



Port Health & Environmental Services Committee

Date: TUESDAY, 13 NOVEMBER 2012

Time: 11.30 am

Venue: COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

Members:

John Tomlinson (Chairman)	Robert Howard
Deputy Wendy Mead (Deputy Chairman)	Vivienne Littlechild
John Absalom	Alderman Ian Luder
Alderman Nick Anstee	Robert Merrett
Deputy John Barker	Brian Mooney
Deputy John Bennett	Barbara Newman
Nigel Challis	Deputy Janet Owen
Deputy Billy Dove	Deputy John Owen-Ward
Bob Duffield	Ann Pembroke
Kevin Everett	Deputy Gerald Pulman
Deputy Bill Fraser	Deputy Richard Regan
George Gillon	Delis Regis
Deputy Stanley Ginsburg	Matthew Richardson
Deputy Revd Stephen Haines	Deputy Robin Sherlock
Deputy Pauline Halliday	Jeremy Simons
Dr Peter Hardwick	Deputy Michael Welbank

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Lunch will be served at the rising of the Committee.

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**
To agree the public minutes and summary of the meeting held on 12 September 2012.
For decision
(Pages 1 - 8)
4. **OUTSTANDING ACTIONS**
To note actions arising from previous meetings.
For Information
(Pages 9 - 12)
5. **HEALTH & WELLBEING BOARD - GOVERNANCE ARRANGEMENTS**
Report of the Town Clerk.
For Decision
(Pages 13 - 22)
6. **REVENUE AND CAPITAL BUDGETS 2013/14**
Joint report of the Chamberlain, Director of the Built Environment, Director of Markets and Consumer Protection and Director of Open Spaces.
For Decision
(Pages 23 - 38)
7. **PUBLIC CONVENIENCES STRATEGY - UPDATE**
Report of the Director of the Built Environment.
For Decision
(Pages 39 - 60)
8. **FIRST YEAR PERFORMANCE REVIEW OF THE DOMESTIC WASTE COLLECTION AND STREET CLEANSING CONTRACT**
Report of the Director of the Built Environment.
For Information
(Pages 61 - 66)
9. **ENHANCED WORKING HOURS FOR STREET WORKS IN THE CITY**
Joint report of the Director of the Built Environment and the Director of Markets and Consumer Protection.
For Decision
(Pages 67 - 122)

10. **JOINT HEALTH AND WELLBEING STRATEGY**
Report of the Director of Community and Children's Services.
- For Decision**
(Pages 123 - 146)
11. **PORT HEALTH AND ENVIRONMENTAL SERVICES: PUBLIC RELATIONS UPDATE**
Report of the Director of Public Relations.
- For Information**
(Pages 147 - 152)
12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
13. **URGENT ITEMS**
Any items of business that the Chairman may decide are urgent.
14. **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

15. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 12 September 2012.
- For Decision**
(Pages 153 - 154)
16. **ISSUE REPORT - REFURBISHMENT OF THE TRADITIONAL CREMATORIUM AT THE CITY OF LONDON CEMETERY**
Report of the City Surveyor.
- For Information**
(Pages 155 - 162)
17. **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

Wednesday, 12 September 2012

Minutes of the meeting of the Port Health & Environmental Services Committee held at the Guildhall EC2 at 1.45pm

Present

Members:

John Tomlinson (Chairman)	Deputy Pauline Halliday
John Absalom	Robert Howard
Alderman Nick Anstee	Vivienne Littlechild
Deputy John Bennett	Robert Merrett
Deputy Billy Dove	Barbara Newman
Kevin Everett	Deputy Janet Owen
Deputy Bill Fraser	Delis Regis
Deputy Stanley Ginsburg	

Officers:

Katie Odling	- Town Clerk's Department
Mathew Lawrence	- Town Clerk's Department
Jenny Pitcairn	- Chamberlain's Department
Doug Wilkinson	- Department of the Built Environment
Steve Presland	- Department of the Built Environment
Steve Blake	-
David Smith	- Director of Markets and Consumer Protection
Tony Macklin	- Assistant Director, Environmental Health & Trading Standards
Denis Whelton	- Support Services Manager
Gary Burks	- Superintendent & Registrar, City of London Cemetery & Crematorium

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Deputy John Barker, Nigel Challis, George Gillon, Deputy Revd Stephen Haines, Dr Peter Hardwick, Alderman Ian Luder, Deputy Wendy Mead Deputy John Owen-Ward, Deputy Richard Pulman, Deputy Richard Regan and Deputy Michael Welbank.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

The Minutes of the meeting held on 4 July 2012, were approved as a correct record subject to the inclusion of Robert Merrett in the list of attendees.

MATTERS ARISING

Item 3 – Annual Air Quality Monitoring Review and Air Quality Strategy Progress Report – The Chairman reported the success of the Air Quality meeting between Camden Borough Council, Westminster and the Greater London Authority held earlier that day.

Item 4 – Love Clean Streets – Members were informed that the launch of the mobile phone app for ‘Love the Square Mile’ to promote its use would be dependent on advice from Members. Members were informed further that the number of app downloads and the usage of the app was recorded and could be reported to the Committee. Members noted that prior to the creation of the app, a strong business case was put forward based on evidence collected from Lewisham Council that demonstrated the app could deliver expectations.

In addition, Members noted that information regarding the Community Toilet Scheme hoped to be combined in the City Visitors app.

Item 7 - Revenue Outturn 2011-2012 – Members were informed that as part of the Public Conveniences Report due to be submitted to the Committee in November 2012, the latest position in respect of the installation of a 4th Uri-lift would be included.

Enterprise Contract Update (Item 8) – Members noted an update regarding the contract would be provided to the next meeting.

Time Banding Scheme Update (Item 9) – An update would be presented to the Committee in May 2013.

Enforcement activity at Middlesex Street Market (Item 12) – Members noted that the area remained reasonably clear of street traders.

Questions on matters relating to the work of the Committee – Rose Alley (Item 14) – Members were informed that regular visits to monitor the cleanliness of Rose Alley were being undertaken and it was intended to organise a walk about for Members to go to the site. A further concern was expressed regarding the cleanliness of the air from cooking equipment filters which backed on to the Rose Alley. The Director agreed to speak to colleagues in Environmental Health to try and address this problem. Furthermore, a pair of ladders, property of a window cleaner, had been chained to one of the buildings from which the Director agreed to investigate.

3.1 **Olympic/Paralympic Update**

The Director of Highways & Cleansing, Built Environment and the Assistant Director Environmental Health & Public Protection provided a verbal report regarding the success of the operations during the Olympic/Paralympic periods.

Alderman Anstee, former Chairman of the London Marathon commended both the City of London Corporation and the City of Westminster for all their efforts.

A resolution was passed by the Committee formally thanking both Directors and their teams for their hard work and efforts during an exciting and challenging time. The Chairman asked that the Directors pass on these thanks to their teams.

4. **ELECTION OF VERDERERS - PROXY VOTE**

Consideration was given to a report of the Town Clerk regarding the Epping Forest Act 1878 which provided that four Verderers be elected to serve on the Epping Forest & Commons Committee and that these elections should take place every seventh year. The Act permits corporation and companies on the Register of Commoners to vote by proxy.

Further to a brief discussion, it was

RESOLVED: - That the Chairman be not appointed as proxy to voter on behalf of the City in the southern parishes in the election of Verderers 2013.

5. **INTRODUCTION PAPER FOR A PROPOSED REVIEW OF THE CITY OF LONDON WASTE STRATEGY**

Consideration was given to a report of the Director of the Built Environment which informed Members that following a number of significant changes in policy at national and local levels, the City of London's current Waste Strategy 2008 – 2020 required a review.

RESOLVED: - That

- i) the decision to produce a New Waste Strategy for the City of London which addressed the changes in national and local policy together with the new contractual arrangements be endorsed; and
- ii) the process and timeline as described in the report be agreed.

6. **CITY OF LONDON CEMETERY AND CREMATORIUM BUSINESS PLAN - PROGRESS REPORT**

Consideration was given to a report of the Director of Open Spaces in respect of the overall Open Spaces Department Business Plan for 2012-2015 that related to the City of London Cemetery and Crematorium which were presented to this Committee on 1 May 2012. This report presented a review of progress on the Plan and a summary of financial performance, as it related to the Cemetery and Crematorium, for the four month period up to 31 July 2012.

RESOLVED:- That the progress made in implementing the Business Plan be noted.

7. **BUSINESS PLAN 2012 - 15: 1ST APRIL 2012 - 31ST JULY 2012**

Consideration was given to a report of the Director of the Built Environment covering the period April 1st 2012 – July 31st 2012. Progress was noted on

items of particular relevance to the Port Health and Environmental Services Committee.

The Director informed Members that a report regarding the effectiveness of the Renew Recycling Bins would be brought to the Committee in September 2013 to include information around efficiency once the review of the installation of the programme had been conducted. Members noted that at present the contract allowed for a further 20 bins to be installed across the City to bring it up to 100.

RESOLVED: - That,

- i) progress, relevant to the work of this committee, on the Business Plan be noted;
- ii) the performance indicators and objectives for 2012/13 be noted;
- iii) the financial and statistical information contained within the report be noted; and
- iv) a report be brought to the Committee in September 2013 regarding the effectiveness and efficiency of the Renew Recycling Bins.

8. MARKETS AND CONSUMER PROTECTION BUSINESS PLAN 2012 - 2015 - PROGRESS REPORT (PERIOD 1)

Consideration was given to a report of the Director of Markets and Consumer Protection which provided an update regarding progress against the Business Plan of the Port Health and Public Protection Division (PH&PP) of the Department of Markets and Consumer Protection (M&CP), for Period 1 (April–July) of 2012-13 against key performance indicators (KPIs) and objectives outlined in the M&CP Business Plan.

RECEIVED.

9. BUSINESS RISK MANAGEMENT - INITIAL REPORT

Consideration was given to a report of the Director of the Built Environment which provided Members with information regarding the Business Risks identified within the Department of the Built Environment in accordance with the City's risk management framework as approved by the Audit and Risk Management Committee in October 2011.

RESOLVED: - That the report be noted and future reviews, on an exception basis be incorporated into the periodic departmental performance reports (normally quarterly in the case of the Planning & Transportation Committee and 4 monthly in the case of Port Health and Environmental Services Committee).

10. CITY OF LONDON ECONOMIC CRIME PROTOCOL

Consideration was given to a report of the Director of Markets and Consumer Protection which sought approval of the "Economic Crime Protocol for the City of London". This protocol, the first in the UK, sought to bring together enforcement partner organisations to provide an effective way of targeting economic crime and supporting the victims of economic crime.

A brief discussion took place around prosecution and the importance of an effective working relationship between the Corporation and the Police.

Members agreed that residents/stakeholders should be consulted prior to the document being endorsed and also requested information regarding the responsibilities of relevant bodies.

Members noted an amendment on page 81 of the report – “Financial Services Authority”.

RESOLVED : - That prior to the protocol being endorsed relevant stakeholders including residents be consulted.

11. **PUBLIC NUISANCE REPORT**

Consideration was given to a report of the Director of Markets and Consumer Protection responding to comments made by Members that there was insufficient provision in the City at night to deal with anti-social behaviour (ASB) and public nuisance, primarily patron noise, from licensed premises, particularly in Carter Lane. The report outlined actions to improve the service, using Carter Lane as a template for other areas and suggested the Licensing Steering Group set up by The Town Clerk as the appropriate body to oversee these improvements.

RESOLVED : - That the protocol be endorsed.

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

A question was raised in respect of noise from long term developments and why in some cases developments were extended longer than scheduled, particular reference being made to the Barbican Estate where development work had interfered with the cleanliness of the interior to properties.

The Assistant Director Environmental Health & Public Protection, Markets & Consumer Protection advised that at present the development referred to by the Member had been taken over by Brookfield but as yet there were no definite plans to proceed either with demolition or subsequent construction. It had been referred to that there potentially may be demolition planned to start in January 2013.

Discussion ensued regarding the hours of work around the Barbican, which were normally 0800-1800 Monday to Friday and 0900 – 1400 Saturday with Quiet Hour periods applied 1000-1200 and 1400-1600 weekdays except where variations were agreed or for engineering necessity.

Members noted that the documents agreed to follow our Code of Practice (COP) and liaison with local neighbours was critical to compliance with the COP. In addition, Keltbray were well aware of the need to speak to the Barbican Association as well as local House groups and it was something the Corporation would undoubtedly ensure happened; checking with them when there was something more definite about the work starting.

The Committee requested that a report should be submitted to the November 2012 Committee meeting in respect of the general arrangements for consulting all stakeholders (including residents) on the mitigation of both noise and dust nuisance from demolition, development and in what circumstances could these general arrangements be varied and what the relevant Committee responsibilities were.

13. LONDON GATEWAY PORT

(This item was considered at item 13).

Consideration was given to a report of the Director of Markets and Consumer Protection in respect of the London Gateway Port which was currently under construction within the boundary of the London Port Health Authority and preparations for the opening of the Port in the last quarter of 2013 had to be put in place so that the Authority could meet the demands placed upon it.

This would entail recruiting sufficient staff and securing office accommodation as well as the provision of IT and other equipment.

The costs associated with this project were not known at present; however, start-up funding was available via a reserve fund held by Port Health. Additional funds may be sought at a later stage.

This was an exciting development which presented an opportunity for the Port Health Authority to show that it could meet the challenge and provide a first class service to the international companies that would be using the new port.

It was noted that as a priority, Officers were also in discussion with staff regarding their preferences in respect of their work location.

RESOLVED: - That,

- i) existing staff be redeployed to London Gateway with new employees back filling the vacancies left by those transferring;
- ii) funding for the proposal be via the Products of Animal Origin Reserve Fund in the first instance with any additional start-up costs being the subject of a separate report; and
- iii) further report be submitted to your Committee within six months to provide an update on the position.

14. URGENT ITEMS

There were no items of urgent business.

15. 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.

<u>Item No.</u>	<u>Paragraph(s) in Schedule 12A</u>
17 - 19	3
20 - 21	-

16. NON-PUBLIC MINUTES

The Non-public Minutes of the meeting held on 4 July 2012 were considered.

17. DEBT ARREARS - PERIOD ENDING JUNE 2012

Consideration was given to a joint report of the Director of the Built Environment, the Director of Markets and Consumer Protection and the Director of Open Spaces which informed Members regarding arrears of invoiced income outstanding as at 30 June 2012.

RECEIVED.

18. ANIMAL BY-PRODUCTS FACILITY FOR SMITHFIELD MARKET

Consideration was given to a report of the Director of Markets and Consumer Protection in respect of the animal by-products facility for Smithfield Market.

RECEIVED.

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

There were no questions.

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

There were no items of urgent business.

The meeting closed at 3.20pm.

Chairman

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Port Health and Environmental Services Committee
Outstanding actions 2012

Action	Officer responsible	To be completed/ progressed to next stage	Notes/Progress to date
<p>Rose Alley - (Item arising from 12 September 2012 Committee meeting)</p> <ol style="list-style-type: none"> 1. Monitor the cleanliness of Rose Alley and organise a walk about for Members to go to the site. 2. Cleanliness of the air from cooking equipment filters which backed on to the Rose Alley - the Director to speak to colleagues in Environmental Health to try and address this problem. 3. A pair of ladders, property of a window cleaner, which had been chained to one of the buildings to be investigated. 	<p>Transportation & Public Realm Director, Built Environment</p>	<p>Update to be provided to the Committee on 13 November 2012.</p>	

Port Health and Environmental Services Committee
Outstanding actions 2012

<p>Renew Recycling Bins - A report regarding the effectiveness of the Renew Recycling Bins would be brought to the Committee in September 2013 to include information around efficiency once the review of the installation of the programme had been conducted. Members noted that at present the contract allowed for a further 20 bins to be installed across the City to bring it up to 100.</p>	<p>Director of the Built Environment</p>	<p>September 2013</p>	<p>No action required at this time.</p>
<p>General Arrangements for Consulting Stakeholders - A report in respect of the general arrangements for consulting all stakeholders (including residents) on the mitigation of both noise and dust nuisance from demolition, development and in what circumstances could these general arrangements be varied and what the relevant Committee responsibilities were.</p>	<p>Planning Services & Development Director, Built Environment</p>	<p>January 2013</p>	

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Port Health and Environmental Services Committee
Outstanding actions 2012

Time Banding Scheme Update	Director of the Built Environment	May 2013	
Enterprise Contract	Director of the Built Environment	November 2012	For Members information: Receive and review the Annual Report and Improvement Plan from Enterprise Managed Services Limited regarding the Street Cleansing, Waste Collection and Ancillary Services contract. This document will be presented to the Partnership Board (held in early December) that oversees running of the contract.
Introduction paper for a proposed Review of the City of London Waste Strategy (Item arising from 12 September 2012 Committee meeting)	Director of the Built Environment	See Appendix 1	
London Gateway Port	Director of Markets and Consumer Protection	A further report would be provided to the Committee within 6 months.	

Port Health and Environmental Services Committee Outstanding actions 2012

Appendix 1

Timeline and key dates for producing the Waste Strategy.

The table below sets out the project time line to complete the new Waste Strategy.

July 2012	Development of proposed objectives and waste stream modelling	Complete
August 2012	Preparation of First Draft Strategy document and Identification of Key Stakeholders, appropriate consultation methods etc.	Complete
September 2012	Committee Report informing PHES Members of proposed review process.	
October 2012	First Draft Strategy distributed to Members. Members workshop sessions	
November 2012	Second Draft of Strategy produced and presented to PHES Committee for approval to go to public consultation	
December 2012	Go out to internal and public consultation (3 month Statutory period)	
March 2013	Consultation closes, responses analysed	
April 2013	Amendments to strategy made following consultation responses	
May 2013	Final Draft developed, Action and monitoring plan for objectives put in place	
June 2013	Report to PHES Committee for final approval	
	New Waste Strategy Document Launched	

Agenda Item 5

Committee(s):	Date(s):
Community & Children Services	12 October 2012
Shadow Health & Wellbeing Board	7 November 2012
Policy & Resources Committee	8 November 2012
Port Health and Environmental Services Committee	13 November 2012
Court of Common Council	6 December 2012
Subject: Health & Wellbeing Board - Governance Arrangements	Public
Report of: Town Clerk	For Decision

Summary

The Health and Social Care Act 2012 ("The HSCA 2012") will introduce significant changes to the delivery of health services in England, in a move which the Government hopes will improve the 'democratic accountability' of the NHS.

With the abolition of Primary Care Trusts (PCTs), local authorities are taking on new responsibilities in respect of public health. One of the key aspects of the reforms is the establishment of 'Health & Wellbeing Boards' (H&WB), to provide collective leadership to improve health and wellbeing for each local authority area. The City will need to have its own H&WB set up by April 2013.

This report informs Members of the proposed steps to meet that requirement and seeks endorsement of key considerations around that process.

Recommendations

That:-

- a) the steps to be taken to set up a Health & Wellbeing Board in the form of a standalone Committee of the Common Council, including the timetable for consultation outlined in paragraph 23, be noted;
- b) the following be considered and endorsed:-
 - i. Terms of Reference of the H&WB (paragraph 11)
 - ii. the Membership of the H&WB as at April 2013 (Appendix 2)
 - iii. the convention that the Chairman of the H&WB should be a Member of the CoCo, to ensure a suitable representation at the Court of Common Council.

Main Report

Background

1. The Health and Social Care Act 2012 ("The HSCA 2012") received Royal Assent on 27 March 2012. The Act sets out the ambition for the NHS to

become 'democratically accountable' through changes in the way health services are commissioned and delivered.

2. One of the key aspects of the reform is that local authorities in England will take over the responsibility for health improvement of local populations. Primary care - that is, the responsibility for treating illness – will remain with the NHS. The new duties which Local authorities are taking on include the appointment of a Director of Public Health, the commissioning of a Local Healthwatch group (currently known as LINK) and the set up of a Health & Wellbeing Board (H&WB) to provide collective leadership to improve health and wellbeing for the local area.
3. With the abolition of Primary Care Trusts (PCTs), it will fall on H&WBs to provide a means of integrating all aspects of public health.

Current Position

4. A Shadow Health & Wellbeing Board for the City of London started work in earnest in April 2012 in response to the Government's expectation that local authorities should be prepared ahead of the implementation of the reforms. At the last meeting on 5 September 2012, the Board considered a report on the next steps to set up a H&WB and gave endorsement to the proposals contained in this report and which are now before Members for consideration.

Meeting the legal requirement

5. In accordance with s.194 of the HSCA 2012, every local authority has a duty to establish a H&WB. This requirement applies to the City of London, in its local authority capacity. .
6. The overarching aims of H&WBs are (s.195):-
 - a. to provide collective leadership to encourage integrated working between NHS commissioners, public health and social care services for the advancement of local health and wellbeing.
 - b. to provide advice assistance and support to encourage partnership arrangements. eg budget pooling arrangements
 - c. to encourage providers of "health related services" eg. Housing to work closely with the Board, Social Care Services and Health Service Commissioners

In particular, Health and Wellbeing Boards will have two key responsibilities (s.192-193):-

- a. To undertake the Joint Strategic Needs Assessment (JSNA)
- b. To develop a joint Health and Wellbeing Strategy

Positioning within the City Corporation – A 'standalone Committee'.

7. The requirement of s.194(11) of the Health and Social Care Act 2012 is that the Health and Wellbeing Board must be "*a committee of the local authority which established it and, for the purposes of any enactment, is to be treated*

as if it were a committee appointed by that authority under section 102 of the Local Government Act 1972". The Comptroller & City Solicitor has advised that to comply with the statutory provision the Health and Wellbeing Board must become a committee in its own right rather than a sub-committee, or its work being absorbed by another existing committee.

8. As with other Committees, the H&WB would need to be formally appointed by the Court of Common Council. For the H&WB to be represented at CoCo, either the Chairman or the Deputy Chairman would need to be a CoCo Member. Most local authorities so far have established that the H&WB Chair should be the Leader (e.g. Hounslow) or a Cabinet Member (e.g. Leicestershire). Voting would also need to be extended to other non-CoCo, external members.
9. Careful consideration will need to be given to how the developing role of the H&WB might impinge on the work of other City Corporation committees, particularly the Community & Children's Services and Port Health & Environment Services committees. H&WBs will share many operational similarities with partnership bodies (like Local Strategic Partnerships – LSP – or Community Safety Partnerships - CSP) in that its decisions affect not just the local authority but a variety of agencies and partners.
10. The Local Government Association (LGA) has published guidance in respect of setting up H&WBs (document entitled "New Partnerships, New Opportunities"). In this document, the LGA acknowledges that "H&WBs are throwing up a number of constitutional issues" and that, once in operation, difficulties may arise in relation to voting and more generally the application of local authority standing orders. Should issues arise, s.194(2) of the HSCA 2012 allows the Secretary of State to create regulations enabling the H&WB to have different governance processes. The regulations have yet to be produced. The LGA advises that, at present, "these [constitutional] issues are far from centre-stage for local areas [... which are instead] focusing on establishing relationships, developing shared priorities and getting down to business with an emphasis on short-term wins". It recommends H&WBs to consider legal and constitutional issues which arise as a group, once established.

Terms of Reference

11. There is currently no national guidance or 'template' for H&WBs Terms of References. There is little consistency in the scope and extent of the terms of reference which currently govern H&WBs/ Shadow H&WB elsewhere. A draft ToR giving specific reference to the H&WBs statutory functions is proposed below. The City's H&WB may later choose to spell out in greater detail what its roles and responsibilities will be.

"To be responsible for:-

1. **carrying out all duties conferred by the Health and Social Care Act 2012 ("the HSCA 2012") on a Health and Wellbeing Board for the City of London area, among which:-**
 - i. **to provide collective leadership for the general advancement of the health and wellbeing of the people**

within the City of London by promoting the integration of health and social care services;

- ii. to identify key priorities for health and local government commissioning, including the preparation of the Joint Strategic Needs Assessment and the production a Joint Health and Wellbeing Strategy;**

in accordance with the provisions of the HSCA 2012 concerning the requirement to consult the public and to have regard to guidance issued by the Secretary of State;

- 2. mobilising, co-ordinating and sharing resources needed for the discharge of its statutory functions, from its membership and from others which may be bound by its decisions; and**
 - 3. appointing such sub-committee as are considered necessary for the better performance of its duties.”**
12. The above terms of reference have been designed to ensure that the new H&WB is able to discharge all of the statutory duties which the Act has conferred upon it. Other ‘statutory’ committees of the City Corporation, (for example, the Licensing Committee) have similar terms of references that rely largely on references to legislation, rather than spell out each of the Committee duties.
13. Your Committee is asked to consider and endorse the above Terms of Reference.

Membership and Chairmanship

14. The HSCA 2012 is prescriptive of the minimum membership of H&WBs. The local authority has power to add members to the H&WB as it sees fit.

The Act sets out the core membership as follows:-

- a. at least one councillor of the local authority, nominated by the Leader (or in non-executive authorities (e.g. the City), by the Local Authority).
 - b. the director of adult social services for the local authority,
 - c. the director of children’s services for the local authority,
 - d. the director of public health for the local authority,
 - e. a representative of the Local ‘Healthwatch’ organisation for the area of the local authority,
 - f. a representative of each relevant clinical commissioning group (CCG), and
 - g. such other persons, or representatives of such other persons, as the local authority thinks appropriate.
15. In general, local authorities have chosen to have Cabinet or Lead Members responsible for Health, Leisure, Adult and Children’s Services, etc. represented on their respective H&WBs. Consequently, some have up to 4 elected councillors on the Board (e.g. Hounslow).
16. It would seem appropriate to give consideration to including:-

- a. The Chairman of the Community & Children's Services or his/her nominee.
 - b. the Chairman of the Port Health & Environmental Services Committee, or his/her nominee, given the link to Environmental Health (i.e. Air Pollution, etc.)
 - c. the Chairman of the Energy and Sustainability Sub-Committee or his/her nominee; and
 - d. Up to 3 Members of the CoCo appointed by the Common Council (who are not members of the Health and Care Scrutiny Committee – see *paragraph 20 below*)
17. Although its membership should represent a wide field of stakeholders, the H&WB should also consider alternative ways to maximise engagement with the City communities, and opt for a smaller core membership but a wider network for engagement through the establishment of thematic groups with co-opted members, etc.
18. In its published guidance, LGA indicates that the H&WB Chair “is usually a councillor, although exceptionally it could be a CCG member or someone independent. In a number of areas, CCGs hold the vice chair. When a board becomes a council committee the council’s standing orders would need to be amended to allow a chair who is not a councillor.”
19. Your Committee is asked to consider and endorse the Membership set out in Appendix 2. Members are also asked to endorse the convention that the Chairman of the H&WB should be a Member of the CoCo, to ensure a suitable representation at the Court of Common Council.

The City's Health Scrutiny Function

20. Since 2001, local authorities have had a duty to provide scrutiny of health matters relating to the health service in the authority's area. The City of London has discharged this function through the Health & Social Care Scrutiny Sub-Committee of the Community & Children's Services Committee.
21. The Department of Health has recently announced its intention to 'strengthen and streamline' how local authority health scrutiny to coincide with the introduction of H&WB and the general reforms of the NHS. In a consultation document dated 12 July 2012, the Government outlined proposals to the way local authority discharge these specific changes. The proposals, in brief, aim to give greater flexibility to local authorities by removing the need for health scrutiny to be delivered necessarily by 'scrutiny committees' and allowing them to fulfil these duties through 'suitable alternative arrangements'. The proposals also seek to adjust the power of traditional health overview and scrutiny committees over decisions about the re-configuration of local NHS services (in particular, concerning referrals to the Secretary of State in case of disputes)..
22. The way in which the City discharges its health scrutiny function may need to be reviewed once the outcome of the government's consultation is known.

The Way Forward

23. The Policy & Resources Committee has the responsibility for all matters relating to the review of governance arrangement in the City of London. The final proposals will need to be put forward by that Committee to the Common Council. This would follow a timetable for consultation as follows:-

12 October 2012	Community & Children Services
7 November 2012	Shadow Health & Wellbeing Board
8 November 2012	Policy & Resources Committee
6 December 2012	Court of Common Council
25 April 2013	First meeting of the Court – Appointment of Committees

24. The Shadow H&WB suggested that the Membership of the Board should be reviewed at the end of its first year of operation (April 2014) to ensure that it is fit for purpose.

Corporate & Strategic Implications

25. As set out above, there will be a need to consider how the developing work of the H&WB is likely to impact on the work of other committees. A need for minor changes to the Standing Orders is likely to be required to allow chairmen of other Committees to also chair the H&WB.

Conclusion

26. The City Corporation needs to ensure that it responds effectively to the changes relating to the way health services are commissioned and delivered in the Square Mile. This report deals with the need to formally set up a H&WB in April 2013 and outlines the steps to be taken to achieve that goal.

Appendices:

Appendix 1: Current Members of the Shadow Board

Appendix 2: Proposed Membership of the H&WB in April 2013

Contact:

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APPENDIX 1
SHADOW HEALTH & WELLBEING BOARD
CURRENT MEMBERSHIP

EXISTING MEMBERS

Vicky Hobart

Public Health Consultant, NHS East London and the City

The Rev Dr Martin Dudley

Chairman of Community and Children's Services Committee

Joy Hollister

Director of Department of Community and Children's Services

Jakki Mellor-Ellis

LINK Chairman

Dr Gary Marlowe

Clinical Commissioning Group (CCG) representative

Simon Murrells

Assistant Town Clerk / Deputy Chairman of the Safer City Partnership Steering Group

Jon Aaverns

Environmental Health and Public Protection Director

Norma Collicot

City of London Police

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APPENDIX 2
HEALTH & WELLBEING BOARD
PROPOSED MEMBERSHIP AT APRIL 2013

MEMBERS

Chairman of Community and Children's Services Committee (or representative)
Chairman of the Port Health & Environmental Services Committee, (or representative)
Chairman of the Energy and Sustainability Sub-Committee (or representative)

Three Members of the CoCo appointed by the Common Council (who are not members of the Health and Care Scrutiny Committee)

The Director of Public Health or his/her representative (to be appointed)

Director of Department of Community and Children's Services
(aligned to the statutory membership of Director of Children's Services and Director of Adult Social Services)

Healthwatch representative
(aligned to the statutory membership of Healthwatch)

Clinical Commissioning Group (CCG) representative
(aligned to the statutory membership of Clinical Commissioning Group representative)

Chairman or Deputy Chairman of the Safer City Partnership Steering Group

Environmental Health and Public Protection Director

City of London Police

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Agenda Item 6

Committee(s):	Date(s):	
Port Health and Environmental Services	13 November 2012	
Subject: REVENUE AND CAPITAL BUDGETS - 2013/14		Public
Report of: The Chamberlain Director of the Built Environment Director of Markets and Consumer Protection Director of Open Spaces		For Decision
<u>Summary</u>		
<p>This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2013/14, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to each Director; however the Director of Markets and Consumer Protection has only achieved this through inclusion of £250,000 as unidentified savings.</p> <p>Business priorities for the forthcoming year include:</p> <ul style="list-style-type: none"> • continued review of public convenience provision; • introduction of measures to increase the household recycling rate; • adoption of a new Waste Strategy; • review of the Port Health service in light of reduced trade and in preparation for the London Gateway Port; • ensuring the income stream at the Heathrow Animal Reception Centre is not adversely affected by proposed changes to animal imports and checks; and • use of market research findings to improve cemetery and crematorium services in line with stakeholder needs. 		

