



Port Health & Environmental Services Committee

Date: TUESDAY, 12 NOVEMBER 2013
Time: 11.30 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, 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

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Lunch will be served at the rising of the Committee.

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES FOR ABSENCE**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
To agree the public minutes and summary of the meeting held on 9 September 2013.

For Decision
(Pages 1 - 4)
4. **OUTSTANDING ACTIONS**
To receive the list of outstanding actions.

For Information
(Pages 5 - 6)
5. **TERMS OF REFERENCE**
Report of the Town Clerk.

For Decision
(Pages 7 - 10)
6. **PUBLIC RELATIONS UPDATE**
Report of the Director of Public Relations.

For Information
(Pages 11 - 16)
7. **REVENUE AND CAPITAL BUDGETS 2014/15**
Joint report of the Chamberlain, Director of the Built Environment, Director of Markets and Consumer Protection and Director of Open Spaces.

For Decision
(Pages 17 - 28)
8. **PUBLIC CONVENIENCES**

Oral report of the Director of the Built Environment.

For Decision
9. **RECYCLING ACTION PLAN**
Report of the Director of the Built Environment.

For Information
(Pages 29 - 36)
10. **BISHOPSGATE BIN TRIAL**
Report of the Director of the Built Environment.

For Information
(Pages 37 - 50)

11. **LOVE THE SQUARE MILE**
Report of the Director of the Built Environment.
For Information
(Pages 51 - 54)
12. **MITIGATION OF ENVIRONMENTAL IMPACTS FROM STREET WORKS IN THE CITY**
To receive a response from the Planning and Transportation Committee.
For Information
(Pages 55 - 56)
13. **APPROVAL OF THE 2013 - 2014 FOOD SAFETY ENFORCEMENT PLAN FOR THE LONDON PORT HEALTH AUTHORITY**
Report of the Director of Markets and Consumer Protection.
For Decision
(Pages 57 - 88)
14. **IMPLICATIONS OF THE CHANGES TO THE CONSUMER LANDSCAPE OF THE UK FOR THE FUTURE OF TRADING STANDARDS ENFORCEMENT IN THE CITY OF LONDON**
Report of the Director of Markets and Consumer Protection.
For Decision
(Pages 89 - 94)
15. **IMPLICATIONS OF THE NATIONAL LOCAL AUTHORITY ENFORCEMENT CODE - HEALTH AND SAFETY AT WORK - ENGLAND, SCOTLAND & WALES FOR THE FUTURE OF HEALTH & SAFETY ENFORCEMENT IN THE CITY OF LONDON**
Report of the Director of Markets and Consumer Protection.
For Decision
(Pages 95 - 102)
16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
17. **URGENT ITEMS**
Any items of business that the Chairman may decide are urgent.

Part 2 - Non-Public Agenda

18. **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.
19. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 9 September 2013.
For Decision
(Pages 103 - 104)

20. **PASQUALE FAVALE BEQUEST**

Report of the Town Clerk.

For Decision
(Pages 105 - 112)

21. **DEBT ARREARS - PORT HEALTH AND ENVIRONMENTAL SERVICES PERIOD ENDING 30 SEPTEMBER 2013**

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

For Information
(Pages 113 - 118)

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

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

Agenda Item 3

PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE

Monday, 9 September 2013

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

Present

Members:

Deputy John Tomlinson (Chairman)	Alastair Moss
Wendy Mead (Deputy Chairman)	Barbara Newman
Deputy John Bennett	Deputy John Owen-Ward
Deputy Bill Fraser	Deputy Gerald Pulman
Alderman John Garbutt	Delis Regis
Wendy Hyde	Deputy James Thomson
Vivienne Littlechild	Deputy Michael Welbank
Professor John Lumley	Philip Woodhouse
Andrew McMurtrie	Alderman Sir David Wootton

Officers:

Katie Odling	- Town Clerk's Department
Jenny Pitcairn	- Chamberlain's Department
Paul Monaghan	- City Surveyor's Department
Andrew Wild	- City Surveyor'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
Gary Burks	- Superintendent & Registrar, City of London Cemetery & Crematorium

1. APOLOGIES

Apologies for absence were received from Deputy John Absalom, Nigel Challis, Henry Colthurst, Karina Dostalova, Deputy Billy Dove, Peter Dunphy, Deputy Stanley Ginsberg, Hugh Morris, Deputy Richard Regan, Jeremy Simons and Mark Wheatley.

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 2 July 2013 be approved as a correct record.

4. OUTSTANDING ACTIONS

The list of outstanding actions was received.

It was noted that the Food Safety Enforcement Plan (Port Health Authority) would be submitted to the Committee for consideration in November 2013.

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

A report of Director of the Built Environment was received which set out the progress made during April – July 2013 against the 2013/16 Business Plan.

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

A report of the Director of the Built Environment was considered informing Members that as a result of significant changes in policy at national and local levels, Officers had decided to review and republish the current Waste Strategy (2008 – 2020). The report provided a list of the consultation activities which were carried out along with a summary of the responses received.

RESOLVED – That,

- a) the amendments to the Strategy be endorsed; and
- b) the revised Waste Strategy be approved for adoption and publication.

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

A report of the Director of the Built Environment which provided an update on the progress of the installation of the Renew Bins and the performance on the recycling collected from the units over the last twelve months.

With regard to the collection of data from mobile phones and devices carried by people passing the Renew Bins, Members were informed that legal discussions were underway to resolve the matter.

8. **BISHOPSGATE LITTER BIN TRIAL**

A report of the Director of the Built Environment was considered relative to the litter bin trial which was currently being carried out in the Bishopsgate Ward.

9. **MARKETS & CONSUMER PROTECTION BUSINESS PLAN 2013-2016: PROGRESS REPORT (PERIOD 1)**

A report of the Director of Markets and Consumer Protection was received which provided an update on progress against the Business Plan of the Port Health and Public Protection Division (PH&PP) from April – July of 2013/14.

Members were informed that the Assistant Town Clerk had commissioned an Independent report regarding the management of the Guildhall Members Club which had a '0' rating on the Food Hygiene Rating Scheme. It was agreed to circulate a note to the Committee which provided further details of the Food Hygiene Rating Scheme.

10. **SEX ESTABLISHMENTS; ANNUAL REVIEW OF FEES AND GOVERNANCE**

A report of the Director of Markets and Consumer Protection was considered relative to the annual review of fees and governance arrangements for Sex Establishments in the City.

RESOLVED - That,

- a) the proposed fees for 2013/14 as set out in the Appendix to the report be approved;
- b) the governance of all types of sex establishments be dealt with by the Licensing Committee, which includes sex shops, sex cinemas, hostess bars and SEV's;

c) the Terms of Reference be updated accordingly.

11. WORKING TOGETHER TO IMPROVE THE AIR QUALITY OF LONDON – LETTER FROM LONDON LOCAL AUTHORITIES AND GREATER LONDON COUNCIL TO GOVERNMENT

A report of the Director of Markets and Consumer Protection was received which provided an update on air quality in the City.

12. MITIGATION OF ENVIRONMENTAL IMPACTS FROM STREET WORKS IN THE CITY

A report of the Director of Markets and Consumer Protection was considered which proposed mechanisms for ensuring that the environmental impact of development was mitigated as far as was practicable.

Discussion took place in respect of noise disturbance at the Barbican from both external and internal works.

One Member informed he had received some written concerns from members of the public regarding road works and associated traffic congestion in the City. There was particular concern regarding the construction site on Bishopsgate and the works on Broad Street and Cannon Street. It was agreed to refer this matter to the Planning and Transportation Committee.

The Director informed Members that as a way of managing traffic problems in the City, work permits were issued to spread work throughout the year.

RESOLVED – That,

- a) the proposals set out in paragraphs 18 – 21 of the report be approved; and
- b) the concerns raised in respect of road works and associated traffic congestion in the City be referred to the Planning and Transportation Committee.

13. UPDATE ON PORT HEALTH DEVELOPMENTS

This item was considered under the non-public part of the agenda.

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

A report of the Director of Open Spaces was received which presented a review of progress on the plan and a summary of financial performance for the period up to 31 July 2013.

RECEIVED.

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

There were no questions.

16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no urgent items.

17. 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.

18. **NON-PUBLIC MINUTES**
RESOLVED – That the non-public minutes and summary of the meeting held on 2 July 2013 be approved.
19. **DEBT ARREARS - PORT HEALTH AND ENVIRONMENTAL SERVICES PERIOD ENDING 30 JUNE 2013**
A joint report of the Director of the Built Environment, Director of Markets and Consumer Protection and the Director of Open Spaces was received in relation to debt arrears for the period ending 30 June 2013.
20. **REPORT OF ACTION TAKEN BETWEEN MEETINGS - LONDON GATEWAY - PROPOSAL FOR PORT HEALTH OFFICES AT MANORWAY HOUSE, STANFORD-LE-HOPE, SS17 9LQ**
A report of the Town Clerk was received which reported on action taken since the last meeting in relation to London Gateway and a proposal for the Port Health Offices at Manorway House, Stanford-le-hope.
21. **MANORWAY HOUSE**
The Committee received an oral report of the City Surveyor which followed the report under Item 20 in respect of Offices at Manorway House.
22. **UPDATE ON PORT HEALTH DEVELOPMENTS**
A report of the Director of Markets and Consumer Protection was received which updated on the changes resulting from downturn in trade at Thamesport.
23. **NON- PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.
24. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There were no urgent items.

The meeting closed at 2.30pm

Chairman

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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>
12 September 2012	Enterprise Contract	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.
8 January 2013	<p>Public Conveniences 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. 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. 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. 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.</p> <p>Following a satisfaction poll recently carried out for City of London services, the results of which have raise a lot of questions to which we need answers before we can sensibly decide how to allocate resources - especially in view of the current service review activity. We are urgently putting in hand work to answer them and will be reporting back to the committee with recommended actions early next year.</p> <p>The Strategy review scheduled for November Committee will now be pushed back to spring 2014 following the above outcomes.</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 - This is now work in progress.</p>

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>
30 April 2013	Public Consultation – Cemetery 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. Meetings have taken place and a small group of people wish to work with the cemetery to develop education and as a consultation group.
2 July 2013	Materials Recovery Facility (MRF) in Kent - It was agreed that a visit to this facility would be arranged.	Director of the Built Environment		Officers were awaiting a satisfactory risk register assessment. It was the intention that a visit would be organised before the new year.

Agenda Item 5

Committee: Port Health and Environmental Services Committee	Date: 12 November 2013
Subject: Terms of Reference of the Port Health and Environmental Services Committee	Public
Report of: Town Clerk	For Decision

Summary

1. As part of the post-implementation review of the changes made to the governance arrangements in 2011 it was agreed that all Committees should review their terms of reference annually. This will enable any proposed changes to be considered in time for the reappointment of Committees by the Court of Common Council.
2. The terms of reference of the Port Health and Environmental Services Committee are attached at Appendix 1 to this report for your consideration.
3. Your Committee in September 2013, agreed to transfer the governance of all types of sex establishments to the Licensing Committee, which included sex shops, sex cinemas, hostess bars and SEV's and as such the Terms of Reference for the Licensing Committee are being updated accordingly. No change was required to your Committees Terms of Reference.
4. It is proposed that the approval of any further changes to the Committee's terms of reference be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman.
5. The Committee is also required to review the frequency of its Committee meetings.

Recommendations

- That, subject to any comments, the amended terms of reference of the Committee be approved for submission to the Court, as set out at Appendix A, and that any further changes required in the lead up to the Court's appointment of Committees be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman; and
- Members consider whether any change is required to the frequency of the Committee's meetings.

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PORT HEALTH & ENVIRONMENTAL SERVICES COMMITTEE

1. **Constitution**

A Ward Committee consisting of,

- two Aldermen nominated by the Court of Aldermen
- up to 31 Commoners representing each Ward (two representatives for the Wards with six or more Members regardless of whether the Ward has sides) or Side of Ward.

2. **Quorum**

The quorum consists of any nine Members.

3. **Terms of Reference**

To be responsible for:-

- (a) all the City of London Corporation's environmental health, port health, animal health, consumer protection, licensing (with the exception of those which are in the province of another Committee), public conveniences, street cleansing, refuse collection and disposal, and cemetery and crematorium functions;
- (b) the implementation of those sections of any Acts of Parliament and/or European legislation which direct that the local authority take action in respect of those duties listed at (a) above;
- (c) the appointment of the Director of the Built Environment (in consultation with the Planning & Transportation Committee);
- (d) the appointment of the Director of the Markets and Consumer Protection (in consultation with the Markets and Licensing Committees);
- (e) the appointment of the Director of Open Spaces (in consultation with the Open Spaces & City Gardens Committee);
- (f) determining any appeals against a decision not to grant City premises a licence under the provisions of the Marriage Act 1994 and the City of London (Approved Premises for Marriage) Act 1996 to conduct civil marriage ceremonies;
- (g) the appointment of the City of London Coroner;
- (h) the Signor Pasquale Favale Bequest (registered charity no. 206949);
- (i) making recommendations to the Court of Common Council in respect of the making and sealing of byelaws for the variance of charges at the Animal Reception Centre.

