



## Port Health & Environmental Services Committee

**Date:** TUESDAY, 24 SEPTEMBER 2024

**Time:** 11.00 am

**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

Mary Durcan (Chairman)	Wendy Hyde
Deputy Peter Dunphy (Deputy Chairman)	Henry Jones
George Abrahams	Gregory Lawrence
Shahnan Bakth	Andrew McMurtrie
Alderman Alexander Barr	Deborah Oliver
Deputy Christopher Boden	Deputy Henry Pollard
Deputy Timothy Butcher	Henrika Priest
Deputy Simon Duckworth OBE D L	Hugh Selka
Deputy John Edwards	Deputy Dr Giles Shilson
John Foley	Alethea Silk
Dawn Frampton	Mandeep Thandi
Deputy Marianne Fredericks	Luis Felipe Tilleria
Steve Goodman OBE	Jacqui Webster
Caroline Haines	Glen Witney
Jaspreet Hodgson	Alderman Kawsar Zaman

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**Ian Thomas CBE**  
**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 9<sup>th</sup> July 2024.

**For Decision**  
(Pages 7 - 14)

4. **OUTSTANDING ACTIONS**

The Committee to note the Outstanding Actions.

**For Information**  
(Pages 15 - 16)

5. **REVIEW OF REINTRODUCTION OF STREET CLEANSING RESOURCES**

Report of the Executive Director for Environment.

**For Information**  
(Pages 17 - 22)

6. **HEATHROW ANIMAL RECEPTION CENTRE (HARC) - BYELAWS AND FEE STRUCTURE REVIEW**

Report of the Executive Director for Environment.

**For Information**  
(Pages 23 - 26)

7. **WARDMOTE RESOLUTIONS UPDATE**

Report of the Executive Director for Environment.

**For Information**  
(Pages 27 - 30)

8. **FINANCE PROGRESS REPORT (Q1 APRIL - JUNE) 2024/25**

Joint report of the Executive Director for Environment and the Chamberlain.

**For Information**  
(Pages 31 - 36)

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

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

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

11. **EXCLUSION OF THE PUBLIC**

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

**Part 2 - Non-public Agenda**

12. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 9<sup>th</sup> July 2024.

**For Decision**  
(Pages 37 - 38)

13. **ANIMAL HEALTH AND WELFARE SERVICE: NEW SERVICE DELIVERY PLAN**

Report of the Executive Director for Environment.

**For Decision**  
(Pages 39 - 52)

14. **WALBROOK WHARF PROJECT FEASIBILITY 2027 AND BEYOND**

Joint report of the City Surveyor and Executive Director of Property, and the Executive Director for Environment.

**For Information**  
(Pages 53 - 236)

15. **PORT HEALTH AND ENVIRONMENTAL SERVICES DEBTORS - PERIOD ENDING 30 JUNE 2024**

Report of the Executive Director for Environment.

**For Information**  
(Pages 237 - 246)

16. **BREXIT UPDATE**

The Executive Director for Environment to be heard.

**For Information**  
(Verbal Report)

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

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

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## PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE

Tuesday, 9 July 2024

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

### **Present**

#### **Members:**

Mary Durcan (Chairman)	Deputy Marianne Fredericks
Deputy Peter Dunphy (Deputy Chairman)	Steve Goodman OBE
George Abrahams	Wendy Hyde
Deputy Timothy Butcher	Andrew McMurtrie
Deputy John Edwards	Deputy Henry Pollard
John Foley	Mandeep Thandi
Dawn Frampton	Jacqui Webster

#### **Officers:**

Ruth Calderwood	- Environment Department
Joe Kingston	- Environment Department
Susie Pritchard	- Environment Department
Rachel Pye	- Environment Department
Gavin Stedman	- Environment Department
Joanne Hill	- Environment Department
Ian Hughes	- Environment Department
Jenny Pitcairn	- Chamberlain's Department
Jennifer Philips	- Comptrollers & City Solicitor's Department
Kate Doidge	- Town Clerk's Department

### **1. APOLOGIES**

Apologies were received from Tijs Broeke, Jaspreet Hodgson, Deborah Oliver, and Glen Witney.

Shahnan Bakth, Caroline Haines, and Henry Jones observed the meeting virtually.

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

There were no declarations.

### **3. MINUTES**

The Committee received the public minutes and non-public summary of the previous meeting, held on 7<sup>th</sup> May 2024, for approval.

RESOLVED – That the public minutes and non-public summary of the previous meeting, held on 7<sup>th</sup> May 2024, be approved as a correct record.

The Committee agreed that it would have an actions tracker for any Outstanding Actions.

4. **RESOLUTIONS FROM THE GRAND COURT OF WARDMOTE**

The Committee received the Resolutions from the Grand Court of Wardmote.

With regards to the Resolution from the Ward of Portsoken (Item 4(a)), the Committee heard that officers had reviewed the complaints from the last six months from the Mansell Street Estate. These had been dealt with in conjunction with Guinness Estates, to ensure that the work was underway with regards to pest control. The Committee heard that the estate manager should be contacted if there were any concerns with pest infestation, and to contact the City Corporation if their issues were not being resolved with the estate manager. There was currently no statutory nuisance or health and safety hazard in the Mansell Street Estate and therefore no formal action. This was kept under continual review.

RESOLVED – That the Port Health and Environmental Services Committee receive the Resolutions from the Grand Court of Wardmote.

5. **CHANGES TO THE WASTE PRESENTATION RESTRICTIONS**

The Committee received a report of the Interim Executive Director for Environment, concerning proposed changes to restrictions on domestic and commercial waste on the footway, and a proposal for strengthened communications, education and enforcement approach to improve compliance.

Members discussed the proposals. One area of concern raised was the impacts of the current waste presentation on small businesses that operated within the City, especially those which primarily operated at lunch hours (such as sandwich shops). Members shared concerns received from businesses who paid for extra hours for an employee to present the waste from 6:00pm, or else take the waste home. Members offered suggestions to address these issues, such as the small businesses working with larger restaurants to use their larger commercial waste bins which were lockable.

