



## Port Health & Environmental Services Committee

**Date:** TUESDAY, 24 SEPTEMBER 2019

**Time:** 11.30 am

**Venue:** COMMITTEE ROOMS 3 & 4 - 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

Jeremy Simons (Chairman)	Deputy Jamie Ingham Clark
Deputy Keith Bottomley (Deputy Chairman)	Shravan Joshi
Deputy John Absalom	Vivienne Littlechild
Caroline Addy	Andrien Meyers
Alexander Barr	Deputy Brian Mooney
Adrian Bastow	Deputy Joyce Nash
Deputy John Bennett	Henrika Priest
Peter Bennett	Jason Pritchard
Tijs Broeke	Deputy Richard Regan
John Chapman	Deputy Elizabeth Rogula
Peter Dunphy	Mark Wheatley
Mary Durcan	Rehana Ameer
Deputy Kevin Everett	Sophie Anne Fernandes
Anne Fairweather	Alderman Sir Roger Gifford
Christopher Hill	Alderman Gregory Jones QC
Deputy Wendy Hyde	

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**Lunch will be served at the rising of the Committee.**  
**N.B. 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 23 July 2019.  
**For Decision**  
(Pages 1 - 8)
4. **OUTSTANDING ACTIONS**  
Report of the Town Clerk.  
**For Information**  
(Pages 9 - 10)
5. **UPDATE ON THE IMPACT OF THE UK LEAVING THE EU (BREXIT) ON THE PORT HEALTH AND PUBLIC PROTECTION - TO FOLLOW**  
Report of the Director of Markets & Consumer Protection.  
**For Information**
6. **DEPARTMENT OF THE BUILT ENVIRONMENT - BREXIT UPDATE**  
Report of the Director of the Built Environment.  
**For Information**  
(Pages 11 - 12)
7. **MOOR LANE ULTRA LOW EMISSION VEHICLE ONLY PILOT (LOW EMISSION NEIGHBOURHOOD PROJECT)**  
Report of the Director of Markets and Consumer Protection.  
**For Decision**  
(Pages 13 - 18)
8. **REDUCTION AND RECYCLING PLAN**  
Report of the Director of the Built Environment.  
**For Decision**  
(Pages 19 - 30)
9. **CITY AIRPORT MASTERPLAN 2020-35 CONSULTATION RESPONSE**  
Report of the Director of the Built Environment.  
**For Decision**  
(Pages 31 - 36)

10. **AIR QUALITY AT ST BARTHOLOMEW'S HOSPITAL**  
The Air Quality Manager to be heard.  
  
**For Information**
11. **AIR QUALITY ANNUAL STATUS REPORT**  
Report of the Director of Markets and Consumer Protection.  
  
**For Information**  
(Pages 37 - 50)
12. **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 51 - 74)
13. **MARKETS AND CONSUMER PROTECTION BUSINESS PLAN 2019/2020: PROGRESS REPORT (PERIOD 1)**  
Report of the Director of Markets and Consumer Protection.  
  
**For Information**  
(Pages 75 - 100)
14. **PORT HEALTH & PUBLIC PROTECTION RISKS**  
Report of the Director of Markets and Consumer Protection.  
  
**For Information**  
(Pages 101 - 108)
15. **CEMETERY & CREMATORIUM BUSINESS PLAN PERFORMANCE AND RISK MANAGEMENT UPDATE PERIOD 1 (APRIL - JULY 2019)**  
Report of the Director of Open Spaces.  
  
**For Information**  
(Pages 109 - 120)
16. **DEPARTMENT OF THE BUILT ENVIRONMENT (CLEANSING SERVICES) BUSINESS PLAN PROGRESS REPORT FOR PERIOD 1 (APRIL - JULY), 2019/20**  
Report of the Director of the Built Environment.  
  
**For Information**  
(Pages 121 - 126)
17. **DEPARTMENT OF THE BUILT ENVIRONMENT RISK MANAGEMENT - PERIODIC REPORT**  
Report of the Director of the Built Environment.  
  
**For Information**  
(Pages 127 - 134)
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

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

**For Decision**

**Part 2 - Non-public Agenda**

21. **NON-PUBLIC MINUTES**  
To agree the non-public minutes of the meeting held on 23 July 2019.

**For Decision**  
(Pages 135 - 136)

22. **HOUSEHOLD HAZARDOUS WASTE COLLECTION AND DISPOSAL SERVICES - PROCUREMENT STAGE 1**  
Joint report of the Chamberlain and the Facilities Services Category Board.

**For Decision**  
(Pages 137 - 146)

23. **DECISION TAKEN UNDER DELEGATED POWERS**  
Report of the Town Clerk.

**For Information**  
(Pages 147 - 148)

24. **PORT HEALTH AND ENVIRONMENTAL SERVICES DEBTORS - PERIOD ENDING 30 JUNE 2019**  
Joint report of the Director of the Built Environment, Director of Markets and Consumer Protection and Director of Open Spaces.

**For Information**  
(Pages 149 - 158)

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

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

**Part 3 - Confidential Paper**

27. **PORT HEALTH STAFFING UPDATE**  
Report of the Director of Markets and Consumer Protection.

**For Decision**

## PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE

Tuesday, 23 July 2019

**Minutes of the meeting of the Port Health & Environmental Services Committee held at the Guildhall EC2 at 11.00 am**

### **Present**

#### **Members:**

Jeremy Simons (Chairman)	Deputy Wendy Hyde
Deputy Keith Bottomley (Deputy Chairman)	Deputy Jamie Ingham Clark
Caroline Addy	Shravan Joshi
John Chapman	Vivienne Littlechild
Peter Dunphy	Andrien Meyers
Mary Durcan	Henrika Priest
Anne Fairweather	Alderman Sir Roger Gifford
Christopher Hill	Alderman Gregory Jones QC
	Deputy Joyce Nash

#### **Officers:**

Rofikul Islam	- Town Clerk's Department
Carl Locsin	- Town Clerk's Department
Carolyn Dwyer	- Department of the Built Environment
Leah Coburn	- Department of the Built Environment
Tom Noble	- Department of the Built Environment
Jaysen Sharpe	- Office of the Remembrancer
Jenny Pitcairn	- Chamberlain's Department
Dorian Price	- City Surveyor's Department
Paul Chadha	- Comptroller & City Solicitor's Department
Rachel Pye	- Department of Markets & Consumer Protections
Gavin Stedman	- Department of Markets & Consumer Protections
Jon Averbs	- Department of Markets & Consumer Protections
Ruth Calderwood	- Department Markets & Consumer Protections
Gary Burks	- Open Spaces Department
Paul Double	- Office of the Remembrancer
Jim Graham	- Department of the Built Environment
Joe Kingston	- Department of the Built Environment
Mike Simmonds	- Department of the Built Environment
Anne Pietsch	- Comptroller & City Solicitor's Department
David Farnsworth	- City Bridge Trust

### **1. APOLOGIES**

Apologies for absence were received from Deputy John Bennett, Rehana Ameer, Mark Wheatley, Deputy Tom Hoffman, Deputy John Absalom, Elizabeth Rogula, Peter Bennett, Jason Pritchard and Tijs Broeke.

The Chairman informed the Committee that Graeme Harrower had resigned from the Committee and thanked him for his contribution to work of the Committee.

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

There were no declarations.

3. **MINUTES**

**RESOLVED** - that the Public Minutes and summary of the meeting held on 21 May 2019 be approved with the following correction to be noted;

On item 4 of the Minutes, that Deputy Joyce Nash moved that Sir Roger Gifford takes the Chair.

4. **OUTSTANDING ACTIONS**

The Committee received a report of the Town Clerk setting out the current list of outstanding actions. Updates were provided as follows:

**Electric Vehicle Charging**

The installation of the charging point in Noble Street has now been implemented. It was suggested that this item can now be removed from the list. Additionally, a paper setting out the future Electric Vehicle Charging strategy will be presented to the Committee in September or December 2019.

A Member asked how long it took to charge a vehicle. Officers informed the Committee that there are two options. The first being the Fast Charger which is around 7kW. Fast Chargers are generally used overnight. The second option is the Rapid Charger which is around 47kW. Rapid Chargers can take up to a few hours to fully charge a car.

The City of London has a Rapid Charging Point in Noble Street and is seeking to install up to 10 Rapid Charging Points in Baynard House. The technology around Electric Cars is changing fast. The City of London is monitoring advances to the technology and is keen to be at the forefront of developments.

**Water Refill Points**

The Bow Churchyard drinking water refill point had been temporarily turned off due to technical issues. Cardboard covers have been placed over several of the refill points to highlight their function.

**Garden Waste Recycling**

The Assistant Director (Cleansing) advised that his team are working with all interested parties to begin a garden waste trial in the spring of 2020. Members will be updated on progress regularly.

**Measurement and mitigation options for operational rail noise from London Underground affecting the Barbican Estate**

A detailed discussion on this will take place on item 9.

5. **DEPARTMENT OF THE BUILT ENVIRONMENT - BREXIT UPDATE**

The Committee received the report of the Director of the Built Environment on the Brexit.

Members were advised that there are no risks to the Department of the Built Environment at present, and that there is a Corporate Working Group looking at the risks involved around Brexit.

**RESOLVED** – that the Committee notes this report and that further update reports will be made to subsequent meetings of the Committee.

6. **UPDATE IN THE IMPACT OF THE UK LEAVING THE EU (BREXIT) ON PORT HEALTH AND PUBLIC PROTECTION**

The Committee received an oral update from the Director of Markets and Consumer Protection. The Director of Markets and Consumer Protection informed the Committee that the department had been working to ensure it can continue to operate business as usual in the event of a 'no deal' Brexit. The Department is lobbying various stakeholders including the Chairman of the International Trade Select Committee and the Ministry of Housing, Communities and Local Government to promote the principles previously agreed by Members.

The Markets and Consumer Protection Department has also secured £400,000 of funding from the Food Standard Agency to help with the preparation for Brexit.

There was a discussion around Port Health service provision post 31 October 2019 and what will happen to the goods coming in from Europe as well as third countries. Additional staff have been recruited and trained to maintain service continuity.

Members were further informed that all high-risk products have to enter the country through an approved port. Border Force will assist in detecting non-compliant goods at the ports. Moreover, the Committee were informed that EU legislation has been transposed into UK Law. In the event of any infectious disease outbreaks, the Food Standards Agency or Department for Environment, Food and Rural Affairs will intervene.

Access to the rapid alert system which enables information to be shared between EU Members states is still under negotiation.

**RESOLVED** – that the Committee note the oral report and that further update reports will be made to subsequent meetings of the Committee.

7. **AIR QUALITY STRATEGY 2019 - 2024**

The Committee considered the report of the Director of the Built Environment on the Air Quality Strategy 2019 – 2024.

Members were informed that City of London is delivering a strong programme and is on track with its statutory responsibilities.

**RESOLVED** – that the Committee approves the content of the Air Quality Strategy 2019 – 2024 for publication.

8. **CLEANSING CONTRACT KEY PERFORMANCE INDICATORS AND CONTRACT MANAGEMENT**

The Committee received the report of the Director of the Built Environment on the Cleansing Contract Key Performance Indicators and Contract Management. The Committee were informed that the City of London had taken on learning from its previous experience in setting the new Key Performance Indicators.

A Member asked as to why the Committee was receiving the Key Performance Indicators now when the contract was awarded in November 2018. The Committee was informed that all the bidders were provided with the Key Performance Indicators. The City of London then worked with the winning bidder to develop and agree the final Key Performance Indicators. Members were also informed that behind the scenes there will be a considerable amount of data collection and analysis to ensure both parties can work together to achieve the required results.

A Member further queried about the contractors having electrical vehicles. Officers assured the Committee that the electric fleets are currently being manufactured, with vehicles to be delivered from September 2019.

The Assistant Director of the Built Environment (Cleansing) assured the Committee that a further report on electrical vehicle deployment will be provided to the Committee in autumn of 2019.

**RESOLVED** – that the Committee notes this report.

9. **UPDATE ON THE ISSUE OF OPERATIONAL RAIL NOISE FROM LONDON UNDERGROUND AFFECTING THE BARBICAN ESTATE**

The Committee considered the report of the Director of Markets and Consumer Protection providing an update on the issue of operational rail noise from London Underground affecting the Barbican Estate.

The Chairman informed the Committee that along with the Assistant Director (Public Protection) he had attended TfL's City of London Stakeholder Transport Forum on 22 July 2019. This had provided an opportunity for the community to put their questions to Duncan Weir, Head of Track for TfL.

Members were informed that some mitigation of the noise levels had already been achieved. A target date for the signalling upgrade was 2021, this would remove the need for insulated block joints on the track.

The Chairman of the Committee said he would be writing to Duncan Weir to confirm the six actions that TfL had agreed at the Stakeholder Forum.



At this point a Member took the opportunity to thank the Chairman and officers for their assistance in mitigating the operational rail noise from the London Underground which has been affecting the Barbican Estate for so long.

**RESOLVED** – that the Committee notes the contents of this report be noted and that the further actions in paragraphs 16 to 19 be endorsed.

10. **ELECTION OF EPPING FOREST VERDERERS 2020**

The Committee considered the joint report of the Town Clerk and the Director of Open Spaces on the Election of Epping Forest Verderers 2020.

In line with its previous decision, the Committee decided to refrain from using its proxy vote in the Southern Parishes.

**RESOLVED** – that the Committee;

Agreed that its proxy vote in Election of Epping Forest Verderers 2020 should not be used.

11. **AIR POLLUTION AT ST BARTHOLOMEW'S HOSPITAL**

The Committee received a report of the Director of Markets and Consumer Protection on the Air Pollution at St Bartholomew's Hospital – Update.

The Committee was informed that the City of London Corporation has been measuring nitrogen dioxide levels at St Bartholomew's Hospital for over 20 years. Nitrogen dioxide is a colourless gas that is the product of fuel combustion which has an impact on health at high concentrations. Officers assured the Committee that it will continue to work with St Bartholomew's Hospital to reduce air pollution.

**RESOLVED** – that the Committee note the content of this report.

12. **CEMETERY AND CREMATORIUM PERFORMANCE 2018/19**

The Committee received the report of the Director of the Open Spaces on the Cemetery & Crematorium Performance 2018/19.

**RESOLVED** – that the Committee note the performance of the Cemetery and Crematorium during 2018/19.

13. **EMISSIONS REDUCTION BILL UPDATE**

The Committee received a joint report of the Director of Markets and Consumer Protection and the City Remembrancer on the Emissions Reduction Bill Update.

The City Remembrancer informed the Committee that the country will have a new Prime Minister soon and, on the assumption, that the current session of the Parliament continues, the City of London will present the Emissions Reduction Bill to Parliament as soon as possible. Furthermore, there will be ongoing discussions with the House of Lords during the recess.

**RESOLVED** – that the Committee note this report.

14. **BEECH STREET: TRANSPORT AND PUBLIC REALM IMPROVEMENTS**

The Committee received the report of the Director of the Built Environment Beech Street: Transport and Public Realm Improvements.

The Committee was informed that the Projects Sub (Policy and Resources) Committee had approved option two. Members were further advised that a detailed report will be presented to the Committee in September 2019.

**RESOLVED** – that the Committee notes the contents of the report.

15. **CEMETERY & CREMATORIUM MECHANISED DIGGER REPLACEMENT**

The Committee considered the report of the Director of the Open Spaces on the Cemetery & Crematorium Mechanised Digger Replacement.

**RESOLVED** – that the Committee approves;

1. That budget of £500 is approved for staff costs to reach next Gateway 5;

2. Note the project budget of £500 (excluding risk);

3. Note the total estimated cost of the project at £55,000 (excluding risk).

16. **MIDDLESEX STREET AREA ENHANCEMENT PHASE 2: PETTICOAT LANE MARKET IMPROVEMENTS AND PUBLIC REALM**

The Committee considered the joint report of the Director of the Built Environment and the Director of Markets and Consumer Protection on the Middlesex Street Area Enhancement Phase 2: Petticoat Lane Market Improvements and Public Realm.

The report outlined three options to the Committee. There was a discussion around looking after the welfare of the local businesses within the vicinity. A Member mentioned witnessing how some of the shopfronts were affected with lorries being parked in the front of the businesses, alongside big installation.

Senior Officers assured the Committee that Licensing Officers can look into the matter further and ensure that the relevant Officers are engaging with the affected businesses.

**RESOLVED** – that the committee notes this report.

17. **SIGNOR FAVALE'S MARRIAGE PORTION CHARITY - RISK REGISTER 2019**

The Committee received the joint report of the Town Clerk and the Chamberlain on the Signor Favale's Marriage Portion Charity – Risk Register 2019. A Member asked as to why the City of London had advertised the Signor Favale's Marriage Portion Charity through some of the local churches but not others.

The Town Clerk's Department agreed to look into the matter and provide a written response.

**RESOLVED** – the Committee confirmed that it had reviewed the risk register and that;

- it satisfactorily sets out the risks faced by the charity; and
- appropriate measures are in place to mitigate those risks

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

There were no questions.

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

Under any business that the Chairman considers urgent, the following items were discussed;

The Committee received the report of the Director of the Built Environment on the City of London Transport Strategy Delivery Plan 2019/20 to 2021/22.

**RESOLVED** – that the Committee;

Note the draft Transport Strategy Delivery 2019/20- 2021/22 (Appendix 1)

**Local Plans (Planning and Transportation) Sub Committee:**

The City of London has a Local Plans Sub Committee. At the invitation of the Chairman of Planning and Transportation, the Committee proceeded to appoint a representative on the Local Plans (Planning and Transportation) Sub Committee. Christopher Hill expressed his willingness to serve and was appointed to the Sub Committee.

**The meeting closed at 12.35pm.**

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Chairman

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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.	19 September 2017	<b>Electric Vehicle Charging</b>	Director of Transportation and Public Realm	December 2019	<p>A hub of eight to ten charging points is planned for installation at Baynard House, TfL and CoL are still working to deliver this during 2019.</p> <p>A report on the strategy for electric vehicle charging will come to committee September/November 2019.</p>
2.	16 July 2018	<b>Water Refill Points</b>	Director of Transportation and Public Realm	October 2019	<p><u>The Programme</u>  The Bow Churchyard drinking water refill point has temporarily been turned off for essential maintenance following a technical issue with the supply. Following pressure from City officers, Thames Water have now agreed a programme for installing the remaining drinking water refill points that will run from 16<sup>th</sup> September – 31<sup>st</sup> October 2019**. The Bow Churchyard unit is expected to be completed by the first week of October as part of this undertaking.</p> <p>**Note: The unit at Cheapside/Paternoster Row will be installed in mid-November to avoid visibly impacting the Lord Mayor's Show processional route (9<sup>th</sup> November 2019).</p> <p><u>Water Usage</u>  The water usage for the refill points rose by 100% between July-August when compared to June's figures.</p>

					<p>This was due to a combination of the warm weather as well as a series of mini officer-led surveys/campaigns to make the units more visible and monitor their impact on usage. Fountains were adorned with temporary Plastic Free City sleeves to raise the profile on a few the refill points with a series of related attitude surveys. Note: Unrelated works activity at St Paul's Churchyard/Festival Gardens have impacted the refill point at this site in front of the school due to a simple lack of access.</p> <p><u>Visibility, Education</u> As a result of installing the Plastic Free City sleeves, direct to public surveys and related metrics all refill fountains in this programme are currently being painted clearly with the words "drinking water" as well as the inclusion of the international sign for drinking water to improve their visibility because we know this works. The practice will eventually be extended to all modern refill fountains installed by the City. Officers will continue to monitor usage and eventually commit trends GIS.</p>
3.	27 November 2018	<b>Garden Waste Recycling</b>	Director of the Built Environment	May 2019	The Chairman requested a report on Garden Waste Recycling at a future meeting following progress with the new cleansing contract.
4.	15 January 2019	<b>Measurement and mitigation options for operational rail noise from London Underground affecting the Barbican Estate</b>	Director of Markets and Consumer Protection	July 2019	<p>A meeting between Cole Jarman and TfL engineers was held on 11/3/19. The meeting discussed the comments within the Cole Jarman report on groundborne rail noise, the TfL response and any additional information following the track walk on the 26 February.</p> <p>Full update in agenda item 11 – 'Update on the issue of operational rail noise from London Underground affecting the Barbican Estate'</p>

<b>Committee(s)</b>	<b>Dated:</b>
Port Health & Environmental Services Committee – For information	24 09 2019
<b>Subject:</b> Department of the Built Environment: 'Brexit' Update	<b>Public</b>
<b>Report of:</b> Carolyn Dwyer, Director of the Built Environment	<b>For Information</b>
<b>Report author:</b> Richard Steele, DBE	

## Summary

This short report updates Members on the potential implications of Brexit for the Department of the Built Environment.

The report notes that risks are also being considered corporately and focusses on those issues which have a particular relevance for the Department. A key consideration is to ensure that the plans, strategies, projects and services being delivered by the Department can still be delivered during and after Brexit. The Department's role in 'shaping' the future City will remain important to ensure that it remains a 'vibrant and thriving City, supporting a diverse and sustainable London within a globally-successful UK', as set out in the Corporate Plan.

## Recommendation(s)

Members are recommended to:

- Note this report and that further update reports will be made to subsequent meetings of the Committee.

## Main Report

### Background

1. The UK Government's commitment to the withdrawal of the UK from the EU will have wide ranging implications for the country, the City, the City Corporation and the Department of the Built Environment. It will create opportunities to be seized and risks to be mitigated. The opportunities and risks will depend on the detailed withdrawal arrangements which are yet to be agreed. Meanwhile a priority is to ensure that foreseeable risks have been mitigated where practical and that the service remains resilient in uncertain times.

## **Risks**

2. Risks which apply to all parts of the organisation are being addressed corporately, but these will still need to be mitigated to some extent at departmental level to ensure that the Department remains in a position to implement its business plan. Examples include the potential short-term and longer-term impacts on supply chains, staff retention, income streams and the demand for services. Such risks could affect delivery of the Department's projects and services if they were to constrain availability of staff and materials. They could also affect the Department's income streams and the demand for its services if Brexit were to lead to significant changes in behaviour. These risks affect all departments and the Director of the Built Environment represents the Department at the corporate working group.
3. Brexit will have short-term and long-term effects on economic and employment growth, in the City and elsewhere, depending on the detailed arrangements to be agreed. Whatever those arrangements, London's strong underlying strengths as a global business centre will remain, meaning it is necessary to plan for sustainable long-term growth.

## **Conclusion**

4. At this stage the Department considers that it will be able to deliver its services and implement its business plan during and after Brexit. However the uncertain wider situation means that further updates will continue to be provided by the Director in spoken or written form to subsequent committee meetings as appropriate.