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Agenda Item 6

Committee: Port Health and Environmental Services	Date(s): 12 November 2013
Subject: Port Health and Environmental Services: Public Relations Update	Public
Report of: Director of Public Relations	For Information
<u>Summary</u>	
<p>This report updates Members on Public Relations activities in support of the services for which the Port Health and Environmental Services Committee is responsible during the period October 2013 to September 2014.</p> <p>Highlights of the support for the services of the Committee include:</p> <ul style="list-style-type: none">▪ Media▪ Polling▪ Public Affairs▪ Events▪ Website▪ E-communications and social media▪ Literature and related activities▪ Member and internal communications▪ Filming <p>The activities in this report are also in support of the '<i>Communications Strategy 2013- 2016</i>', the three strands of which are:</p> <ul style="list-style-type: none">▪ to support and promote "The City" as the world leader in international financial and business services;▪ to promote the success of the City of London Corporation as the provider of modern, efficient and high quality local and policing services within the Square Mile for workers, residents and visitors; and▪ to promote the role of the City of London Corporation as a provider of valued services to London and the nation as a whole.	
<u>Recommendation</u>	
<p>The Committee is recommended to:</p> <ul style="list-style-type: none">▪ Receive this report on Public Relations activities during the period October 2012 to September 2013 in support of the services for which the Committee is responsible.	

1. Introduction

- 1.1 This report highlights the activities of the Public Relations (PR) Office, in the period October 2012 to September 2013, in support of the services for which this Committee is responsible.

1.2 As part of the current communications strategy there are two specific communications priorities at present, in addition to the promotion of financial and business services:

- Supporting London's communities – that is, the work the City Corporation does to support educational and cultural opportunities and economic development, thereby helping to provide jobs and growth and improve the quality of life throughout London.
- Helping to look after London's heritage and green spaces – that is, the work the City Corporation does to look after London and the nation's heritage and to provide green spaces across the capital and beyond.

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

1.3 In addition to these priorities, the PR Office has over the past 12 months implemented a comprehensive survey of the City Corporation's key audiences. Conducted by the leading international market research agency TNS (part of the WPP Group) between April and June 2013, the polling is used to ascertain attitudes and perceptions amongst a cross-section of the City Corporation's key audiences and stakeholders as identified in the *Communications Strategy*. As in previous surveys, four separate extensive polls were undertaken of senior City executives; City businesses; City workers; and, City residents. The results, once analysed, inform the City Corporation's strategic planning, communications strategy, and service delivery.

2. Media

2.1 Throughout the year, October 2012 - September 2013, the Media Team obtained 63 Port Health and Environmental Services stories in print online, television and radio. According to Durrants (the independent media monitoring agency), the total advertising value of the coverage achieved in print amounted to £108,101.

2.2 Highlights of stories initiated by the Media Team in the Public Relations Office throughout the year, October 2012 – September 2013, include:

- **Snow conditions in the City**

LBC Radio interviewed Director of the Built Environment on how the City Corporation is dealing with the freezing conditions.

- **City employment scams**

BBC Radio 5 Live Investigates ran a story on employment scams in the Square Mile. Port Health & Public Protection Director, Jon Avern, was interviewed.

- **Grave re-use scheme**

BBC Radio 4 Today, *BBC1 Breakfast*, *BBC London Radio*, *BBC London TV News*, *BBC News Online*, *Daily Mail*, (various, September 2013), *The Spectator* (15 June 2013), Gary Burks was interviewed on the City of London Cemetery & Crematorium's grave re-use scheme in media reports on the UK grave space crisis.

- **Thames Fishery Research Experiment**

The Daily Mail, Evening Standard (29 October), both ran an article on the Thames Fishery Research Experiment, after a competitor landed a 9lb cod.

- **Chapel restoration at the City of London Cemetery**

Newham Recorder and East London Advertiser (June 16) both carried a two-page feature on the chapel restoration, the life of Gary Burks, and the Jack the Ripper victims.

3. Polling

3.1 The PR Office, on behalf of the City of London Corporation, undertakes a triennial survey of its key audiences – City residents, City businesses, City workers, and senior executives. The latest survey series was due to take place in 2012, but it was decided to delay the fieldwork for a year to avoid a clash with the Queen's Diamond Jubilee and the Olympic and Paralympic Games.

3.2 This survey includes questions pertaining to the satisfaction with services that are overseen by this Committee. In general, the results are positive; there is net satisfaction for the provision of all such services. Key results include:

- Levels of satisfaction with refuse collection remain very high across all the audiences with net satisfaction figures of 89% for residents, 52% for businesses, 49% for workers and 56% for senior executives, TNS have indicated that the satisfaction levels for this and most other services compare very favourably with other Local Authorities.
- The satisfaction with recycling is also high with net satisfaction figures of 78% for residents and 35% for businesses with a significant increase in the number of businesses satisfied.
- Again Environmental Health shows good satisfaction levels with net satisfaction of 42% for residents, 49% for businesses and 43% for senior executives though there was a fall in the satisfaction level amongst residents.
- The only City of London service to record a negative net satisfaction rating was public conveniences and community toilet scheme (-14% for workers and -12% for businesses however there was net satisfaction of +1% amongst residents). Work is already being carried out to address this which is likely to include further polling to determine the specific reasons for the dissatisfaction which will inform the strategy.

4. Public Affairs

4.1 The Public Relations Office provides Public Affairs advice to Departments across the organisation on specific issues that may affect their work as and when required.

5. Events

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

- **Clean City Awards**

The annual awards scheme was this year held at Mansion House on 8 February in the presence of the Lord Mayor and Sheriff Jeffrey Evans. The Lord Mayor handed winners awards in the categories of Waste Operative Awards; Special Recognition Award; Street Sweeper of the Year Award.

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

6. Website

6.1 The Public Relations Office is responsible for the City of London Corporation's external website. During the past year the majority of this work has been focussed on the quality of its content – across the four main clusters - to make it as easy as possible to find via search engines and for it to be relevant, current and user-friendly. The Office has organised a number of workshops and facilitates regular weekly meetings with content providers across the organisation to share best practice and discuss any issues. It regularly reviews pages relating to Port Health and Environmental Services and alerts editors when content is out of date, needs rewriting for clarity or is missing information. It also hosted a conference in October to thank content providers, share knowledge and discuss how the site might develop in future.

7. E-communications including social media

7.1 The Public Relations Office is responsible for the creation and development of e-communications. It also gives advice to departments on how to communicate across social platforms. The City Corporation now has 22 Facebook pages (including a HARC page) and almost 50 Twitter feeds (including trading standards and safety, health and wellbeing including @Safesquaremile which helps debunk some of the myths that surround this theme), a YouTube channel and Flickr account which cover the wide range of services we provide (full list at www.cityoflondon.gov.uk/social).

7.2 PRO is currently liaising with the Contact Centre and an external supplier on adapting an existing local council app platform for its own local authority services, providing information and encouraging feedback/reporting.

8. Publishing and related activities

8.1 The Public Relations Office is also responsible for the corporate publications strategy and its implementation. In addition, the Public Relations Office is also responsible for the City Corporation's brand identity and assists Departments with branding guidelines.

9. Member and internal communications

9.1 The Public Relations Office, working closely with the Member Services Team, has responsibility for communications with Members. This includes Members' Briefing,

which has been reviewed in recent months. The Public Relations Office also provides updates and Briefings to Members on topical issues.

- 9.2 The Public Relations Office provides internal communications for the City Corporation as a whole and gives support to individual departments as and when required. The staff handling Port Health and Environmental Services matters are regularly supported and assisted in improving communications through a number of channels and in a variety of ways including intranet, bulletins, online polls, copywriting, image manipulation and content publishing.
- 9.3 PRO also produces the e-magazine 'the Leader', which celebrates the successes of staff in the area of Port Health and Environmental Services and showcases the achievements to the rest of the organisation. It also provides regular updates for the intranet home page, helped set up the Town Clerk's blog, and organises visits by the Town Clerk to individual service areas. PRO is currently liaising with the relevant departments over a date in the future for the Town Clerk to visit – likely to be early in 2014.

10 Filming

- 10.1 The Public Relations Office has a dedicated Film Team responsible for liaising with film crews and City Corporation departments to facilitate shoots within the Square Mile and on our property.

Background Papers:

Members will find it useful to refer to the '*Communications Strategy 2013-2016*'

Contact:

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Agenda Item 7

Committee(s):	Date(s):
Port Health and Environmental Services	12 November 2013
Subject: REVENUE AND CAPITAL BUDGETS - 2014/15	Public
Report of: The Chamberlain Director of the Built Environment Director of Markets and Consumer Protection Director of Open Spaces	For Decision

Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2014/15, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to each Director.

Business priorities for the forthcoming year include:

- supporting the ongoing Service Based Reviews which aim to deliver savings for 2015/16 and beyond;
- continued measures to increase the household recycling rate;
- implementation of changes to the Port Health service in light of reduced trade and the opening of the London Gateway Port;
- ensuring the income stream at the Heathrow Animal Reception Centre is not adversely affected by proposed changes to animal imports and checks;
- development of additional burial space in order to meet service delivery requirements and protect income in coming years; and
- improvement of energy efficiency through the continued development of sustainable energy sources.

Summary Of Table 1	Latest Approved Budget 2013/14 £'000	Original Budget 2014/15 £'000	Movement £'000
Expenditure	20,400	20,051	(349)
Income	(11,711)	(11,272)	439
Support Services and Capital Charges	5,456	5,433	(23)
Total Net Expenditure	14,145	14,212	67

Overall, the 2014/15 provisional revenue budget totals £14.212m, an increase of £67,000 compared with the latest approved budget for 2013/14. The main reasons for this increase are:-

- The removal of the effect of one-off items in the 2013/14 budget (expenditure £781,000, income £822,000);

- Anticipated additional income from Public Conveniences (£93,000), the Cemetery and Crematorium (£74,000) and the Port Health service (£232,000); and
- An increase of £371,000 in City Surveyor's repairs and maintenance costs largely as a result of changes in phasing of works.

Recommendations

The Committee is requested to:

- review the provisional 2014/15 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from potential budget developments including PP2P reviews, developments in the Port Health service relating to changing trade, changes to the Additional Works Programme and changes in respect of recharges.

Main Report

Introduction

1. This report sets out the proposed revenue and capital budgets for 2014/15. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets.
 - Place responsibility for budgetary control on departmental Chief Officers.
 - Apply a cash limit policy to Chief Officers' budgets.
2. The proposed budget for 2014/15 has been analysed by the service expenditure and compared with the latest approved budget for the current year.
3. The report also compares the current year's budget with the forecast outturn.

Business Planning Priorities

4. Though the Service Based Reviews are currently aimed at achieving savings in the 2015/16 and 2016/17 budgets, it is possible that Members will decide to take measures that could be implemented earlier and this may have an impact towards the end of 2014/15. As these Reviews are only currently at an early stage of consideration, it is too soon to predict the outcome but Directors are alert to the possibility of changes in-year.

Director of the Built Environment

5. The continued improvement of the household recycling rate remains a priority, through more focused monitoring, data analysis and targeted communications by a dedicated recycling assistant.
6. We also plan to undertake a separate report on public conveniences that will follow up on customer responses to the single question in the recent City-wide public survey, and this will inform any changes to the service in 2014.

Director of Markets and Consumer Protection

7. A review of the Port Health Service has been undertaken to ensure it provides the most effective use of resources, taking into consideration the loss of trade particularly at Thamesport and the opening of the London Gateway Port, and the resulting changes will be implemented during the forthcoming year. The Service will be kept under continuous review as trade develops at London Gateway (including impact on other ports).

8. The Department of Environment, Food and Rural Affairs has proposed some changes to how animals can be imported into the country, and the way in which checks should be carried out. Negotiations are currently underway to ensure that the income stream to the Animal Reception Centre is protected.

Director of Open Spaces

9. The Cemetery and Crematorium has recently had photovoltaic panels placed on a large area of its modern crematorium roof. This will provide energy for the service for many years to come.
10. A project board is working with consultants on plans to develop the area of the Cemetery known as 'the Shoot' into a lawn burial area with the intention of bringing a report on progress to your Committee in May 2014.

Proposed Revenue Budget for 2014/15

11. The proposed Revenue Budget for 2014/15 is shown in Table 1 below analysed between:
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
12. The provisional 2014/15 budgets being presented to your Committee, and under the control of the Directors of the Built Environment, Markets and Consumer Protection, and Open Spaces, have been prepared in accordance with guidelines agreed by the Policy & Resources and Finance Committees. These include:
 - a 2% uplift for inflation;
 - the final 1% of the total efficiency savings of 2% required by 2014/15; and
 - the proper control of transfers of non-staffing budget to staffing budgets.
13. The budget has been prepared within the resources allocated to each Director. However, as your Committee will be aware, the budgets of the Director of Markets and Consumer Protection are still subject to a considerable amount of uncertainty following the loss of trade at Thamesport and the opening of the new London Gateway Port. In order to meet the resources allocated to the Director, the proposed budget assumes that overall income from the Port Health Service will reverse the recent decline and even improve slightly as a result of income from London Gateway, but at this early stage this assumption cannot be made with any degree of certainty. The costs of running the new port (e.g. sampling) are similarly uncertain. It is likely that budgets will have to be revised as the picture becomes clearer, and if the Director then has a shortfall in resources further action will be required.

