



## Port Health & Environmental Services Committee

**Date:** MONDAY, 9 SEPTEMBER 2013  
**Time:** 1.45 pm  
**Venue:** BASSINGHALL SUITE - VIA THE ART GALLERY, GUILDHALL

**Members:**

Deputy John Tomlinson (Chairman)	Professor John Lumley
Wendy Mead (Deputy Chairman)	Andrew McMurtrie
Deputy John Absalom	Brian Mooney
Deputy John Bennett	Hugh Morris
Nigel Challis	Alastair Moss
Henry Colthurst	Barbara Newman
Karina Dostalova	Deputy John Owen-Ward
Deputy Billy Dove	Deputy Gerald Pulman
Peter Dunphy	Deputy Richard Regan
Kevin Everett	Delis Regis
Deputy Bill Fraser	Jeremy Simons
George Gillon (Chief Commoner)	Deputy James Thomson
Deputy Stanley Ginsburg	Deputy Michael Welbank
Alderman John Garbutt	Mark Wheatley
Wendy Hyde	Philip Woodhouse
Vivienne Littlechild	Alderman Sir David Wootton

**Enquiries:** Katie Odling  
tel. no.: 020 7332 3414  
katie.odling@cityoflondon.gov.uk

Lunch will be served in the Guildhall Club at 1pm.

John Barradell  
Town Clerk and Chief Executive

# AGENDA

## Part 1 - Public Agenda

1. **APOLOGIES**

**For Decision**

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

3. **MINUTES**

To agree the public minutes and summary of the meeting held on 2 July 2013.

**For Decision**  
(Pages 1 - 6)

4. **OUTSTANDING ACTIONS**

To receive the list of outstanding actions.

**For Information**  
(Pages 7 - 8)

5. **DEPARTMENT OF THE BUILT ENVIRONMENT - BUSINESS PLAN PROGRESS REPORT FOR QUARTER 1**

Report of the Director of the Built Environment.

**For Information**  
(Pages 9 - 18)

6. **SUMMARY OF THE WASTE STRATEGY PUBLIC CONSULTATION AND PROPOSALS TO FINALISE AND PUBLISH THE REVISED WASTE STRATEGY 2013-2020**

Report of the Director of the Built Environment.

**For Decision**  
(Pages 19 - 58)

7. **RENEW ON-STREET RECYCLING UPDATE**

Report of the Director of the Built Environment.

**For Information**  
(Pages 59 - 64)

8. **BISHOPSGATE LITTER BIN TRIAL**

Report of the Director of the Built Environment.

**For Information**  
(Pages 65 - 74)

9. **MARKETS & CONSUMER PROTECTION BUSINESS PLAN 2013-2016:  
PROGRESS REPORT (PERIOD 1)**  
Report of the Director of Markets and Consumer Protection.
- For Information**  
(Pages 75 - 94)
10. **SEX ESTABLISHMENTS; ANNUAL REVIEW OF FEES AND GOVERNANCE**  
Report of the Director of Markets and Consumer Protection.
- For Decision**  
(Pages 95 - 102)
11. **WORKING TOGETHER TO IMPROVE THE AIR QUALITY OF LONDON – LETTER  
FROM LONDON LOCAL AUTHORITIES AND GREATER LONDON COUNCIL TO  
GOVERNMENT**  
Report of the Director of Markets and Consumer Protection.
- For Information**  
(Pages 103 - 108)
12. **MITIGATION OF ENVIRONMENTAL IMPACTS FROM STREET WORKS IN THE  
CITY**  
Report of the Director of Markets and Consumer Protection.
- For Decision**  
(Pages 109 - 124)
13. **UPDATE ON PORT HEALTH DEVELOPMENTS**  
To receive a report of the Director of Markets and Consumer Protection – this item  
has been moved into the non-public part of the agenda (please see agenda item 22)
- For Information**
14. **CITY OF LONDON CEMETERY AND CREMATORIUM BUSINESS PLAN -  
PROGRESS REPORT**  
Report of the Director of Open Spaces.
- For Information**  
(Pages 125 - 136)
15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
16. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**  
Any items of business that the Chairman may decide are urgent.
17. **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**

18. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 2 July 2013.

**For Decision**  
(Pages 137 - 138)

19. **DEBT ARREARS - PORT HEALTH AND ENVIRONMENTAL SERVICES PERIOD ENDING 30 JUNE 2013**

Joint report of Director of the Department of the Built Environment, the Director of Markets and Consumer Protection and the Director of Open Spaces.

**For Decision**  
(Pages 139 - 146)

20. **MANORWAY HOUSE**

Verbal update by the City Surveyor and the Director of Markets and Consumer Protection in respect of archive storage space required for the London Gateway Border Inspection Post.

**For Decision**

21. **REPORT OF ACTION TAKEN BETWEEN MEETINGS - LONDON GATEWAY - PROPOSAL FOR PORT HEALTH OFFICES AT MANORWAY HOUSE, STANFORD-LE-HOPE, SS17 9LQ**

Report of the Town Clerk.

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

22. **UPDATE ON PORT HEALTH DEVELOPMENTS**

**For Decision**  
(Pages 149 - 150)

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

**For Decision**

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

**For Decision**



# Agenda Item 3

## PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE

Tuesday, 2 July 2013

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

### **Present**

#### **Members:**

Deputy John Tomlinson (Chairman)	Professor John Lumley
Wendy Mead (Deputy Chairman)	Andrew McMurtrie
Nigel Challis	Hugh Morris
Henry Colthurst	Barbara Newman
Karina Dostalova	Deputy John Owen-Ward
Peter Dunphy	Deputy Gerald Pulman
Deputy Bill Fraser	Jeremy Simons
George Gillon (Chief Commoner)	Deputy James Thomson
Deputy Stanley Ginsburg	Deputy Michael Welbank
Clare James	Mark Wheatley
Vivienne Littlechild	

#### **Officers:**

Katie Odling	- Town Clerk's Department
Jenny Pitcairn	- Chamberlain's Department
Julie Smith	- Chamberlain's Department
Paul Chadha	- Comptroller & City Solicitor's Department
Doug Wilkinson	- Department of the Built Environment
Steve Presland	- Department of the Built Environment
Jon Averbs	- Markets & Consumer Protection Department
Steve Blake	- Markets & Consumer Protection Department
Sue Ireland	- Director of Open Spaces
Tony Macklin	- Assistant Director, Environmental Health & Trading Standards

#### **CHAIRMAN'S OPENING REMARKS**

The Chairman began by welcoming Liam Culleton, Ryan Dignam, Jessica Judge and Omatara Olajide to the meeting who were currently at the City of London on work experience.

The Committee joined the Chairman in thanking Mathew Lawrence who had recently left the Corporation to pursue a research role at the IPPR (institute for Public Policy Research) for this support at Policy Officer to the Committee. Further, Members noted that a briefing note would be circulated in due course in respect of the role of a Policy Officer.

The Chairman reminded Members that the Annual River Inspection would take place on Friday, 19 July 2013.

Finally, congratulations were expressed to Gary Burks who had recently appeared in the Docklands and East London Advertiser for his continued work at the City of London Cemetery.

1. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Deputy John Absalom, Deputy John Bennett, Wendy Hyde, Alastair Moss, Deputy Richard Regan, Delis Regis, Philip Woodhouse and Alderman Sir David Lewis.

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

There were no declarations of interest.

3. **MINUTES**

RESOLVED – That the minutes of the meeting held on 30 April 2013 be approved.

4. **OUTSTANDING ACTIONS**

The list of outstanding actions was RECEIVED.

Wasabi on Bishopsgate – Members were informed that contact had been made with the owners of this establishment requesting that they store their bins in the chamber which was a satisfactory storage area and would not obstruct the streets.

Public Conveniences – Concern was expressed regarding the proper advertisement of the Community Toilet Scheme and ensuring that sufficient notices were displayed in public houses. It was agreed that signage would be reviewed and that Officers should liaise with those involved in preparing the visitor trail map to consider whether details of those establishments that were part of the scheme could be shown on map.

5. **TIME BANDING SCHEME UPDATE**

Consideration was given to a report of the Director of the Built Environment which provided an update in respect of the Time Banding Scheme.

Members discussed the usage of the 'Love the Square Mile' app and it was noted that work was being undertaken to ensure that reports were being dealt with speedily. A report on the data usage would be brought to the Committee in November.

RECEIVED.

6. **RISK REGISTERS**

Consideration was given to a joint report of the Directors of the Built Environment and Markets and Consumer Protection which provided details of the key risks for areas that were the responsibility of your Committee for the Department of Markets and Consumer Protection and the Department of the Built Environment.

RECEIVED.

7. **CITY OF LONDON AIR QUALITY PROGRESS REPORT**

Consideration was given to the annual report of the Director of Markets and Consumer Protection in respect of the Air Quality Progress.

The Environmental Health Officer informed the Committee that the Corporation had been awarded £280,000 over 3 years from the Mayor's Air Quality Fund for several projects, and the focus of this work was in the Eastern part of the City.

Joint bids the Corporation was part of had received a total of £560,000 over three years which included working with Bart's Health National Health Service (NHS) Trust, business engagement and a publicity campaign.

During discussion, reference was made to taxi idling which was reducing as a result of more enforcement; and dust suppression on Upper and Lower Thames Street which was not so successful being located under London Bridge, therefore a trial programme of street washing would be undertaken.

Members noted that the report regarding the benefits and dis-benefits of the 20mph speed limit implementation would be going to Court later in the year and it was agreed to report to this Committee the research that had been undertaken and what other boroughs were doing.

RECEIVED.

**8. APPROVAL OF THE 2013 - 2014 FOOD SAFETY ENFORCEMENT PLANS FOR THE CITY AND THE LONDON PORT HEALTH AUTHORITY**

Consideration was given to a report of the Director of Markets and Consumer Protection which sought approval for two Food Service Enforcement Plans; one for the City of London and one for the London Port Health Authority.

Members referred to page 130 of the report, item 15 (develop options for encouraging businesses to provide Healthy Eating Choices) and considered that this should be removed from the action plan as this was a non-statutory service. The Assistant Director advised he would remove this from the plan. He did however inform the Committee that if funding was obtained then this would be of benefit to residents and businesses.

RESOLVED – That,

- a) the City of London Food Service Enforcement Plan 2013 – 2014 be approved; and
- b) the London Port Health Authority Food Service Enforcement Plan 2013 – 2014 be submitted to the next meeting for approval.

**9. APPROVAL OF THE HEALTH AND SAFETY INTERVENTION PLAN 2013 - 2014**

Consideration was given to a report of the Director of Markets and Consumer Protection which sought approval for the Health and Safety Team's Intervention Plan 2013 – 2014.

RESOLVED – That the key work areas outlined in the report and detailed in the Health and Safety Intervention Plan for 2013 – 2014 be approved.

**10. NOISE RESPONSE SERVICE DELIVERY POLICY**

Consideration was given to a report of the Director of Markets and Consumer Protection in respect of the Noise Service Delivery Policy and the Noise Complaint Policy.

RESOLVED – That,

- a) the proposed policy document set out in Appendix 1 be approved; and
- b) the trial to share the noise service with Westminster City Council to March 2014 be confirmed.

11. **REVENUE OUTTURN REPORT 2012-2013**

Consideration was given to a joint report of the Chamberlain and Directors of the Departments of the Built Environment, Markets and Consumer Protection and Open Spaces which compared the revenue outturn for the services overseen by the Committee in 2012/2013 with the final agreed budget for the year.

RECEIVED.

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

Questions were raised as follows –

Illegal ice cream trading – Clarification was sought regarding the reporting of illegal trading out of hours. It was confirmed that during the hours of 8am – 5pm you should telephone 0207 3323630 or out of hours, telephone 0207 606 3030.

The Chairman congratulated Bryn Aldridge on his recent OBE which he had been awarded for services to the City of London Corporation and to Delivery of the London 2012 Olympic and Paralympic Games.

13. **URGENT ITEMS**

Department of the Built Environment Business Plan 2012 – 2015: Quarter 4 update and Financial Outturn Report

Consideration was given to a report of the Director of the Built Environment which set out the progress against the 2012/13 Business Plan and the Financial Outturn Report of the Department of the Built Environment.

Members referred to Appendix A, which provided details of national indicators and specially made mention to the percentage of household waste which was recycled. Further to this discussion, it was agreed to arrange a visit to the Materials Recovery Facility (MRF) in Kent. Which was the facility currently used by the Corporation subject to them continuing with 'Ideal Waste'.

RECEIVED.

14. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting to consider item 16 on the Agenda on the grounds that they involved the likely disclosure of exempt information as defined in paragraph 5 of Part I of the Schedule 12A of the Local Government Act.

15. **NON-PUBLIC MINUTES**

The non-public minutes of the meeting held on 30 April 2013 were considered.

16. **OUTCOME REPORT - GATEWAY 7 - ANIMAL BY-PRODUCT FACILITY FOR SMITHFIELD MARKET**

Consideration was given to an outcome report of the City Surveyor relative to the Animal By-Product Facility for Smithfield Market.

RECEIVED.

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

There were no questions.

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

There were no items of urgent business.

**The meeting closed at 1.00p.m.**

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Chairman

**Contact Officer: Katie Odling  
tel. no.: 020 7332 3414  
katie.odling@cityoflondon.gov.uk**

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Port Health and Environmental Services Committee  
Outstanding actions 2013/14

<i>Date</i>	<i>Action</i>	<i>Officer responsible</i>	<i>To be completed/ progressed to next stage</i>	<i>Notes/Progress to date</i>
<b>12 September 2012</b>	<b>Enterprise Contract</b>	Director of the Built Environment	November 2013	For Members information: Receive and review the Annual Report on the cleansing performance over the previous year. This document will be presented to the Partnership Board (held in early December) that oversees running of the contract.
<b>8 January 2013</b>	<p><b>Public Conveniences</b></p> <p>TfL who are currently exploring improvements to the Bishopsgate area to make the area more attractive and remove some of the clutter such as the brick planters.</p> <p>An update on the viability of extending the opening hours of the Bishopsgate and Eastcheap toilets will be included in the Public Convenience Strategy planned for November committee.</p> <p>Usage of the Disabled facilities at Monument and signage were also being reviewed and this will form part of the wider review of the public convenience strategy which will be reported back to this committee as above.</p> <p>Improved signage has been commissioned to direct people to the nearby Eastcheap facilities.</p>	Director of the Built Environment	To be included in the Public Convenience Strategy update report at the November 2013 PHES committee	<p>TfL liaison is on- going and likely to be long term. The Strategy review is scheduled for November Committee.</p> <p>Signage is now installed at Monument directing people to the nearest able bodied toilet facility at Eastcheap.</p> <p>It was agreed that signage would be reviewed and that Officers should liaise with those involved in preparing the visitor trail map to consider whether details of those establishments that were part of the scheme could be shown on map.</p>

Port Health and Environmental Services Committee  
Outstanding actions 2013/14

<b>Date</b>	<b>Action</b>	<b>Officer responsible</b>	<b>To be completed/ progressed to next stage</b>	<b>Notes/Progress to date</b>
<b>30 April 2013</b>	<b>Public Consultation – Cemetery</b> A report on the development of a Friends group and volunteering will be brought to a future meeting	Director of Open Spaces	A progress report will be presented at March 2014 Committee.	We have contacted all of the visitors who expressed an interest in becoming a friend or Volunteer and now have an initial list of those who wish to become involved in work at the cemetery. A meeting is due to be arranged after the summer holidays as several of those involved were not available until then.
<b>2 July 2013</b>	<b>‘Love the Square Mile’ app</b> - A report on the data usage would be brought to the Committee at the next meeting.	Director of the Built Environment	November 2013	
<b>2 July 2013</b>	<b>20mph Report</b> - Research on what other London boroughs were doing would be reported to the Committee.	Director of the Built Environment		A consultation briefing for all Members is being held on 3 <sup>rd</sup> September which would provide the information requested by the Committee.
<b>2 July 2013</b>	<b>Materials Recovery Facility (MRF) in Kent</b> - It was agreed that a visit to this facility would be arranged.	Director of the Built Environment		Ideal Waste, operator of the MRF are currently undertaking risk assessments of their facility to ensure safety measures are adequate to receive visitors. A visit would be arranged before the new year.
<b>2 July 2013</b>	<b>Food Safety Enforcement Plans – <u>Port Health Authority</u></b>	Director of Markets and Consumer Protection	September 2013	



# Agenda Item 5

<b>Committee(s):</b>	<b>Date(s):</b>
Port Health & Environmental Services	9 Sept 2013
<b>Subject:</b> Department of the Built Environment, Business Plan Progress Report for Q1	<b>Public</b>
<b>Report of:</b> Philip Everett, Director of the Built Environment	<b>For Information</b>
<p>This report sets out the progress made during April – July against the 2013/16 Business Plan. It shows what has been achieved, and the progress made against our departmental objectives and key performance indicators.</p> <p>At the end of July 2013 the Department of Built Environment was £183k (6.6%) underspent against the local risk budget to date of £2.8m, over all the services now managed by the Director of Built Environment covering the Port Health &amp; Environmental Services Committee. Appendix B sets out the detailed position for the individual services covered by this department. Overall I am forecasting a year end underspend position of £119k (1.8%) for City Fund services.</p> <p><b>Recommendation(s)</b></p> <p>Members are asked to:</p> <ul style="list-style-type: none"><li>• note the content of this report and the appendices</li><li>• receive the report</li></ul>	

## Main Report

### Background

1. The 2013-16 Business Plan of the Department of the Built Environment was approved by this committee on 30<sup>th</sup> April 2013. As agreed, quarterly progress reports have been provided.

### Key Performance Indicators and Departmental Objectives

2. During the period of this Business Plan, my DMT are monitoring 11 KPIs relevant to the work of this Committee, and this includes five corporate KPIs. Details of all KPIs can be found in Appendix A.
3. We are achieving 7 of the 11 KPIs. Of those below target, on NI192 (recycling) our percentage continues to increase and we expect to make our higher target of 41% by year end. On the Departmental Objectives, all are proceeding as expected.

### Financial and Risk Implications

4. The end of July 2013 monitoring position for Department of Built Environment services covered by Port Health & Environmental Services Committee is provided at Appendix B. This reveals a net underspend to date for the Department of £183k (6.6%) against the overall local risk budget to date of £2.8m for 2013/14.
5. Overall I am currently forecasting a year end underspend position of £119k (1.8%) for City Fund services. The table below details the summary position by Fund.

Local Risk Summary by Fund	Latest Approved Budget £'000	Forecast Outturn £'000	Variance from Budget +Deficit/(Surplus)	
			£'000	%
City Fund	6,509	6,390	(119)	1.8%
<b>Total Built Environment Services Local Risk</b>	<b>6,509</b>	<b>6,390</b>	<b>(119)</b>	<b>1.8%</b>

6. The reasons for the significant budget variations are detailed in Appendix C, which sets out a detailed financial analysis of each individual division of service relating to this Committee.

## **Business Risk Management**

7. A summary of risks linked to the work of this committee can be found in Appendix C. Risks have been reviewed in accordance with corporate policy.
8. No risks are assessed as Red (*Existing controls are not satisfactory*) and all but two one have been assessed as Green (*Robust mitigating controls are in place with positive assurance as to their effectiveness*).
9. The risk that was assessed as Amber (*Existing controls require improvement or mitigating controls identified but not yet implemented fully*) can be found in Appendix C (part 2) and work is in hand to continue the implementation of the controls.

## **Achievements**

10. The cleansing and highway teams contributed to the successful 2013 London Marathon and the preparations for the funeral of Baroness Thatcher.

## **Appendices**

- Appendix A – Q1 KPI results
- Appendix B – Finance Report
- Appendix C – Business Risk

## **Background Papers:**

DBE Business Plan 2013 - 2016

### **Elisabeth Hannah**

Chief Admin Officer

T: 0207 332 1725

E: [elisbeth.hannah@cityoflondon.gov.uk](mailto:elisbeth.hannah@cityoflondon.gov.uk)

### **Simon Owen**

Group Accountant

T: 020 7332 1358

E: [simon.owen@cityoflondon.gov.uk](mailto:simon.owen@cityoflondon.gov.uk)

### **Richard Steele**











Business Risk Manager

T: 020 7332 3150

E: [richard.steele@cityoflondon.gov.uk](mailto:richard.steele@cityoflondon.gov.uk)

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## Departmental Key Performance Indicators

		Target 2013-14	Q1		
	<b>Transportation &amp; Public Realm</b>				
NI 191	To reduce the residual annual household waste per household.	508.5kg	88.5kg		
NI 192	Percentage of household waste recycled.	41%	39.77%		
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	1.04% (March)		
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<9 per quarter	4		
<b>Comments</b>	<b>NI191-</b> This target is being review as part of the revised waste strategy to be more stretching and meaningful locally. <b>NI192-</b> This target has been increased on the 2012/13 target as part of the revised waste strategy to be more stretching.				
Pages 13	<b>Service Response Standards</b>				
	DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	98%	
	SRS A	All external visitors to be pre-notification via the visitor management system.	100%	66.3%	
	SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall North or West Wing receptions.	100%	95.2%	
	SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%	
	SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	
	SRS E	Telephone calls to be picked up and answered within	90%	92.1%	

		Target 2013-14	Q1	
	5 rings/20 seconds			
SRS F	Voicemail element only target 10%	10%	11.1%	☹
<b>Comments</b>	<b>SRSF</b> – While this figure is above the corporate target, it is consistent with previous results for the department.			

**Department of Built Environment Local Risk Revenue Budget - 1st April to 31st July 2013**  
**(Income and favourable variances are shown in brackets)**

Appendix B

	Latest Approved Budget 2013/14 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<b>Port Health &amp; Environmental Services (City Fund)</b>								
Public Conveniences	677	428	(128)	300	398	(140)	258	(42)
Waste Collection	153	329	(307)	22	295	(310)	(15)	(37)
Street Cleansing	3,921	1,734	(106)	1,628	1,722	(124)	1,598	(30)
Waste Disposal	698	339	70	409	280	95	375	(34)
Transport Organisation	135	95	(50)	45	88	(43)	45	0
Walbrook Wharf	(104)	0	(26)	(26)	0	(27)	(27)	(1)
Cleansing Management	371	127	0	127	116	0	116	(11)
Built Environment Directorate	658	251	(4)	247	222	(3)	219	(28)
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>6,509</b>	<b>3,303</b>	<b>(551)</b>	<b>2,752</b>	<b>3,121</b>	<b>(552)</b>	<b>2,569</b>	<b>(183)</b>

Forecast for the Year 2013/14			Notes
LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	
677	624	(53)	1
153	142	(11)	
3,921	3,871	(50)	2
698	695	(3)	
135	129	(6)	
(104)	(104)	0	
371	371	0	
658	662	4	
<b>6,509</b>	<b>6,390</b>	<b>(119)</b>	

**Notes:**

- Public Conveniences** - the favourable forecast is largely due to reduced costs for agency staff workers.
- Street Cleansing** - the favourable variance is largely due to additional income generated from extra street cleansing undertakings for private customers.

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**PART 1**

DBE/TPHW/1 - Department of the Built Environment / Transportation &amp; Public Realm / Highways

**Failure to comply with our Network Management****Control Effectiveness G**

Under S16 of Traffic Management Act 2004 we are required to manage our road network so that (a) we secure the expeditious movement of traffic on the City's road network; and (b) facilitate the expeditious movement of traffic on road networks for which another authority is the traffic authority (e.g. TfL and neighbouring authorities).

In so complying with S16 of the Act, the City is required to take account of other relevant policies.

This Risk also relates to the activities of the Local Transportation team.

Unmitigated ... Impact 3      Likelihood 4      Risk **16**

## Detailed Risk(s)

<b>Specific Risk</b>	<b>Mitigation</b>
Failure to identify & implement ways to facilitate traffic movement on the City's road network & those of other authorities and agencies	Monitor network performance, engage with stakeholders to identify needs and seek funding to make appropriate network change
Negative synergy of impact of multiple concurrent works by TfL or other traffic authority	Information exchange protocols regarding works which are liable to impact the City
Negative synergy of impact of multiple concurrent works within the City	12 month rolling programme to de-conflict works
Streetworks disrupt the network	Effective streetworks management process to minimise disruption
Adversely disrupting the network by making inappropriate highway changes	Anticipate effects of change across all user groups, consult with stakeholders on proposed changes, monitor effects of change

Mitigated ... Impact 3      Likelihood 1      Risk **6**

**Further Action**

## PART 2

Reference DBE/TPLC/3 **Owner** Department of the Built Environment /Transportation & Public Realm/  
Cleansing **Control Effectiveness** A

**Risk Title:** A fatal road accident **Impact 4 Likelihood 2 Risk 17**

<b>Risk Description</b>	An accident involving a Member/employee/contractor on City of London business leading to a fatality. Possibility of a corporate manslaughter charge being brought against the City of London.
<b>Further Actions</b>	Complete implementation of driving licence checking procedure following adoption of new Corporate Transport Policy.
<b>Changes since last review</b>	Revised Corporate Transport Policy agreed by Summit Group. Implementation pending approval of Chief Officers' Group in Spring 2013. DBE piloting the new driver registration software on iTrent.

Reference DBE/TPLC/5 **Owner** Department of the Built Environment /Transportation & Public Realm/  
Cleansing **Control Effectiveness** A

**Risk Title:** A major incident, such as flooding or fire, makes Walbrook Wharf unusable as a depot **Impact 2 Likelihood 2 Risk 5**

<b>Risk Description</b>	This could have several causes such as natural disaster, accident or terrorism/riot
<b>Further Actions</b>	Continuity plans (including the waste and cleansing contractor plans) to be reviewed and updated. Cost benefit of insuring this risk to be explored.
<b>Changes since last review</b>	Continuity plans (including the waste and cleansing contractor plans) have been reviewed and are current until June 2013. Alternative arrangements are being negotiated with Ealing Council.

# Agenda Item 6

<b>Committee:</b> Port Health and Environmental Services	<b>Date:</b> 09 September 2013
<b>Subject:</b> Summary of the Waste Strategy Public Consultation and proposals to finalise and publish the revised Waste Strategy 2013-2020	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For decision</b>
<b><u>Summary</u></b>	
<p>This report is to inform Members that following a number of significant changes in policy at national and local levels the City of London chose to review and re-publish its current Waste Strategy (2008 – 2020).</p> <p>This Committee approved the review and was invited to offer comments on the Strategy via a Members' workshop and also the public consultation process. The feedback obtained from the consultation process was positive. Following this feedback the Strategy document was amended to include the impact which the Strategy would have on Air Quality and also includes the commitment to baseline emissions from our waste management solutions using The Mayor of London's Greenhouse Gas Calculator.</p> <p>The public consultation process is now complete, and the Strategy is ready to be published. This report contains a list of the consultation activities which were carried out along with a summary of the responses received.</p> <p><b>Recommendations</b></p> <p>It is recommended that this committee:</p> <ol style="list-style-type: none"><li>1. Endorse the amendments to the draft strategy</li><li>2. Approve the revised waste strategy for adoption and publication</li></ol>	

## Main Report

### Background

#### Why does the City need a Waste Strategy?

1. All Waste Disposal Authorities in England, under the Waste and Emissions Trading (WET) Act 2003, have a duty to have in place a strategy for the management of their municipal waste. Local authorities should either produce or contribute to a Strategy or equivalent. The long term strategic planning is vital to all authorities in securing both the infrastructure and service developments necessary to deliver more sustainable waste management and it therefore makes good business sense to have a clear strategy on how we intend to treat waste.