Summary Of Table 1	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000	Movement £'000
Expenditure	22,009	21,126	(883)
Income	(11,196)	(10,981)	215
Support Services and Capital Charges	4,383	4,288	(95)
Total Net Expenditure	15,196	14,433	(763)

Overall, the 2013/14 provisional revenue budget totals £14.433m, a decrease of £0.763m compared with the latest approved budget for 2012/13. The main reasons for this reduction are:-

- One-off carry forwards from 2011/12 totalling £469,000 are included in the 2012/13 latest approved budget;
- Required savings totalling £211,000 resulting from the recent departmental re-organisation have been incorporated; and
- A reduction in support services and capital charges of £95,000.

Recommendations

The Committee is requested to:

- review the provisional 2013/14 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from potential budget developments including PP2P reviews, the implementation of the City of London Procurement Service, changes to the Additional Works Programme and changes in respect of recharges.

Main Report

Introduction

1. This report sets out the proposed revenue and capital budgets for 2013/14. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets.
 - Place responsibility for budgetary control on departmental Chief Officers.
 - Apply a cash limit policy to Chief Officers' budgets.
2. The proposed budget for 2013/14 has been analysed by the service expenditure and compared with the latest approved budget for the current year.
3. The report also compares the current year's budget with the forecast outturn.

Business Planning Priorities

Director of the Built Environment

4. The household recycling rate remains below the target of 40%, and increasing this rate will be a priority, through more focused monitoring, data analysis and targeted communications by a dedicated recycling assistant.
5. Officers will continue to explore options to improve and reduce the cost of public convenience provision.
6. Finalise adoption of the new Waste Strategy.

Director of Markets and Consumer Protection

7. A review of the Port Health Service is currently underway to ensure that it provides the most effective use of resources. The opening of the London Gateway Port in the last quarter of 2013 will introduce further challenges for the service.
8. The Department of Environment, Food and Rural Affairs has recently proposed some changes to how animals can be imported into the country, and the way in which checks should be carried out. Negotiations are currently underway to ensure that the income stream to the Animal Reception Centre is protected.

Director of Open Spaces

9. The Cemetery and Crematorium Service is currently using a market research consultant to help gain a better understanding of public perceptions and opinions on the services it provides; this work will be completed in early 2013. The resulting information will be used to develop services in order to improve quality and better meet the needs of the bereaved and the local community.
10. Work will be undertaken to continue improvement of the cemetery landscape by the removal of an existing conifer hedge, to be replaced with a mixed beech and holly hedge, and rejuvenation of historic cemetery plantings.

Proposed Revenue Budget for 2013/14

11. The proposed Revenue Budget for 2013/14 is shown in Table 1 below analysed between:
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer’s control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
12. The provisional 2013/14 budgets being presented to your Committee, and under the control of the Directors of the Built Environment, Markets and Consumer Protection, and Open Spaces, have been prepared in accordance with guidelines agreed by the Policy & Resources and Finance Committees. These include:
 - a 1% uplift for inflation;
 - the first 1% of the total efficiency savings of 2% required by 2014/15;
 - £211,000 of savings required as a result of the recent departmental reorganisation; and
 - the proper control of transfers of non-staffing budget to staffing budgets.

The remaining 1% of efficiency savings will be applied to the 2014/15 budgets.

13. The budget has been prepared within the resources allocated to the Directors of the Built Environment and Open Spaces. In order to meet the resources allocated to the Director of Markets and Consumer Protection, the proposed budget includes £250,000 of savings yet to be identified, as well as a virement of £14,000 from his budgets within Licensing Committee. The shortfall is mainly the result of a reduction in income from Port Health services, together with increases in pay costs resulting from provision for pay award, increments and re-gradings. The Director is currently undertaking a review of the Port Health service in order to identify further savings to balance the budget for 2013/14.

TABLE 1 PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE SUMMARY – ALL FUNDS						
Analysis of Service Expenditure	Local or Central Risk	Actual 2011/12 £'000	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000	Movement 2012/13 to 2013/14 £'000	Paragraph Reference
EXPENDITURE						
Employees	L	10,643	10,767	10,667	(100)	16
Employees	C	2	8	8	0	
Premises Related Expenses (see note i)	L	1,714	1,651	1,499	(152)	17
Premises Related Expenses (see note ii)	C	663	698	698	0	
City Surveyor – Repairs & Maintenance	L	588	714	773	59	26
Transport Related Expenses	L	469	526	364	(162)	18
Supplies & Services (see note iii)	L	2,770	2,062	1,905	(157)	19
Third Party Payments	L	7,410	5,575	5,454	(121)	20
Transfer to Reserve	L	17	5	5	0	
Contingencies	L	3	3	3	0	
Savings to be Applied	L	0	0	(250)	(250)	21
Total Expenditure		24,279	22,009	21,126	(883)	
INCOME						
Government Grants	L	(92)	(93)	0	93	19
Other Grants, Reimbursements and Contributions	L	(143)	(138)	(92)	46	
Customer, Client Receipts	L	(12,862)	(10,965)	(10,736)	229	18, 20, 23
Transfer from Reserves	L	(134)	0	(153)	(153)	24
Total Income		(13,231)	(11,196)	(10,981)	215	
TOTAL EXPENDITURE/ (INCOME) BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		11,048	10,813	10,145	(668)	
SUPPORT SERVICES AND CAPITAL CHARGES						
Central Support Services & Capital Charges		5,483	5,167	5,053	(114)	25
Recharges within Fund		(628)	(1,124)	(1,099)	25	
Recharges Across Funds		318	340	334	(6)	
Total Support Services and Capital Charges		5,173	4,383	4,288	(95)	
TOTAL NET EXPENDITURE/(INCOME)		16,221	15,196	14,433	(763)	

Notes - Examples of types of service expenditure:-

- (i) Premises Related Expenses (local risk) – includes repairs & maintenance, energy costs, rates, water services, cleaning and domestic supplies
- (ii) Premises Related Expenses (central risk) – rates for Walbrook Wharf depot and offices
- (iii) Supplies and Services – Equipment, furniture, materials, uniforms, printing, stationary, professional fees, grants & subscriptions

14. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
15. Overall there is a reduction of £763,000 in the overall budget between the 2012/13 latest approved budget and the 2013/14 original budget. This movement is explained by the variances set out in the following paragraphs.
16. A reduction of £100,000 in employee costs mainly as a result of the removal of the one-off effect of carry-forwards in 2012/13 for Olympics staffing costs, project work, apprentices and short-term cover particularly within City Environmental Health. This has been partly offset by provision for increments and pay award increases.
17. The 2012/13 premises related expenses budget includes a one-off carry-forward of £152,000 for repairs and maintenance at Heathrow Animal Reception Centre.
18. An increase of £64,000 in unplanned rechargeable vehicle maintenance and running costs in 2012/13 is offset by an equal increase in income. The transport related expenses budget in 2012/13 also includes one-off costs of £88,000 for vehicle purchases which are not required in 2013/14.
19. A reduction of £72,000 in consultants' fees and associated costs for one-off Air Quality projects is offset by an equal reduction in grant income. Again, one-off carry-forwards totalling £83,000 across a number of supplies and services budget headings are included in the 2012/13 budget.
20. A net reduction of £83,000 in the costs of waste disposal as a result of reduced tonnages and variations in the composition of waste streams, enabling more recycling. This was mostly offset by a reduction of £78,000 in income due to a fall in market prices for recyclates. The third party payments budget in 2012/13 also includes a one-off carry-forward of £24,000 for additional payments to Enterprise for project work.
21. In order to meet his resource allocation, the Director of Markets and Consumer Protection has included £250,000 of unidentified savings in his budget for 2013/14. This is mainly the result of a reduction in Port Health income of £253,000 from the 2012/13 original budget due to a decrease in trade, which is largely determined by regulation but also by trade patterns i.e. the ports selected by shipping lines. This reduction has been incorporated in the latest approved budget for 2012/13 but has been offset in this year by savings or additional income within the Department which are not fully sustainable into 2013/14. In addition, increases in pay costs in

2013/14 resulting from provision for pay award, increments and re-gradings that amount to over £100,000, and a required £50,000 of savings relating to the departmental reorganisation, have contributed to the deficit.

22. The Director is currently undertaking a review of the Port Health Service in order to address this shortfall, in conjunction with planning for the opening of the London Gateway Port. As agreed by your Committee in September 2012, some existing resources may transfer to London Gateway, and start-up costs are to be met from the Products of Animal Origin Reserve. This Reserve could also be used to meet any remaining shortfall in income from the inspection service. Detailed proposals will be the subject of a separate report.
23. One-off income of £50,000 for street cleansing works was received in 2012/13 mainly in relation to Diamond Jubilee and Olympics preparations and clean-up.
24. £153,000 from the Landfill Allowance Trading Scheme Reserve of £300,000 is to be transferred to the Director of the Built Environment's local risk budgets during 2013/14, as previously agreed by your Committee and Finance Committee in May 2012. This one-off income will meet the increased cost of agency staff for public conveniences whilst alternative options to offset this cost are explored by Officers over the forthcoming year, as reported in more detail elsewhere on your agenda today.
25. A reduction in central support services and capital recharges reflects the net impact of changes in the budgets of central departments and their apportionment between committees, as shown in Appendix 2.
26. The increase of £59,000 in the budget for the City Surveyor's repairs and maintenance programme reflects changes in the composition and phasing of the works. See Table 2 overleaf.

TABLE 2 - CITY SURVEYOR LOCAL RISK Repairs and Maintenance	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000
Additional Works Programme	391	481
Planned and Reactive Works		
Public Conveniences	26	17
Walbrook Wharf	131	140
Heathrow Animal Reception Centre	24	21
Meat Inspector's Office	3	0
Cemetery and Crematorium	139	114
Total City Surveyor	714	773

27. Budgets have provisionally been included for the 2013/14 additional works programme based on bids considered by the Corporate Asset Sub Committee in June 2012. However, a decision on funding of the programme is not due to be made by the Resource Allocation Sub Committee until December. It may therefore be necessary to adjust budgets to reflect the Resource Allocation Sub Committee's decision.

28. Analysis of the movement in manpower and related staff costs are shown in Table 3 below.

Table 3 - Manpower statement	Latest Approved Budget 2012/13		Original Budget 2013/14	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Public Conveniences	6.0	236	6.0	239
Public Conveniences - Agency Staff	-	495	-	470
Waste Collection	10.1	487	10.1	512
Street Cleansing	7.7	411	7.7	402
Waste Disposal	5.3	270	5.3	276
Transport Organisation	1.0	49	1.0	50
Walbrook Wharf	3.0	174	3.0	171
Cleansing Services Management	4.7	292	4.4	361
Built Environment Directorate	6.2	570	4.2	534
Coroner	1.0	21	1.0	21
City Environmental Health	28.5	1,721	28.5	1,625
Pest Control	4.0	141	4.0	131
Meat Inspector's Office	7.0	342	7.0	343
Animal Health Services	32.7	1,285	31.4	1,316
Trading Standards	3.6	230	4.0	216
Port & Launches	38.3	2,078	37.2	2,037
Cemetery and Crematorium	64.4	1,973	64.4	1,971
TOTAL PORT HEALTH & ENVIRONMENTAL SERVICES	223.5	10,775	219.2	10,675

Potential Further Budget Developments

29. The provisional nature of the 2013/14 revenue budget recognises that further revisions may be required, including in relation to:

- the anticipated opening of the new London Gateway Port in the last quarter of 2013, for which the City as London Port Health Authority has a statutory duty to provide inspection and enforcement services;
- budget reductions to capture savings arising from the on-going PP2P reviews;
- budget adjustments relating to the implementation of the City of London Procurement Service; and
- decisions on funding of the 2013/14 Additional Work Programme by the Resource Allocation Committee in December 2012.

Revenue Budget 2012/13

30. The forecast outturn for the current year is £15.169m compared to the latest approved budget of £15.196m, a potential underspend of £27,000. This potential underspend relates to Walbrook Wharf rates (central risk).

Draft Capital Budget

31. No new bids were submitted recently by the Committee to the Policy and Resources Committee for resources to evaluate new capital or supplementary revenue projects.

32. The Committee's draft capital and supplementary revenue project budgets are summarised in the Tables below. Estimated expenditure is analysed as follows:

- Committed – Projects which are contractually committed.
- Uncommitted – Projects which have been the subject of an options appraisal report but are not yet contractually committed.
- Options Appraisal costs – The costs of evaluating all other schemes approved to proceed to that stage.

	Exp. Pre 01/04/2012 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	Later Years £'000	Total £'000
<u>Evaluated Schemes</u>						
- Committed						
Animal By-Product Facility	1,955	12	0	0	0	1,967
TOTAL	1,955	12	0	0	0	1,967

	Exp. Pre 01/04/2012 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	Later Years £'000	Total £'000
<u>Evaluated Schemes</u>						
- Committed						
Public Conveniences	367	20	39	0	0	426
TOTAL	367	20	39	0	0	426

TABLE 6 – City Fund Draft Supplementary Revenue Budget						
	Exp. Pre 01/04/2012 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	Later Years £'000	Total £'000
<u>Evaluated Schemes</u>						
- Committed						
Old Crematorium Refurbishment	113	1,110	0	0	0	1,223
TOTAL	113	1,110	0	0	0	1,223

33. The latest updated information on the capital project budgets is being submitted in a progress monitoring report to the Finance Committee on 11 December 2012. Summaries of these budgets will subsequently be used to determine overall financing, with the full capital and supplementary revenue project budgets being presented to the Court of Common Council for approval in March 2013.

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Chamberlain's Department

APPENDIX 1a

Analysis by Service Managed	Actual	Latest Approved Budget			Original Budget			Movement 2012/13 to 2013/14	Paragraph Reference
	2011/12	2012/13		2013/14					
	Net £'000	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	£'000	
DIRECTOR OF THE BUILT ENVIRONMENT									
Public Conveniences	1,280	2,010	(399)	1,611	2,054	(399)	1,655	44	
Waste Collection	1,347	1,859	(795)	1,064	1,915	(796)	1,119	55	
Street Cleansing	5,632	6,149	(409)	5,740	6,087	(359)	5,728	(12)	
Waste Disposal	2,246	1,990	(733)	1,257	1,796	(655)	1,141	(116)	20, 25
Transport Organisation (see note i)	0	387	(387)	0	322	(322)	0	0	
Walbrook Wharf (see note i)	0	2,623	(2,623)	0	2,556	(2,556)	0	0	
Cleansing Services Management (see note i)	0	382	(382)	0	453	(453)	0	0	
Built Environment Directorate (see note i)	0	1,176	(1,176)	0	1,135	(1,135)	0	0	
SUBTOTAL DBE	10,505	16,576	(6,904)	9,672	16,318	(6,675)	9,643	(29)	
Transfer from LATS Reserve	0	0	0	0	0	(153)	(153)	(153)	24
TOTAL DIRECTOR OF THE BUILT ENVIRONMENT	10,505	16,576	(6,904)	9,672	16,318	(6,828)	9,490	(182)	
DIRECTOR OF OPEN SPACES									
Cemetery and Crematorium	102	4,279	(4,080)	199	4,296	(4,100)	196	(3)	
TOTAL DIRECTOR OF OPEN SPACES	102	4,279	(4,080)	199	4,296	(4,100)	196	(3)	

Notes (i) These services are support services which are fully recharged to front-line services within the Department. The net cost of front-line services includes the cost of the recharges from these services.

APPENDIX 1b

Analysis by Service Managed	Actual	Latest Approved Budget			Original Budget			Movement 2012/13 to 2013/14	Paragraph Reference
	2011/12	2012/13		2013/14					
	Net £'000	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	£'000	
DIRECTOR OF MARKETS AND CONSUMER PROTECTION									
City Fund									
Coroner	236	88	0	88	88	0	88	0	
City Environmental Health	2,413	2,895	(156)	2,739	2,681	(14)	2,667	(72)	16, 19
Pest Control	122	228	(88)	140	218	(88)	130	(10)	
Animal Health Services	788	2,632	(2,453)	179	2,433	(2,466)	(33)	(212)	17
Trading Standards	338	394	(55)	339	383	(34)	349	10	
Port & Launches	1,504	3,395	(1,807)	1,588	3,320	(1,761)	1,559	(29)	
Total City Fund	5,401	9,632	(4,559)	5,073	9,123	(4,363)	4,760	(313)	
City's Cash									
Meat Inspector's Office	213	767	(515)	252	751	(514)	237	(15)	
Total City's Cash	213	767	(515)	252	751	(514)	237	(15)	
SUBTOTAL	5,614	10,399	(5,074)	5,325	9,874	(4,877)	4,997	(328)	
Unidentified Savings (City Fund)	0	0	0	0	(250)	0	(250)	(250)	21-22
TOTAL DIRECTOR OF MARKETS AND CONSUMER PROTECTION	5,614	10,399	(5,074)	5,325	9,624	(4,877)	4,747	(578)	
COMMITTEE TOTAL	16,221	31,254	(16,058)	15,196	30,238	(15,805)	14,433	(763)	

APPENDIX 2

Support Service and Capital Charges from/to Port Health and Environmental Services Committee	Actual 2011/12 £000	Latest Approved Budget 2012/13 £000	Original Budget 2013/14 £000
Support Service and Capital Charges			
City Surveyor's Employee Recharge	115	157	167
Insurance	270	251	252
IS Recharges - Chamberlain	343	1,142	1,124
Capital Charges	3,056	1,960	1,926
Support Services -			
Chamberlain	1,005	1,035	989
Comptroller and City Solicitor	178	139	133
Town Clerk	391	350	333
City Surveyor	62	65	65
Other	63	68	64
Total Support Services and Capital Charges	5,483	5,167	5,053
Recharges Within Funds			
Corporate and Democratic Core – Finance Committee	(52)	(52)	(52)
Unfit Meat Disposal – Markets Committee	(48)	(57)	(62)
Directorate Recharge – Markets Committee	22	16	16
Walbrook Wharf Offices – Licensing Committee	(60)	(59)	(60)
Charity Collection Licensing - Police Committee	(14)	(14)	(15)
Directorate Recharge – Planning and Transportation Committee	(476)	(958)	(926)
Recharges Across Funds			
Directorate Recharge – Markets Committee	209	242	242
Directorate Recharge – Open Spaces Committee	109	98	92
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	5,173	4,383	4,288

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Agenda Item 7

Committee(s):	Date(s):
Port Health & Environmental Services	13 Nov 2012
Subject: Public Conveniences Strategy – Update	Public
Report of: Director of the Built Environment	For Decision
<u>Summary</u>	
<p>This report provides your Committee with a progress update on the Public Conveniences Strategy, it aims to ensure that toilets are provided of a type, in locations and at a time that suit potential users. It recognises, for example, that staffed conveniences work well during the day, but are not suited to night-time users. Its aims are therefore to provide adequate toilet provision for commuters, shoppers and tourists as well as address the additional needs of a growing night-time economy.</p>	
<p><u>Staffed toilets and agency staff</u> These continue to operate successfully with high standards of cleanliness maintained; however the previously reported implementation of the Agency Workers Regulations 2010 (AWR) has had a significant impact on the cost of the service, currently estimated at £158k.</p>	
<p><u>Barriers and the Introduction of Charging Tower Hill and Paternoster Square.</u> Barriers have been in operation for over two years now and the income from these has increased, suggesting that the charge is not excessive and the facilities are being well used. The income supports the overall operating costs of the public conveniences helping to maintain the current levels of provision.</p>	
<p>A review of other locations suggests that the introduction of barriers at Eastcheap and Royal Exchange could generate an estimated income of £100k. The estimated installation costs of £126k would be subject to a capital bid. This project would fit with the 'spend to save' category and fits well within the 5 year pay-back criteria.</p>	
<p>Officers will be exploring other areas where savings can be made within the service including a soft market test of the service to ensure value for money. This will be done over the next twelve months with any proposals being presented to this Committee.</p>	
<p><u>Automatic Public Conveniences (APC)</u> The City currently has 10 APC units. Whilst APCs are relatively expensive to provide and maintain, in terms of cost per user, their real benefit is that they provide a 24 hour, 7 days a week facility for both men and women. This helps support the needs of the growing night-time economy. Four of the units are fully accessible for disabled use. Long-term viability will be assessed over the next twelve months.</p>	
<p><u>Community Toilet Scheme (CTS)</u> The Community Toilet Scheme has been a huge success with membership now at 75. This supplements the provision at a low comparable cost across the City of London and is in line with GLA strategies on public conveniences. Premises are regularly visited and checked for cleanliness, appropriate documentation, and visible signage. This is undertaken by the dedicated resource approved by your Committee.</p>	
<p><u>Urilifts</u> The installation of the three units at Watling Street, Cornhill and Bishopsgate has been very successful, and the facilities are being well used particularly at times</p>	

when public houses are closing. There have been no complaints about these units since they were installed.

Officers will be progressing the proposed installation of a Urilift in Charterhouse Street, this area having been identified as suffering significantly from street urination. Information will be presented to the Smithfield Market Traders Association to gain their support for the installation of a unit. Officers are also exploring a location in the Aldgate area as a possible site for a unit. This area is being explored with the Street Enhancement Team as there are plans for redevelopment of the area and a unit could be part of the design features.

Contactless Payment Technology

Officers have investigated the possibility of using the Oyster card system and credit card contactless technology to pay at the barriers.

It was found that the Oyster card system is only valid TfL currency and this system is not available to other organisations. The use of credit card contactless technology incurs a 29p transaction fee by the bank. Based on a 50p charge contactless payment would therefore not be viable at this present time. We will monitor the costs of this technology and others that are developed as they may become more widely used in the hope that the transaction fee reduces to become a viable method of payment at our barriers.

Recommendations

That your Committee agrees:

1. To receive this progress report and note the actions taken and continues to support the Public Convenience Strategy.
2. To continue with the current charging policy at Tower Hill and Paternoster Square with a 50p charge.
3. To agree the introduction of a 50p charge at Royal Exchange and Eastcheap conveniences, subject to a capital bid for the installation of barriers (at an estimated £126k) being approved through the corporate Project Procedure.
4. That Officers explore further options to offset the impact of the AWR including undertaking a soft market test of the service over the next twelve months and report back to this Committee with the findings.
5. To acknowledge the successful development of the Community Toilet Scheme in achieving 75 members.

Main Report

Background

The Strategy

1. On 11 March 2008 your Committee agreed a report titled 'Public Conveniences Strategy', which proposed a framework and timescale upon which to review the provision of public conveniences within the City. Over previous years this Committee has reassessed the service's provision of public conveniences which has resulted in modifying the opening hours of attended conveniences and reducing the provision of automatic public conveniences (APCs).
2. The Strategy aims to ensure that toilets are provided of a type and in locations that suit potential users. It recognises, for example, that staffed conveniences work well

during the day, but are not suited to night-time users. Its aims are therefore to provide adequate toilet provision for commuters, shoppers and tourists as well as address the additional needs of a growing night-time economy.

3. The Strategy provides daytime toilet provision delivered via the staffed (agency and direct employed) conveniences; this is supplemented by provision through the Community Toilet Scheme (CTS) in which local businesses make their toilets available to the public in return for a small financial reward. Night-time provision is provided via the installation of 'pop up' style Urilift toilets with all provision being further supplemented by APCs.
4. On 27 January 2009 your Committee agreed to the installation of Urilifts in four locations which had been identified as suffering most from street urination, the closure of Bishopsgate attended convenience (other than on Sundays) from April 2009, to deploy single attendant management of public conveniences at appropriate locations, to introduce a 50p charge at both Tower Hill and Paternoster Square attended public conveniences, and to develop a Community Toilet Scheme to expand the availability of provision at a low cost with establishment of a dedicated post of scheme manager.
5. The Strategy aims to achieve these demands whilst also maintaining or reducing operating costs for the service. To achieve this, the service has reduced the opening hours of low usage staffed conveniences and by introduced a 50p charge for the use of Paternoster Square and Tower Hill toilets. The installation of barriers and the introduction of charging at Tower Hill and Paternoster Square happened in April 2010.

Current Position

Review of the Barriers and Charging at Tower Hill and Paternoster Square.

6. Where many other authorities are closing public conveniences as a result of budget reductions, the City has resisted this option acknowledging their value and importance for tourists, visitors, workers and residents. This view is shared by the Mayor of London who promotes a strategy to encourage authorities to maintain levels of provision and improve toilet facilities across greater London.
7. The barriers/charging systems have been successfully operating since 2010 at Tower Hill and Paternoster Square conveniences. A charge of 50p at these locations generates an income which goes to support the operational running and maintenance of the whole public convenience service across the City of London. This charge is in line with our nearest comparable neighbour, Westminster, who also charge 50p.
8. Now that charging has been in place for some time we have been able to review the impact of this approach. The findings of this review are that:
 - Income levels over the last 2 years have been on the increase, and income targets have over-achieved. This suggests that the 50p charge is not excessive and has not deterred people from using the facilities. See summary table below.

Summary Table of Tower Hill and Paternoster Square Barrier income

Toilet Barrier income 2011-12-13			
Year	Budget	Outturn	
	£000	£000	
2011/12	360	377	
2012/13	360	384	1
Note:			
1) Projection 2012/13, based on current level of income from both Tower Hill and Paternoster. Income split is around 80/20 respectively			

- As would be expected with the introduction of a charging policy, there were initially some complaints, however overall the number has been very low. During the first year of operation (2010) Cleansing Services received fifteen written complaints and approximately twenty phone complaints.
- In 2011 we received three written complaints and approximately six phone complaints.
- To date, in 2012 we have received five written and approximately five phone complaints. Of these only two complaints were related to the charging policy with one coming from a school party and the other from an individual member of the public. This indicates further that payment for usage is widely accepted amongst the facilities users.
- In the financial year 2011/12 income from Tower Hill and Paternoster conveniences equated to 756,578 service users. The number of complainants therefore only represents 0.0012% of paying service users.

Staffed public conveniences and changes in legislation - Agency Workers Regulations 2010 with effect from 1st October 2011.

9. The City has eight attended public conveniences. The hours that these facilities are open to the public range from 7.00am to 9.00pm depending on the location. They are open seven days a week all year round (except Christmas Day). The locations and opening times are listed in Appendix 1.
10. Due to the variability of the service the City has, since the early 1990s taken the view that as convenience attendants left the City's employment, they were replaced by agency staff. This has given greater flexibility to cover the variety of non-standard shift patterns. This arrangement has also ensured that cover was provided if an agency worker was off on annual leave or sick as the agency would provide a replacement at no additional charge, unlike a directly employed worker where it would be an additional cost to cover these periods of absence. This way of working has resulted in significant savings for the service over the years and passed much of the management of administration of these workers to the agencies.
11. Currently there are four full time City of London attendants with an additional ten to thirteen agency staff required daily to cover these hours working variable shift patterns and hours each week. Due to the number of events hosted by the City each year hours of opening vary significantly including weekend opening as necessary.

12. The Revenue and Capital Budgets 2011/12 and 2012/13 report to your Committee on 24 January 2012 advised that with effect from 1st October 2011, the Agency Workers Regulations 2010 (AWR) were introduced. The purpose of this legislation was to give agency workers some parity with other employees. It gave agency workers who complete twelve continuous weeks in the same role entitlement to comparable terms and conditions in relation to pay, holiday entitlement, working times, rest breaks/ periods and night work as directly recruited staff.

Impact of Change in Legislation and Actions Taken.

13. The original impact of this legislation was that the additional costs for agency workers would increase by an estimated £200k per annum. Initial work was undertaken and as reported to your Committee in May 2012, Officers negotiated a reduction in staffing costs to £180,000. Lengthy negotiations have continued to take place with the agencies to try to reduce this increase in cost further, and Officers have since been able to agree an additional reduction in agencies fees.
14. Officers have also made changes to the weekend rota arrangements to further reduce operating cost by using agency staff where possible to cover weekend working rather than using City staff and thereby incurring overtime costs which would be significantly higher.
15. As a result of these actions the City has reduced the overall increase in labour costs incurred due to the implementation of the AWR and now estimate it to be £158k.
16. These additional costs will be met this year by utilisation of a combination of any under spend within the local risk budget, the projected over-achievement of the income from the public convenience barriers, and as previously agreed by your Committee any shortfall in 2012/13 and 2013/14 from the £300k Landfill Allowance Trading Scheme (LATS) Reserve.
17. For 2012/13 it was anticipated that £150k would be required from the LATS Reserve. However, as a result of forecast underspendings and additional income both within the service and elsewhere in the Department, it is currently not envisaged that this will be required. The Reserve will be used to cover the full AWR impact for 2013/14.
18. This approach to funding the gaps is not sustainable and Officers have started to explore options to meet the shortfall in resources in 2014/15.

Proposed Introduction of charging to further offset the impact of the Agency Workers Regulations (AWR).