**TABLE 1
PORT HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE SUMMARY – ALL FUNDS**

Analysis of Service Expenditure	Local or Central Risk	Actual 2012/13 £000	Latest Approved Budget 2013/14 £'000	Original Budget 2014/15 £'000	Movement 2013/14 to 2014/15 £'000	Variance Reference (Table 2)
EXPENDITURE						
Employees	L	10,514	10,524	10,454	(70)	1(a)
Employees	C	25	8	8	0	
Premises Related Expenses (see note i)	L	2,169	1,041	1,036	(5)	1(b)
Premises Related Expenses	C	0	0	0	0	
City Surveyor – Premises Expenses	L	266	561	932	371	12
Transport Related Expenses	L	548	552	432	(120)	1(c)
Supplies & Services (see note ii)	L	1,771	2,220	1,645	(575)	1(d), 2-5
Third Party Payments	L	5,546	5,487	5,541	54	1(e), 8
Transfer to Reserve	L	5	5	0	(5)	
Contingencies	L	0	2	3	1	
Total Expenditure		20,844	20,400	20,051	(349)	
INCOME						
Government Grants	L	(91)	(258)	0	258	3, 5
Other Grants, Reimbursements and Contributions	L	(185)	(226)	(115)	111	3, 4
Customer, Client Receipts	L	(11,081)	(10,828)	(11,157)	(329)	6, 9-11
Transfer from Reserves	L	0	(399)	0	399	7
Total Income		(11,357)	(11,711)	(11,272)	439	
TOTAL EXPENDITURE/ (INCOME) BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		9,487	8,689	8,779	90	
SUPPORT SERVICES AND CAPITAL CHARGES						
Central Support Services & Capital Charges		4,502	4,519	4,454	(65)	Para 16
Recharges within Fund		850	582	617	35	
Recharges Across Funds		344	355	362	7	
Total Support Services and Capital Charges		5,696	5,456	5,433	(23)	
TOTAL NET EXPENDITURE/(INCOME)		15,183	14,145	14,212	67	

Notes - Examples of types of service expenditure:-

- (i) Premises Related Expenses – includes repairs & maintenance, energy costs, rates, water services, cleaning and domestic supplies
- (ii) Supplies and Services – Equipment, furniture, materials, uniforms, printing, stationary, professional fees, grants & subscriptions

14. In the tables, income and favourable variances are presented in brackets. A further analysis of the Revenue Expenditure by Service is provided in Appendix 1.
15. Overall there is an increase of £67,000 in the overall budget between the 2013/14 latest approved budget and the 2014/15 original budget. The significant variances (generally those greater than £50,000) in the local and central risk budgets have been commented on in Table 2 below.

Reason for Variance	Movement 2013/14 to 2014/15		
	Expenditure £000	Income £000	Net Total £000
The removal of the effect of one-off items included in the 2013/14 budget:			
1) Carry-forwards from 2012/13:			
a) Employees	(76)	0	(76)
b) Premises	(46)	0	(46)
c) Transport	(90)	0	(90)
d) Supplies & Services	(116)	0	(116)
e) Third Party Payments	(39)	0	(39)
2) Installation of new photovoltaic cells at the Crematorium	(45)	0	(45)
3) Consultants' fees and associated costs for Air Quality projects, fully funded by grant and other contribution income.	(260)	260	0
4) Sampling costs for work carried out on behalf of the Food Standards Agency, fully funded by grant income.	(47)	47	0
5) Purchase and installation of Big Belly Solar Compactor bins, fully funded by grant income.	(62)	62	0
6) One-off income for Street Cleansing services from events, short-term agreements for cleaning of private land, and Fixed Penalty Notices.	0	54	54
7) As agreed by your Committee in September 2012, start-up costs for London Gateway and the shortfall in Port Health income are to be met from the Products of Animal Origin Reserve. It is currently anticipated that the full balance of the Reserve, £399,000, will be required in 2013/14.	0	399	399
8) Provision for price uplifts (assumed at 2%) in the main service contracts has been included in the 2014/15 budget.	80	0	80

TABLE 2 continued
SIGNIFICANT VARIANCES BETWEEN 2013/14 LATEST APPROVED BUDGET AND 2014/15 ORIGINAL BUDGET

Reason for Variance	Movement 2013/14 to 2014/15		
	Expenditure £000	Income £000	Net Total £000
9) In order to meet his resource allocation, the Director of Markets and Consumer Protection has included an assumed increase of £232,000 in Port Health income in the 2014/15 budget. This increase is dependent on trade at the new London Gateway Port, and as such the likelihood of being achieved remains uncertain at this time.	0	(232)	(232)
10) An anticipated increase in income at the Cemetery and Crematorium as a result of planned price increases.	0	(74)	(74)
11) An anticipated increase in income of £93,000 as a result of the installation of barriers at the Royal Exchange and Eastcheap public conveniences is partly offset by the associated running costs of £24,000.	24	(93)	(69)
12) The increase in the budget for the City Surveyor's premises costs reflects changes in the composition and phasing of the repairs and maintenance programme. See also Table 3 overleaf.	371	0	371
Minor variations	(43)	16	(27)
Total Movement 2013/14 to 2014/15	(349)	439	90

16. A reduction of £65,000 in central support services and capital recharges reflects the net impact of changes in the budgets of central departments and their apportionment between committees, as shown in Appendix 2.

TABLE 3 - CITY SURVEYOR LOCAL RISK	Latest Approved Budget 2013/14 £'000	Original Budget 2014/15 £'000
Repairs and Maintenance		
Additional Works Programme		
Public Conveniences	36	66
Heathrow Animal Reception Centre	12	40
Street Cleansing	5	9
Cemetery and Crematorium	202	512
Planned and Reactive Works		
Public Conveniences	17	17
Heathrow Animal Reception Centre	107	107
Port & Launches	28	28
Cemetery and Crematorium	114	113
Total Repairs and Maintenance	521	892
Facilities Management	40	40
Total City Surveyor	561	932

17. Budgets have provisionally been included for the 2014/15 additional works programme based on bids considered by the Corporate Asset Sub Committee in July 2013. However, a decision on funding of the programme has not been made by the Resource Allocation Sub Committee and following the outcome of this, it may be necessary to adjust budgets to reflect their decision.
18. Analysis of the movement in manpower and related staff costs are shown in Table 4 overleaf. A reduction in employee costs as a result of reviews of staffing of the Port Health Service and the Smithfield Enforcement Team has been offset by provision for increments, pay award and pension contribution increases across all services.

TABLE 4 MANPOWER STATEMENT	Latest Approved Budget 2013/14		Original Budget 2014/15	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Public Conveniences	6.3	243	6.0	255
Public Conveniences - Agency Staff	-	470	-	462
Waste Collection	10.4	502	9.9	524
Street Cleansing	7.8	390	7.3	402
Waste Disposal	5.8	282	5.8	303
Transport Organisation	1.0	49	1.0	50
Cleansing Services Management	4.4	308	4.4	308
Built Environment Directorate	4.2	549	5.2	541
Coroner	1.0	22	1.0	27
City Environmental Health	26.6	1,497	25.6	1,470
Pest Control	4.0	141	4.0	128
Meat Inspector's Office	6.5	337	5.0	298
Animal Health Services	34.8	1,420	34.8	1,484
Trading Standards	4.4	272	3.8	281
Port & Launches	38.1	2,125	34.5	1,906
Cemetery and Crematorium	64.3	1,925	64.3	2,023
TOTAL PORT HEALTH & ENVIRONMENTAL SERVICES	219.6	10,532	212.6	10,462

Potential Further Budget Developments

19. The provisional nature of the 2014/15 revenue budget recognises that further revisions may be required, including in relation to:
- ongoing changes following the opening of the new London Gateway Port, for which the City as London Port Health Authority has a statutory duty to provide inspection and enforcement services, and the impact on trade at other ports;
 - budget reductions to capture savings arising from the on-going PP2P reviews;
 - decisions on funding of the 2014/15 Additional Work Programme by the Resource Allocation Sub Committee.

Revenue Budget 2013/14

20. The forecast outturn for the current year is currently in line with the latest approved budget of £14.212m. However, the uncertainty in relation to the newly opened London Gateway Port in particular, as set out in paragraph 13, also applies to 2013/14.

Draft Capital Budget

21. The Committee's draft capital and supplementary revenue project budgets are summarised in the Tables below. Both schemes are approved and contractually committed.

TABLE 5 – City Fund Draft Capital Budget						
	Exp. Pre 01/04/2013 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	Later Years £'000	Total £'000
Urilifts and Barriers in Public Conveniences	386	39	0	0	0	425
TOTAL	386	39	0	0	0	425

TABLE 6 – City Fund Draft Supplementary Revenue Budget						
	Exp. Pre 01/04/201 3 £'000	2013/1 4 £'000	2014/1 5 £'000	2015/1 6 £'000	Later Years £'000	Total £'000
Old Crematorium Refurbishment	1,136	84	0	0	0	1,220
TOTAL	1,136	84	0	0	0	1,220

22. In addition to the approved budget items above, funding of £120,000 for a new scheme to install barriers at the Royal Exchange and Eastcheap public conveniences has been agreed by Resource Allocation Sub-Committee and is expected to proceed in 2013/14. This scheme was originally approved by your Committee in November 2012.
23. The latest Capital and Supplementary Revenue Project budgets will be presented to Court of Common Council for formal approval in March 2014.

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Chamberlain's Department

APPENDIX 1a

Analysis by Service	Actual 2012/13	Latest Approved Budget 2013/14			Original Budget 2014/15			Movement 2013/14 to 2014/15	Variance Reference (Table 2)
	Net £'000	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	£'000	
DIRECTOR OF THE BUILT ENVIRONMENT									
Public Conveniences	1,190	1,608	(382)	1,226	1,685	(481)	1,204	(22)	1, 11-12
Waste Collection	887	1,658	(824)	834	1,686	(828)	858	24	8
Street Cleansing	6,220	6,357	(487)	5,870	6,280	(364)	5,916	46	1, 5-6, 8
Waste Disposal	1,121	1,919	(627)	1,292	1,951	(624)	1,327	35	8
Transport Organisation (see note i)	0	398	(398)	0	402	(402)	0	0	
Cleansing Services Management (see note i)	0	385	(385)	0	397	(397)	0	0	
Built Environment Directorate (see note i)	0	1,297	(1,297)	0	1,254	(1,254)	0	0	
TOTAL DIRECTOR OF THE BUILT ENVIRONMENT	9,418	13,622	(4,400)	9,222	13,655	(4,350)	9,305	83	
DIRECTOR OF OPEN SPACES									
Cemetery and Crematorium	1,030	4,328	(4,100)	228	4,706	(4,174)	532	304	2, 10, 12
TOTAL DIRECTOR OF OPEN SPACES	1,030	4,328	(4,100)	228	4,706	(4,174)	532	304	

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

APPENDIX 1b

Analysis by Service	Actual 2012/13	Latest Approved Budget 2013/14			Original Budget 2014/15			Movement 2013/14 to 2014/15	Variance Reference (Table 2)
	Net £'000	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	£'000	
DIRECTOR OF MARKETS AND CONSUMER PROTECTION City Fund									
Coroner	105	55	0	55	62	0	62	7	
City Environmental Health	2,468	2,659	(331)	2,328	2,258	(61)	2,197	(131)	1, 3
Pest Control	92	226	(93)	133	191	(93)	98	(35)	1
Animal Health Services	(130)	2,711	(2,622)	89	2,710	(2,621)	89	0	1
Trading Standards	279	383	(46)	337	394	(40)	354	17	
Port & Launches	1,673	3,598	(1,618)	1,980	3,283	(1,831)	1,452	(528)	1, 4, 9
Total City Fund	4,487	9,632	(4,710)	4,922	8,898	(4,646)	4,252	(670)	
City's Cash									
Meat Inspector's Office	248	609	(437)	172	547	(424)	123	(49)	4
Total City's Cash	248	609	(437)	172	547	(424)	123	(49)	
SUBTOTAL	4,735	10,241	(5,147)	5,094	9,445	(5,070)	4,375	(719)	
Transfer from POAO Reserve (City Fund)	0	0	(399)	(399)	0	0	0	399	7
TOTAL DIRECTOR OF MARKETS AND CONSUMER PROTECTION	4,735	10,241	(5,546)	4,695	9,445	(5,070)	4,375	(320)	
COMMITTEE TOTAL	15,183	28,191	(14,046)	14,145	27,806	(13,594)	14,212	67	