Members raised that if waste was put out prior to 6:00pm, this was during high footfall periods on the street and could cause further issues, and the changes to the restrictions does bring more flexibility for businesses to put out their waste later. Members heard that the City Corporation offered internal collection for smaller businesses, although there were a variety of businesses that separately collected waste for businesses throughout the City.

Members also discussed issues raised with having waste on the street, which included waste attracting rodents, foxes, and seagulls. Those businesses who put out their waste at 6:00pm may not have it collected until the early hours of the next morning. Vehicles collecting the waste during the nighttime could cause noise nuisances for residents – although on this point the Committee heard that the City Corporation's fleet was electric which was quieter, and Veolia were transitioning into electric vehicles. The Committee heard that the



Time Banding Scheme was introduced in 2012 as waste bags on the street caused further littering from members of the public.

On residential waste, points raised by Members included suggestions to provide residents with sacks or bags for domestic waste, food waste, and recycling, and being clear with communications on the contents of each bag or sack. Other suggestions included ensuring that internal bin storage was provided for residential blocks at the planning stage.

Members heard that there was no perfect solution to the waste presentation restrictions, and the amendment in current arrangements aimed for an incremental improvement. The proposals also included agreement for proactive engagement with the residential and business communities. It was agreed that the proposed changes would be considered to form part of a trial period, following which there could be a report received at a future meeting of the Committee (the date to be determined) which would report on the outcomes and response to the proposals.

**RESOLVED – That Members:**

- Agree the changes to the permitted times for the placement of residential and commercial waste on the footway.
- Agree a strengthened communication, education, and enforcement approach to help improve compliance.

## **6. PUBLIC CONVENIENCE PROVISION**

The Committee received a report of the Interim Executive Director for Environment, concerning the current public convenience provision in the Square Mile and outlined options for the future.

Members discussed the proposals. Points made included the need for improved publicising and wayfinding for public convenience facilities within the Square Mile, and need for better signage at locations such as libraries and train stations within the City. The Committee noted that one of the recommendations was to improve the wayfinding aspect of public conveniences. There had been discussions with Transport for London at the public toilet provision within the London Underground Network. There would also be consideration of extending the opening hours of the urilifts at Paternoster Hill utilising the nighttime levy.

Some Members highlighted their concerns with the Community Toilets Scheme, such as its lack of ambition with the number of toilets available, and the signage not being prominent or large enough to be noticeable.

The Committee made points with regards to the funding of public conveniences, including utilising cashless systems and hiring staff via agencies to manage the facilities. On these points, the Committee heard that there was still a strong demand for coins, and there were issues with those who did not pay the fee and climbed the barrier into the toilets. It was not being recommended to remove the fees and charges for public conveniences, as it contributed to meeting the cost of running the facilities. The Committee were reminded of the challenge to backfill £1.2m, the toilets that had been closed

had been closed based on usage data. Even if toilets were closed, there were still maintenance costs. It was confirmed that agency staff were used for managing the facilities.

Members of the Committee referred to Grade I listed facilities which had been closed, and a closed facility on an island in Smithfield. The Committee heard that toilets on islands created safety risks for members of the public trying to access them. For the closed facilities, these cost money to decommission, and an alternative scheme had to arise to change or find an alternative use for the building.

It was requested that a report providing an update on the proposals be received by the Committee ahead of the 2025 elections.

**RESOLVED** – That Members agree the following (within currently agreed budgets):

- Review and enhance the publicity and signage for the City’s public toilets at all locations.
- Refurbish the toilet facilities within the City’s car parks.
- Identify potential locations for additional urilifts.
- Explore opportunities for a limited reopening of the public toilets at Blackfriars (after the completion of the Tideway project).
- Review the benefits, promotion and funding of the Community Toilets Scheme.
- Press for further private sector provision of public toilets through the Planning process.
- Work with ParkGuard to focus their nighttime economy resources on anti-social behaviour hotspots.
- Explore additional funding opportunities to reinvest into the provision and maintenance of public toilets.

**7. AIR QUALITY ANNUAL STATUS REPORT FOR 2023**

The Committee received a report of the Interim Executive Director for Environment, concerning the statutory Annual Status Report for air quality.

A Member enquired why there were gaps in the data for locations such as Upper Thames Street. It was explained that the air quality monitors had to be re-located as the sites was no longer viable, or monitors had not been installed until recent years.

A Member raised concerns on riverside pollution and enquired if this was monitored. The response was that a monitor had been installed on Tower Pier, and the City Corporation worked with the Port of London Authority (PLA) who also monitored pollution on the riverside. Monitors had also been installed on the City’s bridges in conjunction with the City Bridge Trust. The locations of the monitors were reviewed annually.

**RESOLVED** – That the report be received and its contents noted.

8. **BUSINESS PLAN 2023/24: PROGRESS REPORT (PERIOD THREE: DECEMBER 2023 - MARCH 2024)**

The Committee received a report of the Interim Executive Director for Environment, concerning an update on the progress toward the delivery of the high-level Business Plan 2024/24, for Period Three (December 2023 – March 2024).

RESOLVED – That the report be received and its contents noted.

9. **RISK MANAGEMENT UPDATE**

The Committee received a report of the Interim Executive Director for Environment, concerning the actions being taken by the Environment Department to monitor, mitigate and effectively manage risks arising from the Port Health and Public Protection and the Cleansing Services.

RESOLVED – That the report be received and its contents noted.

10. **REVENUE OUTTURN 2023/24**

The Committee received a joint report of the Chamberlain and the Interim Executive Director for Environment, concerning the revenue outturn for the services overseen by the Committee in 2023/24 with the final budget for the year.

A Member raised that Finance Committee was encouraging the service committees to receive regular reports for the current financial years budget, and enquired if this was incorporated as part of the Committee's forward plan. The response was that financial updates were regularly included as part of the regular business update, the next of which was due to be received at the Committee's November meeting.