#### The current Waste Strategy

2. The current Waste Strategy was written in 2007 and published in January 2008; it covers the period 2008 – 2020. When produced there was a commitment to review it periodically to ensure that the City always had a relevant waste strategy document. In November 2011, Cleansing Services started working in partnership with LRS consultancy in a process to identify if there had been any significant changes in

government waste and recycling policy, legislation or local strategies which may have had an impact on the City's waste strategy.

3. This work highlighted that since the writing of 2008 document there have been significant changes in policy at national and local levels. Also the City's contractual arrangements have changed.

### **Why is there a need to have a revised Waste Strategy for the City of London?**

4. The following significant changes in policy have been identified:

- a) A government review of Waste Policy in 2011.

The Government's review of National Waste Policy in 2011 placed a much clearer focus on 'Waste Prevention' and the need to ensure all material resources are fully valued both financially and environmentally. Whilst previous national strategies have placed a heavy focus on recycling rates the 2011 policy review removed the national Indicators 191, 192 and 193 and instead urged councils to focus on local issues and indicated a move towards the use of a carbon 'metric' (measurement). This is a methodology or model of standard measurement (weighting) applied to each material stream in recycling to measure the CO2 equivalent. It takes into account the whole life-cycle, giving the CO2 equivalent for each material returned to a virgin material state. For example, for aluminium it would include the mining, smelting, transport, manufacturing, and so on.

The government review of Waste Policy 2011 also outlined the intention to develop materials recycling facility (MRF) codes of practice. This will be "key to maintaining the credibility of co-mingled collections under the revised Waste Framework Directive". The review also placed strong emphasis on incentives for recycling as well as on the quality and frequency of services provided to residents, as opposed to merely providing a basic service.

- b) The implementation of The Mayor of London's Municipal and Business Waste Strategies also in 2011.

The Mayor of London's Municipal Strategy was similar in focus to the National Policy Review, again moving away from the need merely to provide a basic collection service and how to go further in service provision especially for flatted properties which make up a significant proportion of London's housing stock. This included objectives around the establishment of a London wide network for the collection of bulky waste as well as a more general focus on repair and reuse.

The Mayor also placed an emphasis on the measurement of Carbon as a key indicator whilst still setting stretching goals for recycling rates, waste reduction and the amount of waste being sent directly to landfill.

Alongside the Mayor of London's Municipal Strategy he also produced a Business Waste Strategy which highlights the steps that the Mayor will take to help businesses identify and implement waste prevention measures and increase the uptake of recycled or reclaimed materials used, something which had not previously received much attention in London.

- c) The start of the City's new contract for waste collection and street cleansing services (October 2011).

The start of the new contract has led to new opportunities in the development of the services provided to residents. Enterprise Managed Services have committed to supporting the City in a number of ways to improve frontline

services, including the development of Recycling Roadshows and innovative methods of service delivery to maximise opportunities for recycling and reuse.

d) The transfer of the commercial waste business to Enterprise Managed Services under the new contract (October 2011).

The previous Waste Strategy included targets for increasing the commercial customer base; although we would hope that the commercial contractor has a successful business we cannot directly influence the uptake of the service from businesses. Instead our role must now focus on supporting businesses to sustainably manage their waste by offering advice and resources.

e) The Riverside Energy from Waste (EfW) facility at Belvedere becoming fully operational and is accepting all of the City's residual waste.

Now that the City have secured a long term contract for the disposal of its waste into Belvedere (until 2025) this element of the Waste Strategy is less significant; the previous Strategy focussed heavily on this element in assessing the best option for the disposal of waste.

f) The market value of recycling materials.

When the previous strategy was written comingled recycling collected by the City was sorted by a third party (MRF operators) who charged a fee per tonne for carrying out this operation (still much lower than the costs of disposal to landfill). The value of recyclable material has since increased significantly (but still is variable) and it is now standard practice for MRF operators to pay for receiving recyclables as there is money to be made from selling these items on for re-processing. The City has been in a good position to capitalise on this by having short term yearly contracts and this should be taken into account in the new strategy. It should be noted that the recycling market is subject to considerable swings dependent upon world markets, therefore the City's strategy will need to recognise this uncertainty.

### **Process undertaken for engagement and developing a new Waste Strategy**

5. From April 2012 work began on developing a proposal for a new Waste Strategy document. To start this process a workshop session was undertaken with key staff of the Department's Cleansing Service and supported by the Planning Policy team to identify proposals for the direction and purpose of the new document. The plan was that the new strategy document should be an iterative, working document which could easily be transposed into departmental, team and individual objectives which gave responsibility and ownership in the achievement of the targets to be reviewed on an annual basis.
6. A comprehensive modelling exercise was carried out to model trends in the City's waste streams over the past three to five years to establish accurate projections and targets for consideration. A proposed initial list of key objectives was identified and eventually formed the basis of the consultation document.
7. A first stage draft of the Waste Strategy document was produced which was used as a basis to engage and consult Members. Members were invited to a facilitated workshop session on the 6<sup>th</sup> December 2012 which gave them the opportunity to have their views heard and for them to input into the development of the waste strategy document.
8. Following Members input a second draft document was produced; this was presented and approved by this committee at the November meeting.

9. The revised Waste Strategy document was then put out to public consultation. The consultation process involved consulting with key stakeholders between the 27<sup>th</sup> February and the 26<sup>th</sup> May 2013.
10. City of London residents were consulted via the annual council tax mail outs, City businesses through a facilitated workshop and City workers through a number of roadshows held throughout the consultation period at key thoroughfares/meeting points in the City as well as in offices of City businesses. A detailed breakdown of the consultation activities carried out can be found in Appendix A.
11. In addition to consulting with key stakeholders within the City the revised Strategy was sent to all neighbouring Local Authorities and any relevant London wide and National Associations as well as Government Departments and Agencies including but not limited to; the Environment Agency, English Heritage, Natural England, The Greater London Authority, Association of London Cleansing Officers, DEFRA and London Councils. A full list of these can be found in Appendix B.

### **Feedback as part of the Consultation Process**

12. In order to gain a degree of quantifiable feedback an online questionnaire was developed focussed on the nine objectives contained in the Waste Strategy. The questionnaire contained a mixture of 12 open and closed questions, a full breakdown of responses to these questions can be found in Appendix C.
13. The online questionnaire was completed by 36 stakeholders including; City of London residents, businesses and internal members of staff.
14. The consultation process provided a very positive response from key stakeholders and the feedback consisted of a multitude of suggestions, including ideas surrounding service provision, difficult waste streams, littering and communication. A list containing all consultation responses and the appropriate actions which will be taken by the City of London Cleansing team are outlined in Appendix D.
15. One main outcome of the consultation was the desire for more effective communication with residents, businesses and visitors to the City, which includes greater transparency and information provision.
16. Businesses were particularly keen to see better guidance on how to manage their waste and recycling, including best practice, successful case studies and increased engagement through workshops and face-to-face visits. Residents emphasised the need for information to increase understanding of what can and cannot be recycled, the value of recyclates and what happens to their recycling once it is collected.
17. From the online survey, it was clear that waste reduction (Objective 2), followed by recycling and composting (Objective 4) were of the highest perceived level of importance for respondents. This was followed by reusing materials (Objective 3) and zero waste to landfill (Objective 6).
18. As part of the consultation, respondents were given the opportunity to comment on the proposed objectives. Most responses focused on 'Objective 7: Responding to Climate Change', suggesting it required reviewing in order to address broader carbon impacts of waste management and to ensure it is aligned with the Mayor's Municipal Waste Management Strategy, and was linked to air quality. The final strategy has been amended so that Objective 7 has changed from "Responding to Climate Change" to "Responding to Poor Air Quality and Climate Change". The description of this objective and the relevant actions has also been amended with input from the Environmental Health Team. The Mayor of London's Greenhouse Gas Calculator will

be used to determine the City of London's emissions from our waste management solutions.

19. The Clean City Awards Scheme was a priority area for consultation and was directly addressed through a facilitated workshop with businesses operating in the City of London. This engagement resulted in the identification of some key suggestions which would require us to reassess the way in which we act as a facilitator to support businesses to 'do the right thing', through providing more information, best practice as well as a way that businesses can monitor and record what they are doing.
20. The final version of the Waste Strategy will contain a section summarising the consultation process and the responses received. This section is included as Appendix E.

### **Impact**

21. The impact of a revised Waste Strategy will be to build on the key principles from the previous waste strategy it will provide a clear direction for how the City will sustainably manage its waste moving forward.
22. There is a clear focus in the Strategy to focus on waste reduction and increasing recycling rates generally from street arisings and from residential properties in particular, by reviewing service provision, providing clear information and making it as easy as possible to recycle.
23. The revised strategy outlines how it intends to support businesses sustainably manage their own waste by providing support, advice and examples of best practice.
24. In addition to this it will ensure that any waste disposed of is dealt with using the best environmentally practical option.

### **Next steps**

25. If this Committee approves the publication of the Strategy officers will start to populate the outline Action Plan, a summary of which can be found in Appendix 5 of the Strategy document. The Action Plan will be a live document which will be updated on a yearly basis and will be from the basis of officers personal objectives, ensuring ownership and ultimately delivery of the nine key objectives outlined in the Strategy.

### **Financial and Risk Implications.**

26. Intrinsic to the objectives of this waste strategy is the need to evaluate recycling and waste management contracts on a yearly basis (where possible) to ensure that best value for money is being achieved. In addition to this the Strategy will be a key document to ensuring recycling is prioritised over and above waste disposal, which in itself has financial benefits.
27. Costs for the disposal of residual waste are significant, (£125/ Tonne) and recently the market for recycling materials has been fairly strong, either close to nil cost or providing a modest income for every tonne that has been recycled in the City. Therefore changing people's behaviours from waste disposal to recycling will have a positive impact on our budgets for managing waste and recycling.
28. As an example, we currently dispose of 1493 tonnes of residual waste per year; this costs £125/tonne, costing £186,625. By moving 10% of the residual waste to recycling, the financial benefits would be a saving of disposal costs of £18,662 (149tonnes x £125/tonne) based on zero charge for recycling.

29. These figures clearly show the financial benefits of having a strategy focused on changing behaviour in this way.

### **Legal Implications**

30. None

### **Property Implication**

31. None

### **HR Implications**

32. None

### **Strategic Implications**

33. It is essential that the Waste Strategy strategically aligns with government and London wide policy as well as being in tune with internal policies to maintain the Golden Thread. To ensure that this happened officers liaised with other corporate internal departments during the production of the strategy. As mentioned previously the draft consultation was circulated internally and externally for consultation. Consultees included the GLA and London councils.

34. The review of the Waste Strategy aligns with the City of London's Strategic Objectives:

Strategic Aim 2 - To provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors whilst delivering sustainable outcomes.

Strategic Aim 3 - To provide valued services to London and the nation.

### **Background Papers**

1. City of London Waste Strategy 2008 – 2020
2. Government Review of Waste Policy 2011
3. Mayor of London Business Waste Strategy 2011
4. Mayor of London Municipal Waste Strategy 2011

### **Appendices**

- A. Consultation Activities
- B. Key stakeholders
- C. Full Responses to Consultation Survey
- D. Consultation Responses Summary and City of London Response
- E. Summary of the Consultation Process

### **Contact:**

Doug Wilkinson MBA CMgr MCMl  
Assistant Director Streetscene and Strategy Cleansing Services  
020 7332 4998  
[doug.wilkinson@cityoflondon.gov.uk](mailto:doug.wilkinson@cityoflondon.gov.uk)



Appendix A

Activity	Start Date	Feb w/c				March w/c				April w/c					May w/c			
		04-Feb	11-Feb	18-Feb	25-Feb	04-Mar	11-Mar	18-Mar	25-Mar	01-Apr	08-Apr	15-Apr	22-Apr	29-Apr	06-May	13-May	20-May	27-May
Consultation Starts	26/02/2013																	
Website page goes live	26/02/2013																	
Survey page goes live	26/02/2013																	
GreenSqMile Twitter feed posting links to Survey and Website	On going																	
Corporate Facebook page promoting strategy	On going																	
Leadenhall Market Roadshow	26/02/2013																	
Cleansing staff to start using Waste Strategy email footer	27/02/2013																	
Email Sent to Key Local Government Stakeholders	27/02/2013																	
Hard copies delivered to Libraries and Members Lounge	27/02/2013																	
Letter Sent to Members	27/02/2013																	
Information on ReNew Screens	12/03/2013																	
Email Sent to CCAS Members and other businesses	28/02/2013																	
Press Release Info sent to PRO	28/02/2013																	
Promotional push on front page of Intranet site	28/02/2013																	
Information on front page of Website	04/03/2013																	
Distributing information at LFHW event at Linklaters	05/03/2013																	
Roadshow event at Devonshire Square	07/03/2013																	
Roadshow event at One New Change	11/03/2013																	
Roadshow event at Barbican Library	14/03/2013																	
Distributing information at Rabobank Sustainability Day	21/03/2013																	
Information Stand at Recycling Roadshow Middlesex Street	23/03/2013																	
Postcards being delivered to all 6300 properties along with Council Tax	20/03/2013																	
Waste Strategy Best Practice Meeting for Businesses	10/04/2013																	
Roadshow event at City Information Centre	12/04/2013																	
Consultation Ends	28/05/2013																	

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This updated Strategy has been developed by the City of London Corporation, involving a range of relevant internal departments and decision makers. The process has involved internal and external consultation, providing an opportunity for views to be sought from the wider community.

This Strategy is aimed at informing and guiding a range of relevant stakeholders, including:

- City of London Residents (permanent and temporary, including landlords)
- City of London Elected members
- City of London businesses and key business leaders
- The Greater London Authority (GLA)
- Department for Environment, Food and Rural Affairs (DEFRA), the Environment Agency (EA)
- Neighbouring London Borough's and Waste Disposal Authorities
- Registered Social Landlords
- Existing Waste Contractors
- City of London Corporation internal Departments
- English Heritage Natural England Visitors to the City
- Key delivery partners; key contractors and suppliers
- City of London staff
- Waste and Resources Action Programme (WRAP)

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Results summary 28 May 2013

Total number of responses: 36

**1. We propose to undertake a lot of work with stakeholders to engage them about waste and recycling issues to help achieve our waste strategy objectives. What would be the best method for engaging with yourself and other stakeholders?**

Responses

Leaflets	6	Workshops	7
Direct mail	18	Stalls at community events	8
Social media	9	Website	18
Other, please state:	12		

- Direct contact with estate managers of Corporation of London owned and managed estates such as Middlesex Street, who do not feel that they have to conform to the policies of the City of London for refuse disposal, recycling or motorcycle parking!
- Maybe a stall outside the Guild?
- Posters at relevant sites - i.e. the point at which people dispose of their waste. This is when people make decisions and are aware of what they are throwing away and how they are disposing of it. People might not know they have the option to recycle or how to do so.
- A combination of the above.
- Byelaws. Leaflets and direct mail get ignored as junk mail and as a printed material are ridiculous ways to "conserve resources and reduce waste". Social media, workshops, stalls, and website only preach to the choir - they are ignored by anyone who is not already interested in waste reduction issues. All these measures are pointless wastes of resources. Byelaws and hefty fines to ensure compliance!
- Free waste management products.
- Send informative emails where one can read what is happening.
- I found out about this Strategy from a leaflet dropped through my letter box. On-going communication could be through email perhaps.
- Full size ads in the main broadsheets.
- Direct mail by email, promoted by social media and existing methods for communicating with residents.
- Email.
- Emails.

**2. We propose to continue to operate the Clean City Awards Scheme and Considerate Contractors' Scheme. What more do you think we could do to help support local businesses manage their waste more sustainably?**

Responses 31

- Workshops, recycling waste run, spot test/award on refuse at businesses to see what is being wasted that could be reused and use them as examples/case studies
- Direct contact with estate managers of Corporation of London owned and managed estates such as Middlesex Street, who do not feel that they have to conform to the policies of the City of London for refuse disposal and recycling.

- Local cafes - reduced rates if they use limited packaging on take away food. Introduce a City plastic bag tax - encourage all businesses to charge for plastic bags in the square mile so people carry reusable bags around with them.
- Run specialised workshops for environmental officers in local businesses; provide tailored support to small local businesses.
- Improve sharing knowledge re best practice.
- Offer incentives to those who take significant actions to reduce waste
- The Corporation could look into having a 'waste champion' - someone who could make regular visits to shops & businesses to advise on waste reduction initiatives/techniques or hold seminars or office visits to speak to staff about the benefits of reducing waste, reusing what they can and correct recycling of items. Also these champions could encourage businesses to encourage competition between different departments with a monthly prize/reward, and also get them involved in the Clean City Awards Scheme
- Provide more sorting. The single most difficult thing for businesses and householders is sorting waste into the correct bins. Because so many authorities have different categories it is easy to get confused, and if you have to stop and think about it you are more likely to put it in general waste. If the authority does the sorting a far greater percentage will be recycled. Also, make free newspaper distributors more responsible. And try banning the use of free plastic carrier bags.
- Have involvement in CCS in involving local Access Group and it is a really good scheme that is viewed positively especially by disabled people.
- Clear and easily available information and guidance.
- Provide more information and education - what happens to their waste when it is recycled, and what impact does this really have? People have the impression that all the recycled waste just gets put into landfill anyway, and there's a lot of scepticism and suspicion of the whole process, that it's not really worth it. If people were more aware of what happens to their waste further down the line then that would impact on decision making. This may be more valuable than any practical help, although it needs to be made as easy as possible to reduce and recycle waste.
- Information for them so they know what is available
- Make easier; then compulsory
- As a general rule, the Schemes are fluff. I'm sorry to be so blunt, but they are candy coating. Byelaws and hefty fines to ensure compliance!
- Set up and run specific projects with specific local businesses, both large and small, and then publicise the outcomes, aiming to inspire or shame others into similar action.
- Higher subsidies for a more efficient and better waste management.
- N/A
- We are residents not a local business. However frequency of collection, more usable bins etc. Golden Lane Estate on the whole works very well, and is very easy for residents to recycle.
- Require more recycling and give incentives.
- Provide strategies that are simple and easy to understand by all staff members and management. If these are not adhered to, issue fines and penalties. Encourage members of public to report any breaches with posters but employ minimum policing of the scheme to keep down costs.
- Offer them some sort of incentive to recycle more. I was with Regus at New Broad Street and they had a very poor recycling policy. If they were incentivised I'm sure they would be more engaging.
- A lot of waste collection is outsourced to the private sector. My landlords at Liverpool Street Station, NetWork Rail, do very little to help promote recycling. I am not able to recycle glass, cans or food waste at my business. More support from local government to push landlords to offer better recycling facilities would be appreciated. As a resident, with the areas on the Barbican estate for recycling batteries, electrical goods and light bulbs plus the addition of food composting, the

service the City of London provides is excellent. Daily collections also make it impossible to argue against recycling, you make it incredibly easy for us.

- Provide list of all acceptable waste recyclers for businesses to choose from
- Businesses tend to get the recycling bins et al but apart from notices do not insist on staff compliance, so this is variable, always. Apart from notices, leaflets, bin collections etc. there needs to be a focus on incentives. This could include penalties.
- Points system highlighting both the best and worst.
- Ensure that the price difference for recyclable and non-recyclable waste collection provide sufficient incentive to recycle and reuse as much as possible.
- Information and incentives.
- Make it easy for them to sort recyclables.
- One thing may be to offer financial incentives for big businesses to cooperate or provide sponsorship. Those businesses have large budgets and large amounts of waste. At my workplace, so many lunch containers are thrown in waste paper baskets when they could be recycled. I see countless people bring takeaway sandwiches in bags that are completely unnecessary for walking 10 metres!
- Articulate the recycling chain to businesses, many of whom are not aware that mixed bags of rubbish get sorted for recycling at the MRF.
- Legislate that all waste must be separated into recyclable, compostable and other.

**3. We will provide services and run campaigns in response to the waste hierarchy and national and mayoral waste strategies, in order to meet our objectives. What services or campaigns would you like to see us run to meet our challenging waste reduction, reuse, recycling and composting targets?**

Responses

30

- Greater exposure of campaigns as I cannot think of one
- Direct contact with estate managers of Corporation of London owned and managed estates such as Middlesex Street, who do not feel that they have to conform to the policies of the City of London for refuse disposal and recycling.
- City coffee cup - give businesses a 'prize' reusable cup and encourage coffee shops and restaurants to give discounts if it is used, rather than having takeaway cups.
- Reduce energy consumption. More recycling schemes corporate wide. Better use of facilities for composting, working inter-departmentally, remembering food waste also.
- easy access to recycling facilities
- Cigarette litter - in partnership with a health campaign to encourage smokers to quit and therefore reduce smoking litter. Both health & waste reduction benefits
- Weigh the waste - if a company/business can demonstrate a significant reduction of waste by weight perhaps a rebate scheme may encourage businesses to cut down on the amount of waste they produce.
- As 2. Plus encourage children to think about ways to re-use things. Not just 'junk modelling'; make really useful and attractive items from waste. Morsbag is a fantastic campaign, something like that would be a good project to support. Encourage schools to support the collection of old shoes and clothes to export to 3rd World countries to trade with.
- Promote how easy it can be to be green.
- As above - educate people on what can/can't be recycled, and focus on what happens to their waste to influence habits.
- I would like to see the City working with the likes of Tesco to reduce packaging on the groceries I buy.
- Make it easier to reuse, recycle or compost than landfill.
- Sigh.

- Do something about the appalling levels of litter, especially food-related litter, on City streets. I don't mean clean it up; you already do that very well. I mean try to address and stifle the causes of it, why do people do this, how can they be brought to their senses?
- Awareness of different types of waste and how to recycle them. I think toxic waste like batteries and chemicals require more attention because I as a user find it difficult to dispose them off.
- N/A see below
- Better information on the extent of recyclability. Emphasis on when and where and on how easy it is. It is surprising that many people still don't recycle.
- Draw public attention to the need to recycle via public education campaigns.
- Use social media such as Twitter, local newspapers, TV to inform the public of the importance of recycling; making it clear that it is our collective and individual responsibility to ensure the campaign is successful. Posters and flyers should be employed. It would be important to pitch these in a way that couldn't be seen as negatively authoritative.
- I would like to see people paying for plastic bags; it is shocking to see the complete disregard people have towards to plastic bag use. I'm Irish and the charge in Ireland has worked really well. People need more education with regards to recycling and what can be recycled. Again incentives can be given to households who recycle much of their waste.
- Meet the Boards/Housing committees for blocks of flats in the City, I used to live in EC4 where the Board decided that in spite of the excellent daily rubbish collection the City provides, food composting would be too smelly, and was deemed impractical. This is sheer laziness in my view. I think pressure or awareness of the benefits should be explained to such housing committees / Boards. This is probably too labour intensive, but meeting local businesses to explain how they can better manage their waste might be a good service to offer.
- Encourage all local shops to provide bag recycling facilities and the expectation that bags will not be offered with purchases. We need much clearer advice about recycling plastics focussing on the recycling symbol 5/6/PP etc. as well as descriptive re yoghurt pots, drinks containers etc.
- I think we need to reduce the idea that this is voluntary and move towards it being peremptory. Anyhow constant campaigns will still be necessary. The level of litter in the streets is extraordinary. There needs to be billboards/notices telling people not to litter. There is no sense of public responsibility for this and it probably needs to start here.
- Perhaps a bi-monthly campaign to remove bigger rubbish items (fridges etc.).
- Rewards by estate block for reducing landfill waste. Understanding why some people refuse to participate in recycling. Better education around landfill tax and how not cooperating as a resident adds to our council tax bills.
- Use of social media to save paper and expense.
- I live in the Barbican where we have recycling, but it is quite complicated with 3 different bags. We have a steady turnover of population so you must constantly remind residents of what goes where. Seeing inappropriate waste in the wrong bins makes my blood boil.
- I think it has to be targeted at the right level e.g. the office managers that don't provide the correct recycling receptacles. Most waste in the city isn't generated on the streets but in the office.
- More recycling bins on streets.
- Further door-to-door calling by knowledgeable persons, targeting particularly small developments and individual homes.
- Composting is a particular challenge in a city environment, campaigns to demonstrate to people ways this can be done would be beneficial.

**4. Overall, how challenging do you think our objective to reduce our negative impact on climate change is?**



(Please rate on a scale of 1-5 where 1=Not at all challenging and 5=Very challenging)

1	2	3	4	5
2	2	8	13	11

**5. How do you think we could provide better waste and recycling services and/or achieve better value for money?**

Responses 30

- Yes, striving for these targets may be difficult but not impossible.
- I think your waste strategy is more involving than most other municipal organisations.
- Encourage reuse of packaging and provide such storage facilities safely within Corporation of London owned estates and property.
- Measure and monitor what is being done and put it into real terms - "your company has effectively saved 5 trees this year/10 tonnes of waste which would have taken 100 years to biodegrade" etc.
- More knowledge between departments of who does what, to share knowledge of what is possible and use of services internal and external. Internal recycling database/web page.
- Create a recycling venue by the Barbican
  - Increase in examination / spot checks of waste to ensure waste is correctly separated
  - Increase in number of electric vehicles.
  - Invest in cigarette butt recycling equipment which cleans the filters and recycles them into insulating material.
- Use incineration to dispose of items which cannot be composted or recycled. The resulting energy should be used for either heating or electricity generation.
- Raise efficiency.
- Make recycling the immediate choice when disposing of waste. It should be the default option, and throwing things away to landfill should have to be exception and a last resort, rather than the rule.
- I don't know much about this area. Composting sounds great if it is cost effective.
- Use electric vehicles for recycling collections
- Waste reduction/removal will never be cost-effective. The benefits of it are larger than that. To save money you must force City managers, residents and business owners to accept more of the responsibility.
- Try shaming us into behaving better. Everything else seems to have failed.
- Need some more public bins.
- I am extremely happy with the current service and would not want to see it change.
- More 'on street' recycling in place of litter bins
- Need to recycle more types of waste (e.g., plastic containers).
- Provide more waste disposal bins for sorting with clear explanation for which each bin should be used.
- Make people more aware of what they need to do - every little helps and creating awareness of what is needed is important. I think people need to be incentivised through reductions in council tax charges to change their behaviour. People need to be able to visibly see the difference recycling can have on their environment.

- I strongly believe that rubbish collection should be charged for; it is only then that people will recognise just how much unnecessary waste they produce. There should be tiered rates, with a lower / zero cost for recycled goods and compost, and a higher charge for potential land-fill waste. Penalties for mixing rubbish should be put in place. If this all sounds fanciful, I lived in Japan in the 1980s where rigorous rubbish collection 'rules' applied. If I put out the wrong rubbish on the wrong day I would get a visit from the local council, and with a few more warnings, fines. Sadly, my Japanese staff in London are no better than others when it comes to recycling, which suggests to me that it is simply a matter of putting systems in place, and less up to the action of individuals.
- Ensure if not already done that recycling facilities that are misused [i.e. wrong articles in specific recycling containers] are properly re-sorted by those who empty them
- I don't have the expertise but the first thing I would do is to look at examples on the Continent- if not already done so- to see if they can be useful or have application in some way.
- You're doing a good job already.
- Encourage and support better separation of waste materials at source. Maybe use a website or photo cards to explain where non obvious items should go in the recycling, for example toothpaste tubes, empty glass make up bottles, worn out reused plastic bags. What is acceptable to go in the clothing recycling bin e.g. is some of it "rag and bag", or resale only? Explain the high value for recycling HDPE milk cartons and other examples.
- Get residents to pre-sort glass, paper and other recyclables.
- As question three, target the offices themselves rather than anything external.
- Dialogue with businesses, by a member of staff accompanying contractor on rubbish collection round.
- It is unfair that some people free-ride, enjoying the benefits of reduced costs of disposing of waste, but not sorting their waste themselves - fines should be considered
- By looking at the full life cycle and impact and cost of end of life disposal/recycling in the context of all PP2P contracts. Contractors currently win contract bids and supply mainly on lowest cost, energy is nearly always free so there is no incentive to use more energy efficient plant or alternative methods involving lower waste impacts, any end of life disposal is left to others (usually CoL).