## **Richard Steele**

Department of the Built Environment

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<b>Committees:</b> Corporate Projects Board Projects Sub (Policy and Resources) Committee  Port Health and Environmental Services Committee	<b>Dates:</b> 29 August 2019 20 September 2019  24 Sept 2019
<b>Subject:</b> Moor Lane Ultra Low Emission Vehicle only pilot (Low Emission Neighbourhood project)  <b>Unique Project Identifier:</b> 12007	<b>Light Progress Report</b>
<b>Report of:</b> Director of Markets and Consumer Protection  <b>Report Author:</b> Ruth Calderwood	<b>For Decision</b>

<b>1. Status update</b>	<p><b>Project Description:</b> <i>To pilot an ultra-low emission vehicle street in Moor Lane to improve local air quality. This would act as a precursor to a more impactful air quality improvement traffic management scheme in Beech Street</i></p> <p><b>RAG Status:</b> N/A</p> <p><b>Risk Status:</b> N/A</p> <p><b>Total Estimated Cost of Project (excluding risk):</b> capped at £150,000</p> <p><b>Spend to Date:</b> £ 58,986.04 air quality grant from the Mayor of London. This has already been spent on a feasibility study, project management, awareness raising and consultation. The expenditure was approved under Gateway 1 and 2.</p> <p><b>Costed Risk Provision Utilised:</b> N/A</p>
<b>2. Key points to note</b>	<p><b>Key Points:</b></p> <p>The proposal to pilot an ultra- low emission vehicle (ULEV) street in Moor Lane has been superseded by accelerated proposals to introduce a 2-way zero emission street in Beech Street.</p> <p>A Gateway 4/5 report for the Beech Street zero emission street will be brought to committees in autumn 2019. The report will include a request to reallocate the remaining funding that was awarded by the Mayor of London for the Moor Lane ULEV pilot.</p>

	<p>The reallocation of the £91,000 unspent balance of funding has been approved by the Greater London Authority (GLA). The GLA awarded the grant to the City Corporation as part of a Low Emission Neighbourhood programme.</p> <p><b>Recommendations:</b></p> <ol style="list-style-type: none"> <li>1. That the Moor Lane ULEV pilot project be closed and superseded by the Beech Street Transport and Public Realm Improvement project. UPI 10847</li> <li>2. Note the expenditure of £58,986.04. £19,000 was spent on the feasibility study, which will inform Beech Street; £490.04 on materials for the consultation, which is abortive. The remainder was spent on the Department of Built Environment Project Management costs, some of the work undertaken for this project by the Project Manager will inform Beech Street</li> <li>3. The remaining funding from the Mayor of London (£91,000) is reallocated to the Beech Street zero emission project. This would be subject to committee approval of a Gateway 4/5 report, due Autumn 2019.</li> </ol>
<b>3. Reporting period</b>	<i>July 2018 – June 2019</i>
<b>4. Progress to date</b>	<ol style="list-style-type: none"> <li>1. 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). The funding was designed to support a range of pilot measures to improve air quality locally. The most cost-effective measures could then be rolled out more widely.</li> <li>2. One of the pilot schemes in the LEN area was to introduce an ultra-low emission vehicle (ULEV) access only restriction at the southern section of Moor Lane in April 2019. The pilot was to act as a forerunner to a more impactful air quality improvement scheme in Beech Street. Learnings from the small-scale pilot were to be applied to a Beech Street scheme, which would be implemented at a later date.</li> <li>3. A Gateway 1 and 2 project proposal was presented to Corporate Projects Board and Projects Sub (Policy and Resources) Committee in May /June 2018. This was for approval to undertake a feasibility study, consultation and awareness raising campaign. The intention was for the work to follow a light approval route, with the next report being Gateway 5 for officer approval only. Following this, work would commence to purchase and install cameras and implement the scheme by April 2019.</li> </ol>

	<p>4. Public consultation was held during November 2018. Details of the responses to the consultation were presented to Port Health and Environmental Services and Streets and Walkways Committees in January 2019. The report requested approval to postpone the scheme, given the consultation comments received. Street and Walkways Committee requested a further report with greater detail on the pilot scheme before agreeing to make a traffic order. One specific comment made was that, as the original purpose of the funding from the Mayor of London was to remove traffic from Beech Street, the funding should be returned or rerouted to the Beech Street project if this could not be delivered.</p> <p>5. Proposals to accelerate air quality improvements in Beech Street have been subsequently approved. Specifically, approval has been given to introduce a two-way zero emission street in Beech Street as an interim scheme. This is part of the wider programme of delivering a high-quality public realm.</p> <p>6. As the plans for improving air quality in Beech Street have been accelerated, it is considered that the small-scale pilot in Moor Lane is no longer required. The intention is, therefore, to close this project and reallocate the remaining funding from the Mayor of London (£91,000) to the interim 2-way zero emission street in Beech Street.</p> <p>7. This reallocation of funding has been approved by the Greater London Authority. A Gateway 4/5 report for the Beech Street zero emission street will be brought to committees in autumn 2019. This will include a request to reallocate the remaining funding.</p>
<b>5. Next steps</b>	<p>1. Project superseded by Beech Street Transport and Public Realm Improvements, UPI 10847</p> <p>2. A Gateway 4/5 report for the Beech Street zero emission street will be brought to committees in autumn 2019. This will include a request to reallocate the remaining funding.</p>

## **Appendices**

<b>Appendix 1</b>	Project Coversheet
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**Contact**

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# Project Coversheet

## [1] Ownership

**Unique Project Identifier:** 12007

**Core Project Name:** Moor Lane Ultra Low Emission Vehicle only pilot

**Programme Affiliation:** N/A

**Project Manager:** Ruth Calderwood

**Next Gateway to be passed:** N/A

## [2] Project Brief

**Project Description:** An experimental Traffic Order in the southern section of Moor Lane to restrict its use to Ultra Low Emission Vehicles (ULEV) only. Part of a package of pilot interventions to improve air quality as part of a Low Emission Neighbourhood

**Definition of need:** Improve air quality

### Key measures of success:

1. Acceptance of ULEV only traffic restriction measured by the number of contraventions after 12 months.
- 2 Support for wider rollout across the City amongst residents, businesses and other stakeholders.
- 3 Increased uptake of ULEVs and zero emission vehicles amongst businesses, residents and professional drivers operating in the area.
- 4 Reduction in nitrogen dioxide levels in the immediate area

## [3] Progress Status

**Expected timeframe for the project delivery:** N/A – not going ahead, superseded by UPI 10847

### Key Milestones:

**Are we on track for completing the project against the expected timeframe for project delivery?** N/A

**Has this project generated public or media impact and response which the City of London has needed to manage or is managing?**

Yes

## [4] Finance and Costed Risk

### Headline Financial, Scope and Design Changes:

#### 'Project Proposal' G1 and G2 report (as approved by PSC 13/06/2018):

- Total Estimated Cost (excluding risk): capped at £150,000
- Resources to reach next Gateway (excluding risk): £60,000 to get to Gateway 2
- Spend to date: £ 58,986.04
- Costed Risk Against the Project: N/A
- CRP Requested: nil
- CRP Drawn Down: nil
- Estimated Programme Dates: N/A

*Scope/Design Change and Impact: project superseded by UPI 10847*

**Total anticipated on-going commitment post-delivery [£]:**N/A

**Top risk:**

<i>Risk description</i>	<p><i>Lack of support for the scheme: As part of the LEN project, significant engagement regarding ULEV only traffic restrictions was undertaken, with support for the concept amongst residents and local businesses</i></p> <p><i>Impact on transport network: The low traffic flows and existing road closure in Moor Lane / Fore Street means that traffic impacts from implementing this scheme were expected to be minimal.</i></p> <p><i>Low uptake of ULEVs: The LEN project funded the installation of electric vehicle charging points and associated infrastructure for residents, local businesses. The City Corporation is in the process of installing charge points for taxis in order to support the uptake of ULEVs</i></p>
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**Top issue realised**

<i>Issue Description</i>	<i>Impact and action taken</i>	<i>Realised Cost</i>

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

1. *Projects Sub Committee, June 2018, RESOLVED that*

*the Gateway 1 &2 joint report regarding Moor Lane Ultra Low Emission Vehicle Only Pilot (Low Emission Neighbourhood Project) proceed to Gateway 5 on the Light Route*

2. *S&W Committee, January 2019: Agreed that*

*a) introduction of the scheme is postponed for up to 6 months to avoid confusion with the Mayor of London Ultra-Low Emission Zone and provide additional time for drivers to upgrade vehicles; and*

*b) Instruct officers to bring a further report on the pilot scheme to Committee, taking account of Members' comments and responses to the consultation.*

3. *Streets and Walkways Committee and Projects Sub Committee, July 2019: Approved:*

*A two-way zero emission street as an interim scheme for Beech Street.*

<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services	24 September 2019
<b>Subject:</b> Reduction and Recycling Plan	<b>Public</b>
<b>Report of:</b> Carolyn Dwyer, Director of Built Environment	<b>For decision</b>
<b>Report author:</b> Jim Graham, Assistant Director, Cleansing	

## Summary

The Mayor of London has published the London Environment Strategy (LES) which sets out the vision for London in 2050, within which waste is a main focus. The LES has identified minimum recycling service requirements by 2020 which the City of London (CoL) is already achieving. In addition to minimum service requirements, targets have been set for London to cut food and packaging waste, achieve a 50% recycling rate for Local Authority Collected Waste (LACW), send no biodegradable and recyclable waste to landfill and for London to manage all of its own waste by 2026.

The CoL is required to devise a Reduce and Recycling Plan (RRP) which sets out actions and local realistic but stretching targets until 2022 to help drive performance towards achieving the London-wide goals set out in the LES.

The RRP has been reviewed by the Greater London Authority (GLA) to ensure conformity with helping to contribute to the LES objectives. The CoL is already achieving minimum service requirements and has a Zero Waste to Landfill policy in place meaning we are compliant with some of the LES targets. In accordance with the RRP process, a draft RRP was submitted to the GLA and recommendations have been accounted for. The RRP states that the CoL aspires to achieve a 32% recycling rate by 2022, and 35% by 2025, benchmarked against a recycling rate of 29% in 2018.

## Recommendation(s)

Members are asked to:

- Approve the Reduction and Recycling Plan

## Main Report

### Background

1. In May 2018, the Mayor of London, Sadiq Khan, published the London Environment Strategy (LES) which sets a vision of London in 2050. The LES covers many environmental aspects such as mitigating climate change,

improving air quality, transitioning to a circular economy and improving waste management in London.

2. The LES sets waste objectives, targets and minimum service levels for London which includes objectives to;
  - Drive resource efficiency to reduce waste focussing on food waste and single use plastic packaging
  - Maximise recycling rates
  - Reduce environmental impact of waste activities which have an impact on greenhouse gases and air pollution
  - Maximise local waste sites and ensure London has sufficient infrastructure to manage all waste produced in our region
3. Some of the key London-wide targets are to;
  - Cut food waste and packaging waste by 50% per person by 2030
  - Achieve a 50% recycling rate for Local Authority Collected Waste (LACW)
  - Send no biodegradable and recyclable waste to landfill by 2026
  - London to manage 100% of all waste produced by 2026
4. The LES also sets out minimum household waste service provisions each Local Authority and the City of London (here-on-in referred to as Local Authority) should provide to its residents by 2020. This includes providing all properties receiving a “kerbside” recycling service with a separate food waste collection service. Additionally, all properties should receive a collection of a minimum of six main materials for recycling.
5. The Mayor of London has not set local targets for each Local Authority to reach the targets as set out in paragraph 3. However, each Local Authority is required to develop a Reduction and Recycling Plan (RRP) and set its own local realistic but stretching targets which contribute to achieving the overarching London wide-targets set out in the LES.
6. The RRP which is required to be developed should enable the London-wide objectives, policies and proposals to be translated into action into the City of London. The Mayor of London has identified that the RRP should include a myriad of actions including reviewing policies, service arrangements and implementing behaviour change activities.
7. The development of London Local Authorities RRP’s has been set out in three phases; the City of London is in phase 2 as we are already providing the minimum recycling service levels. The first RRP period is from 2018 – 2022. There will be a second RRP period from 2022 – 2026 which will be the subject of a future report to your committee.

## **Current Position**



8. The City of London already complies with some, but not all of the London wide targets; we provide the minimum household waste service provisions of providing all properties with a recycling service for the six main materials. In addition to this, we also provide a separate food waste service to properties where we are able to do so (noting that we do not provide a “traditional” kerbside collection to properties but provide this service where space allows in communal bin stores). Due to the nature of housing stock in the Square Mile, it is envisaged that it will not be practicable nor possible to increase the number of existing flatted properties receiving food waste recycling services however the provision of this service is kept under review on a case by case basis.
9. Similarly, the CoL already has a Zero Waste to Landfill Policy in place meaning no recyclable or biodegradable waste is sent to landfill.
10. Due to the nature of the new Waste, Street Cleansing and Ancillary Services contract with Veolia Environmental Services (here-on-in, “the Waste Contract”), the CoL is already compliant with the requirements to comply with ULEZ regulations to improve air quality.
11. Commercial waste currently does not count towards the CoL LACW – this is because the CoL sold the commercial portfolio as part of the new Waste Contract and therefore has no “control” over the waste. However the Greater London Authority (GLA) have specifically requested that actions taken to engage with businesses within the Square Mile are considered as part of the RRP.

## **Proposals**

12. In accordance with guidance provided by the GLA and Resource London, Officers have created an RRP for the City of London which is set out into the following four different categories; drive resource efficiency to cut waste (minimising waste), maximising recycling rates, reducing environmental impact and maximising local waste sites. The aim of the RRP is to ensure conformity with helping to achieve the LES targets which aren’t already being achieved in the Square Mile.
13. As part of the RRP process, Officers have set local stretching targets, benchmarked against performance in 2018 – the year in which the first tranche of London boroughs were required to commence their RRP. The CoL’s targets include;
  - Recycling rate; 32% by 2022 and 35% by 2025 (29% recycling rate in 2018)
  - Total annual household waste per head; 428kg by 2022 and 424kg by 2025 (482kg in 2018)
14. Some of the actions, tasks and projects which could potentially help the CoL achieve our future targets include;
  - Review communication literature and adopt “best practice” messaging for new leaflets

- Running food waste awareness campaigns such as TRiFOCAL's "Small Change Big Difference" Campaign in October 2019
- Investigate potential to trial a "roaming" Household Waste Recycling Centre (HWRC) in the Square Mile
- Trial recycling messages on general waste litter bins on CoL streets
- Review potential to shutting chutes, where feasible, to increase recycling

15. In accordance with the GLA guidance and process for collating the CoL RRP, the CoL's RRP has been reviewed by the GLA who have provided feedback to confirm that the actions identified conform with the Mayor of London's vision as set out in the LES.. The CoL RRP can be found in Appendix 1.
16. The sign off process for the CoL's RRP is as follows; Committee approval is required at this September PHES Committee, followed by sign off by the Deputy Mayor of London, Shirley Rodrigues by end of September 2019.
17. The Mayor of London's preference is that all RRP's should be publicly available to enable collaborative working between Local Authorities. The purpose of this is to highlight how Local Authorities are working together to achieve the common goals and targets as set out in the LES.

### **Corporate & Strategic Implications**

18. The development of the RRP supports the Corporate Strategic Plan to shape outstanding environments. It also aligns with Outcome 2 of the Responsible Business Strategy (Planet is Healthier), Objective 8 of the DBE Business Plan and all nine Objectives of the City's own Waste Strategy 2013 - 2020. Additionally, the RRP also aligns with the CoL's recently approved policy to minimise plastic and unnecessary waste.
19. Actions identified in the RRP would also help support the Air Quality, Climate Change and Transport policies.
20. The next version of the City's Waste Strategy, due in 2020/2021, will incorporate the actions of the RRP and be the subject of a future report to your committee.

### **Financial Implications**

21. The actions identified in the RRP cover a four year period to 2022, which includes actions that have already occurred. At present, budgets haven't been allocated to cover the lifespan of the RRP. This means that actions may need to change to account for budgetary constraints or funding may need to be sourced to cover actions as required. Significant changes to the RRP may need to be communicated to the GLA to ensure ongoing conformity with the LES.
22. At the time of writing, the CoL new Waste Contract has been in operation for approximately six months. Some of the actions directly relate to our partnership

working with Veolia. Some of the timescales for the actions identified may change pending the Review Meeting due in Q3 2019.

## **Conclusion**

23. The Mayor of London has published the LES which sets out the vision for London in 2050, within which waste is a main focus. The LES has identified minimum recycling service requirements by 2020 which the CoL is already achieving. In addition to minimum service requirements, targets have been set for London to cut food and packaging waste, achieve a 50% recycling rate for LACW, send no biodegradable and recyclable waste to landfill and for London to manage all of its own waste by 2026.
24. Each Local Authority is required to devise a RRP which sets out actions and local realistic targets until 2022 to help drive performance towards achieving the goals set out in the LES. The CoL RRP aspires to achieve a 32% recycling rate by 2022 and 35% by 2025.
25. The RRP has been reviewed by the GLA to ensure conformity towards London's common goals. A new RRP will be required in 2022 to set out the actions for 2022 – 2026 and this will be the subject of a future report in due course.
26. In accordance with the GLA sign off process, the CoL RRP needs to be approved by the "Portfolio Holder" i.e. your Committee and also the Deputy Mayor of London, Shirley Rodrigues to ensure conformity with the LES objectives.

## **Appendices**

- Appendix 1 – The City of London Reduction and Recycling Plan

### **Jim Graham**

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London Environment Strategy Objective Reference - 7.1 Drive resource efficiency to cut waste - waste reduction				
Key action – local policy or waste contract commitment	Key actions – core service provision	Key actions – behaviour change activities	Expected impact towards achieving local targets	Key milestones (including progress updates)
City of London Waste Strategy 2013 - 2020 waste minimisation and reuse	The City of London's Waste Strategy 2013 - 2020 incorporates waste minimisation and reuse. The CoL Waste Strategy affirms that "We are committed to following the waste hierarchy and as such our first priority is to implement initiatives that encourage and support our residents to take responsibility to reduce the overall household waste they produce.... We will also provide services and initiatives that encourage the reuse of items therefore diverting these materials from final disposal"	<p>At time of writing, we have submitted an application for TriFOCAL funding to run food waste prevention campaigns in October 2019. Notification of application, at time of writing, is unknown. If our application has been unsuccessful, we will undertake Love Food Hate Waste activities</p> <p>Continue to support Real Nappies for London via inclusion in leaflets and on website however, we have not had any RNfL events due to minimal number of babies born in the Square Mile - there have been none to date in 2019.</p> <p>We have also promoted "No Junk Mail", "Smarter Shopping" and Love Food Hate Waste campaigns earlier in Waste Strategy lifetime.</p> <p>As part of our recent outreach activities, we have also linked with national and international events such as Recycle Week and European Week of Waste Reduction</p> <p>Organised a textile repair and WEEE repair workshop in 2017 to encourage residents to repair items rather than throw away</p> <p>Organised 6 popular "Give and Take Days" each year from 2017 to encourage residents to swap unwanted items. To date, 3 Give and Takes have already happened in 2019, 3 more to be delivered in July, September and October 2019. Dates for 2020 and beyond tbc</p> <p>We have also Introduced more recycling services such as textiles, batteries and low-energy light bulbs on an on request basis to some private blocks with bin stores and also in public areas such as libraries to encourage residents to</p>	Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review	<p>The current waste strategy runs until 2020; this will be replaced with a new waste strategy in 2020 which will include waste reduction activities until 2028.</p> <p>6 x Give and Take Days to take place in 2019 and 2020. So far in 2019, 3 Give and Takes have already been delivered, 3 more due in July, September and October 2019.</p> <p>Dates for future events in 2020 and beyond TBC</p>
Plans to consult and adopt new CoL waste strategy until 2027 which will incorporate waste reduction initiatives and abide by value for money principles.	<p>We are committed to reviewing our expiring Waste Strategy and seek to create an updated Waste Strategy until 2027. The CoL updated waste strategy will strive to contribute towards the Mayor of London's targets. The new waste strategy will also review waste reduction initiatives, events and services to identify efficiencies.</p> <p>As part of the City's development of it's Waste Strategy in 2020 a decision will be made as to whether to include commercial waste data into the councils LACW figure and assess impact on relevant targets.</p>	<p>As the new waste strategy has not yet been created, we are unable to outline specific behaviour change activities.</p> <p>However we will undertake behaviour change activities to reduce waste and support the Mayor of London and Resource London campaigns, such as continuing to support Love Food Hate Waste, Plastic Free pledge, TriFocal (subject to funding), Love your Clothes etc</p> <p>We will also review events and services such as Give and Take Days and Repair workshops to encourage waste minimisation and reuse rather than disposal to ensure we are focusing our efforts accordingly</p>	<p>Targets for new waste strategy have not yet been set or agreed, however, it is we expect that targets will contribute towards the Mayor of London's Environment Strategy targets and align with this RRP.</p> <p>impact of potentially incorporating commercial waste into LACW targets is currently unknown pending review of new contractors commercial portfolio</p> <p>We will aspire to achieve 32% recycling rate by 2022</p>	<p>Decision to be made internally in December 2020 as to whether commercial waste to be included as part of our LACW and associated targets</p> <p>The new CoL waste strategy will be sent to the Greater London Authority in 2020/2021 for consultation</p>

Food waste prevention campaigns - TRiFOCAL	We will seek to run food waste prevention activities to reduce food waste, including funded TRiFOCAL Small Change Big Difference campaign	<p>The CoL has successfully won funding to undertake TRiFOCAL's Small Change Big Difference campaign in October 2019. Activities should include borough wide activity e.g. social media, website etc and an information stand in a central location. Additionally, we will also combine Small Change Big Difference messaging at an upcoming Give and Take Day at Mansell Street on 19th October and work with the students in the Sundial Court Halls of Residence, date TBC. A meeting with Resource London and the media agency is due to take place on 22nd August, after which date we will have further information.</p> <p>In addition to TRiFOCAL campaign activity, we will also link with Love Food Hate Waste (LFHW) messaging in future to reduce amount of food waste produced at home. This will be promoted via traditional and digital channels. LFHW information stands and cookery demos are subject to finances.</p>	Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review	TRiFOCAL campaign week 14 - 20 October 2019
Trial Cup Club to reduce use of single use coffee cups	<p>In partnership with new waste contractor, we will seek to explore options to trial Cup Cup in the Square Mile, whereby reusable cups with RFID tags are potentially distributed to coffee shops and collected for washing and redistribution</p> <p>If a trial is approved, this could help to reduce amount of disposable coffee cups disposed of in on-street general waste bins reducing our LACW and reduce disposable cup use generally across the Square Mile.</p>	<p>We will strive to communicate trial via traditional and media channels including at least 2 info stands in key locations to increase public awareness</p> <p>At this stage, it is not known where or how the trial will take place i.e. in certain shops/ office buildings and / or whether specific bins may be placed in the street to aid collection of the specific cups.</p>	Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review	<p>Cup Club presented at CCAS Best Practice meeting in Jan 2018 to promote initiative to City businesses.</p> <p>Trial to take place in 2021/2022 subject to approval</p> <p>Results expected 2022/23.</p>
Home composting	<p>Due the housing stock of the CoL (i.e 99% flats), we are not able to promote home composting as a way to reduce waste as there are very few private gardens.</p> <p>The four housing estates in the Square Mile have communal outdoor space however installation of compost bins on estates has previously been denied for variety of reasons including lack of ownership / control of compost heap and communal gardens managed by different department.</p> <p>The CoL continues to provide Christmas Tree recycling service whereby real Christmas Trees will be composted.</p>	<p>We will continue to promote food waste reduction messages such as Love Food Hate Waste and align with TRiFOCAL and Small Change Big Difference where possible.</p> <p>We will continue to provide Christmas Tree recycling service whereby trees will be composted. Christmas Tree recycling service will continue to be promoted via traditional and digital channels.</p>	<p>Expect minimal impact - in 2018/19, Christmas Trees accounted for 2% recycling rate for Jan 2019.</p> <p>Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review</p>	<p>Annually in January of each year - composting of Christmas Trees each year may contribute approx 2 - 3% of recycling rate for the month of January</p>

Innovative CoL centric waste minimisation campaigns - reducing plastic consumption	<p>The City of London is in a unique position to influence the behaviours of approx 500,000 people per day who come to the City every day to live, work or visit.</p> <p>In 2018, the City launched the 12 month "Plastic Free City (PFC) whereby businesses and individuals in the Square Mile are encouraged to take action to reduce plastic consumption.</p> <p>The PFC initiative also aims to increase the number of water refill points by increasing the number of drinking fountains in the Square Mile.</p> <p>More info on the PFC can be found on the following website <a href="https://www.plasticfreecity.london/">https://www.plasticfreecity.london/</a></p>	<p>As part of the PFC, the number of drinking fountains in the Square Mile would have increased from 7 before the introduction of the PFC to 17 by August 2019. Installation of the drinking fountains should encourage people to refill water bottles, rather than purchase plastic water bottles therefore reducing waste / LACW</p> <p>As part of the PFC, there are 2 pledges - one for individuals to reduce plastic consumption and a separate businesses pledge which aspires to reduce unnecessary and single use plastics within businesses.</p> <p>Additionally, outreach and engagements events have also been undertaken including presenting at Clean City Awards (CCAS) meetings in 2018 and 2019 and hosting World Water Day in March 2019. A plastic forum is planned for 4 July 2019 to link with Climate Week and further forum id in process of being planned for November 2019</p> <p>Whilst the CoL does currently have its own plastic reduction campaign we have also promoted and support other plastic reduction campaigns such as the Mayoral drinking fountain scheme and ZSL's #One Less campaign and Refill via our CCAS newsletters and meetings.</p>	<p>Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review</p>	<p>PFC forum event for businesses and residents on 4 July 2019.</p> <p>Another plastic forum event scheduled for Nov 2019, date tbc.</p> <p>PFC campaign due for completion in November 2019. Decision on future of PFC to be made internally by end of 2019.</p> <p>340 individual pledges signed from PFC inception to date</p> <p>Some 61 corporate pledges signed covering 68,000 employees to date</p>
Review residual waste provisions	<p>In 2017/2018, the CoL had the 3rd lowest kg/hh/pa in London, and it is expected that this is due to flats producing less waste / less people living in property etc. Despite this, we will seek to explore whether it is feasible to restrict residual waste in some way e.g. shut off chutes on estates. If this is a feasible option, this would need to be approved by Committee. Note that limitations on flats presenting bags on street for collection are unlikely to be imposed due to no way of monitoring origin of bags.</p>	<p>Promote changes via traditional and digital channels. We would seek to use Resource London's communication expertise to convey messages appropriately. We would use Resource London templates, and resources where appropriate.</p> <p>If feasible to shut off chutes, undertake consumer behaviour change activities with residents to reduce waste, e.g. LFHW, Plastic Free City pledge etc.</p> <p>Support will also be provided to building managers and concierges to ensure they are fully aware of restrictions. We will also strive to help them manage their residents waste appropriately to minimise waste and increase recycling.</p>	<p>Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review</p> <p>Expected impact could also be affected by outcomes from government consultations such as Deposit Return Scheme, Extended Producer Responsibility and plastic packaging tax which could impact on waste generation</p>	<p>If this is feasible and agreed, changes to be implemented by 22-23</p>
Seek to divert recyclables away from street bins	<p>Seek to explore whether messaging can be used on general waste bins e.g. to encourage people to take waste back to office/home where they should be better able to recycle it rather than placing in the street bins. Approval required from Committee to put messaging /branding etc on bins.</p> <p>Average composition of residual streets in 2016 contained approx 32% paper / card, 8% dense plastic, 3.3% metals and 10% glass. Therefore approx 53% residual street bin consisted of core materials. Previous trials to introduce single-stream recycling bins for cans/bottles showed there to be high contamination in trial bins, some of which was liquids. The trial identified that paper-only recycling bins were the most effective way to capture</p>	<p>Research to identify appropriate messaging for bins and identify bins to trial messaging on</p> <p>Promote campaign via traditional and digital channels</p> <p>Potential for info stands to be located next to designated trial bins to promote messaging, in which items such as reusable bottles c could be given away to further reduce waste and encourage behaviour change.</p>	<p>Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review</p>	<p>If trial is agreeable, report to committee in 19/20</p> <p>seek to to trial in key locations in 20/21</p> <p>If successful, introduce trial on all bins in 21/22</p>