19. As described in paragraph 15 the introduction of the AWR has had a budget impact on staff costs estimated at £158k. Work has been undertaken to explore how the service can generate additional income to cover the increase in costs. An analysis has been done of all of the public conveniences to establish the viability of introducing further charges at other locations as shown in the table below:

Table analysing the viability of public convenience sites through the introduction of charging.

		Base line Data					
		APR 11 - MAR 12					
		TOTALS			40% of	Estimated	Time to recover
		Beam Counter			11/12 Count	income at 50p	the costs of
							installation (YRS)
ROYAL EXCH.	Ladies	68485					
	Gents	247086					
	Total	315571		126228	£63,114	1.32	[Note 1]
BISHOPSGATE [Only open on Sunday]	Ladies	12994					
	Gents	19859					
	Total	32853		13141	£6,571	6.54	[Note 2]
EASTCHEAP	Ladies	49232					
	Gents	101803					
	Total	151035		60414	£30,207	1.42	[Note 2]
SMITHFIELD	Ladies	10712					
	Gents	143816					
	Total	154528		61811	£30,906	4.63	[Note 3]
BLACKFRIARS [Only open Apr - Sept]	Ladies	19087					
	Gents	32890					
	Total	51977		20791	£10,395	4.14	[Note 2]
Note 1 - 4 Gates, 2 Change machines. est £83K. Note 2 - 2 Bi-directional gates, 2 change machines. Est £43K. Note 3 - 2 Bi-directional gates, 2 change machines. Est £43K. However major structural work would be required if at all possible £100k estimated.							

20. From this information it can be seen that there are two locations that would appear to be viable, these are at Royal Exchange and Eastcheap. This is based on the same assumptions and calculations applied when identifying Tower Hill and Paternoster Square income levels in the original exercise. The locations of Royal Exchange and Eastcheap could generate an income estimated at £100k if a 50p charge were to be introduced.
21. The installation of similar style barriers to those fitted to Tower Hill and Paternoster Square can be fitted at an estimated cost of £126k, this would be subject to a capital bid. The return on investment period shown in the table would be less than 1.5 years. This is similar to both Tower Hill and Paternoster Square. If Members are in agreement with the introduction of charging via barriers at these locations, a separate report would be prepared in accordance with the corporate Project Procedure. This project would fit with the 'spend to save' category and fits well within the 5 year pay-back criteria.
22. It can be seen that the facilities at West Smithfield are well used and may have been considered, however, as these facilities are below ground level (essentially a concrete block hollowed out) and have a narrow and confined design layout it would be extremely difficult to physically install any barrier equipment without major structural changes if at all possible. It would therefore be prudent to set aside a significant estimated budget (£100k) for this work in the calculations. This would increase the installations costs and therefore would extend the pay-back period making this unviable as an 'invest to save' project.

23. The other locations do not experience an adequate footfall to being a viable option under an 'invest to save' project.
24. Officers will be exploring other areas where savings can be made within the service to meet the impact of the AWR on the local risk budget. To ensure value for money and effectiveness of service delivery is achieved a soft market test of the service provision may be undertaken within the same time scales of 12 months. This may include exploring the market for different delivery models, shared services, out-sourcing etc; any proposals being presented to this committee.

Automatic Public Conveniences (APCs)

25. Following approval at November 2011 the two APC units located near St Paul's Cathedral were removed on 22nd January 2012 as part of the street scene enhancement project at Festival Gardens. This produced a saving of £36,000 that has now been invested into a fixed-term part-time post for two years providing administrative support for the Community Toilet Scheme (CTS) and to fund the expansion of the scheme by an additional 25 members.
26. The City currently has 10 APC units. While APCs are relatively expensive to provide and maintain, in terms of cost per user, their real benefit is that they provide a 24 hour, 7 days a week facility and are available for both men and women. This helps support the needs of the growing night-time economy. Four of the units are fully accessible for disabled use. The table below summarises the location and type of facilities available and shows the cost per user (a detailed breakdown of the costs per use can be seen in Appendix 2:

J C DeCaux	Facility	Cost per User
Location		
ALDERMANBURY	Unisex Facility	£ 1.63
ALDGATE HIGH ST.	Unisex Facility	£ 2.24
CHARTERHOUSE ST.	Unisex Facility	£ 3.44
HARROW PLACE	Unisex Facility	£ 1.88
MONUMENT ST.	Unisex Facility	£ 1.35
ST. PAULS WALK	Unisex Facility	£ 1.97
Danfo		
Location		
LONG LANE	Unisex & Disabled Facility	£ 2.39
MONUMENT PAVILION	Disabled Only Facility	£ 26.90
TOWER PLACE	Unisex & Disabled Facility	£ 9.19
WATERMARK PLACE	Unisex & Disabled Facility	£ 6.05

Urilift 'pop up' units

27. Urilifts are now established in three locations in the City - at Watling Street, Cornhill (South East of the Royal Exchange Buildings) and Bishopsgate near the junction with Middlesex Street. These new facilities are being well used particularly at times when public houses are closing. One of the success indicators of these units is that is that we have not received a single complaint about any of them since their installation.

28. The Urilift units are operational to respond to the growing night-time economy, these times are:

	Raised	Lowered
Monday - Thursday	8 – 9pm	4 – 5am
Friday	8 – 9pm	6 – 7am
Saturday	8 – 9pm	6 – 7am

29. The table below gives an example of daily Urilift usage at our three locations. Figures indicate that Urilifts are being used throughout the week with usage numbers peaking from Thursday to Saturday. The higher use of the Cornhill Urilift can be explained by the number of large pubs, bars and clubs within the local vicinity, these include large establishments such as Counting House and Pitcher & Piano public houses in addition to Abacus & Anthologist night clubs nearby which shut in the early hours of the morning.

Uri-lift Usage Breakdown (Operational time of approx 7 - 8 hours per night)									
Sample weeks to reflect an average usage									
Date Period in Raw Data		Sun/Mon	Mon/Tue	Tue/Wed	Wed/Thu	Thu/Fri	Fri/Sat	Sat/Sun	Total
25 Jun - 1st July 2012	Cornhill	96	56	37	37	12	87	60	385
21 - 27 May 2012	Watling St	24	21	29	16	49	41	25	205
16 - 22 April 2012	Bishopsgate	46	55	37	24	17	23	17	219

30. Officers are currently exploring potential locations for a fourth Urilift for which funding has already been approved. Charterhouse Street has always been an area that suffers from significant amounts of street urination; it is therefore proposed that the City pursues this location as a matter of priority. Officers are now working with the Department of Markets and Consumer Protection to engage with Smithfield Market Traders Association to hopefully gain support for the installation of a unit at this location.
31. The Charterhouse Street location has the support of the Safer City Partnership via the Anti-social Behaviour working group. Officers raised street urination at this location as an issue at a recent meeting on 1st October 2012, and all agencies in attendance, including the City Police, agreed that it was a significant and on-going problem and welcomed the proposal to install a Urilift.
32. Currently at Charterhouse Street we provide temporary 'portaloo's', putting these out on a Friday night and bringing them in during the early hours of Monday morning. This incurs staff time equating to 3hours per week (£225). The annual cost of this is £11,700 and has been happening for around four years. Placing out, removal and emptying of the temporary units is clearly not a sustainable solution.
33. A second location being considered for a Urilift is in the Aldgate area as there have been complaints of street urination problems. This general area forms a part of the Aldgate Area Strategy and is likely to be redeveloped; therefore Officers will be working with the Street Enhancement Team to explore opportunities in the area.

34. Officers have explored the use of female Urilift units at the request of this Committee. When the first units were installed in the City female units were not available in the UK. However, a female Urilift is now available, see Appendix 3.
35. It can be seen from the design of the unit that it is virtually the same as an APC. From a construction and installation view point, unlike the traditional Urilift, a considerable hole or excavation is required into which the female Urilift retracts and therefore makes it extremely difficult to install without underground services being encountered. In addition to this the cost of purchase and installation is estimated to be around double the cost of a conventional Urilift.
36. Intelligence from night shift Officers and the City Police suggest that street urination is predominantly undertaken by men. Women in need of a late night toilet are more likely to seek one of the City's ten automatic public convenience (APC) facilities or a late night CTS member.
37. In examining the need for female Urilifts, we have considered our duty under the Equalities Act 2010 and an Equalities Impact Assessment has been carried out.
38. Intelligence from night shift Officers and the City Police suggest that street urination is predominantly undertaken by men. Women in need of a late night toilet are more likely to seek a late night CTS member or one of the City's 10 APCs which operate 24/7, and therefore these male Urilift proposals would not appear to have any significant negative impact on other groups.
39. In conclusion, it is not proposed that the existing provision be supplemented by 'female Urilifts' in the City at present.

Community Toilet Scheme (CTS)

40. The development of the CTS has proved challenging however with dedicated resources in place the membership target of 50 was achieved in May of this year (2012). A comprehensive database and inspection regime has been developed and work is now on-going to develop the communication strategy. This is being progressed by means of applications used with mobile phone technology and we are currently looking at including toilet locations into the new 'Visit the City' app. We have also developed interactive web based information using Geographic Information System (GIS) to help guide people to the nearest facilities.
41. As reported to your Committee in November 2011, the City successfully achieved a membership of 50, it was then agreed that we would set a challenging target of 75 members for the Scheme. This has proved to be extremely challenging but the target was achieved in early September 2012. A summary of members by business type, and details of late venues are shown, in Appendix 4. A table showing the CTS members by ward is shown in Appendix 5.
42. Resources will now be concentrated on regular inspections, twice a year, of CTS members' facilities to ensure they continue to meet the criteria of the Scheme. We will be checking such things as the display of stickers and standards of cleanliness and current public liability insurance cover. As part of the administration and monitoring of the Scheme it is envisaged that a customer satisfaction survey will be developed to try to gain some feedback on the Scheme. Officers will explore this over the winter and spring with a view to undertake an exercise over the summer of 2013.
43. A pocket map showing all of the City's toilet facilities, including where disabled facilities are located, was produced in time for the Olympics and is available from the tourist information centre and other public reception areas. This has proved to be

very popular, with over 5,000 maps being distributed. An interactive map is also available on the City's website showing the same information.

New Technology for payment.

44. To try to keep abreast of modern technology Officers have looked at how we might improve payment options, including the possibility of using contactless technology to pay at the barriers. The technologies investigated were the use of Oyster cards and credit card contactless technology.
45. Having discussed these with our barrier supplier, it was found that the Oyster Cards are only valid TfL currency and this system is not available to other organisations. If other new systems are developed in the marketplace, for example, Google Wallet, being developed in the USA, then we will take an active interest to see if it can be used as a payment method for services used in the City.
46. The use of credit card contactless technology will incur a 29p transaction fee by the bank. Based on a 50p charge contactless payment would therefore not be viable at this present time. We will monitor the costs of this technology as it becomes more widely used in the hope that the transaction fee reduces to become a viable method of payment at our barriers.

Corporate & Strategic Implications

47. This strategy supports tourism in the City and through the Urilift programme seeks to address anti-social behaviour associated with the City's growing night-time economy.

H.R. Implications

48. As stated in Paragraph 4, on 1st October 2011, the Agency Workers Regulations 2010 (AWR) were introduced. The purpose of this legislation was to give agency worker some parity with other employees. It gave agency workers who complete twelve continuous weeks in the same role entitlement to comparable terms and conditions in relation to pay and holiday entitlement as directly recruited staff.

Legal Implications

49. No other legal implications other than the new legislation of the Agency Workers regulations 2010, this report has been in consultation with the Comptrollers department.

Financial Implications

50. The financial implications have been covered within the main report in consultation with the Chamberlains department.

Background Papers:

Toilet Strategy

Revenue and Capital Budgets 2011/12 and 2012/13 - Port Health Committee

24 January 2012

Department of the Built Environment Unidentified Savings 2012-2013 - Port Health

Committee 1 May 2012

Contact:

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ATTENDED PUBLIC CONVENIENCES - OPENING TIMES

LOCATION	DAYS	OPENING TIMES	CLOSING TIMES
Eastcheap	Monday - Friday	08.00	15.00
	Saturday	09.00	17.00
	Sunday	09.00	17.00
	Bank Holidays	09.00	17.00
Paternoster	Monday - Friday	08.00	18.00
	Saturday	09.00	19.00
	Sunday	09.00	19.00
	Bank Holidays	09.00	19.00
Royal Exchange	Monday - Friday	08.00	18.00
	Saturday	10.00	16.00
	Sunday	10.00	16.00
	Bank Holidays	10.00	16.00
Smithfield	Monday - Friday	09.00	16.00
	Saturday	09.00	17.00
	Sunday	09.00	17.00
	Bank Holidays	09.00	17.00
Tower Hill	Monday - Friday	07.15	21.00
	Saturday	09.00	19.00
	Sunday	09.00	19.00
	Bank Holidays	09.00	19.00
Aldgate	Monday - Friday	CLOSED	CLOSED
	Saturday	CLOSED	CLOSED
	Sunday	08.00	17.00
	Bank Holidays	CLOSED	CLOSED
Bishopsgate	Monday - Friday	CLOSED	CLOSED
	Saturday	CLOSED	CLOSED
	Sunday	08.00	17.00
	Bank Holidays	CLOSED	CLOSED

Blackfriars (April - Sept only)	Monday - Friday	09.00	16.00
	Saturday	09.00	17.00
	Sunday	09.00	17.00
	Bank Holidays	09.00	17.00

Please Note: From time to time public conveniences may be closed for maintenance, repair or other reasons

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DETAILED BREAKDOWN - APC's COST PER USER											
APC Usage 2011											
J C DeCaux	<i>Paid</i>	<i>RADAR</i>	<i>TOTAL</i>	Rental & Maintenance 2012	Rates	Water	Electricity	Total	Income	Total Less Income	Cost per User
ALDERMANBURY	11918	N/A	11918	£19,737.42	£946.00	£623.56	£542.32	£21,849.30	£2,383.60	£19,465.70	£1.63
ALDGATE HIGH ST.	6553	N/A	6553	£14,018.42	£946.00	£320.98	£687.31	£15,972.71	£1,310.60	£14,662.11	£2.24
CHARTERHOUSE ST.	5982	N/A	5982	£19,737.42	£946.00	£342.32	£739.30	£21,765.04	£1,196.40	£20,568.64	£3.44
HARROW PLACE	10601	N/A	10601	£19,737.42	£946.00	£492.95	£862.84	£22,039.21	£2,120.20	£19,919.01	£1.88
MONUMENT ST.	14084	N/A	14084	£19,737.42	£946.00	£273.08	£838.11	£21,794.61	£2,816.80	£18,977.81	£1.35
ST. PAULS WALK	9982	N/A	9982	£19,737.42	£946.00	£444.21	£550.48	£21,678.11	£1,996.40	£19,681.71	£1.97
Danfo	<i>Paid</i>	<i>RADAR</i>	<i>TOTAL</i>	Rental & Maintenance 2012	Rates	Water	Electricity	Total	Income	Total Less Income	Cost per User
LONG LANE	5510	307	5817	£13,912.56	Paid by building occupant	Costs incl. in rental	Costs incl. in rental	£13,912.56	£0.00	£13,912.56	£2.39
MONUMENT PAVILION	N/A	678	678	£17,754.84	Paid by building occupant	Costs incl. in rental	£483.82	£18,238.66	£0.00	£18,238.66	£26.90
TOWER PLACE	2075	375	2450	£22,506.72	Paid by building occupant	Costs incl. in rental	Costs incl. in rental	£22,506.72	£0.00	£22,506.72	£9.19
WATERMARK PLACE	2928	129	3057	£18,506.04	Paid by building occupant	Costs incl. in rental	Costs incl. in rental	£18,506.04	£0.00	£18,506.04	£6.05

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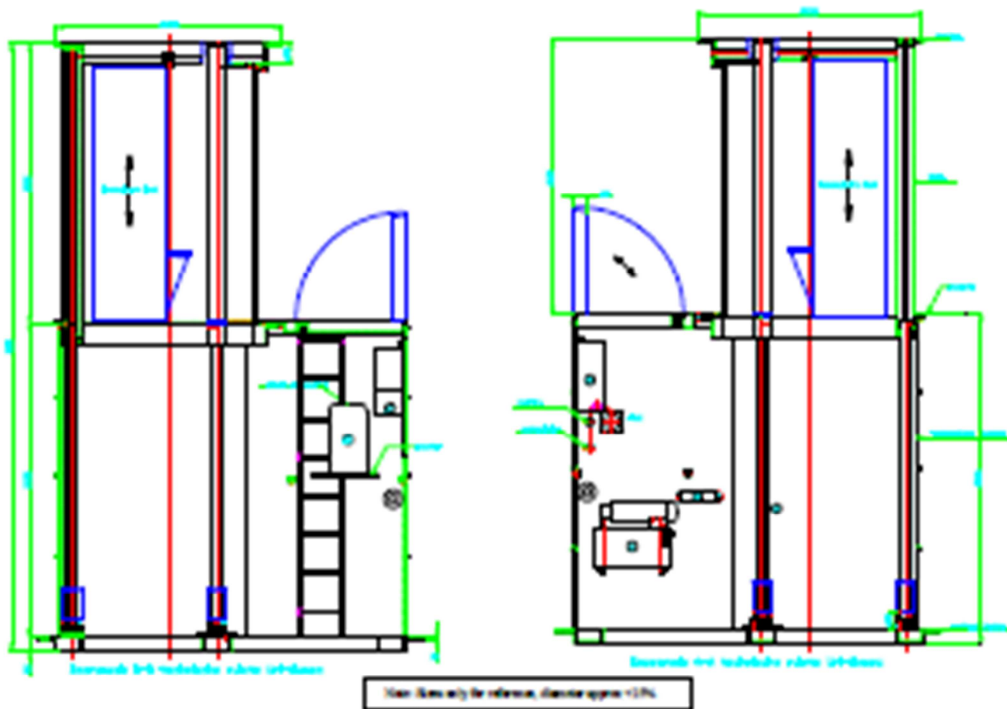
UriLady
Selfcleaning Retractable Toilet



- Retractable
- Fully stainless steel exterior
- Fully stainless steel interior
- Self-cleaning toilet seat
- Self-cleaning floor
- Hand wash basin
- Hand dryer
- Bin
- Hook
- Stainless steel mirror
- Automatic door
- Illuminated sign
- Original pavement on top



UriLift International BV: Solutions for a safe and clean nighttime economy
www.urilift.com





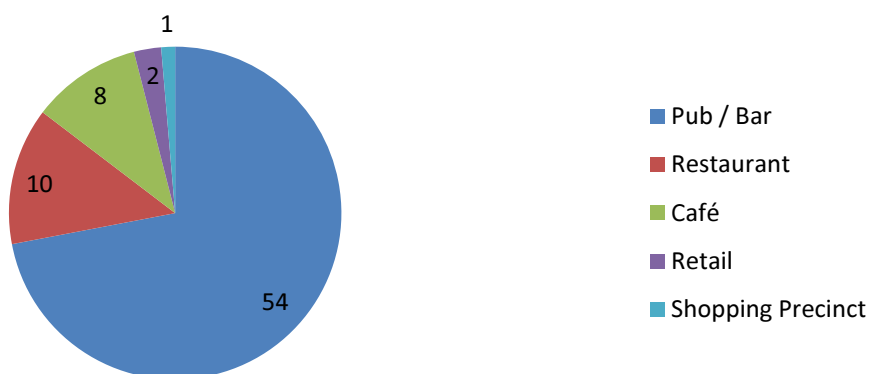
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Appendix 4

CTS Members by Business Type, including late venue times.



CTS Business Sector Breakdown



CTS Business Sector Breakdown

Pub / Bar	54
Restaurant	10
Café	8
Retail	2
Shopping Precinct	1
Total	75

CTS Members Open after 11pm

The Red Lion	Eldon Street	11.30pm
The Old Red Cow	Long Lane	12.00am
One New Change (Shopping Precinct)	New Change	12.00am
Firefly Bar	Old Bailey	12.00am
The Liberty Bounds	Trinity Square	12.00am
The Arbitrager	Throgmorton Street	01.00am
Slug & Lettuce	St Mary Axe	01.00am
The Cartoonist	Shoe Lane	02.00am
The Sea Horse	Queen Victoria Street	03.00am

* Please note all are Pubs & Bars apart from One New Change

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CTS Members by Ward

WARD	COMPANY NAME	No.	STREET
Aldersgate	Lord Raglan	61	St Martins Le Grand
Aldersgate	The Spectator	6	Little Britain
Aldgate	East India Arms	67	Fenchurch Street
Aldgate	Henessys	36	Jewry Street
Aldgate	Mother Mash	107	Leadenhall Street
Aldgate	Slug & Lettuce	100	Fenchurch Street
Aldgate	Trident Bar & Restaurant	29	Mitre Street
Bishopsgate	Crosse Keys	7	Gracechurch Street
Bishopsgate	Fernando's	10	Devonshire Row
Bishopsgate	Hamilton Hall	32	Liverpool Street
Bishopsgate	Nando's	120	Middlesex Street
Bishopsgate	Red Lion	1	Eldon Street
Bishopsgate	The Fleetwood	36	Wilson Street
Bishopsgate	The M Bar	51	Leadenhall Market
Bishopsgate	The Shooting Star	125	Middlesex Street
Bread Street	Nando's	1	New Change
Bread Street	One New Change	1	New Change
Bread Street	The Sea Horse	64	Queen Victoria Street
Bread Street	Valentino's	33	Cannon Street
Bridge	The Fine Line	1	Monument Street
Broad Street	K10 - Modern Japanese Cuisine	20	Copthall Avenue
Broad Street	The Arbitrager	27A	Throgmorton Street
Candlewick	House of Fraser	68	King William Street
Candlewick	Old Wine Shades	6	Martin Lane
Castle Baynard	Chi Noodle Bar	5	New Bridge Street
Castle Baynard	Coach & Horses	35	Whitefriars Street
Castle Baynard	Punch Tavern	99	Fleet Street
Castle Baynard	The Cos Bar	148	Queen Victoria Street
Cheap	The Green Man	1	Poultry
Coleman Street	Café 32	32	Coleman Street
Coleman Street	The Old Doctor Butlers Head	2	Masons Avenue
Coleman Street	The Telegraph	11	Telegraph Street
Cordwainer	Kurumaya	73	Watling Street
Cordwainer	The Fine Line	1	Bow Churchyard
Cornhill	The Cock & Woolpack	6	Finch Lane
Cripplegate	El Vino	3	Bastion Walk
Cripplegate	Hummus Bros	128	Cheapside
Cripplegate	Red Herring	49	Gresham Street
Cripplegate	The Shakespeare	2	Goswell Road
Dowgate	Loose Cannon	13/16	Allhallows Lane
Dowgate	The Banker		Cousin Lane
Farringdon Within	El Vino	30	New Bridge Street
Farringdon Within	Harry's Pizzeria	15	Blackfriars Lane
Farringdon Within	The Cockpit	7	St Andrews Hill
Farringdon Within	The Rising Sun	61	Carter lane
Farringdon Within	Ye Olde London	42	Ludgate Hill
Farringdon Without	Alford Deli	49	Farringdon Street
Farringdon Without	Bishops Finger	9-10	West Smithfield
Farringdon Without	El Vino	47	Fleet Street
Farringdon Without	Fetter Barbers	144	Fetter Lane

Farringdon Without	Firefly Bar	18	Old Bailey
Farringdon Without	Hoop and Grapes	80	Farringdon Street
Farringdon Without	Natural Kitchen	1	Nevill Street Square
Farringdon Without	Tempio Bar	5	Temple Avenue
Farringdon Without	The Blue Anchor		Rolls Passage
Farringdon Without	The Cartoonist	76	Shoe Lane
Farringdon Without	The Red Cow	71	Long Lane
Farringdon Without	The Viaduct Tavern	126	Newgate Street
Farringdon Without	Ye Olde Cock Tavern	22	Fleet Street
Langbourn	Barcelona Tapas Bar	24	Lime Street
Lime Street	Slug & Lettuce	25	St Mary Axe
Portsoken	Barcelona Tapas Bar	1	Middlesex Street
Portsoken	La Piazzetta	1	White Kennett Street
Portsoken	Number 49	49	Aldgate High Sreet
Portsoken	The Duke of Somerset	15	Little Someset Street
Portsoken	The Minories	64	Minories
Portsoken	The Still & Star	1	Little Someset Street
Portsoken	The Three Lords	27	Minories
Portsoken	The White Horse	31	Houndsditch
Tower	Assenhiem 56	19	Great Tower Street
Tower	Ruskins	60	Mark Lane
Tower	The Liberty Bounds	15	Trinity Square
Tower	The Windsor	2	New London Street
Vintry	The Hatchet	28	Garlick Hill
Walbrook	The Vintry	119	Cannon Street

Agenda Item 8

Committee(s): Port Health and Environmental Services Committee	Date(s): 13 th November 2012
Subject: First Year Performance Review of the Domestic Waste Collection and Street Cleansing Contract	Public
Report of: Director of the Built Environment	For Information
<u>Summary</u>	
<p>This report outlines the performance of the Domestic Waste Collection and Street Cleansing Contractor, Enterprise Managed Services Limited (EMS), for the first full year of the contract. These services have been mobilised and delivered during an extraordinary year which included the Occupy Protest, Her Majesty Queen Elizabeth II's Diamond Jubilee Celebrations and the Olympic and Paralympic Games.</p> <p>The award of this new contract was at a revenue saving of £884,000 whilst independent audits by Keep Britain Tidy have shown an improvement in performance in comparison to the previous contract performance.</p> <p>Standards are regularly monitored by officers against a suite of twelve KPIs. This report identifies three KPIs that require attention and sets out how EMS and officers intend to improve this performance in the coming year.</p>	
Recommendations	
<p>It is recommended that the Committee:</p> <ul style="list-style-type: none">• Note the contents of this report.	

Main Report

Background

1. On 1 October 2011 the City Corporation's new Domestic Waste Collection and Street Cleansing Contract with Enterprise Managed Services Limited (EMS) commenced.
2. The contract is for eight years with an option to extend for another eight years. At the same time the contract for Police and Corporate Fleet maintenance was also let to EMS but that contract is not considered within this report.
3. The contract specification saw a shift in focus from 'input' measures (e.g. the number of staff being specified) towards 'output' performance measures (e.g. the standard of cleanliness achieved). The intention was to avoid over staffing the contract and to drive efficiencies through measures such as the provision of two sub-depots (Middlesex Street and Smithfield Market) and better utilisation of mechanical sweeping. The contract also included the transfer of the City's loss making commercial waste business to EMS for the term of the contract where after it will be returned to the City for a peppercorn payment.

4. The efficiency and other measures outlined above resulted in an award of contract at an annual revenue saving of £884,000 with the new annual contract value being £3.222 million.
5. This report reviews the performance of the Street Cleansing and Waste Collection elements of the contract to date.

Current Position

Performance Standards

6. The first year of this contract has been exceptional. Within weeks of the contract commencing officers and EMS had to deal with the additional work pressures created by the Occupy Protest. The partnership has also had to plan and deliver services to meet the needs of the Queen's Jubilee River Pageant and service at St Paul's Cathedral along with maintaining the cleanliness of the City throughout the 2012 Olympic and Paralympic Games. This included the planning and delivery of services in relation to two torch relays, three marathon events and the Athlete's Parade.
7. The waste and cleansing operations throughout the Jubilee and Games events were viewed as highly successful both by local commentators and external bodies such as the London Organising Committee for the Olympic Games (LOCOG) and Transport for London.
8. Throughout the year the cleanliness of the City has also been monitored through sample inspection of our streets by the Keep Britain Tidy Group (KBT). Every four months KBT conduct a series of random inspections based on upon the methodology of what used to be a nationally reported performance indicator for street cleanliness. The Department for the Built Environment has set a target of no more than two per cent of streets inspected by KBT falling below the satisfactory standard of cleanliness. The data for the last four inspections is shown below.

	July 2011	Nov 2011	Feb 2012	July 2012
Score	2.30%	1.15%	0.75%	1.17%

9. In addition to the external performance monitoring set out above, the contract contains a performance mechanism based upon the achievement of a set of twelve Key Performance Indicators (KPIs). These, along with the performance delivered against each for the first year (excluding an agreed grace period from October 2011 to February 2012 to allow for contract mobilisation), are shown in Appendix A.
10. The Performance Payment Mechanism (PPM) requires EMS to meet at least nine of the KPI performance targets each month to avoid any payment reduction. The number of KPI targets that have to be met to avoid deduction, and the targets themselves, increase throughout the life of the contract to help drive a culture of continuous improvement.
11. It can be seen from Appendix A that EMS have met or exceeded the minimum requirements of the PPM in every month other than April 2012.

12. It is important to note that the performance mechanism is in place to drive the contractor performance. However, it is not intended to use the mechanism to penalise the contractor unnecessarily. CoL officers always review the reasons for KPI failures and will take into account any mitigating circumstances for under performance as well as the measures being taken to resolve the problem by EMS before imposing the penalty.
13. In analysing the EMS performance in April, officers gave consideration to the amount of resource EMS were having to deploy (at no extra cost to the Corporation) to advise and monitor their Commercial Waste clients in relation to the Corporation's new bagged waste time banding scheme. Given the exceptional circumstances during this month the option within the contract not to enforce the performance payment deduction was taken.
14. Apart from April, it can be seen that in accordance with the PPM at least nine of the KPI targets have been met each month. Performance targets have been met fairly consistently across eight of the twelve KPIs. The four KPIs with less satisfactory performance are KPIs 1, 2, 3 and 9. Of these KPI 2, which monitors the number of random inspections carried out by EMS supervisors, has improved dramatically over the last four months. Officers are therefore now working with EMS to drive performance improvements in the other 3 and these are commented on below.
15. KPI 1 aims to capture the quality of individual sweepers or sweeper team's performance. This is not a measure of overall street cleanliness as that is covered by the independent KBT four monthly inspection programme. Instead the intention of this KPI is to closely monitor the individual or team to ensure they are sweeping effectively and dealing with minor graffiti etc.
16. To improve their performance of KPI 1 EMS are identifying individual poor performance within their teams, providing training for their Environmental Managers to ensure consistent standards across all areas, addressing any staff weaknesses using increased direct supervision and training, reviewing and adjusting sweeper beats whilst analysing management information systems to identify trends.
17. KPI 3 aims to ensure that the data provided by EMS for KPI 1 is an honest reflection of their random supervisory checking. This is achieved by Corporation Street Environment Officers carrying out a minimum number of random quality audit controls checks (at least 80 per month) and comparing their findings with those conducted by the EMS Area Environmental Managers.
18. This indicator has shown consistently poor performance and early on in the year there was a need to review the standards being applied by both EMS and Corporation staff. As a result of training, review of protocols and procedures and clear guidance on standards required it can be seen that performance has improved considerably. However to ensure performance improves further and regularly meets or exceeds targets it has been agreed that officers and EMS will maintain an on-going discussion and review of the inspection regime and provide further training and guidance to both CoL and EMS staff as required.
19. KPI 9 is an important indicator. Any failure to complete scheduled work will have a negative impact upon some or all of the City. Whilst failure to meet this target has been infrequent, performance against this KPI needs further improvement

and therefore EMS have committed to alternative arrangements for mechanical sweeping equipment to reduce downtime which has been the cause of the majority of service failures and additional contingencies to ensure service delivery is maintained as specified in the contract method statements.

