prevent further complaints and we would be very happy to meet with you to take this forward.

Yours sincerely



**Christopher Hayward**  
**Chairman, Planning & Transportation**  
**Committee**



**Wendy Mead, OBE**  
**Chairman, Port Health & Environmental**  
**Services Committee**

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5 August 2016

Christopher Hayward  
*Chairman, Planning & Transportation Committee*

Wendy Mead  
*Chairman, Port Health & Environment Services Committee*

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Dear Mr Hayward and Ms Mead,

Thank you for your letter on 18 July about noise complaints from our network in the Barbican and Moorgate areas.

I have been the new Managing Director for over a month now, so greatly appreciated seeing your views on how we can enhance current working arrangements to deal with residents' noise concerns. I take noise complaints very seriously - we cannot be a world class service if we do not address any negative impact our services have on others.

I am glad to know we have a working relationship we can build on and appreciate that we need to do more to improve on communication.

In partnership with the City of London, we hold regular liaison meetings to discuss project work and ongoing noise issues. I know there is a further opportunity, when my team meets with the Barbican Association Noise Working Group on 20 September, to discuss our forthcoming capital works and efforts to reduce track noise.



I do think we have improved our on-site construction working methodologies and our coordination. We will keep this under review, as well as our community liaison on projects such as Crossrail and the 21 Moorfields development. Clearly closer communication and co-operation with the City of London will improve our ways of working, including works being undertaken by contractors on behalf of our Surface colleagues.

I know that Steve Judd, Head of Environment met with you just last month and will consider the concerns you raised with him over nuisances to residents caused by our operations or works. Your Environmental Health Officers have 24/7 access to Steve, who has intimate knowledge of our sites and is empowered to make decisions to address any concerns about operational or construction noise. In addition, Amma Coleman-Green is now our dedicated Stakeholder Communications contact with responsibility for communicating messages relating to Barbican and Moorgate stations directly to residents in the vicinity. Amma uses a two-week look-ahead from the construction projects at Moorgate to inform residents of upcoming works and we have a project co-ordinator at Moorgate whose role is to ensure we have fully integrated our works on one station, and who understands the combined impacts of the projects upon the station.

We will continue to meet with officers and councillors over Night Tube and to update residents and local user groups. We are asking residents that have concerns over Night Tube to contact our Customer Services where they will be guaranteed to have the matter investigated and receive a response.

There has been a significant amount of preparatory work undertaken by my teams to ensure the rails are in the best possible condition ahead of Night Tube. This is in addition to the regular and continuous process of renewal and maintenance undertaken by us. In the lead up to Night Tube, we have increased investment in its renewal and maintenance and in the last couple of years have renewed almost 70km of track and ground or re-railed more than 450km of rail. The lines that immediately serve Barbican are of course not part of Night Tube, nor will it serve Moorgate station.

I can assure you we will seek to improve our communication and will always respond as best we can to the concerns of your residents. I am also copying my reply to Leon Daniels, Managing Director of Surface Transport so he is aware in relation to any surface issues.

Yours sincerely

Mark Wild

cc: Leon Daniels, MD Surface Transport

**Chairman of Port Health and Environmental  
Services Committee  
Jeremy Simons**



Mark Wild  
Managing Director  
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**Email:** [Jeremy.simons@cityoflondon.gov.uk](mailto:Jeremy.simons@cityoflondon.gov.uk)

7 November 2017

Dear Mr. Wild,

**Moorgate and Barbican Station – Noise Complaints**

You kindly responded on 5 August 2016 to a joint letter sent by my predecessor as Chairman of the City of London's Port Health and Environmental Services Committee and our Chairman of Planning and Transportation.

Following your helpful response, there have been a number of subsequent meetings between your Head of Environment Steve Judd and City officers, as well as two meetings on 20 September 2016 and 22 June 2017 which included Common Councillors and residents from the Barbican estate. Noisy project works and maintenance associated with the lines beneath the Barbican Estate are now causing fewer problems, however concerns remain regarding operational railway matters. I understand that at the meeting in June this year consideration of changes to the cross-over points beneath Brandon Mews, Barbican were suggested, along with their possible cost and timing. Steve Judd was clear that LUL could not give an accurate estimate on either, indicating that the cost would be 'many £millions' and that the work would not be considered until after the current re-signalling programme was completed in 2023. We were informed that it would not be possible to stop the use of the cross-over before this date as it remained an operational necessity in case of contingency, although with very few planned movements.

There is however merit in continuing to discuss the priority list of works undertaken by London Underground, including any need for renewal of the track between Barbican and Moorgate Stations. We would like to see the joint meetings continuing, so LUL engineers can explore and clarify where the issues and priorities lie in and around this location, with a view to mitigating their effect on local residents.

As the City Corporation we will continue to do all we can to assist in producing the best practical outcome for all parties involved. In general we support the extension of the Night Tube programme. However for the sub-surface lines that run beneath the Barbican Estate we would not wish to see plans taken forward until the necessary actions have been taken on remaining matters of concern.

Page 2 of 2

I welcome your views on how we can best help to move forward with these matters.

Yours sincerely

A black rectangular box redacting the signature of Jeremy Simons.

Jeremy Simons  
Chairman, Port Health and Environmental Services Committee





Our ref: 10633

1 December 2017

Jeremy Simons *31/12/17*  
Chairman, Port Health and Environment Committee  
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Dear Mr Simons,

## Moorgate and Barbican station – noise complaints

Thank you for your letter on 7 November about noise complaints from the Tube in the Barbican area.

I am pleased to read that the close working relationship between the City of London and my team has led to a reduction in the amount of residents disturbed by noise from our essential construction and maintenance activity in the Moorgate/Barbican area.

The operational noise issue is a lot more complex and there are limited practical mitigations that exist, so reducing the noise to acceptable levels for Barbican residents is difficult. I know how the structure of the Barbican estate is so closely linked with the tunnel that this does unfortunately means noise and vibration can be apparent to residents. While there is always likely to be an inherent amount of noise from trains, my engineers will do all they can to try and keep it at the lowest level possible. My team is doing just that, but I have still challenged them to look at what other options exist to further mitigate the noise where possible, with the established, track crossing being in place.

Parts of the track in the Moorgate area were recently replaced and are therefore in as good a condition as can be expected. My team of noise experts have been successfully using new technology to limit the effects of ground-borne noise and vibration across London and this team is constantly looking for innovative ways to further reduce noise. I certainly share your view that the best approach is for discussions between my team and the affected residents to continue.

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London SW1H 0BD

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Company Number 1900907

VAT number 756 2770 08

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Housing Act 1989. The controlling  
authority is Transport for London.

I very much appreciate your offer of support for the extension of the hugely successful Night Tube. You can expect Steve Judd, or another member of his team, to be in touch within a few days to discuss a suitable set of dates to discuss this further.

I remain interested in how we can help Barbican residents so am very grateful to you for raising this with me directly.

Yours sincerely,





Chairman of Port Health and Environmental  
Services Committee  
Jeremy Simons



Mark Wild  
Managing Director,  
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**Email:** [Jeremy.simons@cityoflondon.gov.uk](mailto:Jeremy.simons@cityoflondon.gov.uk)

10 July 2018

Dear Mark Wild,

**Operational rail noise from sub-surface lines affecting Barbican residents**

I write further to my letter from the 7<sup>th</sup> November 2017 and your response on the 1<sup>st</sup> December 2017.

I am pleased to advise that the close working relationship between City of London officers and your Environment Team continues. The excellent work that resulted in the control of construction and maintenance works for London Underground in the City of London has been sustained and very few complaints are now received in relation to these essential works.

A new emphasis has also been given to community relations by LU to Barbican residents and this is very much welcomed. It is hoped that the newly re-organised team at LU will continue to build on the work carried out to date and new relationships can be built directly with your Track Engineering Team.

The issue of operational rail noise however remains, and is perceived to be worsening. Residents particularly from Defoe House but also Lambert Jones Mews, Brandon Mews and Gilbert House are now reporting an increase in noise and vibration experienced from the sub-surface Metropolitan, Circle and Hammersmith and City lines.

For those residents that are the worst affected the disturbance is now at an intolerable level and is considered a public health issue.

Despite several resident liaison meetings and meetings with City Officers it is my understanding that little has been done to consider this issue in a holistic and coordinated way. Opportunities for

potential mitigations to be considered have not been taken, the restricted length for the proposed section of new track to be installed this Autumn is an example of such.

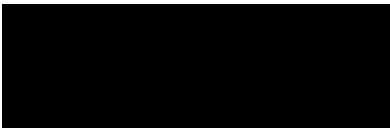
The continued use of the crossover located under Brandon Mews also remains, with the advice from LU being that it will not be removed, and no mitigation work at the crossover is proposed. Trains passing over these points located in close proximity to the residential properties result in significant noise and vibration. I would ask that you review the decision for the crossover to remain and develop a plan for its early removal.

The City has now commissioned a specialist independent consultant to investigate and advise on these matters and we would appreciate the assistance of your teams to discuss the findings and work together towards a resolution to an agreed timescale.

The City of London Corporation in general supports the extension of the night tube programme for the benefit of London. We will continue to do all we can to assist in producing the best outcome for all involved. However, action needs to be taken on these remaining matters of concern before proposals for the night tube are taken forward for the sub-surface lines running beneath the Barbican Estate.

I look forward to the City of London and London Underground working together to resolve the issues raised by the residents of the Barbican Estate.

Yours sincerely,



Jeremy Simons  
Chairman, Port Health and Environmental Services Committee



Our ref: 10869

1 August 2018

Jeremy Simons  
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Managing Director

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Dear Mr Simons,

Thank you for writing to me again 10 July about noise complaints from the Tube in the Barbican area.

I know that moderating track noise for residents remains an issue due to the historically shallow depth of the Tube in the Barbican area. I am therefore very sorry residents remain disturbed by the Tube and know that you will be disappointed that my engineers cannot remove the crossover section of track at Brandon Mews, as you have requested. However, my Head of Track has been alerted to your concerns and will ensure the crossover is working as it should with no excessive movement, to try and keep noise as low as possible.

I am pleased that we are able to look at re-railing for Defoe House residents and my engineers will continue keeping the track in the best condition to help others.

I fully support my track and noise engineers working closely with the City of London going forward and welcome the setting up of a new transport forum, which will be attended by my team, the City of London and Barbican representatives. This will enable Tube noise concerns to be raised and, where possible, resolve outstanding issues.

I would welcome future feedback if you do not feel we are doing enough to help.

Y  
[Redacted]  
Mark Wild

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Chairman of Port Health and Environmental  
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Jeremy Simons



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**Email:** [Jeremy.simons@cityoflondon.gov.uk](mailto:Jeremy.simons@cityoflondon.gov.uk)

9 August 2018

Dear Mark Wild,

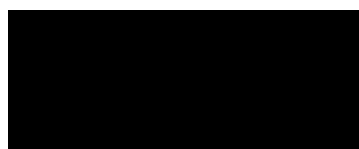
**Operational rail noise from Circle, Hammersmith and City lines affecting Barbican residents**

Thank you for your letter of 1 August 2018 in reply to my letter.

I am pleased that you fully support TfL track and noise engineers working closely with the City of London Officers and their consultants to investigate and resolve outstanding issues in relation to operational rail noise. As you may know, the City has retained Vernon Cole as a consultant and he is now in touch with your engineers. I am sure he will be given every support in his work.

I am much looking forward to hearing of the progress of our teams, as well as from the recently formed transport forum.

Yours sincerely,



Jeremy Simons  
Chairman, Port Health and Environmental Services Committee

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## G.P.O. Tower Has Now Reached Its Full Height of 620ft

THE LAST FEW FEET—composed of a tubular steel lattice tower—of the Post Office tower in London were completed recently, bringing the final height of the structure to 620ft. The 40ft high lattice tower, which will support radar and meteorological equipment, was erected using derrick poles since the tower crane had been dismantled to accommodate it. Something of an enigma amongst London's modest skyline, the tower is soon to be officially opened, when advantage can be taken of the revolving restaurant it incorporates, providing an unequalled view of the city.

The tower has been built for the Ministry of Public Building and Works by Peter



Raising a section of the steel tower by derrick pole at the top of London's Post Office tower.

Lind & Co. Ltd. The tubular steel tower was supplied by Tubewrights Ltd. of Liverpool.

## Reducing Noise at the Barbican

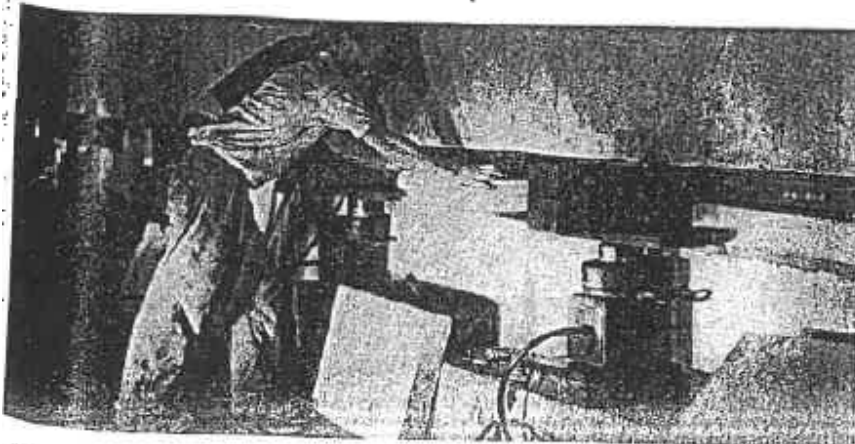
AN INTERESTING OPERATION is being carried out at the Barbican. Beneath the cross beams which will carry the precast units of the railway deck of the realigned Circle Line, Metropolitan Line and 'Widened Lines' under the new Barbican Redevelopment, large rubber blocks are being placed in an attempt to reduce noise vibration which could otherwise cause us annoyance to those living above.

During the original construction of the Barbican, temporary concrete blocks were inserted beneath the cross beams and these have now to be removed and replaced by the specially designed rubber blocks. Twelve concrete blocks are replaced during each cycle of the operation, which involves the

jacking up of the main beam and the 24 two-ton precast units which rest upon it.

One hydraulic hand pump is connected to all twelve of the jacks, placed at intervals along the main beam, six on either side. During the lifting operation each jack registers approximately 24 tons pressure. When sufficient clearance has been obtained by jacking, the concrete blocks are knocked away and replaced by the rubber blocks.

In all, 600 rubber blocks are being placed by this method, which involves repeating the jacking operations about 60 times. The main contractors to the London Transport Board are Higgs and Hill Ltd., Crow Works, South Lambeth Road, London S.W.8.



The noise-reducing rubber blocks replace temporary concrete blocks at the Barbican site.

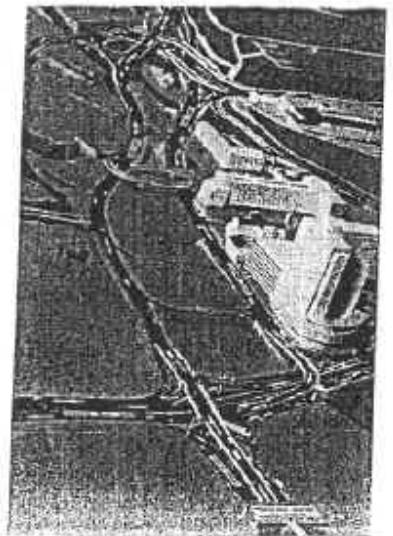
## New Bridge over Parramatta in Australia

A CONTRACT for a five span bridge over the Parramatta River at Camellia, Sydney, has been awarded by the Department of Main Roads, N.S.W., to Reed and Munn and Stuart Bros. Pty. Ltd., a subsidiary company of Reed and Mallik of Salisbury.

The bridge, having six traffic lanes made from prestressed concrete, will be 1,100 ft long and 90 ft wide. Abutment piers for the bridge, cast in-situ, will be founded on piles and will be spanned by precast concrete girders to carry the roadway. The tender value of the bridge is approximately £A.255,000 and work, which is hoped will commence shortly, is expected to take 18 months to complete.

## Hong Kong Road Complex

HONG KONG, with one of the world's highest traffic densities, is having to resort to palliatives as extreme as any in Europe to keep traffic moving. The photograph below shows a model of a scheme known as the "Garden Road Complex", of which details have recently been announced. It is to be the most comprehensive road system ever built by the Hong Kong Government and forms part of an overall plan for long-term redevelopment of the Central District of Victoria City. The scheme, which seven flyovers are included, will be implemented in five stages over the next six years, at an estimated cost of £750,000. Ramp approaches and piers will be of reinforced concrete and the bridge spans of prestressed and precast reinforced concrete.



Model of part of the Hong Kong "Garden Road Complex".

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<b>Committee</b>	<b>Dated:</b>
Port Health and Environmental Services	<b>25 September 2018</b>
<b>Subject:</b> Low Emission Neighbourhood Annual Update	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Information</b>
<b>Report author:</b> Beth Humphrey Low Emission Neighbourhood Project Manager	

## Summary

In July 2016 the Mayor of London awarded the City of London Corporation £990,000 over three years to implement a Low Emission Neighbourhood (LEN) in the north west of the Square Mile. The area covers the Barbican and Golden Lane Estates, Barts hospital and the Guildhall.

The project formally commenced in September 2016. This report provides an update of activity over the past 12 months. Projects include greening, air quality monitoring, the installation of electric charge points and business engagement including business air quality grants.

## Recommendation

Members are asked to note the contents of the report and continue to support the activities of the LEN project.

## Main Report

### Background

1. The City of London Low Emission Neighbourhood is one of five across eight London boroughs. The overall aim of the LEN is to improve local air quality by piloting a range of measures in the area. It is anticipated that the most successful measures will be rolled out across the City.
2. The key objectives of the City's LEN project are to:
  - Reduce emissions of air pollutants
  - Reduce exposure
  - Raise awareness of air pollution
  - Pilot and test new ideas and approaches
  - Monitor and understand

## Update on past 12 months

3. A wide range of activities and schemes have been successfully implemented over the past 12 months. These are summarised below. Further detail is contained in Appendix A.

- *Monitoring:* Ten diffusion tubes in the LEN area continue to provide a monthly overview of nitrogen dioxide levels. The City Corporation's continuous air quality monitors in Beech Street are also used to inform initiatives in the area.
- *Community engagement activities and events:*
  - Air Quality & Cycling Pop Up Event to support Cycle to Work day, Gresham Street – September 2017
  - City in Bloom Clean and Green in Seventeen campaign celebration event – November 2017
  - Barbican Estate EV Charging Points Launch Event – May 2018
  - Air Quality themed day of lessons and greening of Moor Lane Bridge with Year 8 pupils from City of London School for Girls, and Friends of City Gardens volunteers
  - Air Quality themed walks – 'Phyto-sensor walk' with Museum of London and Citizen Sense, Open Fest March 2018; Air Quality Gardens walk with Friends of City Gardens, Open Gardens and Squares Weekend June 2018
  - National Clean Air Day pop-up event in Guildhall Yard – June 2018
- *Business engagement* – the LEN project continues to fund the CityAir Business Engagement programme. As part of this programme, Air Quality Champions workshops are held every 6 months. The two workshops this year have been on the themes:
  - Air Quality Monitoring – November 2017
  - Building Engineer Toolkit – May 2018

The updated AQ focused Building Engineer toolkit is available as a resource for use by businesses.

- *Air Quality Champions business grant* – grants, totaling £70,000, were awarded to 7 City organisations in September 2018 to implement air quality initiatives. These include cycle parking and improved cycle facilities, installation of an air quality monitor, greening office facades, and installation of EV charging points in office car parks. All initiatives funded by this grant are now in place and will be included in a series of case studies to be released at the next Air Quality Champion workshop in November 2018.
- *Moor Lane Ultra Low Emission Vehicle only street* – a feasibility study is underway to consider options for an ultra-low emission vehicle 'ULEV' only vehicle restriction at the southern section of Moor Lane,
- *Resident electric vehicle charging* – 23 electric vehicle charging points were installed across 5 Barbican Estate carparks (Bunyan, Breton, Cromwell, Thomas More and Willoughby), providing access to charging

from a total of 30 bays. The charging points went live in May 2018 at a launch event. A 6-month trial is underway to assess user experience. Once complete, a Best Practice report will be produced, with recommendations for future management of EV charging points.

- *Smithfield Market cargo bike delivery* – In December 2017, the LEN project supported cargo-bike operators to pilot of a zero-emission delivery service based out of Smithfield Market car park. The scheme was initially trialed over the Christmas period. The LEN project is continuing to support the operators as they expand their operating base.
- *Greening in the area* – In September 2017, 'LEN: Urban Garden' planters were installed outside the entrance to the Museum of London. In May 2018, 16 planters were installed on Aldersgate bridge, 8 of these have since been relocated to the Golden Lane Estate community center. In July 2018, air quality themed planters were installed, wrapping around columns just outside 45 Beech Street offices, in a partnership between the City of London Corporation and Business Environment, and funded by the Air Quality Champion grant.
- *Reducing emissions from freight* – the LEN Project Manager has been working closely with DBE to collect data on freight and servicing activity to inform an action plan for reducing freight traffic in the peak hours. Work funded by the LEN project so far has included a survey of all on-street loading and unloading activities in the EC2Y (Barbican) and EC2V (Guildhall) post codes and the development of delivery and servicing plan (DSP) case studies for eight key organisations.

#### **Planned activity for the remainder of the LEN period**

4. The following activity will take place during the final 6 months of the Low Emission Neighborhood project:
  - Consultation and final approval for an 'Ultra Low Emission Vehicle (ULEV) only' restriction on the southern section of Moor Lane, which if granted, will see the launch of a year-long pilot from April 2019
  - Communication campaign introducing the ULEV concept
  - Launch of CityAir's Supply Chain Guide for businesses
  - Installation of a NO<sub>2</sub> continuous air quality monitor in Smithfield Market vicinity
  - Assessing the feasibility of installing a green wall in Cheapside
  - Installation of Electric Vehicle Charge Point in Golden Lane Estate car park
  - Develop a proposal for the legacy of the LEN project

## Financial implications

5. The financial expenditure for the project is detailed below.

Financial Year	LEN grant	LIP funding
2016/17	255,000	100,000
2017/18	470,000	100,000
2018/19	265,000	100,000
<b>Total</b>	<b>990,000</b>	<b>300,000</b>

## Corporate & Strategic Implications

6. The LEN project supports the aims and objectives of the City of London Air Quality Strategy 2015–2020, in addition to a number of other corporate policies and strategies. It also goes towards addressing air quality, which has been identified as a corporate risk.
7. The LEN supports several outcomes from the new Corporate Plan 2018 to 2023.
- Outcome 11 'We have clean air, land and water and a thriving and sustainable natural environment';
  - Outcome 2 'People enjoy good health and wellbeing'.
  - Outcome 5 'Businesses are trusted and are socially and environmentally responsible' is supported through the CityAir business engagement work.

## Conclusion

8. A range of projects were delivered during the past 12 months for the Low Emission Neighbourhood. With the continued support of other City Corporation Departments such as the Department of Built Environment and Barbican Estate, the LEN project is on schedule to be delivered on time and to budget.

## Appendices:

- Appendix A: [Summary](#) of LEN Schemes 2017-18

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## Further information

Beth Humphrey  
Low Emission Neighbourhood Project Manager  
T: 020 7332 1190  
E: [beth.humphrey@cityoflondon.gov.uk](mailto:beth.humphrey@cityoflondon.gov.uk)

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Commented [RC4]: No it should be you if that's ok with you?