<p>Leading by example - external action; Business engagement activities to reduce waste and improve waste management systems overall</p>	<p>The City of London is in a unique position to influence businesses within the Square Mile.</p> <p>We manage the Clean City Award Scheme (CCAS) which has been creating partnerships with City businesses since 1994 to help them adopt and maintain sustainable waste management practices.</p> <p>We also manage the Plastic Free City where, at time of writing, some 61 businesses, covering 68,000 workers have pledged to reduce plastic consumption in their businesses. Additionally, the CoL also runs the Heart of the City (HotC) initiative which has a focus on a Corporate Social Responsibility and Clean Streets Partnership (CSP) to reduce littering from businesses to name but a few initiatives.</p> <p>Additionally, we also work with businesses to encourage them to adopt Responsible Procurement and adhere to Corporate Social Responsibility principles - <a href="https://www.cityoflondon.gov.uk/business/responsible-city/Pages/responsible-business.aspx">https://www.cityoflondon.gov.uk/business/responsible-city/Pages/responsible-business.aspx</a></p>	<p>which we will aim to disseminate information and best practice to reduce waste and improve waste management systems. This will include promoting / link Mayor of London plan to reduce single use plastic bottles and also promote CoL own Plastic Free City. Additionally we have also promoted LWARB initiatives such as Advance London and Circular Economy and campaigns such as Small Change Big Difference via the CCAS.</p> <p>We will continue to support businesses via CCAS, PFC, CSP and HotC to reduce waste . and engage with consumer behaviour change activities via CCAS best practice meetings and newsletters. Next CSP meeting in 4th July. Next CCAS best practice meeting is 31st July. Other dates tbc</p> <p>We will use existing communication channels (e.g. social media, CCAS newsletter for members, other business schemes) to educate businesses on the importance of recycling, regardless of the provider.</p> <p>We will also adopt and link with Resource London behaviour change activities as appropriate e.g. Love Food Hate Waste, TriFOCAL - we have previously run LFHW workshops with businesses and have also had Advance London, TriFOCAL and Refill London present at CCAS Best Practice meetings. We are also making plans for the commercial waste best practice guidance being collated by LWARB to be promoted to City Businesses via the CCAS towards the end of 2019 at our upcoming Clean City Award Best Practice Meeting on 16th October 2019</p> <p>The CoL customer portfolio transferred to the new waste contractor in 2019, meaning that the CoL is unable to directly influence the recycling rate or</p>	<p>The commercial customer portfolio has been transferred to new contractor and is therefore not classed as Local Authority Collected Waste (LACW), as confirmed by Waste Data Flow. Therefore, CoL are unable to directly influence the recycling rate of these businesses.</p> <p>However, CoL will work to increase recycling rates across the Square Mile by engaging all businesses via existing engagement programme, i.e. Clean City Awards Scheme (CCAS) and reviewing reports provided by new waste contractor</p>	<p>CCAS meetings - 31st July and post September 2019</p> <p>PFC plastic forum - 4th July and Nov 2019, date TBC</p> <p>CCAS Annual Award ceremony Feb 2020</p> <p>Dates for 2020 and beyond TBC</p>
<p>Leading by example - internal action and encouraging CE principles.</p>	<p>In addition to comprehensive business engagement activities, the CoL also strives to improve internal waste performance and adopt Circular Economy principles in procurement.</p> <p>The CoL's recently adopted Responsible Business Strategy 2018 - 2023 has "Waste" as a key priority.</p> <p>Most recently, the CoL's Single Use Plastic Policy (SUP) has been approved in principle on 25 June 2019. This outlines how we will work with our supply chain, employees and communities to eliminate unnecessary plastic waste and encourages the use of recycled content plastic where there are no other suitable alternatives. As part of this, we will also strive to reduce waste and implement improvements to waste management systems at CoL buildings within the Square Mile</p> <p>Additionally, we have a reuse sharing platform called WARP-it, available internally which sets out to keep resources such as furniture and stationary in use internally. Unclaimed items are then made available to others such as schools and charities in our reuse network. The reuse network aspires to</p>	<p>Review procurement process to better promote WARP-it reuse platform so this is the default option before disposing or ordering new items, including stationary and furniture</p> <p>Promote and encourage use of recycled content of supplies e.g. recycling bags, office paper etc to ensure circular economy principles have been adopted as per Policy and Procurement requirements.</p> <p>We will also continue to link with the Responsible Business Strategy and promote changes to internal recycling schemes / waste management systems via a mixture of methods, including Plastic Free City messaging to encourage and support behaviour change</p>	<p>Aspirations for Guildhall and Mansion House to eliminate unnecessary SUP by 2020. Other CoL sites to eliminate unnecessary SUP by 2021</p>	<p>SUP Policy approved 25 June 2019</p> <p>Apirations for Guildhall and Mansion House to eliminate SUP by 2020. Other CoL sites to have removed SUP by 2021</p> <p>Review and improve internal CoL waste systems to be complete by 2021</p>



Courtauld Commitment 2025	The CoL aspires to sign upto the Courtauld Commitment 2025. This will be the subject to approval in 2020.	Promote signing up to the Courtauld Commitment via traditional and digital channels.  We would seek to use available resources such as Your Workplace Without Waste to help promote and encourage sustainable consumption of food and drink.	Aspire to contribute towards target of 373.4 kg/hh as set out in business plan, however subject to review	Subject to Committee Approval in 2020
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<b>Committee(s):</b> Policy & Resources Committee – For decision Port Health & Environmental Services Committee – For information	<b>Date(s):</b> 19/09/2019 24/09/2019
<b>Subject:</b> City Airport Masterplan 2020-35 consultation response	<b>Public</b>
<b>Report of:</b> Carolyn Dwyer, Director of the Built Environment	<b>For Decision</b>
<b>Report author:</b> Thomas Parker, Senior Strategic Transportation Officer	

## Summary

This report covers the City of London Corporation's response to the draft City Airport Masterplan 2020-35.

The City Corporation support proposal which improve international connectivity for London and the South East and ensure the Square Mile remains a global centre for financial and professional services.

The draft masterplan proposes increasing both the number of flights and the operational hours of the airport. The consultation documents do not provide significant technical detail on potential air quality and noise impacts of this increase in activity.

Support in principle for expansion and more efficient use of the airport, which could support City businesses, needs to be caveated to recognise the potential adverse impacts on our business and resident populations. We will approach City Airport to work with them in identifying the effects in more detail and to mitigating them.

## Recommendation

Members are asked to:

- Approve the proposed consultation response to the draft City Airport Masterplan 2020-35 (Appendix 1).

## Main Report

### Background

1. The City of London Corporation has engaged in the debate regarding UK national aviation policy since the 1930s when it purchased land for a City of London Corporation airport at Fairlop in Essex. More recently, engagement since the late 1990s has consisted of consultation responses and the commissioning of research to establish the requirements for UK aviation policy in the context of maintaining London as the world's leading international financial and business centre.

2. Since 1996 the City of London Corporation has consistently supported and endorsed proposals that have sought to increase aviation capacity in the south east of England, provided they are accompanied by the requisite surface transport infrastructure and appropriate environmental safeguards.
3. More recently, the Court of Common Council agreed on 15 October 2015 to ratify Policy and Resources Committee's decision to strongly support increased aviation capacity ahead of the Government's decision on south east capacity expansion. This policy adoption facilitated the City Corporation's support of the proposed third runway at Heathrow airport.
4. London City Airport have ambitions to increase capacity and activity at their site and have released their [City Airport 2020-35 Masterplan](#) for consultation and have requested a response from the City Corporation.

## **Overview of proposals**

5. The masterplan seeks to support the growth of City Airport as a critical component of London's transport infrastructure. It provides a framework to support projected demand for services from 4.8m passengers a year in 2018 to 11 million passengers per year in 2035. It is expected that capacity would need to increase from a present maximum of 110,000 to 151,000 aircraft movements.
6. There are no proposals to increase capacity through a new runway, extending the length of the existing runway or expanding the site boundary. Moreover, the proposals seek to make better use of existing infrastructure through greater flexibility in its flight restrictions.
7. Presently, operating hours include an 8-hour overnight curfew on all flights between 22.30 to 06.30 and a 24-hour weekend closure between 12.30 on Saturday to 12.30 on Sunday. The first and last half hour of operation have strict restrictions. To achieve growth, the masterplan recommends increasing the number of flights during these half hour windows. It also recommends reducing restrictions on weekends, which are currently a 24hr window between 12.30pm on Saturday and Sunday.
8. The masterplan does not outline either the increased aircraft movement numbers at these times or their potential impact. Instead, it outlines how the airport will support quieter, cleaner aircraft to more than offset any negative air quality or noise impacts to both the immediate and wider area.
9. Additionally, proposals include improving connectivity to and from the airport, specifically with improved public transport and walking and cycling infrastructure. There is also a longer-term ambition for an interchange with Crossrail south of the airport, which would provide significantly improved connectivity with the Square Mile.

## **Summary of response**

10. The consultation format is split across 8 questions, each asking for a multiple-choice response on whether we agree or support their approach and to what extent. Each question is accompanied by an open text box to provide further comments.
11. We recommend providing caveated support for the masterplan. We do not propose providing unconditional support as:
  - a. There is not enough information provided regarding the changes in number of flights during sensitive time periods and the impact on air quality and noise pollution
  - b. There is not enough information provided regarding flightpaths.
12. The response offers the City Corporation's support in ascertaining local impacts to the Square Mile.
13. The full proposed response is available in Appendix 1.

### **Corporate and Strategic implications**

14. The expansion of London City Airport is contentious due to its proximity to central and inner London's business and resident populations. This is evident in public political responses to the consultation across the capital, including:
  - a. the London Assembly's environment committee have stated that any operational changes to the airport must prioritise the health and wellbeing of the 750,000 impacted residents rather than the airport's commercial opportunity.
  - b. Rokhsana Fiaz, the Mayor of Newham, has written a public letter demanding that the consultation is stopped due to a lack of clarity and technical details on the impact to the borough.
15. Unconditional support for the expansion of the airport would be in conflict with the London Assembly, Newham Council and resident and environmental groups who do not support the airport's proposals. Further details are needed to understand better the potentially adverse impacts of the proposals before full support can be given.
16. As the airport may impact air and noise quality in the Square Mile, supporting the proposals could work against the policies and ambitions of both the City Air Quality Strategy and the City Transport Strategy. Additionally, failing to meet national and European air quality is recognised as a corporate risk.

### **Conclusion**

17. We propose supporting in principle the expansion of airport activity subject to the provision of further satisfactory details enabling a fuller understanding of the potential impact on City businesses and residents. We will request to work with City Airport to understand these impacts and how they can be mitigated.

## Appendix 1 – Proposed City of London response to the City Airport Masterplan 2020-35

1. The draft master plan proposals outlined in section 4 prioritise making best use of our existing runway in accordance with Government policy. Do you agree that we have sought to do this in the most appropriate way?
  - a. Agree
  - b. *The City of London Corporation supports the principle of making best use of the existing runway's potential capacity provided that the proposed changes do not have a material effect on the amenity of London residents including those in the City. However, more City-specific information is needed to establish the likely effect on City residents.*
2. Do you agree that growth over the master plan period should only be accommodated within the existing aircraft noise contour limit and that the airport should seek to reduce the area of the contour over time by adapting infrastructure to accommodate more quieter, cleaner, new generation aircraft?
  - a. Agree
  - b. *Environmental improvements in aircraft technology both for noise and air quality are welcomed and should be shared between operators and residents.*
3. Do you support our aspirations in section 4 to further increase employment at the airport, especially for local residents, and invest more in local business and community initiatives?
  - a. Agree
  - b. *The City welcomes initiatives that provide local employment benefits to communities, especially those that may otherwise be negatively impacted by the development.*
4. Subject to addressing environmental issues, would you support the principle of more flexibility on the number of flights during the first and last half-hours of operations during weekdays if it was important to meet passenger demand, improve connections and help accelerate investment in more quieter, cleaner, new generation aircraft? This would not affect our commitment to an 8-hour night-time curfew on all flights.
  - a. *Neither support or oppose*
  - b. *The City Corporation understands the rationale to relax flight restrictions during the first 30 minutes of operation, 06:30-07:00, and the last 30 minutes operation, 22:00-2230, to improve operational efficiency and broaden the airport's passenger appeal. However, the detail of proposed changes is not specified. We are concerned that increased flights within these sensitive times, coupled with desired expansion to the weekend operation, will have a detrimental impact on those who live in the Square Mile and City fringe. We would require more detail on the proposals with supporting acoustic impact analysis before we can support this proposal.*

5. Subject to addressing environmental issues, would you support the principle of more flexible flight times at the weekend if it was important to meet passenger demand, improve connections and help accelerate investment in more quieter, cleaner, new generation aircraft?
  - a. *Neither support or oppose*
  - b. *The City Corporation understands the rationale to relax flight restrictions during part of the weekend in order to boost operational efficiency and broaden the airport's appeal for non-business travellers. The City Corporation requires more City-specific detail to quantify any impacts or changes that changes to weekend operations would bring to City residents.*
6. Do you support the measures in sections 4 and 5 to manage and mitigate environmental issues over the duration of the master plan (e.g. noise, air quality, emissions, transport)?
  - a. *Support*
  - b. *The City Corporation supports in principle the measures to mitigate environmental issues. However, more detail is needed on the City-specific impacts and mitigation measures. We expect that mitigation measures would be included in the strategies and procedures that are approved through the Town and Country Planning Act 1990 to manage and limit environmental impacts. Furthermore, we would require assessments of the masterplan's impacts to understand whether the noise and air quality improvement is achieved in the Square Mile. It would also be useful if the airport could confirm that these proposals do not require any other changes to operate. This includes whether any route adjustments (flight paths) are required. Currently only London City Airport arrivals landing on an easterly approach (that is they approach the airport from the west) fly over the City of London. All departures and aircraft landing on a westerly approach do not fly over the City of London. We would need more information in this area before being able to support sections 4 and 5.*
7. Overall, do you support our plans and measures to increase passenger and staff travel to and from the airport by public transport and sustainable means?
  - a. *Support*
  - b. *It is encouraging to see that City Airport has the fewest arrivals as a proportion by private car at any London Airport at only 12% of arrivals. We support the continued ambitions of City Airport to further reduce this figure, specifically by including a link to the Airport within any further additions to the Elizabeth Line I. This will provide quick and direct connectivity between the Square Mile and the airport, bolstering the City of London as a global financial and business hub.*
8. Overall, do you support the plans outlined in the draft master plan?
  - a. *Support*

- b. The plans outlined in the draft master plan are supported in principle subject to clarification that the proposed changes to operating times and the increase in the number of flights will not have a material effect on the amenity of City residents or businesses. Further details are needed to clarify the effect of the proposals and the mitigation measures. The global and domestic connectivity provided by aviation services are critical to the functioning of the City's economy and London's position as a world leading centre for financial and professional services. London's services are highly global and knowledge-intensive, with a concomitant demand for international travel to meet and service the needs of clients, and to travel to local offices internationally and manage satellite operations – with companies travelling inbound to global and regional headquarters in London, and international clients accessing London's densely connected expert financial and professional services ecosystem. Of London's 3.5million international business visitors in 2018, 79% arrived by air. Our previous work with City businesses identified that 73% of respondents considered air services to be either critical or very important in providing direct contact with clients and survey providers; 64% considered air services to be critical or very important for internal company business. However, these proposals are likely to impact the City and the scale of these impacts need to be properly assessed if such changes are implemented. We expect that airport would mitigate against any significant impacts in order to gain general support. We welcome the opportunity to work with City Airport to identify impacts on the Square Mile and to mitigate them during the refinement of the airport's 2020-35 draft masterplan.



<b>Committee:</b> Port Health and Environmental Services	<b>Date:</b> 24 September 2019
<b>Subject:</b> Air Quality Annual Status Report	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For information</b>
<b>Report author:</b> Stefanie Hughes	

## Summary

As part of its statutory duties for London Local Air Quality Management, the City of London Corporation is required to produce an Annual Status Report. The report is designed to demonstrate progress with actions contained within the existing Air Quality Strategy and to present air quality monitoring data. A copy of the full report, which is produced using a prescribed template, is in the Members' Reading Room. A summary report is attached to this report as Appendix 1.

Data was collected in 2018 by three nitrogen dioxide continuous analysers, three PM<sub>10</sub> analysers and two PM<sub>2.5</sub> analysers. Nitrogen dioxide data was also collected at a further 79 sites using low cost diffusion tubes. The data for all sites is presented in the summary report.

Overall, air quality is improving in the Square Mile. Background locations, i.e. areas away from busy roadsides, are within the legal limits for both nitrogen dioxide and particulate matter. Levels of nitrogen dioxide at roadside locations remain high, though there is evidence that they are decreasing. This downward trend is set to continue with work being implemented by the City Corporation and the Mayor of London's programme to improve air quality.

## Recommendation

Members are asked to:

- Note the content of the 2018 Air Quality Annual Status Report

## Main Report

### Background

1. The City of London Corporation has a statutory duty to assist the Mayor of London and the UK government in taking action to reduce levels of air pollution so that concentrations of pollutants meet health-based limits as soon as possible. The City Corporation also has a responsibility to protect public health.

2. The City Corporation's current Air Quality Strategy 2015 – 2020 outlines action that will be taken to fulfil the City Corporation's statutory responsibility for Local Air Quality Management, and for reducing the health impact of air pollution on residents and workers. A new Air Quality Strategy 2019 - 2024 is going through the committee approval process and will be finalised in September 2019.
3. The City Corporation has a statutory obligation to submit an Annual Status Report to the Mayor of London and the government. The report must outline progress with actions within the existing Air Quality Strategy and provide the results of air quality monitoring undertaken. A copy of the full Annual Status Report, which was submitted in June 2019, is in the Members' Reading Room. A summary report is attached as Appendix 1.

### **Air Quality Data**

4. The amount of air quality monitoring taking place in the City has increased in recent years. In 2018, data was available from long-term continuous monitors for three nitrogen dioxide (NO<sub>2</sub>) sites, three particulate PM<sub>10</sub> sites and two particulate PM<sub>2.5</sub> sites. Nitrogen dioxide data was also collected at a further 79 sites using low cost diffusion tubes. The data for all sites is presented in both the full report and the summary report attached.
5. Air quality monitoring locations are reviewed annually. The long-term continuous monitors mentioned above are retained. There are also 5 long-term diffusion tube locations which are retained each year. Other sites are added or removed according to the needs of research projects, planned programmes and local investigations or concerns. The summary report attached contains a map of current air quality monitoring sites in the Square Mile.
6. Nitrogen Dioxide (NO<sub>2</sub>) levels are reducing across the City. In Beech Street, NO<sub>2</sub> concentrations reduced by 11µg/m<sup>3</sup> over the past year, this is partly due to electric single deck buses and the new electric taxis for London. At Sir John Cass's Foundation Primary School, the 2018 annual average NO<sub>2</sub> reduced to 32µg/m<sup>3</sup>. This is below the health-based objective of 40µg/m<sup>3</sup>. Concentrations at Walbrook Wharf remain high. In 2018 the annual average was 87µg/m<sup>3</sup>, a reduction of 5µg/m<sup>3</sup> from the previous year. There is also evidence from the numerous diffusion tube sites that concentrations of nitrogen dioxide are reducing at all roadside locations.
7. Annual average concentrations of particulate PM<sub>10</sub> across the City Corporation's monitoring network have been below the limit value since 2010. The exception was in Upper Thames Street in 2015, which was associated with local construction activity and the installation of the cycle superhighway. PM<sub>10</sub> concentrations in 2018 were similar to concentrations in 2017. Levels of PM<sub>2.5</sub> in Farringdon Street and Sir John Cass School continue to be well below the annual average limit value but above the guideline level set by the World Health Organisation. The weather has a significant impact on levels of both PM<sub>10</sub> and PM<sub>2.5</sub>.

## **Progress with Actions**

8. The annual status report details progress with actions in the City Corporation Air Quality Strategy 2015 to 2020. Actions include:
  - Completion of a range of pilot interventions as part of a Low Emission Neighbourhood (LEN) programme.
  - An electric vehicle charging pilot trial, undertaken by residents on the Barbican Estate
  - The LEN funded Smithfield cargo bike delivery trial developed into an independently run permanent cargo-bike delivery service
  - Air Quality was embedded into the new Transport Strategy, the Responsible Business Strategy and the draft City Plan (Local Plan)
  - Proposals were developed for an Emission Reduction Bill, to provide adoptive powers for London local authorities to control emissions from a range of combustion plant.
  - The City Corporation idling engine action days project continued to expand with 19 London Boroughs involved.
  - Levels of nitrogen dioxide at Sir John Cass's Foundation Primary School reduced even further, to 32µg/m<sup>3</sup>.
  - 33 large businesses pledged to take action to improve air quality.
  - The City Corporation added an additional 3 electric vehicles to its fleet and updated vehicles where necessary for compliance with the Mayor of London Ultra Low Emission Zone.
  - A bi-monthly air quality e-newsletter is now being produced

## **Corporate & Strategic Implications**

9. The work on air quality supports the following outcomes from the Corporate Plan 2018 to 2023.
  - a. Outcome 11 'We have clean air, land and water and a thriving and sustainable natural environment';
  - b. Outcome 2 'People enjoy good health and wellbeing'.
  - c. Outcome 5 'Businesses are trusted and are socially and environmentally responsible' is supported through the CityAir business engagement work.

## **Conclusion**

10. The City Corporation has prepared and submitted its air quality Annual Status Report to the Mayor of London and government. This fulfils the City Corporation's statutory obligations for London Local Air Quality Management
11. Detailed air quality monitoring is now undertaken across the Square Mile. Air quality is improving, and this is set to continue with the work being implemented by the City Corporation, through its new Air Quality Strategy, and the Mayor of London's proposals to improve air quality.

## **Appendices**

- Appendix 1 – Air Quality Annual Status Summary Report for 2018

Stefanie Hughes,  
Air Quality Officer

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# Appendix 1

## Air Quality Annual Status Summary Report for 2018

### 1. Air Quality Monitoring

#### Nitrogen Dioxide (NO<sub>2</sub>)

NO<sub>2</sub> is measured at three locations using continuous (or automatic) analysers: Sir John Cass's Foundation Primary School, Beech Street and Upper Thames Street. In 2018, it was also measured at a further 79 locations using low-cost diffusion tubes.

NO<sub>2</sub> levels have been reducing across the City, particularly at background locations. In Beech Street, NO<sub>2</sub> concentrations reduced by 11µgm<sup>-3</sup> over the past year, this is partly due to the introduction of electric single deck buses and the new electric taxis for London. At Sir John Cass's Foundation Primary School, the 2018 annual average NO<sub>2</sub> reduced to 32 µgm<sup>-3</sup>. Due to the impact of traffic on pollution levels, concentrations adjacent to busy roads are more variable and remain above the annual EU limit of 40 µgm<sup>-3</sup>.

#### PM<sub>10</sub>

PM<sub>10</sub> is measured at three locations using continuous (automatic) analysers: Sir John Cass's Foundation Primary School, Beech Street and Upper Thames Street. In 2018 levels of PM<sub>10</sub> showed no significant change compared to 2017. All sites are below the annual and daily EU limit values but above World Health Organisation Guidelines.

#### PM<sub>2.5</sub>

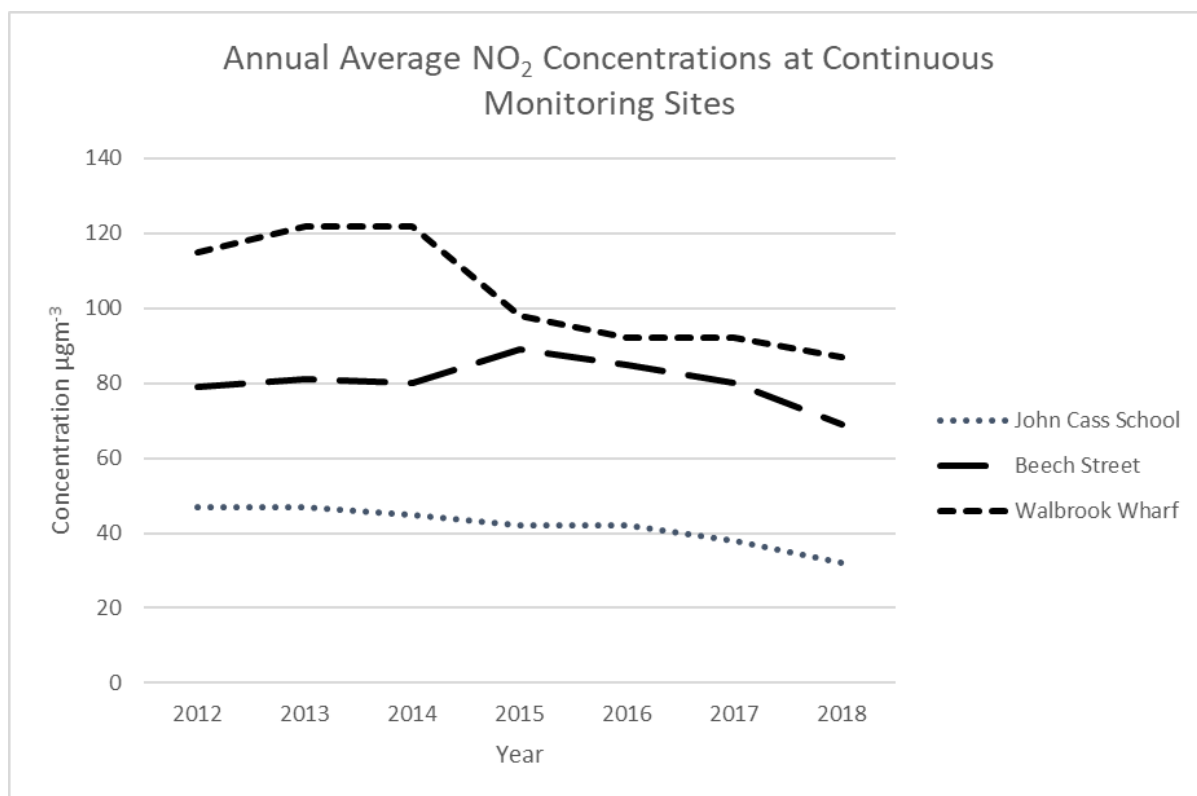
PM<sub>2.5</sub> is measured at two locations, Farringdon Street and Sir John Cass's Foundation Primary School, using continuous (automatic) analysers. Concentrations are similar at both sites as it is a regional pollutant and strongly influenced by weather conditions. Both sites are below the annual and daily EU limit value but above World Health Organisation Guidelines.