APPENDIX 2

Support Service and Capital Charges from/to Port Health and Environmental Services Committee	Actual 2012/13 £000	Latest Approved Budget 2013/14 £000	Original Budget 2014/15 £000
Support Service and Capital Charges			
City Surveyor's Employee Recharge	99	136	
Insurance	155	137	145
IS Recharges - Chamberlain	1,253	1,329	
Capital Charges	1,307	1,271	133
Support Services -			
Chamberlain	1043	992	1,297
Comptroller and City Solicitor	105	112	
Town Clerk	369	376	1,262
City Surveyor	106	107	
Other	65	59	978
			106
			363
			109
			61
Total Support Services and Capital Charges	4,502	4,519	4,454
Recharges Within Funds			
Corporate and Democratic Core – Finance Committee	(52)	(33)	(33)
Unfit Meat Disposal – Markets Committee	(48)	(62)	(62)
Directorate Recharge – Markets Committee	16	15	15
Walbrook Wharf Depot – Finance Committee	1,899	1,723	1,723
Charity Collection Licensing - Police Committee	(14)	(16)	(16)
Directorate Recharge – Planning and Transportation Committee	(951)	(1,045)	(1,010)
Recharges Across Funds			
Directorate Recharge – Markets Committee	242	265	272
Directorate Recharge – Open Spaces Committee	102	90	90
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	5,696	5,456	5,433

Agenda Item 9

Committee:	Date(s):
Port Health and Environmental Services	November 2013
Subject: Recycling Action Plan	Public
Report of: Director of the Built Environment	For Information
Summary	
<p>This report details current domestic recycling performance for the City of London. This includes overall recycling rates, resident participation and the composition of the City's residual waste. It also outlines current activities being undertaken by the recycling team and proposals for future projects to increase recycling performance.</p>	
<p>Given the comprehensive service provision which the City has in place the most effective method for increasing recycling rates is through continued targeted communication, which encourages increased participation in the dry recycling and food waste schemes and diversion of more recyclable materials from the "black bag".</p>	
Recommendation(s)	
<p>It is recommended that Members note the report and support the initiatives being developed by the Recycling team.</p>	
<p>Members are asked to:</p>	
<ul style="list-style-type: none">• Note the report	

Main Report

Background

1. At the September 2013 PHES committee, Members approved a revised City of London Corporation's Waste Strategy document which places greater focus on reuse and recycling. To produce the new waste strategy there has been a significant amount of work carried out on establishing performance baselines and projections for waste and recycling levels for the next seven years (up until 2020). The new waste strategy has been designed to be a live working document and as such an action plan is being developed to ensure that the objectives of the strategy are achieved through practical actions.
2. This report outlines current recycling performance including overall recycling rates, resident participation and the composition of the City's residual waste. It also outlines current activities being undertaken by the recycling team and proposals for future projects to increase recycling performance.

Current Position

3. The City of London has steadily improved its recycling rate in recent years from 16% in 2005/06 to 37% for 2012/13.

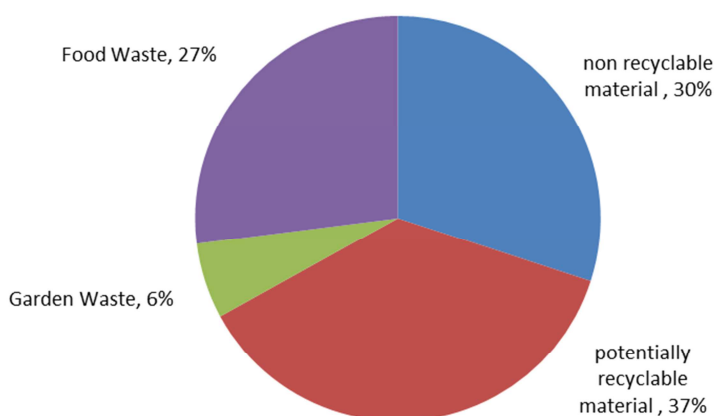
4. This increase in recycling rate has been a result of the introduction of services from; basic dry recycling (2005), food waste (2009), textiles (2007), WEEE (2011), batteries and light bulbs (2013). Additionally the City of London Recycling team have carried out regular communications campaigns and attended various community events to promote and advise on recycling.
5. The City's recycling rate compares favourably with other London boroughs and compares very well with those Inner London Boroughs of similar housing stock (flats and high rise properties) such as Westminster, Southwark, Hackney, Lambeth, Islington etc.

Table 1: Inner London Borough Recycling Rates 2011/12¹

Local Authority	% Recycling Rate
City of London	36.90%
Kensington and Chelsea	33.70%
Camden LB	33.00%
Islington LB	32.20%
Lambeth LB	27.90%
Southwark LB	27.30%
Tower Hamlets LB	27.10%
Westminster City Council	25.10%
Hackney LB	24.00%
Newham LB	22.70%

6. Despite this good performance there is still significant room for improvement. A study which the City commissioned in July 2012 of the composition of the City's black bag rubbish (residual) found that 64% of material thrown away as refuse is recyclable using the City's current recycling services.

% breakdown of Refuse (black bag waste)



7. The City carried out a participation monitoring exercise in January 2012 which showed a significant difference in resident participation levels for the food waste and dry recycling schemes across the City's housing estates.

¹ <http://www.letsrecycle.com/councils/league-tables-1/2011-12-overall-performance>

Table 2: Participation rates for dry recycling scheme

Estate	Number of properties	Number of participating properties during monitoring period	Participation rate (%)
The Barbican	2,044	1,682	82.3
Golden Lane	564	380	67.4
Middlesex Street	196	140	71.4
Mansell Street	194	107	55.2

Table 3: Participation rates for food waste recycling scheme

Estate	Number of properties	Number of participating properties during monitoring period	Participation rate (%)
The Barbican	2,044	787	38.5
Golden Lane	564	165	29.3
Middlesex Street	196	34	17.3
Mansell Street	194	23	11.9

It should be noted that the above figures are for participation on estates only. Figures for collection from private blocks are very difficult to calculate as residents have access to communal bin stores 24 hours a day. The City is in the process of installing on board bin weighing equipment which will be able to identify the amount of food waste and recycling per residential block. This figure can then be used to identify the average amount of waste or recycling produced per person in these property types. This will allow us to focus our communication efforts in a much more targeted way.

8. The figures above highlight two main issues. Firstly those residents which are participating in the dry recycling and food waste schemes may not be recycling everything they can (this is described as a low capture rate). It is likely that this is down to a lack of information and knowledge about which materials can be recycled. Secondly, some areas/estates which have a much lower participation in the scheme need to be asked why they are not using the scheme and any barriers to participation need to be addressed and removed where possible.
9. Projects which the recycling team have undertaken over the past two years include:
 1. Promotion of the Food waste recycling service through a doorstepping campaign;
 - i. This involved a team of recycling advisors visiting all properties within the City which receive a food waste recycling service. Advisors were able to distribute literature, discuss and address barriers to participation in the service and take orders for additional caddies and food waste liners.
 2. introduction of battery and light bulb recycling points on all estates and additional locations throughout the City;
 - i. A new battery and light bulb collection service was launched with the provision of new containers in 17 locations throughout the City

including estates, libraries and CoL offices. The locations were publicised heavily on leaflets, posters and via social media.

3. introduction and promotion of 'bulky waste' re-use collection service;
 - i. Officers carried out an extensive promotional campaign to promote a new partnership with the London Reuse Network. The partnership means that residents calling the City's contact centre to request a bulky waste collection are asked some preliminary questions to determine if an item is reusable. If it is then the resident are transferred through to the 'London Reuse Hotline' where they are able to book a collection. Items are collected, refurbished if necessary and then sold at a reduced price to families on low incomes.
 - ii. Officers promoted the scheme through door-to-door visits, leafleting, posters on all of the City estates and the running of a "re-use pop up shop" in the City Business Library.
4. re-branding and design of all recycling literature in line with national branding guide-lines;
 - i. The City of London recycling team engaged a design consultancy to produce a standard template and look for all future recycling information leaflet which (in-line with best practice guidance) used clear simple text, nationally recognised symbols and also incorporated a new "Recycling in the City" logo. Estate specific leaflets were produced identifying recycling points on all of the estates.
5. promotion of waste minimisation campaigns such as "Love Food Hate Waste" and No Junk Mail.
 - i. The recycling team received funding from the London Waste and Recycling Board (LWARB) to deliver 20 cookery workshops to businesses and community groups throughout the City. The focus of the workshops was "Love Food Hate Waste", a national campaign instigated by the Waste and Resources Action Programme (WRAP) to reduce the 7.2 million tonnes of food waste produced in the UK each year.
 - ii. The no junk mail campaign is to reduce the amount of non-addressed mail which residents in the City receive. Staff have been promoting the various means by which residents can "opt-out" at community events, via social media and on the CoL website. There are also "No Junk Mail" stickers available for residents to place on their letterbox.
6. introduction and management of 99 on street recycling units
 - i. Through a contract with Renew YS Ltd 99 recycling units have been installed throughout the City. The Recycling Team have worked closely with Renew to develop signage, apertures and the information being placed on the screens. In addition to this the recycling being collected by the units has been closely monitored by staff to ensure that it meets the acceptable quality standards for our recycling facility. The units are now collecting between 12-17 tonnes of recycling per month.
7. delivery of a series of "Recycling Roadshows" on all City estates
 - i. The Recycling Team run up to 6 "Recycling Roadshows" per year. The events are held in rotation on all of the four City estates. They are staffed in partnership with Freecycle and Amey. Residents are able to

bring along unwanted items including electricals, furniture, clothes, books and bric-a-brac. Volunteers then sort and test the items, at which point residents can come back and take away for free items which they want. The events have proved extremely popular with residents.

8. Trials to extract wood from the waste stream
 - i. There are currently trials being undertaken to extract wood from the bulky waste collection stream. Following a study conducted of bulky waste collection points in the City it was found that a large proportion of the material deposited was wood. The recycling team are currently working with Amey to refine the collection methodology to ensure a high quality wood product can be sent for recycling.

Next Steps

10. It is widely acknowledged that to maintain and increase participation in recycling schemes there needs to be on-going engagement and communication. Therefore the recycling team will continue to engage in the above activities.
11. The City will continue to carry out a variety of targeted communications focussing on the range of materials which can be recycled and attempting to remove any barriers to low or non-participation. It will be necessary to target different estates with different messages based on the data obtained. This could be delivered within the current recycling team and current budgets. This method will look to increase recycling rates through encouragement but without any financial incentive or penalty.
 1. This will consist of targeting messages such as: “did you know what can be recycled” to areas which have high rates of participation but still have potentially recyclable material in the general waste stream.
 2. Areas which have low rates of participation will be need to be engaged using different messages so that any barriers to recycling can be identified and overcome in order to encourage them to participate in recycling.
12. Officers have been evaluating the possibility of incentivising recycling/waste minimisation. There are a number of companies including “Recyclebank” and “London Green Points” who run schemes in other local authorities where residents are rewarded with vouchers or points by increasing the amount they recycle or reducing their waste. Initial quotes received for implementing these schemes by Officers have been costly and there is no evidence to suggest that these schemes alone have an impact on recycling rates in London Boroughs.

Proposals

13. The Reduction, Reuse and Recycling of materials forms a key part of the City’s Revised Waste Strategy. The Strategy has nine key objectives:
 1. The City of London Corporation becoming more resource efficient
 2. Waste Reduction
 3. Reusing materials
 4. Recycling and Composting
 5. To work with the City’s business community

6. Zero Waste to Landfill
7. Responding to Climate Change
8. Effectively engaging and communicating
9. Value for Money

The main aim of the revised waste strategy was to produce a working document which feeds through into an action plan with individual officers taking responsibility for achieving specific targets and ultimately ensuring all of the objectives within the Strategy are met.

Although maximising recycling and waste reduction is essential to all of the key objectives, Objectives two, three, four and nine will ensure that the Action plan is populated with specific actions focussed on maximising re-use, increasing residential recycling rates and minimising unnecessary waste through effective communications.

Using the information gathered above, it is proposed that officers continue to carry out targeted communications and rather than providing the same message to all City residents will produce bespoke messages and campaigns targeting the different areas of the City. Areas with high participation will be targeted to increase capture rates, with the communication message focussed around informing residents what can be recycled. Areas with lower participation will be visited and encouraged to start using the scheme.

14. It is widely accepted that face-to-face communication is the most effective method of communicating a message, this method will be utilised as much as possible and supported by the distribution of estate specific leaflets which illustrate exactly what can be recycled and the recycling points on each estate.
15. This communication will be supported by an ever increasing presence backed on Social Media. The recycling team have their own twitter account (@GreenSqMile) and regularly post events on the corporate Facebook page.
16. This targeted communication will run alongside existing campaigns which focus on waste minimisation such as "Love Food Hate Waste", the "No Junk Mail" campaign and the Recycling Roadshows which have proved extremely successful.
17. In addition to this opportunities for recycling additional materials will be continually monitored.

Corporate & Strategic Implications

18. These actions will be drawn from the recently completed Waste Strategy which strategically aligns the City with government and London wide policy as well as being in tune with internal policies to maintain the Golden Thread of dealing with waste and improving recycling. To ensure that this happened officers liaised with other corporate internal departments during the production of the strategy.
19. The objective within the Waste Strategy aligns with the City of London's Strategic Objectives:
20. 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.
21. Strategic Aim 3 - To provide valued services to London and the nation.