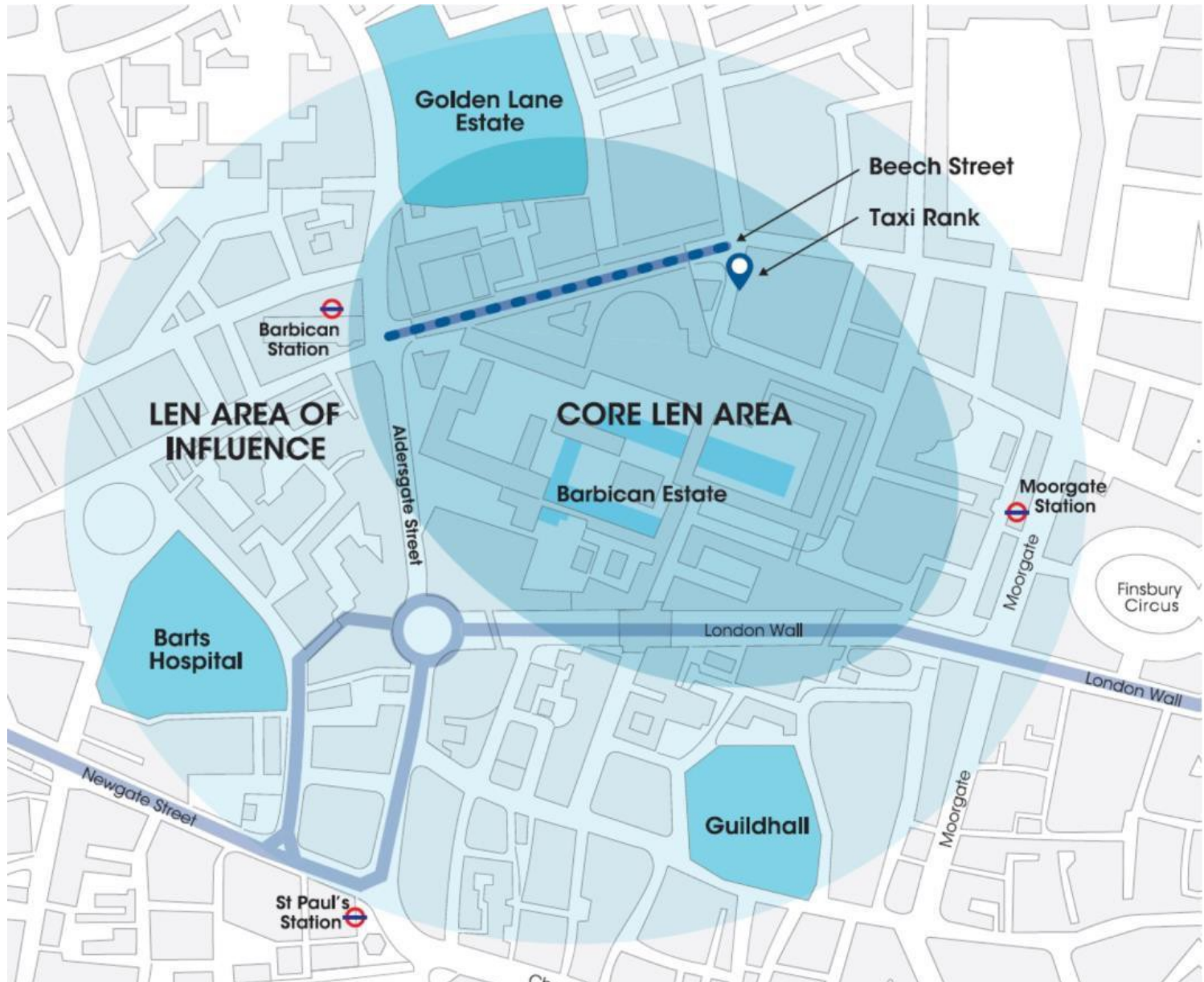
# Appendix A: Summary of City of London Low Emission Neighbourhood (LEN) schemes undertaken in 2<sup>nd</sup> year of the project to August 2018



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**MAYOR OF LONDON**

## LEN Area Map



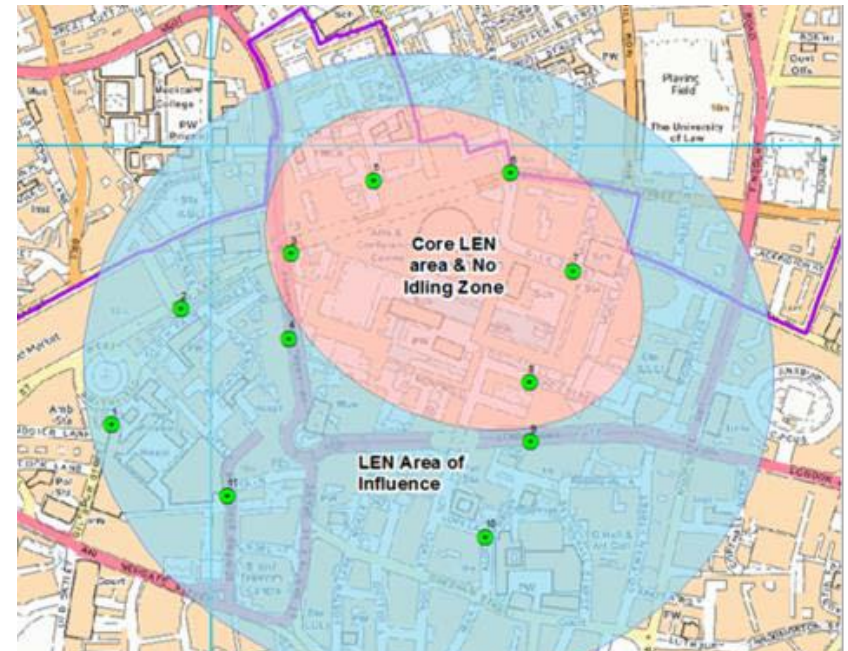


## Monitoring

Monitoring of nitrogen dioxide levels by use of diffusion tubes continues across the LEN area. In September 2018, an automatic air pollution monitor will be installed in the eastern area of Smithfield Markets.

Through the CityAir Business Engagement programme, individuals are given the opportunity to monitor particulate matter on their commutes into and around the city.

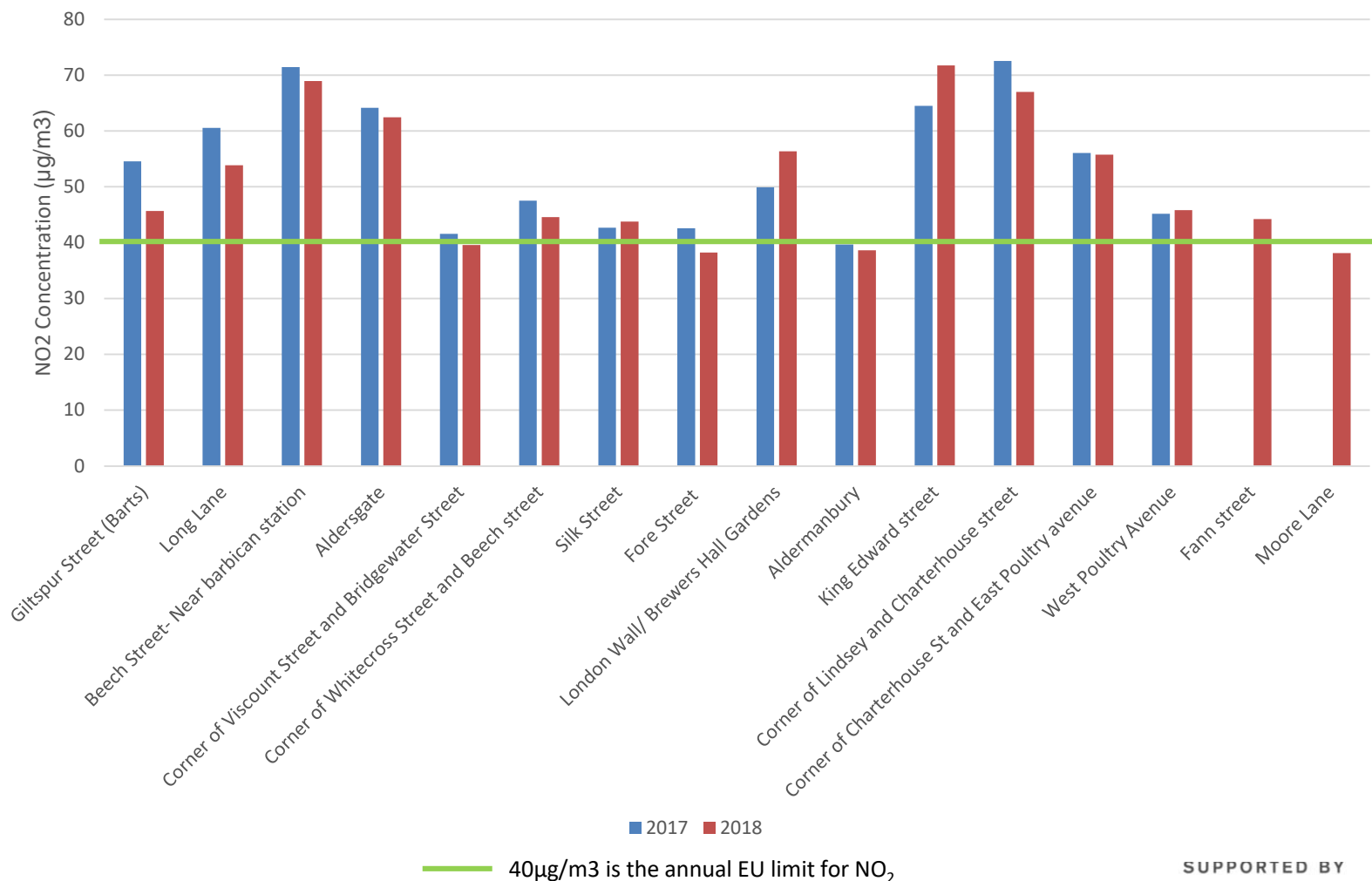
Monitoring in 2018 has shown that the average NO<sub>2</sub> levels across the LEN area have remained steady over the 18 months. Three sites have average pollution levels below the EU legal limits for 2018.



Location of diffusion tubes in LEN area

# Monitoring – *Diffusion Tubes*

Average levels of nitrogen dioxide in the LEN area  
(40 µg/m<sup>3</sup> is the EU/WHO threshold)





# Engagement – CityAir Newsletter

The City of London Air Quality team is now releasing an e-newsletter every 2 months. Every newsletter contains regular updates of the LEN initiatives that have been implemented or are on-going.

To subscribe to the newsletter please follow the link under the *Stakeholder Engagement and Awareness Raising* section of the LEN webpage: <https://www.cityoflondon.gov.uk/LEN>

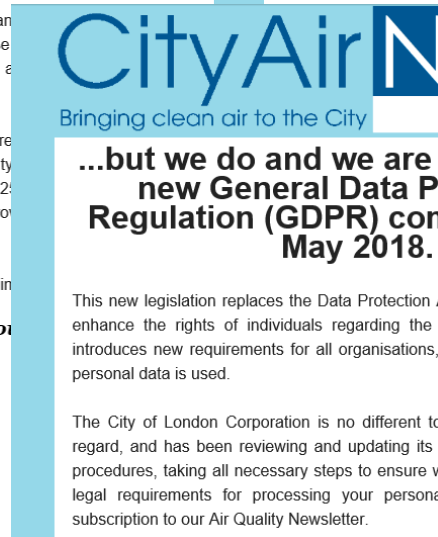
Past copies of the newsletter can be found here:

March – July 2018:

<https://us12.campaign-archive.com/home/?u=3b542c4538287dc627a7a3632&id=388e83f5c1>

November 2017 – January 2018:

<https://us16.campaign-archive.com/home/?u=2e161f03ef0fa6d5e10439d77&id=6aabd6be43>



## Engagement – *Pop Up Events*

The LEN project continues to raise awareness of air quality issues and interventions through one-off pop up events and stalls. In the last year, the LEN project officers have participated at a range of events including:

- Cycle to Work Day pop up breakfast stall September 2017
- Have your Say @ Museum of London November 2017
- Clean City Awards January 2018
- Resident's Meeting May 2018



# Engagement – *City in Bloom Celebration November 2017*

Throughout 2017, the LEN project supported Friends of City Gardens to deliver the City in Bloom, Clean and Green for Seventeen challenge, part of the Royal Horticultural Society's (RHS) *City in Bloom* and Greening Grey Britain campaign.

Over the year, 19 Clean Air Gardens were designed and installed by a variety of participants, including residents, community groups and several businesses in the local area. These Clean Air gardens range from open spaces, to planters, through to plant pots – the idea to promote greening and clean air wherever possible, using specific plants to trap particulate matter whilst enhancing biodiversity.

To celebrate the achievements of all involved, in November 2017 the LEN and FoCG teamed together to host a celebration evening.



City in Bloom 2017  
The Clean Air Gardens



## Engagement – *Air Quality themed walks*

In March 2018, as part of OpenFest, Citizen Sense, the Museum of London and the LEN partnered together for a Phytosensor walk.

This hour long walk around the Urban Gardens in the Barbican area involved learning about air quality plants, and was followed by a workshop. The toolkit is available:

<https://www.museumoflondon.org.uk/discover/phyto-sensor-toolkit-citizen-sense-air-pollution>

In June 2018, to celebrate the Open Gardens and Squares Weekend, LEN project officer and Friends of City Gardens volunteers led hour long walks, around the 'Clean Air gardens' across the Barbican Estate. This provided a great opportunity to share LEN initiatives and outcomes with a variety of people from further afield.

All walks so far have been well-attended, with a manageable size of ~15 people per walk.



# Engagement – City of London Girls School

In May 2018, the LEN project officer worked with Friends of City Gardens and MACE to run a day of air quality learning and hands-on gardening experience for Year 8 pupils from City of London Girl's school.

The groups of girls alternated between planting the garden, and an interactive Air Quality lesson held on the Barbican Podium, learning about the sources of air pollution, the health costs and brainstorming ways to both reduce personal exposure and contribute to improving air quality.

The Moor Lane Bridge garden is now being maintained by Friends of City Gardens volunteers.





# Engagement – *Breathe: A Green Lung* installation

The LEN project funded an art installation at the Barbican Centre. *Breathe: A Green Lung* was exhibited in the central foyer of the Barbican Centre from March – May 2018.

## Breathe: A Green Lung

13 Mar – 7 May 2018

**An installation reflecting upon the interactions between people and plants, that are essential for creating healthier cities.**

A lack of clean air is a recognised problem in urban areas. One way of addressing this is by increasing the amount of plants we have in our buildings, and the spaces around them. By creating 'living walls' (structures often made of foliage, flowers and trees), we allow these organic systems to purify the air we breathe, both indoors and outdoors. Plants absorb carbon dioxide through their root systems and trap other polluting matter, and *Breathe: A Green Lung* is a creative interpretation of the 'ecosystem services' they are providing.

The installation comprises two living wall structures forming a triangular enclosure, with openings that provide vantage points to view an inner sanctuary with stained-glass greenhouse inside. You're invited to immerse yourself in the sound and light that emanates from inside and contemplate the new relationships we must continue to forge with the natural world.

Devised by Cityscapes with Heywood & Condie and delivered in partnership with Treebox by Biotecture. The project is funded as part of the City of London Corporation's Low Emission Neighbourhood (LEN) project and is supported by the Mayor of London.



# Business Engagement – *CityAir Lunchtime workshops*

Recent workshops include:

‘**Monitoring Air Quality**’ hosted at T. ROWE. Price in November 2017 – Andrew Grieve, Kings College London discussed recent research looking at pollution on commuting journeys, and the potential link between ‘no-idling’ action events and reduction in local pollution during those events.

‘**Building Engineer Toolkit**’ hosted at Linklaters in May 2018. The toolkit provides case studies and initiatives to reduce air pollution as a result of building emissions (heating, employee transport, delivery and servicing). The updated toolkit can be found on the LEN webpage – [www.cityoflondon.gov.uk/cityair](http://www.cityoflondon.gov.uk/cityair)

The next Business Engagement lunchtime workshop in November 2018 will see the launch of an updated **Supply Chain Guide**, providing case studies and methods to incorporate air quality improving measures at all stages of the supply chain, from procurement contracts through to fleet services.



# Business Engagement – *Air Quality Champions Grant Scheme*

£70,000 has been awarded to City businesses as Air Quality Grants. A range of initiatives are being funded through the grant, including:

- Air Quality planters - *Business Environment, 45 Beech Street*



- Green Screen - *Prior Weston Primary School*



- *Cycle parking and improved provision of cycle and shower facilities*





# Residential Electric Vehicle Charging Points

The LEN project funded the installation of 23 charging units (of different charging capabilities – 3kW, 7kW, 22kW), servicing 30 bays, across five car parks on the Barbican Estate: Breton, Bunyan, Cromwell, Thomas More and Willoughby.

Chargemaster UK were commissioned to provide and install the charging units, and on 14<sup>th</sup> May 2017, the units went live, accompanied by a Launch event.

Over 80 people attended both the afternoon demonstrations and the evening reception, which included presentations regarding the Low Emission Neighbourhood project, the pilot trial, and the attitude toward EV's in London and across the UK.



## Cargo Bike delivery scheme

In December 2017, the LEN project funded the implementation of a pilot cargo-bike delivery service operating out of Smithfield Market car park to deliver anywhere in the EC and WC postcodes.

This project supported Zedify, a collaborative cargo bike operation between two cargo bike delivery companies, RechargeCargo and Outspoken.

Beginning mid-December, this scheme offered meat traders the opportunity to use a air-quality improving and sustainable method of delivery for the extra deliveries over the Christmas period.

After a successful trial, and increasing interest from businesses within the vicinity of Smithfield Market, the initial trial scheme was extended into early 2018, and has since continued to grow.

From an initial 2 bikes, Zedify has now expanded their team at the Smithfield Market base, adding more bikes and hiring a full time operations manager for this site. The LEN project continues to promote this delivery scheme to businesses in the area.

This initiative received a wide-range of press coverage in a variety of medias, a selection of which are linked here:



<http://news.cityoflondon.gov.uk/new-air-pollution-busting-cargo-bike-scheme-launches-in-square-mile/>  
<https://www.airqualitynews.com/2018/01/04/square-mile-businesses-offered-zero-emission-deliveries/>  
<http://www.citymatters.london/city-valentines-day-flower-delivery-clean-air/>  
<https://news.cityoflondon.gov.uk/city-florist-delivers-200-clean-air-valentines-bouquets/>

## Dashboard Coversheet

### [1] Ownership

**Unique Project Identifier:** 10847

**Report Date:** July 2018

**Core Project Name:** Beech Street Transport and Public Realm Improvements

**Programme Affiliation:** Beech Street Transformation

**Project Manager:** Kristian Turner

**Next Gateway to be passed:** G4

### [2] Project Brief

**Project Mission statement:** To enable the Vision for Beech Street, it is necessary to dramatically improve the public realm in Beech Street. To achieve this first requires the removal of traffic from Beech Street. **Definition of need:**

- The adopted 2015 Local Plan, policy CS5 supports the further improvement of the Barbican area as a cultural quarter;
- The Barbican Area Strategy and Culture Mile Look and Feel Strategy identifies the need for infrastructure improvements in Beech Street

**Key measures of success:**

- |   |
|---|
| 1) Removing/reducing traffic from Beech Street      |
| 2) Vast improvement to quality of the public realm  |
| 3) Enable the refurbishment of the Exhibition Halls |
| 4) Air quality improvements (reduction in NOx)      |

### [3] Highlights

**Finance:**

**Total anticipated cost to deliver [£]:** £12M-£15M

**Total anticipated on-going commitment post-delivery [£]:** additional maintenance liabilities unknown until the design is complete and approved

**Programme Affiliation [£]:** £30M (not including podium waterproofing)

Currently Approved [£]	Spent/ Committed [£]	New requests [£]	Variance [£]
£218,927	£70,858	£1,624,837	£
Previous estimate to complete all other works [£]	n/a	New estimate to complete all other works [£]	Variance [£]
£12M*		£12M-£15M	£0-£3M

\* As reported by the Beech Street Transformation programme

**Headline Financial changes:**

**Since 'Project Proposal' (G2) report:**

▲ A Gateway 3 Issues Report in 2016 approved a budget of £120,525 for the development of a feasibility study for Beech Street. The initial traffic

modelling undertaken to date indicates that the proposals will have a significant impact on traffic in the City and Islington. Therefore a revised budget is required to undertake the necessary traffic modelling to achieve the necessary approvals from Transport for London and LB Islington.

**Since 'Options Appraisal and Design' (G3-4) report:**

N/A

**Since 'Authority to start Work' (G5) report:**

N/A

**Risk:**

**Risk: Reputational, public/stakeholder impact:** There is a high risk for the project and reputational risk for the delivery of Culture Mile if Beech Street can't be delivered. One of the key objectives of the Beech Street Transport and Public Realm project is the removal or reduction of traffic in Beech Street, which will be a highly challenging endeavour. The City will require the approval of TfL to close Beech Street due to the additional traffic this will displace onto other streets, such as London Wall and Old Street. TfL and LB Islington have other planned projects on Old Street which reduce traffic capacity.

There is likely to be vociferous opposition to a Beech Street closure from transport operators and users.

**Overall RAG rating:** Red

**Previous RAG rating:** Amber

**[4] Member Decisions and Delegated Authority**

Members of Policy and Resources Committee approved the Vision for Beech Street in an update report on 7th June 2018. This sets out the principle that traffic needs to be removed or reduced in Beech Street as part of the Transformation programme.

The only matter of Delegated Authority relates to the Director for Built Environment being able to move funds between individual line items with no change to the overall budget or project scope.

Members of the Port Health and Environmental Services Committee have requested that the potential for air quality to be improved on Beech Street by investigating the feasibility of restricting traffic to Ultra Low Emission vehicles.

**[5] Narrative and change**

**Date and type of last report:**

Gateway 3 Issues Report (January 2016)

**Key headline updates and change since last report.**

This report identifies that there are a number of different projects that make up the Beech Street transformation programme. The initial traffic modelling that has been undertaken demonstrates that there are likely to be



significant challenges to achieving the necessary approvals to remove traffic from Beech Street. Members have requested that both an eastbound and westbound traffic closure be investigated.

### **Headline Scope/Design changes, reasons why, impact of change:**

#### **Since 'Options appraisal' (G3) report:**

Request to increase project scope to investigate improving air quality with ULEV vehicles.

Requirement to ascertain the capacity of the sub surface structures.

The scope of traffic modelling required is now better understood, as are the aspirations of TfL and LB Islington for projects in their area.

### **Timetable and Milestones:**

**Expected timeframe for the project delivery:** 2023

#### **Milestones:**

1) TfL approve City TMA application for traffic changes

2) Public realm design completed

3) Highway works complete in time for Exhibition Halls

**Are we on track for this stage of the project against the plan/major milestones?** Y

However, there are significant risks relating to traffic which could negatively impact on the programme

**Are we on track for completing the project against the expected timeframe for project delivery?** Y

### **Risks and Issues**

#### **Top 3 risks:**

<i>Risk description</i>	The subsurface structures do not have the capacity to support a widened northern footway
<i>Risk description</i>	TfL do not approve the City's Traffic Management Act application to remove/reduce traffic
<i>Risk description</i>	Vociferous opposition from single issue transport groups

#### **Top 3 issues realised (risks which have come to pass):**

<i>Issue Description</i>	<i>Impact and action taken</i>	<i>Realised Cost</i>
Traffic modelling scope	The scope and complexity of the traffic modelling exceeds previous experience in the City. An independent traffic modelling expert will be procured to offer impartial professional advice on the procurement of a traffic modelling team and engagement with TfL.	£10,000

**Has this project generated public or media impact and response which the City of London has needed to manage or is managing?** Yes, the Culture Mile is an initiative that the City has released to the media, public and neighbouring authorities.

<b>Committees:</b>		<b>Dates:</b>
Streets and Walkways Sub-Committee	For Decision	04/09/2018
Policy and Resources	For Decision	06/09/2018
Projects Sub-Committee	For Decision	12/09/2018
Port Health & Environmental Services	For Information	25/09/2018
<b>Subject:</b> Beech Street: Transport and Public Realm Improvements	<b>Issue Report:</b> Gateway 3 Complex	<b>Public</b>
<b>Report of:</b> Director of the Built Environment <b>Report Author:</b> Kristian Turner		<b>For Decision</b>

### **Dashboard**

**Timeline:** G4 Detailed Option Appraisal ~ May 2021

**Total Estimated Cost: £12M-£15M** *(for the transport, highway and public realm elements on Beech Street only)*

**Approved budget:** £218,927

**Spend to Date:** £70,858

**Overall Project Risk:** High

### **Report Summary**

This report is for the Beech Street Transport and Public Realm project which aims to deliver air quality, property and public realm improvements in Beech Street, which in turn can best be achieved by the removal/reduction of traffic.

The key risks to delivering the project remain:

- the wider traffic impact of reducing traffic in Beech Street;
- attaining the necessary statutory approvals and agreement of Transport for London (TfL) and neighbouring authorities;
- the potential conflict with nearby projects just outside the City boundary which reduce traffic capacity on parallel streets and may cause displacement of vehicles onto Beech Street.

The purpose of this report is to provide an update on the work done to date, to seek Member endorsement of the development of two options for reducing traffic in Beech Street, and to advise on the project risks.

A previous version of this report was brought to Members of the Streets and Walkways Sub Committee in July 2018. Following discussions at that Committee, it was agreed to withdraw the report and resubmit it with additional consideration given to:

- Developing further options for the reduction of traffic in Beech Street by investigating both an eastbound and westbound closure, with a key objective being the improvement of air quality;

- That officers should consider the possibility of a City-wide traffic model to allow Members to consider the cumulative traffic implications of future projects.

Since the July Committee, officers have met with TfL to understand the traffic implications of the Old Street roundabout scheme and the issues surrounding a City-wide traffic model, plus they have met with LB Islington regarding the Old Street / Clerkenwell Road cycle grid route. This report provides an update on both those discussions, plus an update on the structural investigation work at Beech Street.

## **Background**

### *Vision & Governance*

In June 2018 the Policy and Resources Committee agreed the vision to transform Beech Street. It was to create a vibrant street with a high quality public realm at the centre of the Culture Mile, improve air quality and provide the opportunity to realise property outcomes.

The programme for the delivery of the Beech Street vision, the *Beech Street Major Transformation programme*, includes three individual projects: transport and public realm improvements, property redevelopment, and podium waterproofing. These projects have significant interdependences, but June's Policy and Resources Committee also agreed that they should be developed individually with their own specific budgets and milestones through the Committee approvals process.

### *Air quality*

Beech Street has recently been measured as one of the most polluted streets in London for noxious emissions (NOx) from vehicles. The NOx data doesn't differentiate between westbound and eastbound traffic, but based on existing traffic flows and the queues approaching Aldersgate St, it is reasonable to assume that westbound traffic contributes 60% or more. This will be a factor to consider when balancing the merits of an eastbound closure versus a westbound closure.

The work undertaken in the Barbican area by the Low Emissions Neighbourhood (LEN) project has identified air quality on Beech Street as a local concern for residents and visitors, and a pilot scheme will be trialled on Moor Lane to restrict traffic to Ultra Low Emission Vehicles (ULEV).

The Port Health and Environmental Services Committee has requested that the potential for Ultra Low Emission Vehicle (ULEV) restrictions on Beech Street be investigated as part of the traffic reduction options. It is therefore proposed that the scope of the project be expanded to determine the feasibility of restricting some or all traffic on Beech Street to ULEV vehicles only.

## **Progress to date – Transportation and Public Realm**

### *Traffic Modelling – Beech Street traffic options*

An initial Preliminary Traffic Analysis (using the strategic TfL 2018 ONE Model for Central London) was produced in 2016 as part of a study to identify the geographical area that would be affected by different options for the restriction or removal of traffic from Beech Street. The options tested were:

Option 1 - An eastbound closure of Beech Street to vehicles;



Option 2 - A westbound closure of Beech Street to vehicles;

Option 3 - A total closure of Beech Street in both directions (i.e. pedestrianisation except for vehicular access to the Barbican Car Park, residential car parks and servicing).

The areas affected by the reassignment of traffic are presented in Appendix 1. This shows that all three scenarios would cause reassignment of traffic to other streets within the City (particularly on London Wall and Moorgate), the TfL Network (Old Street) and the streets of neighbouring boroughs.

In terms of scale of impact, an eastbound closure causes traffic to reassign over the smallest area, and a full closure affects the widest area.

Given the scale of impact from a full closure, it is proposed that the project focusses on Options 1 and 2 for now, with Option 3 (a full closure) remaining a longer-term aspiration.