**6. Overall, how much do you agree that the objectives laid out meet the overall aims of the waste strategy?**

*(Please rate on a scale of 1-5 where 1= Strongly disagree and 5=Strongly agree)*

1	2	3	4	5
0	0	11	19	4

**7. Please rank our waste strategy's objectives in order of importance to you.**

	1	2	3	4	5	6	7	8	9
A. The City of London Corporation becoming more resource efficient	5	5	3	3	7	4	3	3	3
B. Waste reduction	12	7	3	2	2	4	2	2	2
C. Reusing material	4	5	9	2	3	7	4	1	1

D. Recycling and composting	5	2	7	10	4	2	2	2	1
E. To work with the City's business community	6	3	4	3	3	4	6	1	6
F. Zero waste to landfill	9	4	3	2	4	1	6	3	4
G. Responding to climate change	6	2	1	1	3	8	2	7	6
H. Effectively engaging and communicating	4	4	1	5	5	1	4	9	3
I. Value for money	3	3	4	1	3	2	4	3	13

**8. Do you think all of the objectives listed are necessary, and do you have suggestions for any additional objectives that you think we should consider?**

Responses 26

- All are valid.
- Getting your own estate managers to conform to your own policies would be a start!
- I think the 9 are fine.
- The list above seems correct to us and we look forward to more interaction towards achieving these targets.
- I don't think we need to worry about climate change.
- All objectives listed are necessary even if they are difficult to achieve.
- In my view, the objective relating to engagement is not needed. It is, as you state, self-evident and it is not specific. Value for money is also not a specific objective. I feel very strongly about there being a planet suitable for habitation for my descendants and I believe that if we do not invest more in reducing the impact on the climate we will not exist as a species before too much longer. The planet cannot sustain continued economic growth and we need to place more emphasis on reusing and recycling. I also think your objectives could be much more specific and could contain target dates.
- More emphasis on composting and green solutions within the city. Prioritise disposing of all food waste in this way, and set up more visible schemes to use this i.e. urban garden. Things like this help people to connect with the choices they make when they throw their waste away.
- I don't think using landfill is that bad, if it is cost effective & managed. Recycling etc can be expensive & possibly not always appropriate.
- Most businesses will already have their own waste strategy.
- Waste reduction needs to be aimed at businesses and City institutions (not merely residents) and handled in more than a "tongue in cheek" fashion.
- Climate change doesn't seem to belong here, it's a bigger thing. Not sure why the business community gets an objective of its own. Presumably it's because they are the biggest users? But businesses will have their own waste reduction strategies. I think the City should engage with PEOPLE not legal entities, and I'd like to see a meaningful analysis here of the categories of people concerned e.g. pedestrians; drivers; residents; tourists.
- I don't feel there should be value for money where considering about the environment.
- As stated above, the current systems that are in place seem efficient and effective. I would not like to see any dramatic changes.
- Yes. Target 100% of businesses and residents actively recycling.

- I think ALL the objectives are necessary and desirable. I would like them to be implemented.
- The question above is really badly asked I'm afraid! All the objectives are important and are interrelated to some degree. They all need to go hand in hand.
- Yes, they are all necessary, and many feed into one another, so are difficult to deal with in isolation (e.g. climate change cannot be tackled without a reduction in over- consumption / waste reduction).
- The list other than the last point is a mix of objectives and strategies. They are all very necessary to achieve waste reduction. Hence all equally imperative.
- Trying to reduce waste may produce dumping and is to be avoided. Highlight larger scale waste, fridges etc.
- All of the above are important. Another important issue is supply chain management - making sure that recyclable or reusable waste is actually reused and does not eventually end up as landfill in a third world country.
- Zero waste to landfill is an aspiration rather than a realistic target. I assume the business community and visiting workers are much larger stakeholder groups compared to residents, so perhaps focus on these groups. Reduce, reuse, recycle is a strong, easily understandable key message.
- Climate change is less important as the action should be based on the here and now however, the long term view is always important.
- Constructors' policy on disposal of demolition materials.
- Commit to generate as much electricity as possible from residual household waste, and to make SERIOUS efforts to utilise the heat generated instead of wasting it - this most assuredly of great importance in reducing the climate change impacts of the City's waste stream.
- Much of the success of any strategy is down to behaviour of COL employees. This could be strengthened by making some relevant aspect of waste reduction (and energy saving) an objective for every employee and part of their appraisal. An example of this is already in use at the GSMD by head of technical theatre.

**9. If there are any other views you would like to offer us to help improve the waste strategy, please let us know.**

Responses 14

- No
- As above
- No
- More sharing of information and that being easily accessible.
- Just to reaffirm that the most important aspect is making it easier for people to sort waste. Plastics especially are almost impossible to categorise.
- The present inclusion of bins in the streetscape I think is most welcome (the locations may not always be ideal for disabled people) but that presence means it is easier to recycle and the clear pictures which show you what you can or cannot recycle are v helpful considering the number of international visitors we have.
- Working with EAT, Pret etc to try to reduce packaging.
- The waste collection vehicles are big, noisy and polluting. This could be addressed.
- Posters? I notice new waste bins around the place recently, including weird solar "big belly" things by St Pauls. But nothing to explain what they are, why they are giving VFM (if they are???), how to use them.

Some of the new bins, post-Olympics I think, have moving images, which looks to me like an extravagance, and very much NOT like VFM. If they are better in some way why not take the opportunity to explain, perhaps on the moving screens?

- Education is crucial as is the need to incentivise people and companies. The amount of energy wasted through lights, computers, chargers, heaters, air-cons etc. left on overnight or when not being used is phenomenal. This could be changed by educating companies and their employees. People need to take pride in their City and Country.
- Do not ignore irregular waste, such as fridges etc.
- I think most people don't understand the end to end value chain of waste. I'm constantly fishing used HDPE milk cartons from the landfill bin at work, rinsing them out and putting into the recycle bin. People don't understand the high recycle value of these and other items, so don't see the importance or value in effective sorting at source for the rest of the value chain to operate.
- No.
- What about using fuel efficient and low emission vehicles to collect the waste? Commit to CONTINUOUS IMPROVEMENT and lessening of environmental impact. Keep waste storage areas clean and tidy, clearly signposted with all bins labelled, and bins for valuable items like WEEE LOCKED (on the Barbican many items are removed by residents - the health and safety implications are unnerving).

**10. Are you responding as a:**

City of London resident		19
Employee in the City of London	16	
Visitor to the City of London		1
Other stakeholder, please specify:		4

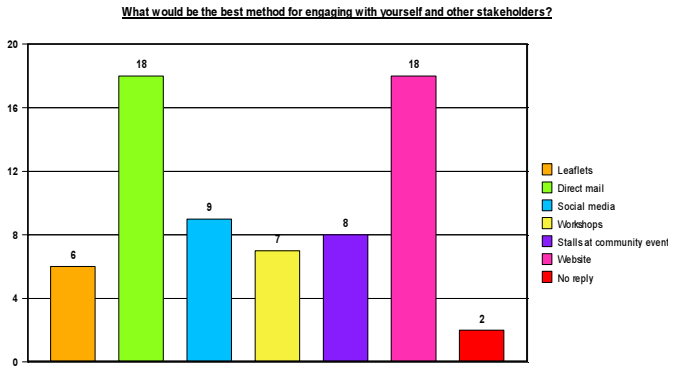
- We use your bag collection service as a waste customer.
- Commercial retail tenant of City of London frustrated that your own employees do not feel that your policies are worth conforming to. We have received awards for a reuse facility we installed and now the City of London want to remove it after 8 years.
- Large institutions like the City itself are often the most wasteful. We should lead.
- Common council member.

**11. If you live or work in City of London, what is your postcode?**

EC2P 2EJ, EC2A 5JJ, E17DB, EC2P 2EJ, NW5 1QR, EC1Y 0RS, E10 5SW, EC2P 2EJ, EC2P 2EJ, E1 3JF, EC2P 2EJ, SG3 6HP, EC2V, EC1R, EC1A 9DY, EC2Y 8AH, EC2Y 8BD, EC1Y 0TR, EC4A 1GP, EC2Y 8BE, EC3R 8EE, EC2Y 8BN, EC2Y 8BU, EC2Y 8HD, EC1A 7BX, EC2Y 8DH, EC2Y 8DN, EC2Y 8DR, EC2Y 8BX, EC2Y8AX, EC2Y 8PQ, EC4V 3EJ, EC2P 2EJ, EC2Y 8BD, EC2Y 8DS

**12. If responding on behalf of a business, how many persons does it employ within the City of London?**

0-50	6
51- 250	0
251 - 500	0
More than 500	3
Don't know	1

<p><b>Q 1</b></p>	<p><i>We propose to undertake a lot of work with stakeholders to engage them about waste and recycling issues to help achieve our waste strategy objectives. What would be the best method for engaging with yourself and other stakeholders? a) Leaflets Direct mail b) Workshops c) Stalls at community events d) Social media e) Website f) Other, please state:</i></p>																	
	<p><b>Responses summary</b></p>	<p><b>City of London responses</b></p>																
	<p>The majority of respondents said engagement with stakeholders about waste and recycling issues would be effective through a combination of methods, rather than one single method. Of the 34 respondents that answered the question, 66 responses were given. Engagement through direct mail and the City of London’s website were the most popular methods of communication. Figure 1 shows the results of the responses. Email was an additional suggested method of communication and other individual suggestions included a stall outside the Guild and posters at relevant sites.</p> <p><b>Figure 1 Best method of engagement responses</b></p>  <table border="1"> <caption>What would be the best method for engaging with yourself and other stakeholders?</caption> <thead> <tr> <th>Method</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Leaflets</td> <td>6</td> </tr> <tr> <td>Direct mail</td> <td>18</td> </tr> <tr> <td>Social media</td> <td>9</td> </tr> <tr> <td>Workshops</td> <td>7</td> </tr> <tr> <td>Stalls at community event</td> <td>8</td> </tr> <tr> <td>Website</td> <td>18</td> </tr> <tr> <td>No reply</td> <td>2</td> </tr> </tbody> </table>	Method	Count	Leaflets	6	Direct mail	18	Social media	9	Workshops	7	Stalls at community event	8	Website	18	No reply	2	<p>Based on this feedback we (The City of London) will ensure that our communications cover a variety of engagement methods in order to reach as many stakeholders as possible as suggested.</p> <p>We have already undertaken to update elements of the website in response to a survey carried out by The Society of Information Technology Management (SOCITM). To improve access to and quality of information provided.</p> <p>In addition to leaflets and direct mail, face-to-face communication is seen as an essential engagement tool which we currently the comments reinforce this approach and we will continue to do so.</p> <p>We also have a growing presence on social media, hosting our own twitter feed (@greensqmile) and posting events and important information to the City of London’s corporate Facebook page.</p>
Method	Count																	
Leaflets	6																	
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Website	18																	
No reply	2																	

Q 2	<p><i>We propose to continue to operate the Clean City Awards Scheme and Considerate Contractors' Scheme. What more do you think we could do to help support local businesses manage their waste more sustainably?</i></p>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>32 stakeholders responded to this question and gave a range of suggestions focussed at increased communication, including face-to-face visits and events, and incentives including financial, obligatory rules and punishment. The responses have been split into key areas below:</p> <p><u>Information and guidance:</u> Respondents were keen to see clear and accessible <b>information</b> and <b>guidance</b>, including <b>best practice</b>. It was suggested this could include the provision of <b>strategies</b> for management and staff. Providing information on what happens to recycling at each stage of the recycling chain would influence decision making and reduce any reservations about the fate of recyclates. Providing <b>case studies</b> and improving <b>knowledge sharing</b> between those that are leading and those that are lagging in waste management and recycling practices was considered important. It was suggested a points system for businesses could be implemented. It was also suggested that a <b>list</b> of all acceptable waste recyclers for businesses to choose from should be provided, the form which this should take was not communicated by the stakeholder.</p> <p><u>Workshops and engagement with businesses:</u> Engaging both large and small businesses through <b>face-to-face visits</b> or through <b>workshops</b> were suggested as support tools. Other suggestions included, offering <b>tailored support</b> to SMEs and employing a 'waste champion' to regularly visit shops and businesses to advise on waste reduction, correct recycling practices, and benefits of recycling. The visits could be used to promote the Clean City Awards Scheme. Engaging landlords of business premises to offer better recycling service (i.e. more waste streams) could also support local businesses.</p> <p><u>Incentives/subsidies:</u> Eight respondents believed offering incentives would encourage local businesses to manage their waste more sustainably. Four of these same respondents did not suggest the type of incentive to implement. The other four respondents suggested these incentives should be <b>financial</b>:</p>	<p style="text-align: center;"><b>City of London responses</b></p> <p><u>Information and guidance -</u> The Clean City Awards is in the process of changing the way in which it is delivered. Part of this includes the application and inspection process is being streamlined so that our officers can spend more time on developing best practice advice, forums and meetings as suggested by the respondents. We are keen to develop and become a key resource for City businesses wanting to improve their waste management practices and the future development of the Clean City Awards Scheme will help to facilitate this.</p> <p><u>Workshops and engagement with businesses:</u> Our Clean City Awards team host four best practice events each year. These consist of a variety of speakers and are free for any City businesses to attend. These events are well attended but could be promoted more widely to non CCAS members.</p> <p>With a more streamlined inspection process we are hoping to carry out more ad-hoc site visits and inspections to smaller businesses in the square mile this would go some way to respond to the comments identified.</p> <p><u>Incentives/subsidies</u> – suggestions made will be considered for relevance and appropriateness, if there are any areas where incentives could be used we would be will explore the opportunities and assess the practicalities. We also see our role as highlighting the economic and environmental benefits which can be realised by responsibly managing waste. We will as</p>



- Target big businesses to cooperate or **provide sponsorship**
- Introducing a noticeable **price difference** between recyclable and refuse waste collections
- Reduced **business rates** if local cafes use limited packaging on take away food
- Higher **subsidies** for those with better waste management

Bylaws: Introducing **bylaws** or **compulsory measures** was suggested by four respondents, including specific suggestions of requiring greater recycling rates from businesses and to enforce **material stream separation** including compostable waste. Encouraging businesses within the City to implement a **tax or ban on plastic bags** was suggested by two respondents.

Fines/penalties: Implementing **‘hefty’ fines** and **penalties** for non-compliance of adhering to correct recycling practices was suggested by three respondents. A further suggestion to make **free newspaper distributors** more responsible for their discarded newspapers was made.

Service: Two suggestions were made regarding **sorting**, however differing opinions arose. One respondent suggested supporting businesses through providing more sorting after collection so businesses do not have to sort the waste themselves, whereas another respondent suggested providing increased services to make it easier for businesses themselves to sort recycling. As part of the Clean City Awards scheme, one respondent suggested involving the City of London Access Group<sup>1</sup> as it is a really good scheme that is viewed positively by disabled people.

far as is reasonable provide this advice to businesses for free.

Bylaws – We will investigate the possibility of these suggestions.

Fines/Penalties – The City has a clear education and information approach in the first instance to support businesses and resident, enforcement powers can be used when appropriate.. The CoL work closely with the distributors of free newspapers to ensure they are distributed and disposed of responsibly. We will review the effectiveness of this moving forward with the strategy.

Service –Our commingled collection is currently the most technically, environmentally and economically practical (TEEP) method of collecting recyclables from residential properties. We are however monitoring legislation changes and best practice guidance and will consider other collection methods should they become feasible. The City does not directly provide a commercial waste collection at present, and businesses within the square mile have the option of choosing any collection contractor who may or may not collect materials separately.

<sup>1</sup> The City of London Access Group is made up of volunteers, most of whom have varying degrees of disability and live, work or have an interest in the City of London. They give their time freely to provide personal input on access to the built environment including consultation and advice. The Group meets bi-monthly to discuss national and local issues involving disabled people such as new and updated legislation, publications or events. More information can be found at <http://www.cityoflondon.gov.uk/about-the-city/how-we-work/access-disability/Pages/city-of-london-access-group.aspx>

		Our Recycling and CCAS team will engage with the City of London Access Group to assess the provision of services and to see if any improvements can be made.
Q 3	<i>We will provide services and run campaigns in response to the waste hierarchy and national and Mayoral waste strategies, in order to meet our objectives. What services or campaigns would you like to see us run to meet our challenging waste reduction, reuse, recycling and composting targets?</i>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>33 stakeholders responded to this question. One respondent suggested that any campaigns run by the City of London must be well communicated and given sufficient exposure. Suggestions from respondents have been grouped under key headings below:</p> <p><u>Public Education Campaigns:</u> <b>Educating</b> and <b>raising awareness</b> were common themes amongst respondents, including an emphasis on collective and individual <b>responsibility</b>. A repeated suggestion was the provision of <b>advice</b> on the different types of recyclates, <b>what items can and cannot be recycled</b>, including advice on the different <b>recycling symbols</b>, and what to do with <b>hazardous waste</b>. Educating the public on <b>what happens to waste and recycling</b>, including the cost implications of landfill tax for the City of London and how this impacts Council Tax. There were mixed opinions on the impact of the recycling service, one respondent believed a campaign emphasising the <b>ease of recycling</b> would help the City of London meet their objectives, whilst another respondent suggested making it easier to reuse, recycle or compost but did not suggest how.</p> <p><u>Work with businesses:</u> Three suggestions were aimed at businesses, including communicating at the <b>right level</b> to get the message across; it was suggested office managers will have greater influence over waste practices. A suggestion was made to provide a service to <b>weigh</b> businesses' waste and offer <b>rebates</b> to businesses that can demonstrate a significant reduction in their waste. It was also suggested that the City of London should work with <b>large corporations</b>, such as Tesco, to <b>reduce packaging</b> on their products.</p>	<p style="text-align: center;"><b>City of London responses</b></p> <p><u>Public Education Campaigns</u> – Excellent suggestions received and we will take all of these into consideration when developing future campaigns and will design all communications with this in mind.</p> <p><u>Work with businesses</u> – Through this strategy the CCAS aims to communicate with as many businesses as possible. The majority of the contacts the CCAS has with businesses are via facilities managers. This has proven to be a good method way of affecting change and is also a route into senior executives. We will seek to engage the best possible contact within the organisations including office managers.</p> <p>We are members of a number of London wide and national bodies who represent our views to government and producers of packaging to reduce the amount of unnecessary material entering the waste stream, comments</p>

Working with residents and estate managers: Direct contact with **estate managers** and with boards and **housing committees** was suggested by two respondents as a means of ensuring good waste and recycling management practices were administered by residents. One problem highlighted was the **high turnover of residents** in rented accommodation, namely the Barbican, and how this impacts misuse of recycling facilities. One respondent suggested targeting small developments and individual homes through **door-to-door visits** by knowledgeable persons.

Service provision: Increasing the number of **on-street recycling bins**, including food waste recycling bins, and better **access** to recycling. It was suggested these should be installed in public areas, such as the Podium of the Barbican Estate, and emptied after lunch periods.

Working with schools and children: One respondent suggested encouraging children to think about ways to **re-use items** and make items out of waste, as well as encouraging **schools** to support the collection of old shoes and clothes and export to third world countries.

Specific schemes: Some respondents outlined specific schemes targeted at specific waste streams or individual items that they believe will help the City of London meet their challenging waste targets:

- **Plastic bags:** encourage businesses in the City to provide a bag recycling facility or make their customers pay for plastic bags
- **Bulky waste:** a bi-monthly campaign to remove bigger items
- **City coffee cup':** provide coffee shops and restaurants with

received through this consultation can be fed back to these groups.

Working with residents and estate managers: These comments are extremely valuable and align with some of our current work. Our recycling team have a good working relationship with the managers of all of the estates within the City. Whilst landlords and managing agents of private blocks are more challenging to engage we will continue our efforts to establish as many contacts with them as possible and we will develop these links going forward.

Door to door visits are a regularly carried out by our recycling team, this form of communication has been very well received.

Service Provision – Last year (2012) The City recently introduced 100 additional on street recycling units which have proved successful in capturing on average 12 tonnes per month of recyclables. We are also trialling additional units in parks and are constantly seeking ways to improve our on-street recycling provision. Through this strategy we will work closely with the Barbican Management Team to develop and explore possibilities.

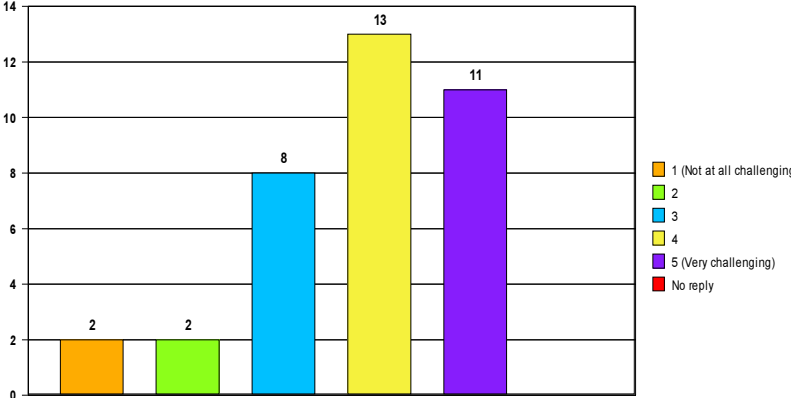
Working with Schools and children –from the feedback this will form a key part of the work which our recycling team and will be incorporated into the action plan to be developed as a result of the objectives in the strategy.

Specific Schemes –

**Plastic Bags** – this will be picked up through the CCAS scheme and the advice given to businesses on an individual basis

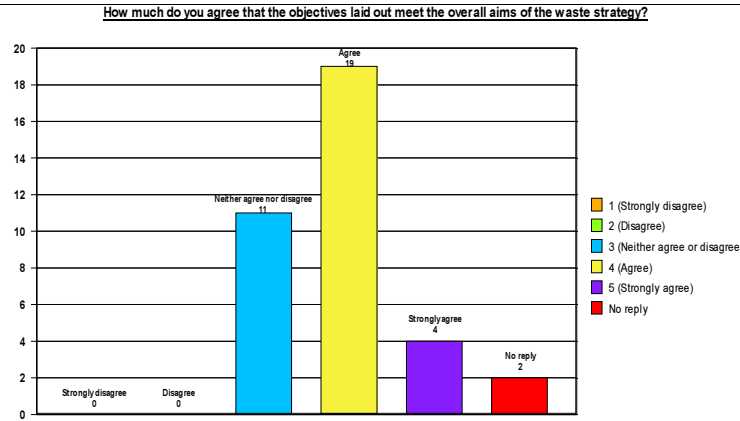
**Bulky Waste** – We provide a weekly bulky waste and bulky reuse service for all residents as well as opportunities to attend bi-monthly “give and take” days on the four City Estates.

**City coffee cup** – there are several large companies who offer this service already. This has been encouraged and promoted through the CCAS best

	<p>reusable cups and encourage them to offer discounts if they are used rather than takeaway cups</p> <ul style="list-style-type: none"> <li>• <b>Cigarettes:</b> administer a campaign in partnership with a health campaign to reduce both health risks and cigarette litter. Plus engagement with businesses and increased on-street enforcement</li> <li>• <b>Littering:</b> identifying and addressing the root causes of littering, including putting up signage to encourage pedestrians to take responsibility for their litter</li> </ul>	<p>practice meetings.</p> <p><b>Cigarettes</b> – We are currently working with the NHS in order to promote and encourage smoking cessation clinics. This year this has been included as a specific section in the CCAS application pack and companies will be rewarded for taking up this service.</p> <p><b>Littering</b> – We are working hard to discourage all forms of littering, this includes issuing fixed penalty notices to perpetrators and the erection of gum and butt bins wherever feasible. This will continue to be a strong focus for the cleansing department.</p>													
<p><b>Q</b> <b>4</b></p>	<p><b>Overall, how challenging do you think our objective to reduce our negative impact on climate change is?</b></p>														
	<p><b>Responses summary</b></p>	<p><b>City of London responses</b></p>													
<p>All 36 respondents provided a response to this question. 66% (24) believed that ‘Objective 7: Responding to Climate Change‘ was challenging or very challenging, 11% (4) of respondents stated the objective was either not at all challenging or not very challenging and 22% (8) of respondents believed it was in between not at all challenging and very challenging. Figure 2 illustrates the responses.</p> <p><b>Figure 2 Climate change objective</b></p> <p><u>Overall, how challenging do you think our objective to reduce our negative impact on climate change is?</u> (Please rate on a scale of 1-5 where 1=Not at all challenging and 5=Very challenging)</p>  <table border="1"> <caption>Data for Figure 2: Climate change objective</caption> <thead> <tr> <th>Rating</th> <th>Number of Responses</th> </tr> </thead> <tbody> <tr> <td>1 (Not at all challenging)</td> <td>2</td> </tr> <tr> <td>2</td> <td>2</td> </tr> <tr> <td>3</td> <td>8</td> </tr> <tr> <td>4</td> <td>13</td> </tr> <tr> <td>5 (Very challenging)</td> <td>11</td> </tr> <tr> <td>No reply</td> <td>0</td> </tr> </tbody> </table>	Rating	Number of Responses	1 (Not at all challenging)	2	2	2	3	8	4	13	5 (Very challenging)	11	No reply	0	<p>In response to the consultation feedback the climate change targets already within the Strategy we will be slightly amended the title of the objective will include Air Quality. As a result of some specific feedback we will also baseline our current service using the Mayor of London’s Greenhouse Gas Calculator for Municipal Waste.</p>
Rating	Number of Responses														
1 (Not at all challenging)	2														
2	2														
3	8														
4	13														
5 (Very challenging)	11														
No reply	0														

Q 5	<i>How do you think we could provide better waste and recycling services and/or achieve better value for money?</i>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>30 stakeholders responded to this question. 13% (4) respondents expressed their satisfaction with the current waste and recycling service provided by the City of London. One respondent suggested that waste management will always be expensive and that City managers, residents and business owners must accept more <b>responsibility</b>. The consultation results largely fell under four categories: service provision, incentives, collection and reprocessing.</p> <p><u>Service provision:</u> Increased on-street waste and recycling bins, one respondent suggested a ‘recycling venue’ by the Barbican. Increased <b>separation at source</b> by providing more bins, including <b>composting</b>, was suggested by four respondents. There was also an emphasis on providing <b>greater information</b> on what can and cannot be recycled, as well as the <b>high value of recyclates</b>, such as HDPE. Suggestions include <b>photocards</b> or photographs on the website, this will help identify what should happen to non-obvious items such as toothpaste tubes, empty glass make-up bottles and worn-out reusable plastic bags. Providing <b>storage facilities</b> within City of London owned estates and properties for the reuse of packaging was also suggested by one stakeholder.</p> <p><u>Incentives:</u> It was suggested that better value for money could be achieved through financial means including reductions in <b>council tax charges</b> to change behaviour, charging for a waste and recycling service with <b>tiered rates</b> with a lower cost for recycling and composting, <b>finer</b> and penalties for those that do not separate their recyclates from their refuse.</p>	<p style="text-align: center;"><b>City of London responses</b></p> <p><u>Service provision</u> - Last year (2012) we introduced 100 additional on street recycling units which have proved successful in capturing on average 12 tonnes per month of recyclables. We are also trialling additional units in parks and are constantly seeking ways to improve our on-street recycling provision. We have investigated the possibility of on-street food waste units but feedback from other Local Authorities and best practice guidance indicate that such units are impractical, costly and result in high levels of contamination.</p> <p>We recently included an AtoZ of recycling on the website and will continue adding to this as queries are received and avenues for recyclables found. Suggestions for better provision of information will be included in future communications and the outline action plan which will be a result of the strategy.</p> <p>Whilst fines etc. can be considered further, the CoL would rather encourage recycling through support and education. We will consider any incentives schemes and relative benefits of them. Should a system become practicable and financially viable and show significant benefits then it would certainly be considered.</p>

	<p><u>Collection</u>: Collection rounds were highlighted as a way to achieve better value for money; it was suggested that the City of London could add more resources to rounds such as a member of staff accompanying the contractor on the round to <b>visit businesses</b> and by implementing <b>spot checks</b> for separation of waste and recycling. Using <b>electric vehicles</b> for RCVs was also suggested. Furthermore, it was suggested that <b>measuring and monitoring</b> will help improve the service.</p> <p><u>Reprocessing</u>: four suggestions were made in relation to reprocessing including ensuring the full <b>lifecycle impact</b> is taken into consideration when selection contractors. One respondent suggested <b>EfW</b> should be used rather than landfill, another emphasised that green and food waste should be sent for <b>Anaerobic Digestion</b>, and another suggested <b>cigarette butt recycling equipment</b> should be used which cleans the filters and recycles them into insulating material.</p>	<p><u>Collection</u> We only operate one round each for the collection of household refuse, recycling and food waste. We will review the operation and look to maximise any efficiencies.</p> <p>We have a clear policy in place to reduce vehicle emissions and any new vehicles which are purchased are assessed on fuel consumption and efficiency.</p> <p><u>Reprocessing</u> Environmental impacts formed a key part of the evaluation process undertaken when selecting our current collection contractor. In addition to this a full lifecycle analysis was undertaken (using the Environment Agencies WRATE tool) when selecting the destination for our residual waste which is sent to an Energy from Waste facility.</p> <p>We will investigate the possibility of cigarette recycling and will apply the TEEP principals when assessing its viability.</p>
<p><b>Q 6</b></p>	<p><b><i>Overall, how much do you agree that the objectives laid out meet the overall aims of the waste strategy?</i></b></p>	
	<p><b>Responses summary</b></p> <p>Of the 34 individuals that responded to the question, 68% either agreed or strongly agreed that the objectives laid out meet the overall aims of the waste strategy, 32% neither agreed nor disagreed and no respondents disagreed. Figure 3 illustrates the results from the consultation.</p> <p><b>Figure 3 Objectives and aims of the waste strategy</b></p>	<p><b>City of London responses</b></p> <p>No response required</p>



**Q 7** Please rank our waste strategy's objectives in order of importance to you:

**Responses summary**

The respondents were asked to rank the 9 objectives in order of importance, giving the most important a 1 and the least important a 9.