Key Performance Indicator (KPI) Review

20. Achievement against KPIs over the last 12 months is discussed above. However, officers have also reviewed how well each KPI is serving as an indicator of service quality and performance. As a result it is proposed two of the KPIs are changed.
21. Firstly it is considered that there is a high degree of duplication within KPIs 4 and 11 and it is proposed these are brought together into one KPI.
22. Secondly it has been confirmed by the manufacturers that mechanical street cleaning vehicles used in our contract are now fitted with speed limiting devices which prevent them operating outside acceptable speed limits and safe working parameters. Therefore it is proposed that KPI 7 be deleted as there is no longer a risk of failure.
23. The above, if agreed by the Partnership Board, provides the opportunity for two replacement KPIs. It is proposed that the first focuses on the appearance of EMS operatives and covers the adequacy of their equipment and signage, to also include a check that operatives are fully adopting approved working methods.
24. It is proposed the other replacement KPI focuses upon the use of mechanical sweepers. Officers are concerned to ensure that the mechanical sweepers provide value for money therefore the proposed KPI is to measure the percentage of time mechanical sweeper brushes are down and in use.

Conclusion

25. In summary EMS have delivered well in relation to the significant number of Jubilee and 2012 Olympic Games events. They have also done well in accommodating the Corporation's time banding project in relation to bagged waste and maintaining standards during the Occupy Protest, Jubilee celebrations and the Olympic and Paralympic games.
26. However performance against the suite of KPIs needs further improvement, especially in relation to KPI 1, 3 and 9. The measures to be taken to improve performance will be set out in the EMS's Annual Report and Improvement Plan which is currently being finalised. This report is scheduled to be presented to the Quarterly Partnership Board in early December 2012.
27. The current suite of KPIs used to monitor contract delivery needs amendment to ensure each KPI remains an effective driver of service performance.

Appendices

Appendix A Summary of KPI results for 2011-2012

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		<i>Target</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>
1	Percentage of streets meeting the enhanced Grade A Standard, including removal of all accessible minor graffiti, when inspected within 15 minutes of the nominated daily clean.	95%	70	77	84	96	94.5	66	68	65	88	93.9
2	Number of random inspections recorded per week, within agreed limits for services/days/shifts and a total of at least 800 per month.	800	64	515	774	924	707	860	807	974	856	895
3	Percentage of independent verification inspections (initially 80 per month) that confirm the results of contractor inspections.	90%	n/a	n/a	n/a	69	75	82	89	94	86	92.7
4	Percentage of urgent service requests that are attended with the required time limit.	95%	100	100	100	100	100	100	100	98	100	100
5	Percentage of complaints that are second or subsequent complaints (defined to exclude both duplicate complaints and at the other extreme those more than six months apart).	20%	0	0	0	0	0	0	0	0	16.7	0
6	Percentage of shifts from which an accurate feedback report is obtained.	90%	n/a	n/a	n/a	82.5	95.8	92.7	90.6	93.4	94	92.7
7	Number of occasions per month when refuse collection street cleansing vehicles are tracked operating above the optimum speed for cleansing.	5	n/a	n/a	n/a	0	0	0	0	0	0	0
8	Number of defaults issued in the month.	0	n/a	0	0	0	0	0	0	0	0	0
9	Number of failures to complete scheduled work, allowing if necessary for agreed contingency arrangements contained within the method statements.	0	n/a	0	0	1	1	0	0	1	0	0

		<i>Target</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>
10	Number of changes to working methods implemented without prior agreement or in an emergency, agreed within two hours.	0	n/a	0	0	0	0	0	0	0	0	0
11	Number of occasions of failing to respond to the urgent client requests for information (highlighted for immediate attention).	0	0	0	0	0	0	0	0	0	0	0
12	Number of pavement collection points found to have bags not collected when the embargo starts.	12	n/a	n/a	n/a	n/a	1	0	2	13	9	4
	Total passed	9	n/a	n/a	n/a	10	8	10	10	9	10	10

Agenda Item 9

Committee(s):	Date(s):
Port Health and Environmental Services Committee Planning and Transportation Committee Policy and Resources Committee	November 13 2012 TBC TBC
Subject: Enhanced Working Hours for Street works in the City	Public
Report of: Director of Markets and Consumer Protection and Director of Built Environment	For Decision

Summary

The City has introduced a five point plan of joint actions with the utilities to improve the public perception of street works, to sign them better and to ensure they can be carried out as quickly as possible. Part of this is to allow contractors to work as long as possible, and a map has been issued showing where they can and should work into the evening to minimise the duration of disruption to the highways and traffic flow. This approach will be limited by daylight hours in some cases due to safety considerations. Permits to work have been issued on this basis, and time saved in June and July (prior to the Olympics) was estimated to be 25 days.

This report takes the process to the next step, to see if there are locations where the current daytime restriction on noisy work (the 'quiet hours') can also be relaxed or operated more flexibly. This will mean a balance is being sought to enable street works and highway maintenance to be undertaken without causing unreasonable delay, but also to avoid causing a noise nuisance to City businesses and residents.

The 'quiet hours', between 1000 - 1200 and 1400 - 1600 weekdays are used to provide respite from construction type activity, including streetworks, where there is potential noise nuisance to existing City businesses. These hours have a background in case law and are already exercised flexibly in consultation with local businesses, the utility companies and City's term highways contractor.

Whilst quiet hours protection remains appropriate in most circumstances, greater flexibility in its application through zoning, and more effective planning/neighbour (both commercial and residential) liaison by contractors, will enable extended hours at some locations, and in some limited locations work without 'quiet hours', thereby reducing delays to completion of streetworks. To facilitate this enhanced liaison the term Highways Maintenance Contract with JB Riney includes a requirement that they provide a full time communication officer, based in Guildhall, to drive such consultation exercises.

Recommendations

I recommend that your Committee

- confirms the general principle of 'quiet hours' used in the City within the Code of Practice (Appendix 1) and
- agrees to the further actions proposed at paragraphs 30 to 34
- bring back a further report in 12 months time to review the effect of the more flexible approach to 'quiet hours'

Main Report

Background

1. Part 3 of The Control of Pollution Act 1974 (COPA) and Environmental Protection Act 1990 requires Local Authorities to 'inspect their area' and control noise nuisances where they become aware of these. Section 60 of COPA provides powers for the City to require actions by persons responsible for noise from construction activity to alleviate noise nuisance.
2. It is recognised in guidance, Circular 2/76 regarding the 'Implementation of the Control of Pollution Act 1974' that construction activity is intrinsically noisy and a statutory defence against formal action is the use of 'best practicable means' (BPM) to reduce noise to a minimum. One of the main practical elements of BPM for construction noise is the hours when noisy work is permitted to be carried out.
3. In the early 1980s in the City all work on construction sites and highways was stopped for eight hours, between 0900 and 1700, to allow for normal business operation in the City without disturbance. This was modified after a S.60 Notice to control demolition noise was amended in City Magistrates' court in 1984 for a demolition site in Eastcheap. The modification allowed four hours of a notional eight hour working day to the legitimate business of building/construction and four hours to 'existing' City businesses, based on a standard flexitime model with 'quiet hours' in the core times of 1000 - 1200 and 1400 - 1600. These hours were specific to the case so there is no specific legal requirement for the them to be rigidly adhered to other than for reasons of consistency of approach and easy comprehension by all parties of the 'rule' applied in the City of 'quiet hours' between 1000 - 1200 and 1400 - 1600
4. These times were adopted for subsequent notices served on sites, although a restriction between 1000 - 1600 hours was initially used for streetworks as the use of the lunchtime slot caused problems for retail traders. The move towards adopting more consistent quiet hours for both types of operation (construction sites and street works) happened in 1988, when a considerable number of companies were putting in infrastructure for telecommunications cables into City. As this required new installation of networks rather than simply maintenance it was considered inequitable to have hours not aligned with those of construction sites.
5. To protect residents (as opposed to offices) from construction noise start and finish times for the working day are used so as to provide respite in leisure and sleeping hours outside of these times. These are derived from the relevant British Standard 5228, common practice across London local authorities and the City Corporation's own case to Court of Appeal (City of London v Bovis 1990) which set working times of 0800 - 1800 weekdays and 0800-1300 Saturdays only as normal working hours. In predominantly residential locations however, such as the Barbican, the Saturday start times have been adjusted to 0900 - 1400 to give some additional respite at the weekend.
6. The City's Code of Practice (CoP) for Deconstruction and Construction, now in its 6th edition, was introduced to codify the City's approach to such works, and whilst confirming the quiet hours it sets out to be very flexible for specific cases

(see Appendix 1). Whilst the principal noise criteria of a project will be covered by the above, modifications to 'quiet hours' are normally made due to local circumstances e.g. emergency work, unnecessary protraction of the work, impact on retail trade, traffic impact and following discussion with all parties.

7. Since the 1980s/1990s, when much of the current policy around working times was developed, the City has experienced increasing demand for streetworks to facilitate the needs of utilities (e.g. the Victorian Water Main Replacement Programme) and the City Corporation's own programme of Street Enhancement. To this can be added the large and growing demand from businesses to improve their telecommunications/IT functionality, all of which ensures the City highways network supports our world class city status.
8. In addition, the Traffic Management Act 2004 placed a Network Management Duty on local authorities to ensure the expeditious movement of traffic on their road networks, placing a focus on the need to minimise the disruption caused by streetworks. The recent high demand for streetworks activity has seen the City process around 5000 applications for streetworks permits per year, and the challenge now is to meet the needs of businesses and utilities whilst keeping traffic moving.
9. One important way of doing this is by lengthening the working day to minimise the overall traffic disruption caused by works. However, there is clear tension between the avoidance of noise nuisance and working longer hours to deliver shorter duration streetworks. This therefore necessitates the development of a clear policy to inform officers' approach to this issue.

Scope for Change

10. There has been an evolution in controls from permitting no work at all in 'quiet hours' periods, which have themselves been reduced, to the current practice whereby only the worst specific noisy works (usually breaking of the street and disc cutting) are stopped. This allows for faster completion of work, as other activities (loading away, site preparation etc.) can be carried out during the 'quiet hours'. This provides consistency with the regime applied to demolition and construction sites. Contractors have up to now largely gone along with this, and organised their work accordingly. Now however, the desire to speed up streetworks, and pressure from City Corporation for contractors to work into the evening, has caused them to say that they could get even more productivity if they were allowed complete freedom to do any works at any time during the working day. There is an inherent balance to be struck between protection of neighbours from noise nuisance, both business and residential, and the potential to reduce congestion by reducing time taken to complete streetworks. However it is considered appropriate that any fundamental change in approach should be reviewed and approved by Members.
11. The constant turnover and improvement in building stock in the City has gradually decreased the severity of impact from noise of street works on buildings, except at main entrances. However, there are still many buildings that do not afford good noise protection and nuisance from such work persists. Controls are therefore needed to avoid any action of mandamus against the City or indeed parallel actions using injunctive civil action, judicial review, local ombudsman or S. 82 Environmental Protection Act 1990 which permits a simple

complaint procedure by individuals/companies direct to magistrates court. In parallel, how the City discharges its Network Management Duty is also subject to scrutiny by Government and the Mayor (through the Local Implementation Plan), with the imposition of an external Traffic Manager and possible judicial review procedures also available.

12. All these controls are of course largely an action of last resort. Complaints received can almost always be addressed to avoid such action, although officers are cognisant of the regulatory framework in decision making.
13. To remove the quiet hours altogether would leave the City at severe risk of the actions set out above, and so this is not the intention. Rather we are seeking a balanced position that seeks to stretch the working day where practicable to drive more efficient and effective working practices. The majority of noise complaints from businesses centre on disruption to those areas of their buildings in which their core business activities are undertaken. Given the costs that can arise through lost business, this can be very significant. Equally businesses complain about the cost to them of traffic congestions when executives and servicing vehicles are delayed in traffic caused by streetworks, so the solution is not a simple one.

Current Position

14. Following consultation with colleagues in City Planning Advisory Team (CPAT) and Highways, it is considered that, with demonstrable adequate planning by a contractor and suitable liaison with local neighbours (both commercial and residential), works in some parts of the City can both be extended and, in some limited locations, work without standard application of 'quiet hours'. The Environmental Health (EH) Pollution Team and DBE have identified zones on a City map (Appendix 2) in which contractors may be able to extend the normal working day allowing two shifts, and therefore making better use of the 1600-1800 period. This was not used much before last year but we have said that where appropriate we will now only issue permits on a two shift basis and this is forcing a gradual change in the planning of streetworks. This is a position accepted at a meeting between the Lord Mayor and senior managers from the utilities.
15. A pilot project started in April 2012 which allows better use of the extra daylight hours in spring/summer evenings, which is when the potential for two shift working for contractors is available, as there are also health and safety and productivity constraints when working in the dark. Use of this has been limited this year, as many works were stopped altogether because of the 2012 Games, nevertheless 25 days were saved in June and July.
16. Utility companies, their contractors and the City's own term highway maintenance contractor are being encouraged to emulate planning and liaison practices normally undertaken by companies employed in the best demolition and construction of buildings in the City. In the case of the City's term contractor (Riney) there is a contractual obligation to provide a full time consultation/communications manager to focus on precisely this issue.
17. Environmental Management Plans (EMPs) showing clear planning and liaison arrangements with neighbours, both residential and commercial have not

traditionally been routinely supplied by street works contractors. This is partly because it is more difficult to do this on-street, where conditions are less self-contained than on a site, and where containment measures are more difficult to provide. Ensuring adequate planning and liaison arrangements are identified in EMPs by street work contractors, as a precursor to more flexible application of 'quiet hours' controls and application of bespoke solutions to works, will be important.

18. The advent of lane rental introduced on the Transport for London network is forcing firms to both consider working outside of normal day time hours in some locations at the same time as trying to find better methods of sound attenuation, (difficult though these are to implement) in order to allow more efficient use of the time when they are on the road and being charged for this. This should significantly enhance contractors' potential to maximise work periods and reduce unnecessary restrictions. This should also be codified in the next (7th) edition of the CoP.

Action Taken

19. A letter notifying contractors of the potential for enhanced working hours in the evening was sent out by Highways on 3 February 2012.
20. Quarterly Meeting are held with Utility companies and their contractors at Guildhall where the facility to use 'extended hours' is promoted.
21. The pilot project started in April 2012 has proved successful to date. The first reports in May by Highways showed eleven sets of works were carried out on traffic sensitive streets where extended working hours were permitted. 45% used the facility to extend hours saving an estimated 40 working days on works. Of the 55% that did not use this facility there was only been one project where extended hours have not been agreed for environmental reasons. In June and July a further 21.75 working days were estimated to be saved but this also coincides with the moratorium for work on traffic sensitive streets due to the Olympics.
22. An information and variation sheet is made available to streetworks contractors, where these are planned in advance, by EH, and also in the future by Highways Inspectors. Completion of this sheet by all parties is the formal route to vary 'quiet hours' or extend working hours for a contractor.
23. An internal protocol for Highways and EH is used when considering such works. This includes; meeting the contractor on site or discussing the location and likely affected parties, the liaison that the contractor will carry out before and during works, the mitigation that the contractor will use to minimise environmental impact of the work and any improvement that additional hours of work will provide to the potential length of the works.

Further Actions

24. The City information sheet on extended working hours provided to contractors is being reviewed by Highways and EH. This will require better information in EMPs from streetworks contractors on planning, liaison and justification of their works to both improve efficiency of street work and reduce the noise impact on both commercial and residential neighbours. We will encourage contractors,

through this planning process, to invest in additional sound mitigation measures where these are feasible as these may both alleviate problems and extend the hours available to work in the knowledge that they will be stopped if the measures are not successful. The liaison arrangements are seen as critical in letting business and residential neighbours know in advance that noisy work is happening, providing a target end date for the work and contact details in case of problems. In addition we will review the map of the City and show any street or portion of street where we consider that all day working can be done, test this in practice and expand these areas where practicable.

25. To improve formal communication further on operational matters, following the 2012 Games, weekly meetings are being held between Highways, EH and the City's Contract representative with a remit to:
 - a. review the City GIS map to see if any further streets can be added to the green areas where extended work is normally considered to be acceptable,
 - b. identify any locations where daytime 'quiet hours' are unnecessary,
 - c. consider current works and any issues arising from them,
 - d. prepare for forthcoming planned works.
26. Training of Highways staff will be organised with the enhanced information planning requirements as soon as this has been ratified at the above meeting to ensure consistency between Highways and EH.
27. A meeting between Riney (the new term contractor for the City), EH and Highways has taken place to ensure good communication and work to best practice standards (the information note above being considered) and further meetings are to be arranged to review progress and ensure this is carried out.
28. A new post of Streetworks Communications Officer has been created since the beginning of the year, initially for eighteen months. The post was created in the Highways Team to help improve communication between the Utility companies, City stakeholders and the City Corporation. Promotion of extended working by ensuring effective communication between all parties carrying out, affected by or regulating streetworks forms part of post holder's role. This role is in addition to the dedicated Communications Manager post in Riney.
29. An information note on 'quiet hours' application in the City has been raised with Transport for London (TfL). A discussion on the implications of this, along with the implementation of lane rental in the City, has been discussed at an initial meeting with TfL held on October 2. Further fortnightly meetings have been agreed with TfL to ensure a satisfactorily robust working procedure is put in place and is subsequently operating sufficiently well to meet the needs of both parties. TfL have undertaken to ensure that both their term contractor and TfL's own permitting team contact EH and Highways regularly with information needed in advance of planned works allowing the input of City requirements into the planning of their operations, as far as is practicable.

Proposals

30. The EH Pollution team apply flexibly the need for quiet hours or other BPM when considering proposals, including liaison arrangements, proposed in EMP's from contractors.
31. In conjunction with Highways, CPAT and any other interested parties the Pollution Team reviews the impact of the pilot use of extended hours in the City and brings back a further report on this subject in 12 months time.
32. The zone map of the City be further refined in the light of experience on the pilot to clarify areas where extended work can normally be applied.
33. The City CoP is updated in the light of the trial extension and modification of working hours so that the City can clearly and consistently apply its own policy in this area.
34. It be recognised that there will always be a balance to be found between quiet periods and expeditious working. Local consultation will drive that process and may occasionally result in decisions being taken that fall outside the standard policy on quiet working.

Corporate & Strategic Implications

35. The enhancement of working hours fits with one of the City Corporation's three aims of the Corporate Plan 2012 – 2016 in that it seeks to evolve a service 'to provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes'. It also meets one of the five key policy priorities KPP2 in that it seeks to 'maintain the quality of our services whilst (reducing our expenditure and) improving our efficiency'.

Implications

36. Whilst there is an environmental risk in attempting to extend working hours in suitable locations in the City this is being done based on Officer's local knowledge of where problems do arise and where extended working hours may be acceptable. Existing informal and legislative controls can be applied to swiftly alleviate any problems that do arise. The work undertaken in carrying out this work is expected to remain within the existing budgets of both Markets and Consumer Protection Department and DBE.

Conclusion

37. In order to balance better the risks of traffic congestion and disruption caused by streetworks against the environmental impact on neighbours (principally noise nuisance) The City Corporation should, through improved consultation, seek to maximise the flexibility for streetwork contractors to use additional hours of the day. This will be guided by existing 'quiet hours' periods, but varied to increase available working hours where there is sufficient planning and liaison to mitigate potential problems and where there is clear justification of the benefit of enhanced hours being used.

Background Papers:

None

Appendices

Appendix 1 Code of Practice for Deconstruction and Construction 6th edition

Appendix 2 Zoned map of traffic v noise sensitive streets

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Department of Markets and Consumer Protection

Code of Practice for Deconstruction and Construction Sites

Sixth Edition – FEBRUARY 2011



Department of Markets and Consumer Protection
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Foreword

This is the sixth version of the Code of Practice developed by the City of London's Pollution Control Team to encourage the use of the best environmental options in planning and managing construction and deconstruction (demolition) in the City of London. The area is densely populated by residents, many types of business, and other sensitive premises, all of which can be affected by your work and associated activities.

This Code seeks to set out simply and clearly what constitutes acceptable site practice within the City. It is intended to help developers, architects, engineers and construction professionals to plan, cost and manage the environmental issues which frequently arise in the industry.

In the City we encourage a flexible approach to addressing environmental problems. I must emphasise that this needs early and, in some cases, frequent liaison with the officers in the Pollution Control Team who should be consulted at all stages of project planning, programming and operation, so that the best options for your site can be developed.

This sixth edition of the code generally revises and updates the original version. It contains further guidance on prevention of air pollution from activities on site, and a number of forms and check lists have also been improved.

Additionally, we encourage you all to apply, via our Considerate Contractors Scheme (CCS), for the Environmental Award. This will recognise those sites/companies who innovate to protect the Environment in the City each year, and this year will look in particular at improvements in the field of air quality.

The Code takes into account current best practice and new technology already adopted by many sites in the City.

I hope you will find this guidance useful in planning and managing your site activities.

Jon Aaverns
Port Health and Public Protection Director

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Note: Copies of this Code of Practice can also be accessed via the City's website at:
http://www.cityoflondon.gov.uk/Corporation/LGNL_Services/Environment_and_planning/Pollution/noise.htm

1.0 Introduction

- 1.1 At any one time there are many active deconstruction, construction and refurbishment sites within the City of London. The work is essential in order to enable the City to maintain its status as a world class centre of business and finance. Some of the activities involved and listed in this document can often be a nuisance to neighbours and users of the surrounding area. To ensure that activities are undertaken with minimal disturbance, the City of London has prepared this Code of Practice detailing the standards to which they expect sites to be maintained and operated.
- 1.2 The environmental impacts of construction work should be considered as early as possible in the project. Where potential adverse impacts are identified, measures to offset or reduce them should be incorporated into the project proposals at the earliest stage and taken into account in the final cost. These matters should form part of the Environmental Management Plan (EMP) to be submitted to the Pollution Team in the Department of Markets and Consumer Protection. We wish to encourage best practice and new innovation in Environmental Matters and welcome all companies/sites to take part in the CCS Environment Award.

Note: The term Contractor used within this Code of Practice includes Principal Contractors, Construction Managers, Trade Contractors and other similar roles. Ultimate responsibility rests with the Principal Contractor although the developer (or promoter of the project) will clearly have an interest in ensuring that works are undertaken with minimum disruption.

2.0 Use and Application of the Code of Practice

- 2.1 This Code is intended as a guide to good practice but should not replace consultation between developers, contractors and regulators. Throughout all stages of a project, discussion with the City of London is actively encouraged. The Code will be forwarded to developers during the planning application process as an informative document, allowing the developer to discuss terms tailored to their specific development with the City of London. Developers should ensure that Contractors are fully aware of this Code and its implications.
- 2.2 Adherence to this Code will demonstrate a positive attitude and commitment towards minimising environmental impacts and will be used as one of the main methods of assessment within the City's Considerate Contractor Scheme.
- 2.3 The Code follows a methodical approach to construction works and sets standards to be followed. Not all parts of this Code will apply to every construction project. However, the City will expect all Contractors to comply with the spirit of the Code, with appropriate provisions being applied to the site at all times. This should allow local residents and businesses to continue operating with minimal disturbance.
- 2.4 Although this Code gives an outline of legal requirements, it is not an authoritative statement of the law. Where necessary in accordance with its policy statement on enforcement, the City of London will not hesitate to enforce the statutory powers they have. A list of relevant guidance and legislation are included as Appendix A. A

checklist to help ensure that all relevant areas of concern are considered is set out in Appendix K.

3.0 Considerate Contractor Scheme

- 3.1 The Considerate Contractor Scheme (CCS), pioneered by the City of London in 1987, aims to encourage building and civil engineering contractors working adjacent to the City's streets to carry out their operations in a safe and considerate manner, with due regard to passing pedestrians and road users. Details are set out in Appendix C of this Code. As part of the scheme, all contractors will be evaluated by the Pollution Team for their level of co-operation and compliance with this Code of Practice.

4.0 Documentation

- 4.1 The Contractor should keep all appropriate documentation relevant to the requirements of this Code in designated files held on site. They must be available at all times for inspection and review by the City of London or other authorities and should include as a minimum a site information sheet, noise, vibration and dust monitoring results, waste management documentation, a complaints/incidents log with actions taken, liaison minutes, letters, photos and newsletters.
- 4.2 The City requires the development of project-specific Environmental Management Plans (EMP) and Site Waste Management Plans in accordance with Defra guidelines. These are operational manuals for carrying out appropriate environmental controls and monitoring during the works and should, as a minimum, cover the issues within this Code (see Appendix K for Checklist).

5.0 Liaison

- 5.1 Prior to work commencing, the Contractor must meet with the City of London Environmental Services, Highways Division, and the Pollution Team, in order to discuss their methods of working and measures planned to minimise disruption. Throughout the construction works, further meetings with the City may be held. The names and contact details of appropriate site personnel should be forwarded to the Pollution Team using the Site Information Sheet (Appendix G) at the earliest opportunity. A list of useful contact names and telephone numbers is included in Appendix B.
- 5.2 The Contractor should identify any residential properties, lunchtime catering premises, public houses or other sensitive receptors in close proximity to the site. In the first instance, reference should be made to the Residential Streets map (Appendix J), which identifies residential areas within the City. New residential developments are continually appearing, so the Pollution Team should be contacted in order to obtain the most up to date information.
- 5.3 The Contractor should appoint a responsible person to liaise with the City, local residents, businesses and other authorities in order to keep them informed of matters

likely to affect them. Good relations can be developed by keeping neighbours informed of progress and by responding to complaints quickly and fairly.

- 5.4 Prior to site work commencing, neighbours must be informed of:
- The start date;
 - the duration and nature of the project;
 - the principal stages of the project;
 - details of contact names and numbers of appropriate site personnel.
- 5.5 There shall be at least fortnightly communication with site neighbours, for example by newsletter, in order to keep them informed about current progress and forthcoming works. The newsletter should also contain the information suggested in section 5.4 above, together with details of the Pollution Team contact. Feedback should be requested from affected neighbours throughout the project and at the end, in order to allow modification of activities to reduce impact.
- 5.6 Where construction activities are being undertaken on two or more sites in close proximity, regular meetings should be arranged and attended by representatives from each site and the City of London. Items for discussion may include:
- Activities to be undertaken;
 - requirements for road closures;
 - out of hours work;
 - neighbour liaison;
 - monitoring results; and,
 - requirements for mitigation.
- 5.7 A display board should be erected outside the site, which as a minimum shall identify key personnel, contact addresses and telephone numbers. Additional information could include details of the scheme and its progress.
- 5.8 The City of London must be told in advance when any unusual activities including out-of-hours working are planned. The Site Hours Variation Request Sheet (Appendix H) must be completed and faxed to the Pollution Team at least 5 days before the activity is to take place. Approval or the reasons for refusal will be countersigned and faxed back. Unless approval is given and the sheet is available for inspection, an officer attending the site shall stop all works.
- 5.9 The Pollution Team of the Department of Markets and Consumer Protection must be supplied with a current 24-hour call out number that will be answered in the case of a complaint or an emergency.
- 5.10 It is also recommended that contractors contact the City of London Police service to ensure a security assessment is carried out.

6.0 Hours of Work

- 6.1 If no-one is disturbed by works then there is no absolute bar to 24-hour working. However, such circumstances are rare in the City. Where residents and commercial

activities are affected or are likely to be affected, the permitted times of operation will be restricted.

6.2 Permitted hours for site work will normally be the following:

- 08:00 - 18:00 hours (Monday to Friday);
- 08:00 - 13:00 hours (Saturday) (certain noise sensitive residential areas identified by the City of London will be 09:00 - 14:00 hours on Saturdays);
- No working is permitted on Sundays or Bank Holidays.

Note: Prior to commencing work, contractors must contact the Pollution Team in order to agree hours of work.

6.3 The work hours may be varied according to local circumstances, for example where a site is in close proximity to restaurants, places of worship or residential properties.

6.4 Any works outside the permitted hours can only be undertaken with the approval of the City using the Site Hours Variation Request Sheet (Appendix H), and will only be granted in exceptional circumstances. **Approval will be conditional on the Contractor informing local residents in advance of the proposed work.**

6.5 In most cases, the City operates quiet working periods during which noisy site operations are not permitted. Contractors will adhere to these quiet hours at all times unless agreed otherwise with a member of the Environmental Services Pollution Team. The quiet hours are:

- 10:00 - 12:00 (Monday to Friday);
- 14:00 - 16:00 (Monday to Friday).

These periods may be subject to variation in particular circumstances, for example during lunchtimes adjacent to eating places or businesses where the majority of trade is carried out at lunchtimes.

6.6 During these quiet periods the following activities cannot be carried out:

- Cutting using power tools;
- Breaking or dismantling using power tools/machines/plant;
- The use of impact fasteners;
- The loading of heavy materials;
- Other noisy activities, depending on the specific location of site and neighbours, deemed unacceptable by Environmental Health Officers.

Quiet hours are put in place to give nearby commercial occupiers at least 4 hours of peace and quiet during the working day. Complaints about excessive noise disturbance found to be justified may result in a Section 60 notice, under the Control of Pollution Act 1974, being served by the City of London. This will generally require the Contractor to adhere to these quiet working hours.