#### *City wide traffic model*

At July's Streets and Walkways Sub Committee, Members asked officers to consider the merits of a City-wide traffic model to enable strategic decision making. It was suggested this would be useful in understanding the traffic impacts of various aspirational schemes, including Beech Street, Museum of London, Centre for Music, Bank and the Eastern City Cluster.

Officers have since met with TfL's transport modelling team to discuss options for this approach. TfL are currently investigating the rollout of new software for a Central London traffic model which allows more of the traffic modelling tasks to be undertaken in one software package. Officers have been advised that using this approach will be the most cost effective and efficient method for testing traffic scenarios from various schemes together.

We have requested more information on how TfL's model will be created, their programme, funding, on-going maintenance costs and how the model might reduce the time for getting traffic scheme approvals.

#### *Public Realm*

Beech Street was identified as a priority area for enhancement in the Barbican & Golden Lane Area Strategy (approved in 2015), with an emphasis on reducing traffic levels and improving conditions for pedestrians and cyclists.

The Culture Mile Look & Feel Strategy, which is due for adoption in October 2018, identifies Beech Street as a critical section of the 'cultural spine', the main east-west route through the Culture Mile area. The principles for the cultural spine include creating new public space along the route, prioritising pedestrian movement, and making the area easier and more pleasant to navigate. Specifically for Beech Street, the intention is to create a unique and vibrant urban 'destination', with an enhanced street environment and the potential for future pedestrianisation.

Initial design approaches for Beech Street have been considered, dependent on the option(s) taken forward for further development. These opportunities include, but are not limited to:

- widened footways in enhanced materials;
- alterations to the junctions at either end of Beech Street, particularly at Aldersgate Street;
- improved lighting, including the potential for architectural or curated lighting;
- the introduction of public art.

#### *Property studies relevant to the highway*

A significant amount of work has been done by the Culture Mile property team in determining the business case for the refurbishment of property space along Beech Street. Studies have looked at both the under-utilised space available on the north side in Exhibition Halls 1 and 2 and on the south side by relocating car parking spaces and utilising the refuse area.

It was found that the refurbishment of the Exhibition Halls is supported by the property business case and that their revenue potential would be maximised by (significantly) widening the footway on the northside and improving the public realm. On the south side, it was determined that only substandard units could be physically achieved, and these would not command sufficient levels of rent to justify the estimated cost. It has therefore been established that retail space on the south side would not be economically viable.

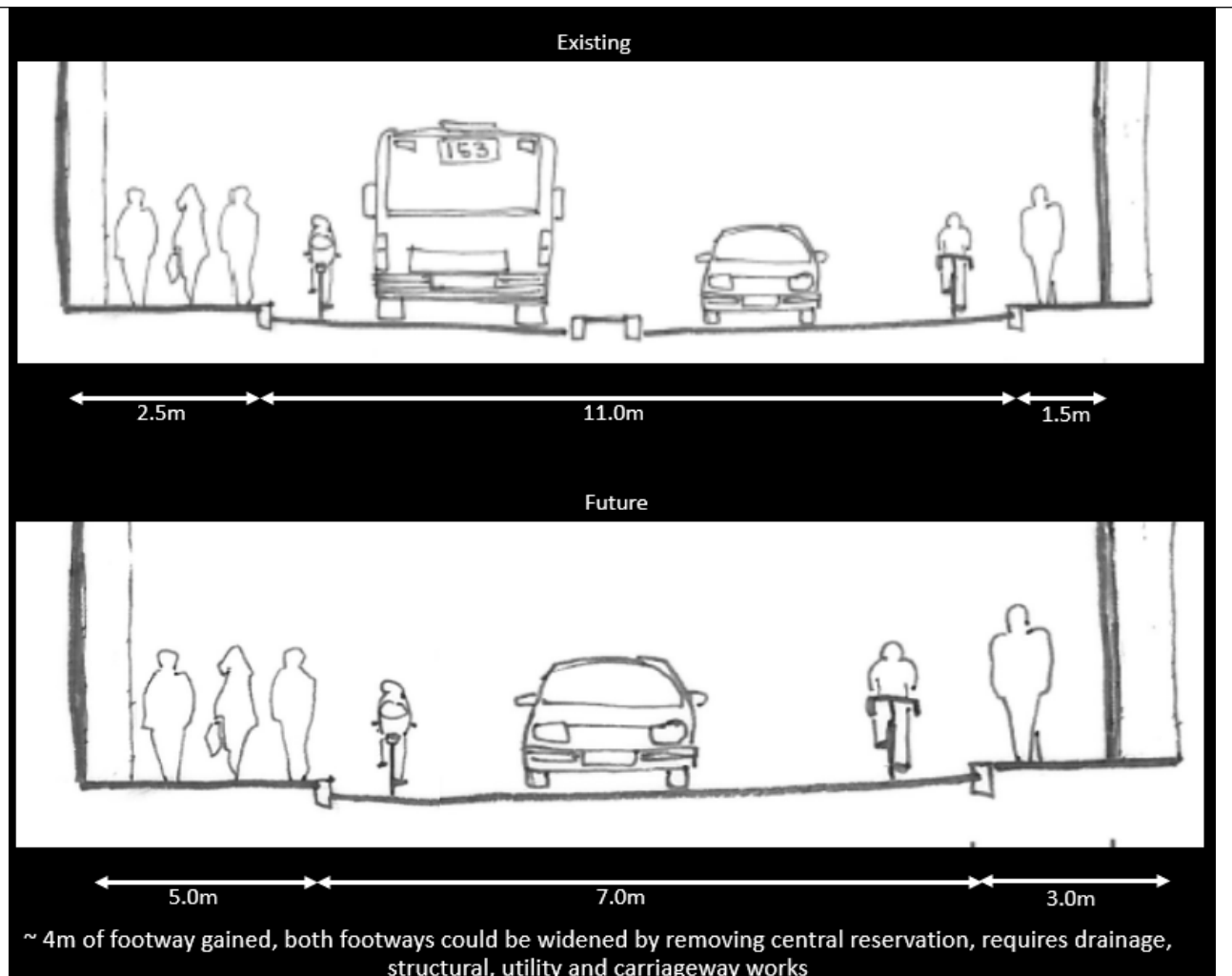
Appendix 3 illustrates how shallow public display cases displaying artefacts from core partners could still combine with new retail units in the vicinity of Lauderdale Tower to bring variety to the long south frontage.

#### *Footways and pedestrian comfort levels*

The footways in Beech Street are quite narrow, around 2.5m wide on the north side and 1.5m on the south. However, pedestrian flows in Beech Street are relatively moderate compared to some locations in the City, so that pedestrian comfort levels have been calculated as very good at B+ and A- respectively.

Nevertheless, widening of each footway will be reviewed during the design process, with the potential for reducing traffic to one direction allowing the opportunity to widen the northern footway to compliment the property development and / or widen the southern footway to improve pedestrian comfort.

Widening the footway on both sides would be more challenging because it would require the “running” traffic lane to move towards the middle of the street, the removal of the central reservation and changes to the road’s profile and drainage (see below).



### *Structural constraints*

Since July's Streets and Walkways Committee, the project team have undertaken inspections and reviewed historic design and drainage drawings for Beech Street. Further ground radar surveys and trial holes are programmed for late August and September which will confirm whether the footway widening is achievable. Early indications are positive as it's been determined that except for a small area at the southern end of Golden Lane, the Ben Johnson House car park does not extend beneath the road.

### **Key Project Risks and Opportunities**

The main project risks, challenges and opportunities are detailed below:

1. The condition and capacity of the various underground structures is now being assessed because if they cannot accommodate the additional loads on the surface, the footway widening would be restricted, which in turn would limit the potential for the public realm improvements and property redevelopment.
2. The complexity of traffic modelling will be greater than either the Aldgate and Bank on Safety projects, and potentially the largest traffic model ever built by the City.
3. TfL and LB Islington have aspirations to significantly change the Old Street roundabout by reducing traffic capacity to transform the junction. In addition, LB

Islington have aspirations to develop a new cycle route along Old Street / Clerkenwell Road. The partial closure of Beech Street would reassign traffic to these routes, so there is a risk that both TfL and LB Islington will object to changes at Beech Street, significantly delaying or halting the Beech Street project. However, we are now working with TfL and LB Islington to identify collaborative opportunities to realise both sets of aspirations, with Culture Mile also providing significant cross boundary benefit potential.

4. There is a risk that TfL, residents or businesses will object to changes to the Route 153 bus.
5. Experience from other recent schemes would suggest that the permanent closure of any major street in the City will create a high risk of vocal, influential and prolonged opposition from single issue transport groups.
6. Future projects, such as Centre for Music and Museum of London at West Smithfield, will add an extra layer of complexity to the planning, management and resilience of the street network in the next 10-15 years, with any changes to the London Wall roundabout a future consideration for Beech Street.
7. The City's emerging Transport Strategy will provide a framework for new initiatives to actively manage traffic volumes in the City. This will be important given that traffic reductions are likely to be needed to enable the delivery of various Culture Mile projects, as well as other initiatives across the City.
8. Changes at Beech Street will require Traffic Management Act consent from TfL who are currently undergoing a significant restructure. With new resource constraints and the loss of key staff, it remains to be seen how TfL will respond, but equally there are opportunities through the Mayor's Transport Strategy Healthy Streets initiative where the Beech Street project could receive a high degree of GLA support.

### **Procurement**

Work to procure the services of a transport consultancy to undertake the traffic modelling (~£500K of services) will be undertaken with the assistance of the City Procurement team. It is considered that only 2-3 consultancies in London have the necessary experience and staff to undertake this complex work.

There are 3 options for the procurement of transportation and landscape design services:

#### **Option A – Full OJEU tender**

Time to tender ~ 6 months

Benefits – Full OJEU compliance

Disbenefits – Programme delay; cost of officer time in preparing, tendering and assessing bids; risk of challenge if the value of the tender changes as the project progresses.

#### **Option B – Utilise another public sector framework (i.e. TfL)**

Time to tender ~2-3 months

Benefits – Compliant and faster than Option 1

Disbenefit – The 2-3 consultancies we believe have the necessary skills are not on these frameworks as they tend to be smaller and more specialised SME's.

**Option C – Utilise design services in the Riney Highway Term contract (preferred method)**

Time to tender ~1-2 months

Benefits – Compliant and immediately available, sufficient time on the Riney term contract. Similar approach used in Westminster on their Highway Term contract

Disbenefits – Would be a large amount of fees to route through the Riney term contract.

Options A and C would be the routes most likely to result in procuring a consultant with the necessary skills and experience. Given the pace required to meet the opening of the redeveloped exhibition halls, DBE and City Procurement propose to use Option C.

(NB Structural services will be procured through the term contract for Structures and Bridges as usual.)

**Proposed next steps**

To deliver the vision for Beech Street, the following tasks will be undertaken:

1. Continue to establish the physical constraints of the site, particularly the structures, utilities and drainage below Beech Street.
2. Continued engagement with TfL and LB Islington at a strategic and operational level and seek Traffic Management Act approval for the scheme from TfL.
3. Develop a detailed project plan and advise Members on the likely high level political engagement required with neighbouring authorities and GLA/TfL.
4. Gather baseline information on air quality on Beech Street and the alternate streets to help assess the impact of any traffic changes.
5. Begin to build a VISSIM micro-simulation model over a wide part of the City and Islington to enable the impacts of the Beech Street proposals (Option's 1 and 2) to be fully quantified.
6. Develop the model with information from other authorities to capture their schemes which also affect traffic.
7. Produce computer generated images of what a transformed Beech Street could look like for use in stakeholder engagement and to help build momentum for the project.
8. Once there is confidence that traffic can be removed or reduced in Beech St, have a landscape architect produce a design for the street based on objectives established by a new working party.
9. Co-ordinate the physical highway and public realm construction works with the Exhibition Halls refurbishment as both programmes progress. This is dependent on

the progress of the transportation work to reduce traffic in Beech Street which will then define the feasibility and timing of a proposed ULEV restriction in Beech Street.

### **Forward Programme**

Given the size and complexity of the project, an indicative programme is outlined below, but this is reliant on significant third-party agreements.

The key dates are as follows:

- **August 2018 – December 2018** Structural assessment and site surveys completed
- **October 2018** Scoping of modelling brief
- **November 2018** Procurement of transport and public realm services (\*dependent on procurement option chosen)
- **December 2018 – June 2021** Traffic model completed and accepted by TfL and supported by LB Islington
- **November 2019 – April 2021** Public realm and highway outline design completed
- **July 2021** Gateway 4 Report
- **August 2021 – October 2022** Detailed design completed (structures and highways)
- **December 2022** Gateway 5 Report
- **January 2023 – January 2024** Highway construction
- **Q1 2024** Highway works complete

### **Funding**

The current expenditure on the project is £70,858 from an approved budget of £218,927, leaving £148,069 to be utilised in developing the project to Gateway 4. However, a further £1,526,435 is thought to be required to reach Gateway 4 (see summary below and Appendix 4), and is proposed to be funded from DBE's Public Realm and Local Transport Improvement CIL allocation.

Description	Approved Budget (£)	Additional Funds Required (£)	Revised Budget to Gateway 4 (£)
Fees	112,636	680,000	792,636
Highways Staff Cost	5,000	64,280	69,280
P&T Staff Costs	82,889	782,155	865,044
DBE Structures Staff cost	18,402	0	18,402
<b>TOTAL</b>	<b>218,927</b>	<b>1,526,435</b>	<b>1,745,362</b>

The staff costs to reach Gateway 4 represent approximately 6% of the £15m scheme estimate. These have been benchmarked against other transportation and public realm schemes delivered by the City and have been found to be proportionate and appropriate for a project of this complexity.

A full time Project Manager with a designated technical and support team will be required to develop the project to deliver key tasks including procurement, traffic & pedestrian modelling, consents & approvals, air quality monitoring, transport surveys, traffic design, structural assessments, public realm lighting design, public & stakeholder engagement, communications and consultation.

## **Recommendations**

It is recommended that **all Committees** note:

1. The vision for Beech Street as approved by the Policy and Resources Committee, which includes the reduction of traffic, improvements to the public realm, widening of footways and improvements in air quality;
2. The separation of the podium water-proofing, property redevelopment and transportation & public realm projects, to follow individual Gateway paths and reporting times;
3. The results of the traffic and public realm work done so far;
4. The key project risks, next steps & programme.

It is recommended that Members of the **Streets and Walkways** and **Project Sub Committees** approve:

5. Further development of the feasibility of Option 1 (Beech Street closed to eastbound traffic) and Option 2 (Beech Street closed to westbound traffic)
6. An increase in the scope of the project (requested by the Port Health & Environmental Services Committee) to investigate the feasibility of introducing Ultra-Low Emission Vehicle restrictions in Beech Street
7. The proposed procurement route for consultancy services utilising the City's Highways Term Contract;

It is recommended that Members of the **Resource Allocation Sub Committee** and **Streets and Walkways Sub Committee** approve:

8. An increase in the estimated project budget of £1,526,435, to £1,745,362 to fund the project to Gateway 4, subject to the procurement of the relevant consultancy appointments;
9. The allocation of Public Realm and Local Transport Improvement CIL funds to fund the development of the project to Gateway 4;
10. Delegate authority for any adjustments between elements of the budget to the Director of the Built Environment in conjunction with the Chamberlain's Head of Finance provided the total approved budget of £1,745,362 (subject to procurement) is not exceeded and the scope remains unchanged.

## **Appendices**

<b>Appendix 1</b>	Traffic Modelling – areas of impact
<b>Appendix 2</b>	Beech Street closure – traffic survey analysis
<b>Appendix 3</b>	Beech Street southside visualisations
<b>Appendix 4</b>	Expenditure to date
<b>Appendix 5</b>	Total Additional funds to reach Gateway 4

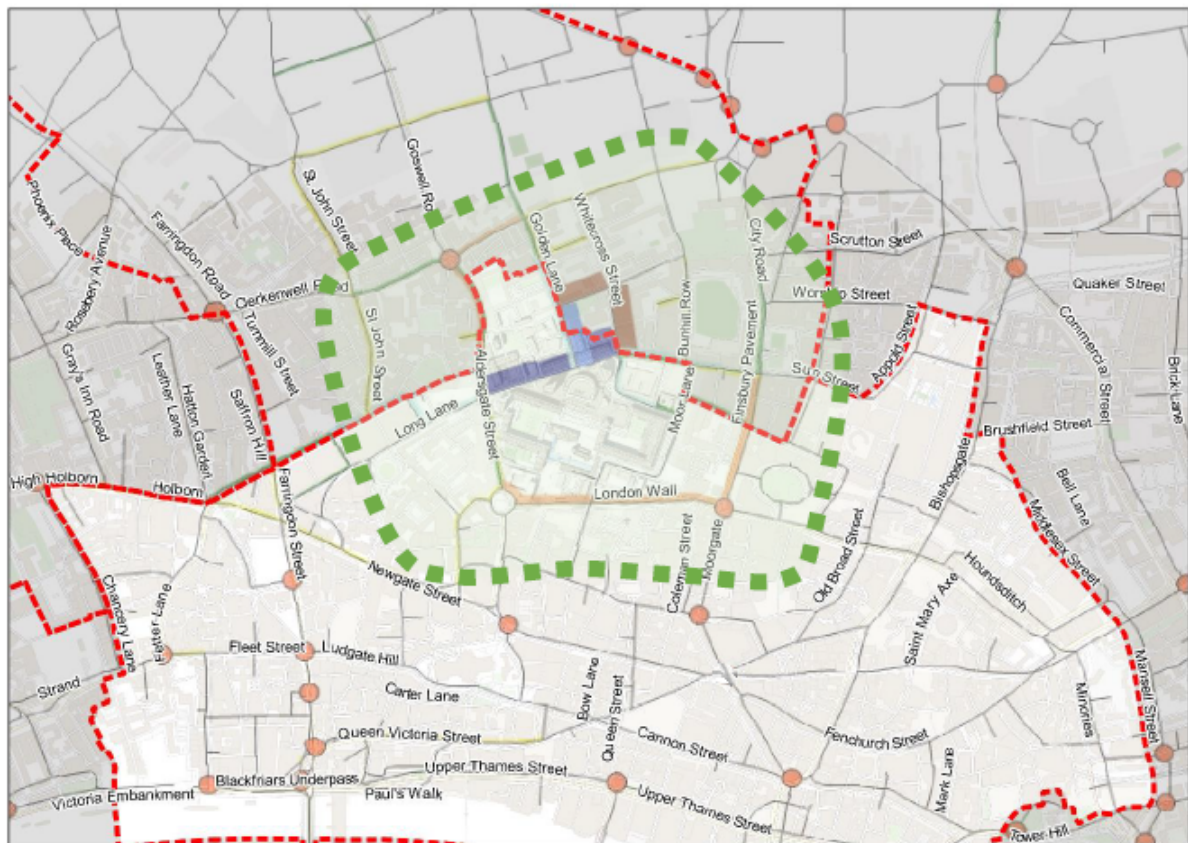
## **Contact**

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## Appendix 1 – Traffic Modelling Areas of Impact



Eastbound Closure



Westbound Closure



### City Transportation Briefing note on traffic during Beech Street closure

**Date:** 31/05/18

#### **Summary**

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In March 2018, Beech Street was closed for 5 days for the “Tunnel Visions Array” sound and light event. This was used as an opportunity to undertake traffic surveys on the key junctions on the alternative routes to the north and south of Beech Street. These surveys were then compared to a “normal” day when Beech Street was open as usual. In summary the key findings are that:

- the traffic signals in the area operate at full capacity in the AM peak;
- traffic diverts around Beech Street primarily via London Wall and Old Street;
- With adjoining junctions such as Moorgate / London Wall already operating at full capacity, the additional traffic causes traffic queues to increase;
- Overall, there is an average 23% increase in journey times on the routes to the south and north of Beech Street;
- On some arms of junctions, (such as Aldersgate Street northbound at Beech Street junction) journey times increase by over 100% (i.e. from 34 seconds to 73 seconds).

The above simply presents the analysed data of the traffic surveyed during a closure with no other traffic management interventions. Despite requests for information, we do not know if TfL altered traffic signal timings on the days of closure.

#### **Methodology**

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1. Observations by Network Management team of a significantly busier network with Beech Street closed
2. Hourly snapshots of the network via the TomTom website between 9am and 6pm
3. 20-30 cameras installed at 7 sites (junctions) that were anticipated to experience additional traffic due to the Beech Street closure
4. Thursday 15<sup>th</sup> March main survey day, Thursday 22<sup>nd</sup> March the comparison (baseline) day
5. Data captured
  - journey times
  - traffic volumes
  - queue lengths

#### **Observations**

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6. Visual observations that significantly more traffic on London Wall and Moorgate
7. Hour snaps of TomTom surveys, significantly elevated levels of congestion on London Wall, Moorgate, City Road, Goswell Road, Bunhill Row and Old Street, in the AM and midday period, less so after 2pm



## Traffic analysis:

### 8. Traffic volumes summary

- Traffic flows are total flows across the AM peak only. As expected, there is little overall difference in traffic volumes however vehicles spent almost 23% more time queuing than in normal network operation in the AM Peak. This tells us that the surveyed junctions cannot operate at an increased capacity to accommodate the reassigned traffic, which generally manifests itself in additional traffic queues.
- The vast majority of traffic diverting around Beech Street use either Old Street or London Wall.
- This note analyses the impact of the closure at four levels: the City Level, the Junction Level, the Junction Arm Level and the Traffic Lane Level.

**Table 1: change to vehicle volumes and average Queue time at the City level in the AM Peak**

	Thursday 22nd (Baseline)	Thursday 15th (Closure)	% difference between closure and baseline
Number of vehicles	12,360	12,136	-2%
Total Queuing time (hours, minutes and seconds)	04:54:01	06:02:49	+23%

### 9. Traffic journey times summary

- Increased journey times have been measured to understand the level of congestion on the network.
- As can be seen in the table below, as anticipated there is a significant increase to the average journey time at key junctions on the alternative route.

**Table 2: change to vehicle volumes and average Queue time at the junction level in the AM Peak**

Junction	Total vehicles (Baseline)	Total vehicles (Closure)	% change to vehicle volumes	Average Queue JT (Baseline)	Average Queue JT (Closure)	% change to Queue JT
Beech Street / Aldersgate Street	2132	1757	-18%	00:30	00:34	+13%
London Wall / Wood Street	1369	1477	+8%	00:35	00:37	+7%
Moorgate / Ropemaker Street	1793	1866	+4%	00:44	00:58	+33%
Moorgate / London Wall	2134	2170	+2%	01:00	01:03	+6%
Old Street / Goswell Road	2700	2482	-8%	01:00	01:17	+29%
Rotunda	2040	2039	0%	No Survey	No Survey	No Survey

Whitecross Street / Fortune Street	192	345	+80%	No Survey	No Survey	No Survey
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- Looking at the average delays for the junction as a whole masks the effects on some arms where the experience for vehicles is much worse, for instance it is clear there has been a change to the average queue time at the Old Street / Goswell Road Junction.
- Table 3 below shows which arms are most affected by the closure.

**Table 3: Change to average queue times by Junction Arm Level in the AM peak only**

Junction Arm	Baseline	Closure	Difference	% difference
Old Street / Goswell Road WB	00:01:10	00:02:32	00:01:22	116%
Moorgate / South Place EB	00:02:11	00:03:22	00:01:11	54%
Old Street / Goswell Road EB	00:00:53	00:01:53	00:01:00	114%
London Wall / Moorgate SB	00:01:23	00:02:06	00:00:43	51%
Beech Street / Aldersgate NB	00:00:34	00:01:13	00:00:39	113%
Beech Street / Aldersgate SB	00:01:23	00:01:46	00:00:22	27%
London Wall / Wood Street WB	00:02:05	00:02:23	00:00:17	14%
London Wall / Wood Street EB	00:01:08	00:01:21	00:00:13	19%
Moorgate / South Place SB	00:00:53	00:01:05	00:00:12	22%
Moorgate / South Place NB	00:01:06	00:01:17	00:00:11	17%
London Wall / Wood Street NB	00:00:06	00:00:16	00:00:11	188%
Moorgate / South Place WB	00:00:59	00:01:06	00:00:07	12%
London Wall / Moorgate WB	00:02:38	00:02:41	00:00:03	2%
London Wall / Moorgate EB	00:02:38	00:02:41	00:00:03	2%
Beech Street / Aldersgate WB	00:00:50	00:00:47	-00:00:03	-6%
Beech Street / Aldersgate EB	00:01:37	00:01:29	-00:00:07	-8%
Old Street / Goswell Road SB	00:02:38	00:02:17	-00:00:20	-13%
London Wall / Wood Street SB	00:00:45	00:00:22	-00:00:24	-52%
London Wall / Moorgate NB	00:02:38	00:02:04	-00:00:34	-21%
Old Street / Goswell Road NB	00:04:05	00:03:16	-00:00:50	-20%

- Again as there are multiple movements on each junction arm (for example there two lanes at Old Street / Goswell Road WB), effects can be masked and as such it is necessary to observe the changes to queue times at the traffic lane level as shown in table 4 below.