The objectives were then scored in relation to the rankings assigned by stakeholders, where an objective ranked as the most important it would receive a score of 9 (for example 5 people believed becoming more resource efficient was the most important, so it was attributed 5 x 9 points - 45) and an objective ranked as the least important would receive a score of 1. Table 1 shows the frequency of each ranking in relation to the objectives and the total attributed scores. 36 stakeholders responded to this question in total. Figure 4 illustrates the results of the total scores.

**Table 1** Frequency of rankings per objective

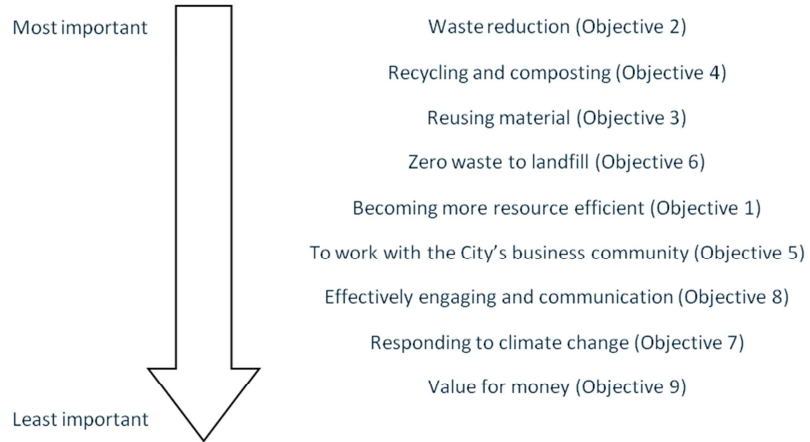
Obj	Objective	Scored Ranking									Total
		9	8	7	6	5	4	3	2	1	
	Becoming more resource efficient	5	5	3	3	7	4	3	3	3	193
	Example Scoring	45	40	21	18	35	16	9	6	3	193

**City of London responses**

The ranking of importance of the nine waste strategy objectives is very interesting and will feed into the development of the action plan.

<b>Waste reduction</b>	12	7	3	2	2	4	2	2	2	235
<b>Reusing material</b>	4	5	9	2	3	7	4	1	1	209
<b>Recycling and composting</b>	5	2	7	10	4	2	2	2	2	210
<b>To work with the City's business community</b>	6	3	4	3	3	4	6	1	6	181
<b>Zero waste to landfill</b>	9	4	3	2	4	1	6	3	4	198
<b>Responding to climate change</b>	6	2	1	1	3	8	2	7	6	156
<b>Effectively engaging and communicating</b>	4	4	1	5	5	1	4	9	3	167
<b>Value for money</b>	3	3	4	1	3	2	4	3	13	139

**Figure 4 Ranking of the nine waste strategy objectives**

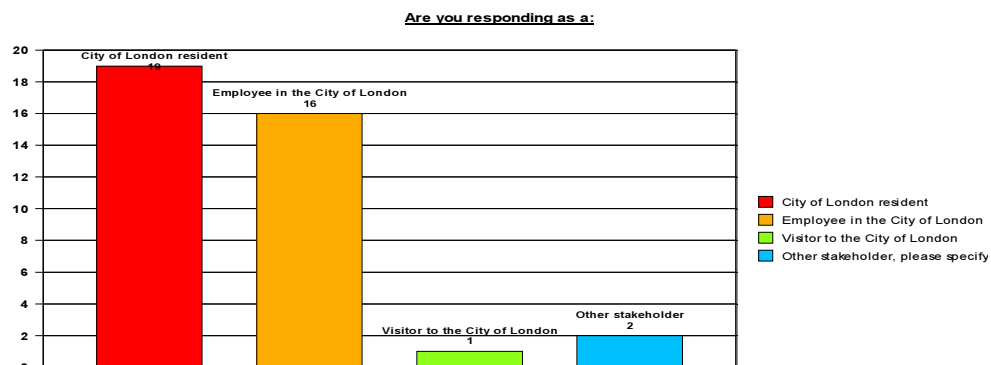




Q 8	<i>Do you think all of the objectives listed are necessary, and do you have suggestions for any additional objectives that you think we should consider?</i>	
	<b>Responses summary</b>	<b>City of London responses</b>
	<p>The results of question eight provide greater insight into respondents' opinions about the objectives. 28 stakeholders responded to this question, 10 (36%) of which were happy with all nine objectives, many of which commented on the interrelated nature of the objectives that were all necessary and important to achieve waste reduction. Responses were either related to objectives that were not required, amendments to objectives and additional objectives. Responses are summarised below in relation to specific objectives that were mentioned and additional objectives that should be considered.</p> <ul style="list-style-type: none"> <li>• <b>Objective 2: Waste Reduction:</b> One respondent believed this objective should include businesses and not just residents. Another respondent believed setting this target would encourage dumping.</li> <li>• <b>Objective 5: To work with the City's business community:</b> Two respondents highlighted that businesses will have their own waste strategies and therefore this is perhaps not necessary.</li> <li>• <b>Objective 6: Zero waste to landfill:</b> One respondent believed this objective was unrealistic.</li> <li>• <b>Objective 7: Responding to Climate Change:</b> three respondents did not believe this objective was appropriate, reasons included believing it was not something to be worried about and it being out of place in a waste strategy as it is a much larger problem. One stakeholder suggested assessing the carbon impact of all waste management activities to strive to meet the Mayor's CO<sub>2</sub> equivalent emission performance (EPS) as set out in Policy 2 of his Municipal Waste Management Strategy, not just the carbon impact of the fleet and depot.</li> <li>• <b>Objective 8: Effectively engaging and communicating:</b> This objective was deemed unnecessary by one respondent who believed it was self-evident and not specific.</li> <li>• <b>Objective 9: Value for money:</b> One respondent believed that</li> </ul>	<p><b>Objective 2</b> – the main scope of the Strategy is residential waste as this is the only portion of waste which we have direct responsibility for. However we realise that we are in a position to influence businesses and construction companies and aim to deliver the message of Waste minimisation through the CCAS.</p> <p>•<b>Objective 5:</b> We believe that we have a responsibility to offer assistance and advice to City businesses to help them manage their waste as sustainably as possible.</p> <p><b>Objective 6:</b> We are currently achieving Zero waste directly to landfill and are investigating contingency plans to cover all eventualities.</p> <p><b>Objective 7:</b> The way in which we manage our waste has a significant impact on Climate Change. As part of the action plan we will develop a baseline using the Mayor of London's Greenhouse Gas Calculator for Municipal Waste.</p> <p><b>Objective 8:</b> We believe it is key to engage effectively with all key stakeholders within the City.</p> <p><b>Objective 9:</b> Value for money is a key consideration for us as a Local Authority, services and contracts will always be evaluated in a balanced way taking into consideration a number of factors including value for money and the environment.</p> <p><b>Composting and Green solutions:</b> We provide a doorstep food waste collection from all properties where possible, and will investigate the possibility of community composting and urban gardening schemes.</p>

	<p>value for money should not be considered where the environment is concerned. Another respondent believed this objective was not a specific objective</p> <p><u>Additional objectives:</u> A number of additional objectives were suggested for the City of London to consider.</p> <ul style="list-style-type: none"> <li>• <b>Composting and Green solutions:</b> prioritising disposing of food waste in this way and set up visible schemes e.g. urban garden</li> <li>• <b>Emphasis on people:</b> the City should engage with people not legal entities, including a meaningful analysis of the categories of people concerned e.g. pedestrians; drivers; residents; tourists.</li> <li>• <b>Supply chain management:</b> to ensure waste does not end up exported to Third World countries</li> <li>• <b>Constructors policy:</b> emphasising the disposal of demolition materials</li> <li>• <b>Air quality:</b> Two stakeholders were keen to see air quality incorporated into the strategy, either as a separate objective or through combining air quality with climate change. It was suggested that nitrogen oxide and particle emissions from Refuse Collection Vehicles (RCV) should be considered when awarding contracts for waste collection and street cleansing.</li> </ul>	<p><b>Emphasis on people:</b> the City attempts to engage with all of its stakeholders as fully as possible.</p> <p><b>Supply chain management:</b> the City regularly requests end destinations of its materials to ensure that they are being managed responsibly.</p> <p><b>Constructors policy:</b> The recycling team will work in partnership with the Considerate contractors scheme to ensure that as far as possible construction waste within the City is being managed as responsibly as possible.</p> <p><b>Air quality:</b> The City will be including air quality in its climate change objective. This will be monitored through the management of the collection contract.</p>
Q 9	<i><b>If there are any other views you would like to offer us to help improve the waste strategy, please let us know.</b></i>	
	<b>Responses summary</b>	<b>City of London responses</b>
	<p>The majority of other views were re-emphasising points that respondents had already made throughout the responses to the other online consultation questions. One stakeholder would like to see the City of London commit to continuous improvement and lessening of environmental impact. The majority of responses were related to information provision and service provision.</p> <ul style="list-style-type: none"> <li>• <b>Information and education:</b> emphasis was placed on the sharing of information and the provision of information including identifying and categorising plastics, educating stakeholders on the end to end value chain of waste, and providing clear signage and labelling including pictures for international visitor.</li> </ul>	<p>We will take into consideration all of these points when developing the action plan which will be a result of this strategy.</p>

	<ul style="list-style-type: none"> <li>• <b>Service provision:</b> more bins in the streetscape, including better disabled access, working with chain café establishments, such as Eat and Pret, to reduce their packaging, ensuring bulky waste is catered for, keeping storage areas clean and tidy and placing locks on WEEE bins in Barbican. Redesigning food waste bins in order to limit the access of foxes was also suggested.</li> </ul>					
<p>Q 10</p>	<p><i>Are you responding as a:</i></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;"><i>City of London resident</i></td> <td style="width: 50%; text-align: center;"><i>Employee in the City of London</i></td> </tr> <tr> <td style="text-align: center;"><i>Visitor to the City of London</i></td> <td style="text-align: center;"><i>Other Stakeholder (please specify)</i></td> </tr> </table>		<i>City of London resident</i>	<i>Employee in the City of London</i>	<i>Visitor to the City of London</i>	<i>Other Stakeholder (please specify)</i>
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<i>Visitor to the City of London</i>	<i>Other Stakeholder (please specify)</i>					
	<p style="text-align: center;"><b>Responses summary</b></p> <p>38 responses were given to this question as three of the responding stakeholders both worked and lived in the City of London and thus provided two responses. 50% of respondents were residents of the City, 42% worked in the City, only one respondent (2.5%) was responding as a visitor and two respondents (5%) classed themselves as ‘other stakeholder’. These stakeholders consisted of a commercial retail tenant and a ‘waste service customer’. Figure 5 illustrates the results of the categories of the respondents.</p> <p><b>Figure 5 Respondents Role in the City</b></p>	<p style="text-align: center;"><b>City of London responses</b></p> <p>No response required</p>				



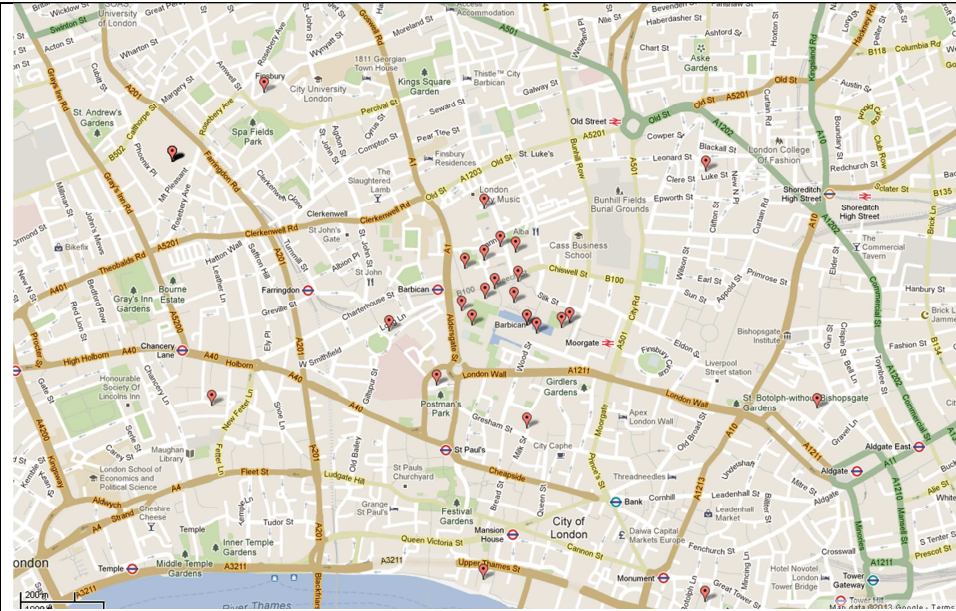
**Q 11** *If you live or work in City of London, what is your postcode?*

**Responses summary**

Where postcodes were provided (34 in total), it is possible to see the areas from which respondents live and work, with a large majority coming from in and around the Barbican, shown in Figure 6 below.  
**Figure 6 Map of Respondents in the City that provided postcodes**

**City of London responses**

No response required



**Q 12** *If responding on behalf of a business, how many persons does it employ within the City of London?*

**Responses summary**

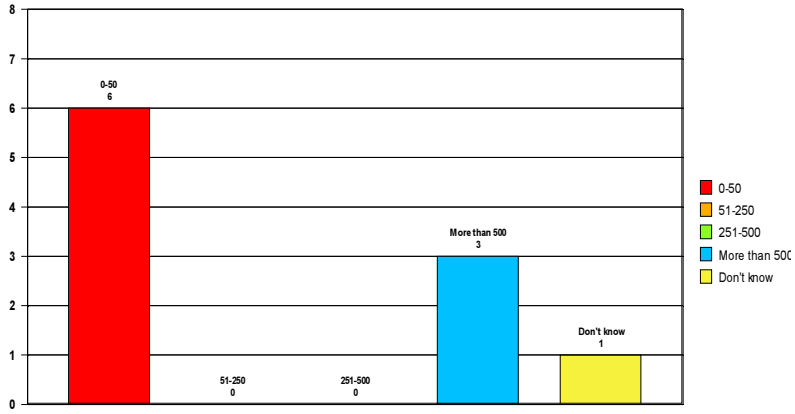
Of the 16 responding stakeholders that worked in the City, 10 respondents provided the number of employees the business they were responding on behalf of employed. 60% employed 0-60 and 30% employed more than 500, one (10%) did not know. Figure 7 illustrates the results.

**Figure 7 Employee size of business**

**City of London responses**

No response required

If responding on behalf of a business, how many persons does it employ within the City of London?



Appendix E – Text to be included as Section 2.3 in the main strategy document, summarising the consultation process.

### 2.3 Consultation outcome

As part of the development of the new waste strategy, we consulted with all key stakeholders listed in 2.2, between 27 February and 26 May 2013. The consultation consisted of a session with Members, an online survey open to all stakeholders, roadshows, social media, information on the front page of the City’s website, articles in newsletters and a workshop held for interested businesses. City residents were also notified of the consultation via information contained in their annual council tax bill. We also wrote to key stakeholders in relevant government departments and all of London’s local authorities, to provide them the opportunity to provide feedback and comment on our draft strategy.

The online questionnaire, completed by 36 stakeholders, focused on the nine objectives which were developed to influence how we manage waste for the next seven year period (2013-2020). The results of the consultation are provided in detail in Appendix 8 and the key outcomes are provided in this section.

Overall, the consultation provided a very positive response from key stakeholders, City of London staff, businesses and the general public. The feedback from the consultation consists of a multitude of suggestions, including ideas surrounding service provision, difficult waste streams, littering and communication. As part of delivering this strategy, we will develop an action plan that addresses the key suggestions. One main outcome of the consultation was the desire for more effective communication with residents, businesses and visitors to the City, which includes greater transparency and information provision.

Businesses were particularly keen to see better guidance on how to manage their waste and recycling, including best practice, successful case studies and increased engagement through workshops and face-to-face visits. Residents emphasised the need for information to increase understanding of what can and cannot be recycled, the value of recyclates and what happens to their recycling once it is collected.

From the online survey, it was clear that waste reduction (Objective 2), followed by recycling and composting (Objective 4) were of the highest perceived level of importance for respondents. This was followed by reusing materials (Objective 3) and zero waste to landfill (Objective 6). The results of this will be taken on board during the development of our action plan.

As part of the consultation, respondents were given the opportunity to comment on the proposed objectives. Most responses focused on ‘Objective 7: Responding to Climate Change’, suggesting it required reviewing in order to address broader carbon impacts of waste management, to reflect this we will ensure it is aligned with the Mayor’s Municipal Waste Management Strategy, and linked to air quality.

The Clean City Awards Scheme was a priority area for consultation and was directly addressed through a facilitated workshop with businesses operating in the City of London. This engagement resulted in the identification of some key suggestions which would require us to reassess the way in which we act as a facilitator to support businesses to ‘do the right thing’, through providing more information, best practice as well as a way that businesses can monitor and record what they are doing.

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# Agenda Item 7

<b>Committee(s):</b> Port Health and Environmental Services	<b>Date(s):</b> 9 September 2013
<b>Subject:</b> Renew on-street recycling update	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>
<b>Summary</b>	
<p>This report updates Members on the progress of the installation of the Renew on-street recycling bins and the performance of the recycling collected from the units over the last twelve months.</p> <p>It can be seen that the Renew units have produced around 135 tonnes of recycling materials with an average of 11-12 tonnes per month. The quality of the recycling is generally good and contamination is low. There have been no issues of rejected materials due to contamination.</p> <p>The City has made use of the digital screens on the units and many departments have run campaigns using the screens to gain wider publicity. Officers regularly meet with Renew to monitor the contract and compliance with current policies and challenge where appropriate.</p> <p>Recently the City has stopped a trial Renew were undertaking which tracked other devices passing the units. This is currently with the Information Commissioner's office, which is investigating.</p> <p><b>Recommendation</b> - The report be noted.</p>	

## Main Report

### **Background**

1. Following the decisions of Port Health and Environmental Services, Planning and Transportation and Policy Committees, the City entered into a contract with Renew LTD in 2008 which licensed them to provide 100 on-street recycling bins across the City. The bins and infrastructure were provided at no cost to the City (other than the cost of emptying and waste disposal) with all other costs being met by Renew.
2. The Renew bins each have two electronic screens one on either end of the unit, their business model is to use these screens to publish public information and seek business sponsorship for each piece of public information messaging they display. The added benefit to the City of the units is that these screens can be rapidly changed to publish urgent public information from The City or City of London Police in the event of an emergency.
3. The locations where the units were to be installed were identified as areas having high pedestrian footfall and potentially generate significant waste/ recycling such as free newspapers etc. Installation began around April 2012 and we are now in a position where 99 of the 100 units have been installed and are fully operational. With one unit location to be found and agreed. The installation of the units was phased, with twenty five units being installed before the Olympics in July 2012 and the remainder installed after the Olympics.
4. The units are cleaned and maintained by Renew, this includes any damage, graffiti and cleanliness. The recycling materials generated are collected by the City of London Corporation through the Refuse and Recycling Contract with our providers Amey (formerly Enterprise Managed Services). Amey ensure a regular emptying schedule is in place. The recycling materials collected from these units contribute to the City Corporation's recycling rates.

5. The added benefit of having these public information displays around the City of London, as found during the Olympics, was that they provided the City with additional channels of communication to the general public, i.e. congestion at train or tube stations.
6. The exercise of the licence has encountered various legal issues which have required lengthy discussions to seek agreement between both parties. In some cases discussions have been protracted which has impacted on the delivery phase. The main issue to date has been in the content displayed on the digital screens designed into the recycling bin, and the regulatory requirement for commercial displays to first obtain advertisement consent, which has not yet been sought by Renew. (There are, however, "deemed consents" in place for certain public information). Where there are issues, Renew have been formally notified.
7. Regular, monthly contract meetings take place to monitor all aspects of the contract between Renew, the City of London Corporation and Amey.
8. Renew see the City of London as a flagship partner with their intention being to install their bins, based on this business model, to major Cities across the world. In this regard they advise that they are well advanced in negotiations to trial their bins in New York and Hong Kong.
9. A list of the locations and a picture example of a unit is attached in appendix 1 and 2.

#### Current Position

10. The on-street recycling bins have now been operational since around mid-November 2012, the recycling material that is collected from these units is of reasonably good quality, frequent sampling takes place to monitor contamination levels and to date there has been no issues. Contamination levels have been around 5% (tolerance level with our current outlet is 10%).
11. The quantity of recycling materials collected have been encouraging, averaging around 11 - 12 tonnes. For the City, with a relatively small resident population these values become more significant as a proportion of the overall domestic recycling collected and therefore more beneficial. The total tonnage of domestic recycling collected annually is 1,427 tonnes, the Renew units have collected 135.15 tonnes of recycling material which equates to around 10% of the total of recycling collected by the City.

Year	Month	Tonnage
2012	Aug	7.74
2012	Sept	8.74
2012	Oct	8.46
2012	Nov	12.13
2012	Dec	7.47
2013	Jan	8.66
2013	Feb	10.68
2013	Mar	11.35
2013	April	12.38
2013	May	13.92
2013	June	15.92
2013	July	17.7
		<b>135.15</b>

12. The City has also used the display screens for civic messages, examples of which are shown in the table in appendix 3.
13. Some of the displays Renew run on the screens have been challenged by the City as local planning authority on the grounds that they are unauthorised advertising and this is an on-going issue.

14. Recently Renew have been exploring how they further use the units and undertook a small trial installing some technology that could track passing mobile devices. This trial was undertaken without the knowledge of the City.
15. When the City became aware of the trial the City Solicitor wrote to Renew asking them to cease this activity immediately until the legalities of such a trial were investigated fully due to concerns about potential Data Protection issues and whether such use was ultra vires. . The City Solicitor notified the Information Commissioner's office, which is investigating.
16. Whilst there can be potential benefits from the information collected in monitoring footfall numbers and pedestrian behaviour the information must be collected legitimately. The City Solicitor is awaiting the outcome of the Information Commissioner's investigation.

#### **Corporate & Strategic Implications**

17. This contributes to the City's domestic recycling performance and aligns with the Corporate Strategic

Aim 2 - To provide modern, efficient and high quality local services within the Square Mile for workers, residents and visitors whilst delivering sustainable outcomes.

Strategic Aim 3 - To provide valued services to London and the nation

#### **HR Implications**

18. There are no direct HR implications

#### **Financial Implications**

19. There are financial implications to this contract, the City contribution to the contract is to bear the cost of emptying the units, and the annual cost is currently around £950 per unit. In addition, the on-going issues relating to advertising and data protection concerns have involved significant staff time.

#### **Conclusion**

While there are benefits to the units there are also on-going issues and officers are exploring whether these can be resolved.