Implications

22. 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.
23. 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.
24. These figures clearly show the financial benefits of having a targeted campaigns focused on changing behaviour in this way.

Background Papers:

Revised Waste Strategy document 2013 - 2020

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Committee(s):	Date(s):
Port Health and Environmental Services	12 November 2013
Subject: Bishopsgate Bin Trial	Public
Report of: The Director of Built Environment	For Information
<p>Summary</p> <p>This report details the outcome of the recent litter bin trial carried out along Bishopsgate and advises members of officer's intention to conduct a further one year trial to fully assess the benefits of installing the larger capacity, Solar Compactor smart bins with automatic fill-level notification facility. This will allow officers to effectively manage the use of the litter bins and assess the results of the trial, taking account of the full range of seasonal variations in footfall and weather conditions throughout the year with minimal impact upon the resources currently deployed in the area.</p> <p>Recommendation</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the report. 	

Main Report

Background

1. Following reports to this committee in September 2009 and September 2010 regarding the provision of litter bins in the Square Mile. The current City policy is that litter bins will only be provided at seated areas or at locations where it can be demonstrated that they are cost effective and improve street cleanliness standards.
2. Regular service monitoring by City Officers and Amey UK Area Managers has identified Bishopsgate as a hotspot for litter in the City, particularly in the vicinity of the Liverpool Street Station entrance. Local residents and Ward Members have also voiced concerns regarding littering in the area.
3. At the end of 2012 Officers reviewed the resources used to maintain Bishopsgate and reorganised operations to improve efficiency and performance. At this time Officers also gave consideration to how else the service could be improved including the option of installing general waste litter bins along the busiest areas of Bishopsgate.
4. Following the recent installation of 26 Solar Compactor Bins elsewhere in the Square Mile in spring 2013 the City now has a number of "older

style” spare litter bins. As a result of the concerns detailed above a trial to use these litter bins for two weeks was planned to see if this would improve the street scene environment in Bishopsgate.

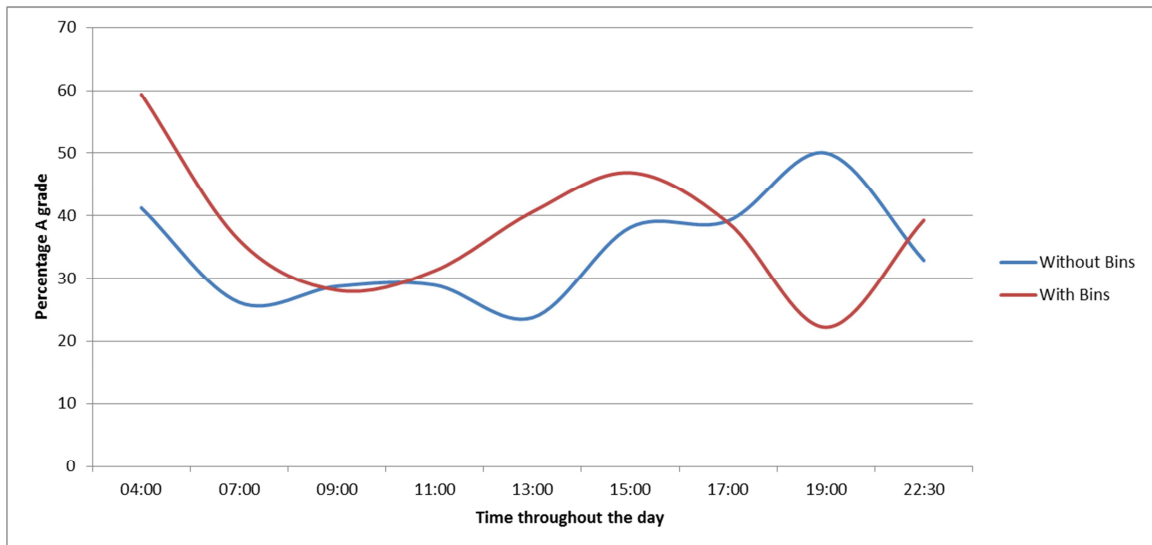
5. With the agreement of Transport for London (who are the highway authority responsible for highways infrastructure along Bishopsgate) we installed 20 “older style” litter bins for a two week period (19 August to 01 September) and monitored the street scene environment by carrying out up to 36 inspections per day. These inspections were also carried out for two weeks before and after the trial period to provide comparative data. For full details of the trial methodology see Appendix 1.

Current Position

6. The trial received some media interest with reports on regional, national and international news channels and websites. Locally the initiative was welcomed with positive feedback received from residents and businesses.
7. Throughout the trial period the degree to which Bishopsgate was littered was assessed using the Defra National Indicator 195 methodology in accordance with the schedule set out in Appendix 1. An explanation of the grading resulting from this approach is enclosed as Appendix 3. Overall the data showed that there was a slight reduction in street littering whilst the bins were in place. From the table below it can be seen that there was a 3.7% increase in the number of A grades found during inspections, an almost corresponding reduction in B grades and very slight reductions in C and D grade results.

Grade	Without Bins	With Bins	Change
A	34.4%	38.1%	+3.7%
B	63.8%	60.4%	-3.4%
C	1.7%	1.5%	-0.2%
D	0.1%	0.0%	-0.1%

8. We also analysed the data to identify littering trends throughout the day during the course of the working week. By looking at the percentage of A grade achieved at different times during the day we can see the following trends.



9. In general standards throughout the day were found to be the same or higher except for the evening rush hour period. It is considered likely that this drop in standards is attributable to the requirement for the evening street operative to empty the bins to ensure they did not overflow during this busy period. This diverted his attention away from sweeping and maintaining the rest of the beat. This trend was not seen during the morning rush hour as the contractor deploys a dedicated team in the mornings to empty litter bins.
10. The amount of waste collected from these bins over the two week trial period was approximately two tonnes. This is classified as street cleansing waste which is disposed of in our domestic waste stream.
11. Prior to the trial concerns were raised by Officers regarding the potential for illegal disposal of commercial waste by way of fly tipping around the general litter bins. This was monitored during the trial period and was not found to be a significant issue.
12. Staining around the bins was also an area for potential concern and was also monitored during the trial period. Some minor staining was found as shown in Appendix 2.

Considerations

13. Officers have considered maintaining the current arrangements with no bins in Bishopsgate. However feedback from the public and local businesses has been positive and indicates that there is local support for the installation of bins in this area. In addition to this the results of the two week trial has led officers to believe that there is potential for an improvement in standards from the installation of bins. The exact type and size of bin needs to be further considered. This needs to be done in consultation with the City of London Police (CoLP), Transport for London (TfL) and local Ward Members.
14. The most recent advice from the CoLP regarding acceptable types of bin is that blast resistant bins are no longer required; other bins are acceptable providing that they are of a design and made of a material (i.e. not cast iron) that will not exacerbate an explosion should this occur.

15. TfL are currently conducting a review of the footway on Bishopsgate with the aim of reducing street clutter. Officers have consulted with TfL who have agreed in principle to a one year trial of litter bins in Bishopsgate commencing April 2014 or earlier if possible, following the completion of their footway review works. The exact number and location of litter bins for this trial will be agreed in due course.
16. Officers have considered using the “older style” litter bins that were used in the two week trial. However, the design and capacity of these bins means that they fill up quickly and require constant servicing to ensure they do not overflow and reflect poorly on the service. In addition to this litter is easily blown out of these bins on windy days giving visitors to the City of London a poor impression.
17. Solar Compactor Litter Bins are in use elsewhere in the City. They have delivered service efficiencies by both compacting the waste resulting in a significantly larger capacity therefore requiring less frequent emptying. They also send an email alert to when they reach 95% capacity.

Corporate & Strategic Implications

18. This trial aims to improve the standard of cleanliness in Bishopsgate which supports the corporate objective of providing a modern, efficient and high quality local service and within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes.

Implications

19. The cost of leasing twelve Solar Compactors for this one year trial is £13,000. This will be met from the LAA funding which is a one off grant ring-fenced for environmental improvements.
20. It is expected that some waste that would otherwise be taken back to offices and therefore treated as commercial waste will be deposited in the bins provided. This will result in some increase in the street cleansing waste tonnage collected and treated as ‘Household’ waste. Officers estimate that waste disposal costs will increase by up to £6000 this will be funded from existing local risk budgets.
21. The effect that the additional waste generated from this trial has on the City’s recycling performance will be closely monitored

Conclusion

22. Officers have concluded that the trial did deliver a slight improvement to the general street cleanliness in Bishopsgate. However there was overwhelming support for the provision of litter bins from businesses and residents alike. On this basis and in order to establish more conclusive results across all seasons, it is intended to conduct a further extended trial of one year. This will enable a more detailed analysis of whether the provision of litter bins is a cost effective solution to improving the standard of street cleanliness at Bishopsgate and for Officers to assess the most appropriate type, number and location of bins in the area should it be decided to permanently retain litter bins at this location.

Appendices

- Appendix 1 – Proposed Bishopsgate Trial
- Appendix 2 – Evidence of Staining
- Appendix 3 – Defra NI195 Litter Grading Methodology

Background Papers

PHES, 22/09/09, Provision of Litter Bins

PHES, 21/09/10, Evaluation of Trial on Litter Bin Provision in the City of London

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Appendix 1 - Proposed Bishopsgate Bin Trial

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 and Officers gave consideration to any other amendments to the service provision that may improve the area.

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 resistance 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: 5th August to 18th August
Trial Period: 19th August to 1st 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) will also be noted along with weather conditions (see attached inspection form).

All waste from the bins will be collected in specific bags and weighed separately back at the 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 of separation by the operative on site.

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 Schedule:

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

Appendix 1 - Proposed Bishopsgate Bin Trial

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 the work with their upcoming footway scheme.



Appendix 1 - Proposed Bishopsgate Bin Trial

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)

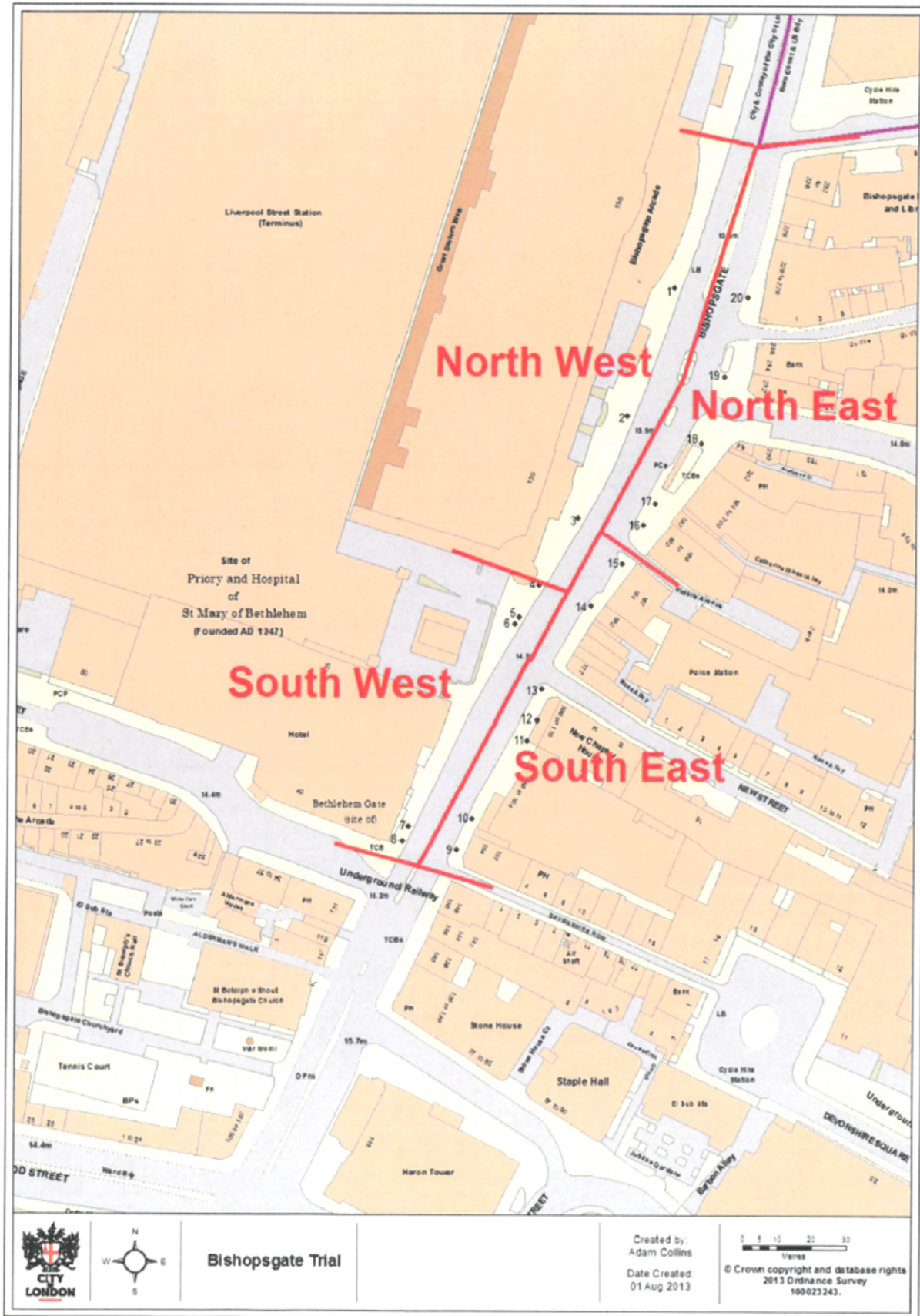
Bin	O/F	Stain	Bin	O/F	Stain
1	<input type="text"/>	<input type="text"/>	11	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	12	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	13	<input type="text"/>	<input type="text"/>
4	<input 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