**Table 4: Change to average queue times and average queue length by traffic lane level in the AM peak only**

	Change to average queue length	Average queue time (baseline)	Average queue time (closure)	Difference	% Difference
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Ropemaker / Moorgate EB traffic lane	6.8	00:02:11	00:03:22	00:01:11	54%
Old Street / Goswell Road WB ahead and right	0.2	00:00:43	00:01:27	00:00:44	104%
Old Street / Goswell Road NB ahead and left	-0.8	00:00:28	00:01:12	00:00:44	157%
London Wall / Moorgate EB ahead lane	7.4	00:01:46	00:02:28	00:00:42	40%
Old Street / Goswell Road WB ahead and left	0.6	00:00:28	00:01:06	00:00:38	135%
Long Lane / Aldersgate EB traffic lane	-0.2	00:00:14	00:00:43	00:00:29	207%
Moorgate / London Wall SB Nearside	5.4	00:01:01	00:01:22	00:00:21	35%
Moorgate / London Wall SB Right Turn	3.3	00:00:22	00:00:44	00:00:21	94%
Moorgate / Finsbury Pavement NB ahead and right	2.8	00:00:28	00:00:46	00:00:18	65%
London Wall / Moorgate WB nearside ahead lane	1.0	00:00:28	00:00:46	00:00:18	65%
Old Street / Goswell Road NB cycle lane	-0.2	00:00:25	00:00:42	00:00:17	67%
Finsbury Pavement / Moorgate SB	1.7	00:00:26	00:00:40	00:00:14	54%
Aldersgate / Beech Street SB ahead and left	-1.2	00:00:33	00:00:46	00:00:14	42%
London Wall / Wood Street EB ahead and left	0.6	00:00:28	00:00:41	00:00:13	48%
London Wall / Wood Street WB Traffic Lane	0.5	00:00:50	00:01:03	00:00:12	25%
Wood Street / London Wall NB	0.4	00:00:06	00:00:16	00:00:11	188%
Long Lane / Aldersgate EB cycle feeder lane	0.0	00:00:20	00:00:30	00:00:10	48%
South Place / Moorgate cycle lane	-0.1	00:00:25	00:00:34	00:00:09	37%
Aldersgate Street / Beech Street SB cycle feeder lane	-0.9	00:00:21	00:00:29	00:00:07	35%
Beech Street / Aldersgate WB Cycle Feeder Lane	-1.6	00:00:15	00:00:21	00:00:06	37%
London Wall / Wood Street WB Ahead and Right	0.9	00:00:49	00:00:53	00:00:05	9%
Aldersgate / Beech Street SB ahead and right	0.0	00:00:29	00:00:31	00:00:01	4%
London Wall / Wood Street WB Cycle Lane	-0.1	00:00:26	00:00:26	00:00:00	1%
London Wall / Wood Street EB offside	-1.9	00:00:40	00:00:40	-00:00:00	-1%
South Place / Moorgate ahead and left	0.7	00:00:33	00:00:31	-00:00:02	-7%
Finsbury Pavement / South Place Right turn lane	0.8	00:00:27	00:00:25	-00:00:02	-8%
London Wall / Moorgate WB right turn lane	2.8	00:00:50	00:00:47	-00:00:02	-5%
Old Street / Goswell Road SB offside	0.3	00:00:44	00:00:38	-00:00:06	-13%
Aldersgate Street / Beech Street NB ahead and left	0.0	00:00:29	00:00:22	-00:00:07	-23%
Moorgate / Finsbury Pavement NB ahead and left	4.2	00:00:38	00:00:31	-00:00:07	-19%
Old Street / Goswell Road EB cycle lane	0.2	00:00:52	00:00:44	-00:00:08	-14%
Old Street / Goswell Road EB nearside	-0.5	00:00:55	00:00:46	-00:00:09	-16%
London Wall / Moorgate NB cycle lane	-4.0	00:00:34	00:00:25	-00:00:09	-27%
Aldersgate Street / Beech Street NB ahead and right	-0.3	00:00:30	00:00:17	-00:00:13	-42%
Beech Street / Aldersgate WB ahead and right	-11.7	00:01:22	00:01:08	-00:00:13	-16%
Old Street / Goswell Road SB nearside	-0.6	00:01:54	00:01:40	-00:00:15	-13%
Wood Street / London Wall SB	0.2	00:00:45	00:00:22	-00:00:24	-52%
London Wall / Moorgate NB traffic lane	8.6	00:02:04	00:01:39	-00:00:24	-20%
Old Street / Goswell Road EB offside	-0.1	00:01:16	00:00:50	-00:00:26	-35%
London Wall / Moorgate EB left turn lane	2.3	00:00:51	00:00:13	-00:00:39	-76%

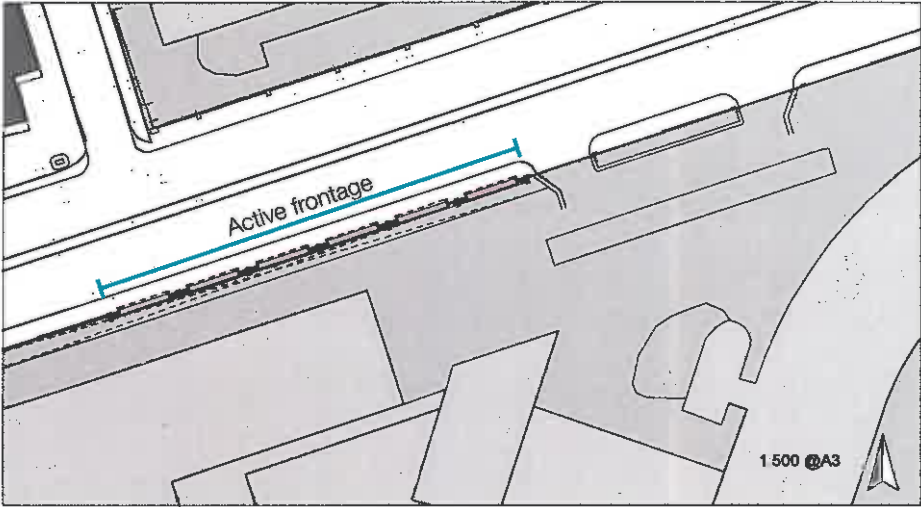
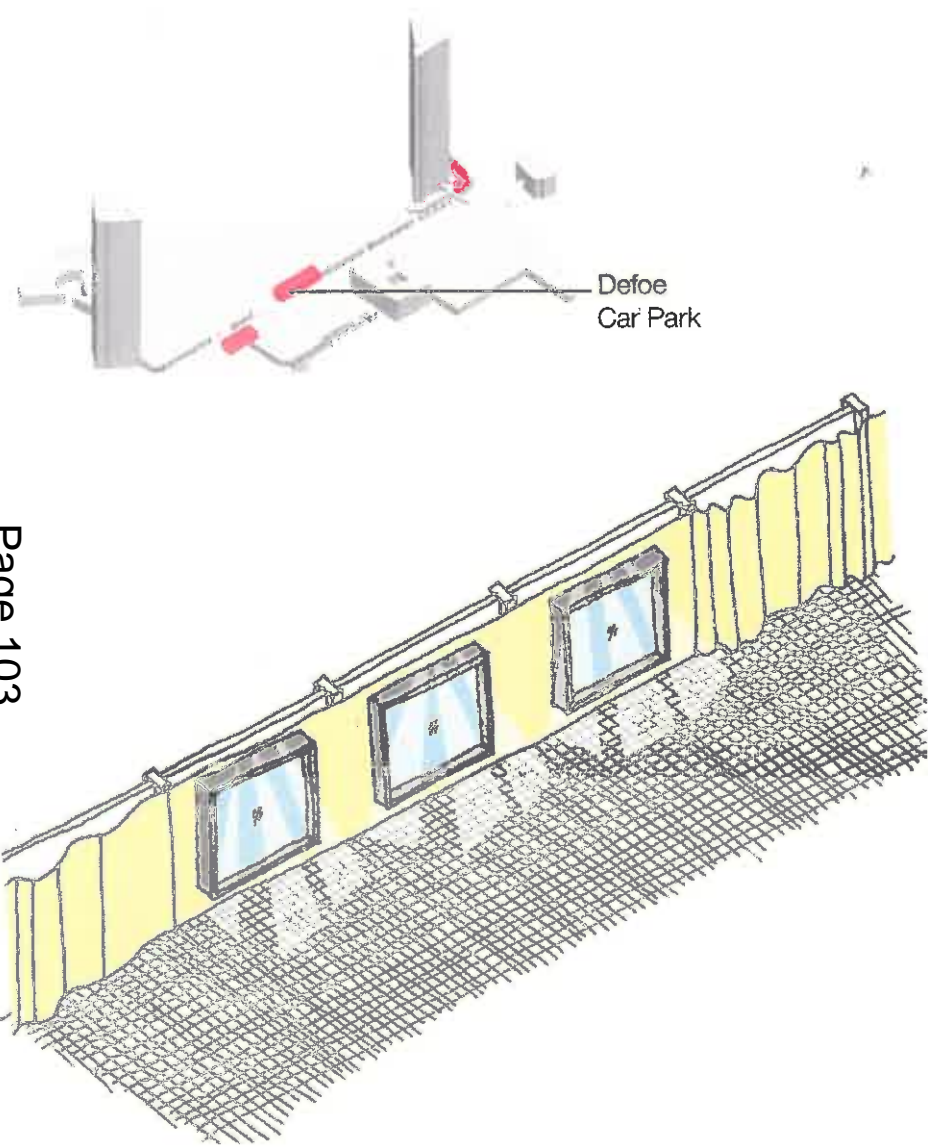


## BRIEFING NOTE

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**Proposed Design**  
Defoe Car Park Retail



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#### **Appendix 4**

<b>Expenditure to date</b>			
<b>Description</b>	<b>Approved Budget (£)</b>	<b>Expenditure (£)</b>	<b>Balance (£)</b>
PreEv Fees	15,000	15,000	0
PreEv P&T Staff Cost	13,500	13,500	0
Env Servs Staff Cost	5,000	0	5,000
P&T Staff Costs	25,000	21,197	3,803
P&T Fees	62,025	21,161	40,864
<b>TOTAL</b>	<b>120,525</b>	<b>70,858</b>	<b>49,667</b>

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## Appendix 5

Total additional funds to reach Gateway 4		
Item	Description	Estimated Cost (£) *
<b>Staff Costs</b>	City Transportation: Project Management of transportation, structures and highway design, Stakeholder Engagement & Communications	483,608
	City Public Realm: Project management of public realm and lighting design	342,936
	Highways: Design and technical support for highway and lighting	64,280
<b>Total additional Staff Costs</b>		<b>890,824</b>
<b>Professional Fees</b>	Traffic model consultant to advise brief and liaise with TfL	£10,000
	Structural assessments and possible strengthening design	80,000
	Utility C3 notices	20,000
	Traffic modelling	455,611
	Lighting strategy and concept design	20,000
	Public Realm concept design	50,000
<b>Total Professional Fees</b>		<b>635,611</b>
<b>Total Estimated Cost To Gateway 4</b>		<b>1,526,435</b>

\*Excludes any underspend to-date

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## Project Briefing

Project identifier			
<b>[1a] Unique Project Identifier</b>	12015	<b>[1b] Departmental Reference Number</b>	EE051
<b>[2] Core Project Name</b>	Drinking Fountains – Delivering Additional Water Refill Points in the City's Public Realm		
<b>[3] Programme Affiliation</b> <i>(if applicable)</i>	TBC		

Ownership	
<b>[4] Chief Officer has signed off on this document</b>	Yes. This project is one of the deliverables under the City's Plastic-Free City Initiative launched on 9 <sup>th</sup> July 2018.
<b>[5] Senior Responsible Officer</b>	Simon Glynn
<b>[6] Project Manager</b>	Emmanuel Ojugo

Description and purpose					
<b>[7] Project Mission statement / Elevator pitch</b>					
Installation of up to 8 new drinking fountains across the Square Mile, to help reduce unnecessary plastic waste and provide a valuable public amenity.					
<b>[8] Definition of Need: What is the problem we are trying to solve or opportunity we are trying to realise (i.e. the reasons why we should make a change)?</b>					
The City of London is aiming to reduce the amount of single-use plastic bottles being used, in order to ease the burden on recycling facilities and promote a re-use culture amongst City workers, residents and visitors. Providing water refill points in the public realm will increase opportunities for people to use their own, reusable water bottles.					
<b>[9] What is the link to the City of London Corporate plan outcomes?</b>					
[2] People enjoy good health and wellbeing. [5] Businesses are trusted and socially and environmentally responsible. [10] Our physical spaces have clean air, land and water and support a thriving and sustainable natural environment. [11] Our spaces are digitally and physically well-connected and responsive.					
<b>[10] What is the link to the departmental business plan objectives?</b>					
[1] Advancing a flexible infrastructure that adapts to increasing capacity and changing demands. [8] Improving quality of life for workers, residents and visitors.  The project will introduce water refill points across the Square Mile, meeting the growing demand for sustainable alternatives to single-use plastic bottles, reducing waste and saving money for the City community.					
<b>[11] Note all which apply:</b>					
<b>Officer:</b> Project developed from Officer initiation	Y	<b>Member:</b> Project developed from Member initiation	Y	<b>Corporate:</b>	Y

				Project developed as a large scale Corporate initiative	
<b>Mandatory:</b> Compliance with legislation, policy and audit	N	<b>Sustainability:</b> Essential for business continuity	N	<b>Improvement:</b> New opportunity/ idea that leads to improvement	Y

<b>Project Benchmarking:</b>					
<b>[12] What are the top 3 measures of success which will indicate that the project has achieved its aims?</b>					
1) Up to 8 new drinking fountains are installed across the Square Mile within 12 months of project initiation.					
2) Funding is obtained to deliver both the installation of the fountains and their ongoing maintenance.					
3) Encourage an increase in the use of water refill points in the City.					
<b>[13] Will this project have any measurable legacy benefits/outcome that we will need to track after the end of the 'delivery' phase? If so, what are they and how will you track them? (E.g. cost savings, quality etc.)</b>					
Over time, the project should lead to a reduction in the number of plastic bottles that the City recycles, saving costs and promoting more sustainable practices.					
<b>[14] What is the expected delivery cost of this project (range values)[£]?</b>					
Lower Range estimate: £50,000 Upper Range estimate: £100,000					
<b>[15] Total anticipated on-going revenue commitment post-delivery (lifecycle costs)[£]:</b>					
Drinking fountains require on-going maintenance to ensure they are fully functioning and the water is safe for public consumption. The maintenance requirements, including costs and responsibilities, will be detailed further in future Gateway reports.					
<b>[16] What are the expected sources of funding for this project?</b>					
A Priority Investment Pot (PIP) bid has been submitted, and the Resource Allocation Sub Committee agreed the bid met the criteria and approved the funding on 5 <sup>th</sup> July 2018. The Cheapside Business Alliance has also provided a sum towards the installation of a drinking fountain in the Cheapside area. Opportunities will also be taken to fund and install new drinking fountains as part of new developments in the City.					
<b>[17] What is the expected delivery timeframe for this project (range values)? Are there any deadlines which must be met (e.g. statutory obligations)?</b>					
Lower Range estimate: August 2018 – August 2019 (Expected project timeframe) Upper Range estimate: August 2018 – January 2020 (This Upper Range is subject to further funding opportunities to facilitate the installation of additional future drinking fountains) Critical deadline(s): none					

<b>Project Impact:</b>					
<b>[18] Will this project generate public or media impact and response which the City of London will need to manage? Will this be a high-profile activity with public and media momentum?</b>					



There is a growing international movement to reduce the amount of plastic in the environment, particularly single-use plastics such as water bottles. This project may therefore attract some media attention, which will need to be managed.

**[19] Who has been actively consulted to develop this project to this stage?**

Chamberlains: Finance	Officer Name: Julie Smith
Chamberlains: Procurement	Officer Name: Natalie Evans
IT	Officer Name: not applicable
HR	Officer Name: not applicable
Communications	Officer Name: Carl Locsin
Corporate Property	Officer Name: Janet Woodvine
External	Thames Estuary Partnership, Thames Water

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<b>Committees:</b> Corporate Projects Board <i>[for decision]</i> Projects Sub <i>[for decision]</i> Port Health and Environmental Services [for information]	<b>Dates:</b> 21 August 2018 12 September 2018 25 September 2018
<b>Subject:</b> Drinking Fountains – Delivering Additional Water Refill Points in the City’s Public Realm (EE051)  <b>Unique Project Identifier:</b> 12015	<b>Gateway 2:</b> <b>Project Proposal</b> Light
<b>Report of:</b> Director of the Built Environment <b>Report Author:</b> Tom Noble	<b>For Information</b>

# PUBLIC

## Recommendations

<div>1. Next steps and Requested decisions</div>	<div>Approval track: 3. Light</div> <div>Next Gateway: Gateway 5 - Authority to Start Work (Light)</div> <div>Next Steps:</div> <div><ul style="list-style-type: none"><li>Finalise locations for new drinking fountains by evaluating proximity to water points and potential for increased pedestrian footfall. Ward members will be consulted regarding potential locations.</li><li>Conduct trial holes at chosen locations to prove viability;</li><li>Confirm costs for implementation and ongoing maintenance.</li></ul></div> <div>Requested Decisions:</div> <div>Authorise officers to proceed with the evaluation process with a combined Gateway 3/4/5 report in due course, under the Light Route reporting process.</div>								
<div>2. Resource requirements to reach next Gateway</div>	<table><tr><th>Item</th><th>Reason</th><th>Funds/ Source of Funding</th><th>Cost (£)</th></tr><tr><td>Staff Costs</td><td>To undertake feasibility and site investigations</td><td>PIP</td><td>£10,000</td></tr></table>	Item	Reason	Funds/ Source of Funding	Cost (£)	Staff Costs	To undertake feasibility and site investigations	PIP	£10,000
Item	Reason	Funds/ Source of Funding	Cost (£)						
Staff Costs	To undertake feasibility and site investigations	PIP	£10,000						

	Fees	Trial holes to prove viability of preferred locations	PIP	£5,000
	<b>Total</b>			<b>£15,000</b>
<b>3. Governance arrangements</b>	<ul style="list-style-type: none"> <li><i>Service Committee responsible:</i> Streets &amp; Walkways (Porth Health for information)</li> <li><i>Name of Senior Responsible Officer:</i> Simon Glynn, Assistant Director, City Public Realm</li> <li>Regular updates to be provided to the Plastic Free City Steering Group.</li> </ul>			

### **Project Summary**

<b>4. Context</b>	<p>4.1 The City of London is aiming to reduce the amount of single-use plastic bottles being used, as part of the City's Plastic-Free City Initiative launched on 9<sup>th</sup> July 2018, in order to ease the burden on recycling facilities and promote a re-use culture amongst City workers, residents and visitors. Providing water refill points in the public realm will increase opportunities for people to use their own, reusable water bottles.</p> <p>4.2 The City currently provides drinking fountain water refill points in various locations, the first of which was installed in Carter Lane Gardens on 21<sup>st</sup> May 2010, adjacent to the Visitor Centre. This project seeks to extend this provision, utilising the existing tried and tested model, to ensure continuity of design quality and compliance with statutory certifications.</p> <p>4.3 The drinking fountain design is established as part of the City's palette of materials and features in the City of London Public Realm Supplementary Planning Document (adopted July 2016). There are no plans to pursue other designs.</p>
<b>5. Brief description of project</b>	<p>5.1 Installation of up to 10 new drinking fountains across the Square Mile that will operate as water bottle refill points, to help reduce unnecessary "single use" plastic waste and provide a valuable public amenity.</p> <p>5.2 Two drinking fountains were installed as part of the delivery of a project in the Aldgate area (June 2018). Therefore, it is proposed to deliver the remaining 8 drinking fountains as part of the Drinking Fountains project.</p>
<b>6. Consequences if project not approved</b>	<p>6.1 Should the project not be approved, a key element of the Plastic Free City initiative will not be delivered, leading to potential reputational damage.</p>

<b>7. SMART Project Objectives</b>	<p>7.1 Up to 8 new drinking fountains are installed across the Square Mile within 12 months of project initiation.</p> <p>7.2 Funding is secured to deliver both the installation of the fountains, and their ongoing maintenance, before the next Gateway report.</p> <p>7.3 Encourage an increase in the use of water refill points in the City.</p>
<b>8. Key Benefits</b>	<p>8.1 A reduced number of plastic bottles being collected as part of the City's recycling waste.</p> <p>8.2 A change in culture in the approach to the use of single-use plastic bottles.</p>
<b>9. Project category</b>	5. Other priority developments
<b>10. Project priority</b>	B. Advisable
<b>11. Notable exclusions</b>	11.1 No sites on the Transport for London Road Network (TLRN) will be proposed.

### Options Appraisal

<b>12. Overview of options</b>	<p>12.1 Officers will assess potential locations for new water bottle refill points and produce a list of confirmed locations depending on site viability (i.e. a local water connection being available) and potential for use (i.e. pedestrian footfall).</p> <p>12.2 Opportunities to introduce water refill points in new public realm schemes will be explored and evaluated.</p> <p>12.3. The installation of several new drinking fountains has already been identified through existing projects (Aldgate, St Mary Axe, Cannon Street), which will be included in the overall figure at the end of the project.</p>
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### Project Planning

<b>13. Delivery Period and Key dates</b>	<p><b>Overall project:</b> Completion expected between August 2019 and *January 2020, depending on variables.</p> <p>*Although the project is expected to be completed by August 2019, further funding opportunities may facilitate the installation of additional future drinking fountains.</p> <p><b>Key dates:</b></p> <ul style="list-style-type: none"> <li>• July 2018 – installation of two drinking fountains in Aldgate. COMPLETED.</li> <li>• August 2018 – preferred sites identified</li> <li>• September / October 2018 – trial holes undertaken to prove viability</li> </ul>
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	<ul style="list-style-type: none"> <li>December 2018 – Gateway 3/4/5 report to agree final locations and authorise implementation</li> <li>May-August 2019 – installation of drinking fountains</li> </ul> <p><b>Other works dates to coordinate:</b> as noted above, several fountains will be installed via existing projects.</p>
<b>14. Risk implications</b>	<p><b>Overall project risk:</b> Green</p> <p><i>14.1 Sites are not viable to accommodate new fountains</i></p> <p>Trial holes and investigations will be undertaken as part of the evaluation process to reduce the risk of sites not being suitable.</p>
<b>15. Stakeholders and consultees</b>	<ul style="list-style-type: none"> <li>Cleansing Services</li> <li>Environmental Health</li> <li>Thames Water</li> <li>Thames Estuary Partnership</li> </ul>

### Resource Implications

16. Total estimated cost	Likely cost range: £50,000 - £100,000									
17. Funding strategy	Choose 1: Partial funding confirmed	Choose 1: Mixture - some internal and some external funding								
	<table><tr><th>Funds/Sources of Funding</th><th>Cost (£)</th></tr><tr><td>Priority Investment Pot</td><td>£80,000*</td></tr><tr><td>Cheapside Business Alliance</td><td>£20,000</td></tr><tr><td>Total</td><td>£100,000</td></tr></table>		Funds/Sources of Funding	Cost (£)	Priority Investment Pot	£80,000*	Cheapside Business Alliance	£20,000	Total	£100,000
	Funds/Sources of Funding	Cost (£)								
	Priority Investment Pot	£80,000*								
Cheapside Business Alliance	£20,000									
Total	£100,000									
<p>*A Priority Investment Pot bid was agreed by Resource Allocation Sub Committee on 5<sup>th</sup> July 2018, funding of £80,000 as part of the total funding of £160,000 for the Plastic-Free City Initiative.</p> <p>The Cheapside Business Alliance have contributed up to £20,000 to deliver a fountain in the Cheapside area; any unspent funding from that allocation will be returned to the CBA at the end of the project.</p> <p>Additionally, new developments in the City will, where practical, require provision of a new drinking water fountain funded from the developer’s contributions to mitigate the impact of the development as appropriate.</p>										
18. Investment appraisal	Not applicable									

<b>19. Procurement strategy/Route to Market</b>	<p>The emerging City of London Local Plan is currently developing Public Realm policy to support the provision of public drinking fountains in appropriate locations.</p> <p>The City of London has a preferred drinking fountain unit which was approved as part of the City Public Realm Supplementary Planning Document (2016). Please see <b>Appendix 1</b> which shows a photo of a City drinking fountain located in Carter Lane Gardens.</p> <p>The fountains will be procured and installed by the City's Term Contractor, currently JB Riney.</p> <p>Thames Water are exclusive water suppliers in London, and so their new connection charges will be included in the overall project costs.</p>
<b>20. Legal implications</b>	As local authority the City has powers under Section 115B, Highways Act 1980 to place amenities on the public highway.
<b>21. Corporate property implications</b>	Not applicable
<b>22. Traffic implications</b>	Not applicable
<b>23. Sustainability and energy implications</b>	23.1 Over time, the project should lead to a reduction in the number of plastic bottles that the City recycles, saving costs and promoting more sustainable practices.
<b>24. IS implications</b>	Not applicable
<b>25. Equality Impact Assessment</b>	An equality impact assessment will be undertaken.
<b>26. Data Protection Impact Assessment</b>	The risk to personal data is less than high or non-applicable and a data protection impact assessment will not be undertaken

### Appendices

<b>Appendix 1</b>	Photo of an existing Drinking Fountain in Carter Lane Gardens
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### Contact

<b>Report Author</b>	Tom Noble
<b>Email Address</b>	tom.noble@cityoflondon.gov.uk
<b>Telephone Number</b>	020 7332 1057



**Appendix 1 | Photo of an existing Drinking Fountain in Carter Lane Gardens**





<b>Committee</b>	<b>Date:</b>
Port Health and Environmental Services	25 September 2018
<b>Subject:</b> Change to Waste Collection Arrangements for Serviced Apartments	<b>Public</b>
<b>Report of:</b> Carolyn Dwyer, Director of the Built Environment	<b>For Information</b>
<b>Report author:</b> Jim Graham, Assistant Director, Cleansing	

## Summary

The City of London Corporation has a statutory duty under the Environmental Protection Act 1990 to collect household waste from domestic properties within its area.

As part of the tender process for procuring the new Waste Collection, Street Cleansing and Ancillary Services Contract, a review was carried out to ensure the Corporation provided household waste collection services to only those properties which are entitled to receive the service.

The review identified that some complete blocks of flats are being utilised as ‘serviced apartments’ and are let on a short-term basis. These properties are paying council tax and therefore receive free household collections. However, the Controlled Waste Regulations 2012 (CWR) states that waste from a “domestic property used during a business for the provision of self-catering accommodation” can be classed as commercial waste.

The occupiers of these properties will be contacted in October 2018 to advise them that their free household waste collection services would, therefore, cease from a set date and that they would be required to arrange a commercial waste collection in accordance with the legislation set out in the CWR 2012.

Diverting commercial waste from the domestic waste stream would help the City reduce its disposal cost and it would also help improve the recycling rate.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

## Background

1. Under the Environmental Protection Act 1990 the Corporation has a statutory duty to collect or arrange for collection of domestic waste.

2. As part of procuring the new Waste Collection, Street Cleansing and Ancillary Services contract officers recently carried out a review to ensure that the Corporation provided a domestic waste collection services to only those properties which are entitled to receive one.
3. It was apparent that some blocks of flats are let on a short-term basis as serviced apartments. A serviced apartment is a fully furnished apartment available for short-term or long-term stay, providing hotel-like amenities.
4. These blocks of flats, operating as serviced apartments, receive free collections as domestic properties because they pay council tax.