It was explained that the figures in Appendix 1 were the net costs, with the figures in brackets being the net expenditure.

RESOLVED – That the report be received and its contents noted.

11. **BREXIT UPDATE**

The Committee received a verbal update of the Interim Executive Director for Environment concerning an update on Brexit in relation to Port Health. With the introduction of the second phase of the controls on 30<sup>th</sup> April 2024, there had been a project of 140,000 consignments. There was an average of 3,000 consignments, which meant projections were currently accurate. This could increase as trade adjusted to the new border control regime. The new staffing resource was in place, with fixed-term contracts to cope with the additional work and extended operational hours. The Service was collecting data to be reviewed at six-months post-implementation, at which point the resourcing requirements would be reviewed. Issues had arisen with recharging for the EU goods on the IT system, and a workaround had to be created in the interim.

A Member enquired if it was known on what the percentage of the recharge would be on imported goods. The response was that this was currently

unknown. The border control regime operated on a full-cost recovery basis, and the recharges were based on the cost recovery for the service. It was unknown how this would impact imported products on shelves, however the fees and charges structure was reasonably modest when compared to the other charges imports are subject to, and that these charges had been placed on imports from the Rest of World for many years. The charges were the same for medium risk goods for the EU imports and Rest of World. The primary difference with the new controls was the concept of a low-risk good, which was a surveillance process which cost approximately £10 per consignment.

It was queried why the IT system has caused issues for EU imports if it had previously been used for the Rest of World. The response was that the new system was not able to distinguish easily between low and medium risk imports of food and feed from the EU and they traded on a block basis. There was a 50:50 split between low and medium risk products and some imports straddled both categories depending on their country of origin. Rest of World products and their associated risk were easier to define. Furthermore, there had been issues with the government IT systems which broke a link between the databases.

RESOLVED – That the verbal report be received.

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

There were no public questions.

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

A Member raised a noise nuisance that had occurred at the Barbican during the preceding weekend. Residents had attempted to make contact with the noise team via the phone number on the City Corporation's website, but was unable to get through. The Member enquired what had occurred and what assurances could be given that this situation would not occur again.

The response was that this matter had been picked up and the issues were being investigated, the initial cause appeared to be that the phone lines went down. Officers were attempted to recover and follow up on noise complaints received over the weekend. Once the investigation was complete, the Committee would be informed. The Committee were assured that this was a unique incident.

Members commented on the increasing issues of noise nuisances with holiday rental properties, and there was uncertainty on whether the noise arose from the tenants or visitors and was difficult to police. It took a lot of time, evidence, and work to convict.

**14. EXCLUSION OF THE PUBLIC**

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

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the previous meeting held on 7<sup>th</sup> May 2024 be approved as a correct record.

16. **WRITE-OFF OF OUTSTANDING DEBT**

The Committee received a report of the Interim Executive Director of Environment concerning a write-off of outstanding debt.

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

A Member raised a question in relation to the Heathrow Animal Reception Centre.

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

There were no non-public items of urgent business.

**The meeting closed at 1.00 pm**

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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.	15 January 2019	<b>Measurement and mitigation options for operational rail noise from London Underground affecting the Barbican Estate</b>	Executive Director of Environment	Ongoing	<p>LUL have now completed their Tunnel Vibration Investigation to understand the effect of moving the points and crossings (P&amp;C) currently situated under Brandon Mews further west onto the floating slab track. The study has shown that moving the P&amp;Cs would reduce noise experienced by residents in Brandon Mews markedly without causing a negative effect elsewhere. LUL also outlined the financial position TFL are facing and detailed the projects which are being prioritized for future spend.</p> <p>A letter seeking the commitment of TFL to prioritise this issue at a future date has been sent and circulated to this committee. A response was received on 15<sup>th</sup> May from the Deputy Mayor for Transport, this re-asserts the position that TfL will continue to look at ways to minimise the issue at this location such as regular track and asset maintenance, however with a commitment to review should its funding situation change.</p> <p>A high-level CIL request for the LUL track works has been submitted and will be considered for prioritisation and LUL have been asked to consider whether a part funding arrangement (if alternative funding could be sourced) would facilitate the prioritisation of the works.</p>

2.	9 July 2024	<b>The Committee to be updated following investigation into break in service to the Out of Hours Noise Service.</b>	Executive Director of Environment	Completed	An email update was sent to Member of the Committee on 18 <sup>th</sup> July 2024.
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<b>Committee(s):</b> Porth Health and Environmental Services Committee	<b>Dated:</b> 24 <sup>th</sup> September 2024
<b>Subject:</b> Outcomes of new street cleaning resources	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	Providing excellent services
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much?</b>	£0
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	N/A
<b>Report of:</b> Katie Stewart, Executive Director Environment	<b>For Information</b>
<b>Report author:</b> Joe Kingston, Assistant Director Gardens and Cleansing	

## Summary

It was agreed by this Committee in November 2023 to identify funding options to reintroduce street cleansing resources which were removed in April 2021 due to budgetary reductions. Policy and Resources Committee and Resource Allocation Sub Committee approved that funding of £1.413m pa could be drawn down from the On-Street Parking Reserve to help fund these additional resources.

Following this, an intensive period of planning, recruitment, training and scheduling took place, and resources were reintroduced in April 2024. The introduction of resources has been successful with all posts recruited to. Early independent survey results show improvements in Street Cleanliness across all periods of the day. In addition to this a dedicated officer has already delivered campaigns and improvements to data capture and data sharing. Officers will continue to monitor and report performance.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. In the 2021/22 financial year, the Department of the Built Environment was required to achieve a 12% reduction in spending, amounting to £2.4m, alongside an additional £2.2m in efficiency savings due to rising costs and decreased income. After careful consideration, this Committee approved a £760k reduction in the street cleansing service budget, along with the closure of two staffed toilets, four automatic public conveniences and four uri-lifts providing an additional £265k in savings. These measures were implemented in April 2021, with a focus on reducing night and weekend operations when footfall was lower

due to the Covid 19 national lockdown. Despite these reductions, there was no significant decline in street cleanliness standards at the time.