### 2. Nitrogen Dioxide Data

EU Limit Value and World Health Organisation Guideline is 40µg m<sup>-3</sup>

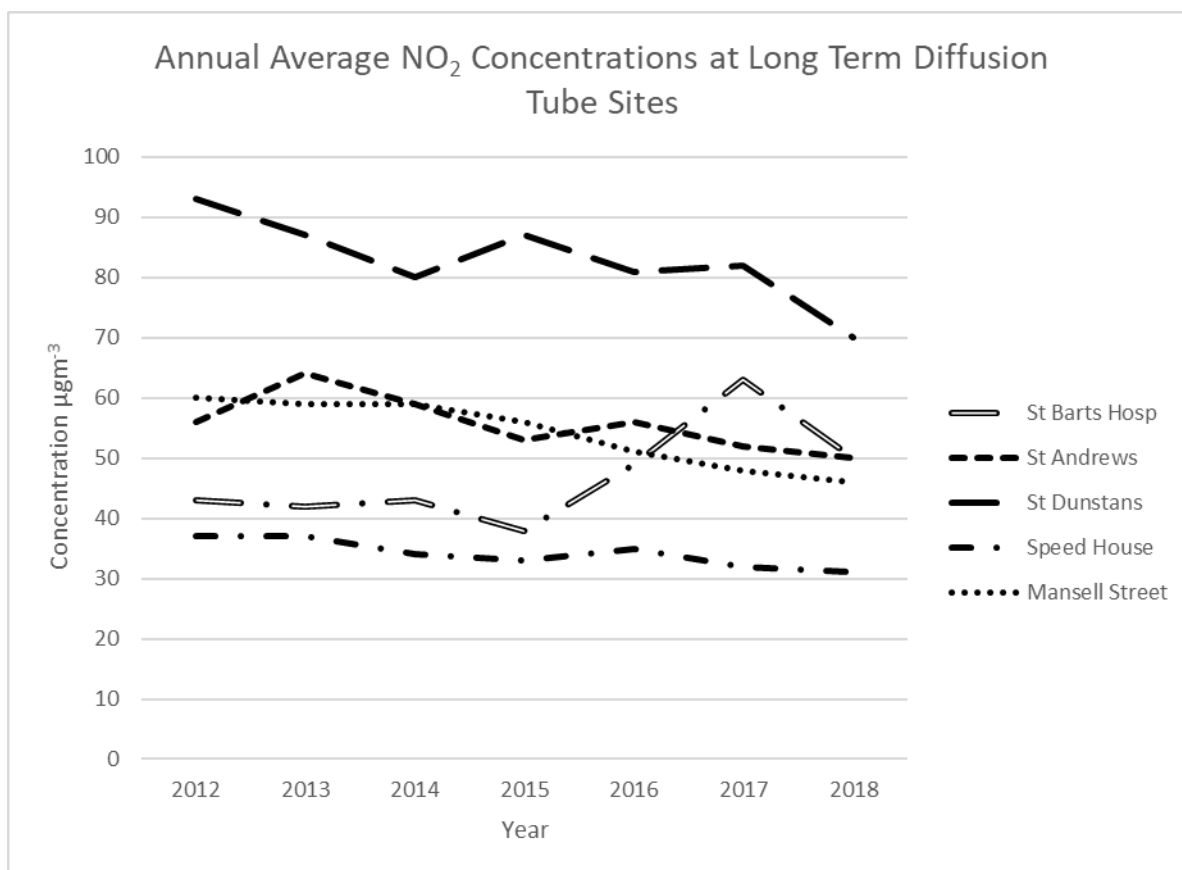
#### Long term continuous analysers

Site	Site type	Annual Mean (µgm <sup>-3</sup> )						
		2012	2013	2014	2015	2016	2017	2018
John Cass's Foundation Primary School	Urban Background	47	47	45	42	42	<b>38</b>	<b>32</b>
Beech St	Roadside	79	81	80	89	85	80	69
Walbrook Wharf	Roadside	115	122	122	98	92	92	87



#### Long term diffusion tube sites

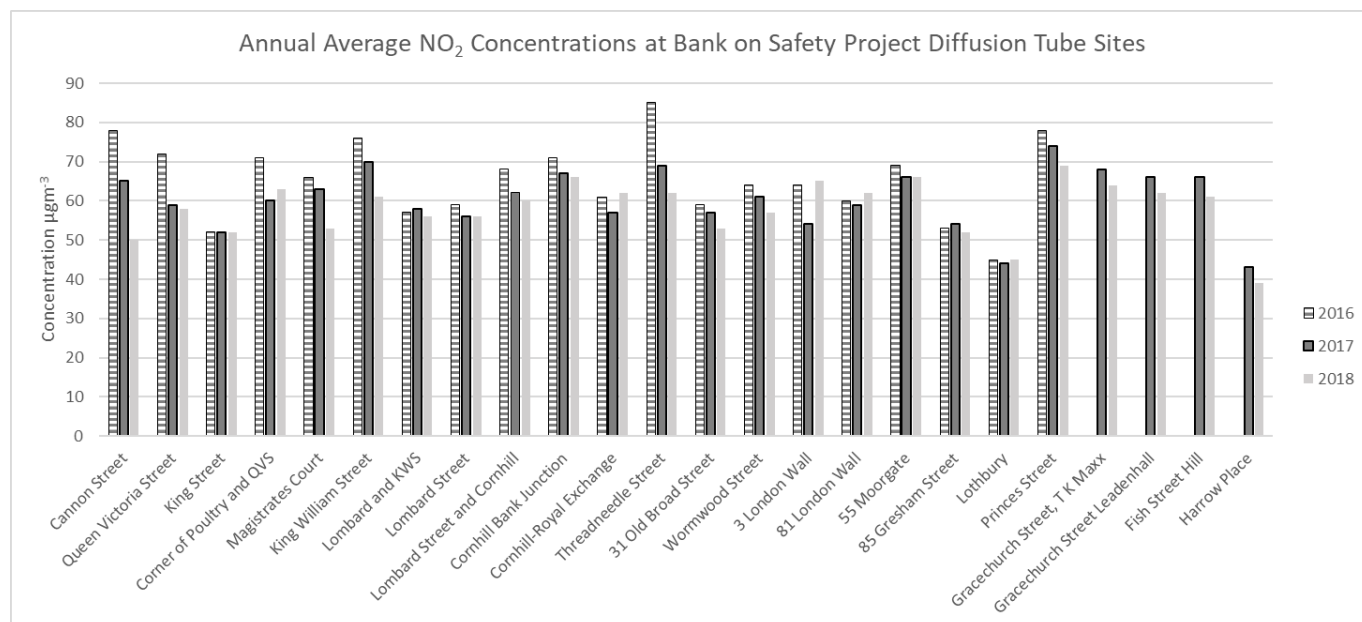
Site	Site type	Annual Mean (µgm <sup>-3</sup> )						
		2012	2013	2014	2015	2016	2017	2018
St Bartholomew's Hospital Courtyard	Urban Background	43	42	43	<b>38</b>	49	63	50
St. Andrew's Church, Queen Victoria St	Roadside	56	64	59	53	56	52	50
Fleet Street	Roadside	93	87	80	87	81	82	70
Speed House, Barbican Estate	Urban Background	<b>37</b>	<b>37</b>	<b>34</b>	<b>33</b>	<b>35</b>	<b>32</b>	<b>31</b>
Guinness Trust Estate, Mansell St	Roadside	60	59	59	56	51	48	46



#### Diffusion tube sites measuring the impact of the Bank on Safety traffic scheme

Site	Annual Mean (µgm <sup>-3</sup> )		
	2016	2017	2018
Cannon Street	78	65	50
Queen Victoria Street	72	59	58
King Street	52	52	52
Corner of Poultry and QVS	71	60	63
Magistrates Court	66	63	53
King William Street	76	70	61
Lombard and KWS	57	58	56
Lombard Street	59	56	56
Lombard Street and Cornhill	68	62	60
Cornhill Bank Junction	71	67	66
Cornhill-Royal Exchange	61	57	62
Threadneedle Street	85	69	62
31 Old Broad Street	59	57	53
Wormwood Street	64	61	57
3 London Wall	64	54	65
81 London Wall	60	59	62
55 Moorgate	69	66	66
85 Gresham Street	53	54	52

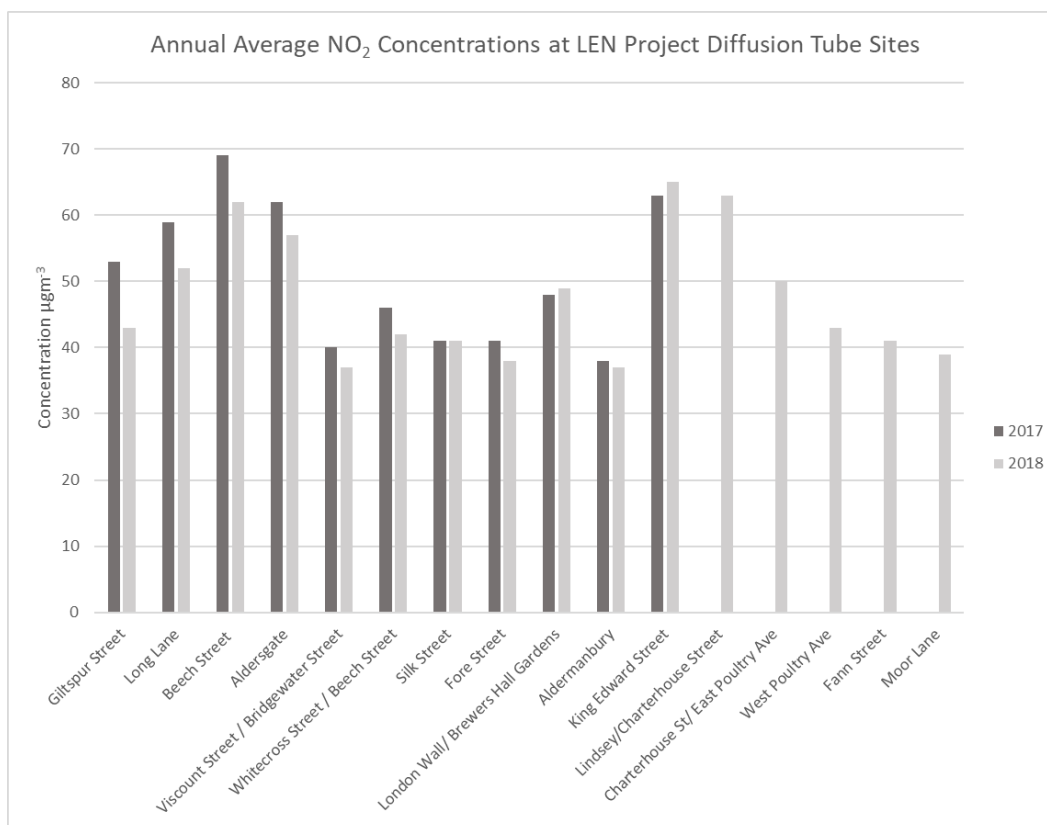
Lothbury	45	44	45
Princes Street	78	74	69
Gracechurch Street, T K Maxx	-	68	64
Gracechurch Street Leadenhall	-	66	62
Fish Street Hill	-	66	61
Harrow Place	-	43	<b>39</b>



#### Diffusion tube sites measuring the impact of the Low Emission Neighbourhood

Site	Annual Mean (µgm <sup>-3</sup> )	
	2017	2018
Giltspur Street	53	43
Long Lane	59	52
Beech Street- Near Barbican station	69	62
Aldersgate	62	57
Corner of Viscount Street and Bridgewater Street	40	37
Corner of Whitecross Street and Beech street	46	42
Silk Street	41	41
Fore Street	41	<b>38</b>
London Wall/ Brewers Hall Gardens	48	49
Aldermanbury	38	<b>37</b>
King Edward Street	63	65
Lindsey/Charterhouse Street	-	63
Charterhouse St/ East Poultry Ave	-	50
West Poultry Ave	-	43
Fann Street	-	41
Moor Lane	-	39





#### Diffusion tube sites - other

Site	Annual Mean (µgm <sup>-3</sup> )
Cousin Lane 1	36
Cousin Lane 2	42
Cousin Lane 3	46
Cousin Lane 4	51
Under Southwark Bridge	41
Under London Bridge	37
Liverpool Street	71
Lime Street	38
Fenchurch Avenue	36
Austin Friars	36
Fetter Lane	56
Rolls Passage/Breams Buildings	36
22 Tudor Street	46
St Mary at Hill's Churchyard	33
Monument	41
St Pauls Churchyard	41
St Alphage Gardens	34
Whittington Gardens	42

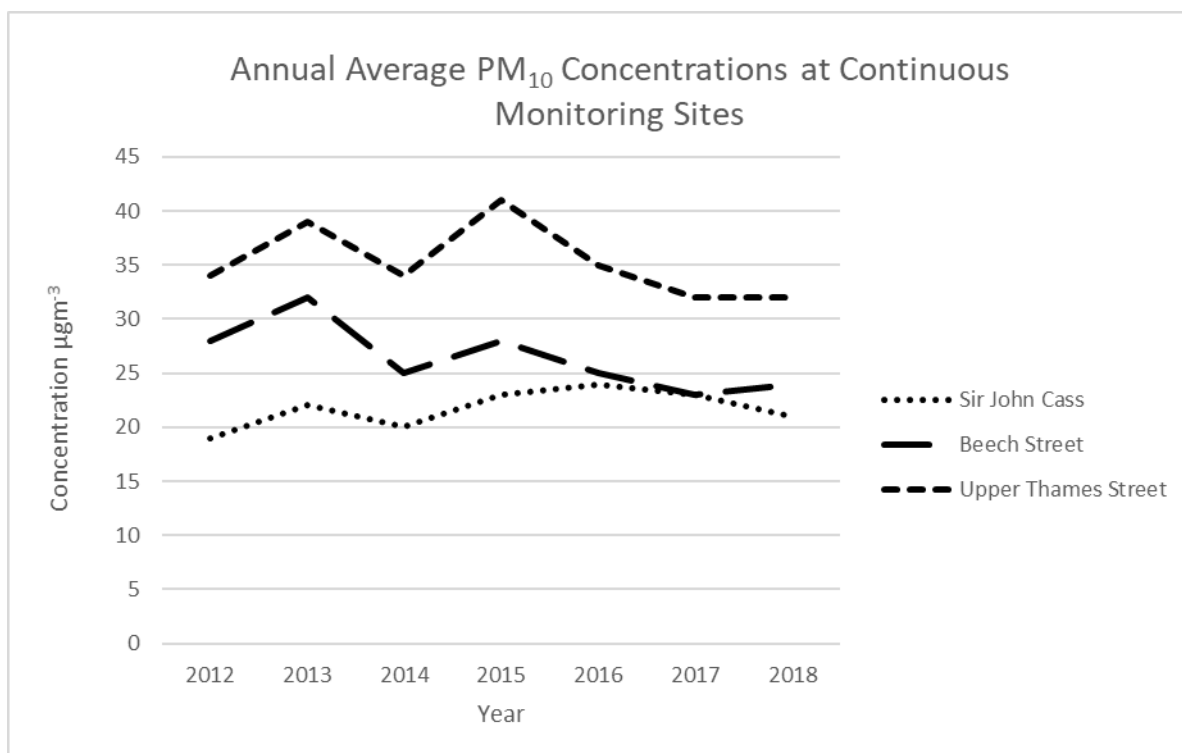
## Diffusion tube sites to support the Transport Strategy

Site	Annual Mean ( $\mu\text{gm}^{-3}$ )
Botolph Lane	49
Byward Street	67
Seething Lane	71
Crosswall	50
Minories	62
Stoney Lane	40
Heneage Lane	42
Camomile Street	68
150 Bishopsgate	74
St Mary Axe	50
Old Broad Street	40
Upper Thames Street	48
Blackfriars Bridge	62
Victoria Embankment	68
Fleet Street	62
Ludgate Hill	61
Museum of London	66
London Wall	65
West Poultry Ave	51
The Fable	58
North Old Baily	73

### 3. PM<sub>10</sub> Data

EU limit value is  $40 \mu\text{gm}^{-3}$ , World Health Organisation Guideline is  $20 \mu\text{gm}^{-3}$

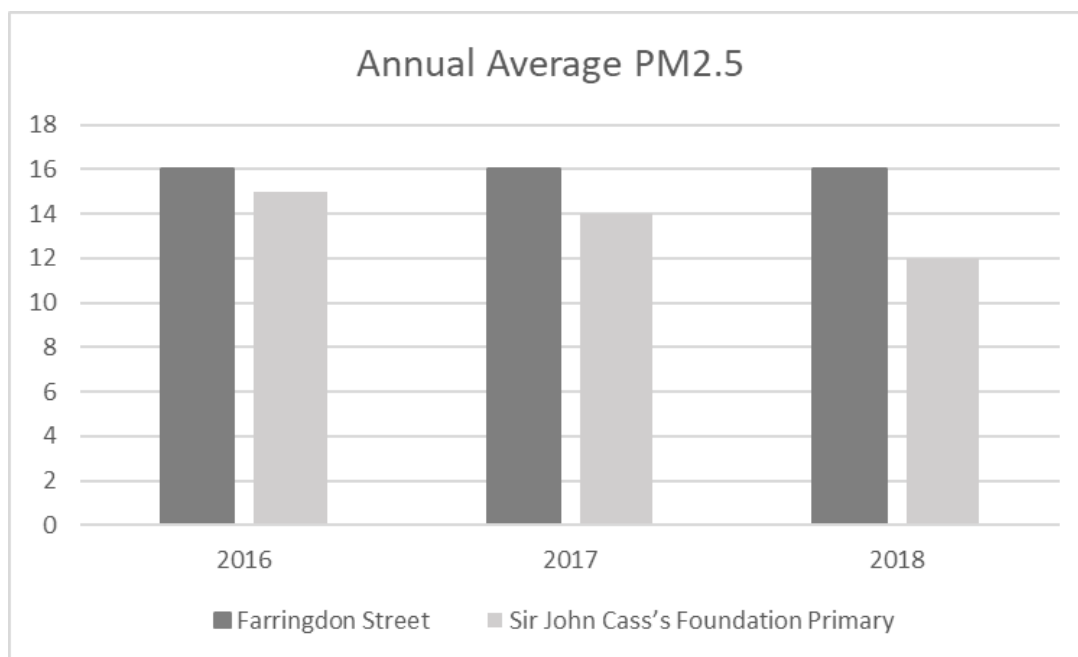
Site	Annual Mean ( $\mu\text{gm}^{-3}$ )						
	2012	2013	2014	2015	2016	2017	2018
John Cass's Foundation Primary School	19	22	20	23	24	23	21
Beech St	28	32	25	28	25	23	24
Upper Thames St	34	39	34	41	35	32	32



#### 4. PM<sub>2.5</sub> Data

EU limit value is 25µg m<sup>-3</sup>, World Health Organisation Guideline is 10µgm<sup>-3</sup>

Site	Annual Mean (µgm <sup>-3</sup> )		
	2016	2017	2018
Farringdon Street	16	16	16
Sir John Cass's Foundation Primary	15	14	12



## 5. Air quality action plan update

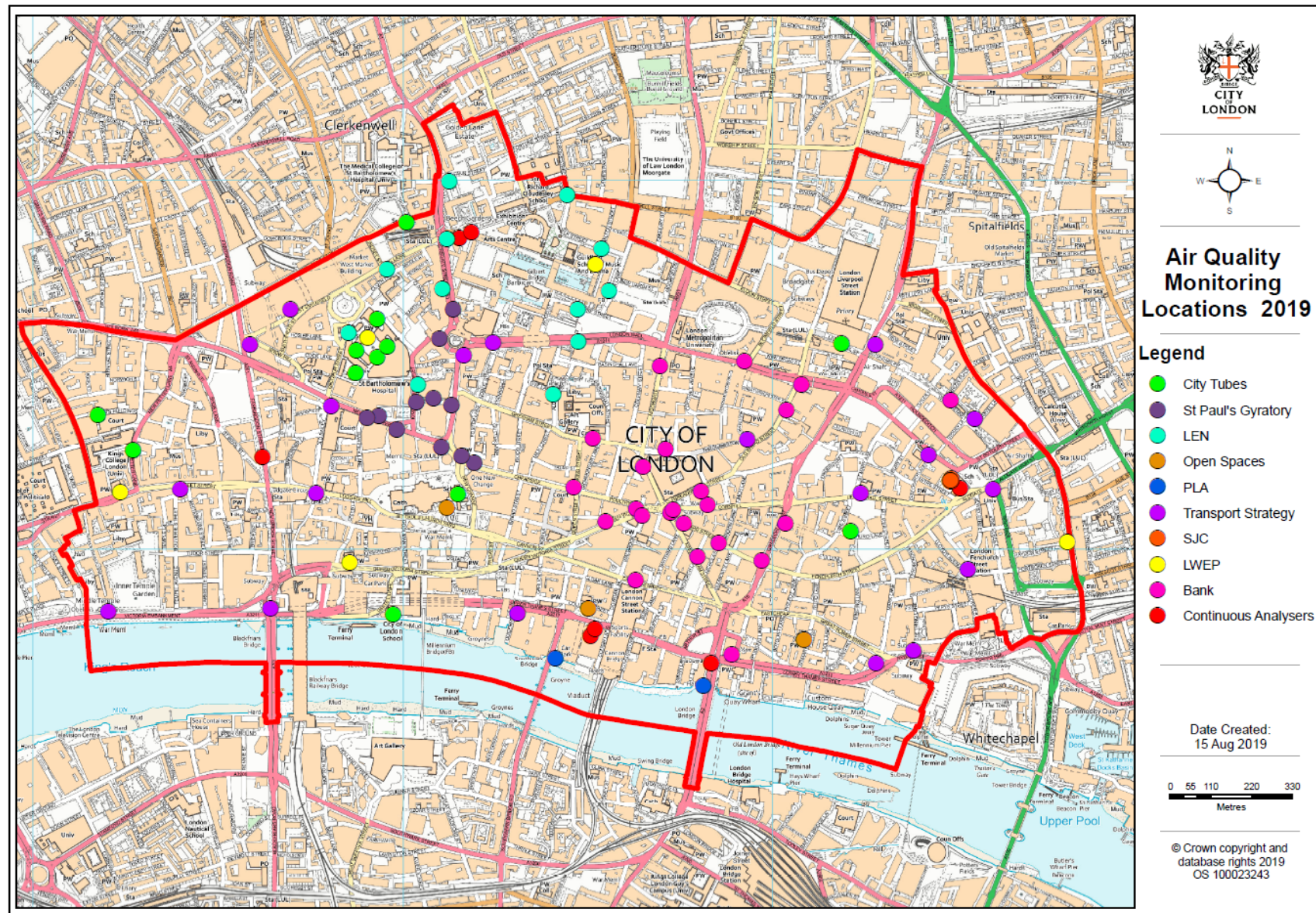
The City Corporation has an Air Quality Strategy which details action being taken to improve air quality. Example of actions in 2018 include:

- Completion of a range of pilot interventions as part of a Low Emission Neighbourhood (LEN) programme.
- An electric vehicle charging pilot trial was undertaken by residents on the Barbican Estate
- The LEN funded Smithfield cargo bike delivery trial developed into an independently run permanent cargo-bike delivery service.
- Air Quality was embedded into the new Transport Strategy, the Responsible Business Strategy and the draft City Plan (Local Plan).
- Proposals were developed for an Emission Reduction Bill, to provide adoptive powers for London local authorities to control emissions from a range of combustion plant.
- The City Corporation idling engine action days project continued to expand with 19 London Boroughs involved.
- Levels of nitrogen dioxide at Sir John Cass's Foundation Primary School reduced even further, to  $32\mu\text{g}/\text{m}^3$ .
- 33 large businesses pledged to take action to improve air quality.
- The City Corporation added an additional 3 electric vehicles to its fleet and updated vehicles where necessary for compliance with the Mayor of London Ultra Low Emission Zone.
- A bi-monthly air quality e-newsletter has been produced.

## 6. Monitoring locations

Air quality monitoring locations are reviewed annually. There are a number of core monitoring sites that are maintained. Other sites are added and removed according to the needs of research projects, planned programmes and local investigations or concerns. Locations at which monitoring is taking place during 2019 are shown in Figure 1 overleaf.

Figure 1: Air quality monitoring locations, 2019



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<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services	24 <sup>th</sup> September 2019
<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 Limited (LUL) sub-surface Circle, Hammersmith and City and Metropolitan lines running beneath the Barbican Estate, between Barbican and Moorgate Stations continues to affect residents and is considered a public health issue. Whilst some improvements have been achieved, further mitigation works were completed in July and August 2019 and the measured results of the effects are awaited.

LUL's Head of Track delivered a presentation and took questions on the issue at the Transport for London (TfL) and City of London (COL) Stakeholder Transport Forum in July which included members, officers and residents and agreed a further set of actions, including further investigations and mitigation.

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 of this report be noted.

## 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 LUL 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 when the existing railway was realigned and enclosed in 1965; 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.
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 it.
7. Whilst improvements have been secured by activities such as rail grinding and partial ballast track replacement; and issues with construction noise on the running tunnels and stations have now been resolved, the disturbance from operational rail noise under the Barbican remains, caused in part by rail discontinuities, joints and points.
8. To assist the investigation the City appointed independent expert consultancy, Cole Jarman to review the work undertaken to date, carry out independent measurements and present suggestions in a report as to what mitigation measures might be available in order to mitigate the effects of the operational railway on Barbican residents. This has been invaluable in understanding the issues and focussing the discussions.
9. Detailed responses have been received from LUL's Head of Track, Duncan Weir and discussions have continued with members, officers and residents at the TfL and COL Stakeholder Transport Forum on the 22<sup>nd</sup> July
10. The presentation slides from the TfL and COL Stakeholder Transport Forum are shown in Appendix 1, the minutes are in Appendix 2 which contains detailed costings for moving the Brandon Mews Crossover.
11. The Chairman of PHES's subsequently confirmed the agreed action points in a letter to Duncan Weir on the 24<sup>th</sup> July and these are held in Appendix 3.