### **Current Position**

5. Legislation set out in Schedule 1 (11) of the Controlled Waste Regulations 2012 (CWR) states that waste from a “domestic property used while a business for the provision of self-catering accommodation” can be classed as “commercial waste”. Officers have undertaken investigations to identify those properties which are not entitled to receive a domestic waste services in accordance with this legislation.
6. Although serviced apartments are primarily occupied by people working in the City, they are also available to the public with hotel-like facilities and are often advertised in this manner.
7. There are some 20 ‘serviced apartments’ blocks, shown in Appendix A, the waste from which should be classified as commercial waste under CWR. There are also several other individual flats within larger blocks that are being used as “serviced apartments”.
8. In these cases, further investigations are required to identify how many flats within the block are being used as ‘serviced apartments’, and to take steps to separate commercial and domestic properties so that waste from these properties can be collected and disposed of correctly. Please see Appendix B. Please note that AirBnB and HomeAway style short term lets are beyond the scope of this report.

### **Proposals**

9. The properties listed in Appendix 1 will be contacted in October to advise that the domestic household waste collection will cease from their properties in accordance with Schedule 1 (11) of the Controlled Waste Regulations 2012. After this date, the affected properties will need to arrange for their own commercial waste collection and obtain Waste Transfer Notes in accordance with the Environmental Protection Act 1990 (Section 34) and the Environmental Protection Act (Duty of Care) Regulations 1991 placed on all premises which receive commercial waste collection services.
10. This approach is also consistent with guidance given from the Mayor of London’s Office and Resource London. In addition to this it will slightly decrease the Corporation’s waste disposal costs by ensuring that only waste classed as domestic is being collected and disposed of.

11. The process for removal of serviced apartments will be undertaken in two phases. Phase one will focus on the removal of properties where it has been clearly identified that complete blocks of flats are being utilised as serviced apartments. Phase two will deal with individual properties within blocks of flats and these will be subject to further investigations if needed.

## **Corporate & Strategic Implications**

12. By ensuring that these businesses are correctly identified, serviced and maintained we will be contributing to objective twelve of the Corporate Plan 2018 - 2023. This course of action also supports the City's Waste Strategy 2013 – 2020 of waste reduction and value for money.

## **Implications**

13. The Comptroller and City Solicitor has been consulted and his comments are incorporated in the body of the report.
14. It is a legal requirement under CWR to classify the waste produced from properties which are used as a "domestic property used in the course of a business for the provision of self- catering accommodation" as commercial waste.
15. By removing self-catering accommodations from household waste collection, the Corporation should be making financial savings through reduced collection tonnage and disposal of less general waste. The extent of the saving is difficult to estimate at this point, as the tonnage removable from the general waste stream as commercial waste is unknown. The cost of disposal for general waste is currently £129.30 per tonne and this fee is due to increase annually in line with inflation.
16. We anticipate, however, that this may have a positive impact on the Corporation's recycling rate as the reduction in general waste will increase the percentage of recycling rate collected within the City.
17. It must be stressed that the key risk here is that the serviced apartments occupiers may challenge the assertion that their property is used to conduct a business. The City, however, has no option but to implement the legislation referred to above. To prove that they do not operate as part of a business and onus to provide evidence to support it are considered their responsibility.
18. Officers will be contacting the revenue team of the Chamberlain's Department inform them of the properties which have had their waste reclassified as commercial waste in accordance with the CWR 2012. An on-going process will also be put in place with revenue team to address any recurrence of this situation in the future.

## **Conclusion**

19. The Corporation will no longer be providing free domestic waste collection services to serviced apartments referred to in this report as the legislation cited within the

CWR dictates. These are a fully furnished apartment available for short-term or long-term stay, providing hotel-like amenities and run as a commercial business.

20. They will instead be required to procure commercial waste collection services through a registered waste carrier and they will be responsible for the payment of this service.
21. We anticipate that a more accurate reclassification of waste will have a positive impact on the Corporation's recycling rate as the reduction in general waste will increase the percentage of recycling materials collected.
22. Whilst the waste produced from the serviced apartments will be re-classified as commercial waste, it will not have an impact on their council tax listings. Both Council Tax and Business Rate sections will be made aware of this re-classification of waste as and when they occur.

## **Appendices**

- Appendix A – List of serviced apartments for removal in Phase 1
- Appendix B – List of serviced apartments for removal in Phase 2

### **Jim Graham**

Assistant Director, Cleansing and Street Environment.

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Appendix A – List of Serviced Apartments to be removed in Phase 1

<b>Units</b>	<b>Address</b>	<b>Ward</b>	<b>Company</b>
26	The Artillery Building, 18 Artillery Lane	Bishopsgate	Fraser Residence
14	1 Botolph Alley	Bridge and Bridge Without	Fraser Residence
	3 Bow Lane	Cordwainer	Cheval
34	Calico House, 42 Bow Lane	Cordwainer	Cheval
11	1 Church Entry	Farringdon Within	Fraser Residence
3	22 College Hill	Dowgate	Go Native
13	1 Crane Court	Castle Baynard	SACO
12	10 - 16 Creechurch Lane	Aldgate	Go Native
6	Sterling House, 12 Dyer's Buildings	Farringdon Without	Roomspace
9	23 Great Tower Street	Tower	Oakwood
9	1 Groveland Court	Cordwainer	Roomspace
9	7 Ludgate Broadway	Farringdon Within	Oakwood
15	River House, 119-121 Minories	Tower	Roomspace
9	49 Monument Street	Billingsgate	Oakwood
54	Marlyn Lodge, 2 Portsoken Street	Portsoken	Grosvenor Property Management
28	St John's House, 50 Vine Street	Tower	Oakwood
12	75 Watling Street	Cordwainer	Roomspace
18	11 Well Court	Cordwainer	Oakwood
8	12 Well Court	Cordwainer	Oakwood
	9 Red Lion Court	Castle Baynard	SACO

Appendix B – List of Serviced Apartments to be removed in Phase 2

Units	Address	Ward	Company
12	202 Bishopsgate (Abbotts Chambers)	Bishopsgate	Abbotts Chambers Apartments
89	1 Pepys Street	Tower	Bridge Street
	Kings Wardrobe Apartments,6 Wardrobe Place	Castle Baynard	Bridge Street
65	Market View, 15 - 20 West Smithfield	Farringdon Without	Bridge Street
	Three Quays Apartments, 40 Lower Thames Street	Tower	Cheval
	City House, 68 Cannon Street	Dowgate	City Apartments
14	East House, 9B Eastcheap	Bridge and Bridge Without	City Apartments
4	Newbury House, 10 - 13 Newbury Street	Farringdon Within	City Apartments
	Pleydell House, 3 Pleydell Street	Castle Baynard	City Apartments
	Florence House, 2 - 4 Tudor Street	Castle Baynard	City Apartments
17	64 West Smithfield	Farringdon Within	City Apartments
9	172 Bishopsgate	Bishopsgate	City Marque
14	140 Minories	Tower	Clarendon
	3 Lovat Lane	Bridge and Bridge Without	Fraser Residence
	14 Lovat Lane	Bridge and Bridge Without	Go Native
96	30 Queen Street	Vintry	Marlin
3	19 Widegate Street	Bishopsgate	Portland Brown
4	1 Abchurch Yard	Candlewick	Smart City Apartments
15	37 Cock Lane	Farringdon Without	Still Life
4	5 - 7 Artillery Lane	Bishopsgate	Urban Stay
8	Octave House, 4 Botolph Alley	Bridge and Bridge Without	Urban Stay
18	Astral House, 129 Middlesex Street	Bishopsgate	Urban Stay
5	25 Savage Gardens	Tower	Urban Stay
9	19 St Mary At Hill	Billingsgate	Urban Stay
16	Evangelist House, 33 Black Friars Lane	Farringdon Within	
9	4 - 7 Lombard Lane	Farringdon Without	

<b>Committee:</b> Port Health & Environmental Services	<b>Date:</b> 28 September 2018
<b>Subject:</b> Department of the Built Environment (Cleansing Services) Business Plan Progress Report for Period 1 (April - July), 2018/19	<b>Public</b>
<b>Report of:</b> Carolyn Dwyer, Director of the Built Environment	<b>For Information</b>
<b>Report author:</b> Jim Graham, Department of the Built Environment	

## Summary

This report sets out the progress made during Period 1 (April – July) 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.

At the end of the July 2018, the Department of Built Environment was £167k (6%) overspent against the local risk budget to date of £2.783m, over all the services now managed by the Director of Built Environment covering the Port Health & Environmental Services Committee. Appendix B sets out the detailed position for the individual services covered by this department.

Overall the Director of Built Environment is currently forecasting a year end overspend of £272k (4%) for her City Fund services within your Committee. This overspend is being managed against a forecast underspend elsewhere in the Director's local risk budget.

## 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. A high-level business plan for 2017-18 was approved by this committee on 09 May 2017 which did not address any changes to the KPI targets set out in the previous plan.

### Key Performance Indicators

2. During Period 1 (April - July) of this Business Plan, the management team is monitoring five Key Performance Indicators (KPIs) relevant to the work of this Committee (shown in Appendix A). Performance against the departmental KPIs was mixed, with performance against NI191 (the amount of residual domestic waste per household) being slightly under target for the period, NI192

(percentage of domestic waste recycled) significantly under target, and TPR1 (the number of failing KPIs on the Refuse and Street Cleansing contract) failed for three months of the period addressed in this report.

3. Based on the results of this period the overall figure for NI191 for the year would be within 40kg of the rigorous local target set for the year. This does not take into account any upward adjustment of the housing stock figure used to calculate this KPI which may take place during the year as new residential properties are added.
4. The progress of the Recycling Action Plan put in place to improve NI192 performance has continued, with the bin chipping project now completed. In June a project to understand the weights from individual bins chambers across the Barbican was completed which has enabled a more focussed communications campaign to be developed with the aim of reducing general waste. Findings from this campaign will be used to target specific other campaigns and interventions which can be rolled out across the City.
5. 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, achieved well above the target when measured in July, with only 0.88% of all 300 areas surveyed failing to meet the required standards of cleanliness.
6. During this period sufficient contract Key Performance Indicators to satisfy TPR1 was only achieved in April. This has resulted in financial penalties for Amey. Regular meetings between senior client officers and national directors of Amey Environmental Services remain in place to manage the contract as it comes to the end of the period. At the start of this period there was consistent issue with vehicle availability, mainly due to the fleet reaching the end of its viability. Amey have hired in replacement vehicles at their expense to ensure there is sufficient availability until the end of the contract. Amey's experienced local contract management team remain in place and continue to be supported by cleansing officers who have provided enhanced mentoring and training support.

### **Objective Updates**

7. Alongside overseeing the performance of the Refuse Collection, Street Cleansing and Ancillary Services contract officers have been focusing on the procurement of the new contract from 2019. A separate report has been brought to this committee to update on the progress of the procurement which remains on track. This has had a significant impact on the work programme of the cleansing service, diverting the team's efforts away from special projects and initiatives which have previously received external recognition.

### **Achievements**

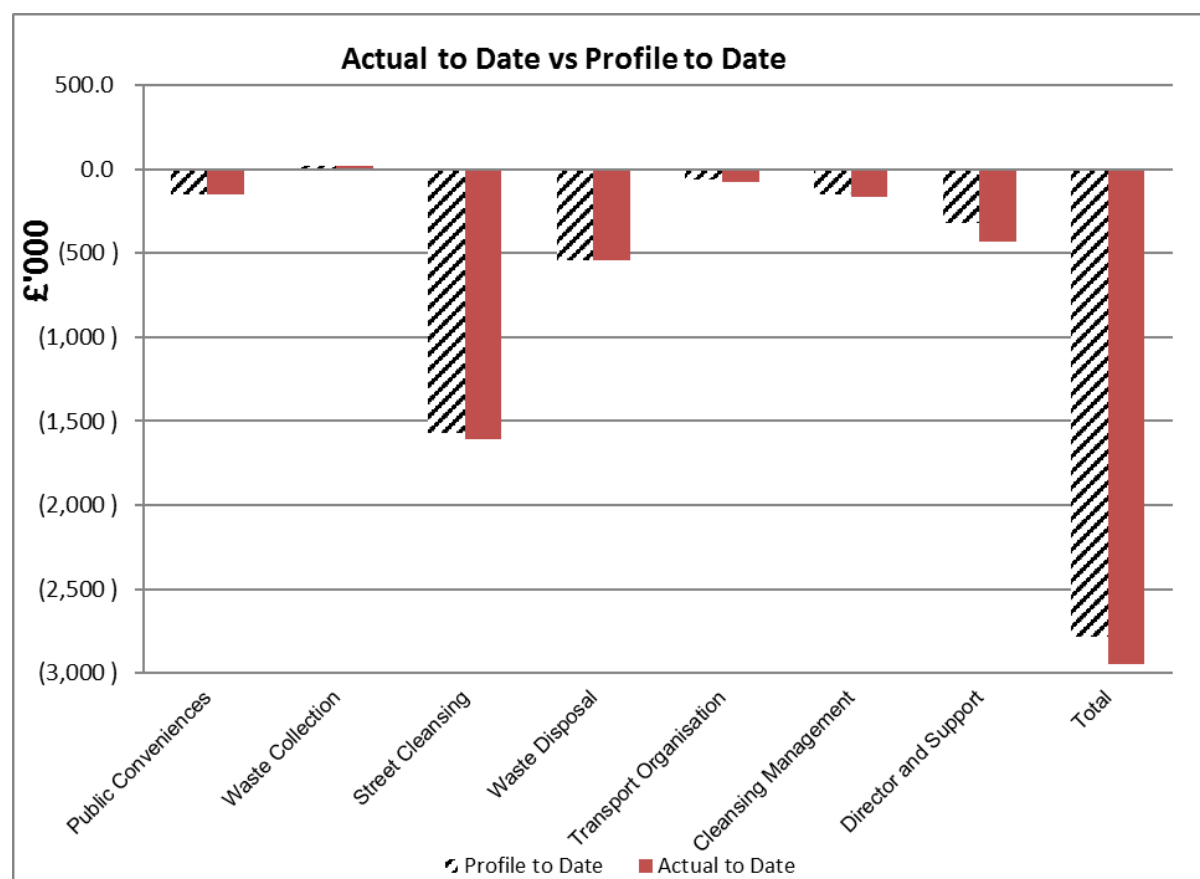
8. Our NI 195 scores from Keep Britain Tidy, which indicate the percentage of streets with unacceptable levels of litter, detritus graffiti and flyposting, have remain low at 0.88%, even with the difficulties experienced with the contract over the past year.
9. Following a rigorous inspection in April 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.

## Financial and Risk Implications

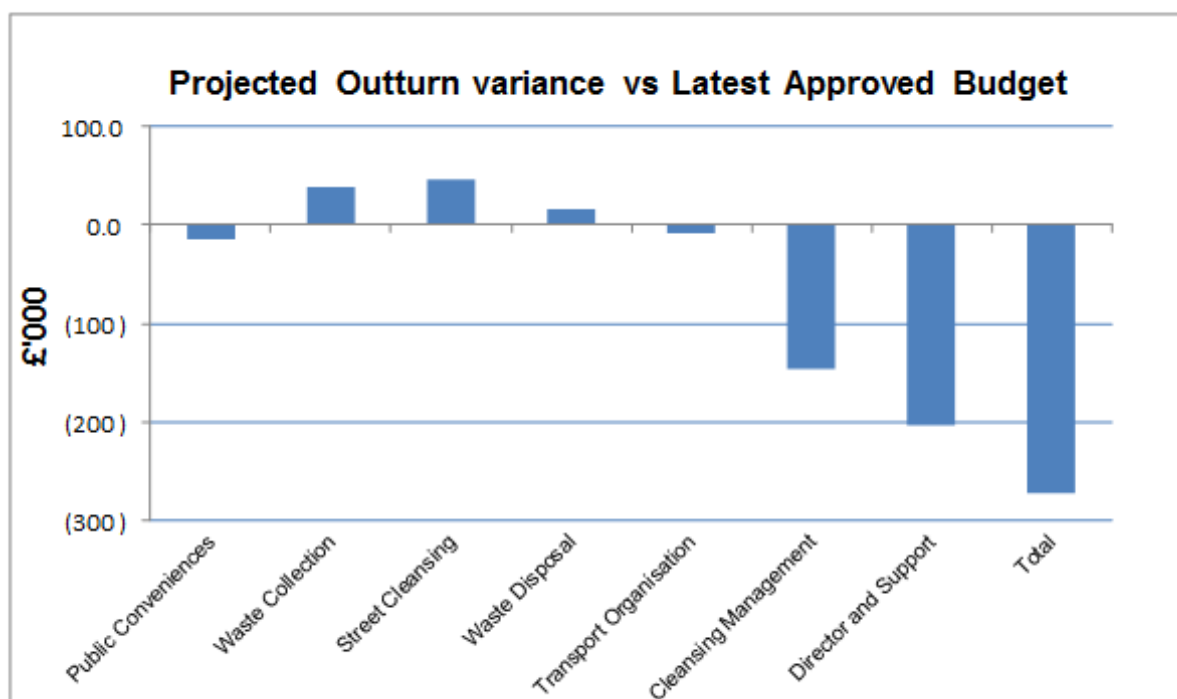
10. The end of July 2018 monitoring position for Department of Built Environment services covered by Port Health & Environmental Services Committee is provided at Appendix B. This reveals a net overspend to date for the Department of £167k (6%) against the overall local risk budget to date of £2.783m for 2018/19.



### Notes:

1. Graph shows the actual local risk net position against the profiled budget to date for each Division.
2. A position above the baseline is favourable i.e. net income.
3. A position below the baseline is unfavourable i.e. net expenditure.
4. DBE total actual to date net exp of £2,950k is £167k over the profiled budget to date of £2,783k.

11. Overall the Director of Built Environment is currently forecasting a year end overspend position of £272k (4%) for her City Fund services. This forecast overspend is being managed against a forecast underspend on the Planning and Transportation Committee, and the Director anticipates remaining within her overall local risk budget across all Committees.



#### Notes

1. Zero is the baseline latest approved budget for each Division of Service.
  2. Graph shows projected outturn position against the latest approved budget.
  3. A variance above the baseline is favourable i.e. either additional income or reduced expenditure.
  4. A variance below the baseline is unfavourable i.e. additional expenditure or reduced income.
  5. Overall the Department is forecasting an overspend of £272k at year end.
12. The reasons for the significant budget variations are detailed in Appendix B, which sets out a detailed financial analysis of each individual division of service relating to this Committee, for the services the Director of Built Environment supports.
  13. The worse than budget position at the end of July 2018 is mainly due to overspends within the Director & Support service, relating to, recruitment costs for the Transportation & Public Realm Director post; apprentice training costs; consultancy costs for Communications and Media Support Services; Talent Management Programme; revamp of CPAT co-working space; New London Architecture sponsorship; and unfunded Programme Management posts.
  14. The Director of Built Environment anticipates this current worse than budget position will continue to year end, due to the additional Director & Support service costs detailed above and planned overspends within the Cleansing Management service due to additional resources required for waste contract procurement & mobilisation support, plus external costs for surveys of electrical charging infrastructure at Walbrook Wharf.

#### Appendices

- Appendix A – Period 1 KPI results
- Appendix B – Finance report
- Appendix C – Debts over 120 days

## **Background Papers**

DBE Business Plan 2015-18

### **Contact:**

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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 18/19	Period 1	Period 2	Period 3	Overall
<b>Transportation &amp; Public Realm</b>						
NI 191	To reduce the residual annual household waste per household.	373.4kg	138.44kg			138.44kg
NI 192	Percentage of household waste recycled.	48%	28.6%			28.6%
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	0.88%			0.88%
TPR1	No more than 1 failing KPIs, per month on new Refuse and Street Cleansing contract	<4 per period	8			8
<b>Comments:</b> <b>NI191:</b> This figure is only slightly over the target for the year and may be brought down with any upward adjustment of the housing stock figure used to calculate this KPI. <b>NI192:</b> The Recycling Action Plan is currently being implemented and it is anticipated that this will lead to an increase in the recycling rate. <b>TPR1:</b>						
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	96.5%			96.5%

**Department of Built Environment Local Risk Revenue Budget - 1st April to 31st July 2018**  
**(Expenditure and unfavourable variances are shown in brackets)**

	Latest Approved Budget 2018/19 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000	Forecast for the Year 2018/19			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>Port Health &amp; Environmental Services (City Fund)</b>												
Public Conveniences	(551)	(335)	181	(154)	(297)	149	(148)	6	(551)	(566)	(15)	
Waste Collection	(130)	(374)	397	23	(361)	381	20	(3)	(130)	(92)	38	
Street Cleansing	(3,951)	(1,702)	129	(1,573)	(1,736)	128	(1,608)	(35)	(3,951)	(3,904)	47	1
Waste Disposal	(708)	(409)	(131)	(540)	(402)	(137)	(539)	1	(708)	(692)	16	
Transport Organisation	(140)	(82)	18	(64)	(85)	6	(79)	(15)	(140)	(148)	(8)	
Cleansing Management	(432)	(152)	0	(152)	(167)	0	(167)	(15)	(432)	(578)	(146)	2
Director and Support	(888)	(325)	2	(323)	(431)	2	(429)	(106)	(888)	(1,092)	(204)	3
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>(6,800)</b>	<b>(3,379)</b>	<b>596</b>	<b>(2,783)</b>	<b>(3,479)</b>	<b>529</b>	<b>(2,950)</b>	<b>(167)</b>	<b>(6,800)</b>	<b>(7,072)</b>	<b>(272)</b>	

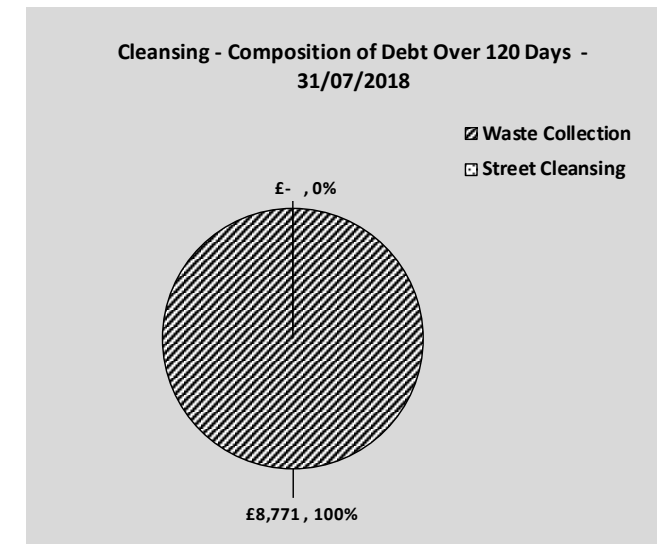
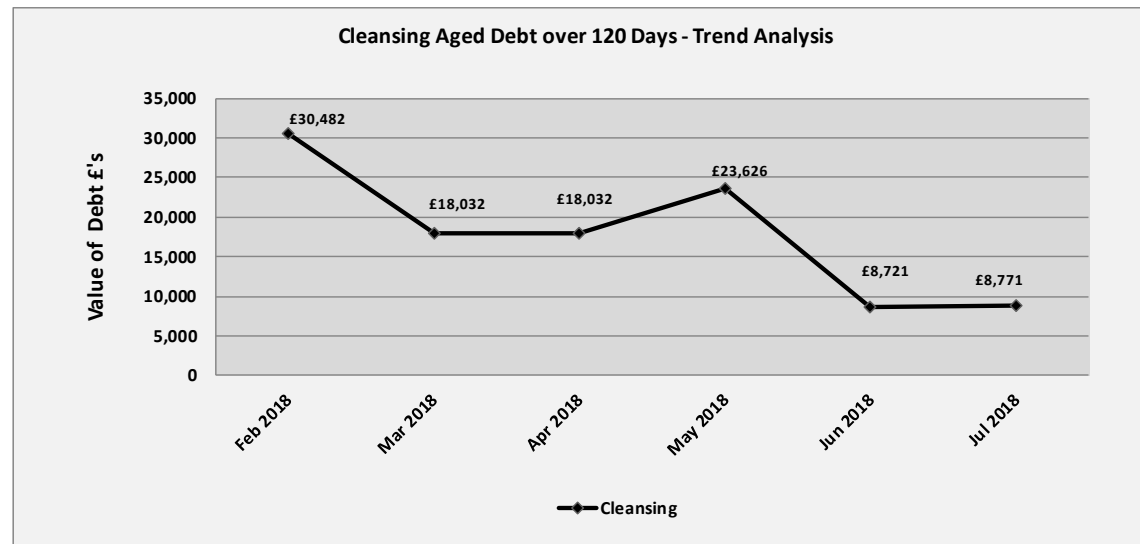
**Notes:**

- 1. Street Cleansing** - projected year end underspend is mainly due to a claim for prior year overcharges relating to bag purchases, which are partly offset by additional agency staff support required during the contract re-tender process.
- 2. Cleansing Management** - projected year end overspend is due to additional resources required for waste contract procurement & mobilisation support, plus external costs for survey of electrical charging infrastructure at Walbrook Wharf.
- 3. Director and Support** - overspend due to recruitment costs for Transportation & Public Realm Director post; apprentice training costs; consultancy costs for Communications and Media Support Services; Talent Management Programme; revamp of CPAT co-working space; New London Architecture sponsorship; and unfunded Programme Management posts.

Cleansing Aged Debt Over 120 Days - as at 31st July 2018

Department	Debts Exceeding 120 Days					
	28-Feb	31-Mar	30-Apr	31-May	30-Jun	31-Jul
Cleansing	£ 30,482	£ 18,032	£ 18,032	£ 23,626	£ 8,721	£ 8,771

Composition of Debt - 31/07/2018	
Waste Collection	£ 8,771
Street Cleansing	-
	<u>£ 8,771</u>



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<b>Committee(s)</b>	<b>Dated:</b>
Port Health & Environmental Services Committee – For Information	25092018
<b>Subject:</b> Department of the Built Environment Risk Management – Periodic Report	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>
<b>Report author:</b> Richard Steele	

## 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 the Built Environment are satisfactory and that they meet the requirements of the corporate Risk Management Framework.