6.7 Where, in the opinion of Environmental Health Officers, structurally transmitted noise adversely affects neighbours, a likely restriction between 09:00 - 17:00 hours will be imposed. For complex sites with a neighbour mix including residential, retail, and commercial properties, advance negotiation with all parties and the Pollution

Team is expected of the Developer/Contractor, as restrictions may have significant implications for cost and timing of the project. For more information on structure borne noise see Section 9.0 (Noise and Vibration).

7.0 Air Quality and Dust

7.1 Under Part IV of The Environmental Act 1995 and the Governments UK Air Quality Strategy, Local Authorities are required to work towards achieving national air quality objectives. The City of London has some of the worst air quality in the Country and has been declared an Air Quality Management Area with particular focus on PM₁₀ and oxides of Nitrogen. With the UK likely to receive large fines for the EU in the near future for exceeding air quality objectives and recent studies demonstrating that air quality and dust have a very large impact on public health in London, this issue is currently of the highest priority. Construction and de-construction sites in the City are therefore expected to meet the highest possible standards for control of air pollution and dust.

7.2 A dust and air quality management plan must be produced (potentially as part of the EMP) and submitted to the Pollution Team. This plan must contain a detailed methodology laying out details of, and controls over, all relevant activities. The plan must consider the entire lifetime of the project and sequence of works, and consider many details such as the water supply for the site, plans to deal with debris, specific areas to be encapsulated, scaffolding, and waste management.

7.3 In order to reduce pollution in the City, the construction and demolition industry is expected to employ, as a minimum, all methods listed below. The requirements are in line with the Greater London Authority and London Councils Best Practice Guide for Controlling Dust and Emissions from Construction and Demolition, November 2006.

7.4 General Activities

- Dusty activity should be undertaken away from sensitive receptors, with wind direction taken into consideration.
- The site should be regularly inspected for spillages of cement and other powders.
- Air quality monitoring may be required where practical. This may include dust slides for assessing nuisance dust and real time monitoring to assess PM_{2.5} and PM₁₀. Real time monitoring may involve setting an alarm to alert the site manager if levels of PM₁₀ go above a set threshold. The threshold value, and type and location of any monitoring equipment should be agreed with the City of London Pollution Team in advance.
- Dusty material and activities should be dampened down in dry weather. The use of groundwater should be investigated and water should be reused wherever possible.
- All sites should be screened / wrapped.
- Rubber chutes should be used and drop heights minimised.
- Scabbling will not generally be allowed in the City due to the amount of dust generated. It should be done off site.
- Areas used for the storage of diesel fuel or chemicals shall be bunded.
- Off-site fabrication, or cutting to size, shall be employed to avoid cutting materials on site whenever possible.

- Careful consideration should be given to the location and temperature control of tar and asphalt burners.

7.5 Machinery / Equipment on Site

- All Non-Road Mobile Machinery (NRMM) should meet Stage IIIA emission criteria, unless it can be demonstrated that Stage IIIA equipment is not available. If Stage IIIA equipment is not available, NRMM should be fitted with particle traps and/ or catalytic exhaust treatment wherever possible. Records should be kept on site which detailing proof of emission limits for all equipment.
- Dust extraction should be used (or built in water damping) with stone cutting disc equipment.
- An inventory of all non road mobile machinery should be kept on site. All machinery should be regularly serviced.
- The use of 'long arm' demolition equipment and methods using explosives will not generally be sanctioned in the City, except where the work is within an enclosure or underground.
- Shears and guillotines or burners should be used in preference to disc cutters on activities such as re-bar and decking.
- The use of concrete crushers will not generally be sanctioned in the City because of the potential to cause dust and nuisance to neighbours. However the City of London will allow the use of crushers to prepare material for piling mats and ramps, as this reduces the number of vehicle movements associated with the site. Any crushing plant would have to be authorised under the Environmental Protection Act 1990. Appropriate measures, such as enclosing the plant and built in water sprays would have to be used at all times.
- Cutting, grinding and sawing should ideally be undertaken off site. If the work must take place on site, the following techniques should be used:
 - All equipment should be fitted with a water suppressant system (where available).
 - Dust extraction techniques should always be used where available. It will be the contractor's responsibility to demonstrate that they are not available, and that every effort has been made to acquire them.
 - Areas used to undertake cutting and grinding should be screened

7.6 Vehicles

- No vehicles should be left idling either on site or waiting for access to the site.
- Wheel washers should be used on vehicles leaving the site.
- All skips and lorries leaving the site should be covered.
- When preparing the environmental method statement, the contractor should have regard to The Building Research Establishment 'Pollution Control Guide' for construction (and demolition) sites. The Guide is produced in five parts covering the following construction site activities:
 - Part 1 - Pre-project planning and effective management
 - Part 2 - Site preparation, demolition, earthworks and landscaping
 - Part 3 - Haulage routes, vehicles and plant
 - Part 4 - Material handling, storage, stockpiles, spillage and disposal
 - Part 5 - Fabrication processes and internal and external finishes

The guides are available from the BRE bookshop at <http://www.brebookshop.com/details.jsp?id=144548>

8.0 Smoke and Fume Nuisance

- 8.1 Emphasis should be placed on the following to minimise the risk of air pollution:
- Using processes which do not generate fumes and/or dust; and
 - Ensuring that fumes and/or dust do not escape from the site to affect members of the public and the surrounding environment.
- 8.2 Burning of materials on site is not permitted under any circumstances.
- 8.3 The Contractor should take all necessary precautions to prevent the occurrence of smoke emissions or fumes from site plant or stored fuel oils. In particular, plant should be well maintained and measures taken to ensure that they are not left running for long periods when not in use. Low sulphur diesel fuel must be used.
- 8.4 The Contractor should conduct a risk assessment including regular air monitoring where there is evidence of volatile or airborne materials or a risk of fumes affecting the local area. The Contractor shall take any necessary measures to prevent nuisance/adverse effects to people's health.

9.0 Noise and Vibration

- 9.1 This Code of Practice is a notice of the City of London's general requirements under Section 60 of the Control of Pollution Act 1974. The Contractor may also be informed of additional requirements during consultations with the City of London.
- 9.2 In addition to working hours and community liaison, all works must be carried out in accordance with BS 5228-1:2009 and BS 5228-2:2009.
- 9.3 All works must employ Best Practicable Means as defined by Section 72 of the Control of Pollution Act 1972 to minimise the effects of noise and vibration. The City must be satisfied that all means of managing and reducing noise and vibration, which can be practicably applied at reasonable cost, have been implemented.
- A written evaluation of methodologies used must be made available to the City of London and include justifications with regards to the minimisation of noise and vibration.
- 9.4 The City considers the off-site preparation of as many materials as possible an essential requirement for Best Practicable Means, in particular for the cutting of decking and steelwork.
- 9.5 Where appropriate, the following measures to minimise noise and vibration levels should be adopted:
- Employing only modern, quiet and well-maintained equipment (all equipment must comply with the EC Directives and UK Regulations set out in BS 5228-1:2009);

- Using low impact techniques, such as demolition munchers and bored or hydraulically-jacked piling rigs;
- careful planning of the sequence of work in order to minimise the transfer of noise/vibration to neighbours;
- using fully silenced modern piling rigs with engines to Euro Standard IV and careful operation of the rig so there is no reversing of the Kelly/auger bars;
- using electrically powered equipment run from the mains supply, or when this is not available, generators compliant with Euro Standard IV;
- use of screws and drills rather than nails for fixing hoardings etc;
- careful handling of materials & waste such as lowering rather than dropping items;
- taking steps to isolate the deconstruction works from sensitive neighbours, in order to minimise the transfer of vibration and structure borne noise;
- erection of acoustic screens where necessary;
- avoidance of unnecessary noise (such as engines idling between operations, shouting, loud radios or excessive revving of engines) by effective site management.

9.6 The distance between noise/vibration sources and sensitive neighbours should be maximised and the transmission path obstructed, with options considered in the order of source-pathway-receptor. Where practical this can be achieved by:

- Sitting of stationary plant and loading/unloading areas;
- erecting impervious hoardings, of at least 5 kg/m² surface density, where possible higher than the line of sight to neighbours;
- leaving building façades and boundary walls intact as long as possible during demolition and boarding/bricking up windows;
- the use of existing non-sensitive structures as shields; and,
- the use of temporary structures;
- cutting of transmission pathways for vibration.

In addition to the above, a neighbour liaison scheme must be implemented as an essential element of the Best Practicable Means to minimise the effects of noise and vibration, as outlined in Section 5.

Monitoring Regimes

9.7 The City encourages contractors to undertake regular intelligence-led monitoring of noise and vibration levels by looking at the work programme and identifying aspects likely to cause significant noise/vibration. Receptor points are to be agreed with the City of London prior to initiation of monitoring. Results should be compared against suitable baseline data as a useful means of:

- Controlling noise and vibration, and identifying problems at an early stage (it is particularly valuable to carry out monitoring during the early stages of a project);
- providing an objective basis for evaluating complaints;
- safeguarding Contractors against claims of damage.

9.8 Prior to commencing work, it is essential to undertake monitoring of ambient noise levels around the site at sensitive receptors. This will provide baseline data for

comparison with levels present during the works. A baseline vibration exercise will be unnecessary unless neighbours are clearly affected by any existing source of substantial vibration e.g. a tube line.

- 9.9 Where there are party walls or neighbours are otherwise directly attached to elements of the site, the noise, vibration and structural implications of the proposals will require individual and detailed evaluation.
- 9.10 In some circumstances, the Pollution Team may require continuous monitoring combined with a real-time alarm system, with details to be agreed on an individual basis.

Noise Limits

- 9.11 The suitability of specific noise limits is highly dependent upon the individual situation. The factors to be considered include:
- The characteristics of the noise and its potential effect on the neighbours;
 - Baseline ambient noise levels; and,
 - The nature and duration of the works.

In addition, following complaints specific noise levels may be set to prevent speech interference in offices and loss of trade.

Levels of 75 dB a working day over a 10-hour period are suggested as a general rule. The City of London expects noise control to meet or reduce the average noise from the site to this level. In the city environment this is not always attainable, in which case best practicable means must be applied to reduce noise and vibration as far as possible.

As a guide, typical daytime levels for noisy temporary works at neighbouring premises usually lie in the range of 70 – 80 dB L_{Aeq} .

- 9.12 Noise levels within neighbouring offices or residences during noisy periods must enable workers to carry out conversations, both face-to-face and on the telephone, and allow normal business to be conducted. It is considered that a noise level of 65 dBA is likely to cause annoyance and interference (dependent on the type of noise). Such noise should be restricted to hours outside the normal working day of 09.00 – 17.00 hours.

In residential areas, timings of works with noise levels exceeding 65dBA should be discussed and agreed with Environmental Health Officers prior to commencing.

- 9.13 Noise measurements should ideally be taken with a Class I Integrating Logging Sound Level Meter calibrated (before and after) with a Class I Acoustic Calibrator. L_{Aeq} , L_{Cpeak} and $L_{AFmax, F}$ noise levels should be recorded together with a record of all events potentially affecting the noise level at the time of monitoring.

Vibration Limits

- 9.14 When carrying out works which may produce vibration, all potential receptors should be considered, with particular attention to be paid to the following:
- Occupiers and users of buildings;
 - Hospitals or laboratories;
 - IT related issues; and,
 - Cosmetic or structural damage to buildings or heritage sites.
- 9.15 People's response to perceptible vibration is accentuated by their fear of building damage. Suitable guidance upon the levels of vibration, which may cause building damage, can be found in BS 7385-2:1993.
- Guidance relating to the potential effect upon the operation of computers and other relatively sensitive equipment can be found in Section 8.6 of BS 5228-2:2009.
- 9.16 Complaints of vibration are usually concerned with fear of the unknown and the potential affects of relatively low levels of vibration in buildings. This problem is best addressed by:
- Liaison with all parties potentially affected, with explanations given of precisely when they are likely to be affected by specific activities;
 - Monitoring affected parties to reassure occupants as to the relative levels of vibration compared with building effect (BS 7385-2:1993).
- 9.17 Vibration meters should preferably record 3 orthogonal Peak Particle Velocity values (15 minutes of 10 second or shorter samples). Where complaints are received, the Contractor/client should consider the need for monitoring at neighbouring premises.

10.0 Complaints to Site

- 10.1 Where complaints are made to the site, the Contractor is expected to respond sympathetically. If no resolution can be found the complaint should be referred to the City of London. A contractor's response to complaints is an important criterion when evaluating the performance of the site for the Considerate Contractor Scheme.
- 10.2 The Contractor must maintain a designated complaints/incidents logbook or register covering:
- The nature of the complaint;
 - the cause; and, where appropriate,
 - the remedial action taken.
- 10.3 The City may request to see the complaints/incidents logbook at any time.
- 10.4 Complaints received by the City of London will be investigated. This will involve discussions with the Contractor and, if appropriate, monitoring or surveillance.

11.0 Section 60 and 61 Notices

- 11.1 The Control of Pollution Act 1974 Part III restricts and limits noise and vibration from a construction site. If complaints are received the City of London Port Health and Public Protection Division, where it is considered necessary, will serve a Section 60 notice on the Contractor for the control of noise and vibration at the site. This notice can:
- Specify the plant or machinery that is or is not to be used;
 - specify the hours during which work can be carried out; and/or,
 - specify the levels of noise and vibration that can be emitted from the site.
- 11.2 The Contractor can apply in advance for a consent in the form of a Section 61 notice regarding the methods and conditions by which they are intending to undertake the works and control nuisance.
- 11.3 The City does not advise the use of Section 61 consents but it does support a system of prior agreement on similar lines, as this allows a much more flexible approach of greater benefit to the Contractor. Section 60 notices will be served where they are considered necessary. Contraventions of either Section 60 or 61 may well result in legal proceedings, leading to further costs and delays for the Contractor.

12.0 Emergency Work

- 12.1 The City of London appreciates that occasionally incidents arise whereby it is impossible or impractical to comply with all the requirements within this Code. In such an event, the Pollution Team should be contacted within the hours of 08:00 and 17:00. Outside of these hours Guildhall security should be called on 0207 606 3030, leaving a name, mobile number, the nature of the emergency, and the site address. Following this the Environmental Health and Public Protection Out of Hours Officer will respond by calling the contractor in order to ensure the presence of an emergency and approve the method of work.
- 12.2 In the event of an environmental incident (e.g. a spillage), steps should be taken to prevent pollution, for example through:
- Protection of drains by the use of drain covers or booms;
 - Use of absorbent granules following an oil/chemical spill; and,
 - Turning off equipment or other sources of noise or dust.
- 12.3 Once the situation has been rectified, full details about the incident and remedial actions undertaken should be provided to the City of London and other relevant authorities, and recorded in the site complaints/incidents logbook.

13.0 Pollution Emergencies

- 13.1 All sites should have a plan, equipment and training in place for dealing with pollution emergencies. A summary of the plan should be visibly displayed around site, and understood by all workers.
- 13.2 For more guidance on such planning, please see the Environment Agency guidance 'Pollution Prevention Pays – getting your site right', downloadable at:

14.0 Party wall work

- 14.1 Work to party walls and major works in partially occupied buildings will be strictly controlled, and are usually barred between 09:00 and 17:00 hours when noise and/or vibration could be transmitted to neighbouring properties and businesses.
- 14.2 Vibration monitoring should be considered to reassure neighbours and assist in demonstrating that levels do not exceed those which may cause structural damage to adjoining buildings. Complaints relating to vibration can cause considerable delays, particularly during demolition piling and ground work phases of construction activities. Noise should also be considered to assist in determination of acceptable levels.
- 14.3 Where works are carried out close to, or on, a party wall, The Party Wall Act 1996 may apply. The Contractor must consider all aspects of this Act and allow sufficient time to comply with it.

15.0 Scaffolding and Gantries

- 15.1 Scaffold erection or dismantling can cause disturbance to site neighbours. All works must be undertaken in accordance with the Environmental Services Guidance Notes for Activities on the Public Highway, and be subject to a licence under the 1980 Highways Act. Subsequent erection and dismantling activities must be agreed with the Pollution Team, and comply with prescribed times.
- 15.2 Appendix D sets out detailed information on the requirements of the City for scaffolding and gantries.

16.0 Cranes, Lifting of Heavy Equipment, and consequent Road Closures

- 16.1 The erection of fixed cranes, rigging, and use of mobile cranes on the highway and lifting of heavy equipment often has to be undertaken outside normal working hours. All these street-based activities require prior consent from both the Environmental Services Highways Division and the Pollution Team. Although it is normally the crane company's responsibility to obtain prior approval for the works, the Contractor should ensure this has been done.

The Pollution Team's approval for the work is required to ensure that all plans are appropriate for the location, and that steps have been taken to mitigate any disturbance to commercial or residential neighbours. The application for this must be accompanied by a lifting plan.

- 16.2 The correct procedure involves firstly telephoning the Pollution Team to agree the outline proposals (0207 606 3030). Secondly, the 'mobile crane environmental health authorisation notice & structures notification form' (Appendix I), together

with a lifting plan, should be fully completed and faxed to the Pollution Team (020 7332 1316) for scrutiny/approval.

Once received, the completed application form will be checked, any necessary amendments agreed with the sender, and returned to the applicant with the appropriate signature. This can then be presented to the City's Street Management Office at a previously agreed appointment (020 7332 3553).

Note - The part of Appendix I relating to 'structures authorisation' must also be signed by the crane company's representative. It is the crane operators responsibility to check whether there are any underground 'structures' either under or in the vicinity of the highway where the crane operation is sited - see Appendix F for full details.

- 16.3 Crane oversailing must be agreed with the City of London and/or site neighbours. Under section 177 of the Highways Act 1980, site cranes require a licence if the jib at any point extends over the public highway. Application for this licence should be made to the Department of Markets and Consumer Protection Highways Division. A charge may be levied for oversailing the public highway.

17.0 Vehicle Movements and Deliveries

- 17.1 All deliveries of materials and plant to the site and removal of waste should, where possible, be carried out within normal site working hours. Any early morning or evening deliveries must have approval from the Pollution Team. This should be requested using the copy of the Site Hours Variation Request Sheet (Appendix H).
- 17.2 The site layout should be designed to minimise potential effects on neighbours. A competent banksman should be employed to provide assistance to vehicles accessing and leaving the site, thereby ensuring minimal traffic disturbance and pedestrian safety.
- 17.3 Vehicle movements should be planned to ensure that Lorries do not arrive or depart outside standard hours. No daytime or night-time parking of lorries will be permitted outside agreed areas.
- 17.4 Where appropriate, deliveries should be arranged on a just-in-time basis in order to prevent vehicles queuing outside site.
- 17.5 The generation of dust whilst loading or unloading materials must be controlled by the use of chutes, bagging, sheeting and damping down. Where vehicles are leaving unpaved sites, adequate wheel washing arrangements should be employed to prevent contamination of the highway. Loads containing waste material leaving site should be sheeted before travelling on the highway.
- 17.6 Appendix F of this code summarises the City of London's traffic management requirements for vehicle movements, site deliveries, street closures, crane operations and abnormal loads. This can be copied for use of subcontractors and others.

18.0 Light Pollution

- 18.1 Light pollution is now a statutory nuisance and is defined as any form of artificial light which shines outside the area it is required to illuminate. Unnecessary use of lights is considered a waste of energy. Any use of lighting should have regard to these facts and should be designed to prevent any nuisance to residents or road traffic and be used primarily for reasons of health and safety or security.
- 18.2 Site lighting will be located and aligned so as not to intrude into residential properties, on sensitive areas, or constitute a road or rail hazard.

19.0 Asbestos and other Hazardous Materials

- 19.1 All work on asbestos and other hazardous materials must comply with current Legislation and HSE Approved Codes of Practice & Guidance.
- 19.2 Before any work is done or commissioned that is likely to disturb asbestos or other hazardous material, the following must be worked out:
- The amount of hazardous material;
 - Where it is and what condition it is in;
 - Whether work is likely to disturb material; and,
 - Whether and how the material needs to be safely protected or removed.

This can be achieved either by checking existing records (such as client's survey, asbestos plan or register) or commissioning a suitable survey before work starts. It is good practice to include the need for such a survey in the initial project cost and programme.

For more information, please see the following and associated links:

<http://www.hse.gov.uk/construction/healthrisks/asbestos.htm>

<http://www.hse.gov.uk/comah/index.htm>

20.0 Contaminated Sites

- 20.1 The Contractor should obtain and review copies of any site investigations that have been carried out prior to their appointment and satisfy themselves that they have undertaken a thorough assessment of potential risks to:
- End users of the site;
 - Construction workers & others visiting the site;
 - Neighbours and members of the public;
 - The local environment (air, surface and ground water and land); and,
 - Construction materials (for example corrosion caused by sulphates).
- 20.2 If any contamination or ground gas is identified or suspected during the course of the works, the Contractor should undertake further specific investigations. Where

contamination is identified, the Pollution Team should be notified. All remedial work should be approved by the Pollution Team.

- 20.3 To enable classification of the waste for disposal purposes it is the Contractor's responsibility to arrange analysis of the waste material excavated.
- 20.4 An assessment should be undertaken of the potential for unexploded bombs to be present on the site. This should include consultation with the Home Office and the City Corporation. Any suspect devices encountered must be notified to the City of London Police and/or Metropolitan Police, all site work should be stopped and the site evacuated.

21.0 Waste Management

- 21.1 Under the Site Waste Management Plan Regulations (2008), any project costing over £300k is required to produce a Site Waste Management Plan (SWMP). These will be enforced by both the City and the Environment Agency for new build, maintenance, and alteration or installation/removal of services (such as sewerage or water).

The purpose of a SWMP is to ensure that building materials are managed efficiently, waste is disposed of legally, and that material recycling, reuse and recovery is maximised. As such, a SWMP sets out how all building materials, and resulting wastes, are to be managed over the course of a project.

For more information, please consult the following websites:

<http://www.defra.gov.uk/environment/waste/topics/construction/index.htm>

<http://www.environment-agency.gov.uk/business/sectors/32729.aspx>

- 21.2 Those sites with a budget of less than £300k must manage their waste according to current legislation (see <http://www.environment-agency.gov.uk>). Evidence of how waste is disposed of, and efforts to reduce and recycle waste, must be maintained and kept on site
- 21.3 All site waste management must be planned and carried out in accordance with the Waste Management Hierarchy, as demonstrated below:



- 21.4 All wastes must be removed from sites using a registered waste carrier and sent only to disposal facilities authorised to receive it. Disposal must be in accordance with relevant legislation.
- 21.5 All waste documentation - transfer notes, consignment notes, exemptions, waste carrier and facility licences - must held on site as required by legislation. Such documentation must be maintained to be readily available for inspection at all times.

22.0 Materials Handling and Storage

- 22.1 Materials should be stored in appropriate conditions to prevent damage/contamination, with storage areas and containers sited away from drains and un-surfaced areas. Storage containers should be fit for purpose, regularly inspected and maintained, and should all have secondary containment (such as a bund) to contain any leaks or spills.
- 22.2 Fuels should be stored in compliance with the Control of Pollution (Oil Storage) Regulations 2001.
- 22.3 Procedures and training should be in place for the safe delivery and handling of materials, with regular site inspections carried out to ensure that once on site they are stored safely and correctly.

23.0 Discharge of Waste Water from Sites

- 23.1 Wastewater generated from site activities including water from dewatering excavations, site run off slurry and bentonite are classified as trade effluent. These should not be discharged direct to surface or foul drains without the consent of the Environment Agency for controlled waters, and Thames Water for others.
- 23.2 The Contractor is responsible for obtaining necessary consents and ensuring compliance with any conditions imposed on them. Copies of consents must be held in a designated file kept on site.
- 23.3 In cases of heavy water run-off, sumps must be provided in order to deal with the issue.

24.0 Site Drainage, Temporary and Permanent Connections to Sewers

24.1 Contact must be made with the City of London Drainage Services Group (020 7332 1105) before any work is undertaken on connections to sewers or drains running under the public highway. The following general requirements will have to be met:

- All redundant sewer communication pipe work must be sealed off at the sewer. The remaining pipe work should be removed or filled with a suitable weak concrete, cement grout or other suitable material. This is to prevent any infestation by rodents and avoid the risk of future possible subsidence.
- All retained sewer communication pipes should be tested and a CCTV survey carried out to ensure they are suitable for the new development and in good condition.
- In order to prevent rodents or sewer gases reaching the site, temporary sewer communication pipes must be provided with a 'cascade' cast iron interceptor trap to British Standard specification.

It is strongly recommended that all under ground drainage systems are installed using pipes made of a robust material such as cast iron, and that inspection chambers etc. are properly sealed with bolted down covers. This will prevent later problems from damage by vibration or rodent access.

Wherever it is at all possible, the drainage system serving the proposed development or refurbishment should gravitate to the sewer. This will eliminate the need for pumping of foul drainage to the sewer and the associated problems which regularly occur with this type of installation.

The sewage system within the City of London is vented to atmosphere via vents at road surface level and any increase of discharge velocity resulting from pumped or stored sewage being discharged to the sewer frequently results in complaints of foul smells. These may well be treated as a statutory nuisance by this Department. The importance of designing a system which discharges to the sewer by gravity wherever practicable cannot be overstated.

Note: Details of the City's standard drainage connection requirements and the related legislation are shown in Appendix E.

25.0 Pest Control

25.1 The City of London has a statutory duty to take such steps as may be necessary to keep the City free from rats and mice this includes enforcement of the Prevention of Damage by Pests Act 1949.

When an occupier of any land, including a construction site becomes aware of an infestation by rats or mice in large number he must notify Port Health and Public Protection (0207 606 3030).

25.2 Appropriate measures must be taken to limit any insect, bird or rodent infestation. Such measures are considered essential to limit future problems in completed buildings - especially in the case of mice.

- 25.3 Pest control does not just include treatment by a pest control company; in fact this is a last resort. Measures should be taken to:
- Prevent access to the site principally from exposed drainage;
 - Reduce harbourage in order to ensure that rubbish or spoil is not left for long enough allow rodents to establish themselves above ground;
 - Limit potential food and water sources. It is particularly important to ensure that waste food or empty cartons are not left in areas where they can encourage rats and mice.

Many of the methods necessary to achieve adequate control should be part of established construction methods.

- 25.4 To report any problems with infestations, or if you require any additional advice, contact the following number: 0207 606 3030.

26.0 Conservation

- 26.1 The Contractor must ascertain whether any trees on the site or in immediate area are either protected by Tree Preservation Orders or fall within a Planning Conservation Area prior to works starting. This may be done by contacting the Department of The Built Environment (Tree Officer) on 020 7332 1708.
- 26.2 Trees must be retained for the duration of the works. Works in the vicinity of trees should be undertaken in accordance with BS 5837:2005 ‘Trees in Relation to Construction. Recommendations’. In the event that it is impossible to retain trees whilst work is undertaken, they should be retained for as long as possible and only removed following consultation with the Directors of the City of London’s Planning and Open Spaces Departments.
- 26.3 The City will require you to replace or treat damaged trees. Where replacement trees are required, the specification, number, location, and planting method must be agreed with the Open Spaces Department.
- 26.4 Prior to commencement of works on-site, an ecological survey should be undertaken by a qualified professional to confirm the absence of birds, bats and any other protected species which may be nesting/roosting within buildings or vegetation. If present, appropriate mitigation measures should be undertaken following consultation with the City’s Department of Open Spaces who can be contacted on 0207 332 3505.

27.0 Archaeology and Built Heritage

- 27.1 Much of the City of London is designated as being of archaeological potential. Archaeology is a material consideration of the planning process. Where archaeological remains survive, archaeological investigation and recording is required as a condition of the planning permission. This may be to ensure the preservation *in-situ* of important archaeological remains or to ensure that a record of the remains is made.

- 27.2 Some monuments and archaeological remains are scheduled ancient monuments under Part I of the Ancient Monuments and Archaeological Areas Act 1979 and scheduled monument consent is required to undertake any work that may affect a scheduled monument. Scheduled monument consent is obtained from the Department of Culture, Media and Sport and advice on this is available from English Heritage.
- 26.3 Some buildings and structures are included on the statutory list of buildings of special architectural or historic interest. Listed building consent is needed to carry out any work which may affect a building's special architectural or historic interest.
- 27.4 The Contractor should ensure that the Department of Planning and Transportation has been contacted to establish whether the site contains a listed building, scheduled ancient monument or archaeological remains, and what specific requirements are included in the planning permission, listed building consent or conservation area consent. This may include arrangements for a programme of archaeological work and recording to be carried out as an integrated part of the development, submitted to and approved by the Department of Planning and Transportation, before work commences. Contact on 020 7332 1447.

Details of any 'scheduled monument' consent should be obtained from English Heritage. Contact on 020 7973 3000.

28.0 Climate Change and Sustainability

- 28.1 The City of London is working towards limiting the impact of the region and making it more sustainable, demonstrated by (among other projects) the current development of a Climate Change Strategy, and strongly encourages other parties to do the same. Innovation and best practice in this area will therefore be highly regarded in applications for the Environment Award through the CCS.
- 28.2 The Sustainable Development Commission has identified the following key priority areas for action in the UK:
- Sustainable consumption and production – greater efficiency in utilisation of resources and minimisation of waste;
 - natural resource protection; and,
 - climate change and energy – both reducing energy consumption and sourcing that energy from more sustainable sources.

Contractors should employ best practice and look for new innovative techniques in each of these priority areas, thus ensuring the process of construction or deconstruction is made more sustainable.

The impact of such techniques, or indeed highlighting of areas for improvement, can be demonstrated by including life cycle analyses for materials/processes or basic carbon footprinting in the EMP.

- 28.3 Examples of actions taken to increase the sustainability of the site could include:

- Use of the Mayor of London's Green Procurement Code, in particular via the procurement of FSC-approved/sustainable timber;
- Use of non-virgin aggregate;
- general good practice including ensuring that plant not in use is switched off and that lighting is used only when necessary (such as through the use of timers);
- Use of energy efficient bulbs or solar powered lighting;
- the use of existing feeds for power where possible to prevent the need for generators, or the purchasing of energy/electricity from sustainable sources;
- Employment of energy efficient and, where possible, gas powered plant as opposed to petrol/diesel;
- Efficient use of water as a resource, for example in cleaning systems or the implementation of rainwater harvesting.