### **Mitigation Actions and Commitments from LUL**

12. A number of actions and commitments have been carried out and confirmed by LUL that it is hoped will have a positive effect on the noise and vibration experienced by residents, and are summarised below:
  - 156m of eastbound ballast track renewal between Barbican and Moorgate was carried out on the weekend of 12<sup>th</sup> July, it is hoped this has led to a further reduction to Defoe House residents. Noise and vibration monitoring has been carried out by LUL before and after these



works to demonstrate any improvement, the results will be reported back to this committee when available. The westbound ballast track renewal was carried out in September 2018 and a noise reduction of 8dB achieved.

- TfL have examined the current condition of points and crossings under the Barbican Estate to ensure they are operating in an optimum condition to minimize noise and vibration as a result works to pack ballast under rail joints under Defoe House and the points and crossings under Brandon Mews were carried out on the 6<sup>th</sup> and 7<sup>th</sup> August. This consisted of lifting the sleepers and tightly packing the ballast beneath the sleepers to reduce the movement when trains run over them. Noise and vibration monitoring has been carried out by LUL before and after these works to demonstrate any improvement, the results will be reported back to this committee when available.
- A target date for the signalling upgrade has been confirmed as 2021 and subsequent to this the rail joints are between Moorgate and Barbican will be removed as they will no longer be required.
- The full cost breakdown to LUL for moving the Brandon Mews Crossover have been confirmed and are detailed on page 9 of appendix 2 and total £5,719,730
- Longer periods of noise and vibration monitoring (minimum one-week continuous duration) has been committed to take place in residential properties affected by noise, e.g. in Brandon Mews.
- LUL have committed to confirm the number of uses of the crossover other than for regular operational use (two movements per week), from a historic perspective, to establish the anticipated level of use during operating difficulties.
- LUL have committed undertake a detailed investigation of a Temporary Speed Limit whilst traversing the crossover, to examine both noise/vibration issues and operational implications including any additional costs.
- LUL have committed to a quarterly Residents Transport Forum to enable liaison between residents and LUL on matters related to the underground railways including Crossrail. The next forum meeting is to be held in the autumn and LUL representatives have committed to attend and discuss these matters with residents in person.

### **Further Actions**

13. City officers will review progress with the commitments detailed above and report progress these to this committee.

14. City officers supported by Cole Jarman Associates will continue to work closely with LUL and press for improvements to the noise and vibration experienced by residents of the Barbican Estate.

### **Financial Implications**

15. The consultant costs of the investigation have been funded from underspend in the Port Health and Public Protection Service budgets.
16. The full financial implications for the London Underground of moving the Brandon Mews Crossover are detailed on page 9 of appendix 2 and total £5,719,730.

### **Corporate and Strategic Implications**

17. 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**

18. The City Corporation has carried out an investigation to determine the level and extent of the operational rail noise affecting the Barbican Estate.
19. A report on the primary causes and recommendations as to what measures can be implemented to mitigate it has been produced and provided to LUL for their consideration and a response has been received.
20. LUL have undertaken some mitigation works in the form of ballast track renewal and subsequent ballast packing; noise and vibration monitoring results are awaited so that the effects of these interventions can be quantified and understood.
21. A further written response from Duncan Weir to the Chairman of PHES is awaited and costs to move the Brandon Mews Crossover have been supplied.
22. Officers continue to meet LUL and lobby for noise and vibration mitigation to be considered and implemented.

### **Background Papers**

Update on the issue of operational rail noise from London Underground affecting the Barbican Estate September 2018

Measurement and mitigation options for operational rail noise from London Underground affecting the Barbican Estate January 2019

Update on the issue of operational rail noise from London Underground affecting the Barbican Estate July 2019

## **Appendix 1**

TFL Stakeholder Forum presentation slides 22<sup>nd</sup> July 2019

## **Appendix 2**

TFL Stakeholder Forum Minutes 22<sup>nd</sup> July 2019

## **Appendix 3**

Chairman of PHES letter to Duncan Weir – Barbican Tube Noise 24<sup>th</sup> July 2019

### **Contact:**

Rachel Pye

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# Transport for London City of London Stakeholder Transport Forum

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**Councilman Marianne Fredericks, Tower Ward, City of London**  
Chair

**Abbas Raza & Ciaran McCartan**

Transport for London, Local Communities and Partnerships Team (City of London)



# Agenda

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## Introductions

## Minutes (including matters arising)

## London Underground update

- Barbican Tube Noise: *Duncan Weir, Head of Track, London Underground*
- Improving Customer Experience at Moorgate Station: *Cassius Powell, Area Manager for Moorgate Station*
- Crossrail Update: *Abbas Raza, Local Communities & Partnerships*

## Surface Transport update

- Ludgate Circus Update: *Rob Edwards, TfL Lead Sponsor, Central London*
- Central London Bus Consultation: *Abbas Raza, Local Communities & Partnerships*

## AOB



# London Underground update

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# Barbican Tube Noise

*Duncan Weir, Head of Track*

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We recognise that for a number of Barbican residents, particularly those in Defoe House and Brandon Mews, tube noise and vibration remains an ongoing concern.

## Defoe House

- The primary source of disturbance are the Insulated Block Joints, which are currently essential to the signalling system.
- We have committed to removing the IBJs along this part of the track once the Four Lines Modernisation Programme has been completed.
- We are currently working towards implementing the new timetable as soon as possible but 2021 still remains our target date.
- We will communicate with Barbican residents and the City of London when we are in a position to carry out these works.





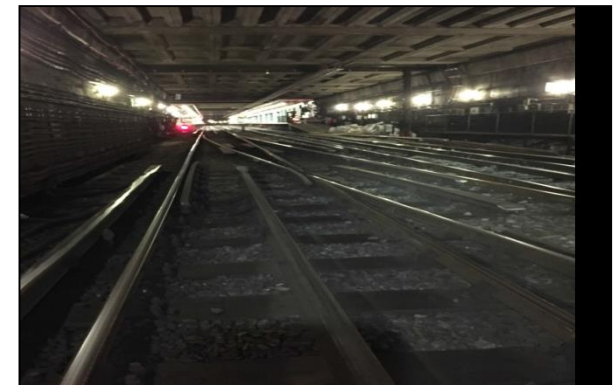
# Brandon Mews

- We know that the crossover at the eastern end of estate near Brandon Mews is an ongoing noise issue for residents.
- Our Service Control Team have confirmed that we need to retain all points at the eastern end of the line, as Moorgate bay roads need to be available on a daily basis for routine service management issues.
- Removing them would cause serious reliability issues for the entire Sub Surface Railway and would cost approximately £3.5 - £4.0m (Track Only).
- A track renewal would also not eliminate the impulse as the points and crossing by design have gaps and joints that train wheels pass over.
- Our Noise Complaints and Local Communities and Partnerships teams have been responding to recent residents complaints regarding this issue and will continue to do so as everything within reason to help Barbican residents.



# Next steps

- We will continue to work with CoL officers to try and find solutions to reduce noise and vibration concerns.
- By the end of July will provide a full cost breakdown for the signalling and track costs to remove the crossover.
- Our internal Barbican Communications Coordination Group will continue to meet regularly to ensure that we have an effective communications strategy to inform and update residents on upcoming track works underneath the Barbican Estate.
- We will aim to provide a date in our works programme for the Insulated Block Joints will be removed.





**Transport for London City of London Stakeholder Transport Forum  
22<sup>nd</sup> July 2019**

Chairman: Councilman Marianne Fredericks (MF)

Secretaries: Abbas Raza (AR) and Ciaran McCartan (CMc)  
[abbasraza@tfl.gov.uk](mailto:abbasraza@tfl.gov.uk) and [ciaranmccartan@tfl.gov.uk](mailto:ciaranmccartan@tfl.gov.uk)

**Transport for London:**

Abbas Raza (AR)  
Ciaran McCartan (CMc)  
Duncan Weir (DW)  
Rob Edwards (RE)  
Jon Fray (JF)

**City of London elected officials:**

Deputy Tomlinson (DT)  
Councilman Henrika Priest (CHP)  
Councilman Mary Durcan (CMD)  
Councilman Mark Bostock (CMB)  
Councilman Adrian Bastow (CAB)  
Councilman Jeremy Simons (CJS)

**City of London Officers:**

Rachel Pye (RP)  
Tom Parker (TP)

**City residents and/or workers**

Robin Carley (RC)  
Mike Bristow (MB)  
Charlotte Spetch (CS)  
Jackie Ashurst (JA)  
James Ball (JB)  
Guy Nisbett (GN)  
Shahnan Bakth (SB)  
Richard Collins (RC)  
Steve Stevenson (SS)

**Apologies**

Councilman Barbara Newman  
Councilman Sylvia Moys



## Draft Meeting Minutes

<b>Meeting</b>	Transport for London City of London Stakeholder Transport Forum	
<b>Date</b>	22 <sup>nd</sup> July 2019	
<b>Venue</b>	Committee Rooms 3 & 4, Guildhall, City of London Offices	
<b>Prepared by</b>	Abbas Raza and Ciaran McCartan	
<b>Date of issue</b>	August 2019	
<b>1.0</b>	<b>Welcome from Chair &amp; introductions</b>	<b>Action</b>
	The Chairman, Councilman Marianne Fredericks (MF) welcomed and thanked everyone for attending the TfL City of London Stakeholder Transport Forum.	
<b>2.0</b>	<b>Minutes (Including matters arising)</b>	
	<p>The Chairman (MF) went through the minutes of the last meeting and asked Ciaran McCartan (CMc) and Abbas Raza (AR) from Transport for London's Local Communities and Partnerships team to provide a brief update on matters arising from the last meeting.</p> <p>CMc informed attendees that an update on improving customer communications at Moorgate would be provided later in the meeting. AR provided a brief updated on the City of London's (CoL) proposals for Beech Street but directed attendees to the City of London Corporation for more information, as it went through the Corporation's committee system including the Streets and Walkways Sub Committee.</p> <p>CMc confirmed that he had been in touch with TfL London Underground (LU) colleagues with regards to Deputy Tomlinson's concerns over deep tube pollution. LU confirmed that they are taking proactive steps to address Tube dust in a number of key areas, including preventing/containing Tube dust at source, enhancing the cleaning regime and conducting further research into Tube dust and its effects. They also reaffirmed that on average LU operates within the Institute of Occupational Medicine standards and, in January 2019, the government advisory committee, the Committee on the Medical Effects of Air Pollutants (COMEAP), concluded that "it is no possible to determine the nature and extent of any health risk to those travelling on the London Underground".</p> <p>AR confirmed that he is working closely with The Aldgate Partnership (TAP) to respond to a number of queries that they have raised. This mostly included investing in station upgrades around TAP's vision for the area between and around Aldgate and Aldgate East stations.</p> <p>CMc indicated that accessibility will feature as a future agenda item but that there was not enough time to cover this item in this meeting.</p>	



	<p>AR informed attendees that he had been responding to a number of complaints about Barbican tube noise and recognised the distress that this was causing some residents. AR reiterated TfL's commitment to working with the CoL to find a solution to this issue and hoped that Duncan Weir's update this evening would reassure residents and members that it being taken extremely seriously within TfL. AR also confirmed that he would ensure that the sidings usage would be provided in the minutes.</p> <p><b>Update – Sidings usage</b></p> <p>Following Duncan's Weir's presentation and update, it was agreed that he would provide this information in his response to the Chairman of the Port Health and Environmental Services Committee.</p> <p>CMc confirmed that TfL's bus operations team were not aware of any bus stops being removed in and around Aldersgate but would get in touch with Councilman Barbara Newman to find out further details.</p>	<p>CMc to contact Councilman Newman for bus stop details</p>
<b>3.0</b>	<b>TfL London Underground Update</b>	
	<p>Duncan Weir (DW) Head of Track for London Underground summarised the current noise and vibration issues underneath the Barbican Estate and referred to Defoe House and Brandon Mews, as the two blocks where noise complaints had been most prevalent.</p> <p>DW confirmed that the ballast track renewal on the eastbound road (underneath Defoe House) had now been completed and that prior to these works, his team had taken vibration measurements from the tunnel structure. Readings will be taken again in August 2019, at the same location, to assess the noise impact and these results will be shared with officers and Members.</p> <p>DW acknowledged that he considered the measurements taken from a resident's property in Brandon Mews as significant as it was above 40db and confirmed that it was emanating from trains passing over the points and crossings known as 35A/B. DW confirmed that LU Operations – who are responsible for managing the network – have indicated that it is not possible to remove or move these crossings, as they allow trains to safely transfer between track in the event of an emergency or change in service which is essential in providing flexibility across the network..</p> <p>DW expressed his commitment to look into what other measures could be considered to reduce noise at this location and confirmed that there was already a speed restriction in place.</p>	



	<p>Following this update, the Chairman welcomed attendees to ask questions to DW and the TfL team. Shannan Bakth (SB) asked whether the readings taken in his property could be taken during the morning and evening peak and whether it was possible for the noise monitoring equipment to be left behind? SB also asked whether a speed restriction could be introduced, as the noise levels are significantly lower when the trains enter the platform at a slower speed.</p> <p>Tim Collins asked if TfL could provide details on how many unscheduled movements take place at the points and crossings and what the operational impact would be if they were moved towards Farringdon?</p> <p>Councilman Mary Durcan referred to Duncan Weir's recent letter, where he stated that the new signalling system (4LM) will not go live until 2021 (PLEASE NOTE : the year of completion for the overall project is 2023 however elements of the project will be completed before this date) and that it wasn't acceptable for residents to have to wait another two years before any significant action is taken.</p> <p>Robin Kaley asked about track matting and why it was only used on certain parts of the track underneath Defoe House.</p> <p>Deputy John Tomlinson (DT) reiterated that this problem was not going to go away and for DW to ask the Operational Team at LU whether it really is necessary to retain these points and crossings or simply a nice to have?</p> <p>James Ball (JB) expressed his concern over the contradiction in replies he had received from TfL on this issue, particularly around cost and operational necessity. JB asked for further information on what flexibility the operational team actually require and stated that since 2010, the noise situation for residents had become considerable worse.</p> <p>Councilman Adian Bastow (CAD) asked about the floating track underneath the central section of the Barbican Estate and whether the new track form matting would make any difference. CAD also requested a full cost breakdown of repositioning the points and crossings.</p> <p>DW responded to each of the points raised and then agreed to follow up on the actions below.</p> <ol style="list-style-type: none"> <li>1. Examine the current condition of points and crossings underneath the Barbican Estate to ensure they operating in an optimum condition to minimise noise and vibration</li> <li>2. Longer periods of noise and vibration monitoring to take place in residential properties affected by noise</li> <li>3. Determine the number of uses of the crossover other than for regular operational use, from a historic perspective, to establish the anticipated level of use during operating difficulties</li> </ol>	<p>DW to provide written response to CoL on the points raised</p>
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	<p>4. Determine the full cost break-down for signalling and operational work necessary for either the complete removal of the crossover under the Barbican Estate or its relocation eastwards to another non-noise sensitive location</p> <p>5. Undertake a detailed investigation of a temporary speed limit whilst traversing the crossover, to examine both noise and vibration issues and operational implications including any additional costs</p> <p>The Chairman thanked DW for his attendance and hoped that some progress on this issue would now be made.</p> <p><b>Update – Follow up actions</b></p> <p>DW will reply to the Chairman of the Port Health and Environmental Services Committee on all of the above but in the interim the following actions have been taken.</p> <p>1. On Friday 2 August, Barbican residents and members were informed that LU's track team would be undertaking maintenance work to pack ballast under rail joints under Defoe House and at the set of points and crossings located at Brandon Mews. This follows on from DW's commitment to investigate what further maintenance could be done underneath the Estate to reduce noise and vibration to properties.</p> <p>4. As requested, the full cost breakdown to relocate the Points and Crossings underneath Brandon Mews can be found in <b>Appendix A</b> of these minutes.</p>	
3.1	<p>Discussions moved onto congestion issues at Moorgate station. Abbas Raza (AR) passed on the apologies of the Moorgate Station Manager who was due to provide an update on the work that had been done to address this issue. AR confirmed that GTR will install a train information screen in the ticket hall where customers can view platform and service information. AR also relayed that GTR will install a screen in the lower concourse (in place of the next platform indicator).</p> <p>James Ball asked about the stairwell that was removed permanently to create room for a accessible lift and about accessibility at other stations in the City.</p> <p>The Chairman confirmed that the City of London Residents Crossrail Forum had lobbied hard to secure the lifts at Moorgate and the connecting lifts at Farringdon Stn linking up to one side of the platform at Barbican Stn. Lift access to the otherside of the platform could only be achieved when redevelopment of the existing building happens in the future. The Bank Station project would also be making considerable improvements to customer accessibility.</p>	



	<p>Steve Stevenson reminded TfL that he had asked about passenger numbers for Moorgate, Farringdon and Barbican stations when Crossrail goes live. CMC and AR agreed to provide the projected numbers and add them to the minutes. MF also suggested that Tom Parker would be able to provide this information.</p> <p><b>Update – Moorgate and Farringdon Station Crossrail figures</b></p> <p>The following figures are for 2026 AM peak. These show those passing through the ticket hall to or from Crossrail platforms.</p> <table border="1"> <thead> <tr> <th>2026 AM</th><th>Entry</th><th>Exit</th></tr> </thead> <tbody> <tr> <td>Farringdon East TH</td><td>1,211</td><td>12,763</td></tr> <tr> <td>Farringdon West TH</td><td>955</td><td>5,844</td></tr> <tr> <td>Moorgate</td><td>2,145</td><td>8,951</td></tr> </tbody> </table>	2026 AM	Entry	Exit	Farringdon East TH	1,211	12,763	Farringdon West TH	955	5,844	Moorgate	2,145	8,951	<p>TP to provide the CoL projected figures once Crossrail goes live.</p>
2026 AM	Entry	Exit												
Farringdon East TH	1,211	12,763												
Farringdon West TH	955	5,844												
Moorgate	2,145	8,951												
3.2	<p>AR gave an update on Crossrail and confirmed that Crossrail have identified a six-month delivery window between October 2020 and March 2021 for the start of Elizabeth line services through the central section. Initially 12 trains per hour will run in both directions through the central section of the line, however Bond Street is not expected to be open until 2021.</p> <p>Councilman Mary Durcan asked for clarity on step-free access at Farringdon and Barbican stations.</p> <p>Tom Parker confirmed that Barbican station eastbound won't have step-free access but the westbound will. He confirmed that the City of London are looking at what properties would need to be redeveloped if they were to make both entrances step-free.</p>													
4.0	<b>TfL Surface Transport Update</b>													
	<p>The forum then moved onto the Surface Transport section of the meeting and the Chairman welcomed Rob Edwards (RE), Lead Sponsor TfL Schemes and Jon Fray, Principal Sponsor for City of London to update attendees on our plans for Ludgate Circus.</p> <p>RE confirmed that since April's forum, TfL have developed a proposal to improve pedestrian comfort, convenience and quality of experience at the junction. The proposal involves banning two existing traffic turning movements namely the right turn from Fleet Street to new Bridge Street and the left turn from Ludgate Hill to New Bridge Street. This would enable an additional pedestrian crossing stage (green man) to show when the east west traffic movement is running. This will give</p>													





<p>pedestrians an additional 30-35 seconds crossing time in each cycle across the southern arm..</p> <p>RE reiterated that discussions are still ongoing internally, and the key issue to speedy implementation concerns an existing night bus route that currently makes the right turn from Fleet Street and also fact that a number of buses “ turn south when they need to “curtail” their full journey ( they use the Blackfriars junction to turn around). Once the final proposal has been agreed internally, then our Local Communities and Partnerships will begin engaging with key stakeholders including the taxi trade and the London Cycling Campaign.</p> <p>The Chairman (CMF) then asked attendees for their thoughts on the proposals and to put their questions to the project team.</p> <p>Councilman Henrika Priest (CHP) welcomed the proposal and wanted to know what the implications would be for people who currently make these turns. CHP also asked about signage at the junction and the timescales for delivery.</p> <p>RE confirmed that the numbers currently making this turn are relatively small and that too much signage can actually be a hinderance to pedestrians. In terms of timescales, RE felt that the end of this calendar year was realistic but it would depend on how the initial engagement goes with stakeholders ( resolving the bus issues).</p> <p>Councilman Marianne Fredericks (CMF) welcomed the use of Queen Victoria Street as an alternative, as the junction is much longer and has a longer crossing time.</p> <p>Steve Stevenson (SS) flagged that many bus diversions use the left turn, particularly rail replacement services and that this should be considered.</p> <p>RE acknowledged this concern and reiterated that TfL’s Bus Operations team were discussing how they would manage this change.</p> <p>Walter Guy-Briscoe (WGB) asked whether TfL had considered banning a right turn at Ludgate Hill to Farringdon Street as he felt vehicles in the junction waiting to turn would affect the whole junction.</p> <p>RE confirmed that they had not looked at this as an option but making any more significant changes would have a major impact on timescales.</p> <p>The Chairman (CMF) referred to the Tower of London area and how red tarmac had been used effectively to make clear to pedestrians where to safely cross. RE indicated that he was not averse to this approach, however there can be maintenance and cost issues.</p> <p>Deputy Tomlinson (DT) said that people who are colour blind would not benefit from</p>	<p>RE to take back other suggestions and comments to the project team.</p>
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	<p>coloured crossings and that this should be considered in any of the design plans.</p> <p>Tom Parker (TP) confirmed that the City of London are developing an accessibility standard, which includes colourful crossings around the Barbican to help people with dementia.</p> <p>The Chairman thanked Rob Edwards and Jon Fray for the update and for taking the time to answer questions from attendees.</p>	
4.1	<p>The Chairman moved onto the next Surface Transport item, which was a an update from AR on the implementation of the Central London Bus changes.</p> <p>AR confirmed that the for the City of London routes 4 and 76 had been impacted by these changes. AR indicated that as an alternative to route 4, route 76 can be used to reach Waterloo Bridge and the 341 can be used from Islington to Fleet Street, Aldwych and Waterloo.</p> <p>Residents seeking to travel to Mansion House, can take the 21 or 76 from Moorgate to Bank and then the 26.</p> <p>Residents seeking to travel to Cannon Street, can take the 21 or 76 from Moorgate to Monument and then the 521 but please be aware of the ongoing road closure due to gas works at Cannon Street.</p> <p>AR indicated that all the changes and detailed justifications can be found on the TfL website at the link below:</p> <p><a href="https://consultations.tfl.gov.uk/buses/central-london/">https://consultations.tfl.gov.uk/buses/central-london/</a></p> <p>Walter Guy Briscoe welcomed the new on board announcements on route 76 and felt it was a positive way to provide information to customers.</p>	
<b>5.0</b>	<b>AOB</b>	
	<p>The Chairman asked attendees for any other issues that they would like to raise with TfL or the CoL. The dockless bike scheme was raised and Tom Parker (TP) from the City acknowledged that this was a very contentious issue but that the CoL were working to address it.</p> <p>Steve Stevenson (SS) asked about the current legislation regarding electric scooters. Abbas Raza (AR) confirmed that TfL have been lobbying the government to provide clarity on this issue but that the current political situation meant that it was not receiving the attention it deserved. Tom Parker (TP) reiterated that electric vehicles used on pavements or streets is illegal.</p>	<p>TP to speak to City of London</p>



	<p>John Ball asked how the City of London Police would enforce any changes to the legislation. TP confirmed he would speak to the City of London Police to find out what their approach would be.</p> <p>The Chairman informed attendees that the next forum would be in October but a date had not yet been confirmed.</p>	<p><b>Police to clarify their approach to electric scooter enforcement</b></p>
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## Appendix A – Barbican Crossover Relocation

### Barbican Crossover Relocation

	Cost Range	Including	Assumption	Mean
Planning	400,000.00 800,000.00	Programme Management	20% of implementation costs	600,000.00
	1,153.85 2,307.69	Access Planning	1-2 wks of 30k pers. with x2 o'heads	1,730.77
	0.00 2,000,000.00	Programme Delay	2 weeks if not done in FCS closures at 1m per week	1,000,000.00
Design	600,000.00 1,000,000.00	Signalling	Approx. previous used Thales costs	800,000.00
	12,000.00 24,000.00	Signal Control		
		Track Works	5-10 wks, 2 x 30K pers., x2 o'heads	18,000.00
Implementation	2,000,000.00 4,000,000.00	Track Works (Implementation)	£1m - 2m per point, 1-2 weekend closures	3,000,000.00
		P&C Costs (Capital)		
		Access Costs		
		Works Trains		
Performance Impact	200,000.00 400,000.00		Journey time increase over 40 years. No basis	300,000.00

5,719,730.77

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



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Transport for London  
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**24 July 2019**

**Dear Duncan,**

The City of London Corporation has very much welcomed the co-operative way TfL have engaged with the City and its consultants Cole Jarman to address the issues of operational noise and vibration affecting the Barbican Estate. I was present at the Stakeholder Transport Forum on Monday evening. Could I thank you for attending and for dealing so openly with the questions from the local community.

I thought it would be useful if I summarized the action points arising from the meeting. These are:

1. TfL to examine the current condition of points and crossings under the Barbican Estate to ensure they are operating in an optimum condition to minimize noise and vibration.
2. Longer periods of noise and vibration monitoring (minimum one week continuous duration) to take place in residential properties affected by noise, e.g. in Brandon Mews.
3. Determine the number of uses of the crossover OTHER than for regular operational use (two movements per week), from a historic perspective, to establish the anticipated level of use during operating difficulties.
4. Determine the full cost break-down for signalling and operational work necessary for EITHER the complete removal of the cross-over under the Barbican Estate OR its relocation eastwards to under Moor House or other non-noise sensitive location.
5. Undertake a detailed Investigation of a Temporary Speed Limit whilst traversing the crossover, to examine BOTH noise/vibration issues AND operational implications including any additional costs.

6. A further challenge to be made to the Service Control Team on the necessity for the crossover to remain in its current location under Brandon Mews.