This report only considers risks managed by the Department of the Built Environment that fall within the remit of the Port Health & Environmental Services Committee.

Risk is reviewed regularly as part of the ongoing management of the operations of the Department of the Built Environment. 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.

There is no Corporate Risk managed by the Department of the Built Environment. No new Departmental risks have been identified. The Departmental Risks are listed at Annex 2.

The Departmental Key Risk (DBE- TP-01 - Road Traffic Collision caused by City of London staff or contractor who is unfit to drive while on City business) continues to be assessed as Unlikely.

## Recommendation

Members are asked to:

- Note the report and the actions taken in the Department of the Built Environment to monitor and manage effectively risks arising from the department's 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 risks faced in their department.
2. Risk Management is a standing item at the Senior Leadership Team meetings.

3. Risk owners are consulted and risks are reviewed between SLT meetings with the updates recorded in the corporate (Covalent) system.
4. Each risk managed by the Department of the Built Environment is allocated to either the Planning & Transportation Committee or the Port Health & Environmental Services Committees. **This report only considers risks managed by the Department of the Built Environment that fall within the remit of the Port Health & Environmental Services Committee.**

Parallel periodic reports are submitted to the Planning & Transportation Committee.

### **Current Position**

5. This report provides an update on the current risks that exist in relation to the operations of the Department of the Built Environment that fall within the remit of the Port Health and Environmental Services Committee.
6. In order to reduce the volume of information presented, and accordance with the Corporate Risk Management Strategy, this report includes all Corporate and Departmental level risks but not Service Level risks (unless there are changes which are considered to be likely to be of interest to Members).
7. The risk register captures risk across all four divisions within the department, (Transportation & Public Realm, District Surveyor, Development and Policy & Performance) but risks relating to the City Property Advisory Team are managed by the City Surveyor.

### **Risk Management Process**

8. Risk and control owners are consulted regarding the risks for which they are responsible at appropriate intervals based on the level of risk and the likelihood that this level will change. In general RED risks are reviewed monthly; AMBER risk are reviewed quarterly; and GREEN risks are reviewed quarterly, 6 monthly or annually depending on the likelihood of change.
9. Changes to risks were, historically, reported to Members as part of the Business Plan report. Members now receive this report quarterly<sup>1</sup> in accordance with the Corporate Risk Management Strategy.
10. All significant risks (including Health & Safety risks) identified by the Department have been added to the Covalent Corporate Risk Management System.

### **Significant Risk Changes**

11. Routine monitoring has identified one significant risk change since the last report. This is in the risk relating to the commercial aspect of the retendering of the

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<sup>1</sup> Due to the scheduling of meetings of the Port Health & Environmental Services Committee, and with the agreement of that Committee, these reports are presented at 4 months intervals instead of quarterly.

Cleansing and Waste contract. This is addressed at paragraph 16.

## Identification of New Risks

12. New risks may be identified at the quarterly review of all risk; through Risk reviews at the Department Management Team; or by a Director as part of their ongoing business management.
13. An initial assessment of all new risks is undertaken to determine the level of risk (Red, Amber or Green). Red and Amber risks will be the subject of an immediate full assessment with Red risks being report to the Department Management Team. Green risks will be included in the next review cycle.

No new Departmental level risks have been identified since the last report.

The two new risks that were reported to Members in January (which relate to the retendering of the cleansing & waste contract) are being monitored and there are further details below.

14. A training led review of the management of risk associated with projects across the entire DBE project portfolio was undertaken in Spring 2018. Further training is being considered for later in 2018.

## Summary of Key Risks

15. The Department of the Built Environment's Risk Register includes one Key Risk:

- **Road Traffic Collision caused by City of London staff or contractor who is unfit to drive while on City business (DBE-TP-01)**

Following implementation of the Corporate Transport Policy this risk continues to be assessed as having Impact 8 (Critical) and Likelihood 1 (Rare).

Since it is not possible to reduce the impact all our efforts continue to be directed to reduce the likelihood through compliance with the corporate Transport Policy.

From the raw figures (below) there appears to have been a reduction in compliance since the last report (prepared in early May). In fact this is not the case. The problem has arisen because of a very substantial (12%) increase in the total number of staff being required to complete Driver Check. This increase does **not** represent an increase in total staff numbers of 12% but **an increase in the number of staff registered to use City Learning** (where Driver Check is hosted). This increase arose because, as part of the preparation for GDPR, many staff, across the Corporation, were identified as not registered on City Learning and became registered. As a result of being registered on City Learning these previously "invisible" staff now show as non-compliant (until they complete Driver Check) whereas before it now appears that there was significant under reporting of non-compliance. What we see now is an opportunity to achieve an increase in compliance with the Corporate Transport Policy.

Over 93% (down from 94% at the last report) of City of London staff have now completed Driver Check (the Training Needs Analysis). Whilst completion remains patchy no department is now below 67.7% (down from 69% at the last report) and only two departments are below 80% (unchanged from the last report).

Completion of the Corporate Transport Policy online training course by drivers and their managers (as identified by Driver Check) is over 96.6% (slightly down from 97% at the last report).

Overall compliance with both Driver Check and the online training course is now at 91.2% (down from 92.1% at the last report). The Business as usual compliance target is 92.5%). It should be noted that, in the immediate aftermath of the mass registration for City Learning, this key measure fell as low as 87% and to have recovered to 91.2% represents a significant achievement.

Business As Usual monitoring ensures that compliance is maintained at a level to give assurance that the likelihood of this risk occurring remains Rare.

The use of an online system (DAVIS) to maintain records of staff driving licences and, where staff use their own vehicle on business, the vehicle details. This system allows driving licences to be checked against DVLA records (normally every 6 months) to ensure drivers continue to be appropriately licenced.

There are currently 652 (92% of the 740 who are identified as drivers through Driver Check) (slightly down from 700 drivers and 94% of 740 drivers in the last report). Of these there are 614 (94%) (up from 89% the last report). Work is ongoing to match Driver Check and DAVIS records to increase compliance with driving licence checks.

### **Other Risks of particular interest to Members**

16. The Department of the Built Environment's Risk Register includes two other Risks regarding which Members have expressed particular interest. Both relate to the retendering of the cleansing and waste contract:

- DBE-TP-12 relates to the risk that the tender process will result in (a) greater expense (for the same level of service); or (b) deliver a lower level of service (for the same cost) (or a combination of the two).
- DBE-TP-13 relates to the risk that if there are delays to the procurement process or the mobilisation process we may not have a new fully functioning contract in place before the existing contract expires.

The risk score of DBE-TP-12 has been reduced from AMBER to GREEN – the likelihood having been reduced from Likely to Unlikely. There has been no change in the risk score of DBE-TP-13.

Both of these risks are believed to be well controlled and appear in Appendix 2.

## **Conclusion**

17. Members are asked to note that risk management processes within the Department of the Built Environment adhere to the requirements of the City Corporation's Risk Management Framework and that risks identified within the operational and strategic responsibilities of the Director of the Built Environment are proactively managed

## **Appendices**

- Appendix 1 – City of London Corporation Risk Matrix
- Appendix 2 – Register of DBE Corporate and Departmental risks (Port Health & Environmental Services Committee)

### **Carolyn Dwyer**

Director of the Built Environment

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## 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 right (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.

### (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	Definitions
Minor (1)	<b>Service delivery/performance:</b> Minor impact on service, typically up to one day. <b>Financial:</b> financial loss up to 5% of budget. <b>Reputation:</b> Isolated service user/stakeholder complaints contained within business unit/division. <b>Legal/statutory:</b> Litigation claim or find less than £5000. <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>Financial:</b> Financial loss up to 10% of budget. <b>Reputation:</b> Adverse local media coverage/multiple service user/stakeholder complaints. <b>Legal/statutory:</b> Litigation claimable fine between £5000 and £50,000. <b>Safety/health:</b> Significant injury or illness causing short-term disability to one or more persons. <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>Financial:</b> Financial loss up to 20% of budget. <b>Reputation:</b> Adverse national media coverage 1 to 3 days. <b>Legal/statutory:</b> Litigation claimable fine between £50,000 and £500,000. <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>Financial:</b> Financial loss up to 35% of budget. <b>Reputation:</b> National publicity more than three days. Possible resignation leading member or chief officer. <b>Legal/statutory:</b> Multiple civil or criminal suits. Litigation claim or find in excess of £500,000. <b>Safety/health:</b> Fatality 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

RED	Urgent action required to reduce rating
AMBER	Action required to maintain or reduce rating
GREEN	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

October 2015

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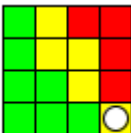
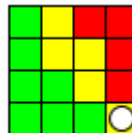



# DBE Corporate & Departmental Risks (*Port Health & Environmental Services Committee*)

# APPENDIX 2




Report Author: Richard Steele

Generated on: 3 September 2018

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</b> <b>caused by City of London staff or contractor who is unfit to drive while on duty business</b>	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	8	Over 93% of City of London staff have completed Driver Check and over 96.6% of staff who have been identified, through Driver Check, as drivers (or managers of drivers) have completed the Corporate Transport Policy online training course. The overall compliance is now over 91.2%.  The BAU (business as usual) target for overall compliance remains at 92.5%.  The reduction in compliance compared with April (when it was 92.1%) is substantially due to the very significant increase (about 12%) in the number of staff registered to use City Learning (and therefore liable to complete Driver Check). This increase in staff registrations for City Learning was a result of the drive for GDPR compliance (which, like Driver check, is monitored through City Learning). Whilst 91.2% is below the figure for April 2018 is considerably better than the 86.1% in June. This indicates that the work by the Transport Technical Support Officer is effective in	 Likelihood	8	31-Dec-2018	

13-Mar-2015 Vince Dignam; Steve Presland				improving compliance and it is hoped that the BAU compliance target may soon be achieved. <b>03 Sep 2018</b>				Constant
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Action no, Title,	Description	Latest Note	Action owner	Latest Note Date	Due Date
DBE-TP-01c Business As Usual Mitigation  Page 144	<p>Monitor the percentage of City of London staff who have completed Driver Check and ensure that it remains above 92.5%</p> <p>Monitor the percentage of City of London staff who have been identified, through Driver Check, as drivers (or managers of drivers) who have completed the Corporate Transport Policy online training course and ensure that it remains above 92.5%.</p> <p>Monitor overall completion rates for both driver check and the online training course and ensure that it remains above 92.5%.</p> <p>Monitor the collection and periodic monitoring of driver licence details (and, in the case of grey fleet drivers, vehicle details).</p>	<p>Over 93% of City of London staff have completed Driver Check and over 96.6% of staff who have been identified, through Driver Check, as drivers (or managers of drivers) have completed the Corporate Transport Policy online training course. The overall compliance is now over 91.2%.</p> <p>The BAU (business as usual) target for overall compliance remains at 92.5%.</p> <p>The reduction in compliance compared with April (when it was 92.1%) is substantially due to the very significant increase (about 12%) in the number of staff registered to use City Learning (and therefore liable to complete Driver Check). This increase in staff registrations for City Learning was a result of the drive for GDPR compliance (which, like Driver check, is monitored through City Learning). Whilst 91.2% is below the figure for April 2018 is considerably better than the 86.1% in June. This indicates that the work by the Transport Technical Support Officer is effective in improving compliance and it is hoped that the BAU compliance target may soon be achieved.</p>	Jim Graham	03-Sep-2018	31-Dec-2018

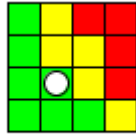
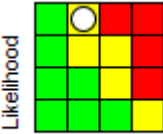

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
<b>DBE-TP-13</b> <b>Cleansing &amp; Waste</b> <b>Contract - Procurement Timings</b>  29 Dec-2017 John Graham	<b>Cause:</b> Delay to procurement or mobilisation process. <b>Events:</b> (1) tender process delays; (2) Contractual delays; (3) mobilisation delays. <b>Impact:</b> No cleansing or waste service on the day(s) following the termination of the existing contract.	 Likelihood Impact	8	The risk is unchanged.  All bidders confirmed the mobilisation period built into the process is acceptable during the dialogue process.  The process is now in the last stages with final bids due on 3 Sep 18.  Officers are working with the existing contractor and bidders to develop demobilisation and mobilisation plans.  <b>30 Aug 2018</b>	 Likelihood Impact	8	31-Dec-2018	 Constant

Action no, Title,	Description	Latest Note	Action owner	Latest Note Date	Due Date
DBE-TP-13b Committee Timetable	Relevant committee meetings are included in the project timeline.	This action is completed and will not be reported to Members after the September PH&ES Meeting.	Steve Presland	30-Aug-2018	31-Dec-2018
DBE-TP-13c Member involvement in the decision making process	In order to ensure that Members are able to make an award decision in a timely manner there will need to be regular briefings by the Director of the Built Environment to the Chairman and Deputy Chairman of the relevant committees.	The Chairman and Deputy Chairman of the relevant committees continue to receive briefings from the Director of the Public Realm and the corporate Commercial Director.	Carolyn Dwyer	30-Aug-2018	31-Dec-2018
DBE-TP-13d Minimisation of likelihood of legal challenge (1)	In order to minimise the likelihood of a legal challenge representatives of Procurement and C&CS will be present at all "competitive dialogue" meetings with bidders and a full record of these meetings will be kept. Procurement will be the conduit for ALL other communications during	City Procurement Commercial Director is part of the dialogue team. Procurement process being delivered via Procurement team.	Steve Presland	30-Aug-2018	31-Dec-2018

	the tender process.				
DBE-TP-13f Mobilisation - Vehicles & Plant	In order to ensure that vehicles and plant are available at start of contract, the bidders will, at competitive dialogue stage, be required to provide details of procurement/hire/other to demonstrate how they would have vehicles/plant on day 1 of the contract.	<p>The provision of vehicles and plant was included in the dialogue process and bidders have submitted detailed solutions. A clarification has been issued by the City of London and revised solutions will be included in the final bids (which are due on 3 Sep 18). The target date revised appropriately.</p> <p>In addition, specific negotiations will take place in relation to all existing vehicles and plant prior to mobilisation of new contract.</p>	Steve Presland	30-Aug-2018	05-Apr-2019
DBE-TP-13g Mobilisation - Staff	In order to ensure staff can be TUPE'd on day 1 of new contract the Assistant Director will work with C&CS to ensure TUPE information is provided at the appropriate stages.	<p>TUPE data was provided at the appropriate stage.</p> <p>This action is completed and will not be reported to Members after the September PH&amp;ES Meeting.</p>	Jim Graham	30-Aug-2018	01-Jun-2018

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-07 A major incident, such as flooding or fire, makes Walbrook Wharf unusable as a depot</b> 27-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	Due to early contract termination the proposed Q1 2018 exercise was cancelled. Business continuity has been assessed through the procurement dialogue for the new contract and an exercise will be conducted with the new contractor Q3 2019. The new contract commences Q2 2019.  <b>29 Aug 2018</b>	 Likelihood	4	31-Dec-2018	 Constant

Action no, Title,	Description	Latest Note	Action owner	Latest Note Date	Due Date
DBE-TP-07a Business Continuity exercise	Conduct annual DBE business continuity exercise	Due to early contract termination the proposed Q1 2018 exercise was cancelled. Business continuity has been assessed through the procurement dialogue for the new contract and an exercise will be conducted with the new contractor Q3 2019. The new contract commences Q2 2019.	Steve Presland	29-Aug-2018	30-Sep-2019

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-12 Cleansing &amp; Waste Contract - Commercials</b>  20-Dec-2017 Jim Graham	<p><b>Cause:</b> The existing waste contractor has served notice to terminate the contract and we are therefore retendering the high value cleansing and waste contract and this is liable to result in (a) greater expense (for the same level of service); or (b) deliver a lower level of service (for the same cost) (or a combination of the two).</p> <p><b>Event:</b> The competitive tendering process results in Members having to decide between options (a) and (b) (or some combination of the two).</p> <p><b>Impact:</b> (a) higher costs to the City or (b) a lower level of service to the City (or some combination of the two).</p>	 <p>Likelihood</p> <p>Impact</p>	4	We received five bids, one was withdrawn and the remaining four which were reduced to three prior to dialogue. Dialogue sessions have been completed and final bids are due for submission on 3 Sep 18. The procurement process remains on track. At this stage in the process the likelihood is reduced from likely to unlikely and the risk is now GREEN.  <b>30 Aug 2018</b>	 <p>Likelihood</p> <p>Impact</p>	8	31-Dec-2018	  Decreasing

Action no, Title,	Description	Latest Note			Action owner	Latest Note Date	Due Date
DBE-TP-12a Effective Procurement Process	This project has very strong support from City Procurement to ensure that the tender process is robust.	On track.			Steve Presland	30-Aug-2018	31-Mar-2019
DBE-TP-12b Appropriate Contract Scope & Specification	Additional experience and capacity has been recruited to support the process of determining the contract scope & specification (including the creation of a draft Contract Manual).	On track.			Jim Graham	30-Aug-2018	31-Mar-2019

<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services – For information	25 September 2018
<b>Subject:</b> Markets and Consumer Protection Business Plan 2018/2019: Progress Report (Period 1)	<b>Public</b>
<b>Report of:</b> The Director of Markets and Consumer Protection	<b>For Information</b>
<b>Report author:</b> Joanne Hill, Department of Markets and Consumer Protection	

## Summary

This report provides an update on progress made by the Port Health & Public Protection Division (PH&PP) during Period 1 (April-July) of 2018/19 against the Department of Markets and Consumer Protection's (M&CP) High-Level Business Plan 2018/19. The High-Level Plan was approved by your Committee in May 2018.

As previously reported, a new corporate performance management process is currently in development and work is taking place on reviewing the content and format of the supporting detail that will sit beneath high-level business plans. This will be a key element in the move towards business planning becoming a joined-up service planning process that links finance/budgets directly to Corporate Plan outcomes.

During this transitional period for the business planning and reporting process, the format of this report remains the same as in recent years. However, it is acknowledged that, as a result of the transitional arrangements, there is some discontinuity in the numbering of objectives between the High-Level Business Plan and Appendix B to this report.

This report includes updates on progress made against the top line objectives outlined in the Departmental High-Level Business Plan as well as key operational performance indicators, financial information and more detailed statistics and commentary on enforcement activity, achievements and other points that may be of interest to your Committee.

### Key points from the report are that:

- A consultation on Saturday morning construction works has been carried out. The consultation closed on the 7 August and the results report is being drafted. An interim summary of results will be reported to the PHES committee in September 2018.
- The Air Quality Team commenced work on the feasibility study for an Ultra Low Emission Vehicle (ULEV) restriction in Moor Lane.
- The Animal Health & Welfare Team has won an RSPCA Gold Footprint Award for its work and involvement with Animal Activity Licensing. Rob Quest,

Assistant Director, Animal Health, has also won an Individual Special Recognition award.

- Trading Standards Officers gave a series of presentations to serving City of London Police Officers to explain the role that the team performs and to encourage more partnership working.
- The Environmental Health Commercial Team has agreed a new Primary Authority Partnership with Shepherd Neame and applications for two further Primary Authority Partnerships are awaiting formal confirmation by BEIS and the Secretary of State.
- Total trade at the Ports has increased by 10% compared with the previous reporting period. The throughput between January and June 2018 was greater than the total throughput for the whole of 2015.
- A Talent Development Programme for M&CP staff has been initiated to build on the success of the two previous Leadership Development Programmes.
- At the end of the July 2018, M&CP was £63k (3.7%) underspent against the local risk budget to date of £1,700k, 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 year end overspend of £79k (3.2%) for the PH&PP City Fund services under his control.

### **Recommendation(s)**

Members are asked to:

- Note the content of this report and its appendices.

## **Main Report**

### **Background**

1. The Department of Markets and Consumer Protection's (M&CP) High-Level Business Plan 2018/19 sets out a number of top level service delivery objectives which the department will work towards during the coming years. In addition, each PH&PP service area measures its performance against local, team-level, operational objectives and performance indicators (PIs).

### **Current Position**

2. To ensure that your Committee is kept informed of progress against the current High-Level Business Plan and local performance measures, progress against PIs (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 to areas of particular importance to them. Members are also encouraged to ask the Director for information throughout the year.
3. Progress against the departmental and team business plans is regularly discussed by Senior Management Groups to ensure any issues are resolved at an early stage.



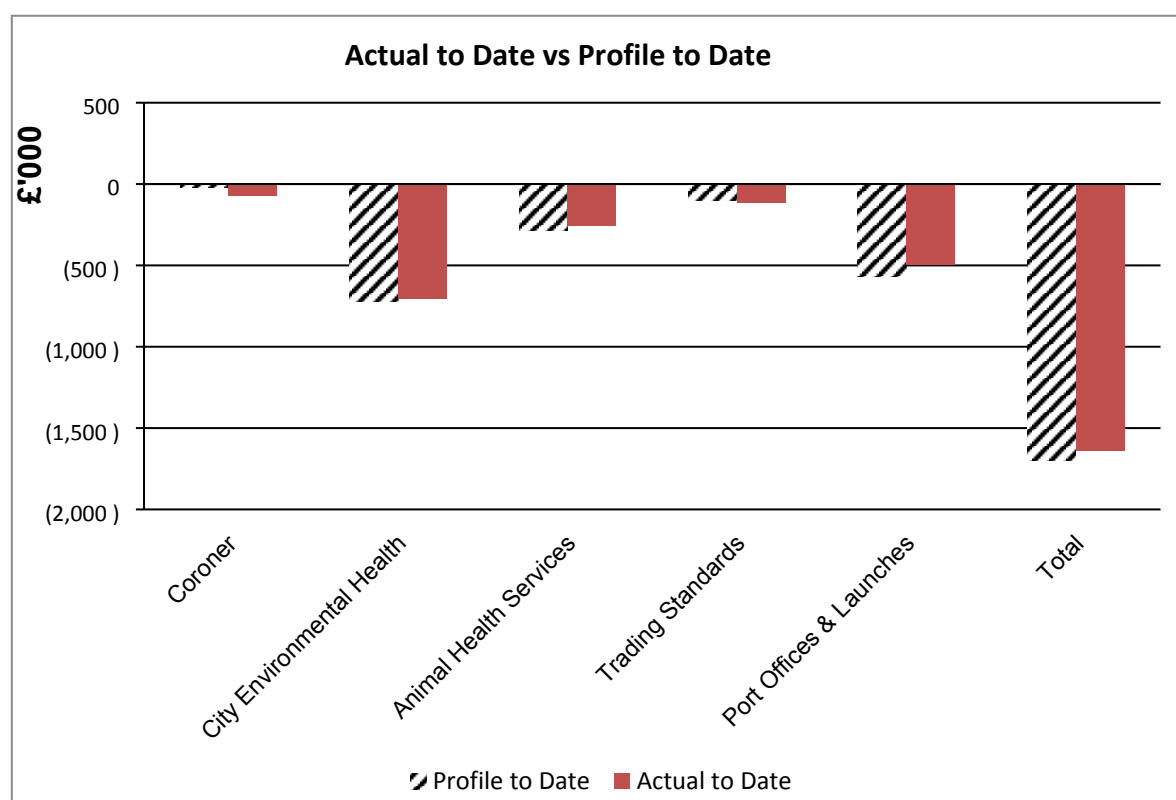
4. In order to provide further information on the work carried out by PH&PP, each periodic report includes a summary of the enforcement activity carried out (Appendix C).
5. To assure your Committee that satisfactory risk management procedures are in place and meet the requirements of the corporate Risk Management Framework, this report includes an update on the key risks that exist in relation to the operations of the PH&PP Division. A summary of the PH&PP Risk Register and the Risk Matrix are provided at Appendix E.

### Corporate & Strategic Implications

6. The monitoring of PIs and key improvement objectives across the Division links to all three of the Strategic Aims set out in the Corporate Plan 2015-19.

### Financial Implications

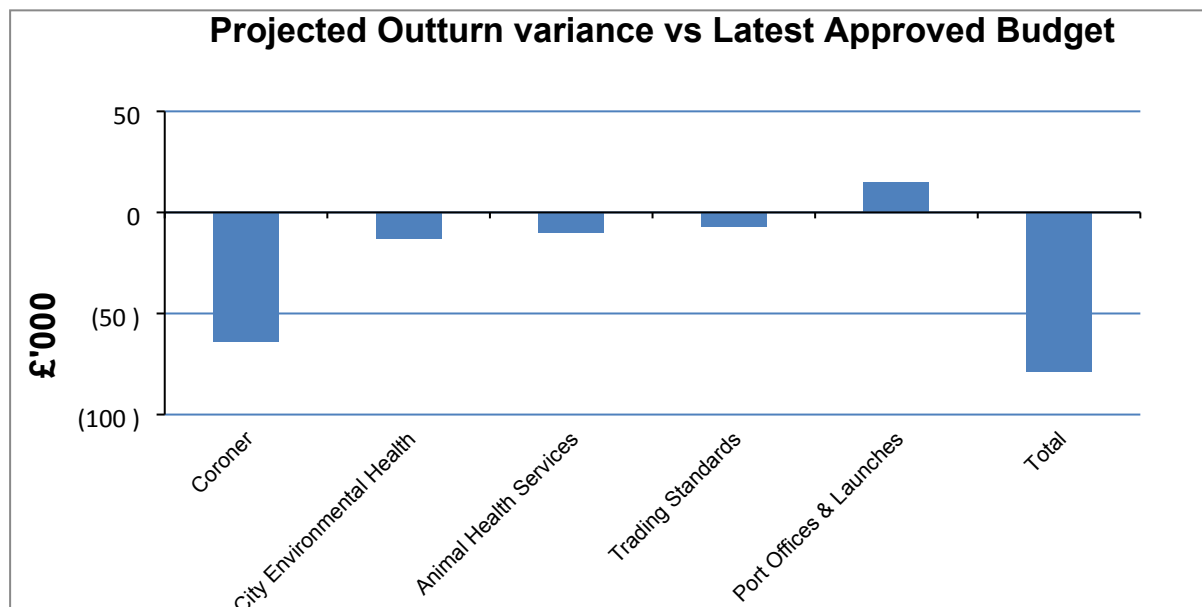
7. The end of July 2018 monitoring position for M&CP services covered by Port Health & Environmental Services Committee is provided at Appendix D. This reveals a net underspend to date for PH&PP of £63k (3.7%) against the overall local risk budget to date of £1,700k for 2018/19.