28.4 For more information regarding climate change and sustainability issues relevant to a particular project or site, contractors are encouraged to contact the City of London Sustainability Team on 020 7332 1428, or read the Climate Change Adaptation Strategy available at http://www.cityoflondon.gov.uk/Corporation/LGNL_Services/Environment_and_planning/Sustainability/Climate_change/

APPENDIX A: Guidance and Legislation

General

Environment Agency Pollution Prevention Guidance Notes
Planning Policy Guidance Notes
Town and Country Planning Act 1990
Planning and Compensation Act 1991
BS 6187: 2000 Code of Practice for Demolition
ISO 14001

Vehicle Movements

Highways Act 1980
Road Traffic Regulations Act 1984

Noise and Vibration

Environmental Protection Act 1990 (especially Sections 79 – 82)
Control of Pollution Act 1974 (especially Section 60)
BS 5228-1:2009 and BS 5228-2:2009, – Noise and Vibration Control on Construction and Open Sites
BS 7385-2:1993 Evaluation and Measurement for Vibration in Buildings. Part 2 Guide to Damage Levels from Ground borne Vibration
BS 6472:2008 Guide to Evaluation of Exposure to Vibration in Buildings (1Hz - 80Hz)
Noise and Statutory Nuisance Act 1993
Noise at Work Regulations 1989

Air Quality

Environment Act 1995
Air Quality (England) Regulations 2000
Building Research Establishment draft Code of Practice on Controlling Particles from Construction and Demolition (2000)
DEFRA (2001) UK Air Quality Strategy, HMSO, London
Clean Air Act 1993
The City of London Air Quality Strategy 2011-2015

Smoke and Fume Nuisance

Noise and Statutory Nuisance Act 1993

Asbestos and Hazardous Substances

The Control of Asbestos at 2006
The Control of Asbestos in the Air Regulations 1990
The Special Waste Regulations 1996 (as amended)
Special Waste (Amendment) (England and Wales) Regulations 2001
MDHS 100 "Surveying sampling and assessment of asbestos-containing materials" HSE Guidance Note 2002
Control of Substances Hazardous to Health Regulations 2002 (as amended)
Environmental Protection (Controls on Substances that Deplete the Ozone Layer) Regulations 1996
Plus all other current or future Legislation together with HSE Approved Codes of Practice and Guidance

Waste Management

Environmental Protection Act 1990
Environment Act 1995
Environmental Protection (Duty of Care) Regulations 1991
Environmental Protection (Special Waste) Regulations 1996 (as amended)
The Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991
Waste Management Licensing Regulations 1994 (as amended)
Waste Management Duty of Care Code of Practice (1996), HMSO

Contaminated Land

Environment Act 1995
Contaminated Land Regulations 2000
Interdepartmental Committee on the Redevelopment of Contaminated Land (ICRCL 59/83)
Contaminated Land Exposure Assessment documents, 2002
Code of Practice for the Investigation of Potentially Contaminated Sites BS 10175:2001
Landfill Tax Regulations 1996 (as amended)

Discharges and Site Drainage

Environmental Protection Act 1990
Environment Act 1995
Water Resources Act 1991
Water Industry Act 1991
Trade Effluent (Prescribed Processes and Substances) Regulations 1989 (as amended)
Anti-Pollution Works Regulations 1999

Pests

Wildlife and Countryside Act 1981 (as amended)

Trees, Birds and Bats

Town and Country Planning Act 1990
Wildlife and Countryside Act 1981 (as amended)
BS 5837:2005 Trees in Relation to Construction. Recommendations
BS 3998:2010 Tree Work. Recommendations

Archaeology and Built Heritage

Ancient Monuments and Archaeological Areas Act 1979
Planning (Listed Buildings and Conservation Areas) Act 1990

City of London Documents

Code of Practice for Deconstruction and Construction Sites
Considerate Contractor Scheme (see Appendix C)
Scaffolding and Hoarding Licences (see Appendix D)
City's Standard Requirements for Sewer Connections (see Appendix E)
Traffic Management Requirements (see Appendix F)

APPENDIX B: Contact details for City Departments and External Agencies

Postal address for all Internal Departments: PO Box 270, Guildhall
London, EC2P 2EJ
General Switchboard (24 hour service) Tel: 020 7606 3030

MARKETS AND CONSUMER PROTECTION POLLUTION TEAM

All enquiries: Tel: 020 7606 3030.
Fax: 020 7332 1316
Email: DES-EH-Pollution@cityoflondon.gov.uk

ENVIRONMENTAL SERVICES HIGHWAY MANAGEMENT GROUP

Out of Hours in Emergency: Tel: 020 7606 3030 and ask for duty officer to be called. He or she will call you back.
Considerate Contractor Scheme: Tel: 020 7332 1104
Email: carl.vaughan@cityoflondon.gov.uk
Highways Section & Scaffolding Licences: Tel: 020 7332 1104/3578
Fax: 020 7332 1578
Parking dispensations & Highway Closures: Tel: 020 7332 3553
Fax: 020 7332 3552
City of London Drainage Group: Tel: 020 7332 1105
District Surveyors: Tel: 020 7332 1000
City Structures Officer Tel: 020 7332 1544

PLANNING AND TRANSPORTATION

Tree Preservation Orders Tel: 020 7332 1708
Listed Buildings – Consent to Work Tel: 020 7332 1447

OPEN SPACES DEPARTMENT

Advice on birds, bats or plants found on site Tel: 020 7374 4127

THE CITY OF LONDON POLICE

Postal Address: Wood Street Police Station
37 Wood Street, London EC21 2NQ
General Enquiries: Tel: 020 7601 2455
Control Room (24 Hour operations): Tel: 020 7601 2222
Abnormal loads & traffic planning: Tel: 020 7332 3122

THE MUSEUM OF LONDON ARCHEOLOGY SERVICE – ‘MOLAS’

Postal Address: 46 Eagle Wharf, London, N1 7ED
General Enquiries: Tel: 020 7410 2200
Fax: 020 7410 2201

EXTERNAL AGENCIES

THE ENVIRONMENT AGENCY

Postal Address: Apollo Court
2, Bishops Square Business Park
St. Albans Road
Hatfield,
Herts, AL10 9EX

General Enquiries: Tel: 08708 506 506

HEALTH & SAFETY EXECUTIVE

Postal Address: Rose Court
2, Southwark Bridge Road
London, SE1 4LW

24 Hour Emergency Contact:
(construction, demolition
& asbestos related matters)

Tel: General enquiries: 0845 3450055
Tel: 020 7556 2102
Fax: 020 7556 2109

THE METROPOLITAN POLICE

Postal Address: New Scotland Yard
Broadway
London, SW1H 0BG

General Enquiries: Tel: 0300 123 1212
Abnormal Loads Section Tel 020 8246 0931

LONDON FIRE & EMERGENCY PLANNING AUTHORITY

Postal Address: 20 Albert Embankment
London, SE1 7SD

General Enquiries: Tel: 020 7587 2000

*NB. The work previously carried out by the **Petroleum Inspectorate** is now shared between The Health & Safety Executive - in respect of most instances where fuel is dispensed or stored in large quantities and Building Control Officers in Local Authorities - in the case of ventilation & signage in underground car parks etc.*

ENGLISH HERITAGE

Postal Address: 33, Saville Row, London, W1X 1AB

General enquiries: Tel: 020 7973 3000

TRANSPORT FOR LONDON

Abnormal loads section Tel: 020 7474 4770

LONDON UNDERGROUND LTD

Contact re underground structures etc. Tel: 020 7222 1234

PORT OF LONDON AUTHORITY

General enquiries: Tel: 0147 456 2200

APPENDIX C: Considerate Contractor Scheme Information

1. The Considerate Contractor Scheme (CCS) comprises:
 - a Code of Good Practice, covering care, cleanliness, consideration and cooperation;
 - regular inspections by the City's Considerate Contractor Surveillance Officers;
 - an annual judging and awards ceremony;
 - and a telephone hotline enabling the general public to comment on the Scheme, sites and on participating Contractors. (020 7332 1104) (email Carl.Vaughan@cityoflondon.gov.uk)

Note: general compliance with this Code of Practice is also a requirement of the scheme and sites will be judged and scored in this context.

2. The CCS is a co-operative initiative open to all Contractors undertaking building and civil engineering work in the City of London. There is no membership fee, but on joining the Scheme, members agree to abide by the Code of Good Practice. It is by following this voluntary Code that the general standards of works are raised and the condition and safety of City streets and pavements improved for the benefit of everyone living, working or just travelling through the Square Mile.

Membership of the CCS is actively encouraged for all construction and deconstruction works in the City.

Additional information and a copy of the code of practice can be obtained from The Environmental Services Highways Division representative on 020 7332 1104 or by email to Carl.Vaughan@cityoflondon.gov.uk

3. An Environment Award is available as a separate achievement in the Considerate Contractor Scheme to recognise and encourage best practice and innovation in the sustainability of City construction and deconstruction. For details email DES-EH-Pollution@cityoflondon.gov.uk

APPENDIX D: Scaffolding & Hoarding Licence Requirements

1. Under sections 168 and 169 of the Highways Act 1980, scaffolds and gantries on or over the Public Highway require a licence and must comply in all respects with the Environmental Services Highways Division's Guidance Notes for Activities on the Public Highway.
2. Under section 184 of the Highways Act 1980, temporary vehicle crossovers require a licence and should comply with section 13 of the Highways Division's Guidance Notes for Activities on the Public Highway.
3. Application for these licences should be made to the City by contacting Highways Division, Department of Markets and Consumer Protection. A site visit will usually be required. (020 7332 1104)
4. Scaffolding over the River Thames, on the foreshore or within 16 metres of flood defences requires consent under the byelaws of the Environment Agency, Thames Region and the Port of London Authority.
5. Requests for further information, copies of the guidance notes and licence applications should be made to the Highways Division (020 7332 3578).



Department of Markets and Consumer Protection
David Smith
Director of Markets and Consumer Protection
Jon Averbs
Port Health and Public Protection Director
City of London
PO Box 270, Guildhall
London EC2P 2EJ
Facsimile 020 7332 1316
www.cityoflondon.gov.uk

The City of London Sewers Act 1848
City of London Standard Requirements

1. All communicating drains to the sewer outfall **must** be provided with a cast iron intercepting/disconnecting trap which has a cascade, with access to the crown of the trap and have rodding access through to the sewer as BSS figure 26 or equivalent (for rodent control measures).
2. The communication pipework should be laid in straight lines in the vertical and the horizontal alignments and with no other pipe connections. (e.g. at a self-cleansing velocity and in a straight line from interceptor to the sewer).
3. The interceptor should be located inside the property boundary and adjacent to the buildings curtilage.
4. There should be provision to provide ventilation to the low invert level of a drainage system; this should normally be at the intercepting trap. It may be difficult to evaluate air movement precisely and therefore as guidance you should allow for the vent pipe to be half diameter at the size of the intercepting trap. This vent should be discharged to a safe outlet at roof level atmosphere.

NOTES

- a) The sewage system within the City historically vents to atmosphere via low level vents and any increases of discharge velocity (e.g. pumped drainage) of building effluent to the sewers results in the incidences of smells being reported. As justified smell complaints are treated as a statutory nuisance by this Department, it is **STRONGLY RECOMMENDED** where practicable and safe to do so all drainage should discharge via gravity.
- b) In the view of this authority there are rodents present within the sewers and special rodent control is therefore required; historically the measures this authority accepts is both by means of an interceptor trap and a sealed drainage system. You should discuss this matter with your Building Control Advisor/Inspectorate.
- c) There is a requirement under Section 62 of the Building Act 1984 for any person who carries out works which result in any part of a drain becoming permanently disused that they shall seal the drain at such points as the local authority may direct. You should therefore make arrangements to seal off any redundant communication drains connecting to the Thames Water Utilities (TWU) sewer at the point of communication with the local sewer and at the buildings curtilage.

Any failure in respect of these requirements may result in: -

1. *Charging of costs and expenses involved in attending site and auditing works.*
2. *Copies of documents concerning any default being placed on our Land Charges Register and disclosed to all subsequent enquiries*
3. *Charging for remedial works done in default and costs recovered from responsible person(s) which may be substantial in terms of cost and delays to the project.*

- **You are advised to submit proposals in writing concerning these matters to the above address:-**

Drainage Guidance and Legislation

Environmental Protection Act 1990

Environment Act 1995

Water Resources Act 1991

Water Industry Act 1991

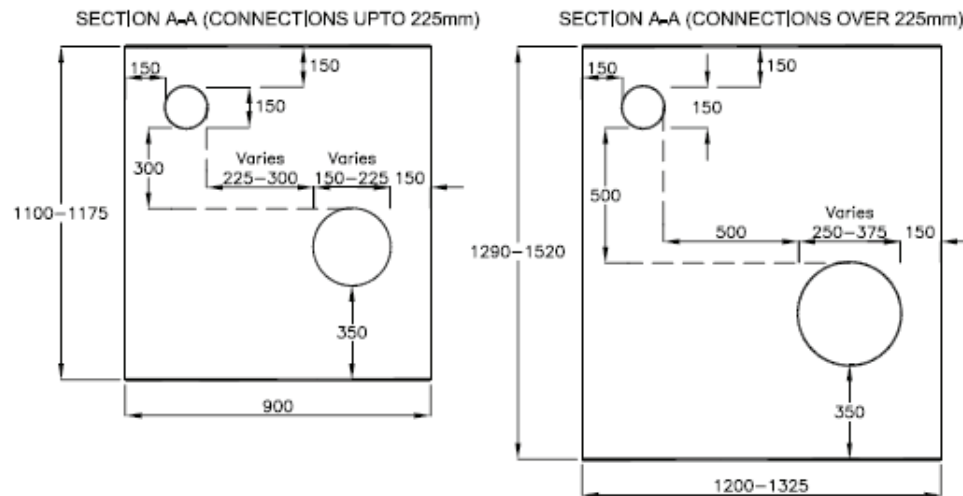
Trade Effluent (Prescribed Processes and Substances) Regulations 1989 (as amended)

Anti-Pollution Works Regulations 1999

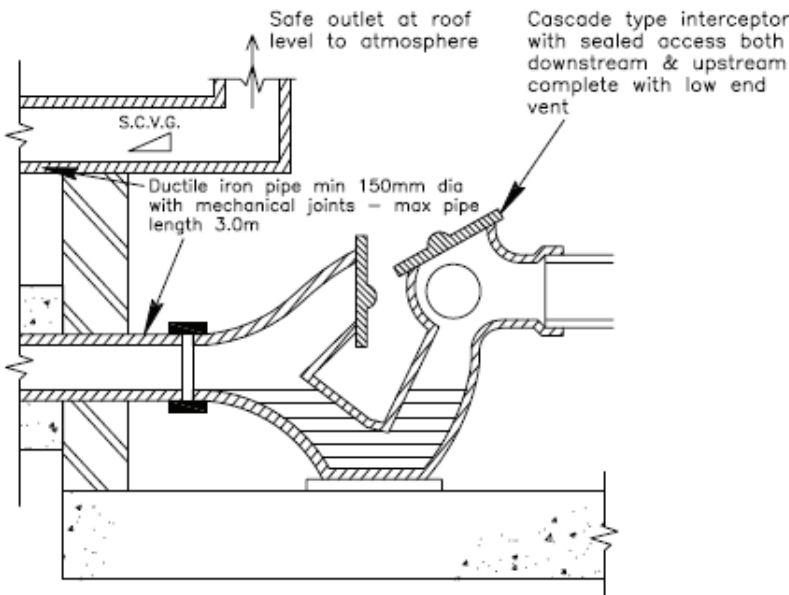
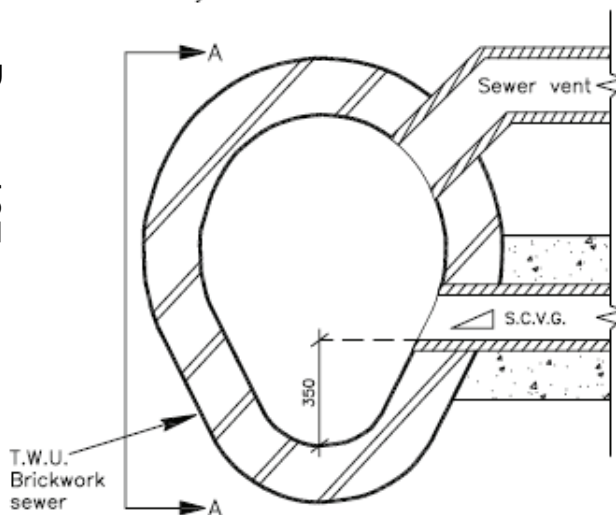
The City of London Sewers Act 1848.

The Building Act 1984.

If you require any further advice or information on this matter, then please do not hesitate to contact Mr Richard Lambert on 0207 332 3026 or email richard.lambert@cityoflondon.gov.uk. He is normally available, Monday to Friday, 09.00-10.00 a.m. and 15.00 – 15.45 p.m. at the above address.



S.C.V.G. – Self Cleansing Velocity Gradient



NOTES:

- 1) THE SEWER VENT WILL ONLY BE REQUIRED ON THOSE DEVELOPMENTS WHERE IT IS A MANDATORY PLANNING REQUIREMENT.
- 2) ALL HEADING CONSTRUCTIONS TO ACCOMMODATE A VENT WILL REQUIRE APPROVAL IN PRINCIPAL VERIFIED BY THE CITY SURVEYOR.
- 3) VENT PIPE MATERIAL SPECIFICATION:
 WITHIN HEADING—SAME SPECIFICATION AS SEWER CONNECTION.
 WITHIN BUILDING—THE MATERIAL SHOULD HAVE A TECHNICAL STANDARD FOR THE PURPOSE PROPOSED. REFER TO APPROVED DOCUMENT H1 FOUL WATER DRAINAGE.
- 4) NO ACCESS SHALL BE PROVIDED TO THE PIPE IN ITS ENTIRETY. THE PIPE WORK SHALL BE CLEARLY LABELLED AS 'SEWER VENT PIPE' NO CONNECTION TO BE MADE' AS AND WHERE ACCESSIBLE.
- 5) THE LOCATION AND INSTALLATION SHALL BE TO THE SATISFACTION OF THE DIRECTOR OF PLANNING AND THE DIRECTOR OF ENVIRONMENTAL SERVICES.
- 6) THE INSTALLATION AND TESTING SHALL BE IN ACCORDANCE WITH ALL CURRENT LEGISLATION AND SHALL BE TO THE SATISFACTION OF THE DIRECTOR OF ENVIRONMENTAL SERVICES.
- 7) RODENT CONTROL DEVICES WILL BE REQUIRED TO BE INSTALLED AT ROOF LEVEL.
- 8) CONNECTIONS TO BE CONSTRUCTED AND MADE GOOD CONSECUTIVELY.

Notes
 Do not scale. All dimensions to be checked on site.
 Errors to be reported to supervising officer.

B	SECTION DETAILS UPDATED AND EXTRA NOTES ADDED	S.B.	JUNE08
A	SEWER VENT ADDED	S.B.	MAY08
Rev		Drawn	Date


 Drawing produced by CITY SURVEYOR'S DEPARTMENT
 On behalf of:
 ENVIRONMENTAL SERVICES
 P A Dewell, BSc, CEng, MICE, IME
 (Director of Environmental Services)
 PO BOX 270, GUILDHALL, LONDON, EC2P 2EJ
 Tel : 020 7606 3030 Fax : 020 7332 1963

Project : HIGHWAY DRAINAGE		Drawing : TYPICAL SEWER AND VENT CONNECTION	
Scale at A4 : N.T.S.	Drawn by : S.B.	Drawing No: AL15/11v	
Des : P.J.	App :	Revision	
Date : MAY 08	Pro code UPRN	A	B

APPENDIX F: Traffic Management Requirements

General

The Contractor will be required to use designated traffic routes. These must be agreed during the site operations planning stage with the Department of Markets and Consumer Protection Highways Management Group (020 7332 3993).

If necessary, proposed routes will also be discussed with The City Police (020 7601 2143), Transport for London (020 7474 4770), Port Health and Public Protection (020 7606 3030) & The Metropolitan Police. (020 7230 1212).

Whenever possible vehicles must enter and exit the site in a forward direction, any exceptions to this rule must have prior consent from the Department of Markets and Consumer Protection Highways Division (020 7332 3578).

A competent banksman should be provided to assist your drivers accessing & leaving sites where there are busy streets etc., thereby ensuring pedestrian safety & minimal disturbance to other traffic.

Deliveries to the site should be properly co-ordinated. Parking in local streets whilst waiting for access to the site is not permitted. A 'parking dispensation' will be required for vehicles unloading or loading in the street. (Contact the Traffic Management Office on 020 7332 3553 to arrange this)

The contractor will be held responsible for any damage caused to the highway by site activities and will be required to carry out the temporary or permanent reinstatement of roads, kerbs, footpaths & street furniture to the satisfaction of the City.

The City encourages use of systems where vehicles serving sites regularly are identified by prominently displayed notices.

Contractors must not allow mud or other spoil from sites onto the highway adjacent to the site. Wheel washing plant or other means of cleaning wheels must be used before vehicles leave unpaved sites.

Arranging road closures in connection with crane & other heavy lifting equipment deliveries.

The correct procedure involves firstly telephoning the Pollution Team to agree the hours of operation and noise implications of your outline proposals on 020 7606 3030.

The 'mobile crane environmental health authorisation & structures form' – 'Appendix I' should then be completed and faxed to the Pollution Team on 020 7332 1316 for approval.

Once received, the completed form will be checked, any necessary amendments agreed with the applicant and returned to the applicant signed by the authorising officer.

Formal application for any crane operation and / or road closure must then be made in person to the Department of Markets and Consumer Protection' Traffic Management Office. Applications

will only be considered by appointment, and applicants must have details of the proposed date, time and nature of the operation at this time. Also, a completed 'Appendix I' signed by the authorising officer must be presented, together with the appropriate payment. For details of current charges or to make an appointment, telephone 020 7332 3553.

Important Note- Underground 'Structures'

The part of Appendix I relating to 'structures authorisation' must also be signed by the crane company's representative before it is presented to The Traffic Management office. It is the crane operators responsibility to check whether there are any underground 'structures' such as subways, car parks, vaults or railway tunnels under, or adjacent to the part of the highway where the crane is to be sited.

Operators must contact the City's Structures officer on 020 7332 1544 to discuss the operation and, if required, the owners of any private underground structures such as London Underground Ltd. (020 7222 1234)

Abnormal Loads

Prior permission for any **abnormal loads** (as specified in legislation enforced by the City of London & Metropolitan Police forces) is required from The City of London Police's traffic planning section (020 7601 2143) & The Metropolitan Police's abnormal loads section (020 8246 0931). Generally, such deliveries have to take place on weekdays after 19.00 hours or at weekends and may also require prior agreement from 'Transport for London'. Contact 020 7474 4770



Department of Markets and Consumer Protection

**Port Health and Public Protection – Pollution Team
City of London, PO Box 270, Guildhall, London EC2P 2EJ
Tel No: 020 7606 3030
Fax No: 020 7332 1316
Out of Hours Contact No: 020 7606 3030**

APPENDIX G: SITE INFORMATION SHEET

This form must be completed and forwarded to the Environmental Health and Public Protection, Pollution team within 5 days following the start of activities on site.

Date:	
Contractor:	
Contractor Contact:	
Client Name, Address and Contact Number:	
Site Name and Address:	
Direct Number:	
Fax Number:	
24 Hour Contact Number:	
Additional/Useful Contact Names and Numbers:	
Proposed Working Hours:	
Company Contact(s) for Operation(s):	
Brief Details of Works to be Carried Out:	

Approximate Duration of Works:	
Plant and/or tools to be used and likely to be noisy:	
Works predicted to be noisy / or cause vibration and their location:	
Mitigation measures to minimise noise and vibration levels:	
Works generating dust and control measures	
Residents and businesses likely to be affected:	
Method of notifying residents and businesses	
Site Plan to be attached	

For Environmental Health and Public Protection Use:

Officer/s	Contact numbers

Name:	
Signature:	
Position:	
Date:	



Department of Markets and Consumer Protection

Port Health and Public Protection – Pollution Team
City of London, PO Box 270, Guildhall, London EC2P 2EJ
Tel No: 020 7606 3030
Fax No: 020 7332 1316
Out of Hours Contact No: 020 7606 3030

APPENDIX H: SITE HOURS VARIATION REQUEST SHEET

This form must be completed and faxed to the Pollution Team on the above number at least 5 days before the activities are to take place. The site hours requested can only be worked if approval is given and this form is countersigned by relevant Environmental Health Officer(s).

Date:				
Company:				
Company Contact:				
Company Contact for Operation:				
Site Name and Address:				
Direct Number:				
Fax Number:				
Operation(s) including location on site:				
Date of operation(s)				
Proposed Working hours:				
Company contact(s) for operation(s):				
Details of operation(s):				
Reasons for the operation(s):				
Plant and/or tools used:				
Predicted noise levels at sensitive location¹	Location	High	Medium	Low

Mitigation measures to minimise high and medium levels of noise:	
---	--

¹ Criteria for predicted noise levels	
High	Operations that involve frequent mechanical impact, large numbers of plant and/or are continuous for 30 to 60 min. in every 1 hour.
Medium	Operations that involve manual impact noise, movement of plant (e.g. excavation, movement of materials etc) and/or are continuous for 10 to 25 min. in every 1 hour.
Low	Little or no perceptible noise above background levels at receptor, manual activities, limited plant and/or are continuous for up to 10 min. in every 1 hour.

Residents and businesses likely to be affected. e.g. addresses, site maps etc.	
Notification method Proposed. (copies of written communications to be included)	

For Environmental Health use:

Variation Number: _____

Variation Granted: YES/NO (delete as appropriate)

If YES, any additional comment/specific conditions:

--

If NO, please provide brief details/reasons:

--

Name:	
Signature:	<i>Environmental Health Officer</i>
Date:	



APPENDIX I: MOBILE PLANT ENVIRONMENTAL HEALTH AUTHORISATION NOTICE & STRUCTURES NOTIFICATION

This form must be presented to the Street Management Office at your appointment, signed by the relevant Environmental Health officer(s).

Company Name:	
Contact Name:	
Fax No:	
Telephone No and Site Contact Mobile No:-	
Company Address	
Street Name & Location (Where operation is to take place):	
Type Of Operation:	
Are any noisy operations involved?	
Weight of Crane:	
Type Of Traffic Prohibition:	
Date Of Street Management Services Appointment:	

(Times Requested): (please state **TIMES** below in the relevant section)

(Monday-Friday)	
(Saturday Only)	
(Sunday Only)	
(*Friday/Saturday-Sunday) <i>(please also state non operational times) (*delete where necessary)</i>	

Authorisation Declaration (to be signed by environmental officer)

State Name: (of environmental officer) [see Map]	Authorised Signature:	Date: (of confirmation)

B STRUCTURES AUTHORISATION NOTICE

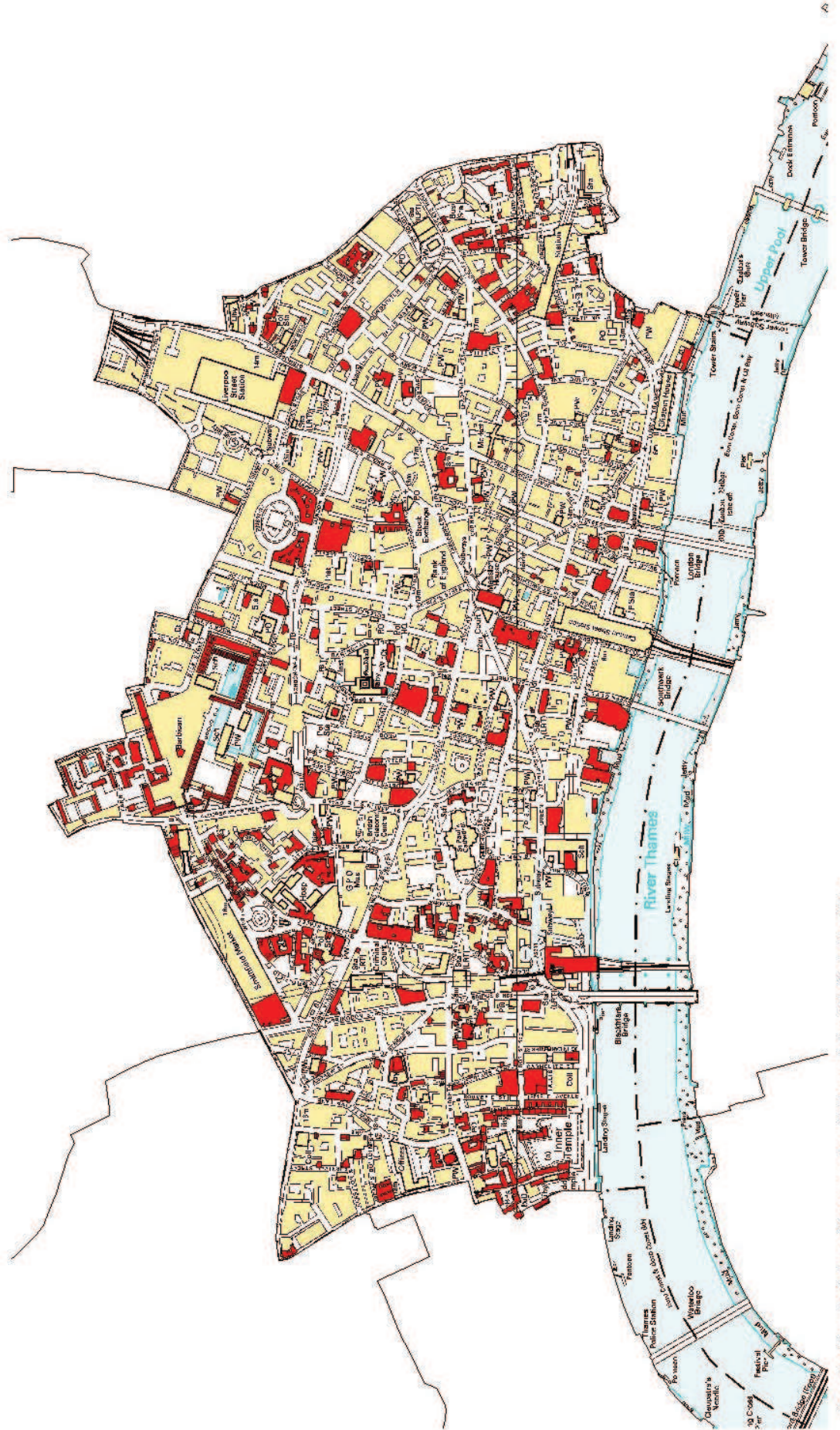
Are there any underground City of London or Privately owned structures? (See List for Corp of London structures).		If YES, please provide documentation that permission has been provided.	Signature of Crane Representative:
Yes	No		Date:

If you fail to produce this form (signed by environmental health and crane company) at your appointment, you may have to book another appointment which will delay your operation.