#### **Doug Wilkinson**

Assistant Director for Street Scene and Strategy

Cleansing Services

Department of Built Environment

T: 0207 332 4998

E: [doug.wilkinson@cityoflondon.gov.uk](mailto:doug.wilkinson@cityoflondon.gov.uk)

### Renew Units in The City of London

Number	Address	Number	Address
1	Aldermanbury 20 x Love Lane	51	Holborn High 314 (by Cards Galore)
2	Aldgate High Street, by X Boltop	52	Holborn High 326-330 (by Sports Direct)
3	Aldgate Station	53	Holborn Viaduct 21 (by Tesco) - Facing Newgate
4	Aldgate St Bolthop (by Beaufort House)	54	Holborn Viaduct 2-5 (by Ribbon Restaurant)
5	Appold Street 1 (DB Asset Management)	55	Holborn Viaduct 40 (by Holborn Circus)
6	Appold Street 5 (by Broadwalk House/Credit Agricole)	56	Holborn Viaduct 50
7	Bank Station - 1 Cornhill/82 Lombard St	57	Holborn Viaduct by City Temple
8	Bank Station by Natwest Bank	58	Houndsditch
9	Barbican Station at 134 Aldergate Street	59	King Edward Street (by Nomura Bldg)
10	Bartholomew Lane 1	60	King Edward St x Newgate (at Christchurch Tower)
11	Camomile St 23	61	Liverpool Street (by White Hart Pub)
12	Cannon Street by Carphone Warehouse	62	Liverpool St Station
13	Cannon St 103 (by Station)	63	Liverpool Street Station by Costa
14	Cannon St 135 (by Pret a Manger)	64	Lombard Street 31
15	Cannon St 35-37	65	London Wall 45 x Moorgate by McDonalds
16	Cannon St 60 by Pret a Manger	66	London Wall 64
17	Cannon St 80 at Cannon St Station (by Boots)	67	London Wall (by 88 Wood St Bldg)
18	Cannon Street 110	68	London Wall by The Plough
19	Cannon Street 119 by Jones Bootmaker	69	Long Lane 87 by Barbican Station
20	Chancery Lane 53-64	70	Ludgate Circus 12 (next to Leon)
21	Cheapside 102-104 (by Boots/Perfume Store)	71	Mansion House Station
22	Cheapside 107 by Itsu Sushi Restaurant	72	Mark Lane 1
23	Cheapside 133 X Gutter Lane (by Clintons)	73	Minories 6 (by William)
24	Cheapside 138 (by Carphone Warehouse)	74	Moorfield's 44 by X Ropemaker
25	Cheapside 43 (by Hotel Chocolate)	75	Moorgate 128
26	Cheapside 67 at X Queen Street (by Optical Express)	76	Moorgate by London Metropolitan University
27	Cheapside 87	77	Museum of London by Pret A Manger
28	Cheapside (by Topshop)	78	Museum of London by Virgin Active
29	Cheapside by St Paul's Station	79	New Change 3 (By Jamie's at One New Change)
30	Coopers Row	80	Newgate Street 81 by BT
31	Coleman Street opposite Maybanka	81	Newgate Street (by London Stock Exchange)
32	Crutched Friars 9 (by Charlie's Pub)	82	Old Broad Street Tower 42
33	Eastcheap 6 by Tesco	83	Prince's St 8 (by X Gresham St)
34	Eastcheap 17 by Optical Express	84	Queen Street at X Cloak Lane
35	Fenchurch Street 30	85	Queen Victoria 160 by Blackfriars
36	Fenchurch street 51-54	86	Queen Victoria St 60 (by HSBC)
37	Fenchurch Street 65 (by EAT)	87	Queen Victoria St 85
38	Fenchurch Street Station	88	Queen Victoria St by 1 Poultry
39	Fetter Lane	89	Queen Victoria Street 101 by The Salvation Army Headquarters
40	Fleet Street 120 (by Goldman Sachs)	90	Silk Street (opposite Guildhall School of Music)
41	Great Tower St 19-21 (by Bus Stop)	91	St Andrews Street
42	Great Tower St (Opposite Hung & Drawn Pub)	92	St Martin's Le Grands
43	Great Tower Street 30-40	93	St Martin's Le Grand X Gresham St by Investec
44	Gresham Street 31 by Garrard House	94	St Paul's Church Yard at X Distaff Lane (by Scandanavian House)
45	Gresham Street 60 by The Anthologist	95	St Paul's Church Yard - City Info Centre (by Condor House)
46	Gresham Street 65 by JP Morgan	96	Warwick Lane (by X Newgate St)
47	Gresham Street x Foster Lane	97	Watling Street (Facing St Paul's)
48	Holborn 30 (by HSBC Buchanan House)	98	Wood Street at 5 Aldermanbury Square
49	Holborn (by McDonald's (Closest to The Tube))	99	Wormwood
50	Holborn High 14-18 (by Marlborough Court/Wasabi)		

Appendix 2

Renew Units



### Appendix 3

	<b>Campaign</b>	<b>Audience</b>	<b>Purpose</b>
1	Recycling Rate Performance Ticker	Commuters and Residents	Displaying the amount which have been recycled using the Renew units per month
2	Highways Twitter	Taxi and delivery drivers	Encouraging drivers to sign up to the Highways twitter feed so they could be notified of any street works etc.
3	Aldgate Development Consultation	Residents and Key Stakeholders	Informing stakeholders about the consultation period and drive people to the website to comment
4	Illegal Street Trading - Ice Cream Vans	Commuters and Residents	Encouraging people to report the location of illegal ice cream vans
5	Lord Mayors Show	Visitors watching Lord Mayors show	Display images of previous Lord Mayors Shows and highlight any transport issues
6	Remembrance Day	Visitors watching memorial ceremony	Images from the previous Remembrance Days, a clock, poppies etc., encouraging remembrance.
7	Stop Begging campaign	Commuters and Residents	To discourage people from giving money to beggars and encourage them instead to speak to Broadway and the CoL rough sleepers team.
8	Stoptober	Smokers in the City	In partnership with the NHS encouraging people to quit smoking in October.
9	New Year's Eve Travel	Visitors watching fireworks, celebrating etc.	Informing people of the best ways to leave and highlighting any transport issues
10	Marathon Information	Visitors watching Marathon	Highlighting transport issues and showing images of past events, showing results etc.
11	Lord Mayors Charity Appeal	Commuters and Residents	Promoting the Lord Mayors Appeal 2013
12	Love the Square Mile App	Commuters and Residents	Promoting the Love the Square Mile App to encourage uptake



# Agenda Item 8

<b>Committee(s):</b> Port Health and Environmental Services	<b>Date(s):</b> 9 <sup>th</sup> September 2013
<b>Subject:</b> Bishopsgate litter bin trial update	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>
<p>This note provides a briefing on the background and progress of the litter bin trial currently being carried out in Bishopsgate Ward.</p> <p>Routine monitoring by officers previously identified Bishopsgate as an area experiencing significantly worse than normal cleansing standards compared to the rest of the City. As a consequence additional resources were deployed to achieve improvements. However continued monitoring suggests that the required standards are still not being consistently achieved.</p> <p>Representations relating to the area have also been received from local ward members and after consultation with Transport for London (TfL) and Members a two week litter bin trial has been initiated. This includes installing 20 litter bins along Bishopsgate and comparing the standards of cleanliness that are achieved with and without the bins. (See Appendix 1.)</p> <p>The bins were installed, as agreed with TfL, on 17<sup>th</sup> August and removed on 2<sup>nd</sup> September 2013. To enable the objective evaluation of Bishopsgate, officers completed regular survey inspections using the Keep Britain Tidy (KBT) grading methodology prior to the bins being installed and 448 individual street cleanliness grading inspections were completed during the two weeks prior to bin installation.</p> <p>The purpose of the evaluation was to establish the standard of cleanliness along Bishopsgate with and without the bins. A further two week evaluation will be undertaken after the litter bins have been removed. The trial will also consider other details such as fly-tipping, pavement staining around bins, overflowing litter bins, individual litter bin usage and the weight of waste collected.</p> <p>Members are asked to note that data is currently being collected and the post bin installation assessment is on-going. The findings of this trial will be reported to this Committee in November this year along with any resultant recommendations.</p> <p><b>Recommendation:</b> Members are requested to note this report.</p>	

## Appendices

- Appendix 1 – Trial Proposal
- Appendix 2 – Pre-trial Evaluation Initial Results
- Appendix 3 – Trial First week (Second week to follow)

**Jim Graham**  
Assistant Director Cleansing (Operations)  
T: 020 7332 4972  
E: [jim.graham@cityoflondon.gov.uk](mailto:jim.graham@cityoflondon.gov.uk)

## Appendix 1 – Trial Proposal

### Proposed Bishopsgate Bin Trial

It is recognised the Bishopsgate area, particularly near the Liverpool Street Station entrance, is a hotspot for litter in the City. At the end of 2012 the resources used to clean this area were reviewed and reorganised to optimise their performance.

Whilst the City has had a general policy of not providing general litter bins since 2008 it has been recognised that limited provision in particular litter hotspots (such as areas where people congregate for lunch in hot weather or tourist attractions) can help resolve the problem, provided the provision is adequate and they are regularly serviced. Following the recent installation of 26 Big Belly Solar Compactors the City has a stock of blast mitigating litter bins that were replaced (see photo below) and it is proposed that these are trialled on Bishopsgate to see if providing a large amount of bins will alleviate the litter issue there. To see if this will work a trial period has been agreed with TfL (who are responsible for Bishopsgate as a TfL Red Route).

#### Trial:

Pre Trial Inspections: 5<sup>th</sup> August to 18<sup>th</sup> August  
Trial Period: 19<sup>th</sup> August to 1<sup>st</sup> September

Four areas have been identified on Bishopsgate and will be inspected nine times per day as per the schedule below. Each area will be graded according to the amount of litter found using the Keep Britain Tidy A-D grading system and any fly-tipping noted. This will be carried out for two weeks to establish the current condition before the bins are installed.

Following the Pre Trial Inspections 20 blast proof general litter bins will be installed (see photo and locations attached). The same four areas will then be inspected using the same schedule. During the trial period the condition of each bin (overflowing, staining etc) will be noted along with weather conditions (see attached inspection form).

All waste from the bins will be collected in specific bags and weighed separately at Walbrook Wharf depot. This waste will also be audited to give an indication as to how much recyclable waste is being lost compared to the current method whereby the operative collects street sweepings and separates recyclable litter as part of the process.

#### Areas and proposed bin locations (see attached map):

North West: from Bin 1 to Bin 4.  
South West: from Bin 4 to Bin 8.  
South East: from Bin 9 to Bin 15.  
North East: from Bin 16 to Bin 20.

#### Inspection Schedules:

Time	0400	0700	0900	1100	1300	1500	1700	1900	2230
Type	SEO	CCTV	SEO	SEO	CCTV	CCTV	SEO	SEO	SEO

## Appendix 1 – Trial Proposal

Time	0800	1000	1200	1400	1600
Type	AMEY	AMEY	AMEY	AMEY	AMEY

**CCTV = Close Circuit Television SEO= Street Environment Officer**

### **Resources:**

There will be no additional resources deployed during the trial period. The dedicated sweeper (Mon-Fri 1500-0000, Sat-Sun 1300-2100) will be rescheduled to 1100-1900 and provided with an electronic trolley to enabling them to service the bins without breaching the Time Banding regulations. The Tidy Teams will be utilised to collect the bags from the sweeper and service the bins outside these hours.

### **Evaluation:**

For the trial to be considered a success there will need to be a significant increase in the KBT grading scores seen without an unacceptable increase in the amount of overflowing bins, incidents of staining and flytipping. Consideration will have to be given to any additional resources and costs incurred servicing the bins, maintaining the sweeping standards in the whole area, and dealing with staining or flytipping resulting from the bins.

If the trial is successful we will want to give further consider to the type and location of the bins, and we will need to work closely with TfL to ensure they work with their upcoming footway scheme.



# Appendix 1 – Trial Proposal

## Bishopsgate Bin Trial

Date	Initials
------	----------

Time	0400	0700	0900	1100	1300	1500	1700	1900	2230
Type	SEO	CCTV	SEO	SEO	CCTV	CCTV	SEO	SEO	SEO

Weather                   

North West (1-4)                       

South West (4-8)                       

South East (9-15)                       

North East (16-20)                       

Bin	O/F	Stain	Bin	O/F	Stain
1	<input type="text"/>	<input type="text"/>	11	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	12	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	13	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	14	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	15	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	16	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	17	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	18	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	19	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	20	<input type="text"/>	<input type="text"/>

Flytips     

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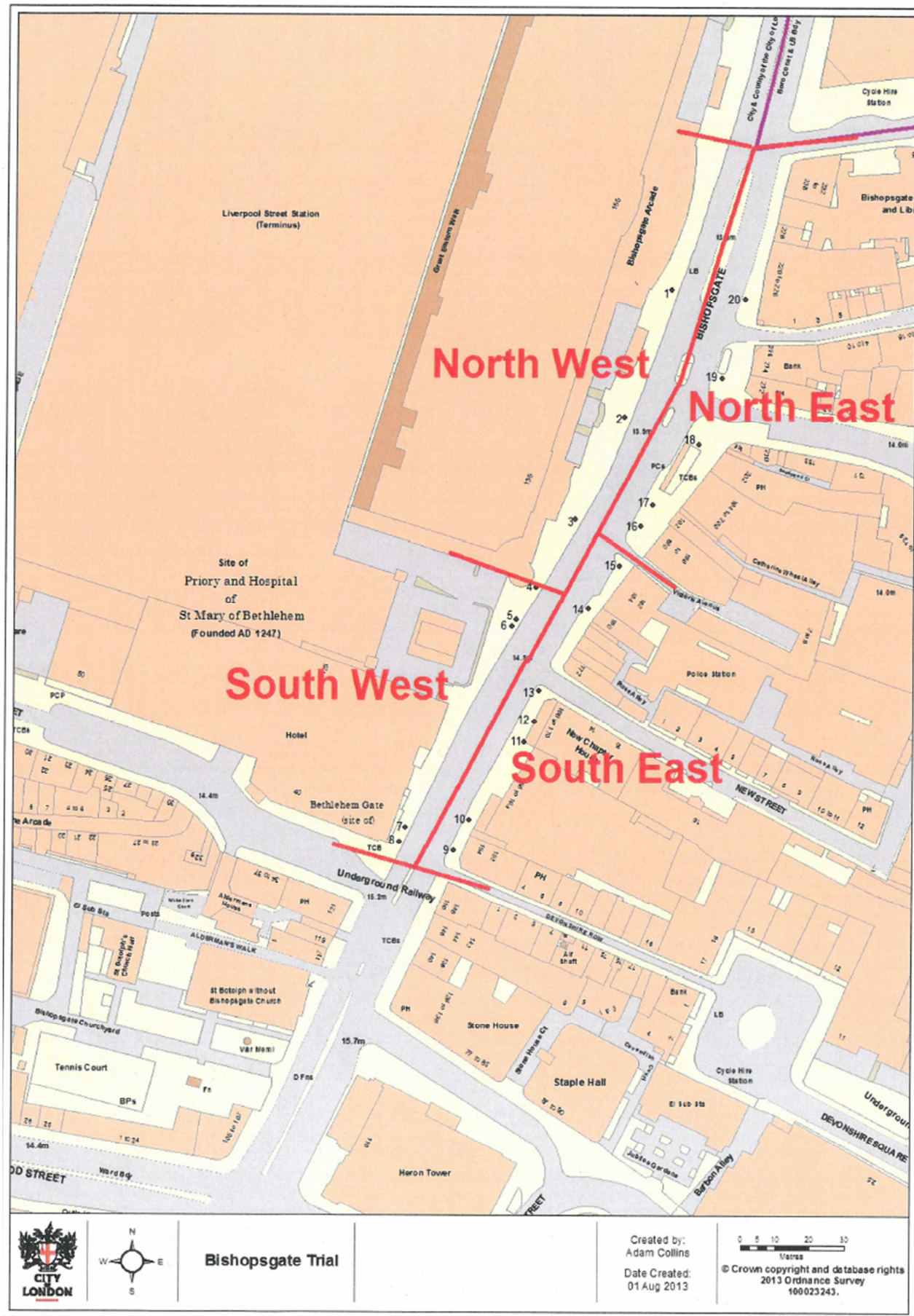


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## Appendix 1 – Trial Proposal

<b>Bin No.</b>	
	<b>Western Footway</b>
1	Opposite 222 Bishopsgate
2	Opposite Dirty Dicks
3	Opposite Victoria Avenue
4	Opposite KFC
5	Opposite Wrap
6	Opposite Wrap
7	Opposite 154 Bishopsgate
8	Opposite Devonshire Row
	<b>Eastern Footway</b>
9	Outside Spec Savers
10	Outside Bishopsgate Exchange
11	Outside Tesco's
12	By Bishopsgate Subway
13	By Bishopsgate Subway
14	By Krystal's Sweet Shop
15	Outside KFC
16	Outside Wasabi
17	By Bus Stop 186 Bishopsgate
18	Outside Dirty Dicks
19	By Nat West Bank
20	222 Bishopsgate





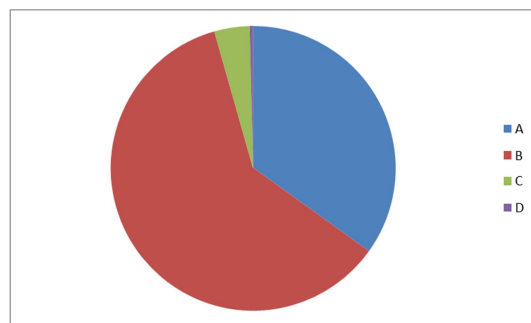
## Appendix 2 – Pre-trial Evaluation Initial Results

### Bishopsgate Bin Trial – week one results

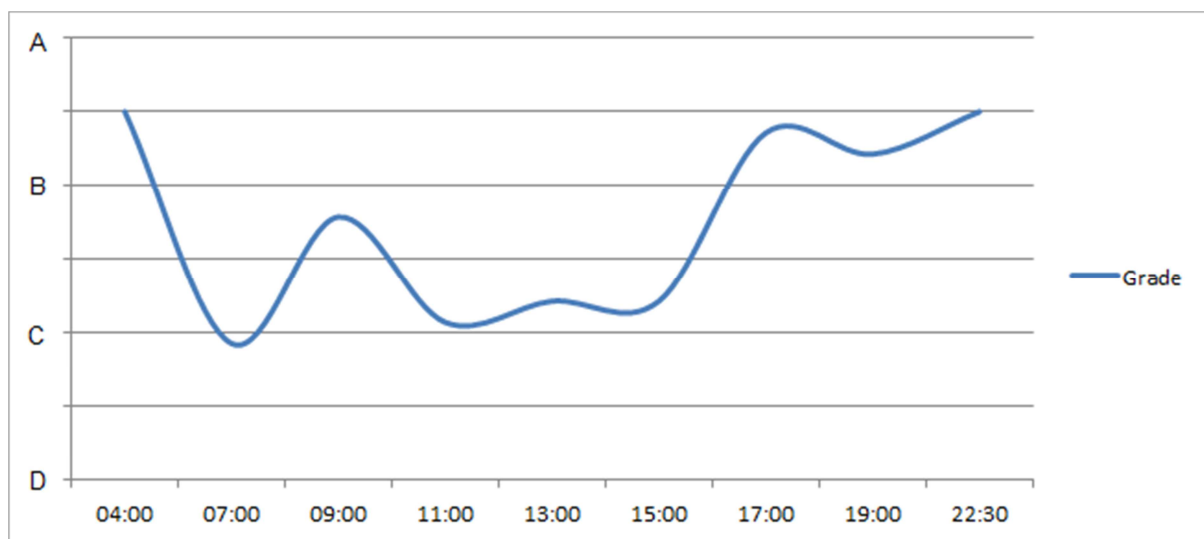
59 inspections carried out (4 transects per inspection = 236 transect inspections).

The weather was generally dry with sunny period and a few showers. Area surveyed was often a grade A (36%) but usually found to be a grade B (59.3%). Very occasionally a grade C was discovered (4.2%) and on only one occasion was a transect graded as a D.

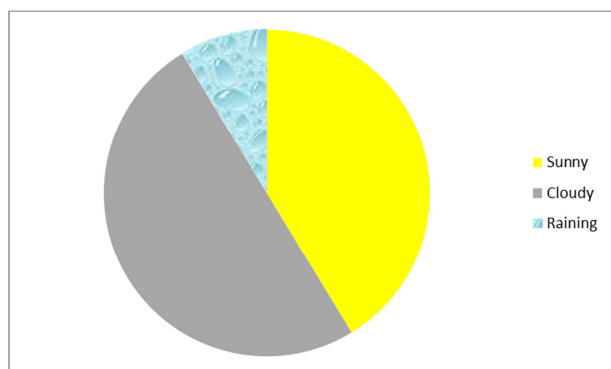
A	85	36.0%
B	140	59.3%
C	10	4.2%
D	1	0.5%



Average grade from week one throughout the day



Weather conditions



Flytips – 4 in total.

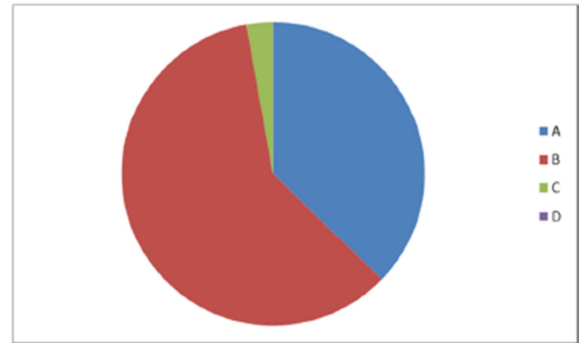
## Appendix 2 - Pre-trial Evaluation Initial Results

### Bishopsgate Bin Trial – week two results

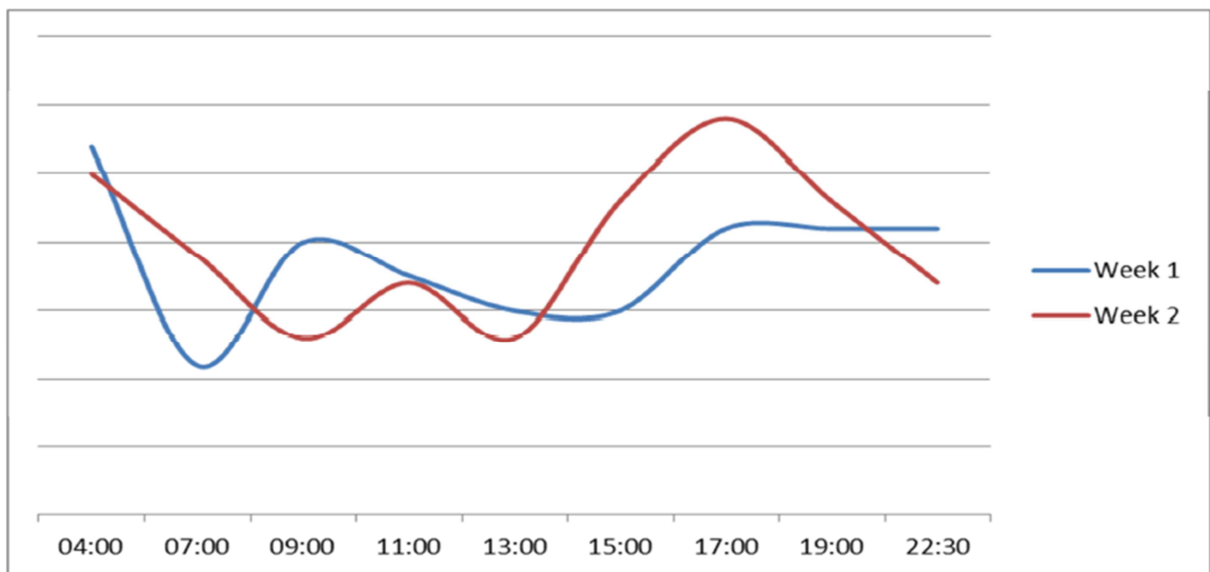
53 inspections carried out (4 transects per inspection = 212 transect inspections).

The weather was generally dry and cloudy with a few sunny periods and a few showers. Area surveyed was often a grade A (37.3%) but usually found to be a grade B (59.9%). Very occasionally a grade C was discovered (2.8%) and on no occasions was any transect graded as a D. These results are very similar to week one.

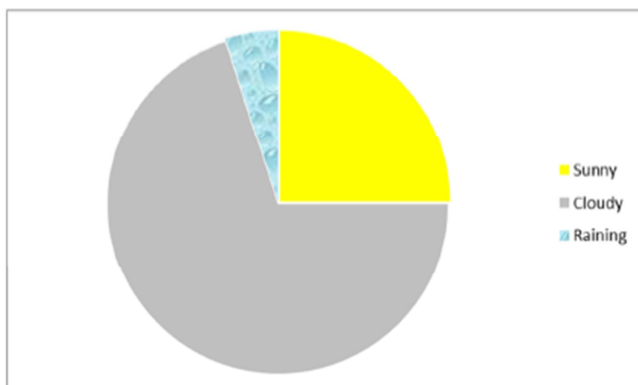
A	79	37.3%
B	127	59.9%
C	6	2.8%
D	0	0%



### Variation in average grade throughout the day



### Weather conditions



Flytips – 0 in total.

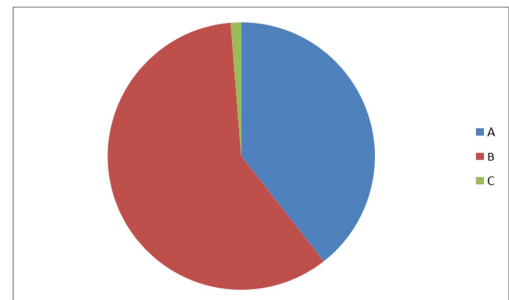


### Bishopsgate Bin Trial – week three results

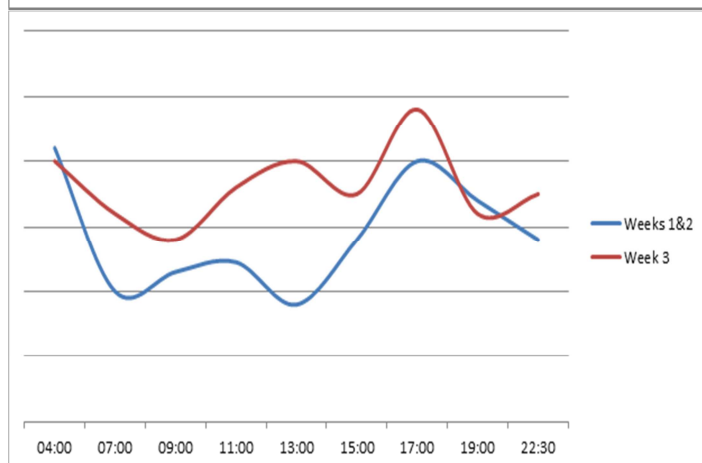
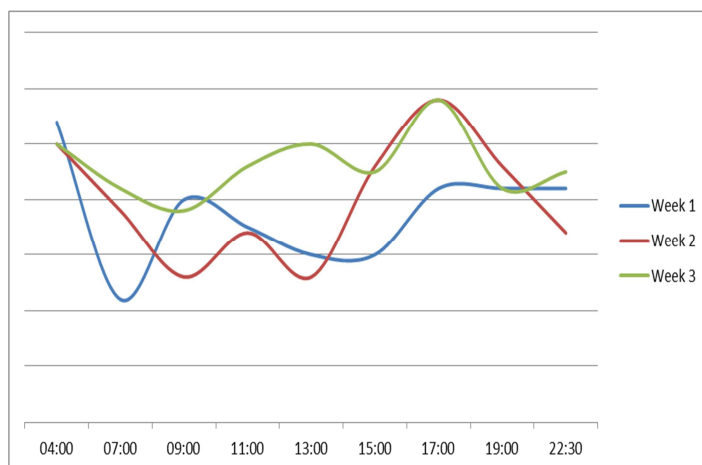
59 inspections carried out (4 transects per inspection = 236 transect inspections).

The weather was generally dry and sunny with rainy periods towards the end of the week. Area surveyed was often a grade A (39.4%) but usually found to be a grade B (59.3%). Very occasionally a grade C was discovered (1.3%) and on no occasion was any transect graded as a D. Overall these results show an improvement in the average grading during the middle of the day.