**Notes:**

1. Graph shows the actual local risk net position against the profiled budget to date for each Division.
2. A position above the baseline shows overall net income.
3. A position below the baseline shows overall net expenditure.
4. MCP total actual to date net exp of £1,637k is £63k under the profiled budget to date of £1,700k.

8. Overall, the Director of Markets & Consumer Protection is currently forecasting a year end overspend position of £79k (3.2%) for the PH&PP City Fund services under his control due largely to the increased costs incurred by the Coroner.



**Notes:**

1. Zero is the baseline latest approved budget for each Division of Service.
2. Graph shows projected outturn position against the latest approved budget.
3. A variance above the baseline is favourable i.e. either additional income or reduced expenditure.
4. A variance below the baseline is unfavourable i.e. additional expenditure or reduced income.
5. Overall the Department is forecasting an overspend of £79k at year end.

9. The reasons for the significant budget variations are shown in Appendix D, which sets out a detailed financial analysis of each PH&PP service the Director supports.
10. The better than budget position at the end of July 2018 is mainly due to additional CED (Common Entry Document) and organic income streams overperforming at the Ports due to increased throughput. However, this will be mainly offset at year end due to additional staffing costs coming online to meet the increased throughput and in preparation for Brexit.
11. The Director anticipates this current better than budget position will not continue to year end. This is due mainly to the additional cost of agency staff and running costs for an increased volume of Coroner hearings. A business case is being prepared to increase the base budget for the Coroner for financial year 2019/20 onwards to reflect the increased caseload.

## **Consultees**

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

## **Appendices**

- Appendix A – Progress against operational performance indicators, Period 1 2018-19
- Appendix B – Progress against key improvement objectives, Period 1 2018-19
- Appendix C – Enforcement activity, Period 1 2018-19
- Appendix D - Financial information, Period 1 2018-19

## **Background Papers**

Final Departmental Business Plan 2018/19 – Markets and Consumer Protection  
(22 May 2018)

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**Performance Management Report 2018-19**  
**Period One: 1 April - 31 July 2018**

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

**Progress against Operational 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

			Actual 2017-18			Target 2018-19	Actual 2018-19	Status
			Period 1	Period 2	Period 3		Period 1	
PI 1	<b>Port Health</b> Proportion of imported food and feed consignments that satisfy the checking requirements cleared within five days.	a) Products of Animal Origin (POAO): Non-fish	89%	83%	86%	95%	77%	
		b) Products of Animal Origin (POAO): Fish	89%	80%	87%	85%	83%	
		c) Products of Non-Animal Origin (PNAO)	N/A	N/A	N/A	90%	90%	
PI 2	<b>Port Health</b> 90% of imported food and feed consignments (Products of Non-Animal Origin - PNAO) are subjected to mandatory documentary controls within five days.		90%	96%	98%	90%	82%	
<p><b>PI 1:</b> Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. From 2016-17, this indicator has been split into separate measures for non-fish and fish products.</p> <p><b>PI 1a:</b> Tilbury: 86%; London Gateway: 77%</p> <p><b>PI 1b:</b> Tilbury: 81%; London Gateway: 83%; Thamesport: 100%</p> <p><b>PI 1c:</b> New indicator for 2018-19.</p> <ul style="list-style-type: none"><li>• POAO: throughput in 2018 (January to July) was 13% higher than the same period in 2017.</li><li>• PNAO: throughput in 2018 (January to July) was 32% higher than the same period in 2017.</li><li>• Presentation of all consignments at London Gateway Port has not enabled the increased volumes to be released in a timely manner, and this is reflected in the performance indicator results.</li><li>• For POAO, this is compounded further by the additional checks and time delays related to the requirements for enhanced checks on Brazilian meat and meat products. The Port Health Service has worked closely with the Port to address this issue by enhancing and streamlining its inspection hours.</li></ul>								

## Appendix A

		Actual 2017-18			Target 2018-19	Actual 2018-19	Status
		Period 1	Period 2	Period 3		Period 1	
PI 3	<b>Food Safety</b> Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments compared to the baseline profile at 31 March 2013.	N/A	N/A	End of year result: Improved profile	Improved profile	N/A	-
PI 4	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	0%	0%	<1%	0.01%	😊
<p><b>PI 3:</b> Annual indicator. 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.</p>							

		Actual 2017-18			Target 2018-19	Actual 2018-19	Status
		Period 1	Period 2	Period 3		Period 1	
PI 5	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	95%	96.5%	93.5%	90%	92%	😊
PI 6	<b>Trading Standards</b> Respond to all victims of investment fraud identified to the Trading Standards Service within 5 working days to advise on the risk of repeat targeting, assess the need for safeguarding interventions and initiate the safeguarding process where appropriate.	100%	100%	100%	100%	100%	😊
PI 7	<b>Health &amp; Safety</b> Complete the annual risk-based cooling towers inspection programme in order to ensure that the risk of Legionnaires' disease is being effectively managed by all those responsible.	N/A	N/A	End of year result: 100%	100%	N/A	-
<p><b>PI 5:</b> 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.</p> <p><b>PI 7:</b> Annual indicator.</p>							

	All PH&PP Service areas	Actual 2017-18			Target 2018-19	Actual 2018-19	Status
		Period 1	Period 2	Period 3		Period 1	
PI 8	a) 90% of debts to be settled within 60 days.	87%	93%	59%	90%	69%	
	b) 100% of debts settled within 120 days.	89%	94%	77%	100%	76%	
<p><b>PI 8a:</b> This indicator measures the percentage of overall debt that is less than 61 days old.</p> <p><b>PI 8b:</b> This indicator measures the percentage of overall debt that is less than 121 days old. The majority of debt older than 120 days at the end of July 2018 relates to Port Health (9 debtors) and the HARC (9 debtors). These and all other debtors with debts more than 120 days old are being actively chased.</p> <p><u>Further detail on aged debt over 120 days is provided on the following page</u></p>							

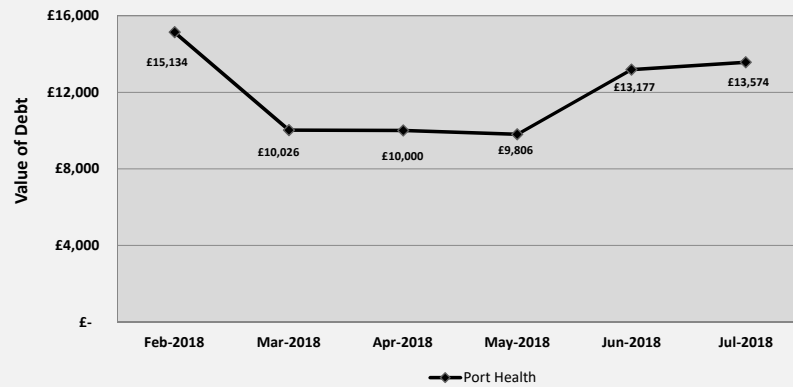


**Port Health & Public Protection Aged Debt Over 120 Days - 31st July 2018**

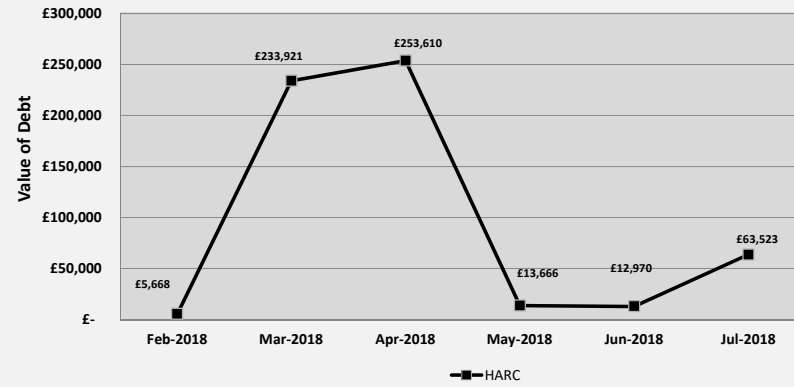
Department	Debts Exceeding 120 Days					
	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Port Health	£ 15,134	£ 10,026	£ 10,000	£ 9,806	£ 13,177	£ 13,574
HARC	£ 5,668	£ 233,921	£ 253,610	£ 13,666	£ 12,970	£ 63,523
Environmental Health	£ -	£ -	£ -	£ -	£ 599	£ 599
	£ 20,802	£ 243,947	£ 263,610	£ 61,971	£ 26,746	£ 77,696

Composition of Debt - 31/07/2018	
Port Health	£ 13,574
HARC	£ 63,523
Environmental Health	£ 599
	<b>£ 77,696</b>

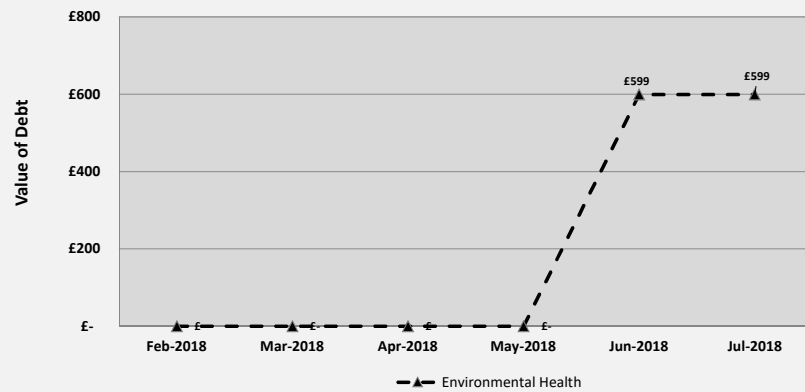
**Port Health Aged Debt over 120 Days - Trend Analysis**



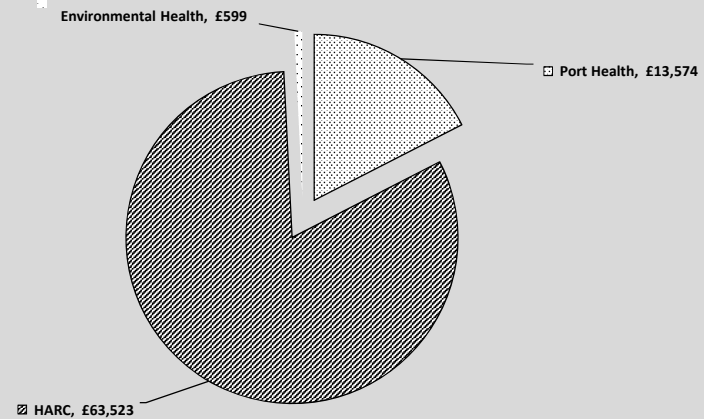
**HARC Aged Debt over 120 Days - Trend Analysis**



**Environmental Health Aged Debt over 120 Days - Trend Analysis**



**Port Health & Public Protection - Composition of Debt over 120 Days - 31/07/2018**



**Note:**

1. The high debt figures for March and April at the HARC related mainly to queries raised by airlines for various services relating to pet checks, quarantine services and fish inspections. These debts have now been largely settled.

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## Progress against Port Health & Public Protection key improvement objectives 2018-2019

Ref:	Objective	Progress to date
1.	Evaluate the potential impact of leaving the EU on the services provided by PH&PP and make suitable preparations.	<b>Period One</b> <ul style="list-style-type: none"> <li>Engagement with Government, Trade and professional organisations has been stepped up.</li> <li>A successful application was made to the 'Priorities Investment Pot' to for funding of a consultant who has now started collaborative work.</li> <li>A submission has been made to the Food Standards Agency for financial support.</li> <li>An update report was provided to the July PH&amp;ES Committee.</li> <li>The Animal Health and Welfare Service is working with Defra on the development on Technical Notices (under Non-Disclosure Agreements) which will be used to evaluate the potential impacts and changes required.</li> </ul>
2.	Deliver the actions set out in the Air Quality Strategy 2015-2020, including the continued implementation of a Low Emission Neighbourhood in the City and a pilot Ultra Low Emission Vehicle Street to improve air quality and mitigate the risk of air pollution.	<b>Period One</b> <ul style="list-style-type: none"> <li>Work has commenced on the feasibility study for a ULEV restriction in Moor Lane.</li> <li>Several events were held to mark National Clean Air Day 2018.</li> <li>The electric vehicle charge points were opened in Barbican Estates car parks.</li> <li>A workshop was held for City businesses on how to reduce emissions from buildings.</li> <li>A response was sent to Defra on their draft Clean Air Strategy.</li> </ul>
3.	The Licensing Team will undertake enforcement against illegal street traders, especially on and near City bridges.	<b>Period One</b> <ul style="list-style-type: none"> <li>Recruitment is underway for a City Bridges Licensing Officer.</li> <li>Enforcement activity commenced targeting Millennium Bridge.</li> <li>Seizures, prosecutions, forfeiture orders and Criminal Behaviour Orders are being pursued.</li> </ul>
4.	The Trading Standards Team will maintain its focus on preventing financial fraud.	<b>Period One</b> <ul style="list-style-type: none"> <li>Operation Broadway is ongoing.</li> <li>The Team is planning a project focussing on businesses engaged with cryptocurrencies that have a footprint in the Square Mile.</li> <li>Ongoing discussions with the Banking sector and other agencies regarding a slower authorised push payments mechanism for vulnerable customers.</li> </ul>

Ref:	Objective	Progress to date
5.	The Commercial Team will continue to seek to increase the number of compliant food businesses in the City.	<b>Period One</b> <ul style="list-style-type: none"> <li>Of the City's 1,844 food premises, 1,646 (89%) are currently 'broadly compliant', i.e. they are rated 3, 4 or 5 under the FSA's Food Hygiene Rating Scheme.</li> <li>1,286 have a rating of 5 and only 5 are rated 0.</li> <li>A detailed breakdown of the current FHRS profile and more information on the 0 rated premises is provided in Appendix C of this report.</li> </ul>
6.	The Pollution Control Team will implement the Action Plan of the Noise Strategy 2016-2026.	<b>Period One</b> <ul style="list-style-type: none"> <li>A 'Sounds of the City' social survey has been conducted to gather a current evidence base of the perception of how the City sounds. The draft report is being prepared.</li> <li>Engagement with London Underground Ltd (LUL) regarding operational and construction noise from London Underground continued. An independent expert report has been commissioned and sound measurements taken at the worst affected properties.</li> <li>The City's infrastructure projects are progressing well with the team working hard to ensure the environmental impacts of Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade are being continuously monitored and managed by the numerous contractors.</li> </ul>
7.	The Pollution Control Team will implement site monitoring of noise from building sites, and the outcome of the consultation on Saturday morning working.	<b>Period One</b> <ul style="list-style-type: none"> <li>The Construction Monitoring Levy outlined in the Code of Construction Practice was written into standard planning conditions from January 2018. Consented developments are being monitored for commencement dates to ensure levy charging is implemented.</li> <li>A Graduate Environmental Health Trainee has been recruited to assist with proactive construction site monitoring.</li> <li>A consultation on Saturday morning construction works has been carried out, receiving 725 responses. The consultation closed on 7 August and the report is being drafted. An interim summary of the results is provided in a separate report to this meeting of the PH&amp;ES Committee.</li> </ul>

Ref:	Objective	Progress to date
8.	Investigate, and begin to implement, new income generation proposals for PH&PP Services.	<p><b>Period One</b></p> <p><u>PH&amp;PP</u></p> <p>A Primary Authority Research Project is being undertaken to investigate options for a “City offer” encompassing:</p> <ul style="list-style-type: none"> <li>• rechargeable Primary Authority services;</li> <li>• paid-for Business Advice; and</li> <li>• partnership working with other London Local Authorities in a “hub” type model.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• Benchmarking is currently being undertaken with Suffolk Coastal Port Health Authority, including consideration of whether the CoL's services can be offered to other Port Health Authorities around the country.</li> <li>• The Service continues to support the Port and Trade by undertaking dual inspections with Defra and progressing proposals to undertake official controls outside of the Customs boundary.</li> </ul>
9.	Move to a new cloud-based, hosted and browser-accessed line of business system (shared with DBE).	<p><b>Period One</b></p> <ul style="list-style-type: none"> <li>• £500k capital funding was approved in July to source and implement a single cloud-based solution to replace two existing back-office systems currently used by the Port Health &amp; Public Protection Division and the Department of the Built Environment. Users' system requirements have now been confirmed and a pre-tender specification will be drawn up during Period Two (August-November 2018).</li> </ul>

Ref:	Objective	Progress to date
10.	Continue to develop the use of technology and mobile working solutions (in liaison with IT department).	<p><b>Period One</b></p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>• iAuditor software is now being used successfully for all Food Hygiene and Cooling Tower inspections on a variety of devices (iPhone and tablet).</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• Further development of applications continues in an attempt to streamline processes relating to dealing with electronic communications, including managing and risk assessing 'big' data.</li> <li>• Connectivity issues at the Tilbury inspection facility still need to be addressed.</li> <li>• Live display screens are now in place to assist with resourcing service demands.</li> </ul>
11.	Ensure that the Departmental Workforce Plan is maintained, remains relevant and actions are implemented.	<p><b>Period One</b></p> <p><u>DEPARTMENTAL</u></p> <p>Following two years of successful Leadership Development Programmes for Assistant Directors and Team Leaders, a Talent Development Programme has been initiated for 13 candidates, mostly below Team Leader level, as the next phase of personal and professional development for staff identified as having the potential to take on greater responsibility.</p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>• Two Graduate Environmental Health Trainees have been recruited. One Trainee will work with the Commercial Team and one with the Pollution Team.</li> <li>• There has been recruitment to the Pollution Team, funded by the Construction Levy, to enable a more proactive approach to monitoring by City Officers, in accordance with the City's Construction Code of Practice.</li> <li>• A review of critical functions carried out by the Operational Support Team revealed that full written procedures are in place to enable continuous provision of such functions in the absence of key members of staff.</li> </ul> <p><u>HARC</u></p> <ul style="list-style-type: none"> <li>• Nine Apprentices are now in post (eight Animal Attendants and one Animal Health Officer).</li> <li>• An exercise was undertaken to identify critical functions and assess the ability of the team to carry these out in the absence of key members of staff. The nature of the management structure at the HARC and the high number of other experienced staff, means that critical functions can be delivered at all times.</li> </ul>

Ref:	Objective	Progress to date
		<p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• The Port Health Development Plan and HR Action Plan have been updated to ensure that other departments understand our development 'vision'. A future resourcing plan is also in place.</li> <li>• We are starting to see the results of our Graduate Port Health Officer Training Programme and hope to have the first individual qualified this year, with another following early in 2019; there are three others in the pipeline.</li> <li>• We now have four apprentices, with two of them having secured permanent positions.</li> <li>• A further member of the team has been successful in moving from an assistant role to a technical role; a testament to the training the Service provides.</li> <li>• We are also developing a programme to support new team leaders.</li> </ul>

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## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

<b>Food Safety</b>	<b>2017-2018 Annual Total</b>	<b>2018-19 Target (where applicable)</b>	<b>Period 1 2018-19</b>
Programmed inspections	<u>Food Hygiene:</u> 973  <u>Food Standards:</u> 255	<b><u>Food Hygiene:</u> 1,283</b>  <b><u>Food Standards:</u> 747</b>	<u>Food Hygiene:</u> 240  <u>Food Standards:</u> 71
Hygiene Emergency Closures	1	N/A	0
Voluntary closures	4	N/A	1
Complaints & service requests received	784	N/A	254
Notices served	8	N/A	1
Prosecutions	0	N/A	0

<b>Health &amp; Safety</b>	<b>2017-18 Annual Total</b>	<b>2018-19 Target (where applicable)</b>	<b>Period 1 2018-19</b>
Programmed Cooling Tower inspections	101	86	19
Other H&S Inspections	6	N/A	0
H&S Project visits	0	N/A	0
Accident and dangerous occurrences notifications	151	N/A	41
Complaints & service requests received	453	N/A	172
Notices	3 (pest control)	N/A	2
Prosecutions	0	N/A	0

### **Period 1 – Commercial Team Highlights (Food Safety and Health & Safety)**

- A new Primary Authority Partnership was agreed with Shepherd Neame and applications for two further Primary Authority Partnerships are awaiting formal confirmation by BEIS and the Secretary of State.
- The new Graduate Environmental Health Trainee position was filled.
- Officers participated in the Food Standard Agency's Food Business Digital Registration pilot project.
- An Officer has been invited to deliver Legionella training to the Environmental Health community in Northern Ireland in October 2018.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

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

		Hygiene Rating						Total no. of food businesses in the City included in the FHRS
		5	4	3	2	1	0	
Number (%) of food businesses	29 July 2016	1163 (66%)	306 (17%)	132 (8%)	60 (3%)	49 (3%)	13 (1%)	<b>1765</b> (incl. 42 awaiting inspection)
	30 November 2016	1204 (69%)	306 (17%)	117 (7%)	64 (4%)	43 (2%)	6 ( $<1\%$ )	<b>1740</b> (incl. 46 awaiting inspection)
	31 March 2017	1244 (70%)	277 (16%)	101 (6%)	73 (4%)	36 (2%)	7 ( $<1\%$ )	<b>1774</b> (incl. 36 awaiting inspection)
	31 July 2017	1256 (71%)	270 (15%)	102 (6%)	68 (4%)	33 (2%)	6 ( $<1\%$ )	<b>1768</b> (incl. 33 awaiting inspection)
	30 November 2017	1258 (71%)	272 (15%)	101 (6%)	55 (3%)	31 (2%)	6 ( $<1\%$ )	<b>1767</b> (incl. 44 awaiting inspection)
	29 March 2018	1284 (73%)	250 (14%)	93 (5%)	56 (3%)	25 (1%)	5 ( $<1\%$ )	<b>1757</b> (incl. 44 awaiting inspection)
	31 July 2018	1286 (72%)	270 (15%)	89 (5%)	49 (3%)	24 (1%)	5 ( $<1\%$ )	<b>1777</b> (incl. 54 awaiting inspection)

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

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

These businesses were rated '0' at 31 July 2018 (the last working day of the period); food businesses will have taken some action to improve and some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>Anokha</b> , 4 Burgon Street, London, EC4V 5DR	This premises has been repossessed since it was last inspected and the business is now closed.
<b>Brokers Wine Bar</b> , First Floor Retail Unit, 6-9 Leadenhall Market, London, EC3V 1LR	The standards had improved at the last inspection. However, a recent visit found problems with the drains which mean that the dishwasher, wash hand basin and sinks in the kitchen and the upstairs toilet cannot be used. A voluntary agreement not to prepare any food was obtained on 16 July 2018 and this is still in place. The premises is liaising with the Leadenhall Market manager to arrange repairs to drain to be undertaken.
<b>K Place (Korean Bar B Q)</b> , 1 St Mary At Hill, London, EC3R 8EE	All works have now been completed as requested and the Voluntary Closure has been lifted.
<b>Level 46</b> , 46 Moorgate, London, EC2R 6EL	The premises is not currently open. A new manager has been employed and is in the process of addressing the issues. The premises is being checked on a regular basis and will be revisited once it is operational again.
<b>Wood Street Bar and Restaurant</b> , 53 Fore Street, London, EC2Y 5EJ	This business appears unable to sustain an appropriate level of compliance and once again poor standards were noted at the inspection. Issues were apparent with pest activity and a poor standard of cleaning and maintenance. The zero rating is also given because we have so little confidence in the management. There have been key staff changes (a new Chef) since the inspection and renewed effort to improve things. A further visit will be made just prior to the September PHES Committee and a verbal update provided.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

Trading Standards	2017-18 Annual Total	2018-19 Target (where applicable)	Period 1 2018-19
Inspections and visits	199	N/A	24
Complaints & service requests received	2,809	N/A	759
Acting as a responsible authority for Licensing Applications	117	N/A	46
Money saved/recovered for consumers	Not measured	N/A	£3,800
Prosecutions	1	N/A	0

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

- Trading Standards Officers gave a series of presentations to serving City of London Police Officers to explain the role that the team performs and to encourage more partnership working. Approximately 100 Police Officers were spoken to as well as a class of 20 new recruits currently going through initial training. It is hoped that this exercise will be repeated next year.
- The Trading Standards Manager was invited to speak about Operation Broadway at the annual Chartered Trading Standards Institute conference in Nottingham in June. This was well received.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

Pollution	2017-18 Annual Total	2018-19 Target (where applicable)	Period 1 2018-2019			
			Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	1,187	N/A	388	92%	0	0
Complaint investigations, other	101	N/A	35	N/A	N/A	0
Licensing, Planning and Construction Works applications assessed	1,821	N/A	502	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,378	N/A	401	N/A	17 6 COPA S61* 11 COPA S61 consents*	N/A

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

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

- A consultation on Saturday morning construction works has been carried out. The consultation closed on the 7 August and the results report is being drafted. An interim summary of results will be reported to the PHES committee in September 2018.
- A 'Sounds of the City' social survey has been conducted to gather a current evidence base of the perception of how the City sounds. The draft report is being prepared.
- Engagement with London Underground Limited regarding operational and construction noise from London Underground continued. An independent expert report has been commissioned and sound measurements taken at the worst affected properties.
- The City's infrastructure projects are progressing well with the team working hard to ensure the environmental impacts of Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade are being continuously monitored and managed by the numerous contractors.
- The Construction Monitoring Levy outlined in the Code of Construction Practice was written into standard planning conditions from January 2018. Consented developments are being monitored for commencement dates to ensure levy charging is implemented.

### **Period 1 – Air Quality Team Highlights**

- Work commenced on the feasibility study for an Ultra Low Emission Vehicle (ULEV) restriction in Moor Lane.
- The Air Quality Team held several events to mark National Clean Air Day 2018.
- A launch event was held to open the electric vehicle charge points in Barbican Estates car parks.
- The City of London hosted the Department for Transport's chief scientist who explained the issues relating to resolving air pollution in the City.
- A workshop was held for City businesses on how to reduce emissions from buildings.
- A response was sent to Defra on their draft Clean Air Strategy.
- The City hosted an Air Quality Summit in Mansion House for national air quality leaders.
- Seven work experience students spent time with the team learning about air quality.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

Animal Health & Welfare	2017-18 Annual total	2018-19 Target (where applicable)	Period 1 2018-2019			
			Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre						
Throughput of animals (no. of consignments)	28,772	N/A	9,915	5	0	3
Animal Health						
Inspections carried out*	635	N/A	0	0	0	0
*Due to the legislation, most of the Animal Health licensing inspections are carried out at the end of the calendar year, starting in October. Therefore the figures are '0' for Period One.						