The City of London very much appreciates the partnership working with TfL to mitigate noise and vibration issues faced by the residents of the Barbican Estate. We will continue to offer what help we can in developing solutions which will meet the needs of both residents and TfL.

Yours sincerely,



Jeremy Simons  
Chairman, Port Health and Environmental Services Committee

cc: Abbas Raza, Public Affairs, Transport for London  
Ciaran McCartan, Local Communities & Partnerships, Transport for London

<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services – For information	24 September 2019
<b>Subject:</b> Markets and Consumer Protection Business Plan 2019/2020: 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 2019/20 against the Department of Markets and Consumer Protection's (M&CP) High-Level Business Plan 2019/20. The High-Level Plan was approved by your Committee in March 2019.

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:

- It has been confirmed that three air quality improvement projects (spanning the next three years, 2019-2022) will be supported by the Mayor's Air Quality Fund.
- The Trading Standards Team has completed an investigation into fraudulent employment advertisements. It is anticipated that legal proceedings will be instituted, with the support of the Comptroller's Department.
- Implementation of the adjusted Saturday construction hours has been underway successfully since January 2019; developers and their contractors have complied with the new requirements.

- The City of London Corporation hosted the fourth London Work at Height Seminar at the Guildhall. Two Environmental Health Officers presented on risk assessment and the 'Reaching New Heights' forum.
- In June, the National Audit Office (NAO) published its report on ensuring food standards and safety; representatives of the Commercial Team met with NAO and provided evidence for this work earlier in 2019.
- The Heathrow Animal Reception Centre experienced its busiest July on record.
- The Port Health Service saw an 11% increase in imports of products of non-animal origin, when compared to equivalent period of 2018/19. The majority of these imports arrived through London Gateway Port.
- At the end of the July 2019, M&CP was £344k (32.4%) underspent against the local risk budget to date of £1.061m, 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 underspend of £268k (10.9%) for his City Fund services.

### **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 2019/20 sets out several 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.



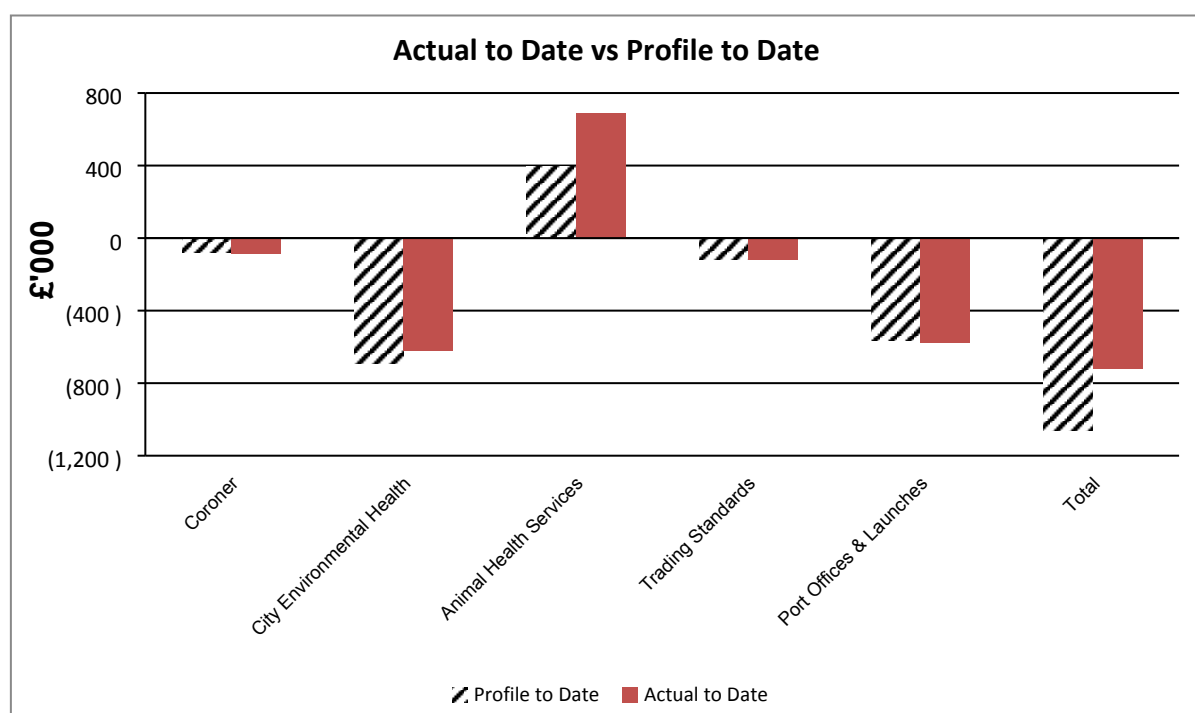
4. In order to provide further information on the work carried out by PH&PP, each periodic report includes a summary of the enforcement activity carried out (Appendix C).

## Corporate & Strategic Implications

5. The monitoring of PIs and key improvement objectives across the Division links to the achievement of the aims and outcomes set out in the Corporate Plan 2018-23.

## Financial Implications

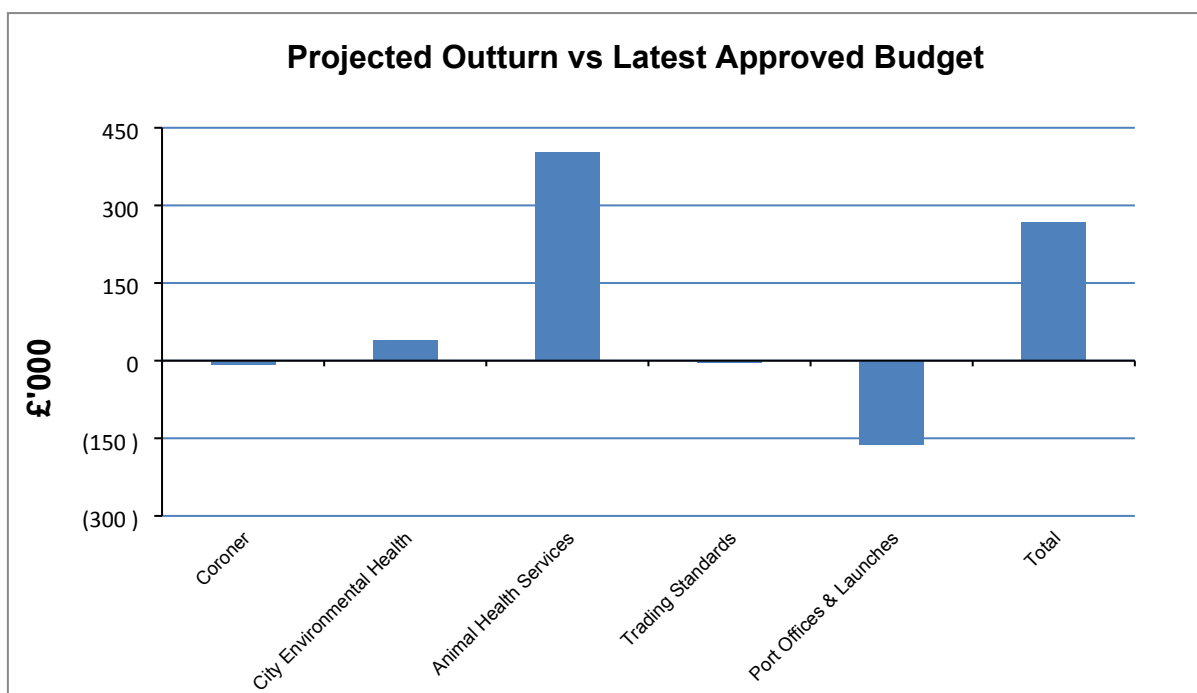
6. The end of July 2019 monitoring position for M&CP services covered by the Port Health & Environmental Services Committee is provided at Appendix D. This reveals a net underspend to date for PH&PP of £344k (32.4%) against the overall local risk budget to date of £1.061m for 2019/20.



### 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. M&CP total actual to date net exp of £717k is £344k under the profiled budget to date of £1.061k.

7. Overall the Director is currently forecasting a year end underspend position of £268k (10.9%) for the PH&PP City Fund services.



**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 underspend of £268k at year end.

8. The reasons for the significant budget variations are detailed in Appendix D, which sets out a detailed financial analysis of each PH&PP service relating to this Committee.
9. The better than budget position at the end of July 2019 is mainly due to additional HARC income from passports for pets, which has been partly offset by additional casual and seasonal staff costs to meet the increased throughput. Throughput has increased significantly in the previous year and this is believed to be the result of pets being brought into the country prior to Brexit to avoid any negative impacts of a no-deal or changed arrangements.
10. The Director anticipates this current better than budget position will continue to year end, due mainly to the continued additional income from passports for pets which could provide an additional surplus in the region of £400k-£700k if activity levels remain constant. This underspend will, however, be partly offset by projected CVED (Common Veterinary Entry Document) income shortfalls at the Ports, which has slowed significantly. The reasons for this are not obvious but are likely to be influenced by the uncertainties over Brexit.

**Consultees**

11. 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 2019-20
- Appendix B – Progress against key improvement objectives, Period 1 2019-20
- Appendix C – Enforcement activity, Period 1 2019-20
- Appendix D - Financial information, Period 1 2019-20

## **Background Papers**

Final Departmental High-Level Business Plan 2019/20 – Markets and Consumer Protection (PH&ES Committee, 5 March 2019)

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**Performance Management Report 2019-20**  
**Period One: 1 April - 31 July 2019**

**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 2018-19			Target 2019-20	Actual 2019-20	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	77%	80%	78%	<b>95%</b>	62 <sup>*1</sup>	
		b) Products of Animal Origin (POAO): Fish	83%	90%	90%	<b>85%</b>	86% <sup>*2</sup>	
		c) Products of Non-Animal Origin (PNAO)	90%	88%	85%	<b>90%</b>	98%	
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.		82%	81%	93%	<b>90%</b>	94%	
<sup>*1</sup> London Gateway: 60%; Tilbury: 90% (The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway.) <sup>*2</sup> London Gateway: 84%; Tilbury: 93% (Illegal Unreported and Unregulated fishery import queries are responsible for the missed target at London Gateway. The response time on such queries is outside the direct control of LPHA staff, however, every effort is made to conclude imports within the target percentage.)								

## Appendix A

		Actual 2018-19			Target 2019-20	Actual 2019-20 Period 1	Status
		Period 1	Period 2	Period 3			
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	<b>Improved profile</b>	N/A	-
PI 4	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0.01%	<1%	0.03%	<b>&lt;1%</b>	0%	😊
PI 5	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	92%	94.6%	94%	<b>90%</b>	94.5%	😊
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%	<b>100%</b>	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: 96.5%	<b>100%</b>	N/A	-
<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> <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 2018-19			Target 2019-20	Actual 2019-20 Period 1	Status
		Period 1	Period 2	Period 3			
PI 8	a) 90% of debts to be settled within 60 days.	69%	88%	66%	90%	61%	
	b) 100% of debts settled within 120 days.	76%	96%	89%	100%	65%	
<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 2019 is owed by Port Health and HARC debtors. These and all other debtors with debts more than 120 days old are being actively pursued.</p>							



## Progress against Port Health & Public Protection key improvement objectives 2019-2020

Ref:	Objective	Progress to date
1.	Continue to evaluate, and put in place actions to address, the impacts of Brexit on the services provided by PH&PP.	<b>Period One</b> <u>PORT HEALTH</u> <ul style="list-style-type: none"> <li>The Port Health Service secured, for 2019/20, £400k of funding from the FSA to prepare for Brexit. One additional Official Veterinarian, two Port Health Officers and three Port Health Technical Officers have been appointed and trained.</li> <li>The Port Health Service has hosted visits by the FSA and Defra as part of the 'no deal' Brexit contingency plans.</li> <li>The Port Health Service continues to provide advice and evidence on and in response to Brexit consultations relating to policy and process.</li> </ul> <u>ANIMAL HEALTH</u> <ul style="list-style-type: none"> <li>The HARC is as prepared for Brexit as it can be in terms of staff resources.</li> </ul>
2.	Publish a new Air Quality Strategy 2019–2025 to deliver measurable improvements in nitrogen dioxide across the City.	<b>Period One</b> <ul style="list-style-type: none"> <li>A draft Strategy was published for statutory consultation.</li> <li>The final version of the Strategy was approved by the PH&amp;ES Committee.</li> </ul>
3.	The Licensing Team will continue to develop the Safety Thirst Award Scheme, which aims to promote responsible management and reduce crime and anti-social behaviour.	<b>Period One</b> <ul style="list-style-type: none"> <li>The 2019 award ceremony has been arranged to take place in the Guildhall Crypts on 5 November.</li> <li>The Scheme has been benchmarked against the Clean City Award Scheme and other City award schemes.</li> <li>The benefits offered to participants has been reviewed and an LGBT+ Vulnerability Seminar delivered to Safety Thirst Award Scheme members.</li> <li>A record of &gt;70 applications have been received and on-site assessments by a multidisciplinary team are underway.</li> </ul>
4.	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>The City now has enforcement powers on all City Bridges and active enforcement is underway, supported by the City Police and Tower Bridge security staff.</li> <li>An extension to the section 101 agreement with the London Borough of Southwark to increase the area on the south side of Millennium Bridge is being progressed.</li> <li>Seizures have been undertaken and prosecution packs prepared.</li> <li>Joint operations have been conducted with the London Boroughs of Tower Hamlets and Southwark resulting in reduced trading activity.</li> </ul>

Ref:	Objective	Progress to date
5.	The Trading Standards Team will maintain its focus on preventing financial fraud.	<b>Period One</b> <ul style="list-style-type: none"> <li>This work is ongoing with Operation Broadway.</li> </ul>
6.	The Commercial Environmental Health Team will focus on the food and health and safety interventions and projects derived from its annual Service Plan including the further development of Primary Authority.	<b>Period One</b> <ul style="list-style-type: none"> <li>The Team's Service Plan 2019/20 was approved by the PH&amp;ES Committee in May.</li> <li>The information provided in Appendix C to this report includes data and details on delivery of the project work in the plan.</li> </ul>
7.	The Pollution Team will continue to implement the Action Plan of the Noise Strategy 2016-2026 through implementation of 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>A report on the 'Sounds of the City' social survey has been published and the findings presented to an international soundscape conference which was held in London in June.</li> <li>Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. A further ballast track renewal has been carried out and LUL is investigating further mitigations for the points and crossings under Brandon Mews.</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> <li>Implementation of the adjusted Saturday construction hours of 0900 to 1400 has been underway successfully since January 2019; developers and their contractors have complied with the new requirements.</li> <li>The Construction Monitoring Levy, outlined in the Code of Construction Practice, has seen payments made and enhanced monitoring is now in place for these sites.</li> </ul>
8.	Investigate, and implement, new income generation proposals across the department.	<b>Period One</b> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>The Service is working with Suffolk Coastal Port Health Authority to consider a shared back office, which could be 'sold' to other Port Health Authorities.</li> <li>Legal Agreements are still being drafted to allow Port Health to undertake Official Food &amp; Feed Controls outside the Customs boundary i.e. within London Gateway Logistics Park.</li> <li>Preparations are in place to 'up skill' officers to undertake Export Health Certification work. This is a fee-based service that will support UK businesses to export products.</li> </ul> <p><u>ANIMAL HEALTH</u></p> <ul style="list-style-type: none"> <li>The HARC has one major project at the discussion stage.</li> </ul>

Ref:	Objective	Progress to date
9.	PH&PP will move to a new cloud-based, hosted and browser-accessed line of business system in a joint project with DBE.	<b>Period One</b> <ul style="list-style-type: none"> <li>Stage 1 of the tender is complete, and a number of potential Service Providers have received Stage 2 Invitations to Tender (ITTs) for return by 13/09/2019.</li> </ul>
10.	Work with Heathrow Airport Limited in a project to relocate the Animal Reception Centre to a 'Single Examination Area' on the airport boundary.	<b>Period One</b> <ul style="list-style-type: none"> <li>An initial meeting to discuss the reduced scope for this project was held in July. The reduced scope does not, however, affect the HARC part of the project.</li> </ul>
11.	In liaison with the IT Department, continue to develop the use of technology and mobile working solutions.	<b>Period One</b> <ul style="list-style-type: none"> <li>An online form has been developed for construction works permissions using 'Firmstep' to streamline the permissions process and make efficiencies in data input for back office staff.</li> <li>Officers of the Commercial Environmental Health Team continue to use the 'iAuditor' App on handheld devices for food hygiene and cooling towers inspections.</li> <li>Microsoft Teams sites continue to be developed for agile working collaboration and communication between team members.</li> <li>Mobile working capability is an integral requirement of the specification for the new joint IT system with DBE (Objective 9, above).</li> </ul>
12.	Improve working relationships with partners, Government Departments and other agencies including through collaboration and sharing information and expertise.	<b>Period One</b> <ul style="list-style-type: none"> <li>A presentation on the findings of the 'Sounds of the City' social survey was given to an international soundscape conference in London, working with governments, agencies and industry.</li> <li>The Commercial Environmental Health Team Manager chairs the London Food Co-ordinating Group and attends the national Food Hygiene User Group.</li> <li>The Commercial Environmental Health Team is working with the Food Standards Agency on various work streams as part of their "Regulating Our Future" programme – e.g. online food business registration.</li> </ul>

Ref:	Objective	Progress to date
13.	Continue to review and develop our Departmental Workforce Plan and support the Corporate Apprenticeship Scheme.	<p><b>Period One</b></p> <p><u>PUBLIC PROTECTION</u></p> <ul style="list-style-type: none"> <li>• The Service's first ever Graduate Environmental Health Trainee has qualified with a Distinction and been given a one year full time contract as an Environmental Health Officer.</li> <li>• An apprenticeship has been secured, commencing in December, for an Apprentice Consumer Protection Officer.</li> </ul> <p><u>PORT HEALTH</u></p> <ul style="list-style-type: none"> <li>• Three Environmental Health graduates continue to undertake training to complete their professional exams.</li> <li>• Two apprentice Support Assistants have been appointed to replace the previous apprentices who have now moved into permanent roles.</li> <li>• Three Officers are undertaking training for the Higher Certificate in Food Premises Inspection.</li> </ul> <p><u>HARC</u></p> <ul style="list-style-type: none"> <li>• The HARC continues to support the Scheme and currently offers apprenticeships in animal welfare, office management and regulatory services.</li> </ul>

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Food Safety	2018-2019 Annual Total	Period 1 2019-20
Programmed inspections	<u>Food Hygiene:</u> 908  <u>Food Standards:</u> 369	<u>Food Hygiene:</u> 279  <u>Food Standards:</u> 107
Hygiene Emergency Closures	0	0
Voluntary closures	8	0
Complaints & service requests received	676	228
Notices served	7	1
Prosecutions	0	0

Health & Safety	2018-19 Annual Total	Period 1 2019-20
Programmed Cooling Tower inspections	66	26
Other H&S Inspections	0	0
H&S Project visits	0	0
Accident and dangerous occurrences notifications	101	33
Complaints & service requests received	444	158
Notices	3	1
Prosecutions	0	0

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

- The Team's Graduate Environmental Health Trainee has now completed her professional practice and is a qualified Environmental Health Practitioner. She passed her final professional practice interview in June (eight months early) with a Distinction and has accepted a fixed-term contract position.
- Two team members completed the departmental Talent Development Programme (ILM). This is a good example of our workforce and succession plans operating successfully.
- Officers attended the Food Standard Agency's national group on FHRS where they reported on display of ratings by City food businesses and the recent project carried out by the Trading Standards Team to ensure that food premises in the City are accurately displaying the correct food hygiene rating score.
- In June, the National Audit Office (NAO) published its report on ensuring food standards and safety; Officers met with NAO and provided evidence for this work earlier in 2019.
- Various meetings have been held to develop an offering based on the London-wide Healthier Catering Commitment (HCC) scheme. The aim is to pursue an award with some additional criteria, such as encompassing sustainability, that would be more suitable to City businesses including regional and national chains.

**Port Health & Public Protection Enforcement Activity  
Period 1 (April - July) 2019-20**

- The City of London Corporation hosted the 4<sup>th</sup> London Work at Height Seminar at the Guildhall. Two team members presented on risk assessment and the 'Reaching New Heights' forum. The latter is a cross-sector stakeholder group recently formed and led by the City Corporation to encourage and drive improvements in the management of work at height supply chains.
- The team has been instrumental in the development of two Primary Authority (PA) groups convened to help ensure consistency and communication in specific sectors. These groups are for PA Partnerships with food businesses that produce sushi/sashimi products and a more general commercial practitioners forum.
- The team is now leading on the London Commercial Estates Project (occupational health and safety work in our service plan) and provided training on the project to other participating London Boroughs.
- Training exercises on a 'legionella incident' were co-ordinated and delivered with Public Health England (PHE) to London colleagues in PHE, London Boroughs and the HSE. This exercise followed the development of the London Boroughs' Legionellosis Incident Protocol. Feedback from the event will be used to make further improvements to the protocol, and a recommendation that these kinds of exercises be repeated for other public health work.
- Two new members of staff joined the team in June. One was recruited following the retirement of a full time Officer in February; the other takes a part time role, following the flexible (partial) retirement of another team member. One brings with her a wealth of expertise including on the development of public health work (Healthier Catering Commitment) - a key strand of our service plan. The other knows the City very well having previously completed a number contract positions for the team.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

### 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)
	30 November 2018	1274 (73%)	261 (15%)	86 (5%)	38 (2%)	26 (1%)	4 ( $<1\%$ )	<b>1752</b> (incl. 63 awaiting inspection)
	29 March 2019	1290 (75%)	245 (14%)	76 (4%)	42 (2%)	29 (2%)	2 ( $<1\%$ )	<b>1730*</b> (incl. 42 awaiting inspection)
	31 July 2019	1310 (75%)	236 (14%)	73 (4%)	48 (3%)	24 (1%)	2 ( $<1\%$ )	<b>1747*</b> (incl. 54 awaiting inspection)

**\*N.B.** In addition to the 1,747 businesses included in these statistics, there are currently a further 66 food businesses in the City of London which are exempt from the FHRS. They are inspected by Environmental Health Officers but are not given a food hygiene rating. These are businesses that are low-risk to public health, for example, shops selling pre-wrapped goods that do not require refrigeration.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

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

These businesses were rated '0' at 31 July 2019 (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>Coppa Club</b> , Three Quays Apartments, 40 Lower Thames Street, London EC3R 6AG	This business was rated '0' in April 2019. After taking remedial action, the Food Business Operator requested a re-rating inspection which was carried out on 16 August 2019. As a result of this further inspection, the business received a revised FHRS rating of 4.
<b>Kudos</b> , The Gibson Hall, 13 Bishopsgate, London EC2N 3BA	Officers have returned to this premises on several occasions and recently met with senior company representatives including the Chief Executive. The food offering has now been completely revamped with improved documentation and structure in place. It is now quite different and no longer does any of its own catering; only offering use of the kitchen to outside caterers. The Food Business Operator does not intend to request a re-rating before the next scheduled inspection but would now be likely to receive a rating of 3, possibly 4.



## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Trading Standards	2018-19 Annual Total	Period 1 2019-20
Inspections and visits	181	40
Complaints & service requests received	2,192	709
Acting as a responsible authority for Licensing Applications	113	44
Prosecutions	0	0

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

- Operation Broadway continues to work with enforcement partners to look at the activities of investment fraudsters based in the City. There has been an increasing amount of intelligence about wine investment frauds. One feature of this type of fraud is that any wine purchased by a consumer is normally stored at a regulated wine storage facility. It is felt that these facilities may inadvertently be enabling crime, so officers recently visited one of these businesses in Surrey. The visit was worthwhile, intelligence was shared, and the storage facility has now agreed to include an information sheet about wine fraud when they send out their annual storage invoices.
- A key partner for Operation Broadway is Companies House and a visit was made at the end of April 2019 to their operational centre in Cardiff to build relations with them. One of the biggest problems with Companies House is that it is simply an organisation that stores information provided to it by those operating limited companies. Companies House has had no power to question the information it is given, and fraudulent traders lie about who they are and where they are based. The Government has now recognised that changes are needed to the current regime, and they issued a consultation document on the reforms that are needed. These include asking company directors to provide evidence of their identity and their residential address. Trading Standards fully supports these reforms and submitted a response to the consultation document.
- Trading Standards have recently been engaging with the City Bridge Trust which is undertaking a project to examine best practice in tackling financial abuse. The final draft report has been issued and constructive feedback has been provided by Trading Standards to shape the Trust's future work on preventing financial abuse.
- Trading Standards have been investigating complaints from vulnerable job seekers who have responded to adverts offering employment. The reality is that the jobs do not exist, and job seekers have ended up paying hundreds of pounds for training courses that are a complete waste of time. This investigation is now complete, and it is anticipated that legal proceedings will be instituted after discussions with the City's legal team.
- In another interesting investigation, Trading Standards became aware of many complaints being generated across the UK in a very short space of time by an emergency plumbing company that is based in the City. The company was charging extortionate rates of around £250 per hour for carrying out simple repairs and had no control over the subcontractors that they were using. Officers moved quickly to engage robustly with the business and met with the main Director and his legal representatives. As a direct result of this intervention, refunds have been obtained and the business has suspended all UK operations while it devises a new business plan.