A	93	39.4%
B	140	59.3%
C	3	1.3%
D	0	0%

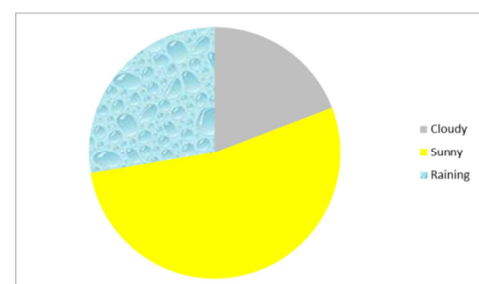


### Variation in average grade throughout the day



Flytips – 1 in total.

### Weather conditions



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<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services	9 September 2013
<b>Subject:</b> <b>Markets &amp; Consumer Protection Business Plan 2013-2016: Progress Report (Period 1)</b>	<b>Public</b>
<b>Report of:</b> The Director of Markets and Consumer Protection	<b>For Information</b>

## Summary

This report provides an update on progress against the 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 2013-14 against key performance indicators (KPIs) and objectives outlined in the M&CP Business Plan.

The report consists of:

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

### **Key points from the report are that:**

- At the end of the July 2013, the Department of Markets and Consumer Protection was £11k (0.9%) overspent against the local risk budget to date of £1.3m, over all the services now managed by the Director of Markets and Consumer Protection covering the Port Health and Environmental Services Committee. Appendix E sets out the detailed position for the individual services covered by this department.
- Overall the Director of Markets and Consumer Protection is currently forecasting a year end overspend position of £21k (0.8%) for his local risk City Fund and City Cash services.
- The Health and Safety Team has created and published a useful video, with 581 views to date, on safe working at height when using fall arrest equipment. You can view the video on the City's YouTube channel.
- The Food Safety Team is in the final stages of agreeing a food safety Primary Authority partnership with Virgin Active and is in the early stages of establishing a partnership with Harbour & Jones (contract catering and hospitality).
- The Trading Standards Team has been working on the serious frauds relating to commodity scams and has been successful in obtaining support from the NTSB (National Trading Standards Board)/Scambusters.

- The City has been awarded £280,000 over 3 years from the Mayor's Air Quality Fund for a range of projects in a pilot Air Quality Focus Area in the south east of the City. In addition, funding was awarded for joint projects with other London Boroughs to work with Bart's Health Trust, Business Improvement Districts, and for a London wide air quality publicity campaign.
- Preparations for London Gateway Port continue at a pace. The Border Inspection Post has been approved by the Animal Health & Veterinary Laboratories Agency and the Department of Environment Food and Rural Affairs. The European Food & Veterinary Office is due to visit on 29 August.
- There was a considerable increase in throughput at the Animal Reception Centre during the month of July.

### **Recommendation(s)**

Members are asked to note the content of this report and its appendices.

## **Main Report**

### **Background**

1. In the 2013-16 Department of Markets and Consumer Protection (M&CP) Business Plan five Key Performance Indicators (KPIs) were identified to facilitate measurement of performance across the Port Health and Public Protection (PH&PP) Division. The KPIs were selected to be representative of the main elements of work carried out.
2. The Business Plan also sets out six key objectives for the PH&PP Division.

### **Current Position**

3. To ensure that your Committee is kept informed of progress against the current business plan, progress against KPIs (Appendix A) and key objectives (Appendix B) is reported on a periodic (four-monthly) basis, along with a financial summary (Appendix E). This approach allows Members to ask questions and have a timely input on areas of particular importance to them. Members are also encouraged to ask the Directors for information throughout the year.
4. Periodic progress is also discussed by Senior Management Groups to ensure any issues are resolved at an early stage.
5. In order to provide further information on the work carried out by the PH&PP Division, each periodic report includes a summary of the enforcement activity carried out (Appendix C) and the Division's key risks (Appendix D).

## Financial and Risk Implications

6. The end of July 2013 monitoring position for Department of Markets and Consumer Protection services covered by Port Health & Environmental Services Committee is provided at Appendix E. This reveals a net overspend to date for the Department of £11k (0.9%) against the overall local risk budget to date of £1.3m for 2013/14.
7. Overall the Director of Markets and Consumer Protection is currently forecasting a year end overspend position of £21k (0.8%) for his local risk City Fund and City Cash services under his control. The table below details the summary position by Fund.

Local Risk Summary by Fund	Latest Approved Budget £'000	Forecast Outturn £'000	Variance from Budget +Deficit/(Surplus)	
			£'000	%
City Fund	2,162	2,186	24	1.1%
City Cash	360	357	(3)	(0.8%)
<b>Total M&amp;CP Services Local Risk</b>	<b>2,522</b>	<b>2,543</b>	<b>21</b>	<b>0.8%</b>

8. The reasons for the significant budget variations are detailed in Appendix E, which sets out a detailed financial analysis of each individual division of service relating to this Committee, for the services the Director of Markets and Consumer Protection supports.
9. The budget position at the end of July 2013 is principally due to a downturn in CVED (Common Veterinary Entry Document) income at the Ports which is largely offset by additional income for quarantine (i.e. boarding animals) and fish imports at the Heathrow Animal Reception Centre.
10. The Director anticipates this minimal current worse than budget position will be corrected by year end, subject to income activity achieving projected levels.

## Corporate & Strategic Implications

11. The monitoring of performance indicators across the Division links to all three Corporate Plan Strategic Aims (To support and promote 'The City'; To provide modern, efficient and high quality local services for the Square Mile; and, To provide valued services to London and the nation).

## **Consultees**

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

## **Appendices**

- Appendix A – Performance Management Report Period 1 2013-14
- Appendix B – Progress against Key Objectives Period 1 2013-14
- Appendix C – Enforcement Activity Period 1 2013-14
- Appendix D – Key Risks
- Appendix E – Financial Statements: Department of Markets and Consumer Protection

## **Background Papers:**

Department of Markets & Consumer Protection Business Plan 2013-2016 and Appendix B: Port Health & Public Protection Business Plan 2013-2016 (PH&ES Committee 30/04/2013)

### **Contact:**




Joanne Hill (*Performance Information*)  
Department of Markets and Consumer Protection  
T: 020 7332 1301  
E: [joanne.hill@cityoflondon.gov.uk](mailto:joanne.hill@cityoflondon.gov.uk)


Simon Owen (*Financial Information*)  
Chamberlain's Department  
T: 020 7332 1358  
E: [simon.owen@cityoflondon.gov.uk](mailto:simon.owen@cityoflondon.gov.uk)



**Performance Management Report 2013-14  
Period One: 1 April – 31 July 2013**

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

**Progress against Business Plan Performance Indicators**

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

	Public Protection	Actual 2012-13			Target 2013-14	Actual 2013-14	Status
		Period 1	Period 2	Period 3			
KPI 1 * <sub>1</sub>	Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) rating profile for City food establishments compared to the March 2013 profile.	N/A	N/A	N/A	TBC * <sub>3</sub>	* <sub>2</sub>	N/A
KPI 2	Percentage of justifiable noise complaints investigated that result in a satisfactory outcome.	91%	97%	96.5%	90%	95%	
KPI 3 * <sub>1</sub>	Trading Standards team to inspect 100% of 'high risk' premises.	N/A	N/A	N/A	80%	* <sub>2</sub>	N/A
<p>*<sub>1</sub> New indicator for 2013-14                      *<sub>2</sub> Annual indicator                      *<sub>3</sub> The purpose of this indicator is to show an overall improvement in the FHRS rating profile across all City food establishments by the end of the year. The target cannot be expressed as a specific percentage since any increase will indicate achievement, especially in this first year of measurement.</p>							

	Port Health and Animal Health	Actual 2012-13			Target 2013-14	Actual 2013-14	Status
		Period 1	Period 2	Period 3			
KPI 4	Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within five days of presentation of documents/consignments.	93%	95%	95%	95%	95.81%	
KPI 5	Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	3.3%	0.1%	<4%	0%	
<p>KPI 4 - i.e. time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system.</p>							



**Progress against Port Health & Public Protection Key Objectives 2013-2014**

Ref:	Objective	Progress to date
1	Balance the PH&PP Service budget for 2014-15 in the light of £250,000 unidentified savings/income.	<p><b>April – July 2013</b></p> <ul style="list-style-type: none"> <li>• The Port Health Service Review is underway and will identify most of these savings.</li> <li>• Fees and Charges levied by PH&amp;PP are being revised to increase income.</li> <li>• A service based review is also underway for Environmental Health and some posts are on a fixed term contract until this has been completed.</li> </ul>
2	Introduce a focus group to ensure a consistent approach to enforcement throughout the Service.	<p><b>April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Nominations from different teams have been sought for representation on the group.</li> <li>• The Terms of Reference have been drafted.</li> <li>• The first meeting is scheduled for September.</li> </ul>
3	Implement the review of the Port Health Service in preparation for the opening of the London Gateway Port and ensure the Service's operations continue in a safe, secure and uninterrupted manner.	<p><b>April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Proposals have been presented to the staff and individual consultations are underway.</li> <li>• The impact of London Gateway opening is under constant review to ensure that sufficient resources are deployed to service the Port.</li> <li>• The inspection facilities have been completed and the lease agreed for the office.</li> <li>• Thamesport will no longer require a permanent presence, so some staff will transfer to London Gateway.</li> </ul>
4	Continue to implement the Noise Strategy including deciding on options for Out of Hours service delivery.	<p><b>April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Out of Hours Contract with Westminster CC extended to March 2014.</li> <li>• CoL Code of Practice for Construction and Deconstruction Sites revised and agreed.</li> <li>• Code of Practice for minimising noise from street works developed for Committee approval.</li> <li>• Noise Service Delivery Policy developed and agreed.</li> <li>• Broad input to integrate noise minimisation into draft Local Plan, Aldgate</li> </ul>

		<p>Gyratory Scheme and draft new Street Scene Manual.</p> <ul style="list-style-type: none"> <li>• Development of M&amp;CP / Planning Enforcement Protocol.</li> </ul>
5	<p>Implement and comply with the requirements of the Health &amp; Safety Executive's new National Local Authority Enforcement Code – Health and Safety at Work.</p>	<p><b>April – July 2013</b></p> <ul style="list-style-type: none"> <li>• Compliance in line with the code as: <ul style="list-style-type: none"> <li>a) inspections of cooling towers are included on the list of permitted enforcement activities and are therefore continuing in the City as normal; and</li> <li>b) activities at Smithfield also fall within the list of activities and can therefore be subject to pro-active inspection.</li> </ul> </li> <li>• Interventions at Smithfield focusing on uncontrolled risks and areas of evident concern in stakeholder areas.</li> <li>• The implications for the future of other health &amp; safety enforcement activities by the City Corporation will be subject to a detailed report to Members at November's PH&amp;ES Committee.</li> </ul>
6	<p>Respond to any further legislative changes affecting the importation of animals at HARC to protect animal health and income streams.</p>	<p><b>April – July 2013</b></p> <ul style="list-style-type: none"> <li>• The recently enacted Regulation (EU) 576/2013 should result in no major changes to work at the Animal Reception Centre. Discussions regarding animals carried as baggage continue with Defra and the Home Office.</li> </ul>

**Port Health & Public Protection Enforcement Activity  
Period 1 (April – July) 2013-14**

<b>Food Safety</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 1 Total</b>
Programmed inspections	<b>Food Hygiene:</b> <b>860</b>  <b>Food Standards:</b> <b>191</b>	<b>Food Hygiene:</b> 297  <b>Food Standards:</b> 75
Hygiene Emergency Closures	<b>N/A</b>	0
Voluntary closures	<b>N/A</b>	1
Complaints & service requests received	<b>N/A</b>	97
Notices served	<b>N/A</b>	14
Prosecutions	<b>N/A</b>	0

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

<b>Food Hygiene Rating Scheme (FHRS) – profile of food businesses in the City of London (August 2013)</b>		
<b>Hygiene Rating</b>	<b>Number of Food Businesses</b>	
	<b>March 2013</b>	<b>August 2013</b>
<b>5</b>	925 (58%)	908 (56%)
<b>4</b>	345 (22%)	378 (23%)
<b>3</b>	171 (11%)	168 (10%)
<b>2</b>	69 (4%)	83 (5%)
<b>1</b>	61 (4%)	67 (4%)
<b>0</b>	12 (1%)	25 (2%)
<b>Total no. food businesses in the City which are included in the FHRS</b>	<b>1583</b>	<b>1629</b>

## Port Health & Public Protection Enforcement Activity Period 1 (April – July) 2013-14

### 'O' Rated Food Premises in the City (August 2013):

**Anokha**, 4 Burgon Street, London, EC4V 5DR  
**Apt Bar**, Aldermary House, 15 Queen Street, London, EC4N 1TX  
**Caffé Concerto**, 15 Upper Cheapside Passage, London, EC2V 6AG  
**Casella**, Retail Unit 8, Salisbury Court, London, EC4Y 8AA  
**Coach and Horses Public House**, Whitefriars Street, London, EC4Y 8BH  
**Domino's Pizza**, 29 Queen Street, London, EC4R 1BR  
**Gerry's Café**, Retail Unit 39, Ludgate Hill, London, EC4M 7JN  
**Gilt London**, 14 New London Street, London, EC3R 7NA  
**Guildhall Members Club**, 5 Aldermanbury, London, EC2V 7HH  
**Jamie's Wine Bar and Restaurant**, 36 Tudor Street, London, EC4Y 0BH  
**Kurumaya**, 76 Watling Street, London, EC4M 9BJ  
**La Bourse**, Unit 2&3, 60 Threadneedle Street, London, EC2R 8HP  
**Mother Mash**, Retail Unit 1, Bankside House, 107-112 Leadenhall Street, London, EC3A 4AF  
**Punch Tavern**, 99 Fleet Street, London, EC4Y 1DE  
**Radford News**, Ground Floor, Retail Unit 61, Fleet Street, London, EC4Y 1JU  
**Rubin Caterers, Kossoffs**, 91 Middlesex Street, London, E1 7DA  
**Taberna Etrusca**, 9 Bow Churchyard, London, EC4M 9DQ  
**Taylor Street Baristas Ltd**, 125 Old Broad Street, London, EC2N 1AR  
**The Cuban, Retail Unit 2b**, 1 Ropemaker Street, London, EC2Y 9AW  
**The Duke and Duchess**, 2-3 Creed Lane, London, EC4V 5BR  
**The Gable**, 25 Moorgate, London, EC2R 6AR  
**The India Restaurant**, Retail Unit 21, College Hill, London, EC4R 2RP  
**The Japanese Kitchen**, 9 Ludgate Broadway, London, EC4V 6DU  
**The Mercer Kitchen**, Retail Unit 3, St Andrew's Hill, London, EC4V 5BY  
**Tsuru**, Retail Unit, Aldermary House, 15 Queen Street, London, EC4N 1TX

**Port Health & Public Protection Enforcement Activity  
Period 1 (April – July) 2013-14**

**Period 1 – Food Safety Team Highlights**

- Eleven low compliance Take Away food businesses have been successfully coached with funding from the Food Standards Agency. The one-to-one food safety coaching sessions included a series of practical videos and a hand washing and cleaning demonstration as well as focusing on the businesses' food safety management systems.
- At the end of April, Gilt London, 14 New London Street, voluntarily closed for 3 days due to an imminent risk of injury to health. This was following the discovery of a rat infestation in the bar and kitchen during a routine food hygiene inspection. Officers spent considerable time revisiting and advising the business and their pest control company to ensure that the health risk conditions had been removed prior to reopening.
- The team is in the final stages of agreeing a food safety Primary Authority partnership with Virgin Active and is in the early stages of establishing a partnership with Harbour & Jones (contract catering and hospitality).
- The team continues to carry out microbiological sampling as part of London Food Coordinating Group and Public Health England projects. Recently these have included sampling meat pies, soda guns, commercial dishwashers and smoothies.

## Port Health & Public Protection Enforcement Activity Period 1 (April – July) 2013-14

Health & Safety	2012-13 Annual Total	2013-14 Target (where applicable)	Period 1 Total
Programmed Cooling Tower inspections	68	<b>80</b>	32
Other H&S Inspections	7 High Risk 25 MST*	<b>High Risk 15 MST *</b>	5
H&S Project visits	25 Asbestos	<b>10 seasonal overstocking with London Fire Brigade</b>	0
Accident notifications	286	<b>N/A</b>	88
Complaints & service requests received	241	<b>N/A</b>	74
Notices	3	<b>N/A</b>	1
Prosecutions	1	<b>N/A</b>	0

\*MST – Massage and Special Treatment

### **Period 1 – Health & Safety Team Highlights**

#### ***In contribution to the promotion of the London Healthy Workplaces Charter:***

- The team has been joined by a City Business Trainee for 8 weeks to assist in promoting the Charter to City businesses and engaging with assisting businesses to apply for the award. In her short time with us, several meetings have been scheduled, the webpage redesigned and an article written for a City publication.

#### ***In contribution to the Health and Safety Information Campaign:***

- [@SafeSquareMile](#) has been signposting Twitter users to health and safety advice and resources relevant to the Square Mile. With a growing following of currently 331 followers our social media presence is growing.
- The team has created and published a useful video, with 581 views, on safe working at height when using fall arrest equipment. You can view the video on the City's YouTube channel at:  
<http://www.youtube.com/watch?v=tPIApRuYqRc>

**Port Health & Public Protection Enforcement Activity  
Period 1 (April – July) 2013-14**

<b>Trading Standards</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 1 Total</b>
Inspections and visits	<b>N/A</b>	7
Complaints & service requests received	<b>N/A</b>	836
Home Authority referrals	<b>N/A</b>	60
Consumer credit investigations	<b>N/A</b>	65
Consumer safety notifications	<b>N/A</b>	2
Acting as a responsible authority for Licensing Applications	<b>N/A</b>	50
Prosecutions	<b>N/A</b>	0

**Period 1 – Trading Standards Highlights**

- The team has been working on the serious frauds relating to commodity scams and has been successful in obtaining support from the NTSB (National Trading Standards Board)/Scambusters.
- Scambusters have also provided a person to visit all mail forwarding businesses in The City and Inner London to advise them of the ways they can avoid facilitating fraud.
- The team has commenced the project looking at short measure beer and compliance with age restricted alcohol rules; the results will be published during the ACPO (Association of Chief Police Officers) alcohol harm reduction week in September. So far very few age challenges have been made to the young people assisting us and there has been a surprisingly high incidence of short measure. All breaches are being dealt with by advice at present, and follow up visits will be made.

**Port Health & Public Protection Enforcement Activity  
Period 1 (April – July) 2013-14**

<b>Pollution</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 1 Total</b>	<b>% Noise Complaints Resolved</b>	<b>Notices Served</b>	<b>Prosecutions</b>
Complaint investigations, noise	<b>N/A</b>	380	95%	4	0
Complaint investigations, other	<b>N/A</b>	69	N/A	0	0
Licensing, Planning and Construction Works applications assessed	<b>N/A</b>	401	N/A	6	N/A
No. of variations (to construction working hours) notices issued	<b>N/A</b>	234	N/A	N/A	N/A

**Period 1 – Pollution Team Highlights**

- The 7th edition of Code of Practice for Deconstruction and Construction has been approved by PH&ES Committee including a more detailed section on liaison and consultation. It is now being used for the London Wall Place (ex St. Alphage House) development due to start demolition in September 2013.
- The City has been awarded £280,000 over 3 years from the Mayor's Air Quality Fund for a range of projects in a pilot Air Quality Focus Area in the south east of the City. In addition, funding was awarded for joint projects with other London Boroughs to work with Bart's Health Trust, Business Improvement Districts, and for a London wide air quality publicity campaign.
- Consultation on a possible Late Night Levy is underway and will complete on 6 September.
- The City's Code of (Good) Practice for licensed premises was launched and the associated 'traffic light' risk assessment scheme is now in operation to highlight problem premises and to work with them to address the issues raised.



**Port Health & Public Protection Enforcement Activity  
Period 1 (April – July) 2013-14**

<b>Animal Health &amp; Welfare</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 1 Total</b>	<b>Warning Letters</b>	<b>Notices Served</b>	<b>Prosecutions</b>
<b>Animal Reception Centre</b>					
Throughput of animals (no. of consignments)	N/A	7415	19	33	4
<b>Animal Health</b>					
Inspections carried out*	N/A	157	0	11	0
*Due to the legislation, most of the Animal Health licensing inspections are carried out at the end of the calendar year and figures will, therefore, fluctuate across quarters.					

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

- At the Animal Reception Centre, four prosecutions were taken under the Welfare of Animals (Transport) (England) Order 2006. In each case, the animal's travelling container was too small for the size of the animal.
- July saw a considerable increase in throughput at the Animal Reception Centre.
- The ARC hosted visitors from the European Commission, Cabinet Office, and of course the Port Health & Environmental Service Committee.

**Port Health & Public Protection Enforcement Activity  
Period 1 (April – July) 2013-14**

<b>Port Health</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 1 Total</b>	<b>Cautions</b>	<b>Notices Served</b>	<b>Prosecutions</b>
Food Safety inspections and revisits	<b>N/A</b>	34	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	<b>N/A</b>	13	0	0	0
Imported food Not of Animal Origin - document checks	<b>N/A</b>	4810	0	122	0
Imported food Not of Animal Origin - physical checks	<b>N/A</b>	463	0	-	0
Number of samples taken	<b>N/A</b>	176	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	<b>N/A</b>	3698	0	23	0
Products of Animal Origin Consignments – physical checks	<b>N/A</b>	1256	0	5	0
Number of samples taken	<b>N/A</b>	126	N/A	52	N/A

**Period 1 – Port Health Highlights**

- Preparations for London Gateway Port continue at a pace. The Border Inspection Post has been approved by the Animal Health & Veterinary Laboratories Agency and the Department of Environment Food and Rural Affairs. The European Food & Veterinary Office is due to visit on 29 August.
- The Service has hosted a range of visitors from overseas, including Nigeria, Government Departments and the European Commission.

### Port Health and Public Protection Key Risks

The table below shows a selection of our key risks which form part of our Departmental Risk Register. These are reported to Committee as part of the periodic Business Plan Progress Reports.

Risk No.	Risk Direction	Risk Details	Risk Owner/ Lead Officer	Existing Controls	Likelihood (previous assessment)	Impact (previous assessment)	Status after existing controls	Further Action
PP4	↔	Outbreak of Legionnaires disease ( <i>Legionella</i> sp.) in the City which is associated with one of our cooling towers at Smithfield Market.	Port Health & Public Protection Director	Regular (1-3 years depending upon risk) independent audit by Environmental Health Officers looking at all aspects of the water risk management systems in place.	Unlikely	Major	<b>A</b>	No further action at present.
PH1	↔	Any further downturn in aviation/travel e.g. a worldwide flu pandemic could well affect income projections.	Port Health & Public Protection Director	Marketing of our services and increase share of animal health work across London. The freehold of the Animal Reception Centre has been purchased to allow improvements to the premises.	Possible	Moderate	<b>A</b>	No further action at present.
PH1	↔	Due to the general downturn in trade a reduction in the level of imported goods is expected which could have adverse financial consequences.	Port Health & Public Protection Director	We are making preparations to service the new London Gateway port which is being constructed on the former Shellhaven site. We hold regular meetings with Ports' management to monitor trade patterns and to ensure that we can service their needs.	Possible	Moderate	<b>A</b>	No further action at present.
PP1	↔	That a major prosecution case for regulatory non-compliance fails with costs not being awarded back to the City of London and associated reputational damage in the media.	Port Health & Public Protection Director	1. Enforcement Policy in accordance with current legislation and guidance 2. Officers trained in enforcement 3. Pre-approval consultation with C&CS including counsel's opinion if necessary before CO Approval to prosecute. 4. Legal "fighting fund" established.	Rare	Major	<b>A</b>	No further action at present.

#### Key

AH Animal Health  
PH Port Health  
PP Public Protection

#### Status

R - Red  
A - Amber  
G - Green

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**Department of Markets & Consumer Protection Local Risk Revenue Budget - 1st April to 31st July 2013**  
**(Income and favourable variances are shown in brackets)**

Appendix E

	Latest Approved Budget 2013/14 £'000	Budget to Date (Apr-Jul)			Actual to Date (Apr-Jul)			Variance Apr-Jul £'000
		Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<b>Port Health &amp; Environmental Services (City Fund)</b>								
Coroner	44	14	0	14	20	0	20	6
City Environmental Health	1,555	648	(203)	445	645	(206)	439	(6)
Pest Control	72	53	(22)	31	55	(22)	33	2
Animal Health Services	(551)	652	(616)	36	667	(626)	41	5
Trading Standards	279	112	0	112	119	(5)	114	2
Port Offices & Launches	763	947	(457)	490	936	(440)	496	6
Meat Inspector's Office (City Cash)	360	129	(1)	128	126	(2)	124	(4)
<b>TOTAL PORT HEALTH &amp; ENV SRV COMMITTEE</b>	<b>2,522</b>	<b>2,555</b>	<b>(1,299)</b>	<b>1,256</b>	<b>2,568</b>	<b>(1,301)</b>	<b>1,267</b>	<b>11</b>

Forecast for the Year 2013/14			Notes
LAB £'000	Forecast Outturn £'000	Over / (Under) £'000	
44	53	9	
1,555	1,552	(3)	
72	73	1	
(551)	(619)	(68)	1
279	279	0	
763	848	85	2
360	357	(3)	
<b>2,522</b>	<b>2,543</b>	<b>21</b>	

- Notes:**
- 1. Animal Health Service** - the favourable forecast is based on previous years performances for increased quarantine and fish import income.
  - 2. Port Offices & Launches** - the unfavourable forecast is mainly due to a downturn in the throughput of Products of Animal Origin which has reduced the Inspection income proportionately. The forecasts do not currently include the effects of London Gateway and so the outturn is likely to change.

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# Agenda Item 10

<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services Committee	September 9 2013
<b>Subject:</b> Sex Establishments; Annual Review of Fees and governance	<b>Public</b>
<b>Report of:</b> Director of Markets and Consumer Protection	<b>For Decision</b>
<b>Summary</b>	
<p>The City of London Corporation has to set annual fees for those premises requiring a licence under the Local Government (Miscellaneous Provisions) Act 1982 as a sex establishment. An earlier report to the Licensing Committee (Appendix 1) outlines recent case law which has indicated that the process for setting the fees must be robust and that income received through the licensing process cannot exceed the cost of administering that process.</p> <p>Although a previous report to your Committee agreed to transfer responsibility for 'Sexual Entertainment Venues' (SEV's) to the Licensing Committee it did not make clear that the three other types of sex establishments; sex shops, sex cinemas and hostess bars should also be transferred and this report seeks to remedy that matter</p>	
<b>Recommendations</b>	
<p>It is recommended that your Committee:-</p> <ul style="list-style-type: none"><li>• Agrees the proposed fees for 2013/14 as set out in Appendix 1.</li><li>• The governance of all types of sex establishments are dealt with by the Licensing Committee, which includes sex shops, sex cinemas, hostess bars and SEV's.</li></ul>	

## Main Report

### Background

1. The Licensing Committee agreed the recommendations in the attached report (Appendix 1) on 15 July 2013 regarding necessary changes to fees following a case (*R (Hemming and Others) v Westminster City Council*) which went to court of appeal on 24 May 2013.
2. The case concluded that charges which a council imposes on applicants/licensees must be proportionate and reasonable in the circumstances to the fees or costs payable i.e. the fees must not exceed the costs of administering the process.
3. The governance of this issue appears to fall between your Committee and the Licensing Committee so this report asks for a decision to clarify this position and confirm fees for sex establishments agreed by the Licensing Committee.