### **Period 1 - Animal Health Highlights**

- A Primary Authority Partnership with 'Pet Stay' has been agreed.
- Defra has introduced new legislation on the Licensing of Activities Involving Animals. Officers in the team, working with the Pet Industry Federation have put together a City and Guilds Course to provide training to local authority inspectors. This work has been recognised by the RSPCA in the Community Animal Welfare Footprint awards, as has Rob Quest (along with Mark Berry, from Stockton Borough Council) for his work with Defra on the new Regulations and Guidance.

### **Period 1 – Heathrow Animal Reception Centre (HARC) Highlights**

- The new database (PHILIS) went live at the beginning of the period. It has made a real difference to the efficiency of the process.
- HARC has been involved with Border Force in a couple of interesting cases. Further details will be provided once the prosecutions have taken place.
- HARC assisted Leicestershire Trading Standards with some exotic animals they seized from a pet shop.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2018-19

Port Health	2017-18 Annual total	Target 2018-19 (where applicable)	Period 1 2018-2019			
			Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	10,357	N/A	3,229	0	68	0
Products of Animal Origin Consignments – physical checks	6,638	N/A	1,964	0	13	0
Number of samples taken	1,063	N/A	258	N/A	188	N/A
Imported food Not of Animal Origin -document checks	21,333	N/A	7,622	0	80	0
Imported food Not of Animal Origin - physical checks	4,025	N/A	1,162	0	N/A	0
Number of samples taken	545	N/A	219	0	N/A	N/A
Food Safety inspections and revisits	19	N/A	5	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	206	N/A	69	N/A	0	N/A

### **Period 1 – Port Health Highlights**

- Total trade has increased 10% when compared to the previous period.
- Products Not of Animal Origin: throughput in 2018 (January to July) is 32% higher than the same period in 2017. The throughput between January and June 2018 was greater than the total throughput for the whole of 2015.
- Products of Animal Origin: throughput in 2018 (January to July) is 13% higher than the same period in 2017.
- From April 2018, the Port Health Service implemented an initiative with Defra to undertake joint inspections. An initial review of the arrangements indicates that 40% of official controls on fruit and vegetables are now being undertaken alongside Defra colleagues. These arrangements will reduce the need to present consignments twice (once to Defra and once to Port Health), with the obvious time and cost savings.
- Presentation of all consignments at London Gateway Port has not enabled the increased volumes to be released in a timely manner, and this is reflected in the performance indicator results (shown in Appendix A). For Products of Animal Origin, this is compounded further by the additional checks and time delays related to the requirements for enhanced checks on Brazilian meat and meat products. The Port Health Service has worked closely with the port to address this issue by enhancing and streamlining its inspection hours.
- Products of Animal Origin imports from Brazil – 70.4% cleared within 5 days. All other third country imports – 82.9% cleared within 5 days.

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**Department of Markets & Consumer Protection Local Risk Revenue Budget - 1st April to 31st July 2018**  
**(Expenditure and unfavourable variances are shown in brackets)**

**Appendix D**

	Latest Approved Budget 2018/19 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<b>Port Health &amp; Environmental Services (City Fund)</b>								
Coroner	(79)	(20)	0	(20)	(71)	0	(71)	(51)
City Environmental Health	(2,065)	(793)	69	(724)	(772)	66	(706)	18
Animal Health Services	965	(833)	550	(283)	(815)	561	(254)	29
Trading Standards	(340)	(117)	14	(103)	(130)	17	(113)	(10)
Port Offices & Launches	(924)	(1,209)	639	(570)	(1,203)	710	(493)	77
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>(2,443)</b>	<b>(2,972)</b>	<b>1,272</b>	<b>(1,700)</b>	<b>(2,991)</b>	<b>1,354</b>	<b>(1,637)</b>	<b>63</b>

Forecast for the Year 2018/19			Notes
LAB £'000	Forecast Outturn £'000	(Over) / Under £'000	
(79)	(143)	(64 )	1
(2,065)	(2,078)	(13 )	
965	955	(10 )	
(340)	(347)	(7 )	2
(924)	(909)	15	
<b>(2,443)</b>	<b>(2,522)</b>	<b>(79 )</b>	

**Notes:**

1. **Coroner** - projected overspend due to additional cost of agency staff and running costs due to ongoing increased volume of inquests.

2. **Port Offices & Launches** - favourable variance to date mainly due to additional CED (Common Entry Documents) and organic income due to increased throughput. This will be mainly offset at year end due to additional staffing costs to meet the increase in demand.

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<b>Committee(s)</b> Port Health & Environmental Services Committee	<b>Dated:</b> 25 September 2018
<b>Subject:</b> Port Health & Public Protection Risks	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Information</b>
<b>Report author:</b> Donald Perry Department of Markets and Consumer Protection	

## Summary

This report has been produced to provide the Port Health & 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 for this Committee to consider are:

- CR21 – Air Quality (Current Risk: RED no change )
- MCP-PHPP 001 Brexit (Current Risk: AMBER no change)

## 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.

### Current Position

2. This report provides an update of the key risks that exist in relation to the operations of the Port Health & Public Protection Services within 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 two-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 Superintendents and Assistant Directors, 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.
6. The Director, accompanied by the Chairman, appeared before the Audit and Risk Management Committee in July 2018 for a 'Risk Challenge' session, so that the Committee could be assured that Risk within the Director's area of responsibility is adequately managed. The Director set out the department's key Risks as being about: Workplace Transport; Brexit; and Air Quality. Only the latter two are relevant to the PHES Committee. On both Brexit and Air Quality, which is also a Corporate Risk, the Director covered the ground that is explained in this report. There was also a discussion about the Markets Consolidation project and the requirement to present a Bill to Parliament in November 2019 in order to achieve the planned timeline.

### **Identification of New Risks**

7. 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**

8. The Department of Markets and Consumer Protection's Risk Register for Port Health & Public Protection Services, attached as Appendix 1 to this report, includes one Red (Corporate) risk and one Amber risk:

#### **CR21 – Air Quality (Current Risk: RED no change)**

Cause: 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.

Event: 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.

Effect: 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.

Persistent poor air quality may attract adverse media coverage making the City seem a less attractive place to live and work.

#### **MCP- PHPP 001 – Brexit (Current Risk: AMBER no change)**

Cause: UK decision to terminate membership of E.U (Brexit).

Event: Legislative changes

Effect: Increased risk to public, animal and environmental health. Increased risk to consumers. Reduction in income. Scarcity of qualified staff, e.g. Official Veterinarians (OVs). Potential for Increased workload depending on agreement reached

#### **Conclusion**

9. 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 & Public Protection Risk Register Summary

#### **Background Papers**

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

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# PH&ES Committee Risk Report Appendix A

Report Author: Donald Perry

Generated on: 04 September 2018




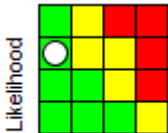

Rows are sorted by Risk Score

Code & Title: CR Corporate Risk Register 1 MCP-PH Port Health Risk Register 1

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
CR21 Air Quality 07-Oct-2015 Jon Avern	<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:            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).</p>	<p>Likelihood</p> <p>Impact</p>	16	<p>Risk unchanged. levels of air pollution are reducing in the City but still some way to go before concentrations meet health based targets</p> <p>04 Sep 2018</p>	<p>Likelihood</p> <p>Impact</p>	6	31-Dec-2020	<p>Constant</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. Persistent poor air quality may affect the longer term health of the City population. Persistent poor air quality may attract adverse media coverage making the City seem a less attractive place to live and work.						
--	--	--	--	--	--	--	--

Action no, Title,	Description	Latest Note	Action owner	Latest Note Date	Due Date
CR21 001f Investigate options to reduce emissions.	Investigate options to reduce emissions from combustion plant in the City using local legislation.	Local legislation will be utilised to investigate options for the reduction of emissions from combustion plant in the City.	Jon Avern	04-Sep-2018	31-Dec-2018
CR21 001g Refresh AQ Strategy	Renew the City of London Air Quality Strategy	Officers are to renew the City of London Air Quality Strategy by March 2019'	Jon Avern	04-Sep-2018	29-Mar-2019
CR21 001h Update AQ Supplementary Planning Document	Update the City Air Quality Supplementary Planning Document in line with the London Plan.	The City Air Quality Supplementary Planning Document is being updated in line with the London Plan.	Jon Avern	04-Sep-2018	31-Dec-2018
CR21 001i Pilot ultra-low emission street.	Pilot an ultra-low emission street in the City of London.	Officer are planning to pilot an ultra-low emission street within the City of London.	Jon Avern	04-Sep-2018	31-Dec-2019

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>MCP-PHPP 001 Brexit</b> 08-Nov-2016 Jon Avern	<b>Cause:</b> UK decision to terminate membership of E.U (Brexit). <b>Event:</b> Legislative changes <b>Effect:</b> Increased risk to public, animal and environmental health. Increased risk to consumers. Reduction in income. Scarcity of qualified staff, e.g. Official Veterinarians (OVs). Potential for Increased workload depending on agreement reached.	 Likelihood Impact	12	Appropriate action continues to be taken. Risk rating remains steady. <b>03 Sep 2018</b>	 Likelihood Impact	3	31-Dec-2020	 Constant

Action no, Title,	Description	Latest Note		Action owner	Latest Note Date	Due Date
MCP-PHPP 001a Liaison with government departments and agencies.	Contribute to UK Government Listening mode.	Meetings continue to be held. The due date of December 2020 for this action is to allow for the implementation of post Brexit legislation, as there will be many statutes to follow the Withdrawal Bill.		Jon Avern	03-Sep-2018	31-Dec-2020
MCP-PHPP 001c Liaison with Remembrancer and other CoL depts.	Engage with stakeholders to assist in the identification of impacts and possible mitigations. Ensure Remembrancer and CoL depts are fully aware of the implications of Brexit on PH and PP and that they lobby accordingly.	Consultant appointed to collaborate with industry, professional associations, and local government organisations.		Jon Avern	03-Sep-2018	31-Dec-2020
MCP-PHPP-001d Respond promptly to developments	Respond promptly to policy decisions from the UK Government and the outcome of negotiations.	Technical notices expected but not released in first tranche.		Jon Avern	03-Sep-2018	31-Dec-2020



<b>Committee:</b>	<b>Date:</b>
Port Health & Environmental Services - For information	25 September 2018
<b>Subject:</b> Period 1 (April-July) Cemetery & Crematorium Business Performance update	<b>Public</b>
<b>Report of:</b> Director of Open Spaces	<b>For Information</b>

## Summary

This report updates Members on the performance of the Cemetery & Crematorium during the period April - July 2018. The Cemetery & Crematorium has continued to perform well. Income is comparable with this period last year, burials are slightly down and cremations are slightly up for the same period last year.

## **Recommendations**

Members are asked to

- Note this report

## Main Report

### **Background**

1. The Open Space's Departmental Business Plan for 2018-19 was approved by your Committee on 22 May 2018. That plan included several specific actions and four Performance Indicators for the Cemetery & Crematorium.
2. The vision for the Cemetery and Crematorium is to provide the City of London Cemetery and Crematorium as a model cemetery and crematorium constituting both a site of excellence in bereavement services, a forerunner in cemetery conservation and the greatest choice of burial and cremation facilities in the UK. This together with the Department's vision and objectives inform and direct the work of the service.

### **Current Position**

3. The Cemetery & Crematorium has performed well during the period April-July 2018. There were 296 burials and 815 cremations, resulting in gross income of £1,679,000.

### Key programmes and projects

4. Three Departmental programmes and projects are of specific relevance to the Cemetery and Crematorium. These are shown in the table below together with details of progress made within these projects:

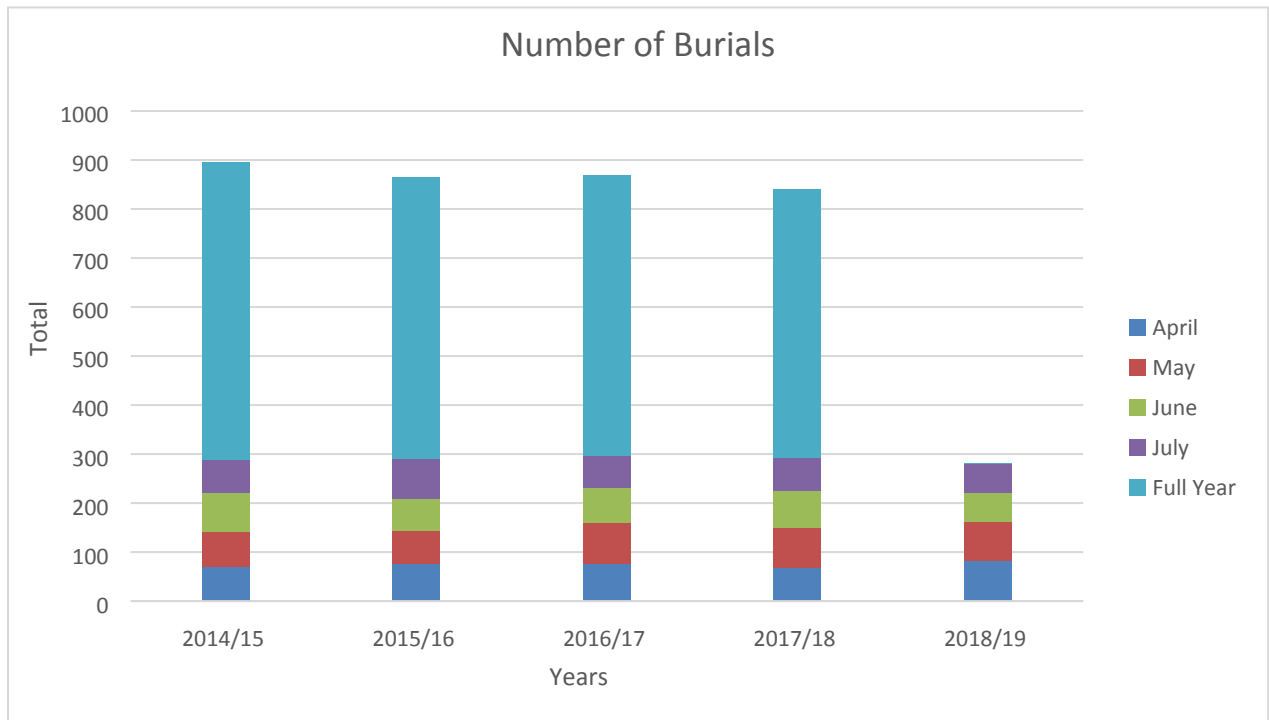
<b>Programmes &amp; Projects</b>	<b>Progress update April – July 2018</b>
Continuously develop the visitor offer across the Department in terms of content, processes, technology, customer service and cultural programming	Weekend mini-bus service has been reviewed and re-published with a clearly defined route and timetable. Café and Florist continue to be well received and service provision regarding pre-funeral services in our reserve chapel is now being widely used.
Progress the replacement of ageing cremators with new at the Cemetery and Crematorium	Gateway 3 / 4 report due to go to Committee in October 2018
Progress the Departmental Programmes including; Fleet, Energy Efficiency	Electric vehicle and Euro 6 (ULEZ compliant) diesel vehicle purchased.

### Performance Indicators

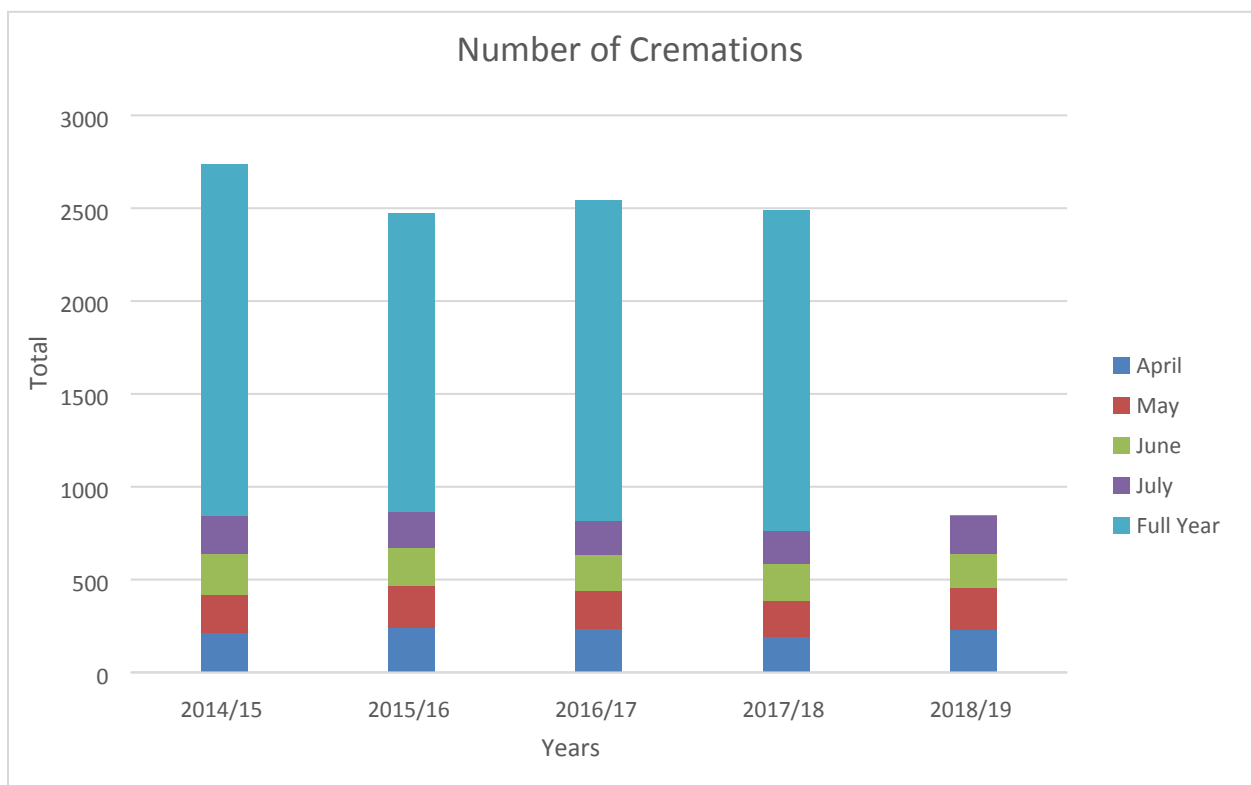
5. The business plan included twenty four Specific, Measurable, Achievable, Relevant and Time bound (SMART) performance indicators. There are four which are specific to the Cemetery and Crematorium:

	<b>2017/18 Performance Target</b>	<b>April – July 2017 Performance</b>	<b>2017/18 Actual (annual)</b>	<b>2018/19 Performance Target</b>	<b>April – July 2018 Performance</b>
Maintain our market share of burials in relation to the Cemetery & Crematorium's seven neighbouring Borough's.	7.6%	8.5%	7.3	2017/18 performance plus 0.5 % = <b>7.8%</b>	7.6%
Increase the number of burials.	890	292	840	2017/18 performance plus 2.5 % = <b>861</b>	280
Increase the number of cremations.	2,578	766	2,491	2017/18 performance plus 1.5% = <b>2,528</b>	845
As a minimum, achieve local risk Cem & Crem income target.	£4,701,000	£1,645,000	£5,297,836	£4,821,000	£1,679,000

6. The number of burials at the cemetery is approx. 5% down on the same period last year. The graph below shows the number of burials over the last 5 years during April to July and in total for the year.



7. The number of cremations at the cemetery is approx. 10% above the figure for the same period last year. The graph below shows the number of burials over the last 5 years during April to July and in total for the year.



8. There are a number of Departmental performance indicators where the Cemetery and Crematorium contributes to achievement of the Departmental target. The retention of the Green Flag Award and Green Heritage Award was achieved by the Cemetery in 2018. The Cemetery passed its mystery visit and as such retains the score it received from the previous years inspection.

<b>Description - DEPARTMENTAL</b>	<b>2017/18 Performance Target</b>	<b>2017/18 Actual (annual)</b>	<b>2018/19 Performance Target</b>	<b>April-July Performance</b>
Retain 15 Green Flags and improve the overall band score achieved across our Green Flag sites by 2018/2019	15 green flag sites overall band scores 46% = 80+ 27% = 75 – 79 27% = 70 - 74	15 green flag sites overall band scores 60% = 80+ 33% = 75 – 79 7% = 70 - 74	15 green flag sites overall band score 53% = 80+ 27% = 75 – 79 20% = 70 - 74	Mystery visit – C&C previous score of 80+ was retained.
Retain 12 green heritage awards and increase this to 13 sites by 2018/19	12 Green Heritage Awards	13 Green Heritage Awards	13 Green Heritage Awards	Mystery visit – C&C previous score of 80+ was retained.

## **Finance**

9. Appendix 1 provides a summary of the budget position. Members will note the continued strong performance of the Cemetery with income levels comparable with this period last year.
10. As costs continue to rise, the Superintendent continues to carefully manage his income and expenditure budgets at the Cemetery to ensure a high quality of service is maintained. This is particularly important as this year City departments had to make 2% efficiency savings.

## **Risk**

11. Risk is reviewed regularly by the Department's Senior Leadership Team as part of the ongoing management of the operations of the Department. It is also reviewed regularly by the Management Team at the Cemetery and Crematorium.
12. There are five risks identified at the Cemetery and Crematorium. These are:
- OSD CC 002: Financial failure (green, score 4)
  - OSD CC 003: Deterioration of buildings, plant and machinery (green, score 4)
  - OSD CC 009: Systems failure (amber, score 6)
  - OSD CC 010: Extreme weather (amber, score 6)
  - OSD CC 011: Tree and plant diseases (amber, score 6)

13. There are currently three amber risks and two green risks. There are no red risks.
14. Two of the current risks scores have decreased since last reported:
- CC 002: from 6 (amber) to 4 (green)
  - CC 003: from 6 (amber) to 4 (green)
15. The detail of the individual risks is shown in Appendix 3 This also shows the actions that are being undertaken to reduce/ manage the current risk score to the target risk score.

### **Corporate & Strategic Implications**

16. The Business Plan identifies how the department's activities will support the aspirations of the organisation, as reflected in the Corporate Plan.
17. Delivering the Business Plan will support the Corporation's strategic aims:
- **Contribute to a flourishing society**
  - **Shape outstanding environments**

### **Implications**

18. The Cemetery & Crematorium continues to provide an important service to the local community. Performance continues to be strong and all risks are being managed.

### **Conclusion**

19. The Cemetery & Crematorium is meeting or exceeding the targets agreed by your Committee. The Superintendent will continue to progress works related to the replacement of the cremators, and this will be the subject of further reports to your Committee.

### **Appendices**

Appendix 1 – Budget

Appendix 2 – Corporate Risk Scoring Grid

Appendix 3 – Risk Register

### **Background Papers:**

Open Spaces Business Plan 2018/19

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# Appendix 1

## Department of Port Health & Environmental Services Local Risk Revenue Budget - 1st April - 31st July 2018

(Income and favourable variances are shown in brackets)

	Latest Approved	Budget year to date (Apr-Jul)			Actual year to date (Apr-Jul)				Forecast for the Year 2018/19			
	Budget 2018/19 £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Variance Apr-Jul £'000	LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	Note
<b>Open Spaces (City Fund)</b>												
City of London Cemetery and Crematorium	1,665	(1,032)	1,594	562	(1,010)	1,679	669	107	1,665	2,150	485	1
<b>TOTAL PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE LOCAL RISK</b>	<b>1,665</b>	<b>(1,032)</b>	<b>1,594</b>	<b>562</b>	<b>(1,010)</b>	<b>1,679</b>	<b>669</b>	<b>107</b>	<b>1,665</b>	<b>2,150</b>	<b>485</b>	

### Notes:

1. Income at the Cemetery is currently 5% above the expected position at the end of July 2018 in part due to the extended period of hot weather. The Superintendent is confident that total income will meet and likely exceed the budgeted target.

## Appendix 1:

## City of London Corporation Risk Matrix

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 below, a green risk is one that just requires actions to maintain that rating.

### 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)

### Risk Scoring Grid

		Impact			
Likelihood	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

### Impact Criteria

Impact Title	Definitions
Minor (1)	Service delivery/performance: Minor impact on service, typically up to one day. Financial: financial loss up to 5% of budget. Reputation: Isolated service user/stakeholder complaints contained within business unit/division. Legal/statutory: Litigation claim or find less than £5000. Safety/health: Minor incident including injury to one or more individuals. Objectives: Failure to achieve team plan objectives.
Serious (2)	Service delivery/performance: Service disruption 2 to 5 days. Financial: Financial loss up to 10% of budget. Reputation: Adverse local media coverage/multiple service user/stakeholder complaints. Legal/statutory: Litigation claimable fine between £5000 and £50,000. Safety/health: Significant injury or illness causing short-term disability to one or more persons. Objectives: Failure to achieve one or more service plan objectives.
Major (4)	Service delivery/performance: Service disruption > 1 - 4 weeks. Financial: Financial loss up to 20% of budget. Reputation: Adverse national media coverage 1 to 3 days. Legal/statutory: Litigation claimable fine between £50,000 and £500,000. Safety/health: Major injury or illness/disease causing long-term disability to one or more people objectives: Failure to achieve a strategic plan objective.
Extreme (8)	Service delivery/performance: Service disruption > 4 weeks. Financial: Financial loss up to 35% of budget. Reputation: National publicity more than three days. Possible resignation leading member or chief officer. Legal/statutory: Multiple civil or criminal suits. Litigation claim or find in excess of £500,000. Safety/health: Fatality or life-threatening illness/disease (e.g. mesothelioma) to one or more persons. Objectives: Failure to achieve a major corporate objective.

### Risk Definitions

RED	Urgent action required to reduce rating
AMBER	Action required to maintain or reduce rating
GREEN	Action required to maintain rating

This is an extract from the City of London Corporate Risk Management Strategy, published in May 2014

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of the Local Government Act 1972.

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