To be completed by Street Management Services Officer at appointment:

INDEMNITY NUMBER:		DATES AGREED:	
SMS OFFICER:			-----
DATE:			-----

Residential Streets Map



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**Department of Markets and Consumer Protection
Code of Practice for Deconstruction & Construction Sites Check List**

Site Address: _____

Contractor: _____

Contact Telephone Number: _____ **Emergency Telephone Number (24hr):** _____

A.	<u>Documentation to be held on site (CoP 4.0)</u>	
	Site information sheet completed	Y/N
	Environmental Management Plan (EMP)	Y/N
	Complaint and dust incident log with actions taken	Y/N
	Vibration and dust monitoring results	Y/N
	Environmental noise, dust, vibration and any other monitoring undertaken (see 14.0 below)	Y/N
	Liaison meeting minutes, newsletters, letters to neighbours etc	Y/N
	Site hours variation sheets	Y/N
	Inventory of all Non road mobile machinery with details of after treatment technology	Y/N
	Inventory and timetable of dust generating activities	Y/N
B.	<u>Liaison Protocol (CoP 5.0)</u>	
	Pre start up site meeting with the Pollution Team	Y/N
	Sensitive neighbours identified and listed e.g. residential, lunchtime premises and other sensitive receptors	Y/N
	Liaison officer appointed to deal with/inform neighbours	Y/N
	All neighbours informed of work timetable/extent and site contact information	Y/N
	Evidence of communication with neighbours (at least fortnightly)	Y/N
	Display board with site contacts	Y/N
	Site hours variation sheets being used for prior approval of works outside normal working hours.	Y/N
C.	<u>Hours of Work (CoP 6.0)</u>	
	Standard hours worked	Y/N
	Quiet hours observed (specified or checklist for monitoring)	Y/N
	Structural borne noise including party wall work identified and hours of work agreed with Pollution Team/Neighbours	Y/N
D.	<u>Vehicle Movement & Deliveries (CoP 8.0)</u>	
	Traffic management plan	Y/N
	Vehicle movements to the site minimised	
	Site hours observed in respect of deliveries	Y/N
E.	<u>Light Pollution (CoP 13.0)</u>	
	Site lighting positioned to prevent nuisance to residents or road traffic	Y/N
F.	<u>Noise & Vibration (CoP 14.0)</u>	
	Best Practical Means employed.	Y/N
	BMP considerations detailed in Environmental Management Plan should address the following :-	
	A Use of breakers kept to a minimum (leading edges etc)	Y/N
	B Main demolition carried out with hydraulic crushing plant e.g. munchers, crushers, nibblers etc.	Y/N

	C	Diamond sawing / cutting use / option considered	Y/N
	D	Other quiet methods considered / used	Y/N
	E	Removing of spoil from upper floors by skip	Y/N
	F	Isolation of deconstruction works from sensitive neighbours	Y/N
	G	Bored or hydraulically jacked piling rigs. Fully "silenced" engines up to Euro standards and no reversing Kelly / auger bars	Y/N
	H	Mains electric powered equipment used, "super silent" generator supply when mains not available.	Y/N
	I	Off site preparation where possible e.g. cutting of decking	Y/N
	J	Static plant positioned away from neighbours and provided with acoustic housing	Y/N
	k	Impervious hoardings 5kg/M ² > surface density erected	Y/N
	L	Existing non-sensitive structures and site materials positioned as noise shields	Y/N
	M	Existing facades and boundary walls left as long as possible. Windows boarded / bricked up.	Y/N
G.		<u>Monitoring (CoP 14.7 – 14.12) (See section A)</u>	
		Noise and vibration monitoring carried out and results available.	Y/N
		Ongoing dust monitoring of large sites	Y/N
H.		<u>Air Quality and Dust (CoP 15.0) (See Section A)</u>	
		List of all dust and emission control methods to be employed	Y/N
		Wrap buildings to be demolished	Y/N
		Provision for wheel washing on site	Y/N
		Details of fuel stored on site	Y/N
		Use of Ultra Low Sulphur Diesel (if available)	Y/N
		Non road mobile machinery fitted with particle traps (if available)	Y/N
		All loads covered when leaving site	Y/N
		Authorised on site personnel with knowledge of pollution controls and vehicle emissions	Y/N
		Sit personnel trained in best practice for dust control	Y/N
		Innovations are specifically taken on site to improve environmental conditions (see CoP 4.0):	Y/N
		a) How are they reported (who to, why and where etc)	
		b) How are they monitored (by whom, when and where etc)	
I.		<u>Waste Management (CoP 19.0)</u>	
		Waste Management Plan (provided separately or part of EMP) (see CoP 4.0).	Y/N
		Generation of waste kept to a minimum by re-use, recycling, back filling with site spoil minimum packaging for site plant / materials	Y/N
J.		<u>Site Waste Water (CoP 20.0)</u>	
		Consent waste water generated as trade effluent obtained	Y/N
		Dewatering of site via settlement tanks and reuse for watering down dust etc.	Y/N
		List of chemicals to be added to water to improve dust suppression (see EMP CoP 4.0)	Y/N



Considerate Contractor Scheme Environment Award 2011 Application Form

1. General Information

1.1 Company name and registered office address

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.....
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.....

1.2 Address of relevant City site (if applicable)

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.....

1.3 Name, telephone number(s) and email address of the main contact

Name:.....
Tel:.....
Email.....

2. Environmental Innovation

2.1 Details of the technique, equipment or management system that demonstrates environmental innovation. Please use additional sheets or other supporting information as necessary.

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2.2 Please state briefly what positive effect this will have on the environment

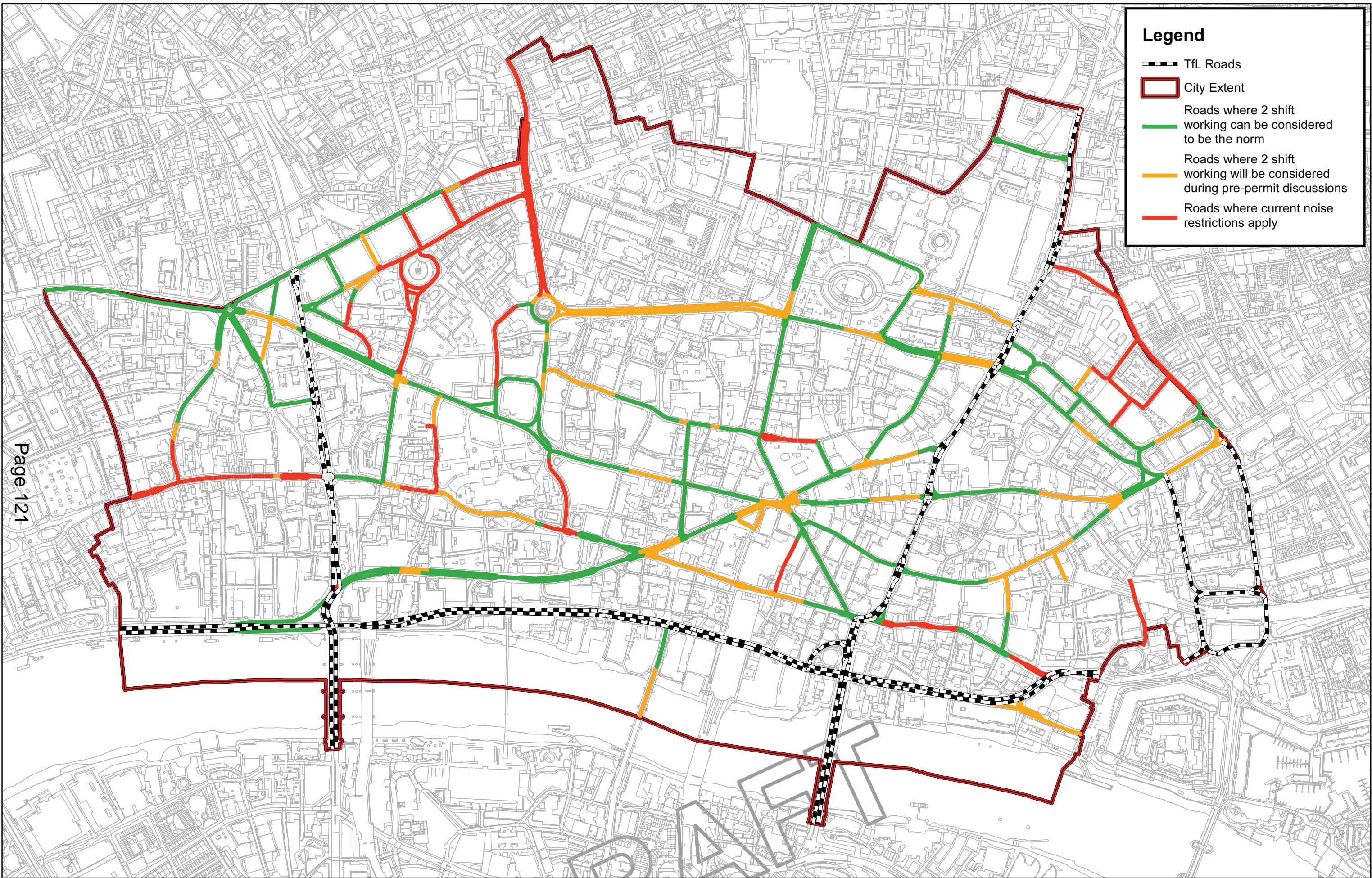
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Deadline for applications will be published online at the following address:
http://www.cityoflondon.gov.uk/Corporation/LGNL_Services/Environment_and_planning/Pollution/pollution+control.htm






Application forms should be submitted to the following address.

Andrew Dawson
Department of Markets and Consumer Protection
PO Box 270
Guildhall
London EC2P 2EJ
Email andrew.dawson@cityoflondon.gov.uk
Tel: 0207 332 3619

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Legend

-  TfL Roads
-  City Extent
-  Roads where 2 shift working can be considered to be the norm
-  Roads where 2 shift working will be considered during pre-permit discussions
-  Roads where current noise restrictions apply

Permitting Scheme for Traffic Sensitive Streets

On non-traffic sensitive streets the current arrangements will continue to apply

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Agenda Item 10

Committee(s):	Date(s):
Community and Children's Services Port Health and Environmental Services Health and Social Care Scrutiny Sub-Committee Energy and Sustainability Sub Committee	8 th November 2012 13 th November 2012 20 th November 3 rd December 2012
Subject: Joint Health and Wellbeing Strategy	Public
Report of: Director of Community and Children's Services	For Information
Ward (if appropriate): All	
<p><u>Summary</u></p> <p>This report outlines the development of the draft City of London Joint Health and Wellbeing Strategy, which is required of local authorities by the Health and Social Care Act 2012</p> <p>The draft strategy sets out the City of London shadow Health and Wellbeing Board's commitment to improving the health of City residents The proposed priorities are;</p> <ul style="list-style-type: none"> • More people with mental health issues can find effective, joined up help • More people in the City are socially connected and know where to go for help • More rough sleepers can get health care, including primary care, when they need it • More people in the City take advantage of Public Health preventative interventions, with a particular focus on at-risk groups (includes the 3 following areas of focus) <ul style="list-style-type: none"> ○ People in the City are screened for cancer at the national minimum rate ○ Children in the City are fully vaccinated ○ Older people in the City receive regular health checks • More people in the City are warm in the winter months • More people in the City have jobs: more children grow up with economic resources • City air is healthier to breathe • More people in the City are physically active • There is less noise in the City <p>The draft strategy also makes a commitment to improve the health and wellbeing of City workers and proposes some additional priorities. However, it recognises that until the City's case for additional funding to meet these priorities has been determined only limited progress can be made in addressing them.</p> <p>Recommendations</p> <ul style="list-style-type: none"> • That the Committee notes the content of this report and comments on the draft Joint Health and Wellbeing Strategy 	

Main Report

Background

1. The Health and Social Care Act 2012 transfers the NHS's public health functions to local authorities, and gives local authorities the duty to advance the health and wellbeing of people who live or work in that area. It also requires local authorities to set up Health and Wellbeing Boards, and for those Health and Wellbeing Boards to produce an annual Joint Strategic Needs Assessment (JSNA) and Joint Health and Wellbeing Strategy (JHWS). The City of London already has a JSNA in place; however, this is the first time that a JHWS has been produced for the City of London.
2. The public health budget allocation for the City of London was indicated to be £1.422 million for 2012/13. This was based on historical public health spend for City and Hackney PCT; however, this sum is expected to decrease on a year-on-year basis, once the final new allocation formula has been determined by the Department of Health. The new budget allocation will be determined on a per-head of resident population basis, and does not take City workers into account; however, the City of London Corporation has made it clear to the Department of Health that the Corporation would welcome the opportunity to make a positive contribution to the health of its workers, many of whom spend the majority of their waking hours inside the square mile, and who access many of their health services from within it.
3. The Department of Health has released a number of Outcomes frameworks. Health and Wellbeing Boards will have their success measured according to The Public Health Outcomes Framework.
4. Although local authorities will be required to provide certain mandated public health functions under the Act, such as the National Child Measurement Programme (NCMP), the majority of public health functions are non-mandated, and levels of provision must be determined locally, according to need.
5. The City of London's Joint Strategic Needs Assessment has already identified priority areas of need, based on a comprehensive review of the available data for the City, local intelligence and consultation. Priorities were identified according to the following criteria:
 - Are there significant unmet needs amenable to intervention?
 - Is this an issue which affects a significant proportion of the population (directly or indirectly)
 - Is this issue a significant contributor to inequalities in health and wellbeing?
 - Is this an issue which significantly affects vulnerable groups?
 - Is this a national/London priority?

Current Position

6. The City's shadow Health and Wellbeing Board, which includes representation from the Chairman of the Community and Children's Services Committee; the Director of Community and Children's Services; the Port Health and Public Protection Director; the Director of Public Health for City and Hackney; City and Hackney Clinical Commissioning Group; the City of London Local Involvement

Network (LINK); and the City of London Police, has determined the scope, format and content of the draft JHWS.

7. As the shadow Health and Wellbeing Board is not yet a committee of the City of London, the draft JHWS must be signed off by the three bodies which will be represented on the City's Health and Wellbeing Board from April 2013. These are:
 - Community and Children's Services Committee
 - Energy and Sustainability Sub Committee
 - Port Health and Environmental Services Committee

Proposals

8. The JHWS is intended to cover the three year period from 2012/13 to 2015/16. The strategy will be refreshed annually to reflect the changes that have taken place over the year, and to ensure the City is compliant with its statutory obligations. Formal public consultation will be undertaken from the period November 2012 to January 2013.
9. The strategy identifies the need to manage the public health transition smoothly; to improve joint working and integration; and to address key health and wellbeing challenges. These are identified as:
 - More people with mental health issues can find effective, joined up help
 - More people in the City are socially connected and know where to go for help
 - More rough sleepers can get health care, including primary care, when they need it
 - More people in the City take advantage of Public Health preventative interventions, with a particular focus on at-risk groups (includes the 3 following areas of focus)
 - People in the City are screened for cancer at the national minimum rate
 - Children in the City are fully vaccinated
 - Older people in the City receive regular health checks
 - More people in the City are warm in the winter months
 - More people in the City have jobs: more children grow up with economic resources
 - City air is healthier to breathe
 - More people in the City are physically active
 - There is less noise in the City
10. These priorities align to the City's JSNA priorities, and are also expected to contribute both directly and indirectly to improving outcomes on the Public Health Outcomes Framework, as well as the Adult Social Care Outcomes Framework and the NHS Outcomes Framework.
11. As local authorities also have a duty to advance the health and wellbeing of people who live or work in that area, the draft JHWS identifies three key areas for improving worker health and wellbeing. The evidence for these priorities comes chiefly from two pieces of research commissioned by the City of London Corporation: *The Public Health and Primary Healthcare Needs of City Workers (2012)* and *Insight into City Drinkers: alcohol use, attitudes, and options for*

addressing alcohol misuse in the City of London (2012). The priorities for City workers are:

- Fewer City workers live with stress, anxiety or depression
 - More City workers have healthy attitudes to alcohol and City drinking
 - More City workers quit or cut down smoking
12. The extent to which these priorities can be met will depend upon whether the City of London receives additional funding, from the Department of Health, for the public health of workers. The research report *The Public Health and Primary Healthcare Needs of City Workers* found that there was widespread demand for public health services (e.g. smoking cessation) to be provided within the Square Mile at times that were convenient for workers. This research was used to lobby the Department of Health to allocate additional funding to the City for the public health of workers.
13. When the draft budget allocation was announced, the Department of Health acknowledged that it did not contain any allowance for non-resident populations. Final budgets will be announced in December 2012.

Corporate & Strategic Implications

14. Once the JHWS is signed off, it will contribute to the priorities of the Corporate Plan by:
- Improving the health of City residents, and tackling health disadvantage in our most vulnerable groups
 - Ensuring that excellent public health services continue to be provided in the City of London
 - Ensuring that the City workforce is healthy, productive, and protected from public health threats

Implications

15. The JHWS prioritises particular public health functions, and provides a framework for the City of London to allocate the discretionary element of its public health budget.
16. The strategy includes a number of priorities for workers; however, if no funding is available from DH to improve public health provision for City of London workers, it would not be appropriate to fund these activities from a budget allocated to residents.

Conclusion

17. The Joint Health and Wellbeing Strategy represents an opportunity for the City of London to demonstrate its commitment to meeting its new public health responsibilities, whilst responding to local need. Once signed off, it will provide a valuable framework for improving the health of both residents and workers in the City of London.

Background Papers:

Health and Wellbeing Profile 2011 (JSNA) – *Community and Children’s Services, February 2012* and *Health and Social Care Scrutiny Subcommittee, March 2012*

Research into City Worker Health and Healthcare Needs – *Community and Children’s Services, May 2012*

The Public Health and Primary Healthcare Needs of City Workers (2012) City of London Research Report.

Appendices

Draft City of London Joint Health and Wellbeing Strategy

Contact:

Farrah Hart, Healthy City Development Manager | farrah.hart@cityoflondon.gov.uk | 020 7332 1907

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Strategy

“The aim of the joint health and wellbeing strategy is to jointly agree what the greatest issues are for the local community based on evidence in JSNAs, what can be done to address them; and what outcomes are intended to be achieved.”

Department of Health, 2012

Introduction

The City of London is a unique area – it contains several populations in one space, with different needs and health issues. As well as around 11,000 people who live in the City as residents, there are over 360,000 people who travel into the City every day to work, as well as students, visitors and rough sleepers.

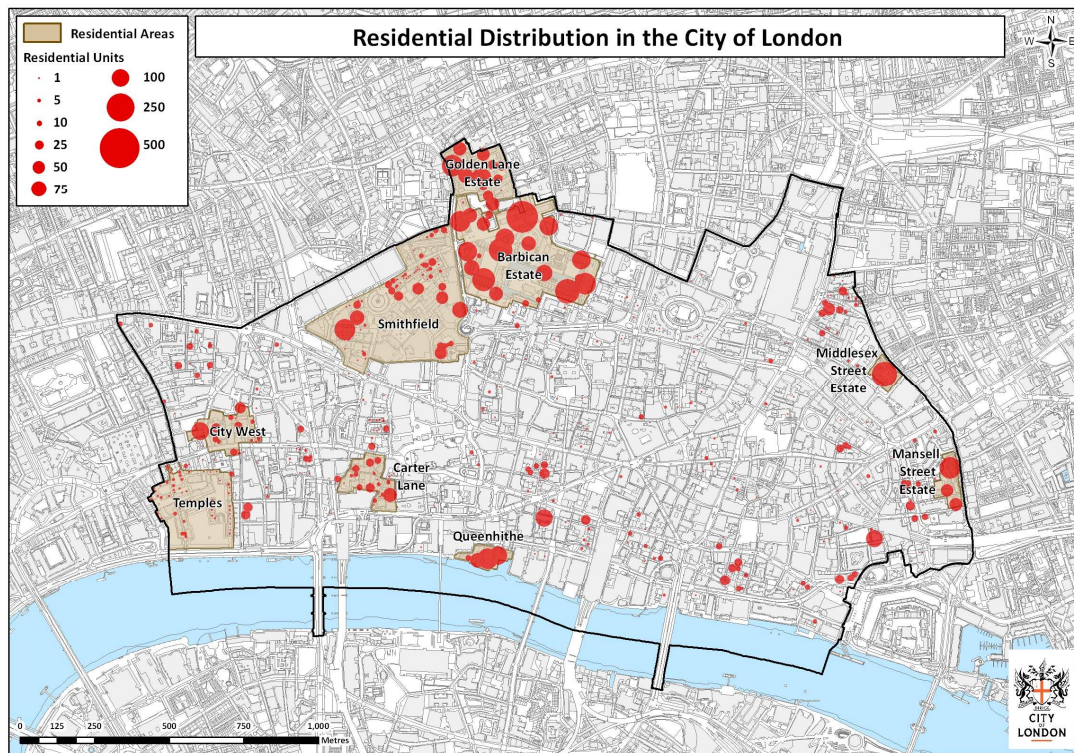
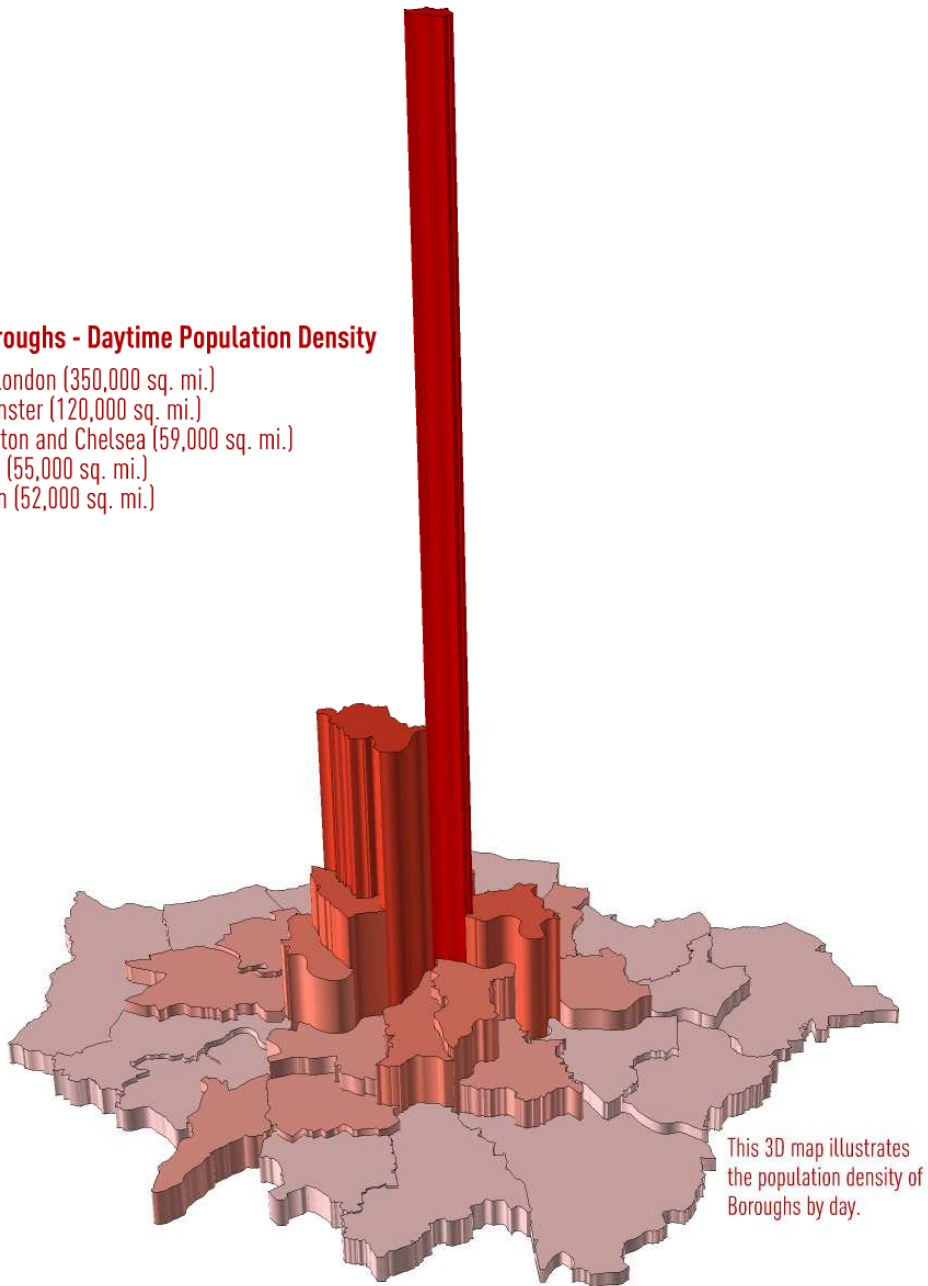


Figure 1: Residential Distribution, based on residential units (COL Planning Department)

The City of London has the highest daytime population density of any local authority in the UK, with over 380,000 people packed into just over a square mile of space, which is urban and highly developed.

Top 5 Boroughs - Daytime Population Density

1. City of London (350,000 sq. mi.)
2. Westminster (120,000 sq. mi.)
3. Kensington and Chelsea (59,000 sq. mi.)
4. Camden (55,000 sq. mi.)
5. Islington (52,000 sq. mi.)



Data Source: <http://data.london.gov.uk/datastore/package/daytime-population-borough>

Alasdair Rae, 2011

Figure 2: London's daytime population

The City of London Corporation is responsible for local government and policing within the Square Mile. It also has a role beyond the Square Mile, as a port health authority; a sponsor of schools; and the manager of many housing estates and green spaces across London.

When public health responsibilities transition to local authorities in April 2013, the Health and Wellbeing Board of the City of London Corporation will take over the

statutory responsibility for undertaking the annual Joint Strategic Needs Assessment (JSNA) exploring local health needs and Joint Health and Wellbeing Strategy.

This is the first Health and Wellbeing Strategy produced by the City of London, and it will be refreshed annually, to reflect the changing public health landscape and responsibilities, both during and after the transition. The full transition plan can be found as appendix 1.

Approach

The Health and Wellbeing Board, through the joint Health and Wellbeing Strategy, aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework, through improving the integration of services, particularly between the NHS and local authority. A National Children and Young People's Outcome Framework is currently in development. The Department of Health has identified the Health and Wellbeing Board as the place that brings the three outcomes frameworks together and takes a lead in tackling health inequalities and the wider determinants of health.

The full list of outcomes that the board will be judged against is included as appendix 2.

Who we are

The City's shadow Health and Wellbeing Board involves representation from the following partners:

- Elected members of the City of London Corporation*
- Officers of the City of London Corporation, including the Director of Community and Children's Services* and the Director of Environmental Health and Public Protection
- The Director of Public Health for City and Hackney, NHS East London and the City*
- City and Hackney Clinical Commissioning Group*
- The City Local Involvement Network (City LINK – to be replaced by HealthWatch in April 2013)
- The City of London Police*

The Shadow Board will become fully operational in April 2013, and the partners marked with an asterisk will become statutory partners, who will be responsible for implementing this strategy.

Timeline

This strategy is intended to cover the three year period from 2012/13 to 2015/16. As we are in a time of transition, we intend to refresh this strategy annually to reflect the changes that have taken place.

Table 1. Timeline

October	First draft strategy published for consultation
November - January	Public engagement and consultation
January	Consultation period finishes
February	Final strategy published
April 2013	The Health and Wellbeing Board takes on statutory footing
Summer 2014	First strategy refresh
Summer 2015	Second strategy refresh

A strategy for health and wellbeing in the City of London

Although we already spend a lot of time protecting people from threats to their health, we want the City to be more than just a safe place. The Health and Social Care Act presents us with an opportunity to positively influence the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses.

Wellbeing: a positive physical, social and mental state, is more than just an absence of illness. When a person feels well, they are more likely to value their health and make positive decisions about the way they live. Good mental wellbeing can lead to reduced risk-taking behaviour (such as excessive alcohol intake or smoking), and may improve educational attainment and work productivity.

We know what it takes for people to live healthily. Workers and residents can take their own steps to improve health, and we know that big improvements in health can result from the following¹:

1. Not smoking or breathing others' smoke
2. Eating a healthy diet
3. Being physically active
4. Achieving and maintaining a healthy weight
5. Moderating alcohol intake
6. Preventing harmful levels of sun exposure
7. Practicing safer sex
8. Attending cancer screening
9. Being safe on the roads
10. Managing stress

However, we also know that health and wellbeing is bigger than just asking individuals to take steps to improve their own health: we also need to ensure that no-one is disproportionately disadvantaged by their circumstances and environment, preventing them from living as healthily as they might like to.

¹ Adapted from The Chief Medical Officer's Ten Tips For Better Health (Department of Health, 2004)

We know that the health of our residents and workers is influenced by social, cultural, economic, psychological and environmental factors, and that these factors can have a cumulative effect throughout a person's life². If we are to improve the health of the whole community, rather than just those who find it easy to adopt healthy behaviours, we need to look at the broader context of people's lives – their income and education; their friends and social networks; the place where they live; the air that they breathe; the beliefs they have about their own health and their ability to make changes; and the individual biological factors that may influence their health. These are “the causes of the causes”.