Appendix 1 - Proposed Bishopsgate Bin Trial

Bin No.	
	Western Footway
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
	Eastern Footway
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 1 - Proposed Bishopsgate Bin Trial



Appendix 2 - Evidence of Staining



Appendix 3 - Defra NI195 Litter Grading Methodology

NI195 Litter Grading from the Defra Cleanliness National Indicator (NI195) Manual

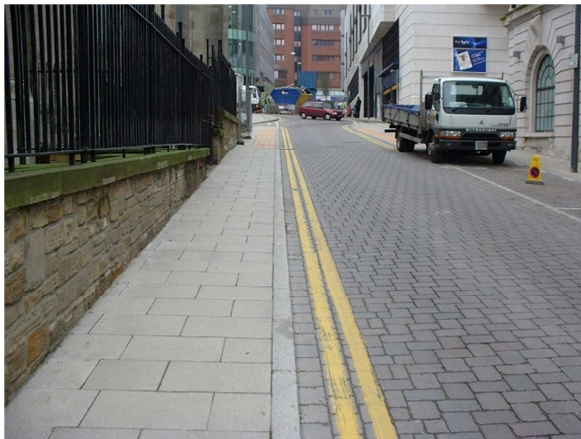
There is no statutory definition of litter. The Environmental Protection Act 1990 (s.87) states that litter is '*anything that is dropped, thrown, left or deposited that causes defacement, in a public place*'. This accords with the popular interpretation that 'litter is waste in the wrong place'. However, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for NI195 (and for the LEQSE) is based on this industry norm.

Under Section 98(5A) of the Environmental Protection Act 1990, certain discarded smoking-related materials (cigarette ends, etc.), and discarded chewing gum and the results of other products designed for chewing, are specifically stated to be items of litter. However, whilst both are litter when they are dropped (i.e. the dropper could be prosecuted under Section 87 of the Environmental Protection Act 1990 for leaving litter), the standards in the Code of Practice on Litter and Refuse do not apply to trodden-in chewing gum. Duty bodies are not required to employ special cleansing methods to remove compacted gum or gum staining over and above normal cleansing regimes.

Litter may also include putrescible or clinical wastes, or faeces such as dog, bird and other animal faeces. **Note** - This definition is aligned with the opinion of most members of the public who regard faeces - especially dog faeces - as comprising litter. For the purposes of NI195, recent leaf and blossom falls are **excluded** from the definition of litter.

Examples:

GRADE A - no litter or refuse



GRADE B - predominantly free of litter and refuse except for some small items



Appendix 3 - Defra NI195 Litter Grading Methodology

GRADE C - widespread distribution of litter and refuse, with minor accumulations



GRADE D - heavily littered, with significant accumulations



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Committee(s):	Date(s):
Port Health and Environmental Services	12 November 2013
Subject: Love the Square Mile update	Public
Report of: Director of the Built Environment	For Information
<p>Summary</p> <p>This report updates members on the progress made with the Love the Square Mile mobile phone application since the last report in in April 2013 and gives information about the development plans for the coming year.</p> <p>Recommendation(s)</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note this report. 	

Main Report

Background

1. As part of the Refuse Collection, Street Cleansing and Ancillary Services Contract, which was let in October 2011, it was recognised that we should aim to use technology to improve the service where possible and that this should include improving access for users of the services. During the early discussion stages of the contract with Enterprise, the City was approached by Bbits Ltd, a private software development company, who demonstrated their Love Clean Streets mobile phone application that they had developed with the London Borough of Lewisham. This application enables residents to easily report any issue within the street environment (such as graffiti, fly tipping or damaged street furniture) using 'smart devices'.
2. A report was provided to this committee in April 2013 detailing the development and usage of the app to that date. This report updates on that position.

Current Position

3. Since the last report in April 2013, there has been a steady increase in the number of users with 533 people having downloaded the app over the different types of smart phone to date (up from 270 in April 2013). Of these we

have double the amount of users who have registered their details on our Love the Square Mile website enabling them to receive email updates on the progress of their reports from 40 in April to 80 in October 2013.

4. From April 2013 to October 2013 the Cleansing Service received 220 reports by email or telephone though the City of London Contact Centre for issues that could have been logged through Love the Square Mile. Over the same period users of the app have made 144 reports, representing almost 40% of all reported issues.
5. Publicity for the application continues to be provided in many local City media publications including the City Resident, Clean City Awards Scheme newsletter and on the back of the "Autumn in the City" guide. Flyers have been produced and distributed at events such as the Clean City Best Practice Meetings, the City Residents meetings and estate recycling 'Give and Take' days. Posters have been placed in around various City offices and libraries and large scale posters for the sides of the City's cleansing and refuse collection vehicles are in the process of design and installation.
6. The app continues to be extensively publicised through the City's various social media tools including Twitter, Facebook and the City's website. As many social media users have smartphones we intend to continue publicity through this means going forward. It has also been promoted to new employees of the City of London as part of the corporate induction programme.

Next steps

7. Development on an interface to directly link Love the Square Mile to our cleansing contractor's in-house WorkManger system, which allocates their street cleansing teams' work, is on-going. This development deliver service efficiencies and will enable reports made by members of the public to be automatically scheduled and sent to the appropriate cleansing team who, in turn, will close the job when completed. As detailed in April's report, there will be no additional cost to the City for this development work as the Love the Square Mile app was purchased as a complete package and forms part of this wider development.

Corporate & Strategic Implications

8. This application seeks to improve the efficiency and effectiveness of front line services and provide an additional method for the public to access the City's services. This supports the corporate objective of providing a modern, efficient and high quality local service and within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes.

Implications

9. There are no HR implications. There is no additional external cost for the development work noted in this report as this is financed through the Refuse Collection, Street Cleansing and Ancillary Services Contract.

Conclusion

10. The Cleansing Service is continually looking to make improvements to the services it provides. By developing this application for smart phones and similar devices Cleansing are improving the access to services for the public who can now report issues 'on the go'. The application also streamlines some back office activities improving ways of working.
11. The increased and more focussed publicity of the application has been successful in doubling the number of downloads and users and increasing the usage by around 160%. We will continue to promote this as an option as smart phones continue to grow in popularity.

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Agenda Item 12

FROM: **PLANNING AND TRANSPORTATION COMMITTEE**

Tuesday, 15 October 2013

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

Monday, 12 November 2013

The Director of the Built Environment responded to the resolution of the Port Health and Environmental Services Committee in respect of the impact from street works in the City.

The Director advised that he could not report any let up in demand from the utilities for works. He felt that the most the City could take were four sets of major works at any one time, and that was what we were running at now with Crossrail as a 'permanent' fixture. The number of schemes had returned to pre-Olympic levels, but the mix was now more major works. With demand for work increasing, the city had to respond with increasing road closures. The City recently had to refuse works by UKPN to be undertaken at Threadneedle Street whilst other works at Bishopsgate, Broad Street and Cannon Street were being carried out. On top of this, the gas leak on London Wall had meant that works planned elsewhere had to be put back, and this showed that the process of managing utility works was an active one, with daily decisions and emergencies influencing the programme.

A response from the Committee would be submitted to the Port Health and Environmental Services Committee.

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Committee(s):	Date(s):
Port Health & Environmental Services Committee	12 November 2013
Subject: Approval of the 2013-2014 Food Safety Enforcement Plan for the London Port Health Authority	Public
Report of: Director of Markets & Consumer Protection	For Decision
<p><u>Summary</u></p> <p>This report seeks your Committee’s approval for the Food Service Enforcement Plan for the London Port Health Authority. Members will recall approving the City of London Plan at an earlier meeting; however, there was a delay in the production of the Port Health Plan due to sickness absence at a senior level. The plan has now been finalised and is attached at Appendix 1.</p> <p>The Food Standards Agency (FSA) is the central competent authority for the administration of Regulation EC 882/2004 on official food and feed control in the UK and they have powers in the Food Standards Act 1999 to set standards of performance and audit and monitor local authorities. The FSA has a Framework Agreement with Local Port Health Authorities in England which we are obliged to follow when developing our food and feed services and planning our enforcement activity.</p> <p>Under this agreement, the FSA also requires each local food authority to publish an annual Food Service Enforcement Plan for their food safety work and as the City Corporation in its role as London Port Health Authority, we are required to produce a plan for this service.</p> <p>Recommendations</p> <p>I recommend that your Committee approves:</p> <p>a) the London Port Health Authority Food Service Enforcement Plan 2013-2014 (see Appendix 1)</p>	

Main Report

Background

1. EC Regulation 882/2004 sets out the approach that competent authorities of Member States must adopt for official feed and food controls with the Food Standards Agency (FSA) acting as the central UK food authority and they in turn have devised a Framework Agreement that sets out what they expect from Local Authorities (LAs) and Port Health Authorities (PHAs) acting as “food authorities” who are charged with the delivery of official controls on feed and food legislation.
2. Each such ‘food authority’ must produce an annual Food Service Enforcement Plan that describes the activities, techniques and approaches that will ensure they deliver on their obligations and it is a requirement that these plans are approved by elected members.
3. The Framework Agreement also contains ‘the Standard’ which LAs/PHAs are obliged to follow on service delivery as well as a template to develop the service plan itself which our plans follow.

Current Position

4. The City Corporation must ensure that the services we provide to support and achieve business compliance with food safety law address the whole package set out in ‘the Standard’, and that we deliver this in line with the Government’s better regulation agenda.
5. We must also however, continue to meet the local needs of City businesses, residents, workers and visitors as set out in the Vision, Strategic Aims and Key Policy Priorities of the City of London Corporate Plan 2013-2016; this is achieved through our departmental Business Plan and individual service plans which detail the work that will be done and which is judged by our key performance indicators.
6. The City Corporation publishes its Food Service Enforcement Plans as the FSA expects this as an expression of its commitment to the development of food safety in the Port and City of London. It is my intention to continue to make these plans available to our stakeholders, including publishing them on the City Corporation website.

7. The Food Service Enforcement Plans set out the direction of future enforcement work and we aim to:-
 - a) target poor performing food businesses appropriately to secure improvements;
and
 - b) work with better performing businesses to ensure they maintain full compliance.
8. However there are continuing challenges which we face and these are set out below:-

The national Food Hygiene Rating Scheme

9. Last year the City Corporation successfully migrated from the London **Scores on the Doors** scheme to the FSA's national Food Hygiene Rating Scheme (FHRS). This year, in partnership with all other local authorities across the country, we have been asked to continue to promote the scheme and its [website](#) as widely as possible to the public so they can make informed choices on where to eat or purchase food, and overall standards will be improved.
10. The Welsh Assembly recently passed legislation which will make the display of a business' FHRS score sticker compulsory in Wales so that the public are fully aware of hygiene standards in premises, and this may be adopted UK wide in the next few years.

Increased Food Standards work

11. In the wake of the recent horse meat crisis, the Port Health Service increased the compositional sampling work in partnership with the other Port Health Authorities and local authorities to ensure all food products are as described and are from traceable and reputable sources.

Review of Official Control of Food and Feedstuffs

12. The FSA cancelled its review of the delivery of official controls of food and feed by LAs/PHAs, but it is possible that some issues were already identified, and therefore some changes to current delivery

models may be forthcoming, although there is a review at European level underway.

Corporate and Strategic Implications

13. The Enforcement Plan reflects the detailed operational work undertaken by the Port Health Service carrying out regulatory enforcement in support of the strategic aims of the City and through:-
 - a) ensuring by advice and enforcement that the business community within the Port are legally compliant and that they continue to produce food hygienically which is safe to eat; and
 - b) ensuring that food stuffs entering the country through our ports meet the food safety requirements of the whole of the UK.
14. The plan is linked to our Departmental and Service Business Plans through setting out detailed activities which support our Key Performance Indicators.
15. Approval of the Plan will ensure that the City Corporation as both a Food and a Port Health authority meets its fundamental obligations under the requirements of the FSA's Framework Agreement.
16. As previously stated, it is my intention to make the plan available to all stakeholder businesses which will include publication on the City Corporation's website. In accordance with the stated intentions of the FSA, this will make the Port Health plan transparent and accountable to all relevant parties, and also enables any comments received on the documents to be taken into account at the next revision for 2013-2014.