2. However, it was acknowledged that as workers and tourists gradually returned, the adjusted KPIs for acceptable levels of litter and detritus (detritus being the breakdown of organic matter such as dust and leave litter) would likely reflect a lower cleanliness standard as a result of these savings.
3. By the summer of 2023, data indicated that footfall had reached or, in some cases, surpassed pre-pandemic levels, particularly on weekends where visitor numbers were higher than before the pandemic. The nighttime economy recovery was also notable, with restaurants, bars and retail premises, often performing better than they did prior to the pandemic. Footfall from Tuesday to Thursday had returned to 77.5% of pre-pandemic levels, reflecting a strong resurgence in activity within the Square Mile.
4. Despite every effort being made to maintain the previous levels of cleanliness within the new resource envelope, concerns raised by Members & residents led this Committee to instruct the Environment Department to seek additional funding to address the issue. In January 2024 this resulted in additional funding of £1.413m pa being agreed by Resource Allocation Sub Committee and Policy and Resources Committee from the On-Street Parking Reserve (OSPR) to increase the cleansing resources to address these concerns.
5. Given the changing nature of the City, the resources were introduced based on the following priorities (in order):
  - £950k per annum to increase on-street cleansing resources with Veolia, focusing on littering and anti-social behaviour, particularly during weekends, evenings, and daytime hotspots.
  - £62k to establish a dedicated officer role to manage public engagement on littering and anti-social behaviour, including public messaging, data analysis and resource coordination.
  - Allocating £45k per annum to reopen uri-lifts to mitigate nighttime anti-social behaviour.
  - £356k towards the gap between centrally funded inflationary uplift of 3% and contractually required full inflationary uplift paid to Veolia, linked to RPI.

### **Current Position**

6. According to TfL, data based on entry and exit numbers at National Rail and London Underground stations across the City of London, footfall on Tuesday to Thursday in the City has now returned to approximately 80% of pre-pandemic levels. This is based on comparing the first 6 months of 2019 to 2024. Between Monday to Friday overall footfall is at 75%. Entry and exit data at the weekend indicate a 9% increase on pre-pandemic levels.

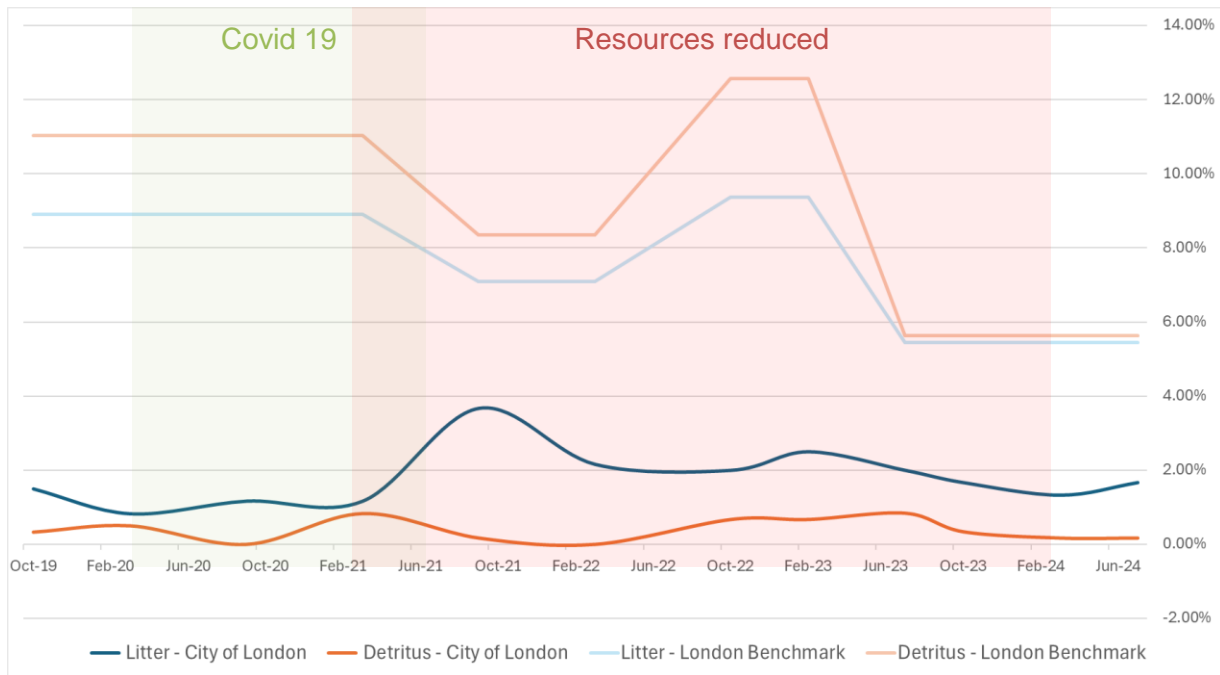
### **Resource Mobilisation**

7. Between December 2023 and February 2024 officers worked closely with Veolia to design an optimised service model utilising the additional resources. This involved the remapping and digitisation of all manual sweeping beats and a significant amount of scheduled work.

8. The additional funding has facilitated the creation of approximately 25 full-time equivalent roles and changes to current resources shift patterns to align with the new resources. Enhanced supervision during nights, afternoons and weekends, as well as the procurement of additional vehicles and equipment, has also been necessary to support these changes.
9. The mobilisation and deployment of these new staff went well, with many being recruited from previous agency staff. New contracts commenced from up to two weeks before the official start date (01 April 2024) to ensure that all necessary training and induction procedures had taken place.
10. Training sessions were conducted with Veolia managers and the City of London client team to establish a common approach to standards and further increase collaboration, with the aim of ensuring the continued success of the contract moving forward.
11. Re-introduction of resources at this level (roughly a 20% increase in workforce) has presented challenges in several areas. This includes; the recruitment of suitable staff to roles which are working unsociable hours, the training needed to get the staff up to the required standard and the logistical issues involved in re-routing complex work schedules. Managing this transition has been demanding but overall has been successful, roles are all fully staffed and are being deployed daily.