This means that often the best way to help a person's health lies outside what the NHS can do – for example, helping someone to find employment can provide them with a higher income, to buy better quality food for themselves and their families; they will be in a better position to find decent housing and be able to afford to heat it. By meeting new people at work, they can gain new friends and build up social networks, which can help to improve their mental health. Additionally, the routine of working, the sense of identity, and the ability to provide can all have a positive effect on a person's mental wellbeing.

As well as employment, we know that there are several other key priority areas that have a huge impact on people's lives and their health. These were identified by Professor Sir Michael Marmot as:

1. Give every child the best start in life.
2. Enable all children, young people and adults to maximise their capabilities and have control over their lives.
3. Create fair employment and good work for all.
4. Ensure a healthy standard of living for all.
5. Create and develop healthy and sustainable places and communities.
6. Strengthen the role and impact of ill health prevention.

Local authorities are therefore ideally placed to work with health services and other local partners to make a real impact on health and wellbeing. We know there are communities in the City, who find it harder to access services; who are less connected with others; and whose life circumstances make it very difficult for them to make positive changes.

Through the health and wellbeing board, we want this strategy to encourage services, organisations and individuals to work together to prevent where we can; and intervene early when problems do develop; and take steps to reduce the harms arising from behaviours or actions that we cannot prevent.

Within the City, the small size of the resident population presents a number of challenges to strategic planning. It is often difficult for us to get meaningful data about health needs and service provision. Many national statistics are based on

² Marmot M (2010) *Fair Society, Healthy Lives*. University College London

taking a “percentage sample” of the population, and using this sample to extrapolate to the whole population, but in the City, this means that they will only have spoken to a handful of people, who may or may not be representative of the City’s wider resident population. Additionally, some health conditions only affect a very small number of City residents each year – it is difficult for us to use these numbers to identify trends that are more than just random variation.

For this reason, it is even more vital that we use a combination of quantitative evidence from the JSNA and other health needs assessments, combined with local and community intelligence, to determine our priorities.

Conversely, we also have a huge number of commuters entering the City every day, about whom very little information is collected. The Office of National Statistics collects information about how many people work in the City and in what sectors, but if we want to find out about their health and wellbeing needs, we have to commission this research ourselves.

Strategic Principles

We want our health and wellbeing strategy to influence the Public Health, NHS and Social Care Outcomes, and the Children and Young People’s Outcomes, that will make the most difference to the lives of people in the City. We want to acknowledge and support good work we are already undertaking, whilst helping us meet up-coming challenges, including an ageing population, a reduction in household income for many families in the area, and an uncertain economic outlook.

Our priorities are determined through:

- The numbers of people affected
- The severity or impact of the issue
- Can we do anything about it – are there cost-effective, evidence based steps we can take to tackle the issue?
- Does it tie into the objectives of the City’s Corporate Plan, which aims to support businesses and communities?
- Will the City be a better place to live and work if we tackle this issue?
- Is there a current gap in provision or service that we have identified?
- Do we have the resources to tackle this (or are there resources that we can get)?
- Was this identified as a priority in the JSNA, or is there strong consensus that this is an issue for local people?

What we understand from the evidence contained in the JSNA.

Although small, the City is by no means homogeneous. Lots of different kinds of people live here, ranging from professionals who work in the City’s firms who live

alone and in couples, to a growing community of retired people many of whom live alone, as well as whole communities who struggle to make ends meet. The number of rough sleepers in London is growing, and many find their way into the City of London at night, because it is a safe and relatively quiet place to sleep. Although people in the City are diverse, there is also a strong sense of community, and the vast majority who live and work here say they are satisfied with the area. The City has a strong infrastructure of services and agencies, as well as grass-roots organisations and committed individuals who help to make this place thrive.

City JSNA 2011/12

The City is mostly a business district, with some areas of high-density housing. As well as the office workers who come into the City in the daytime, the City's bars and restaurants are increasingly popular with visitors in the evenings. The City has an increasingly international worker and resident community, and an ageing resident population. The City borders onto five London boroughs, and residents often have to access services that are delivered outside the Square Mile. The City shares NHS services with Hackney, and the new Clinical Commissioning Group will cover City and Hackney. The catchment area of the City's only GP practice does not cover the whole City, so residents in the east access GP services from Tower Hamlets.

In surveys, the City scores highly as a place to live and work, and it has excellent transport links and cultural services. The City is an urban area, and suffers from poor air quality. Particulate matter and nitrogen dioxide levels are both very high, and there were also 706 noise complaints last year. There are very few open spaces in the City; however there has been a slight increase this year.

Despite being such a small geographical area, the City of London has the fifth highest number of rough sleepers in London. Most rough sleepers are white, older males, with problems relating to alcohol and mental health.

There are few figures relating to resident employment; however the City provides jobs for around 360,000 people, with around 60% of these in the banking, finance and insurance sectors. Around 75% of City workers are professionals, managers or associate professionals, with the remaining quarter in other occupations, including administrative and sales roles. Unemployment benefits claimants rates are low for the City overall, but worklessness is concentrated into particular geographical areas and housing estates.

The housing in the City is different from in other areas: 90% of flats are 2-bed or smaller. Fuel poverty amongst City residents is stable at 6.4%, but the last census showed that many pensioners live alone in the City. There has been improvement in the City's deprivation ranking in recent years, however huge gaps remain between the areas of Portsoken (40% most deprived) and Barbican (10% least deprived), with 41% of Portsoken children still living in poverty. A local survey showed that 40% of working age lead tenants on the Golden Lane Estate and Middlesex St Estate were

not in work, and it is thought that welfare reforms may have a serious impact upon some City residents.

There has been a recent increase in the numbers of bars and restaurants that are staying open late and at weekends, but this is not without its disadvantages. There is a high rate of alcohol related crime, which accounts for 25% of total crime, and is patterned according to “city drinking hours”. However, in the past year, there have been drops in reported crime for drug offences, violence, burglary and criminal damage.

There is a high smoking rate amongst workers, which is reported to be linked to stress; however, City smoking cessation services have a quit rate of 39%. There are no reliable figures about smoking rates in City residents, but we know that smoking is the single biggest contributor to health inequalities in the UK. Alcohol-related deaths and hospital admissions are very low for City residents; however, there are no figures that relate to the many non-residents who drink in the City’s licensed premises.

We have no data on obesity or healthy eating in the City; however, it is known that there is a low rate of physical activity amongst residents, especially amongst adult women (45% inactive). It can be difficult to exercise in the City, as there is limited green space, and most private gyms in the Square Mile are very expensive.

Most babies born to City mothers are born outside the City, with the majority in Camden (at University College Hospital) or Tower Hamlets (in the Royal London Hospital). The numbers relating to NEETS, teenage pregnancies, pregnant smokers, infant deaths and low birth weight babies are so tiny that they often cannot be disclosed (i.e. there are fewer than five cases of each per year). Data on childhood obesity in the City is unreliable, because we have very few children, but there is 100% participation in PE, and a good range of sports and physical activity projects for young people. Data show that vaccination rates for MMR (measles, mumps and rubella, also known as German measles) are below average compared to both the UK and London, but that the 5-in-1 vaccine, which confers protection against diphtheria, tetanus, whooping cough, polio and bacterial meningitis, has rates that are above average.

Life expectancy in the City is still the highest in the country (82.2 years for men and 89.2 years for women). There is, however, a lack of data around key medical conditions that may affect the City’s resident population. One in six older people in the City receive care packages, and there are thought to be a number of carers in the City, who are generally old (average age 64) and have been caring for a long time (average duration 14 years). Local survey data tell us that older people living on the Golden Lane Estate and Middlesex Street Estate have high rates of disability and poor health.

As well as the JSNA, the City of London Corporation and NHS East London and the City recently commissioned a piece of research to look at the public health and

primary healthcare needs of City workers – this research uncovered that a very hard-working and generally healthy group of people work in the City, but that they take risks with alcohol; smoke at a higher than average rate; and many report feeling very stressed. We believe there is potential to tackle some of these issues amongst City workers, which will prevent them storing up health problems for later in life, as well as making them happier and more productive employees right now.

Proposed priorities

We have identified three key areas for the Health and Wellbeing Board to focus upon over the next three years. These are as follows:

1. Bedding-in the new system – maximising opportunities for promoting public health amongst the worker population, and taking on broader responsibilities for health.
 - Ensuring that the transition does not create gaps or deficiencies
 - Identifying areas of priority action; watching brief; and business as usual
 - Creating staffing and commissioning structures that can identify and meet the needs of the population
 - Maintaining and improving public health intelligence, to build up a clearer picture of our needs and resources in the City.
 - Finding out more about particular issues – drugs, sexual health, sex workers, primary care access.
2. Improving joint working and integration, to provide better value
 - Reaching a mutually beneficial agreement, and maintaining a stable relationship between the London Borough of Hackney and the City of London for the delivery of public health, including some shared services, from April 2013
 - Defining the City's role in relation to other CCGs and local authorities, especially Tower Hamlets – key areas include referrals and discharges; tripartite funding; rehabilitation services; district nursing; and community psychiatric nurses.
 - The membership of the Health and Wellbeing Board and named individuals will ensure harmonisation between plans and strategies within and outside the City (See list of other plans and strategies below)
3. Addressing key health and wellbeing challenges – see table below

Key health and wellbeing challenges

1. Residents

Ensuring that all City residents are able to live healthily, and improving access to health services.

2. Rough Sleepers

Working with health and outreach services to ensure rough sleepers are given the range of support they need.

Table 2. Key health and wellbeing challenges for residents and rough sleepers

	Particularly vulnerable groups	Evidence base	Assets	JSNA priority	Framework		
					PH	SC	NHS
More people with mental health issues can find effective, joined up help	Rough sleepers Older people with dementia Carers	JSNA Service Mapping Residents' accounts of unsatisfactory experiences	GPs City Advice, Information and Advocacy Services Housing Service	Mental health Homelessness	1.6 1.7 1.8 2.23 4.9 4.16	1F 1H	1.5 2.5 2.6 4.7
More people in the City are socially connected and know where to go for help	Older people Carers Rough sleepers	Census Pensions data Evidence of the health impacts of social isolation	Older people's groups Community Engagement Worker Carers' service City Advice, Information and Advocacy Services GPs	Social isolation Fuel poverty Mental Health	1.18 2.23 4.13	1A 1D	2.4
More rough sleepers can get health	Rough sleepers	CHAIN database	Homelessness	Homelessness			

care, including primary care, when they need it			Outreach Service Homeless Health Provision	Mental health			
More people in the City take advantage of Public Health preventative interventions, with a particular focus on at-risk groups (includes the 3 following areas of focus)							
<ul style="list-style-type: none"> People in the City are screened for cancer at the national minimum rate 	Portsoken residents; BME residents; People on care packages; Older people	JSNA. Evidence that cancer screening can improve healthy life expectancy.	GPs Community Groups Community Engagement Worker	Cancer prevention	2.19 2.20 4.5		1.4
<ul style="list-style-type: none"> Children in the City are fully vaccinated 	Children	JSNA	GPs Community Engagement Worker	Childhood immunisations	3.3		
<ul style="list-style-type: none"> Older people in the City receive regular health checks 	Older people Carers People on care packages	JASNA Evidence on carers' health	GPs Community Groups Community Engagement Worker	Cardiovascular disease	2.22 4.4		1.1
More people in the City are warm in the winter months	Priority groups as identified by JSNA	JSNA	Housing Service Community Groups City Libraries	Fuel poverty	1.17 4.15		
More people in the City have jobs: more children grow up with economic resources	People in deprived areas Children	JSNA	Jobcentre Plus Apprenticeships Adult Learning	Worklessness Child poverty Fuel poverty	1.1 1.5 1.8	1E 1F	2.2 2.5

	NEETs Young carers		Service City STEP Community Engagement Worker Portsoken Community Centre City Libraries Planning Department	Mental health Homelessness Welfare reforms			
City air is healthier to breathe	People with particular health conditions (COPD, asthma); Children; Older people	JSNA	Environmental Health, City Air Strategy Police	Air quality	3.1		
More people in the City are physically active	Residents who find it difficult to access leisure facilities Older people	JSNA	Golden Lane Leisure Centre City Sports Development team Community Engagement Worker Transport Planning Police	Cardiovascular disease Social isolation	1.9 2.12 2.13		(1.1)
The City is a less noisy place	People with mental health issues	JSNA	Environmental Health City of London Police City Noise Strategy Antisocial behaviour protocols	Mental health			

<i>Children and YP priorities</i>	<i>Placeholder, in case we need to include something from the new outcomes framework in the autumn</i>						
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3. Workers

Working with City employers and City workers to prevent ill health, reduce sick days and improve the productivity of City businesses.

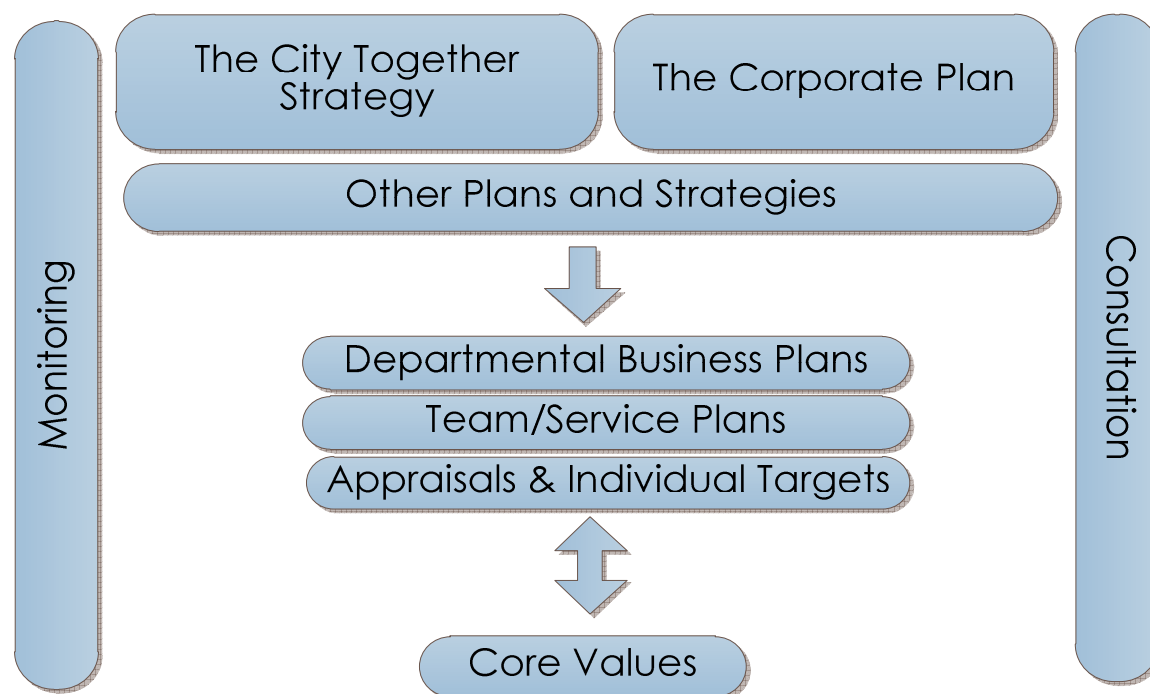
Table 3. Key health and wellbeing challenges for City workers

			Assets		Framework		
					PH	SC	NHS
Fewer City workers live with stress, anxiety or depression	Low-paid workers	City worker health research	City businesses, HSE standards, Livery Companies Environmental Health,	Mental health Smoking Alcohol Cardiovascular disease	1.9 2.23		
More City workers have healthy attitudes to alcohol and City drinking	Younger workers	City worker health research	Substance Misuse Partnership City of London Police Safety Thirst London Ambulance Service DH alcohol strategy	Alcohol Cardiovascular disease Cancer	1.9 2.18		(1.3)
More City workers quit or cut down smoking	Low-paid workers	City worker health research	Pharmacists GPs Employers City Street Cleansing Team	Smoking Cardiovascular disease Cancer	1.9 2.14 (2.1) (2.3)		(1.1) (1.2) (1.4) (1.6)

What are the other plans which influence health and wellbeing in the City?

Plan/Strategy	Shadow HWB member responsible for harmonisation
Corporate plan	Assistant Town Clerk
Children and Young People’s plan	Director of Community and Children’s Services
Safer City Partnership	Director of Environmental Health and Public Protection
Substance misuse partnership	Assistant Town Clerk
Planning and transport strategies	
Environmental health	Director of Environmental Health and Public Protection
DCCS Business Plan	Director of Community and Children’s Services
Annual reports of the Adults and the Children’s Safeguarding Boards	Director of Community and Children’s Services
Cultural Strategy	Assistant Town Clerk
CCG Commissioning Strategy	City and Hackney Clinical Commissioning Group

Figure 3. The Planning Cycle at the City of London – The Golden Thread

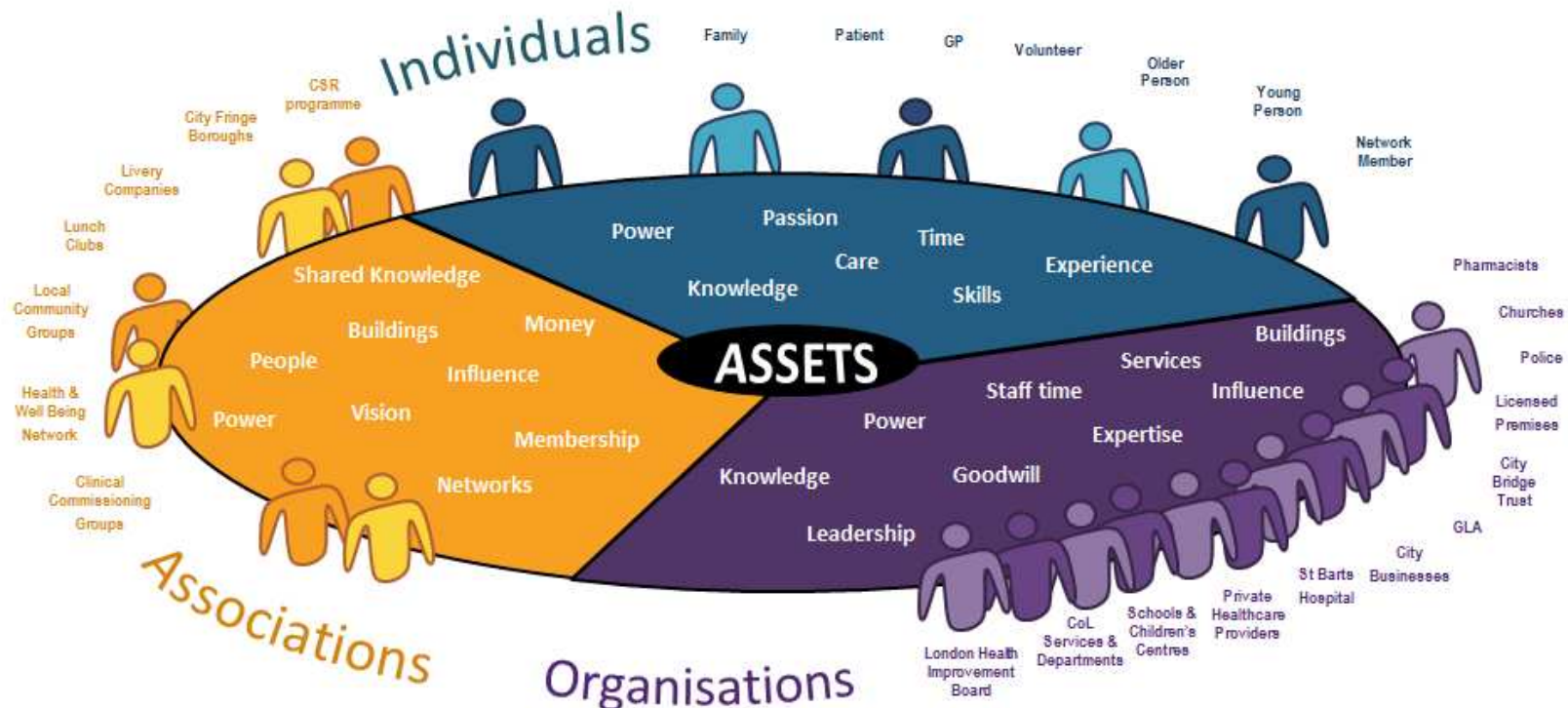


Resources and assets

The estimated public health allocation for the City of London was given in February 2012 as £1.355m. The estimated allocation for 2012/13 is £1.422m. These are based on historic PCT spend and future public health responsibilities.

The Department of Health has stated that it would not expect the local authority public health ring-fenced grants to fall in real terms from these values. The Department of Health has not yet considered resource allocation to meet the public health needs of the non-resident population – this may have an impact if the City worker population is factored in.

As well as financial resources, the Health and Wellbeing Board will need to call on the resources and assets across partners and the wider community if it is to deliver this strategy. The following diagram illustrates the organisations, groups and individuals who we will work with.



Appendices

1. Transition plan
2. Full list of Outcomes Framework indicators
3. What we are already doing around each of our priorities
4. Action plan
5. Engagement and communications plan
6. CCG commissioning intentions

Appendices are not included in this draft – please contact Farrah Hart if you require them.

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Agenda Item 11

Committee: Port Health and Environmental Services	Date(s): 13 November 2012
Subject: Port Health and Environmental Services: Public Relations update	Public
Report of: Director of Public Relations	For Information
<u>Summary</u>	
<p>This report updates Members on Public Relations activities in support of the services for which the Port Health and Environmental Services Committee is responsible during the period October 2011 to September 2012.</p> <p>Highlights of the support for the services of the Committee include:</p> <ul style="list-style-type: none">▪ Media▪ Events▪ Website▪ E-communications and social media▪ Literature and related activities▪ Member and internal communications▪ Filming <p>The activities in this report are also in support of the '<i>Communications Strategy 2012-2015</i>', the three strands of which are:</p> <ul style="list-style-type: none">▪ to support and promote "The City" as the world leader in international financial and business services;▪ to promote the success of the City of London Corporation as the provider of modern, efficient and high quality local and policing services within the Square Mile for workers, residents and visitors; and▪ to promote the role of the City of London Corporation as a provider of valued services to London and the nation as a whole.	
<u>Recommendation</u>	
<p>The Committee is recommended to:</p> <ul style="list-style-type: none">▪ Receive this report on Public Relations activities during the period October 2011 to September 2012 in support of the services for which the Committee is responsible.	

1. Introduction

- 1.1 This report highlights the Public Relations activities, in the period October 2011 to September 2012, in support of the services for which this Committee is responsible.
- 1.2 As part of the revised communications strategy there are two new communications priorities, running alongside the promotion of financial and business services:
- Supporting London's communities – the work the City Corporation does to support educational and cultural opportunities and economic development, thereby helping to provide jobs and growth and improve the quality of life throughout London.
 - Helping to look after London's heritage and green spaces – the work the City Corporation does to look after London and the nation's heritage and to provide green spaces across the capital and beyond.

The Public Relations Office is working with Departments across the organisation to deliver these two new priorities across the full range of PR activities.

- 1.3 In addition to the work described below, a major focus for the Public Relations Office over the course of the period October 2011 to September 2012 was the Occupy LSX encampment at St Paul's. The Public Relations Office worked with Members and Departments across the City Corporation throughout the period of the encampment to ensure that communications were effectively managed throughout. In addition, Quiller Consultants provided high level strategic PR advice. The communications plan for the removal of tents and equipment operated as intended on the night. Media officers were present at the site and were able to provide 'eyes and ears' for the team located at Guildhall. Members were kept informed of developments via email and all staff were updated via the intranet. Twitter was successfully used during the removal to monitor the situation and to broadcast official statements. All major broadcasters and national press covered the removal overnight. BBC were broadcasting live during the removal. The City Corporation statement was included in the coverage.

The Public Relations Office emergency communications plan has been reviewed following the lessons from St Paul's. The City Corporation also has in place effective social media monitoring arrangements which have been implemented across various areas of work, including the one year anniversary of the OccupyLSX encampment in early October.

- 1.4 The Public Relations Office worked closely with the various services for which this Committee is responsible to communicate important information relating to the Diamond Jubilee celebrations and the Olympic and Paralympic Games including changes or disruptions to services.

Colleagues across the Public Relations Office assisted with delivering the public event held on Tower Bridge on Sunday which was organised with the assistance of Dominic Reid.

There was a large amount of involvement by the Film Team in a number of high-profile events including major filming at Tower Bridge (including the helicopter sequence used in the opening ceremony and featuring Daniel Craig and The Queen), the spectacular pyrotechnic effects for the delivery of the Olympic Torch by David Beckham on opening night and a similar pyrotechnic display arranged for the closing ceremony of the Paralympic Games. A photo-shoot on the River using a Port Health Authority boat was arranged to launch Celebrate the City.

In addition, the Public Relations Office worked closely with colleagues to ensure successful events for the Olympic Men and Women and Paralympic Marathons were delivered.

2. Media

2.1 Throughout the year, October 2011 - September 2012, the Media Team obtained 78 Port Health and Environmental Services stories in print online, television and radio. According to Durrants (independent media monitoring agency), the total advertising value of the coverage achieved in print amounted to £125,766.

2.2 Highlights of stories initiated by the Media Team in the Public Relations Office throughout the year, October 2011 – September 2012, include:

- **City of London Thames Fishery Research Experiment**

The Evening Standard, the *Daily Mail* and the *Gravesend Reporter* ran articles on the Experiment which took place on 27 October along the foreshore at Denton, Gravesend.

- **Idling engines**

The Evening Standard (11 January) ran an article on London's green policies – referencing the City's introduction of fixed penalty notices for drivers who leave their engines running unnecessarily.

- **Public toilets**

City AM (3 January) published a diary article reporting that the City Corporation's won the 'National Innovation Award' at the Loo of the Year Awards.

- **Residential bins**

The Times (25 May) 'City Diary' section reported on the City Corporation's deal with waste and recycling provider Taylor, which provides the City's residential areas with a range of state-of-the-art bins.

- **Animal Reception Centre**

The Daily Mail (9 June) carried a large feature on the Animal Reception Centre at Heathrow.

BBC London Radio (9 May) interviewed Stuart King – Animal Handler at the HARC – on the process that animals go through in order to get to their destination.

- **CityAir campaign**

The New York Times (21 June) ran an article on how London's businesses were rising to the challenge of air pollution. The City's 'CityAir' programme is mentioned and Environmental Health Officer Ruth Calderwood is quoted.

- **City of London Corporation/Salvation Army recycling deal**

The Times (25 May) 'City Diary' section reported the City of London Corporation's deal with the Salvation Army which would recycle unwanted clothing from City workers and residents.

2.3 In addition to the work outlined above by the Media Team, assistance has also been provided on highly sensitive issues such as the Coq D'Argent suicides which were reported in the media.

3. Events

3.1 The Public Relations Office provides an event management service for Departments across the organisation. This has included:

- **Clean City Awards**

The annual awards scheme was this year held at Mansion House on 10 February in the presence of Sheriff Wendy Mead. The Chief Commoner assisted the Chairman of Environmental Services Committee to hand winners awards in the categories of Waste Operative Awards; Special Recognition Award; Street Sweeper of the Year Award.

3.2 In addition, the Team facilitates all staff events which engage with staff from across the organisation, including the Learning and Development Week including the Managers' Forum and Ashridge Lunch, Staff Annual Lunches and Master classes.

4. Website

4.1 The Public Relations Office is responsible for the City of London Corporation's external website. During the past year the majority of this work has been focussed on re-launching the website. The Office organised and supervised the analysis of all the pages on the old site in order to migrate the correct content. A lot of work has been done on the quality of this content to make it as easy as possible to find via search engines and for it to be relevant, current and user-friendly. The Office has organised a number of workshops and facilitated regular meetings to address these issues and to help empower cluster users to whom responsibility for content has now been devolved. So far this new structure is working well and the Public Relations Office continues to support and mentor users as the development of the website continues.

5. E-communications including social media

5.1 The Public Relations Office is responsible for the creation and development of e-communications. It has met with environmental health officers to discuss how social media can be used to get their messages across to the public and dispel commonly-held myths about health and safety. The City Corporation now has 12 Facebook pages and 30 Twitter feeds a YouTube channel and Flickr account which cover the wide range of services we provide (full list at www.cityoflondon.gov.uk/social)

5.2 With the launch of the City Corporation's new *Visit the City* app, the Public Relations Office has also been working with colleagues responsible for the *Love the Square Mile* app to co-ordinate the City Corporation's app portfolio and share learnings.

6. Literature and related activities

6.1 The Public Relations Office is also responsible for the corporate publications strategy and its implementation. In addition, the Public Relations Office is also responsible for the City Corporation's brand identity and assists Departments with branding guidelines. Earlier this year the City Corporation's logo was formally registered as a Trade Mark in the UK.

7. Member and internal communications

7.1 The Public Relations Office, working closely with the Member Services Team, has responsibility for communications with Members. The Members' Briefing, which has recently been reviewed by Members, will be revised over the coming months. The Public Relations Office also provides updates and Briefings to Members on topical issues.

7.2 The Public Relations Office provides internal communications for the City Corporation as a whole, as part of the work of the Corporate Affairs Team, and gives support to individual Departments as and when required. Port Health and Environmental Services are regularly supported and assisted in improving communications through a number of channels and in a variety of ways including intranet, bulletins, online polls, copywriting, image manipulation and content publishing. This year specifically included promoting staff involvement during the Olympic and Paralympic Games, including a staff ballot for Olympic and Paralympic tickets and related photographs for the City Corporation's Flickr account.

7.3 The Team ensure that story coverage in the e-magazine the Leader, the intranet, the Town Clerk's Bulletin and the eLeader bulletin is regular, timely and in particular celebrates the successes of the Port Health and Environmental Services and showcases achievements to the rest of the organisation.

8. Filming

8.1 The Public Relations Office has a dedicated Film Team responsible for liaising with film crews and City Corporation departments to facilitate shoots within the

Square Mile and on our property. This has included several small scale film shoots in the City of London Cemetery and Crematorium.

Background Papers:

Members will find it useful to refer to the '*Communications Strategy 2012-2015*'

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Agenda Item 15

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Agenda Item 16

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