Other Implications

17. There are no other implications that would result from approval of this report.

Conclusion

18. The attached service plan follows the existing format within the Official Controls Framework Agreement.

19. The service plan will be updated annually, subject to your approval and they will form part of the Business Plan 2013-16 for the Port Health and Public Protection Service.

Appendices

Appendix 1 London Port Health Authority Food Service
 Enforcement Plan 2013-2014

It will be made available in the Members' Reading Room and on the City Corporation's intranet.

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London Port Health Authority (LPHA)

FOOD ENFORCEMENT SERVICE PLAN 2013 / 14

1 SERVICE AIMS & OBJECTIVES

1.1 Aims & Objectives

The Common Council of the City of London Corporation is the Port Health Authority for the district of the Port of London. The jurisdiction is set out in the London Port Health Authority Order 1965.

The Port Health and Environmental Services Committee is responsible to the Court of Common Council for the delivery of a wide range of services, including Port Health, which it does through the Department of Markets and Consumer Protection.

The Mission of the Port Health & Public Protection Division of the Department of Markets and Consumer Protection is to advise, educate, influence, regulate and protect all communities for which the Department has responsibility in the fields of Environmental Health, Port Health, Trading Standards, Licensing and Animal Health, at all times seeking value for money in the activities it undertakes so that the highest possible standards are achieved cost effectively.

The Mission Statement of the LPHA is :- "To deliver a high quality, accessible and responsive service to protect, enhance, and improve the public, environmental, and animal health of the Tidal Thames and Lower Medway."

To contribute in achieving our goals we have professionally trained staff who possess specialised knowledge in the wide range of activities undertaken by the Port Health Authority and continue to advance our service via developments in technology.

1.2. Links to Corporate Objectives & Plans

The City of London's vision is:-

"The City of London Corporation will support and promote the City of London as the world leader in international finance and business services, and will maintain high quality, accessible and responsive services benefiting its communities, neighbours, London and the nation."

The City Together Strategy 2008 – 2014 currently has five themes, of which two are relevant to the Port Health Service. These are:

- ...supports our communities
- ...protects, promotes and enhances our environment

City of London's Corporate Plan 2011 - 15 has three Strategic Aims, the one relevant to this Plan is:

- To provide valued services to London and the nation.

The City Together Strategy, Corporate Plan, Local Development Framework and other strategic plans are the "Golden Thread" which runs through all of the Departmental Business Plans, Divisional Plans and individual performance appraisals to deliver a high quality service. Consequently, the Business Planning process and this Plan are linked, so that the work carried out by LPHA at the ports in its area supports and protects the local and national community.

Monitoring of the Plans is carried out using established reporting arrangements linked to the Department of Markets and Consumer Protection with financial, legal and support services at the City's central London offices.

This includes pre arranged Performance Monitoring meetings where the data is reviewed with the Director of Markets and Consumer Protection, and where necessary, remedial measures can be implemented as appropriate to deal with any shortcomings identified.

2 BACKGROUND

2.1 Profile of the Local Authority/Port Health Authority

LPHA is responsible for a district, which extends for 94 miles (150 kilometres) along the tidal Thames from Teddington Lock to the outer Estuary. It includes the lower reaches of the River Medway, while to the north it encompasses the River Roach and southern part of the River Crouch.

The area for which LPHA is responsible includes the ports of Tilbury, Thamesport, Sheerness in addition to the various docks and dockland areas which have now been redeveloped including London City Airport

The Port of London is the largest mixed cargo port in the United Kingdom. During 2012 it handled 43.7 million tonnes of cargo. The overall tonnage of goods handled through the Port in 2012 reduced, mainly because of the closure of Coryton Refinery with a reduction of 10 million tonnes of oil imports. Volumes of other cargoes were also lower than the previous year. However, there was a 2% increase in unitised cargo to 14.8 million tonnes, and cereal increased to 739 000 tonnes, a 35% improvement.

In addition, Ports on the Lower Medway handle around two million tonnes of general cargo including some fruit. This trade is in decline and the Port of Sheerness had ambitious plans to develop the port for wind turbine manufacture. A previous business partner withdrew from this venture although the port is still following up possibilities.

The Port of Thamesport has also suffered from a decline in trade due to the withdrawal of significant shipping lines. This has affected the throughput of imported food and now only one major shipping line continues to call at the port.

The main activity for LPHA is the checking of food imports from countries outside the European Union. Cargo arrives from many areas of the world including South America, Africa, Australia, New Zealand, India, the Far East, the Mediterranean, USA, and Canada.

More than 130 000 consignments of food arrived at the ports of Tilbury and Thamesport during 2012. Approximately 120 000 of these were Products Not of Animal Origin (NAO) with remaining 10 000 being Products of Animal Origin (PoAO).

The overall numbers of imported food consignments compared to the previous year have increased, however, as in previous years of a decline in the number of PoAO consignments the trend continues.

Looking forward, predictions indicate there will be growth in global container shipping; the London Gateway Port that is under construction is positioned to take advantage of this opportunity with the new port on track to commence trading in the last quarter of 2013.

In addition to its imported food responsibilities, LPHA also has responsibility for Animal Feeding Stuffs, Shellfish Classification, Infectious Disease Control, Pollution Control and Pest Control.

Food Hygiene and Food Standards enforcement is carried out in approximately 160 food premises, including floating restaurants, Thames pleasure vessels as well as on board visiting ships and premises at London City Airport.

Shellfish classification forms the main element of the work carried out by the Lower River Team as there are 14 shellfish beds within the Authority's area and five beds monitored on a contractual basis for Swale Borough Council.

Infectious disease control and drinking water quality monitoring are also significant parts of the work undertaken by the Authority, in the Dock areas, on the River and at London City Airport.

2.2 Organisational Structure

The current Organisational structure is attached in Appendix I.

The Assistant Port Health Services Director, under the direction of the Port Health and Public Protection Service Director is responsible for the delivery of the Port Health Function.

LPHA employs Port Health Officers, Official Veterinarians (OVs), Technical and Support staff to deliver a wide range of services. Additional legal, financial and administrative support is available through the Port Health and Public Protection Division and other City of London Departments.

A review of the organisational structure is being carried out to prepare the Authority for the opening of the London Gateway port due in November 2013. The structure may change following staff and union consultation which is part of the standard procedure where restructuring is proposed.

2.3 Scope of the Food Service

LPHA has a legal duty to provide the following:

- Undertake checks on imported food consignments entering the Port to ensure fitness for human consumption and compliance with relevant EU and UK legislation.
- Undertake documentary, identity and/or physical checks of consignments of imported products of animal origin.
- Undertake documentary, identity and/or physical checks of consignments of imported products not of animal origin.
- Sample foodstuffs for chemical analysis and microbiological examination.
- Undertake appropriate checks on consignments of imported animal feedingstuffs as dictated by the requirements of the Official Feed and Food Control Regulations
- Enforce legislation relating to Contaminants in Food.
- Enforce legislation relating to import and control of Organic Produce.
- Respond to reports of food poisoning and infectious diseases and investigate and control such incidents in association with the Health Protection Agency.
- Control of shellfish harvesting areas including issue of Movement Documents and sampling for classification and biotoxin analysis.
- Act as the co-ordinator for Local Action Groups (LAGs) to follow up the cause of poor analytical results from sampling and to pass on information relating to incidents involving shellfish.
- Check potability of water supplied to vessels.
- Undertake programmed and non-programmed inspections of Thames passenger vessels, floating restaurants, aircraft and merchant ships including passenger liners, fishing vessels and other food premises within the district to monitor and promote a high standard of food safety and hygiene and ensure compliance with food safety legislation.
- Participate in the Food Hygiene Rating Scheme (FHRS).
- Promoting Smoke Free Legislation, monitor compliance and intervene when necessary in response to complaints regarding contraventions.

Other responsibilities that are delivered alongside the food service include:

- Enforcing of Rabies prevention legislation.
- Providing Port Health Training Seminars and Practical training for Student Environmental Health Officers and Official Veterinarians. The Tilbury Border Inspection Post (BIP) is recognised by Defra / Animal Health & Veterinary Laboratories Agency (AHVLA) as a training centre.
- Carrying out the enforcement of Pollution Prevention and Control legislation acting as Regulator under the Environmental Permitting Regulations for Part A2 and Part B Processes.
- Controlling statutory nuisances including the investigation of complaints with regard to noise and odour emissions from certain port industries.

- Monitoring of refuse handling on the river and waste control procedures in port for both International Catering waste and Inspection waste from the Border Inspection Post examination facilities.
- Inspecting the Port Health Authority area and board ships to check sanitary conditions, issue certificates or take appropriate action in accordance with the International Health Regulations and domestic legislation.
- Liaising with Government Departments and Agencies
- Co-operating with Port Health Authorities nationally and internationally to maintain and improve service delivery.
- Participating at Technical Committees relevant to Port Health.

The Port Health Service does not use external contractors to provide any part of the Food Service.

2.4 Demands on the Food Service

2.4.1 Imported food

LPHA has offices at Tilbury and Thamesport where the majority of work covered relates to imported food control, although it is anticipated that trade will transfer to the London Gateway Port.

Contact details and office hours are available on our website
<http://www.cityoflondon.gov.uk/porthealth>

Veterinary checks for products of animal origin imported from Third Countries are carried out at the two approved Border Inspection Posts (BIPs) under LPHA control :

- Tilbury GBTIL1 and
- Thamesport GBTHP1

Checks under Regulation (EC) No 669/2009 for “High Risk” products not of animal origin imported from Third Countries are carried out at two Designated Points of Entry(DPEs) :

- Tilbury
- Thamesport

Throughput data for LPHA is shown in the table below :

2012 Throughput	
	Total
Total PoAO Consignments	10082
Total PoAO Samples	405
Total Non PoAO Consignments	120155
Total Non PoAO Samples	628

The throughput of food imported through each of the LPHA’s ports is subject to many external factors including seasonal trade patterns and can fluctuate year to year, or month to month. This increases the demand for flexibility within the workforce and

requires high levels of commitment from the staff to meet the demands on the service.

There is a constant expectation from the trade for their consignments to be cleared as quickly as possible. Delays result in additional costs and disruption to their business which LPHA recognises, and has a business plan performance indicator to measure turnaround time. Where containers have to be detained queries on documentation are processed as quickly as possible; samples are submitted efficiently and there are service level agreements with the laboratories to ensure delays are kept to a minimum.

Changes to legislation place considerable demands on the service; they can be imposed at short notice to respond to a particular set of circumstances.

Current controls include checks on:

- Japanese products for radiation,
- strawberries from China for norovirus and hepatitis
- presence of Genetically Modified (GM) material in rice and rice products from China
- pesticide residues in a range of imported products from a number of different countries

The legislation relating to High Risk non-Animal Origin products (NAO) is reviewed on a quarterly basis at EU level. The changing requirements for the examination and sampling of this food often requires short notice changes in working patterns. Close liaison with the laboratories is essential because of the potential impact the change will have on them. Insufficient laboratory capacity is a concern which can cause considerable delays to imports.

The High Risk controls have altered the balance of enforcement activity related to other NAO not covered by the controls. Routine surveillance is carried out at an appropriate level based on risk assessment of imported cargo, changes the High Risk controls may remove certain products from the list or reduced the level of checks, thus freeing resources for routine surveillance.

Legislation was introduced in 2010 relating to the sustainability of fishing to prevent, deter and eliminate the import of illegal, unreported and unregulated (IUU) fishery products. The process of checking catch certificates and accompanying documentation is time consuming as a considerable number of consignments have multiple certificates relating to the products being imported. LPHA has good liaison arrangements with the Defra unit responsible for this area of work.

The process of Veterinary checks comprises documentary and identity checks of all consignments. Physical checks of a fixed percentage of each category of product as required in Commission Decision 94/360 are carried out. LPHA is audited by Defra (AHVLA) against these percentage checks. Internal reports are prepared and circulated monthly and circulated to staff to maintain correct levels of checks. In addition, AHVLA are changing their auditing arrangements with greater emphasis on internal monitoring and external verification by AHVLA.

As part of the physical checks, the OVs at the LPHA's BIP's have developed, in line with DEFRA guidelines, an annual sampling plan. The aim is to sample between 1 and 10% of all the physical checks carried out. For this purpose there is a sampling

matrix that is produced quarterly anticipating the number of samples that need to be taken in that quarter. This matrix is reviewed quarterly in order to make the necessary adjustments in accordance with any throughput variations. The samples are taken at random at the time of the physical inspection of the consignments. Samples taken may contribute to the National Sampling Plan coordinated by AHVLA

There are other samples that are taken in the course of physical exams as requested at the discretion of other organisations such as the FSA and The Veterinary Medicines Directorate.

Additional sampling activity may arise from Emergency Provisions that might be implemented due to Public or Animal health concerns that arise from time to time.

BIP facilities inspections are carried out once a month to evaluate hygiene and maintenance of the premises and review progress on outstanding issues. BIP operators are provided with reports and regular liaison meetings are held to discuss progress on maintenance and operations.