### Current Position

4. Local Government (Miscellaneous Provisions) Act 1982 Schedule 3 (as amended by The Greater London Council (General Powers) Act 1986, The London Local Authorities Act 2007 and The Policing and Crime Act 2009) establishes controls for sex establishments which are defined as a sex cinema, sex shop, hostess bar or a sexual entertainment venue (SEV).
5. The Policing and Crime Act 2009 (s.27) amended the 1982 Act to expand the definition of a sex establishment, as well as bringing in a range of greater controls

and the City Corporation re-adopted those provisions at its Licensing Committee on the 14 June 2010 to come into effect of 1 September 2010.

6. The report to your Committee of 9 March 2010; 'Licensing of Sexual Entertainment Venues – change of Committee responsibilities' proposed that responsibility for the administration of the 1982 Act for "Sexual Entertainment Venues" should be passed from the Port Health and Environmental Services Committee to the Licensing Committee in preparation for when the new legislative arrangements were introduced, and their Terms of Reference be amended accordingly.
7. The definition of an SEV given in the 2009 Act is specific, being 'any premises at which relevant entertainment is provided before a live audience for the financial gain of the organiser or the entertainer'. Audience can be an audience of one person. 'Relevant Entertainment' means any live performance or any live display of nudity which, is of such a nature that it must be reasonably assumed to be provided solely or principally for the purpose of sexually stimulating any member of the audience (whether by verbal or other means).
8. It is apparent from the text of the 2010 report to your Committee that the transfer of responsibility to the Licensing Committee was intended to be wider than just SEVs encompassing the other three types of sex establishments; sex cinema, sex shop and hostess bar for reasons of efficiency and synergy. At present there are no such establishments trading within the City.
9. The Licensing Committee agreed the recommendations in the report of 15 July 2013 (Appendix 1) but as the matter of governance of sex establishments, other than SEVs, was unclear it was agreed this matter should be referred to your Committee.

### **Options**

10. That the governance of SEVs remain with Licensing Committee but other types of sex establishments; sex cinema, sex shop and hostess bar are dealt with by your Committee.
11. The governance of all types of sex establishments are dealt with by the Licensing Committee.

### **Proposals**

12. For the same reasons as given in the 9 March 2010 report to your Committee I recommend that the option in paragraph 11 above is adopted by your Committee.
13. Specifically, the two main reasons for this proposal are:
  - a. A similar hearing to those currently held for applications under the Licensing Act is available for evaluating applications where there are objections/representations. The Licensing Committee holds hearings on a regular basis, so is well equipped to consider and process such applications.
  - b. The Licensing Committee would deal with any other licences under the Licensing Act that would cover the same premises. There is therefore some synergy in the applications being dealt with by one Committee.
14. This will ensure that all licensing issues regarding these premises are coordinated through one Committee, which is a more efficient practice, and will enhance the



speed with which the City can respond to applications for the (different) types of sex establishment licences.

15. In addition, I recommend that the fees agreed by Licensing Committee (as set out in Appendix 1) are also agreed by your Committee to ensure continuity.

### **Corporate & Strategic Implications**

16. The adoption of the fees and governance proposals fits with one of the City Corporation's three aims of the Corporate Plan 2013 – 2017 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**

17. The work undertaken in dealing with any application for sex establishments is expected to remain within the existing budgets of Markets and Consumer Protection Department. The decision of your Committee will clarify the position on governance of these matters.

### **Conclusion**

18. The fees set out in Appendix 1 should be agreed to ensure continuity of governance between Committees although these fees are at present academic as there are no such establishments within the City. The governance issue between your Committee and Licensing Committee should be clarified by adoption of one of the two options presented at paragraphs 10 and 11.

### **Appendices**

- Appendix 1 – Sex Establishments – Annual Review of Fees; Report to Licensing Committee, 15 July 2013

### **Background Papers:**

Licensing of "Sexual Entertainment Venues" – change of Committee responsibilities; 9 March 2010, Port Health and Environmental Services Committee

**Steve Blake**

*Assistant Director Environmental Health and Public Protection*

*T: 020 7332 1604*

*E: [steve.blake@cityoflondon.gov.uk](mailto:steve.blake@cityoflondon.gov.uk)*

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Committee(s):	Date(s):
Licensing	15 July 2013
Subject: Sex Establishments – Annual Review of Fees	Public
Report of: Director of Markets and Consumer Protection	For Decision

**Summary**

The City of London Corporation has to set annual fees for those premises requiring a licence under the Local Government (Miscellaneous Provisions) Act 1982 as a sex establishment. The report outlines recent case law which has indicated that the process for setting the fees must be robust and that income received through the licensing process cannot exceed the cost of administering that process.

The matters considered by the licensing service in setting the proposed fees are discussed and include all aspects, other than enforcement costs of unlicensed activity which case law currently excludes, within the licensing process.

The proposed fees are less than have previously been set due to consultation costs, and the process for producing a Sex Establishment Venue (SEV) Policy, no longer being included. The new fees will not affect budget income targets as we currently do not have any premises that have a Sex Establishment Licence.

**Recommendations**

It is recommended that your Committee:-

- Agree the proposed fees for 2013/14 as set out in Appendix 1.

**Main Report**

**Background**

1. The Local Government (Miscellaneous Provisions) Act 1982 Schedule 3, as amended by s.27 of The Policing and Crime Act 2009 sets out the statutory provisions for setting Sex Establishment fees.
2. A Sex Establishment is defined as a Sex Shop, Sex Cinema or Sexual Entertainment Venue (primarily lap dancing clubs). A premise is not a Sexual Entertainment Venue if any relevant entertainment is only provided on eleven or less occasions during a twelve month period and, each of the occasions are at least one month apart.
3. The City of London Licensing Authority must determine the appropriate fees for the granting, renewal, transfer and variation of a licence. Any fee set must be 'reasonable'.
4. Licences are valid for 12 months from the date of grant unless surrendered or revoked. A process similar to the granting of a new licence is to be followed for each renewal including consultation.
5. A high court case held on 16 May 2012 (*R (Hemming and Others) v Westminster City Council*) concluded that the amount of the fee is required to be determined every year and further that a local authority was precluded from making a profit from the licensing regime. This decision was subsequently upheld by the Court of Appeal on 24 May 2013. A full account of the fee income and expenditure would therefore need to be considered to ensure a surplus is not being made.
6. Mr Justice Keith stated in the case '... [in relation to] the steps which an applicant for a licence has to take if he wishes to be granted a licence or to have his licence renewed.

And when you talk about the cost of those procedures, you are talking about the administrative costs involved, and the costs of vetting the applicants (in the case of applications for a licence) and the costs of investigating their compliance with the terms of their licence (in the case of applications for the renewal of a licence). There is simply no room for the costs of the 'authorisation procedures' to include costs which are significantly in excess of those costs.' Therefore enforcement costs against unlicensed operators cannot be recouped.

7. A number of important principles were established in the Hemming case:
- That where a local authority profits from licence fees in that its expenditure is exceeded by its fee income, it must carry the surplus forward in determining the fee for future years;
  - That in authorisation schemes covered by the Provision of Services Regulations 2009, which Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 is, enforcement costs relating to unlicensed premises may not be recharged to licensed operators.

The Court of Appeal reiterated the overriding principle:

- Charges which a council imposes on applicants/licensees must be proportionate and reasonable in the circumstances to the fees or costs payable i.e. The fees must not exceed the costs of administering the process

### **Current Position**

8. In order to avoid possible complications arising from non-compliance with the Hemming decision, the licensing service has carried out an in-depth examination of the processes that are undertaken in order to administer the application, renewal, transfer and variation of a licence and the costs of investigating compliance with any licence conditions.
9. A comparison between the current fees and the proposed fees can be seen as Appendix 1. The proposed fees have been based on full costs recovery without considering the cost of enforcement of unlicensed premises.
10. In determining the proposed fee structure for sex establishment licences the following factors have been taken into account:
- Officer time spent on processing applications including site inspections, consultations and the issue of any licence
  - Officer time spent on the development and maintenance of processes and guidance notes
  - Training of staff as necessary
  - A percentage of the service costs such as accommodation and equipment
  - Officer time spent on inspections of licensed premises to ensure compliance with terms and conditions of any licence
11. Costs associated with the enforcement of unlicensed 'sex establishments' have not been taken into account in setting the proposed fee structure.
12. In 2011 Fees were set for the granting of a SEV licence as £23,200 with a refundable portion of £3,200 if the application was not granted. The large percentage of the retainable portion was to cover the costs of the consultation exercise and the

production of a SEV Policy. Much of this can no longer be taken into account and the costs of administering the licensing process have now reduced.

13. In 2011/12 the cost of a sex shop or sex cinema licence was £13,500. The basis of this fee and the precise nature of annual increases are not known although the fee has not changed since that date.
14. There are currently no fees for the renewal, transfer or variation of a sex establishment licence. There are currently no sex establishment licences issued within the City of London.

### **Proposals/Options**

15. Adopting the proposed fees set out in Appendix 1 will avoid any legal challenge similar to that experienced by Westminster City Council. Income received from setting the new fees will meet the requirements of the principles set out in paragraph seven and all other statutory obligations.

Fees set lower than those recommended will not cover the costs of administering the licensing process.

Fees set higher than those recommended will result in the receipt of fees greater than the cost of administering the process. This surplus will have to be carried forward into 2014/15 and taken into consideration when fees are set for that year i.e. the fees for that year will have to be reduced. Ignoring the surplus could result in the City Corporation being taken to court.

### **Implications**

15. Setting the recommended fees may result in a number of applications for sex establishments being received. The new fees will not be a deterrent to those wishing to apply. Any application will be heard by a sub-committee of this Committee who would follow the principles laid down in the SEV Policy.
16. There is currently no policy pertaining to other sex establishments i.e. sex shops, sex cinemas. This would need to be rectified at the next Committee in October 2013.
17. Setting the recommended sex establishment fees will not have a detrimental effect on the licensing budget as there are currently no sex establishments and thus no income.
18. Setting fees above or below those recommended will have the implications as set out in paragraph fifteen above.

### **Appendices**

*Appendix 1 – Proposed fees*

### **Background Papers:**

Transcript of *(R (Hemming and Others) v Westminster City Council)*  
City of London SEV Policy

Contact: *Peter Davenport*  
*Licensing Manager*  
*peter.davenport@cityoflondon.gov.uk | x 3227*

## Appendix 1

## Proposed Sex Establishment Fees for 2013/14

Application Type	Estimated number	Current Fee	Proposed Fee	Income Forecast
New sex shop / sex cinema application	0	£13,500	<b>£4,910</b>	£0.00
Renewal of sex shop / sex cinema licence	0	n/a	<b>£4,560</b>	£0.00
Variation of sex shop / sex cinema licence	0	n/a	<b>£3,860</b>	£0.00
Transfer of sex shop / sex cinema licence	0	n/a	<b>£470</b>	£0.00
New sexual entertainment venue application	0	£23,200	<b>£6,640</b>	£0.00
Renewal of sexual entertainment venue licence	0	n/a	<b>£6,290</b>	£0.00
Variation of sexual entertainment venue licence	0	n/a	<b>£3,860</b>	£0.00
Transfer of sexual entertainment venue licence	0	n/a	<b>£2,700</b>	£0.00
Change of details	0	n/a	<b>£40</b>	£0.00
Copy of licence	0	n/a	<b>£30</b>	£0.00
<b>Total</b>				<b>£0.00</b>

# Agenda Item 11

Committee(s):	Date(s):
Port Health and Environmental Services Committee	September 9 2013
Subject: Working together to improve the air quality of London – Letter from London Local Authorities and Greater London Council to Government	Public
Report of: Director of Markets and Consumer Protection	For Information
<b><u>Summary</u></b>	
<p>As one of the many strands of work the City Corporation is taking on improving air quality in London, a joint letter on this matter has been agreed and sent from the Mayor of London and London Councils Transport and Environment Committee on behalf of the Greater London Council and all London local authorities requesting various actions and support of Government. The letter is attached to this report for information and updates on air quality in the City will continue to be reported to your Committee.</p>	

## **Main Report**

### **Background**

1. It was agreed, following meetings of the City Corporation with London Borough of Camden, City of Westminster and the Greater London Authority/Transport for London (GLA / TfL) in autumn 2012 to discuss what steps could and should be taken regionally and nationally to improve air quality in London, that a joint letter be drafted from the GLA and all three authorities requesting action and support on these matters from the relevant Government ministry, Department of Environment and Rural Affairs (DEFRA). The GLA extended the offer to sign the letter to other London Boroughs, via London Councils.
2. The letter was agreed and a copy of the letter sent on August 1 can be seen for information at Appendix 1. The next steps will be for your Chairman to meet with Matthew Pencharz, the Mayor of London's Environment Adviser, and for the signatory authorities to review the anticipated response back from DEFRA. This matter will be the subject of further updates to your Committee.

### **Corporate & Strategic Implications**

Work on air quality improvement fits with one of the City Corporation's three aims of the Corporate Plan 2013 – 2017 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, KPP3, in that it seeks to be 'engaging with London and national government on key issues of concern to our communities including policing, welfare reform and changes to the NHS' and specifically with the 'Mayor of London – Environment (air quality)'.

### **Implications**

3. There are no current implications to the existing budgets of Markets and Consumer Protection Department.

### **Background Papers:**

None.

### **Appendices**

Appendix 1: Letter to DEFRA – 'Working together to improve the air quality of London'

**Contact:**

Steve Blake | [steve.blake@cityoflondon.gov.uk](mailto:steve.blake@cityoflondon.gov.uk) | 1604

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City Hall, The Queen's Walk  
More London  
London SE1 2AA  
Switchboard: 020 7983 4000  
Email: [mayor@london.gov.uk](mailto:mayor@london.gov.uk)

London Councils  
59½ Southwark Street  
London SE1 0AL  
Switchboard: 020 7934 9999  
Email: [info@londoncouncils.gov.uk](mailto:info@londoncouncils.gov.uk)

**Rt Hon Owen Paterson MP**

Secretary of State

Department for Environment, Food and Rural Affairs

Nobel House

17 Smith Square

London SW1P 3JR

Date: **01 AUG 2013**

Dear Owen

## **Working together to improve air quality in London**

We are writing together as the Mayor of London and the Chair of London Councils' Transport and Environment Committee (which represents the 32 London boroughs and the City of London) to request the Government take additional steps to help us deliver further improvements to air quality in London. This letter represents an emerging consensus about the need for further targeted action in London to meet EU limit values for nitrogen dioxide (NO<sub>2</sub>), and to continue to reduce levels of particulate matter (PM10 and PM2.5), to protect human health and to support economic growth by securing London's reputation as an attractive city for investment.

As you know, improving air quality is a shared priority with the tools and resources needed to take action distributed between the European Commission, Government, the Greater London Authority and local authorities. While our motivation is to improve air quality to protect human health, clearly we must also be mindful of the potential reputational, legal and financial impacts of being infracted for breaches of the NO<sub>2</sub> limit values. These are shared risks which will impact Government, the Greater London Authority and the London boroughs so it is important that we work together to deliver further measures to reassure the Commission about our commitment to achieving EU limit values for NO<sub>2</sub> as quickly as possible.

Already, the GLA and Transport for London (TfL) have delivered a significant package of measures including the Low Emission Zone (LEZ), energy efficiency programmes such as RE:FIT and RE:NEW, taxi and private hire age and emission limits and delivering Europe's largest fleet of hybrid buses. Recently an even more ambitious programme has been announced, including establishing a Central London Ultra Low Emission Zone by 2020. The London boroughs, meanwhile, have been hotbeds of innovation working together to develop airTEXT, promoting business engagement, installing infrastructure for low emission transport including to deliver a network of electric vehicle charging points, improving the energy efficiency of housing stock and building air quality into the planning system to deliver long-term emissions savings.

While we recognise and appreciate the support provided by Government to date, we all have to commit to taking more action if the needed improvements in air quality are to be achieved.

By 2015, half of the UK roads exceeding the EU limit values for NO<sub>2</sub> will be located in London. It is right, therefore, that additional resources are focused here to help us address this significant issue. Government, in particular, has a critical role to play in London to deliver further action. Specifically, we would like the Government to commit to the following:

- **Clean Air Act**  
Defra is currently reviewing the Clean Air Act. This suite of legislation has delivered significant improvements in air quality over the past sixty years and now needs to be updated to make it fit for purpose. Amongst other issues, the right approach is needed to enable local authorities to properly manage emissions from non-road mobile machinery and generators, biomass, liquid biofuels and combined heat and power systems. Existing powers relating to smoke control orders should also be retained.
- **Defra Air Quality Grants Programme**  
The Defra Air Quality Grants Programme has supported local authority activity to tackle local air quality hotspots, to support monitoring and to undertake research into local sources. While recognising that Defra is under pressure to deliver cost savings, it is essential that Defra continues prioritising funding for this programme reflecting the legal, economic and human impacts of air pollution. Long term certainty about this funding stream should be given to enable local authorities to plan ahead. Given the scale of the air quality challenge in London, a significant proportion of the available funding should be focused here. The GLA would match any Defra funding through the new Mayor's Air Quality Fund and would encourage boroughs to provide additional match-funding from available LIPs funding and other sources, considerably increasing the impact of Defra's investment.
- **Enhanced coordination within and across levels of Government including Local Air Quality Management (LAQM)**  
With the tools and resources needed to tackle air quality distributed across different levels of Government (central, regional, local) and within multiple Government departments (Defra, DfT, DECC, DCLG etc), we look to Government to provide the necessary coordination to ensure appropriate action is taken at all levels. The Local Air Quality Management review provides a unique opportunity to address these issues and put in place improved coordination mechanisms (e.g. on planning policy) and greater central Government support. For the LAQM review itself, it is vital that Air Quality Management Areas and borough reporting and assessment responsibilities are retained, reflecting the unique air quality challenges the Capital faces.
- **Encourage the early uptake of low emission and Euro VI vehicles**  
We are all aware of the challenges presented by the failure of Euro standards to deliver the expected reductions in NO<sub>x</sub> emissions and their impact on the total proportion of NO<sub>2</sub> emissions. The Government has a crucial role to play in encouraging the uptake of Euro VI vehicles, including through the use of enhanced Reduced Pollution Certificates, the HGV Road User Levy Scheme and capital allowances to off-set investment in Euro VI. Consideration should also be given to how the emerging practice of removing diesel particulate filters pre-installed on vehicles to "improve" engine performance can be tackled.

- **Tackle dieselisation of the car fleet by amending tax incentives (including VED and capital allowances)**  
In recognition of the significantly higher levels of air pollution caused by diesel cars, a revision of the incentives structure is needed to take into account air pollutants as well as carbon dioxide while continuing to support the uptake of new low emission vehicles. Any changes to the tax regime should be tax neutral overall.
- **Include improved vehicle air quality information in the DVLA database**  
Currently TfL has to absorb the cost to establish bespoke databases for the information required to enforce the LEZ scheme; this is a major disincentive to other authorities to introducing their own scheme.
- **Developing enhanced retrofit standards and a supporting testing regime**  
DfT should support the development and adoption of the proposed new UN Economic Commission for Europe retrofit standard. This would be an effective alternative to a national certification and testing regimes which the GLA has previously lobbied for, enabling DfT to put in place an effective retrofit standard more cost effectively. An interim standard would enable schemes like the Low Emission Zone to be used to affordably clean up fleets while waiting for the widespread roll-out of Euro VI vehicles
- **Put in place mechanisms to stop removal of manufacturer-fitted pollution abatement systems**  
There is increasing evidence that people are removing the pollution abatement systems installed by manufacturers, particularly diesel particulate filters, to reduce fuel consumption or increase speed/other aspects of performance. A number of websites advertise these services.
- **Support regulation for noise reduction in the freight fleet and delivery practices**  
Changes enabling deliveries out of normal working hours would reduce daytime congestion and emissions. A large scale trial of some of the regulatory changes set out above was carried out over three months in the London borough of Wandsworth. The Freight Transport Association found that during the trial journey times, decibel levels, delivery costs and CO2 emissions were reduced. Assuming benefits from the Wandsworth trial would be broadly replicated at other sites, there would be considerable national benefit to these regulatory changes. London also had a largely positive experience of out of hours deliveries during the Olympic and Paralympic Games.
- **Bring penalty charges for engine idling into line with other traffic offences**  
The Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002  
Regulations should be amended so that penalty charges for idling offences are brought into line with parking penalty charges, to provide a stronger deterrent (a maximum of £130 in London rather than the current £20). TfL estimate that if all drivers in central London switch off engines for one minute each day instead of leaving them idling it could reduce emissions by 90kg per annum.

- **National emission standards or age limits for taxis**  
In central London taxis account for around 20 per cent of PM<sub>10</sub> road transport emissions and 15 per cent of NOx road transport emissions. Taxis in other cities across the UK have similar disproportionate air quality impacts.

TfL has already taken action by retiring the oldest taxis over 15 years of age and requiring new taxis to meet a Euro V standard. However, more could be done in partnership with the taxi trade.

In 2010 the Government successfully delivered a vehicle scrappage scheme. A similar model could deliver significant emissions savings and support the introduction and development of the next generation of low and zero emission taxis.

- **Reducing emissions from airport operations, including at Heathrow**

We welcome the Government's commitment, set out in its Aviation Policy Framework, to ensuring full compliance with European air quality standards. We are also pleased that the air quality impacts, including impacts due to aircraft, airside operation and local surface transport links will be fully considered as part of the Davies Commission review.

- **Tyre and brake wear**

As exhaust emissions improve, the proportion of emissions from tyre and brake wear is expected to increase. Indeed, the latest London Atmospheric Emissions Inventory based on research by King's College London indicates that up to 75 per cent of road transport emissions of PM come from tyre and brake wear. To date limited action has been taken to address these sources and Government has a critical role to play in undertaking additional research to further understand this issue, and then putting in place appropriate steps to reduce this emissions source.

I hope you will appreciate that we are committed to taking the necessary steps to improve London's air quality. Your support in doing this is vital and we look forward to continue working with you over the coming months.

We have copied this letter to Rt Hon Patrick McLoughlin MP.

With best wishes,



*Catherine West*

**Boris Johnson**  
Mayor of London

**Cllr Catherine West**  
Chair of London Councils' Transport  
And Environment Committee

Cc: Rt Hon Patrick McLoughlin MP

# Agenda Item 12

Committee(s):	Date(s):
Port Health and Environmental Services Committee Planning and Transportation Committee	September 9 2013 TBC
Subject: Mitigation of Environmental Impacts from Street works in the City	Public
Report of: Director of Markets and Consumer Protection	For Decision
<b><u>Summary</u></b>	
<p>The mechanisms for ensuring that the environmental impact of developments is mitigated as far as is practicable have been applied through the principles set out in the City's Code of Practice for Deconstruction and Construction Sites which was the subject of a report to your Committee in April 2013.</p> <p>A new Code of Practice for street works has been drafted setting out the expectations of the City Corporation for contractors undertaking these activities, including the liaison expected of streetworks, commensurate with the scope of the project, prescribing the need for contractors to plan and mitigate their environmental impacts.</p>	
<b>Recommendations</b>	
<p>Members consider and agree the proposals set out in paragraphs 18 to 21, taking account any points arising from the discussion of this report at your Committee meeting.</p>	

## **Main Report**

### **Background**

1. 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.
2. 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. There is high demand for streetworks activity in the City with 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.
3. 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 Corporation to require actions by persons responsible for noise from construction activity, including street works, to alleviate noise nuisance.

4. 'Quiet hours' are normally applied to street work operations in the City based on a standard flexitime model with 'quiet hours' in the core times of 1000 - 1200 and 1400 - 1600 providing respite from street work noise for four hours of a notional eight hour working day to City businesses. There is no specific legal requirement for these hours to be rigidly adhered to other than for reasons of consistency of approach and easy comprehension by all parties of the 'quiet hours' applied in the City.
5. 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. 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.
6. There has been an evolution in controls from permitting no work at all in 'quiet hours' periods 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.
7. To protect residents (as opposed to offices) from street work 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, and are common practice across London local authorities. 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. Where there is a justifiable need to work outside of these times variations to the standard hours are only agreed in such a way to minimise the impact on residents. For example, contractors planning streetworks at night time in close proximity to residents are asked if the works can be done in the working week, evenings or daytime at weekends to alleviate noise concerns.
8. The City's Code of Practice for Deconstruction and Construction, now in its 7<sup>th</sup> 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. The principles apply to streetworks but to date no specific code has been developed for these activities. To make these principles more transparent a draft Code of Practice (CoP) has been produced in consultation with our colleagues in Department of Built Environment, Transport for London (TFL), Utility companies and our in house contractor to enable them to be applied consistently across the City.
9. The draft CoP sets out existing best practice for street work companies to follow and will be reviewed over the next year to consider the impact and opinion of street work companies, businesses and others affected by the implementation of these practices. The purpose of this report is to introduce your Committee to the new code of practice for adoption and operational use by Officers of the City Corporation.

### **Current Position**

10. A separate COP on minimising the environmental impact of street works was suggested as part of the mitigations in allowing enhanced working hours for such operations in the City in the report to your Committee last November. The draft COP has been developed in consultation with colleagues in the Department of Built Environment (DBE) Highways, TFL and Utility companies can be seen at Appendix 1.

11. This requires better information from streetworks contractors on planning and liaison for their works to improve both efficiency of street work, and reduce the noise impact on both commercial and residential neighbours. We will encourage contractors, through this 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.
12. 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. Following consultation with colleagues in DBE, 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.
13. In its appendices the COP specifies a variation request sheet made available to streetworks contractors by EH staff, and also by DBE Highways Inspectors where works are planned in advance. Completion of this sheet by all parties is the formal route to vary 'quiet hours' or extend working hours for a contractor.
14. 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 least disruptive 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.
15. Quarterly Meeting are held with Utility companies and their contractors at Guildhall where the COP will be promoted along with the potential facility to use 'extended hours'.
16. To ensure regular formal communication on operational matters, fortnightly meetings are being held between Highways, EH and the City's Contract representative to prepare for forthcoming planned works and consider current works along with any issues arising from them.
17. Training of Highways staff has been undertaken by EH Pollution Team, and a further session is planned to ensure consistency between Highways and EH which will include the application of the COP for street works.

## **Proposals**

18. The City COP for street works set out in Appendix 1 is adopted, taking into account discussion at your Committee, so that the City can clearly and consistently apply its own policy in this area.
19. The EH Pollution team apply flexibly the need for quiet hours or other BPM when considering proposals, including liaison arrangements, proposed by contractors.
20. The zone map of the City continues to be further refined in the light of experience on the pilot to clarify areas where extended work can normally be applied.
21. 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**

22. The adoption of the COP for street works fits with one of the City Corporation's three aims of the Corporate Plan 2013 – 2017 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**

23. The work undertaken in applying the COP for street works is expected to remain within the existing budgets of Markets and Consumer Protection Department.