#### Results So Far

12. The City of London measures the standard of street cleanliness across the Square Mile using a Local Environmental Quality standard formerly known as NI195. This has been the case for the past 15 years and allows us to benchmark standards both historically, locally and nationally. Surveys are conducted three times a year, although this was reduced during the pandemic.
13. Values provided in the graph below are the percentage of streets reaching an unacceptable level of street cleanliness, therefore the lower the figure the better.
14. Surveys of the weekday service were most recently conducted in July 2024. The results of these surveys are shown below and highlight that, following reintroduction of resources, levels of litter and detritus have returned to standards experienced before the removal of resources in 2021. Whilst results for July 2024 were slightly worse than April 2024, generally scores tend to be higher during the summer months and scores in July 2024 are an improvement on July 2023.
15. In addition to this, our performance remains well below that of the London Benchmark.



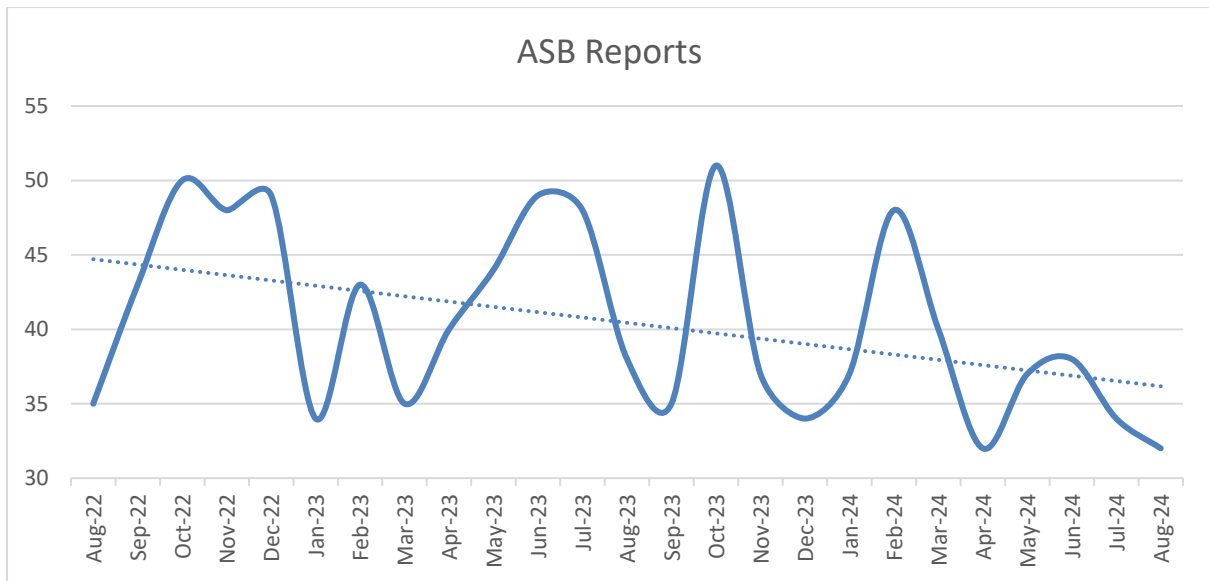
16. Given the increasing challenge post-pandemic of keeping the City clean out of hours, for the first time we have also commissioned independent surveys at nights and weekends for before and after the reintroduction of the resources to help assess the changes. Rather than being random across the City, these inspections have been undertaken at areas known to be busier at these times, meaning we would expect them to show higher figures than the daytime surveys.

17. Although it is very early to be drawing conclusions by comparing just two surveys, the results show that levels of cleanliness at both nights and weekends have improved. At weekends detritus dropped from 0.83% to 0% and Litter dropped from 5.83% to 5%. Nighttime results also show a marked improvement with litter scores dropping from 5.56% in April 2024 to 3.33% in August 2024, whilst detritus remained at 0%.

18. Officers have continued to work closely with Veolia to monitor standards and quality of their work across the contract through a suite of KPIs. Performance against these standards had been below the original contract targets, largely due to the previous reduction in resources and subsequent onboarding of untrained staff. The current suite of KPIs is robust and will be used to implement financial penalties should the City not be provided with the appropriate levels of service going forward now that these extra resources are in place.

19. A review of KPIs to ensure they are fit for purpose is being undertaken as part of ongoing contractual management.

20. In addition to litter and detritus, there was also a focus on services being reintroduced to deal with issues surrounding Anti Social Behaviour (ASB) which tends to occur at night. Reports of "Bodily Fluid Cleansing" are decreasing. In the four months since the introduction of the new resources we have seen an 11.3% decrease in ASB reports compared to the four months prior. This is particularly encouraging as we would normally expect an increase in ASB at this time of year. It is 22% down on the same period (April to July inclusive) in 2023.



21. The additional funding agreed by committee was also used to create a new officer role to manage public engagement on littering and anti-social behaviour, including public messaging, data analysis, and resource coordination. This post has been filled and has begun delivering on-street campaigns such as encouraging City Workers to take their litter back to their offices so it can be recycled, and discouraging smokers from using drains to dispose of their cigarette ends, this project is being run in partnership with Keep Britain Tidy and Anglia Ruskin University Cambridge.
22. The new Officer post is also working closely with members of the Safer City Partnership to share ASB data in order to create a more holistic picture of ASB through the City of London.
23. Key to understanding problems and adapting service provision is the reporting of issues, and to this end Officers have been working closely with colleagues from Town Clerks, the Contact Centre, Highways and IT over the past year to improve the City's online reporting tool. This is now live on the City's website and can be saved to the home screen of any smart phone to function like an app. Officers will shortly be conducting a Member briefing to demonstrate its functionality.