**Port Health & Public Protection Enforcement Activity  
Period 1 (April - July) 2019-20**

- Trading Standards participated in the training of the latest tranche of new recruits to City of London Police, providing information about the work it carries out and encouraging joint working in the future.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Pollution	2018-19 Annual Total	Period 1 2019-2020			
		Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	953	201	94.5	1 EPA s80*	0
Complaint investigations, other	72	26	N/A	N/A	0
Licensing, Planning and Construction Works applications assessed	1,396	334	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,102	431	N/A	2 COPA s61 3 COPA s61 consents**	N/A

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

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

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

- Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. Technical discussions continue in order to agree further steps to be taken to reduce noise. Additional track renewal has been undertaken and will be assessed.
- 22 Bishopsgate (the City of London's tallest building) was topped out with works moving towards internal fit out.
- The City's infrastructure projects continue to progress well. Officers are working with the contractors for the Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade projects.
- The Construction Monitoring Levy is now triggering with several sites operating under the new scheme.
- Buskers are now being issued with Community Protection Warning Letters/Notices: it is hoped that this will prove an effective deterrent.
- A report on the 'Sounds of the City' social survey has been published and the findings presented to an international soundscape conference which was held in London in June.
- Officers have worked with the Slug and Lettuce, Love Lane to reduce on street cooking odour emissions, the premises is working to redirect ventilation grilles.

## **Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20**

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

- The Draft City of London Air Quality Strategy was published for consultation and the final version of the Strategy was approved by the PH&ES Committee.
- The Emission Reduction Bill was finalised.
- Confirmation has been received that the following projects (spanning the next three years, 2019-2022) will be supported by the Mayor's Air Quality Fund:
  - £500,000 for continuation of the pan-London idling action programme, which the City Corporation has managed for the past 3 years. This programme will now be managed jointly with the London Borough of Camden. It will involve support for a range of action across 28 London Boroughs to reduce the amount of unnecessary vehicle engine idling.
  - £150,000 towards the implementation of the City Cluster Zero Emission Zone, as detailed in the City Corporation Transport Strategy
  - £500,000 for a Clean Air Thames project, which will be managed by the Cross River Partnership. The funding will be used to pilot a range of retrofit technology on river vessels designed to reduce emissions of air pollutants.
- The team has:
  - sponsored an 'Air Quality Data Science for Social Good Fellowship' project at Imperial College London;
  - worked with Barts Health NHS Trust to resolve the issue with high levels of nitrogen dioxide at the hospital site;
  - supported a Low Emission Neighbourhood best practice workshop; and
  - sponsored and supported a best practice air quality monitoring event with Connected Places Catapult.
- Two members of the team completed the departmental Talent Development Programme (ILM), gaining experience in project management, leadership skills and cross-departmental working.

**Port Health & Public Protection Enforcement Activity  
Period 1 (April - July) 2019-20**

Animal Health & Welfare	2018-19 Annual total	Period 1 2019-2020			
		Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre					
Throughput of animals (no. of consignments)	25,973	5,894	17	0	2
Animal Health					
Inspections carried out	706	126	0	5	0

**Period 1 – Animal Health & Welfare Highlights**

- The HARC experienced its busiest July on record.
- HARC assisted with care of a serval which was seized from a residential home as the owner did not have a Dangerous Wild Animals Licence to keep it.
- A number of exotic species passed through the Centre, including hopping mice, dingoes, wolverine, sun bears, possum and sugar gliders.

## Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Port Health	2018-19 Annual total	Period 1 2019-2020			
		Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	8,581	2,792	0	69	0
Products of Animal Origin Consignments – physical checks	5,812	1,990	0	23	0
Number of samples taken	791	318	N/A	251	N/A
Imported food Not of Animal Origin -document checks	21,470	10,364	0	110	0
Imported food Not of Animal Origin - physical checks	3,643	1,341*	0	N/A	0
Number of samples taken	720	253	0	N/A	N/A
Food Safety inspections and revisits	95	21	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	180	89	N/A	0	N/A

\* In addition, 1,455 identity checks were conducted

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

- When compared with Period One 2018/19, there has been an 11% increase in imports of products of non-animal origin. The majority of these imports arrived through London Gateway Port.
- The tender process for the construction of a fourth berth at London Gateway has been initiated by DP World, the port operator.
- During July, the Port Health Service hosted a conference on Mosquitos and West Nile virus at London Gateway. Conference attendees included Public Health England (both Entomology and Infectious Disease), Kent Wildlife Trust, RSPB, Natural England and representatives from Thurrock and Medway Councils.

**Department of Markets & Consumer Protection Local Risk Revenue Budget - 1 April to 31 July 2019**  
**(Expenditure and unfavourable variances are shown in brackets)**

	Latest Approved Budget 2019/20 £'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	(207)	(77)	0	(77)	(86)	0	(86)	(9)
City Environmental Health	(2,125)	(744)	51	(693)	(720)	101	(619)	74
Animal Health Services	1,176	(868)	1,264	396	(959)	1,646	687	291
Trading Standards	(366)	(122)	2	(120)	(122)	2	(120)	0
Port Offices & Launches	(942)	(1,399)	832	(567)	(1,366)	787	(579)	(12)
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>(2,464)</b>	<b>(3,210)</b>	<b>2,149</b>	<b>(1,061)</b>	<b>(3,253)</b>	<b>2,536</b>	<b>(717)</b>	<b>344</b>

Forecast for the Year 2019/20			Notes
LAB £'000	Forecast Outturn £'000	(Over) / Under £'000	
(207)	(215)	(8 )	1
(2,125)	(2,085)	40	2
1,176	1,579	403	3
(366)	(370)	(4 )	
(942)	(1,105)	(163 )	
<b>(2,464)</b>	<b>(2,196)</b>	<b>268</b>	

**Notes:**

1. **City Environmental Health** - underspend due to staff vacancies and new income stream from the Construction/Deconstruction Levy, which will be partly offset by additional staffing costs to carry out the required work by year end.

2. **Animal Health Services** - underspend mainly due to additional income from passports for pets, which has been partly offset by additional casual and seasonal staff costs to meet the increased throughput. Throughput has increased significantly in the previous year and this is believed to be the result of pets being brought into the country prior to Brexit to avoid any negative impacts of a no-deal or changed arrangements. Worst case scenario is approx. £200k surplus, best case £1.8M surplus. However, a realistic forecast more likely between £400k-£700k surplus at year end.

3. **Port Offices & Launches** - projected year end overspend due mainly to CVED (Common Veterinary Entry Document) income slowing significantly. The reasons for this are not obvious, but are likely to be influenced by the uncertainties over Brexit. This is partly offset by staffing vacancies, together with some existing staff costs being met from FSA grant funding.

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<b>Committee(s)</b> Port Health & Environmental Services	<b>Dated:</b> 24 September 2019
Committee	
<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: AMBER)
- MCP-PHPP 001 Brexit (Current Risk: AMBER)

## Recommendation(s)

Members are asked to:

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

## Main Report

### Background

1. The Risk Management Framework of the City of London Corporation requires each Chief Officer to report regularly to Committee the key risks faced in their department.

### 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 has risk management as 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.

### **Identification of New Risks**

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

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

### **Summary of Key Risks**

7. The Department of Markets and Consumer Protection's Risk Register for Port Health & Public Protection Services, attached as Appendix 1 to this report, includes two Amber risks one Corporate and one at Departmental level:

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

**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)**

**Cause:** The outcome of Brexit negotiations does not secure continuity of contracts, access to talent, ongoing grant funding and/or security of supply chains

**Event:** The City Corporation services fail to prepare appropriately for the UK departure from the EU in October 2019. Uncertainty around the potential outcomes until it is too late to react.

**Effect:** There are a range of potential impacts. The City Corporation's services are disrupted due to increases/changes in trade and as supply chains and contracts are reassessed, potentially increasing cost and reprioritisation of resources. Increased risk to public, animal and environmental health due to legislative changes. Increased risk and cost to consumers. Inadequate IT support if current EU software is replaced by bespoke UK systems that do not have sufficient functionality. Reduction in income if charging regimes are not established as part of Brexit. Potential for increased workload depending on whether agreement is reached from 'no deal' (check everything), through to no checks on EU products based and on risk via a full reciprocal arrangement (status quo).

### **Conclusion**

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

### **Appendices**

- Appendix A – Port Health & 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 09 September 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>CR21 Air Quality</b> 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:</p> <p>An increase in hospital referrals placed upon both emergency services and the NHS for those already suffering from respiratory or cardiovascular conditions (it may also place a strain on City social services).</p> <p>An increase in deaths, particularly of those already suffering from respiratory or cardiovascular conditions (both residents and workers).</p> <p>Economic costs such as acting as a deterrent of businesses coming to London or staying and financial penalties for non-compliance with air quality limits.</p> <p>Persistent poor air quality may affect the longer-term health of the City population.</p> <p>Persistent poor air quality may attract adverse media coverage making the City seem a less attractive place to live and work.</p>	<p>Likelihood</p> <p>Impact</p>	12	No change since last assessment  <b>09 Sept 2019</b>	<p>Likelihood</p> <p>Impact</p>	6	31-Dec-2020	 Constant

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CR21 001e Develop plan	Develop and implement a plan for reducing the impact of diesel vehicles on air pollution in the Square Mile. This is to complement the work being undertaken by the Mayor of London to reduce air pollution in the central zone through the implementation of the Ultra Low Emission Zone.	draft Air Quality Strategy approved by PHES for consultation	Jon Avern	06-Mar-2019	31-Dec-2019
CR21 001f Investigate options to reduce emissions.	Investigate options to reduce emissions from combustion plant in the City using local legislation.	PMB approved by London Councils TEC. To be presented as PMB to House of Lords in June / July	Jon Avern	03-Apr-2019	30-Sep-2019
CR21 001i Pilot ultra-low emission street.	Pilot an ultra-low emission street in the City of London.	project superseded by accelerated plans to make Beech Street zero emission	Jon Avern	07-Aug-2019	31-Dec-2019



Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
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.	A list of questions to government concerning 'no deal' has been compiled and the Remembrancer is considering how best how to obtain a full answer to them. There will be ongoing engagement with government until final trading arrangements with the EU are agreed.	Jon Avern	09-Sept-2019	31-Dec-2020
MCP-PHPP-001d Respond promptly to developments	Respond promptly to policy decisions from the UK Government and the outcome of negotiations.	The City Corporation continues to seek clarification over exact expectations and requirements post Brexit, particularly concerning consignments that transit the EU. Government has issued guidance on importing animal products and high-risk food and feed not of animal origin after EU exit.	Jon Avern	09-Sept-2019	31-Dec-2020
MCP-PHPP-001e Develop Measures to mitigate increased throughput	Develop Measures to mitigate the potential increase in throughput at the ports and airports	The Food Standards Agency (FSA) approved a bid for additional funding for imported food and feed controls, up to £281K for 2018/19. Total costs of planning and preparation were calculated, and an invoice was sent to the FSA which was settled in the sum of £146K. In addition, a bid for £500K was submitted for 2019/20 and £400K has been awarded. Preparations have been made for changes to the type and volume of throughput at the ports and HARC, as well as the potential at the Ports to resort to paper-based systems should the current EC one not be available or if the Defra replacement is not fit for purpose and for HARC to manage with a manual system for the foreseeable future. Should it be necessary to monitor and control foodstuffs imported from the EU, a revised shift pattern may be necessary. The Port of Tilbury (PoT) is constructing a new terminal 'Tilbury 2', which is ostensibly for EU trade, but there are no plans for an inspection facility. PoT estimates that this would cost £1.2M. This is not the responsibility of CoL, but clarification is required from HMG as to whether such a facility is required. An approach has been made to MHCLG concerning funding.	Jon Avern	09-Sept-2019	30-Oct-2019
MCP-PHPP-001f Develop measures to mitigate the potential loss of qualified staff.	Develop measures to mitigate the potential loss of qualified staff of which there is a scarcity in the UK employment market.	In house training continues and further staff have achieved relevant qualifications. Agency staff have also been sourced. Animal health staff have been recruited at HARC and Official Veterinarians at the port. Training is underway for the latter and is almost complete.	Jon Avern	09-Sept-2019	31-Oct-2019

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<b>Committee:</b>	<b>Date:</b>
Port Health & Environmental Services	24 September 2019
<b>Subject:</b> Period 1 (April – July 2019) Cemetery & Crematorium Business Plan Performance and Risk Management 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 to end July 2019. The Cemetery & Crematorium continues to perform well and risk has been managed such that there has been no increase in the current risk scores, since last reported in May. Financially, income and expenditure are comparable with this period last year whilst operationally, burials and cremations are down over the same period last year, which mirrors a national dip in death rates.

## **Recommendations**

Members are asked to

- Note the performance of, and management of risk at the Cemetery and Crematorium during this reporting period.

## Main Report

### **Background**

1. The Open Space's Departmental Business Plan for 2019-20 together with a Business Plan for the Cemetery and Crematorium was approved by this Committee on 5 March 2019.
2. The City of London Cemetery and Crematorium's vision is; *'to provide 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 continues to perform well. During the four month period April to July there were 269 burials and 725 cremations. The gross income for the period April to end July is £1,654,234

### **Cemetery and Crematorium Activity**

4. Twelve key actions were identified in the Cemetery and Crematorium Business Plan. The table in Appendix 1 lists the actions and progress made to date. Some key areas of progress include:

- Laurel and rhododendron removal
- Provision of hoggin pathways
- Organised history tours of the cemetery

5. In addition, the Cemetery and Crematorium has specifically progressed the Department's Business Plan activity as detailed below:

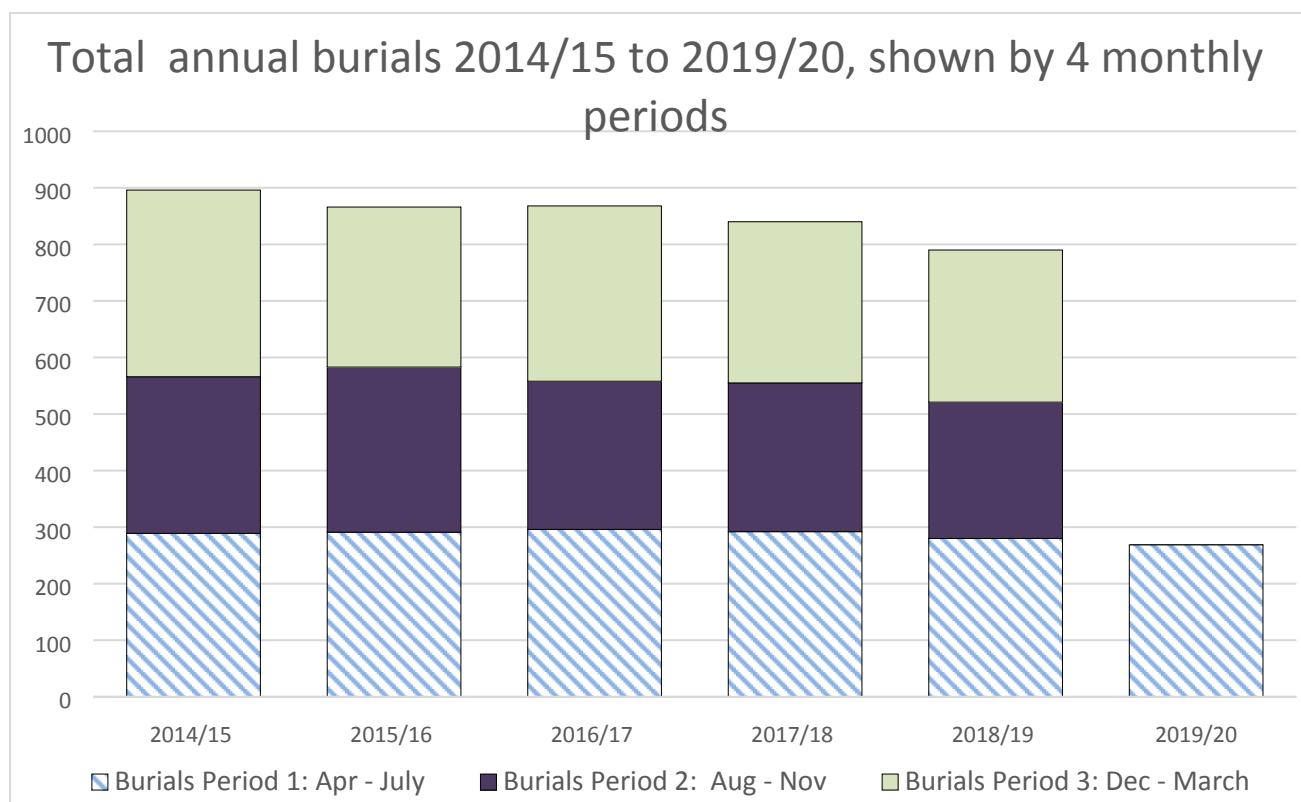
Departmental Activity	Progress April to July 2019
Maintain our regional and national influence with regard to environmental, open space, burial, heritage and tourism matters	Children's Funeral Fund (CFF) – Working with government and other cemetery and crematorium providers to develop an understanding of how the CFF will work, in practice. Grave Reuse – Working with government and Cem & Crem providers to share our best practice in grave reuse.

### Performance Measures

6. The Cemetery and Crematorium business plan included ten performance measures. It also contributes to several Departmental measures such as sickness absence, Health and safety reporting, Green Flag and Green Heritage awards, of which the cemetery has retained the latter two.

Burials	2017/18 Actual (annual)	2018/19 Actual (annual)	2019/20 Target		April – July 2017 (actual)	April – July 2018 (actual)	April – July 2019 (actual)
Maintain our market share of burials in relation to the Cemetery & Crematorium's seven neighbouring Borough's.	7.3%	7.3%	7.5%		8.5%	7.6%	8.1%
Increase the number of burials.	840	790	861		292	280	269

7. The number of burials at the cemetery is approx. 4% down for the same four month period last year and 7% down on the same period as an average over the last five years. A dip in death rates nationally is still contributing to the lower than normal cremation and burial numbers.
8. Our percentage market share of burials is consistent this period with previous years.
9. As a benchmark, the graph below shows the number of burials over the last 6 years during April to July, August to November and December to March.

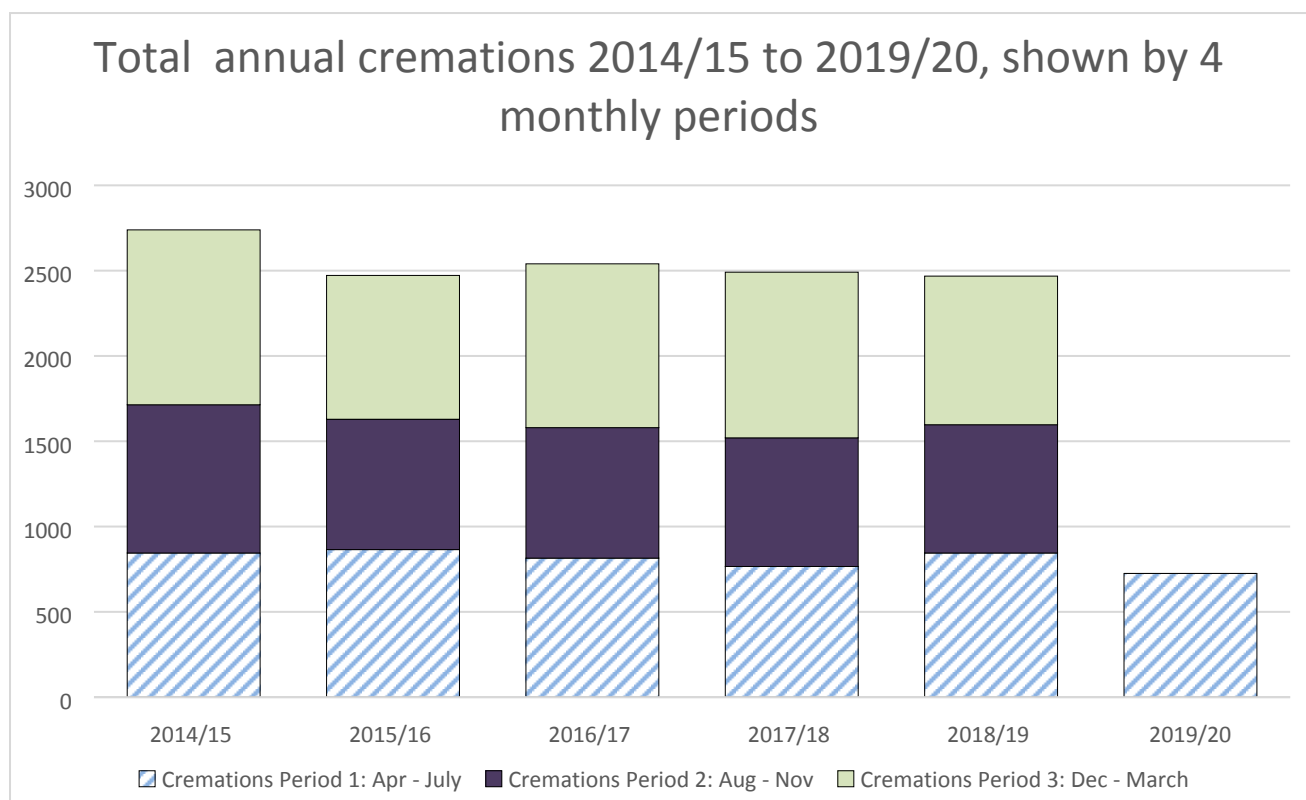


10. The average number of burials per month from April to July 2019 is 67. The six year average over this 4 month period is 71 burials.

<b>Cremations</b>	<b>2017/18 Actual (annual)</b>	<b>2018/19 Actual (annual)</b>	<b>2019/20 Target</b>		<b>April – July 2017 (actual)</b>	<b>April – July 2018 (actual)</b>	<b>April – July 2019 (actual)</b>
Maintain our market share of cremations in relation to the Cemetery & Crematorium's seven neighbouring Borough's.	21.7%	22.0%	22.0%		22.3%	21.3%	20.9%
Increase the number of cremations.	2,491	2,468	2,528		766	845	725

11. The number of cremations at the cemetery is approx. 14% down on the figure for the same four month period last year and 13% down on the same period, on average, over the last five years. A dip in death rates nationally is still contributing to the lower than normal cremation and burial numbers.

12. As a benchmark, the graph below shows the number of cremations over the last 6 years during April to July, August to November and December to March.



13. The average number of cremations per month from April to July 2019 is 181. The 6 year average over this 4 month period is 210 cremations.

#### Other Performance Measures

14. A number of new measures were proposed in the 2019/20 Cemetery and Crematorium Business Plan. Where data is available for this 4 month period, it is included below.

Description	2019/20 Target	April – July 2019 (actual)
Number of ‘no service’ cremations	82	21
% of early time slots taken up	30%	12.6%
Amount of gas used to heat the Modern Crematorium - kWh	Establish baseline	21,255 kWh
Energy generation from Solar Power - electricity in kWh	Establish baseline	6,225 kWh

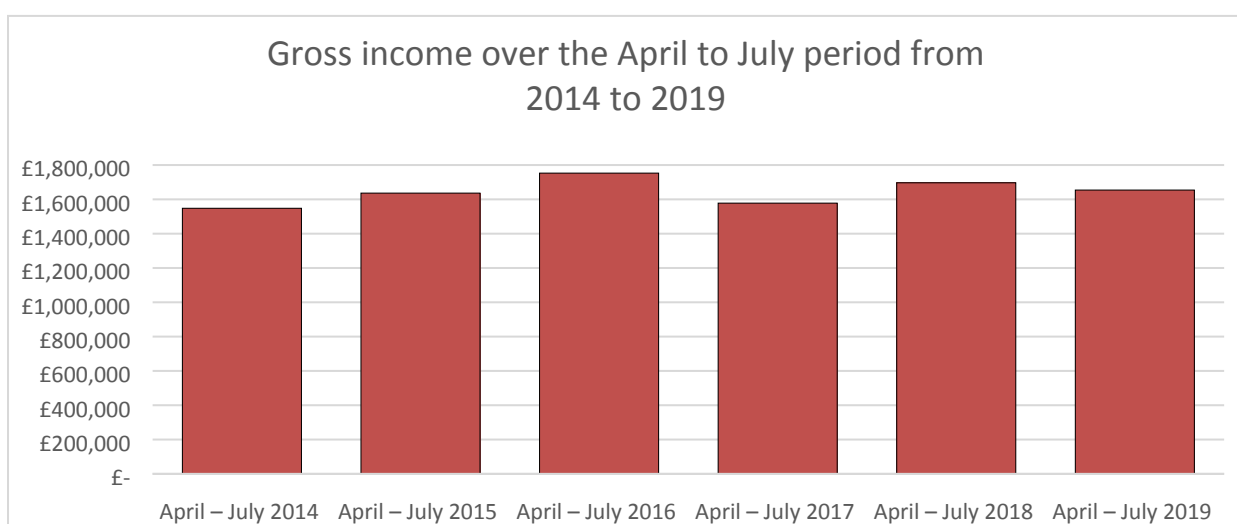
#### Finance

15. As expenditure costs rise and fluctuations in burial and cremation numbers are a constant challenge, the Superintendent continues to carefully manage his income and expenditure budgets and ensures that a high-quality service is maintained which helps safeguard our market share of burials and cremations.

At the period to end July, income is at 31% of budget and expenditure at 31%, which is comparable with previous years.

	2017/18 Actual (annual)	2018/19 Actual (annual)	2019/20 Target		April – July 2017 (actual)	April – July 2018 (actual)	April – July 2019 (actual)
Achieve the overall net income target for the Cemetery and Crematorium (OSD local risk only)	£2,180,840	£1,919,283	£1,645,000		£647,094	£678,505	£551,643
Achieve the gross income target for the Cemetery and Crematorium (OSD local risk only)	£5,297,836	£5,085,060	£5,089,000		£1,578,070	£1,696,529	£1,654,234

16. This year has started as the previous year ended with fewer deaths and therefore fewer funerals and income. At the time of writing there was also a little aged debt that the cemetery team were pursuing. Income is carefully monitored and there is no reason, at present, to believe that income will not reach its target for the year. Appendix 2 provides a summary of the budget position.
17. As a benchmark, the graph below shows gross income for this April to July reporting period over the last six years.



## Risk

- 18 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
- 19 Appendix 4 shows the divisional risks. Officers are undertaking a range of actions at a divisional level and these actions will help to meet the 'target

score'. A note updating on each of the risks and the actions underneath them is included.