### **Conclusion**

24. In order to provide clarity and consistency the COP for streetworks should be adopted to confirm policy and its application in balancing 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 by contractors including its own contractors, seek to maximise the flexibility for street work contractors to use additional hours of the day. This will be guided by the COP and 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:**

Enhanced Working Hours for Street Works in the City; November 13 2012, Port Health and Environmental Services Committee

### **Appendices**

Appendix 1: Code of Practice: Minimising the Environmental Impact of Street works

Appendix 2: Zoned map of traffic v noise sensitive streets

#### **Contact:**

*Steve Blake | [steve.blake@cityoflondon.gov.uk](mailto:steve.blake@cityoflondon.gov.uk) | 1604*



# **Code of Practice: Minimising the Environmental Impact of Street works<sup>1</sup>**

**August 2013**



**Department of Markets and Consumer Protection  
Pollution Team**

City of London  
PO Box 270  
Guildhall  
London  
EC2P 2EJ

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<sup>1</sup> Terms used may differ from those used in the London Permitting Scheme

## Summary

**Best Practicable Means** to be taken which includes:

- ✓ Restricting periods of operation of noisy activities
- ✓ Liaison with neighbours
- ✓ Using less noisy methods and equipment
- ✓ Reducing transmission and propagation of noise e.g. use noise enclosures or barriers
- ✓ Management arrangements including contract management, planning of works, training and supervision of employees to ensure measures are implemented

### **Hours of noisy works**

#### Standard Working Hours:

- Monday to Friday: 08:00 - 18:00
  - Saturday: 08.00 - 13:00\*
- \*you may be required to work 0900-1400 in residential areas e.g. Barbican Estate

#### Quiet Hours:

- Monday to Friday: 10:00 - 12:00 & 14.00 -16.00

COL network 'extended permit hours' (permitted without 'variation' in 'green' locations, and 'orange' locations if by prior agreement – see map)

- Monday to Friday: 1800 - 2300
- Saturday: 1300 – 1800

**Noisy work outside the above hours require prior approval from City Pollution Team – see contacts Appendix II.**

### **Liaison**

- Minor works (1-3 days): 24 Hours (1 working day) verbal prior notice to premises occupiers likely to be disturbed; effective complaints procedure.
- Standard / Major Works (4-10 >10 days): 3 working days written prior notice to premises occupiers likely to be disturbed; effective complaints procedure; for Major works a liaison and consultation plan required.
- For work outside above standard or quiet hours – liaison to be agreed as part of prior approval process.

## 1. Introduction

The main environmental impacts from street works are noise and dust.

Noise disturbance from street works need to be minimised while also exercising the traffic management duty. There is potential for tension between the need to maintain and improve utility services, Highways Authorities' statutory obligation to prevent traffic disruption and the City of London Corporation's duty to take statutory action to remedy nuisances and prevent disturbance to residents and businesses.

The City of London Corporation and Transport for London (TfL) seek to keep traffic flowing by effectively planning and managing the highway network. The Corporation is also committed to ensuring that utility services continue to meet the demands of the world's premier financial centre. A permitting system exists for utility companies and other contractors (including those contracted to work for the City) who need to carry out street-works.

Residential accommodation is now distributed more widely through the City and has increased the spread and number of noise sensitive locations at night time and weekends, constraining the carrying out of noisy work on the highway when traffic volumes are low.

At noise sensitive locations, one or more measures are usually necessary to minimise noise impacts on businesses and / or residents. These include restricting times when noisy work is permitted, effective community liaison, minimising emissions (e.g. less noisy methods or equipment) and using noise barriers to reduce transmission.

Effective consultation and communications with affected residents and businesses are key measures to minimise complaints. If the purpose, times and durations of noisy works are known (or agreed) in advance, noise and disruption is more likely to be tolerated. Good communications can also help to resolve problems quickly without the need to involve law enforcement or other legal action.

Contractors who consult the Pollution Team early in the project cycle are less likely to receive complaints during works which then result in changes being required to work programmes.

## 2. Best Practicable Means

'Best Practicable Means (BPM)<sup>2</sup>' must be used to minimise the effects of noise and dust. The City expects that all means of managing and reducing noise and dust, which can be practicably applied at reasonable cost, will be implemented.

BPM includes:

- ✓ Restricting periods of operation of noisy activities
- ✓ Liaison with neighbours

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<sup>2</sup> As defined in Section 72 Control of Pollution Act 1974

- ✓ Using less noisy methods and equipment
- ✓ Reducing transmission and propagation of noise e.g. use noise enclosures or barriers
- ✓ Management arrangements including contract management, planning of works, training and supervision of employees to ensure measures are implemented

Further guidance is provided in British Standard ‘BS 5228-1: 2009 Code of Practice for control of noise and dust on construction and open sites; Part 1:Noise’ supplemented by this guidance containing City of London local application.

### 3. **Liaison**

To meet their obligations to use ‘**best practicable means**’, contractors and / or utilities are expected to have and apply appropriate policies on liaising and consulting with those impacted by works.

#### **Minor Works (1-3 Days duration)** (during standard hours)

- **At least 24 Hours (1 working day) prior notice must be given to premises occupiers likely to be disturbed by the works;** they should be informed of:
  - ✓ The start date;
  - ✓ the duration and nature of the project;
  - ✓ working hours
  - ✓ details of contact names and numbers of appropriate site personnel, including contact details for complaints.
- For minor works a verbal notification will usually be adequate but a confirmation by email or letter is recommended especially if the works are for 3 days
- A display board must be erected as part of the works, which as a minimum shall identify key personnel, contact details, street works permit number and a telephone number for complaints. Additional desirable information should include details of the scheme, its progress and anticipated completion date.
- Contractors / utilities are expected to have arrangements in place to respond to complainants quickly and fairly and to resolve problems where complaints are justified

#### **Standard (4-10 Days duration) and Major Works (10 days or more duration)** (during standard hours)

- **At least 3 working days prior notice must be given to premises occupiers likely to be disturbed by the works;**

- For Standard and Major Works email or letter notification to affected premises should be provided. Premises occupiers should also be notified of significant changes to the programme which will alter the noise or dust impact on affected premises.
- For ‘Major’ works a liaison and consultation plan should be implemented which identifies all neighbours and groups who may be affected by the street works programme, and provides details of a programme for engagement.
- The Major works ‘plan’ should include appointment of 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 as the programme progresses. Good relations can be developed by keeping neighbours informed of progress and by responding to complaints quickly and fairly.
- For major works, contractors / utilities are requested to send to the Pollution Team a copy of notifications sent to premises occupiers:  
[publicprotection@cityoflondon.gov.uk](mailto:publicprotection@cityoflondon.gov.uk)

#### **Identifying Premises occupiers likely to be disturbed**

Premises occupiers to be notified: this will depend on the location and time of works, type of noisy activity, sensitivity of noise receptors, duration of work, location of windows or doors within building facades and whether these are opened frequently, and the internal layout of receptor’s premises. The impact will vary according to each site and job and therefore will need to be individually assessed to determine the extent of liaison required. City of London Pollution Team can be contacted to provide advice and local knowledge.

For most types of noisy street work, liaison should take place with all premises occupiers who are within 50m and conduct activities which could be disturbed by intended works; building reception areas, lunch time retail premises, residential premises and medical / therapy settings may be particularly sensitive.

*Where works are proposed to be carried out outside ‘standard’ or ‘quiet hours’ the above liaison arrangements may not apply and arrangements will need to be reassessed and agreed with the Pollution Team as part of the prior approval (‘Variation’) process.*

#### **4. Permitted Hours for Noisy Work**

‘Standard’ hours permitted for **noisy** street work will normally be the following:

- 08:00 - 18:00 hours (Monday to Friday);
  - 08:00 - 13:00 hours (Saturday)\* ;
  - No noisy working is permitted on Sundays, Bank or public holidays.
- \*you may be required to work 0900-1400 in residential areas e.g. Barbican Estate

The City also requires time restrictions on noisy street works to reduce noise disturbance to businesses. These times are known as ‘*quiet hours*’ which are:

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

‘Quiet hours’ are put in place to give nearby commercial occupiers at least 4 hours without noisy working from street and construction sites during the working day.

At certain locations noisy works outside retail/commercial units at lunch times may be restricted between 12.00 – 14.00 (Monday to Friday).

### **Work outside ‘Standard’ and during ‘Quiet’ Hours**

Outside ‘Standard hours’ and during ‘quiet periods’ the following activities may be restricted or not permitted depending on the location and proximity to sensitive premises:

- Cutting using power tools;
- Breaking out using power tools or equipment;
- Other noise generating activities, depending on the specific location of site and neighbours.

Applications for work outside permitted hours will be considered in order to support Highway’s authorities’ traffic management duty and also the needs of local noise receptors e.g. proximity to restaurants, places of worship or residential properties.

Where the hours available for noisy works are so restricted by a number of different premises uses in proximity to, and likely to be disturbed by, street works noise, contractors will be encouraged to negotiate and agree hours for noisy work with neighbours; the Pollution Team will favourably consider granting approval for working outside the permitted hours if neighbours agree and have been consulted. Where agreement with neighbours cannot be reached the Pollution Team will consider applications to work outside permitted hours which use BPM.

**Any works outside the permitted hours for noisy work can only be undertaken with the approval of the City using the ‘Site Hours Variation Request Sheet’ (further details in Appendix). Approval will usually contain conditions including a requirement for the Contractor to liaise with neighbours in advance of the proposed work.** Unauthorised works carried out outside ‘standard hours’ or during ‘quiet hours’ may be required to stop if a justifiable complaint is received.

*On certain strategic routes where the impact of street works on traffic is the most significant, the City operates an ‘extended working hours’ scheme, where the contractor will be required to consider working during daylight beyond 1800. Further information is available from the Pollution Team or the Department of the Built Environment Traffic Management Team, but a copy of the map showing where later shift working should be the norm is attached to this Code.*

## **5. Working methods noise generating equipment**

Plant and activities to be employed should be reviewed to ensure that they are the quietest available for the required purpose e.g. ‘super silenced’ compressors.

Work and sound reducing equipment should be regularly maintained to minimise noise emissions.

## **6. Barriers and Enclosures**

Use of acoustic barriers or enclosures should be considered and *may be required* where there is likely to be significant disturbance to businesses or residents (subject to safety considerations). In some locations effective noise transmission control measures may facilitate working outside ‘standard’ hours and therefore shorten the duration of works.

## **7. Management Arrangements**

All site operatives should be briefed and trained in the correct use of equipment and BPM measures in order to minimise noise impacts.

Site surveys should take place to identify potential problems and facilitate work scheduling, the need for noise control measures, working hours and minimal delay and noise / dust impacts.

Effective arrangements for the timely communication of site specific noise control measures to site teams should be in place.

## **8. Emergency Work**

The City appreciates that emergencies occur whereby it is impossible or impractical to comply with City prior approval and certain BPM requirements. Noisy works outside permitted hours without prior approval by the City of London will only be tolerated where there is a genuine emergency e.g. gas leak, power failure or significant water leak causing flooding. Where practicable, notice of the works should be given to the Pollution Team and any properties that maybe affected; if practicable an approved ‘Site Hours Variation Request sheet’ may be required.

## **9. Air Quality**

Activities undertaken on site must be done so with methodologies which reduce the likelihood of dust and fume generation and the worsening of air quality. Emphasis should therefore be placed on the following to minimise the risk of air pollution:

- Using processes which do not generate fumes and/or dust;
- Ensuring that fumes and/or dust do not escape from the site to affect members of the public and the surrounding environment;
- Burning of materials on site is not permitted under any circumstances;

- Dusty activity should be undertaken away from sensitive receptors, with wind direction taken into consideration;
- A Dust suppression system must be used when stone cutting
- Careful consideration should be given to the location and temperature control of tar and asphalt burners.

Vehicles used must not be left idling (it is a requirement of Regulation 98 of the Road Vehicles (Construction and Use) Regulations 1986 (as amended) for drivers to switch off their engines in parked vehicles. Failure to turn off an idling engine if requested may lead to a Fixed Penalty Notice being issued under the Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002).

**It is strongly recommended that** all Non-Road Mobile Machinery (NRMM) should meet Stage IIIB emission criteria, unless it can be demonstrated that Stage IIIB equipment is not available. If Stage IIIB equipment is not available, NRMM should be fitted with particle traps and / or catalytic exhaust treatment wherever possible.

### **Appendix I: Variation Request Form Process**

**The Site Hours Variation Request Sheet must be completed and sent to the Pollution Team** (contact details on page 9) at least five working days before the proposed start of works. However contractors are strongly advised to contact the Pollution Team **before** obtaining a permit from the Traffic Management Team (or TfL) in order to discuss and agree hours of work, mitigation and liaison arrangements.

For the Variation to be considered and approved, it is expected that the contractor will identify any noise sensitive receptors likely to be disturbed by the works e.g. residential properties, lunchtime catering premises, public houses, office main reception entrances. The Pollution Team should be contacted to assist with obtaining the most up to date information.

Approval or the reasons for refusal will be countersigned and returned to the applicant.

**If a justified complaint is received, unless approval has been given and the approved Variation is available for inspection on site, an officer attending the site will require works to stop** and if necessary make changes to the approved variation including working times. It may also result in a Section 60 notice being served under the Control of Pollution Act 1974 by the City of London. Notices can make requirements to control noise including restriction of permitted working hours.

Variation request forms available from:

[http://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/Documents/site\\_hours\\_variation\\_sheet.pdf](http://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/Documents/site_hours_variation_sheet.pdf)



## **Appendix II: Contact Details and further information**

**For further information and advice on complying with noise and pollution legal requirements:**

**Pollution Team:** 0207 606 3030; [publicprotection@cityoflondon.gov.uk](mailto:publicprotection@cityoflondon.gov.uk);

Department of Markets and Consumer Protection

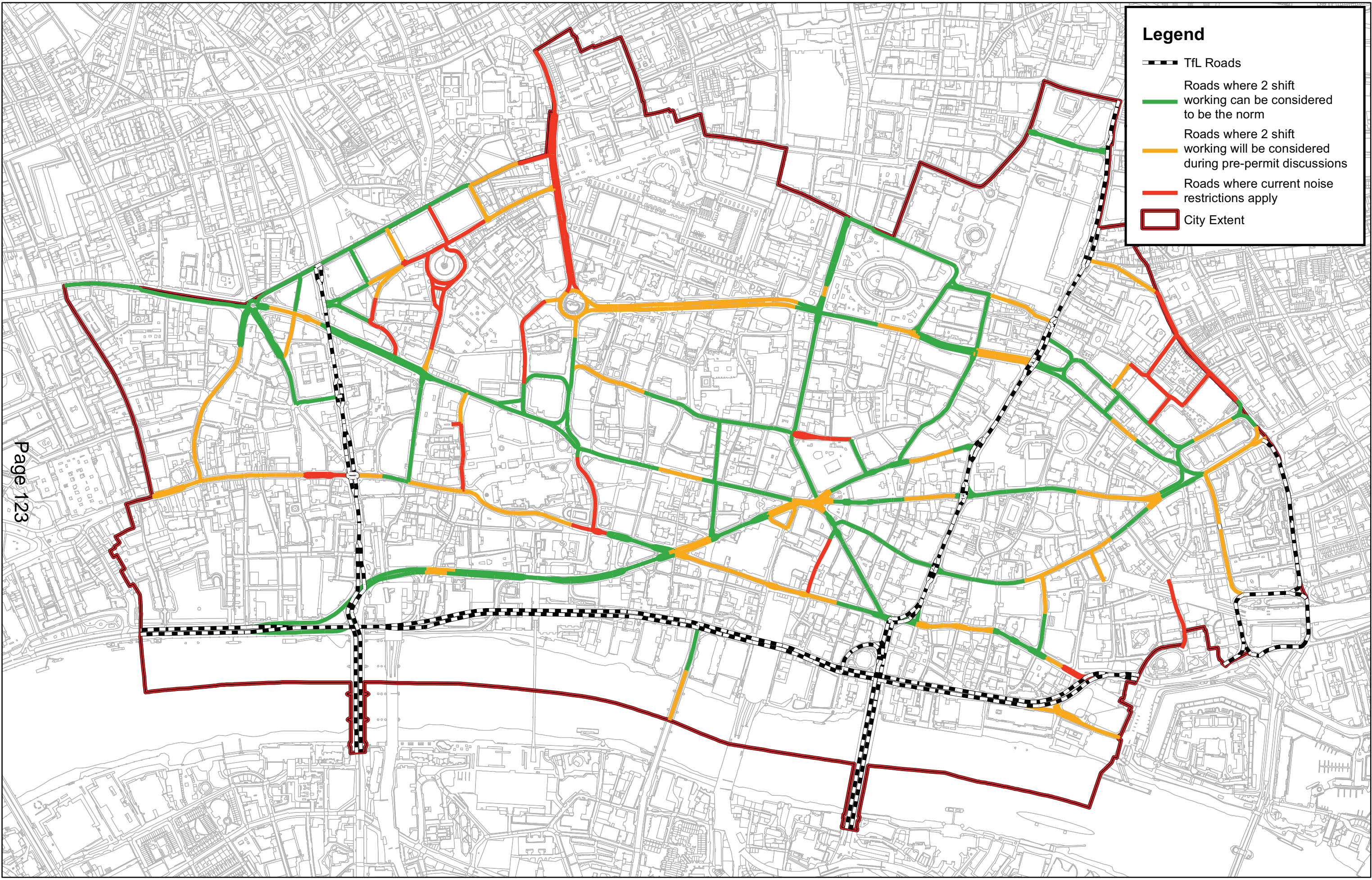
P.O. Box 270

Guildhall






London EC2P 2EJ

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**Legend**

-  TfL Roads
-  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
-  City Extent

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# Permitting Scheme for Traffic Sensitive Streets

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

City of London  
Corporate GIS Team  
10 May 13





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<b>Committee(s):</b>	<b>Date(s):</b>	
Port Health and Environmental Services Committee	9 <sup>th</sup> September 2013	
<b>Subject:</b> City of London Cemetery and Crematorium Business Plan – progress report	<b>Public</b>	
<b>Report of:</b> Director of Open Spaces	<b>For Information</b>	
<b><u>Summary</u></b>		
<p>The parts of the Open Spaces Departmental Business Plan for 2013-16 which related to the City of London Cemetery and Crematorium were presented to this Committee on the 30<sup>th</sup> April 2013. This report presents a review of progress on the plan and a summary of financial performance for the four month period up to the 31<sup>st</sup> July 2013.</p> <p><b>Recommendation</b></p> <p>Members note the progress made in implementing the Business Plan and receive the report.</p>		

## **Main Report**

### **Background**

1. The Open Spaces Department Business Plan 2013-16 was approved by the Open Spaces and City Garden Committee on the 15<sup>th</sup> April. The Committee agreed targets and a set of performance indicators. The parts of the plan relating to the Cemetery and Crematorium were reported to the Port Health and Environmental Services Committee on the 30<sup>th</sup> April 2013.

### **Current Position**

2. Good progress has been made in delivering the Business Plan at the Cemetery and Crematorium.
3. Three key performance indicators have been developed. Data is available to measure performance until the end of June 2013. This data is presented in appendix A. The Cemetery has achieved its performance target for all three indicators: market share of burials, market share of cremations and percentage of cremations using the new cremator. The re-lining of Number One cremator in the autumn may affect these figures.
4. A number of key risks for the service have been highlighted and a consolidated risk register produced as part of the Open Spaces Department Business Plan. An excerpt showing those risks relating to the Cemetery and Crematorium service are shown as appendix C.
5. Good progress can also be reported on delivery of the projects outlined in the Business Plan. The Cemetery and Crematorium was successful in retaining its Green Flag and Green Heritage status.

6. A new module of the Epilog Sequel IT system has been successfully delivered. The system allows funeral directors to book burials and cremations online and is being trialled with a few funeral directors in September prior to wider use.
7. Progress continues with the medium term lawn grave burial space plan. The Shoot Project went out to tender for design brief and the closing date for tender was 16<sup>th</sup> August 2013. When a brief has been developed to Gateway 3/4 (options evaluation stage) a report will be brought to this committee (March or April 2014).
8. Work continues to deliver several projects due for delivery later in the financial year. Three education visits have been booked and an initial meeting with those who have registered their interest in a 'Friends' group is being planned for the autumn.
9. A budget has been identified to install photovoltaic cells on the modern crematorium roof and this work will be completed within the 2013-14 financial year.

### **Financial implications**

10. Appendix B shows a comparison of revenue budget with actual income and expenditure for the Cemetery and Crematorium for the first four months of 2013/14. Commitments as well as actual spend have been considered, where appropriate, and at the end of this period the local risk budget for the site is £57,000 underspent. Part of the underspend has been earmarked by the Superintendent to fund installation of photovoltaic units as detailed in this report. However, the Cemetery is expected to meet its local risk budget at the end of the year.

### **Corporate and Strategic Implications**

11. The Business Plan details how the Open Spaces Department supports the City Together Strategy and the City's Corporate Plan through its activities and key projects.

### **Conclusions**

12. This report outlines the good progress that has been achieved in the first four months of the financial year in meeting the objectives and delivering the key projects in the new Open Space Business Plan which relate to the Cemetery and Crematorium. Progress will continue to be monitored in monthly management meetings. Monthly financial reports are produced and regular budget review meetings are held by the Director of Open Spaces with the Superintendent of the Cemetery and Crematorium.

### **Contact:**

Jennifer Allott  
Departmental Business Manager  
020 7332 3517  
[jennifer.allott@cityoflondon.gov.uk](mailto:jennifer.allott@cityoflondon.gov.uk)

**Open Spaces Department Business Plan 2013-16**  
**Progress Report to Port Health & Environmental Services Committee**  
**As at 31 July 2013**  
**Key Performance Indicators**

<b>Ref.</b>	<b>Measure name</b>	<b>Linked to Departmental Objective</b>	<b>Target 2013-2014</b>	<b>Performance April-July 2013</b>
OS18	Maintain our market share of burials	Quality	Achieve 8% market share of burials	8.04%*
OS19	Maintain our market share of cremations	Quality	Achieve 23% market share of cremations	23.43%*
OS20	Increase the target income for the Cemetery & Crematorium	Quality	Achieve an income target of £4.1m	Income of £1.40m achieved by 1 <sup>st</sup> Aug
OS21	Increase the number of cremations using the new fully abated cremator	Quality	Carry out 60% of cremations using the new cremator	61.23%*

\*Average for April, May, June only.

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Period 4	Latest Approved Budget for full year 2013/14  Net £'000	Budget to Date (Apr-Jul)			Actual
		Gross Expenditure  Net £'000	Gross Income  Net £'000	Net Expenditure  Net £'000	Gross Expenditure  Net £'000
<b>CITY FUND</b>					
City of London Cemetery & Crematorium	(1,500)	930	(1,367)	(437)	901
<b>Local Risk</b>	(1,500)	930	(1,367)	(437)	901
<b>Central Risk</b>	0	0	0	0	0
<b>Total Local and Central Risk</b>	(1,500)	930	(1,367)	(437)	901

I to Date (Apr-Jul)			Forecast for the Year 2013/14			Comment
Gross Income	Net Expenditure	Variance Apr - Jul	LAB	Forecast Outturn	Over(Under)	
Net £'000	Net £'000	Net £'000	Net £'000	Net £'000	Net £'000	
(1,395)	(494)	(57)	(1,500)	(1,500)	0	
(1,395)	(494)	(57)	(1,500)	(1,500)	0	
0	0	0	0	0	0	
(1,395)	(494)	(57)	(1,500)	(1,500)	0	

## City of London Cemetery and Crematorium Key Risks

The table below shows Excerpts taken from the Open Spaces business plan and displays key risks that relate to the cemetery and crematorium service.

Risk No	Risk	Gross Risk		Risk Owner/ Lead Officer	Existing Controls	Net Risk			Planned Action	Control Evaluation
		Like - liho od	Imp act			Lik e- liho od	Imp act	Risk Status & Directi on		
3	Threat of death or serious injury resulting in heavy fines and bad publicity, if health and safety procedures fail or other regulations fail.	4	4	Director of Open Spaces and Supers	The Department has developed an annual H&S auditing system including independent assessment, and has identified Top X risks.  Departmental H&S Policy Framework now developed. Mapping of underground services has been carried out across the Department.	3	4	<b>18</b> ↓	Action outcomes from annual audit and accident investigations. Keep Top X risks under review.  Alert staff to new mapping arrangements.	
4	Unavoidable reduction in income.	4	4	Supers	All sites monitor their income and debt closely to ensure they remain within their local risk budgets and new income streams have been identified where appropriate. More pressure on budgets due to efficiency savings. Monitoring cross-compliance of ELS/ HLS obligations.	4	3	<b>16</b> →	Further ways of increasing income to be considered at all sites.	
7	Implications of increasing energy costs.	5	3	Superintendents	Departmental Improvement Group, reviews consumption quarterly and a Departmental Energy Action Plan produced.	4	3	<b>16</b> ↑	Respond to the Corporate demand to reach Carbon Reduction Commitme nt	

8	IS failure affecting service delivery.	4	3	IS Division	Risk management included in IS Strategy, numerous measures in place. Departmental business continuity plan has been developed.	3	3	<b>13</b> ↓	Continuous review of systems and improvement programme carried out in conjunction with IS Division.	
10	Service delivery affected by outside factors e.g. pandemic, strikes & fuel shortages.	3	4	OS Management Team	Departmental pandemic plan produced. Cover can be arranged for staff, but other controls to mitigate the effect of others factors are more difficult.	3	3	<b>13</b> →	Review in the light of any further advice from the Corporate Business Continuity team.	
12	Inability to deliver additional burial space	4	4	Superintendent and Registrar.	Scheme in place to use more of existing burial space and reuse graves.	3	3	<b>13</b> →	Developing a project to prepare additional space for 10 years' time.	

**Strategic Risk Management Group**

**The Strategic Risk Profile**

		LIKELIHOOD				
IMPACT	CATASTROPHIC	14	20	22	24	25
	MAJOR	11	17	18	21	23
	MODERATE	6	10	13	16	19
	MINOR	3	5	8	12	15
	INSIGNIFICANT	1	2	4	7	9
		Rare	Unlikely	Possible	Likely	Almost Certain

## Guidance Notes

<b>Likelihood Scores</b>	<b>Description</b>
1 Rare	Robust mitigating controls in place, the risk may occur only in exceptional circumstances, (e.g. not likely to occur within a 10 year period or no more than once across the current
2 Unlikely	Adequate mitigating controls in place, the risk may occur in remote circumstances (e.g. risk may occur once within a 7-10 year period or once across a range of similar projects).
3 Possible	Reasonable mitigating controls in place, but may still require improvement. External factors may result in an inability to influence likelihood of occurrence (e.g. risk event could occur at least once over a 4-6 year period or several times across the current portfolio of projects).
4 Likely	Mitigating controls are inadequate to prevent risk from occurring, the risk may have occurred in the past (e.g. risk event could occur at least once over a 2-3 year period or several times across a range of similar projects).
5 Almost Certain	Mitigating controls do not exist or are wholly ineffective to prevent risk from occurring. The risk has occurred recently or on multiple past occasions (e.g. risk event will occur at least once per year or within a project life cycle).

<b>Impact Scores</b>	<b>Description</b>
1 Insignificant	An event where the impact can be easily absorbed without management effort.
2 Minor	Impact can be readily absorbed although some management input or diversion of resources from other activities may be required. The event would not delay or adversely affect a key operation or core activity.
3 Moderate	An event where the impact cannot be managed under normal operating conditions, requiring some additional resource or Senior Management input or creating a minor delay to an operation or core business activity.
4 Major	Major event or serious problem requiring substantial management/ Chief Officer effort and resources to rectify. Would adversely affect or significantly delay an operation and / or core business activity or result in failure to capitalise on a business opportunity.
5 Catastrophic	Critical issue causing severe disruption to the City of London, requiring almost total attention of the Leadership Team/ Court of Common Council and significant effort to rectify. An operation or core business activity would not be able to go ahead if this risk materialised.



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# Agenda Item 18

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# Agenda Item 19

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# Agenda Item 21

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