### Options

24. Members are asked to note the report.

### Corporate & Strategic Implications

25. **Strategic implications** – The new resources set out in this report support the outcomes of the Corporate Plan 2024-29 to lead sustainable environment, provide excellent services and maintain flourishing public spaces. They also support the delivery of the Climate Action Strategy, Single Use Plastic Policy, the Air Quality Strategy, and the Local Plan.
26. **Financial implications** – none
27. **Resource implications** – none.
28. **Legal implications** - The City remains in compliance with its statutory obligations under the Environmental Protection Act.

29. **Risk implications** – none

30. **Equalities implications** – Officers conducted a test of relevance with regards to the City's duties under the equalities act which concluded a full equalities impact assessment was not required.

31. **Climate implications** - the City continues to meet its statutory obligations under the Environmental Protection Act 1990 with current resources, any increase in litter has environmental implications, particularly as the City is a riverside authority and items, especially plastics, dropped on land can result in marine litter. Increases in detritus and reduction in carriageway cleansing can also contribute to poor air quality, particularly in enclosed and built-up areas.

32. **Security implications** – none

### **Conclusion**

33. The deployment of reintroduced resources has so far been successful, all the required staff have been recruited and deployed on street. Early independent survey results are positive and show an improvement in street cleanliness. Officers will continue to monitor cleanliness standards and contractor performance and report back to committee via business plan updates.

### **Appendices**

- None

### **Background Papers**

DBE Service Changes & Budget Proposals – PHES 20 January 2021  
Street Cleansing Resources – PHES 14 November 2023

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<b>Committee(s):</b> Port Health & Environmental Services Committee	<b>Dated:</b> 24/09/2024
<b>Subject:</b> Heathrow Animal Reception Centre – Byelaws and Fee Structure Review	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	Providing Excellent Services Dynamic Economic Growth
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	n/a
<b>What is the source of Funding?</b>	n/a
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	n/a
<b>Report of:</b> Katie Stewart - Executive Director, Environment	<b>For Information</b>
<b>Report author:</b> Susie Pritchard, Assistant Director – Animal Health & Welfare	

## Summary

The City operates Heathrow Animal Reception Centre (HARC) to fulfil its statutory duties for animal health and welfare in relation to imports into Greater London. The Port Health and Public Protection division recovers its costs for these duties through charges to airlines and agents, which are set through byelaws.

Further charges are collected for discretionary services that the City must provide at HARC to operate effectively as a Border Control Post (BCP), but which are not strictly required to be carried out by the enforcement authority. Although these fees are not statutory of themselves, because HARC was set up under the Animal Health Act 1981 (and predecessor legislation) the only means it has for levying any charges is through the byelaw procedure. This may not have been clearly stated in the past, but a review of the legislation by the City Solicitor’s has confirmed the position.

## Recommendations

Members are asked to:

1. Note the legislative explanation for why all charges for services at HARC are controlled under the Byelaws.
2. Note the provision for the maximum charge to be listed under the Byelaws, allowing reductions to be applied.

## **Main Report**

### **Background**

The City operates HARC to fulfil its statutory duty to protect the UK from the threat of exotic, zoonotic pathogens such as rabies, and other diseases that could seriously harm human health, animal health, food and feed, and the environment. Because of its volume of flights, Heathrow is a strategically vital point of entry for live animals into the UK, in terms of both biosecurity and trade.

The Animal Health Act 1981 gives the City its responsibility for animal health and welfare in relation to imports into Greater London, as well as its power to “charge for the use of a wharf (...) such sums as may be imposed by byelaws”.

### **Current Position**

Byelaws listing HARC's fees for “wharf” services are usually published annually (although there is no requirement to do so as the byelaws will remain in place unaltered if no changes are made).

The byelaws are approved by Port Health and Environmental Services Committee and ratified by the Court of Common Council. Charges are reviewed towards the end of each financial year to enable an appropriate variation to be applied with effect from the following April.

In 2021/22, the Department for Environment, Food and Rural Affairs (Defra) implemented a decision to designate multiple Live Animal BCPs at Heathrow Airport, effectively creating competition for HARC. HARC has been responding to this competition but to further facilitate this, it has been proposed by Members that the service considers separating the byelaws and discretionary services fees to allow discretionary fees to be adjusted more frequently.

### **Review of Fee Structure**

As the only legal mechanism for levying any charge at HARC is through the byelaw framework this will have to continue to be used for both statutory and non-statutory charges, but in reviewing the legislation it has been noted that whereas in the past we have worded and used the byelaws as imposing a singular fixed charge, they could be worded so as to provide for a maximum charge which could provide for operational flexibility to amend the charges without changing the byelaws.

It would be proposed that the upper charge limit would be set by the byelaw process as at present and the list of charges published; there would be provision for downward only changes to be made (subject to the committee's approval) as well as specific provision to account for service level agreements as may be agreed with bulk operators.

The Animal Health & Welfare Service will continue to review its charges annually and will bring a further paper to this Committee in November 2024 for decision, which will reflect this advice.



## **Corporate & Strategic Implications**

1. Strategic implications – The proposals referred to in this update aim to achieve the following Corporate Plan aims of:

### Providing Excellent Services

- Protect and promote public, animal, and environmental health (including at our borders) and consumer protection.
- Provide our Licensing Service.

### Dynamic Economic Growth

- Promote the UK as a place that is open, innovative, and sustainable.

2. Financial implications – The proposal aims to increase responsiveness to changes in the market, facilitating a reduction to be applied to some fees where appropriate.
3. Resource implications – None identified.
4. Legal implications – The City Solicitor has reviewed the statutory obligations and related fees and charges and has recommended the above proposal.
5. Risk implications – Frequent changes to fees will impact on stakeholders' ability to accurately quote their customers for future imports. For this reason, reduction in fees will only be applied in exceptional circumstances.
6. Equalities implications – None identified following a test of relevance.
7. Climate implications – None
8. Security implications – None

## **Conclusion**

Members are asked to note the above advice.