21. The Superintendent is currently reporting 4 amber risks to Committee. They are as follows:
  - OSD CC 003 – Deterioration of buildings, plant, and machinery (Amber, 6)
  - OSD CC 009 – Systems Failure (Amber, 6)
  - OSD CC 010 – Extreme Weather (Amber, 6)
  - OSD CC 011 – Tree and Plant Diseases (Amber, 6)
22. All risks remain at the level reported to committee in May. The target score is the same as the current score for OSD CC 009, 010, and 011, indicating that we accept this level of risk and manage them appropriately.
23. The target score for OSC CC 003 is Green, 4, reflecting our goal to reduce the likelihood of deterioration by replacing the cremators. As stated in the update note, this is projected to take place in summer of 2020.

### **Corporate & Strategic Implications**

24. The Business Plan identifies how the department's activities will support the aspirations of the organisation, as reflected in the Corporate Plan. By delivering the Business Plan, the Cemetery and Crematorium will support the Corporation's strategic aims:
  - **Contribute to a flourishing society**
  - **Shape outstanding environments**

### **Implications**

25. The Cemetery & Crematorium continues to provide an important service to the local community. Performance is comparable to recent years and budget and risks are being managed.

### **Conclusion**

26. The national dip in death rates is impacting on the number of burials and cremations in the first four months of this year, however the high standard and quality of the burial and cremation services at the City of London's site ensures that we maintain our % market share.

### **Appendices**

Appendix 1 - Progress against Cemetery and Crematorium Business Plan actions.

Appendix 2 - Budget

**Appendix 3 - Corporate Risk Scoring Grid**

**Appendix 4 - Risk Register**

**Background Papers:**

- Open Spaces Business Plan 2019/20 – PHES Committee March 2019

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Appendix 1 – April to July progress against Cemetery and Crematorium Business Plan actions.

<b>Cemetery &amp; Crematorium Activity</b>	<b>Progress April to July 2019</b>
Implement the year one actions arising out of the Conservation Management Plan (CMP) review, including: reducing Haywood Rhododendron Clumps in Church and Chapel Avenue, breaking-up and softening the South Boundary railings with clumps from the Haywood, Robertson Pallet Screen the fence-line in area 32a.	Completed cutting back the Rhododendron and Laurel clumps in Church Avenue, Chapel Avenue and areas in North Boundary Rd
Landscape Projects – Continued development of the 'shoot' burial area. Removal of large conifers. Planting of more appropriate hedging in the memorial gardens. Improve pathways to the Classic Ash Grave area.	Further Conifer removal was carried out around the site in the spring. Several areas are being replaced with hoggin pathways throughout the summer months
Develop our audience and accessibility to the service by working in partnership with local schools, universities and representative organisations, providing free heritage tours for individuals and groups and organising an Open House event.	A number of visits and tours have been carried out during the year so far and the history tours have remained popular.
Continue to work in partnership with our established consultative groups and offer training to funeral directors around the new forms introduced in April 2018.	Form training was completed last year. Similar partnership work undertaken regarding grave reuse and the introduction of the Children's Funeral Fund.
Work with City Surveyors Department to progress the replacement of the ageing cremators with new abated ones.	Ongoing - City Surveyors Department has recommended the use of a specialist industry consultant.
Develop our grave reuse and reclamation programme as a model system for creating the sustainable UK cemetery – by increasing grave reclamation in management zone 2.	Ongoing and working well.
Develop the use of sustainable energy using Photovoltaic cells and increasing the use of waste heat recycling to operational areas of the modern crematorium.	Ongoing and working well
Work to expand and develop our 'cleaner greener' fleet and machinery.	Planning to replace two items of plant with modern diesel engines and aim to replace an electric utility vehicle this year.
Implement the recommendations arising out of the workforce plan, staff and customer surveys as well as developing staff.	We have continued to improve communications with visitors around the weekend bus service and information generally. Replacing cemetery signage to help with directions One member of staff has completed a level 3 ILM in supervisory management
Develop a name search facility for the online burial register system.	Whilst we have not been able to develop a name search facility, we are in the process of adding a further 10 general registers to the on-line offer.

## Appendix 2

### Department of Port Health & Environmental Services Local Risk Revenue Budget - 1st April - 31st July 2019

(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 2019/20			
	Budget 2019/20 £'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	1,645	(1,196)	1,696	500	(1,155)	1,654	499	(1)	1,645	1,645	0	
<b>TOTAL PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE LOCAL RISK</b>	<b>1,645</b>	<b>(1,196)</b>	<b>1,696</b>	<b>500</b>	<b>(1,155)</b>	<b>1,654</b>	<b>499</b>	<b>(1)</b>	<b>1,645</b>	<b>1,645</b>	<b>0</b>	



### Appendix 3:

### 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)
<b>Criteria</b>	Less than 10%	10 – 40%	40 – 75%	More than 75%
<b>Probability</b>	Has happened rarely/never before	Unlikely to occur	Fairly likely to occur	More likely to occur than not
<b>Time Period</b>	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
<b>Numerical</b>	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)

#### Impact Criteria

Impact Title	Definitions
<b>Minor (1)</b>	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.
<b>Serious (2)</b>	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.
<b>Major (4)</b>	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.
<b>Extreme (8)</b>	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 Scoring Grid

Likelihood	X	Impact			
		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

#### Risk Definitions

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

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

## Appendix 4 - C&C Detailed Risk report

Generated on: 27 August 2019



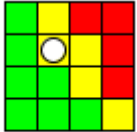
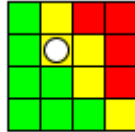

Rows are sorted by Risk Score

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>OSD CC 003</b> <b>Deterioration of buildings, plant and machinery</b> 27-Aug-2015 Gary Burks	<b>Causes:</b> Inadequate proactive and reactive maintenance; failure to identify and communicate maintenance issues <b>Event:</b> Operational or public buildings become unusable. Plants and trees die due to reduced maintenance capacity. <b>Impact:</b> Service capability disrupted; ineffective use of staff resources; damage to corporate reputation; increased costs for reactive maintenance	 Likelihood	6	Funding risk to essential projects could affect the Cemetery and Crematorium's ability to offer cremation and burial services.  <b>27 Aug 2019</b>	 Likelihood	4	31-Oct-2020	 Constant
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
OSD CC 003 b	Continue to develop relationship with City Surveyors and ways of working to ensure CWP works are delivered Regular meetings with CS's Property Facilities Managers The Superintendent was engaged in the development of the 2017 R&M specification and tender documents	Actions are ongoing.				Gary Burks	27-Aug-2019	31-Jul-2020
OSD CC 003 d	Until the Cremator replacement project is completed, there is a risk of the ageing cremators breaking down beyond repair and therefore affecting our ability to offer as many cremation times to the public.	Current timeline is aiming to purchase and install a new cremator over summer 2020. Specialist consultant employed to draft tender process.				Gary Burks	27-Aug-2019	31-Oct-2020

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>OSD CC 009 Systems Failure</b> 01-Jun-2016 Gary Burks	<b>Cause:</b> IT systems including telephony fail <b>Effect:</b> Unable to operate as per normal. Unable to access Gower system. Unable to speak to funeral directors, doctors and internally across the site <b>Impact:</b> Burials and cremations may have to be cancelled/no bookings can be taken. Burials in the wrong graves. Loss of income. Reputational damage	<div><div>Likelihood</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>Impact</div></div>	6	Current risk score and target score remain unchanged.  27 Aug 2019	<div><div>Likelihood</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>Impact</div></div>	6	31-Mar-2020	<div><div></div></div> Constant
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
OSD CC 009 a	Review continuity plans on a regular basis and following significant systems failures Ensure staff are familiar with 'alternate operations' as detailed in the continuity plans IS partners aware that C&C is recognised as a 'critical' service and failures are treated as a priority.	Wifi now installed. Manual systems for funeral bookings are still in place. Contingency systems in place. IT systems and software access seem more stable at present.				Gary Burks	27-Aug-2019	31-Mar-2020

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>OSD CC 010 Extreme weather</b> 21-Jun-2016 Gary Burks	<b>Cause:</b> Strong winds causing significant tree damage within the cemetery and crematorium landscape <b>Effect:</b> Roads closed, exclusion of the public, disruption to funerals <b>Impact:</b> Significant cost to division and possible loss of income/ negative publicity	<div>Likelihood</div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div> <div>Impact</div>	6	Current and target risk score remain unchanged.  27 Aug 2019	<div>Likelihood</div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div> <div>Impact</div>	6	31-Dec-2019	<div></div>  Constant	
Action no	Action description	Latest Note					Action owner	Latest Note Date	Due Date
OSD CC 010 a	A significant storm could (and has in the past) cause significant damage to tree stocks and buildings meaning that for a short period of time the cemetery	Ongoing monitoring action. As previously:					Gary Burks	27-Aug-2019	31-Jul-2020

	<p>roads could be closed and block, and one or more buildings could be out of action. This is managed through:</p> <ul style="list-style-type: none"> <li>• Tree inspections</li> <li>• Maintain staff with chainsaw qualifications</li> </ul>	<ul style="list-style-type: none"> <li>• Trees are surveyed and inspected with advisory works carried out. A group of staff within the cemetery team are trained in the operation of chainsaws for clearing fallen trees.</li> <li>• It is unlikely that storm damage would close the modern crematorium building but could damage other service chapels and block roads. The cemetery and crematorium service has 6 service chapels.</li> </ul> <p>No change, with 3,500 trees around the site, the risks associated with high winds remain.</p>			
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Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
<b>OSD CC 011</b> <b>Tree and plant diseases</b>          21-Jun-2016 Gary Burks	<p><b>Cause:</b> Tree Disease or infestation</p> <p><b>Effect:</b> Loss of tree stock or exclusion of the public from certain areas of the cemetery</p> <p><b>Impact:</b> Partial closure of site or loss of mature trees and the affect that this would have on the landscape</p>	<p>Likelihood</p>  <p>Impact</p>	6	<p>Current and target risk score remain unchanged. Monitoring works are a part of BAU. Actions for this risk are similar to the actions for OSD CC 010, as they focus on active monitoring of tree stock.</p> <p>Massaria checks carried out at high level twice a year with removal of infected limbs. Massaria, bleeding canker, and OPM are on site, but monitoring and agreed works (spraying and nest removal for OPM) take place.</p> <p><b>27 Aug 2019</b></p>	<p>Likelihood</p>  <p>Impact</p>	6	31-Mar-2020	          Constant

<b>Committee:</b> Port Health & Environmental Services	<b>Date:</b> 24 September 2019
<b>Subject:</b> Department of the Built Environment (Cleansing Services) Business Plan Progress Report for Period 1 (April - July), 2019/20	<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 DBE Business Plan for Public Conveniences, Waste Collection, Street Cleansing, Waste Disposal and Transport Services. During this period the new contract with Veolia has been mobilised.

At the end of the July 2019, the Department of Built Environment was £89k (2.7%) overspent against the local risk budget to date of £3.32m, over all the services managed by the Director of Built Environment covering 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 £224k (2.5%) for her City Fund services.

## 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 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 four Key Performance Indicators (KPIs) relevant to the work of this Committee (shown in Appendix A). Performance of the newly mobilised contract and KPIs will be reported separately to this committee. Performance against the other 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.

3. Based on the results of this period the overall figure for NI191 for the year would be within 50kg 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 Recycling Action Plan put in place to improve NI192 performance has been maintained during this period. In accordance with the Mayor of London's Environment Strategy, a new statutory Reduction and Recycling Plan has been drawn up and reported to this committee separately for approval.
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 August, with only 0.8% of all 300 areas surveyed failing to meet the required standards of cleanliness.
6. During this period the contract Key Performance Indicators relating to TPR1 have been in the process of mobilisation and the collection of data has not been complete. The KPIs take effect in October and will be reported to this committee in subsequent reports.

### **Objective Updates**

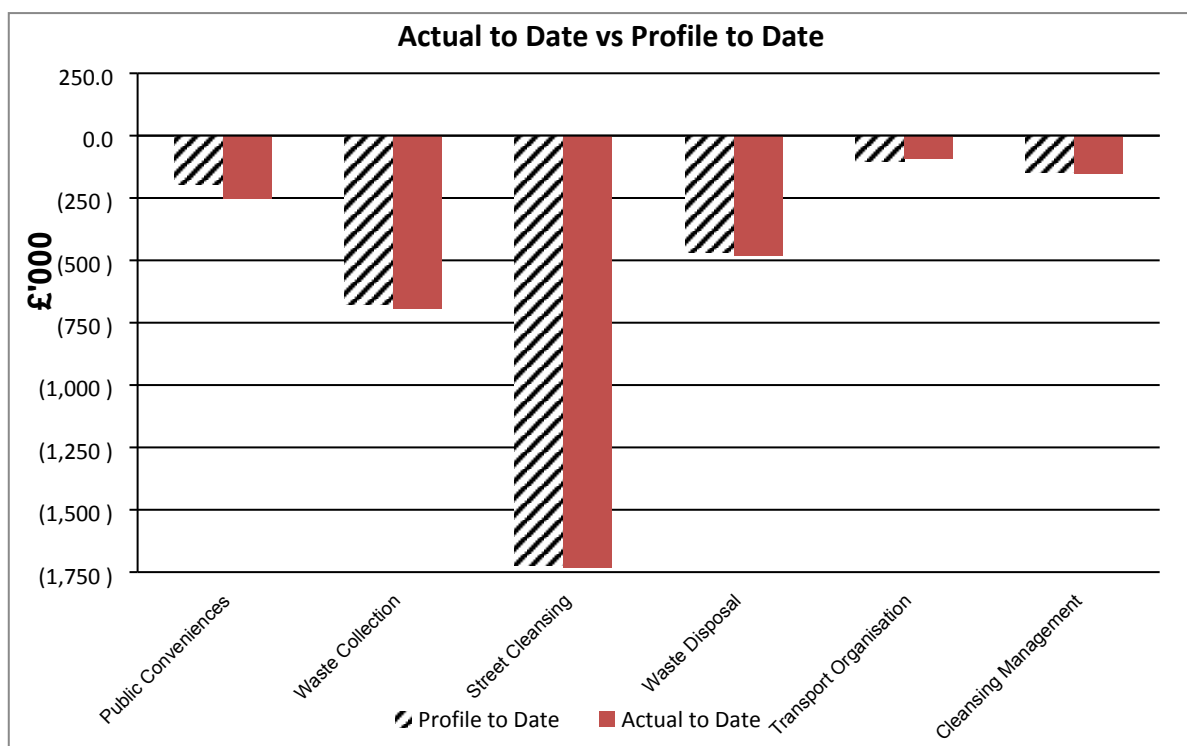
7. The main focus of this period has been the mobilisation of the new Waste Collection, Street Cleansing and Ancillary Services contract that commenced on the 06 April 2019. This has had a significant impact on the work programme of the cleansing service, diverting the team's efforts away from special 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 remained low at 0.8%, an excellent maintenance of standards during the transition of contracts.
9. Following a rigorous inspection in May 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**

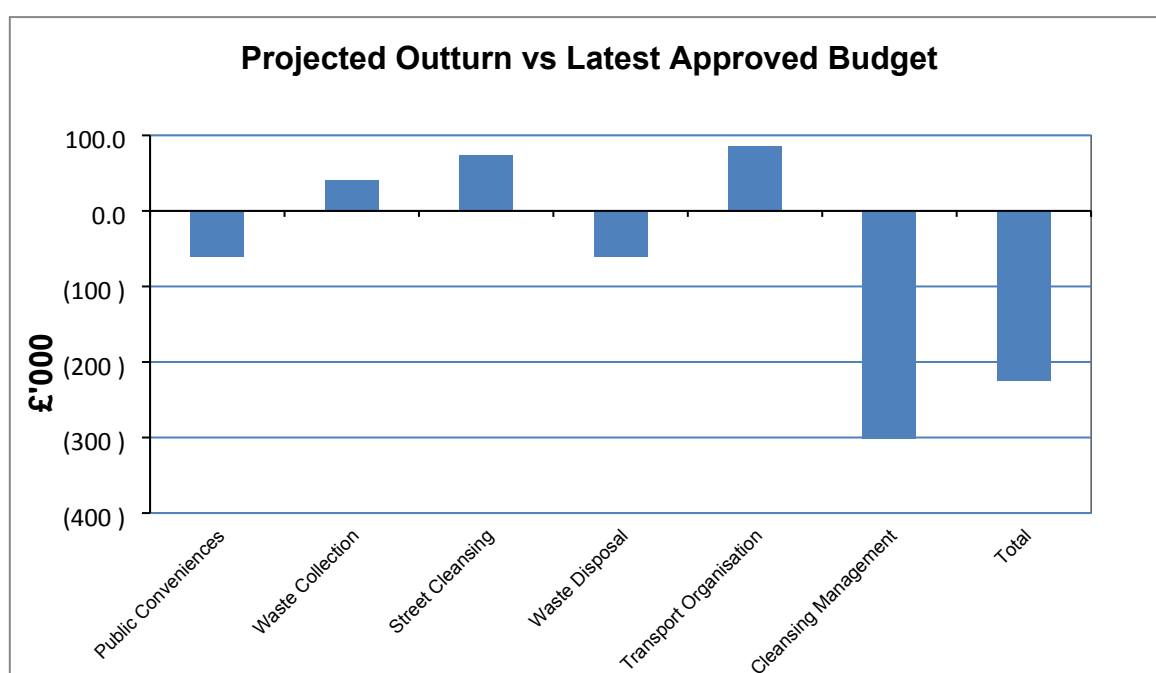
10. The end of July 2019 monitoring position for the Department of Built Environment services covered by Port Health & Environmental Services Committee is provided at Appendix B. This reveals a net overspend to date for the Department of £89k (2.7%) against the overall local risk budget to date of £3.32m for 2019/20.



**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 £3,409k is £89k over the profiled budget to date of £3,320k.
5. Cleansing Management - overspend due to a budgeted transfer from the LATS reserve now not going ahead, as a result of overall Departmental underspend forecast. The LATS reserve will only be used to the extent that department (City Fund) is overspent.

11. Overall the Director of Built Environment is currently forecasting a year end overspend position of £224k (2.5%) for her City Fund services.



## 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 £224 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 2019 is mainly due to lower than anticipated toilet barrier income, which has continued the trend from the previous year.
  14. The Director of Built Environment anticipates this current worse than budget position will continue to year end. This is mainly due to the non-drawdown from the LATs reserve account, as a result of overall Departmental underspends across the range of services the Director supports across all Committees.
  15. Other specific overspends for this Committee are the continued toilet barrier income shortfalls and additional costs due to increased waste throughput, the reasons for which are being investigated by the Cleansing Team. These adverse variances are partly offset by savings within Street Cleansing due to reduced equipment requirements to replace butt bins, as the stock is in good condition and savings from the previous AMEY contract, plus underspends within the Transport Organisation due to reducing volumes of ad-hoc maintenance, as a result of a smaller and newer fleet of vehicles.

## Appendices

- Appendix A – Period 1 KPI results
- Appendix B – Finance report

## Background Papers

DBE Business Plan 2015-18

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## Departmental Key Performance Indicators

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

		Target 19/20	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	147.9kg			147.9kg
NI 192	Percentage of household waste recycled.	49%	26.7%			26.7%
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	0.8%			0.8%
TPR1	KPIs from the Waste Collection, Recycling, Street Cleansing and Ancillary Services Contract	TBC	TBC			TBC
<b>Comments:</b> <b>NI191:</b> This figure is 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%	100%			100%

**Department of Built Environment Local Risk Revenue Budget - 1st April to 31st July 2019**  
**(Expenditure and unfavourable variances are shown in brackets)**

	Latest Approved Budget 2019/20 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000	Forecast for the Year 2019/20			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	(568)	(377)	180	(197)	(398)	145	(253)	(56)	(568)	(629)	(61)	1
Waste Collection	(1,937)	(804)	125	(679)	(785)	91	(694)	(15)	(1,937)	(1,896)	41	
Street Cleansing	(5,151)	(1,843)	120	(1,723)	(1,851)	120	(1,731)	(8)	(5,151)	(5,078)	73	2
Waste Disposal	(729)	(327)	(143)	(470)	(333)	(150)	(483)	(13)	(729)	(790)	(61)	3
Transport Organisation	(381)	(126)	21	(105)	(103)	9	(94)	11	(381)	(296)	85	4
Cleansing Management	(118)	(146)	0	(146)	(154)	0	(154)	(8)	(118)	(419)	(301)	5
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>(8,884)</b>	<b>(3,623)</b>	<b>303</b>	<b>(3,320)</b>	<b>(3,624)</b>	<b>215</b>	<b>(3,409)</b>	<b>(89)</b>	<b>(8,884)</b>	<b>(9,108)</b>	<b>(224)</b>	

**Notes:**

- 1. Public Conveniences** - overspend mainly due to lower than anticipated toilet barrier income.
- 2. Street Cleansing** - underspend due to reduced requirement for butt bins as stock is in good condition and bags are not required, plus savings due to lower contract price paid for 6 days of April on the old contract with AMEY.
- 3. Waste Disposal** - projected overspend due to increased waste throughput. This substantial increase in throughput is being investigated by the Cleansing Team.
- 4. Transport Organisation** - underspend due to reducing volume of ad-hoc vehicle maintenance as a result of smaller and newer fleet. This is partly offset by a reduction in income as some clients moved to other maintenance providers.
- 5. Cleansing Management** - overspend due to the non-drawdown from the LATs reserve, as a result of overall Departmental underspend forecast. The LATs reserve will only be used to the extent that department (City Fund) is overspent.

<b>Committee(s)</b>	<b>Dated:</b>
Port Health & Environmental Services Committee – For Information	24 09 2019
<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 Appendix 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 (Pentana Performance, formerly 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.

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.

9. All significant risks (including Health & Safety risks) identified by the Department are managed through the Corporate Risk Management System.
10. Members will notice that some risks reported are already at the Target Risk Rating & Score and are only subject to Business As Usual actions. These risks are included in accordance with the Corporate Guidance "Reporting Risk Information to Grand Committees" to assist this committee to fulfil the role of

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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.

Service Committees (as defined in the Corporate Risk Management Strategy) to “Oversee the significant risks faced by the Departments in the delivery of their service responsibilities.” The annual target date for Business As Usual actions, and risks where we are at Target Risk, will be updated prior to the next report.

### **Significant Risk Changes**

11. There is a significant change in data handling underpinning the reporting of the department’s Key Risk (paragraph 15 below). In the last few days it has become apparent that the Driver Check Completion Report (generated from City Learning) includes a large number of records relating to people who are no longer employees, agency/contract staff or volunteers.

As a result of the inclusion of people who had left the City previous reports to this Committee have marginally overstated the compliance. Only people registered as currently working with the City on City Learning have been included in the figures reported below. The extent to which this is marginal is illustrated in the overall compliance with both Driver Check and the online training course which is now at 94.5% compared with 95.7% in the last report.

In major part this problem has arisen because the City of London does not have a unique identifier for each person it is therefore difficult to join disparate datasets without resorting to unreliable, an often non-unique, values. Work to overcome this problem in relation to this risk is ongoing.

### **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.
14. No new departmental risks have been identified since the last report to Members.

### **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.

96.1% of City of London staff have now completed Driver Check (the Training Needs Analysis).

Completion of the Corporate Transport Policy online training course by drivers and their managers (as identified by Driver Check) is 98.3%.

Overall compliance with both Driver Check and the online training course is now at 94.5%. The Business as usual compliance target is 92.5%.

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 651 drivers registered on DAVIS (90.4% of the 720 who are identified as drivers through Driver Check). Of these there are 611 (93.9%) for whom licence checks have been carried out.

The corresponding figures from the last report (June 2019) were: 679 drivers registered on DAVIS (93.0% of the 730 who are identified as drivers through Driver Check). Of these there are 641 (94.4%) for whom licence checks have been carried out.

## **Conclusion**

16. 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)

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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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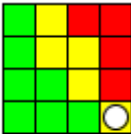
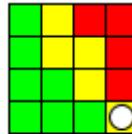



# DBE Corporate & Departmental Risks *(Port Health & Environmental Services Committee)*

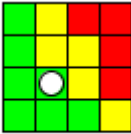
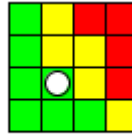

## APPENDIX 2

Report Author: Richard Steele

Generated on: 12 September 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-01</b> <b>Road Traffic Collision</b> <b>caused by City of London staff or contractor who is unfit to drive while on duty</b> 12 Sep 2019 Vince Dignam	Cause: A member of staff/contractor who is unfit or unqualified to drive causes ... Event: a road traffic collision which results in ... Impact: death or injury; financial claim	 Likelihood Impact	8	96.1% of City of London staff have completed Driver Check and 98.3% 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 94.5%.  12 Sep 2019	 Likelihood Impact	8	31-Dec-2019	  Constant

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
DBE-TP-01c Business As Usual Mitigation	Monitor the percentage of City of London staff who have completed Driver Check and ensure that it remains above 92.5% 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%. Monitor overall completion rates for both driver check and the online training course and ensure that it remains above 92.5%. Monitor the collection and periodic monitoring of driver licence details (and, in the case of grey fleet drivers, vehicle details).	96.1% of City of London staff have completed Driver Check and 98.3% 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 94.5%.	Jim Graham	12-Sep-2019	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>DBE-TP-07 A major incident, such as flooding or fire, makes Walbrook Wharf unusable as a depot</b> 27-Mar-2015 Zahur Khan	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	The intention to hold a Business Continuity Exercise in September proved unrealistic and a tabletop exercise is scheduled for 31st October, 1st or 4th November. The target date has been updated accordingly.  12 Sep 2019	 Likelihood	4	31-Dec-2019	  Constant

Action no, Title,	Action description	Latest Note			Action owner	Latest Note Date	Due Date
DBE-TP-07a Business Continuity exercise	Conduct annual DBE business continuity exercise	The intention to hold a Business Continuity Exercise in September proved unrealistic and a tabletop exercise is scheduled for 31st October, 1st or 4th November.			Zahur Khan	12-Sep-2019	08-Nov-2019

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