## **Background Papers**

N/A

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<b>Committee(s)</b> Port Health and Environmental Services	<b>Dated:</b> 24 <sup>th</sup> September 2024
<b>Subject:</b> Update on activity relating to Wardmote resolutions from the Wards of Portsoken and Cripplegate	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	Diverse Engaged Communities Providing Excellent Services Vibrant Thriving Destination
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	N/A
<b>Report of:</b> Katie Stewart, Executive Director Environment	<b>For Information</b>
<b>Report author:</b>  Rachel Pye, Assistant Director – Public Protection  Joe Kingston, Assistant Director - Cleansing and City Gardens	

### Summary

This Committee received Wardmote resolutions from the Wards of Portsoken and Cripplegate at its last meeting. This report provides an update on the activity underway in relation to these resolutions.

### Recommendation(s)

Members are asked to note the details of the report.

### Main Report

#### Background

1. At its last meeting, this Committee received Wardmote resolutions from the Wards of Portsoken and Cripplegate.
2. The Resolution from the Ward of Cripplegate 2<sup>nd</sup> November 2023 and 20<sup>th</sup> March 2024:

- a. “This Wardmote resolves to call upon the City Corporation to provide an adequate number of constantly available public toilets to satisfy both the existing need and the ambition of Destination City.”
3. The Resolution from the Ward of Portsoken 20<sup>th</sup> March 2024:
  - a. “We welcome the consideration given by the City of London Corporation’s Licensing Committee and Port Health and Environmental Services Committee to the issue of anti-social behaviour in Portsoken associated with the night-time economy, and further encourage the relevant Committee to consider the installation of pop-up public conveniences at night-time economy hotspots in the City to address the common issue of street urination.”
4. To consider the following Resolution from the Ward of Portsoken – 20<sup>th</sup> March 2024:
  - a. “That the relevant Committee and/or Department of the City of London Corporation investigate whether there was a statutory nuisance or health and safety hazard under the Housing Health and Safety Rating System in the Mansell Street Estate with regard to pest infestation, and any necessary steps taken to resolve any nuisance identified.”
5. Members noted the wardmote resolutions and requested Officers to report back to the next meeting on the progress made against the Wardmote resolutions.

### **Current Position**

#### The Resolution from the Ward of Cripplegate and Portsoken relating to the provision of Public Conveniences

6. Officers took a paper to July Committee relating to Public Convenience provision. The following recommendations were approved:
  - Review and enhance the publicity and signage for the City’s public toilets at allocations
  - Refurbish the toilet facilities within the City’s car parks
  - Identify potential locations for additional urilifts
  - Explore opportunities for a limited reopening of the public toilets at Blackfriars (after the completion of the Tideway project)
  - Review the benefits, promotion, and funding of the Community Toilets Scheme
  - Press for further private sector provision of public toilets through the Planning process
  - Work with ParkGuard to focus their nighttime economy resources on anti-social behaviour hotspots
  - Explore additional funding opportunities to reinvest into the provision and maintenance of public toilets

7. These recommendations will be implemented, and a subsequent progress report taken back to PHES committee.

#### Resolution from the Ward of Portsoken

8. The City Environmental Health officer has reviewed all 3 complaints received by the City of London between 1<sup>st</sup> January 2024 and 1<sup>st</sup> June 2024 in relation to the Guinness Estate to ensure they have either been resolved or a resolution is in action, each complaint had indeed been resolved or the treatment was in progress.
9. Officers met with Guinness Partnership on 6<sup>th</sup> June 2024 to discuss and examine the following for the Estate –
  - Details of the pest control contract,
  - Species of pests being complained about,
  - The number of complaints in the past 6 months
  - The response and resolution times
  - The outcomes of each complaint.
  - Future arrangements for the Guinness Pest Control contract.
10. A statutory nuisance or a health and safety hazard under the Housing Health and Safety Rating System requiring formal action has not been identified on the Estate, however a number of actions have been requested of Guinness to improve the response to pest control issues for residents of the Estate.
11. Residents are requested to contact their Estate Manager is the first instance to report pest issues, residents concerned about any response received is encouraged to make contact with the Pollution Control Team on 02076063030 or [pollution@cityoflondon.gov.uk](mailto:pollution@cityoflondon.gov.uk)
12. Environmental Health Officers have undertaken surveys and have required a number of actions of landowners in the local area in relation to increasing pest treatments and undertaking preventative works.

#### **Implications**

11. Corporate & Strategic Implications:

Strategic implications – None

Financial implications – None

Resource implications – None

Legal implications - None

Risk implications - None.

Equalities implications – None

Climate implications - None

Security implications – None

### **Conclusion**

Members are asked to note the above activities that relate to the Wardmote resolutions from the Wards of Portsoken and Cripplegate that were received at the last meeting of this Committee.

### **Appendices**

None

### **Background Papers**

[Resolution from the Ward of Portsoken 19<sup>th</sup> September 2023](#)

[Public Convenience Provision 9<sup>th</sup> July 2024.](#)

### **Rachel Pye**

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<b>Committee(s):</b> Port Health & Environmental Services Committee	<b>Dated:</b> 24/09/2024
<b>Subject:</b> Finance Progress Report (Q1 April – June) 2024/25	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	n/a
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>If so, how much?</b>	n/a
<b>What is the source of Funding?</b>	n/a
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	n/a
<b>Report of:</b> Executive Director Environment Chamberlain	<b>For Information</b>
<b>Report author:</b> Jenny Pitcairn, Chamberlain’s Department	

## Summary

This report provides an update on your Committee’s 2024/25 local risk budget position as at the end of June 2024.

## Recommendation(s)

Members are asked to:

- Note the report.

## Main Report

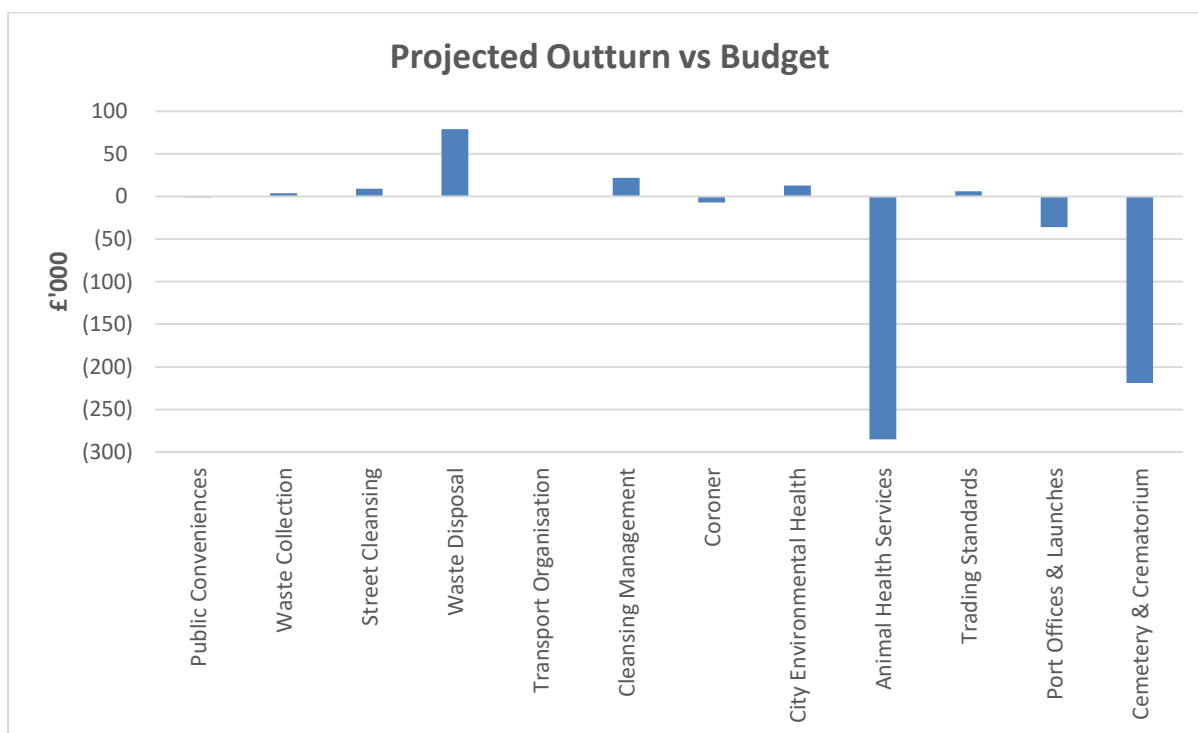
### Background

1. Quarterly updates on the financial performance of your Committee’s services have previously been incorporated into wider Business Plan progress updates. Where a Business Plan update is not produced for a particular reporting period, a separate finance update will be reported to you.

### Local Risk Revenue Forecast Outturn 2024/25

2. The end of June 2024 monitoring position for the Environment Department shows a projected year-end underspend of £47,000.
3. Within that overall departmental position, the divisions of service that fall into the remit of your Committee currently have a net local risk expenditure budget of £9.692m. As at the end of June, they were projecting an outturn for 2024/25 of £10.107m, an overspend of £0.415m. This is broken down by division of service

in the graph below. Appendix 1 provides a more detailed financial analysis of each division of service, including reasons for significant variations (generally those over £50k).



**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 Committee is forecasting an overspend of £0.415m at year end.

4. This is an improvement of £0.671m from the position at the start of the year, at which point an overspend of £1.086m was projected.
5. The forecast outturn as at the end of June does not yet include the impact of potential changes to Animal Health & Welfare service delivery which are subject to approval in a separate report on this agenda, so is expected to improve further.
6. The Executive Director Environment is also continuing to absorb any local risk overspend on your Committee across the wider department whilst financial recovery plans are implemented.

**Corporate & Strategic Implications**

- Strategic implications – none
- Financial implications – none
- Resource implications – none
- Legal implications – none



Risk implications – none

Equalities implications – none

Climate implications - none

Security implications - none

## **Appendices**

- Appendix 1 – PHES Local Risk Revenue Forecast Outturn 2024/25 (Q1)

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**Port Health & Environmental Services Committee**  
**Local Risk Revenue Budget as at 30 June 2024**  
**(Expenditure and unfavourable variances are shown in brackets)**

	Budget 2024/25 £'000	Forecast for the Year 2024/25		Notes
		Forecast Outturn £'000	Better / (Worse) £'000	
<b><u>Port Health &amp; Environmental Services (City Fund)</u></b>				
Public Conveniences	(436)	(437)	(1)	
Waste Collection	(2,257)	(2,253)	4	
Street Cleansing	(4,352)	(4,343)	9	
Waste Disposal	(1,133)	(1,054)	79	1
Transport Organisation	(368)	(368)	0	
Cleansing Management	(86)	(64)	22	
Coroner	(390)	(397)	(7)	
City Environmental Health	(2,052)	(2,039)	13	
Animal Health Services	(22)	(307)	(285)	2
Trading Standards	(458)	(452)	6	
Port Offices & Launches	(84)	(120)	(36)	
Cemetery & Crematorium	1,946	1,727	(219)	3
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>(9,692)</b>	<b>(10,107)</b>	<b>(415)</b>	

**Notes:**

**1. Waste Disposal** - The projected underspend mainly due to lower than anticipated disposal and recycling throughput.

**2. Animal Health Services** - The projected overspend relates mainly to a reduction in income due to lower overall throughput at Heathrow, partly offset by staff vacancies.

**3. Cemetery & Crematorium** - The projected overspend is mainly due to the cost of essential tree safety works, together with increased rates costs.

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