LPHA relies on the information management system that was purchased from Suffolk Coastal District Council (SCDC), the Port Health Authority for the port of Felixstowe. They have developed the system known as PHILIS (Port Health Interactive Live Information System) to streamline the collection and processing of imported food information.

This has streamlined administrative processes and enabled electronic data capture. There are links within the system to other IT systems, for example those operated by the Laboratories we use, so data relating to samples can be transferred. PHILIS enables the preparation of performance statistics for official returns and management data.

Longer term development work continues in liaison with SCDC, in the short term the aim is to introduce mobile working, this will enable recording of inspections using hand held devices cutting out paper based information recording.

2.4.2 Food Hygiene and Standards

In addition to the LPHA's based locations the Authority also has offices based on the River Thames at Charlton and Denton. In respect of Food Hygiene and Standards, the demands on LPHA arise principally from the following:

Food Hygiene Enforcement

LPHA has statutory responsibilities relating to approximately 160 Food premises within its area. These include Thames passenger vessels, permanently moored floating restaurants, public houses, yacht and boating clubs, premises at London city Airport and at Tilbury, Thamesport and Sheerness Docks.

In liaison with City of London colleagues, LPHA operates the Food Hygiene Rating Scheme (FHRS).

Cruise Vessels

LPHA receives approximately 100 arrivals per annum at its cruise terminals and berths on the River Thames. This includes repeat visits by the same ship. The vessels are boarded and inspected on, or shortly after, arrival. The boarding may be

carried out either from the cruise terminal if the ship is alongside, or by means of an LPHA launch.

As well as food safety and hygiene considerations, ship boarding deals with other matters covered by the International Health Regulations for ship sanitation and includes inspections of the vessels for public health issues including potable water quality, food safety and hygiene, infectious disease control, refuse disposal and control, sewage treatment and disposal, cleaning schedules, records of illness on board and general living conditions.

Most cruise ships demonstrating non compliance are re-visited within two months or on next arrival. It should be noted that not all cruise vessels are boarded at each arrival; the decision is based upon a risk assessment by the Port Health Officer prior to the arrival.

Aircraft

Checks are undertaken on aircraft using the Public Health (Aircraft) Regulations. The Food Safety (Ships & Aircraft) (England & Scotland) Order 2003 is in force and has implications for food safety and potable water on board aircraft. Supplies of water at London City airport are regularly sampled and analysed. In addition to the controls on water supplies, regular inspections of the outside catering units and the vehicles delivering the foods for aircrafts are performed.

Vessel Arrivals

The Authority's officers board vessels arriving within its district to undertake inspections under the Public Health (Ships) Regulations and to issue Ship Sanitation Certificates under the International Health Regulations. Such vessels include tankers, bulk carriers, cruise vessels, refrigerated cargo freighters, container vessels, ro-ro ships and passenger vessels.

The Food Safety (Ships & Aircraft) (England & Scotland) Order 2003 also applies sections of the Food Safety Act to vessels arriving in port, including an amended definition of premises, food hygiene regulations and temperature control regulations.

LPHA works closely with other UK PHA's to enforce standards on vessels, there is direct communication to ensure "problematic" vessels are tracked around the UK.

Products of Animal Origin (POAO) and Border Inspection Posts (BIPs)

The service operates BIPs at the ports of Tilbury and Thamesport. The Inspection Facility at the London Gateway Port is being developed and liaison meetings with the Port Operator are held to make sure that the legislative requirements will be met and the Facility will be fit for purpose.

Non Animal Origin (NAO) Products

Port Operators are required to provide facilities and assistance to LPHA to ensure the control of all NAO food.

Particular facilities and equipment are required for the inspection of products subject to "High Risk" controls and these facilities have to be present to obtain Designated Point of Entry (DPE) status under the regulations.

Much of the legislation sets out specific conditions relating to the inspection and sampling of NAO products, LPHA staff undertaking the examinations ensure that all relevant procedures are followed during the process.

Shellfish Harvesting

LPHA is the Food Authority for the tidal Thames with regard to the harvesting of shellfish throughout its area. Sampling for classification purposes and biotoxin monitoring is carried out. Sampling for Swale Borough Council is carried out on a contract basis, with any follow up enforcement activity being carried out by Swale EHOs.

Support for National Initiatives

LPHA participates in annual sampling initiatives organised by central government. It also supplies regular feedback on consultations from governmental agencies. Successful bids were made for additional funding from the Food Standards Agency amounting to approximately £36,000 for sampling Animal Feed and Imported food in 2012/13.

Support for International Initiatives

LPHA provides expert advice to international agencies and trade organisations. In 2012 hosted a number of visits from delegations including collaboration with Better Regulation Delivery Office (BRDO) for an international study tour of the enforcement approach adopted in the UK.

The programme of training under the EU Better Training for Safer Food initiative has resulted in staff attending specific training based in other member states relating to both POAO and NAO

LPHA participates in meetings held to exchange information and to promote good practice between the larger EU BIPs as part of the Multilateral BIP meetings programme. In addition, LPHA has strong relationships with colleagues in Holland, and exchange visits are undertaken with Port of Rotterdam.

2.4.3 Statistical returns

LPHA currently produces official and performance statistics principally using PHILIS, however, there remains a need to use other data sources to complete particular returns, specific examples include:

- Local Authority Enforcement Monitoring System (LAEMS) – data is collated at each port office and forwarded to the City of London’s designated LAEMS return officer in M&CP Support Services. Two returns are provided by the LPHA one for Imported Food the other for Food Hygiene and Standard
- Bespoke returns – all other requests for data collection are typically collated from hardcopy or electronic sources within LPHA; for example, shellfish related data.

Returns are verified by Senior staff before being reported.

2.5 Enforcement Policy

The City of London is committed to the principles of the Regulators Compliance Code, a statutory Code for all regulators. LPHA as part of the Department of Markets and Consumer Protection has a Policy Statement on Enforcement approved by the Port Health and Environmental Services Committee.

The Better Regulation Delivery Office (BRDO) has launched a competency framework of professional standards of competency for regulators. LPHA makes reference to the Regulators Development Needs Analysis for relevant port health staff and implementing any training needs identified through the City of London Appraisal process which applies to all employees.

3. SERVICE DELIVERY

Performance

The Port Health Business Plan includes the following Business Plan targets related to this plan:

- Port Health**
- 95% of consignments of Products Of Animal Origin (POAO) that satisfy the checking requirements are cleared within five days
 - 95% of compliant consignments of non-animal origin cleared within five days
 - 172 shellfish samples collected (14 beds / 12 inspections each per annum)
 - To achieve 96% of scheduled food hygiene inspections.

100% of all manifests are checked and coded for statistical purposes and appropriate detentions are placed on consignments depending on the checks required.

Under Imported Food legislation levels of Documentary, Identity and Physical checks are set by the EU for POAO and High Risk NAO. The checks are product and country specific with varying percentage checks.

Other NAO is subject to checks based on a local risk assessment.

When drawing up its annual Service targets, LPHA has regard to the current and prospective strategies of key agencies e.g. FSA, Defra and Public Health England (PHE).

Technology

LPHA continually seeks IT solutions to improve its performance and delivery and is working closely with the City IS Division on an improvement programme linked to the opening of the London Gateway port.

PHILIS has fundamentally changed the operation of the port health service. A review of ISO systems and procedures is in progress to identify and document changes to

procedures to ensure consistency of approach throughout the Authority, and is essential in preparation for the opening of the London Gateway port.

Quality Assurance

LPHA operates under an ISO 9001:2000 accredited system; this has been specifically designed to complement the LPHA regulatory service. Work procedures have been developed to provide consistency in routine tasks e.g. disposal of rejected goods, service of notice, identification of imports etc. The standard does not reproduce official guidance or codes of practice; however, it refers to appropriate documentation where applicable.

It is acknowledged that the ISO standard does not guarantee the application of correct legal responsibility conferred on the Authority; the ISO system ensures consistent documentation and operational procedures. Strict legal enforcement is achieved only through peer and performance review.

LPHA retains two distinct types of information – hardcopy and electronic. Most data is held in electronic format, this includes manifest records, official import notifications, food hygiene inspections and imported food checks. Hardcopy data includes copies of Legal Notices and Health Certificates.

3.1.1 POAO

POAO inspections are carried out at our approved Border Inspection Posts at Tilbury and Thamesport. Port Health carries out regular inspections of its BIP facilities to assess compliance with the requirements of Commission Decision 2001/812. Facilities are inspected once a month and the resulting inspection reports are forwarded to the respective operators at each port. Follow up action is pursued at the next inspection or sooner for items identified as requiring urgent attention.

3.1.2 Food and Feedingstuffs Premises Inspections

These inspections follow the Port Health and Public Protection Division Enforcement Policy.

Food businesses due a Food Hygiene inspection and rated “broadly compliant” will receive an inspection in line with Food Standards Agency guidance. Food Standards inspections are carried out simultaneously if this is appropriate.

3.1.3 Authority Premises Profile

The Authority currently consists of two distinct “divisions”: -

1. Tilbury and Upper Thames
2. Thamesport and Lower Thames

At the ports of Thamesport and Tilbury there are dedicated offices and purpose built inspection facilities for the examination of imported foods. The Border Inspection Post (BIP) and Designated Point of Entry (DPE) facilities under LPHA control are equipped to enable inspection of imported foods in accordance with statutory sampling plans and comply with good hygienic practice.

The number of inspections/revisits to food premises is in accordance with the FSA risk rating scheme for food premises.

3.1.4 Specific Import Controls

Numerous specific controls are in place associated with High Risk Non Animal Origin Products and Special Measures Regulations to deal with persistent problems. Details of the legislation are maintained in the ISO system and are updated regularly.

Information regarding new legislative requirements and training updates is circulated via a local area network. Food, Health & Safety and Environmental related information is posted by City colleagues. Specific Port related information is circulated by the Senior Port Health Officers or one of the designated sub-groups within the Port Health Authority.

Rapid Alert notifications and Food Hazard warnings are circulated through the port by a designated officer. In relation to Rapid Alert System for Food and Feed (RASFF) reports, the specific officer reviews the summary and highlights information related to trade patterns usually experienced by LPHA. The selected information is shared and its distribution is tracked via email. Information regarding EC Directives, Decisions and Regulations is also available to all staff via the Guidance and Regulatory Advice on Import Legislation (GRAIL) database

as a first point of call but many officers refer to local copies of more frequently accessed legislation.

3.1.5 Training

Each new member of staff undergoes a six month probationary period during which training appropriate to the post is provided. The probationer is monitored by their Supervisory Officer during their induction, with interim assessments at 2 and 4 months.

Training is delivered to ensure that staff are competent in all the main Port Health functions undertaken by the Authority. This includes Imported Food Controls relating to Products of Animal Origin and Non Animal Origin Food; Food Standards and Food Hygiene in land based premises and aboard vessels. There is an FSA requirement that Food Enforcement Officers undertake 10 hours food related Continuing Professional Development (CPD) per year.

Officers are required to undertake (CPD), this is detailed in each individual's Performance and Development Appraisal. In house training sessions and briefings are held to assist Officers to meet their CPD requirement.

3.1.6 Student Training

The Authority is committed to staff development and sponsors technical staff to undertake Environmental Health degrees. Currently three members of staff have completed BSc or MSc level qualifications and are in the process of obtaining professional qualifications. Two members of staff commenced the Degree course in 2012.

3.1.7 Expertise profile

LPHA's functions require specialised skills outside the remit of some normal Local Authority roles. Official Veterinarians, Port Health Officers and specialist support staff are employed to deliver the service.

To meet the demands of LPHA's profile, the staffing level are as follows:

Role	Activity
6 Official Veterinarians	Control of Animal Imports (other than fish), Meat Inspection and Audits, Animal Welfare
9 Port Health Officers	Control of Animal Imports (Fish), Control of High Risk Non Animal Imports, Control of All other Non Animal Imports, Infectious Disease Control and Ship Inspection, Pollution Control.
1.5 Environmental Health Officers	Food Hygiene and Standard's Inspection (including Cruise vessels), Pollution and Noise control, Water Sampling, Infectious Disease Control and Ship Inspection
2 Technical Officers	Water Sampling, Support for Organic Controls, Pest Control, Follow up and routine ship boarding
1 Technical Assistant	Pest Control, routine ship boarding and practical support.
9 Support Staff	Administration and practical support

3.1.8 Lead Officers

POAO (Non Fish)	Carlos Gracia
POAO (Fish) and Illegal, unregulated & unreported fishing (IUU)	Jo Purkiss
Non Animal Origin Food	Matthew Purkiss
Non Animal Origin Feed	Peter Markwell
Quality Manager	John Ambrose
Food Hygiene and Standards	Christine Connolly
Data Collection and IMS	Matthew Purkiss
Infectious Disease	Robin Catchlove
Environmental Protection	Robin Catchlove
Health and Safety (Internal)	Robin Catchlove
Pest Control	Peter Markwell
Water	Peter Markwell

3.2 Food and Feedingstuffs Complaints

LPHA follows corporate policy in relation to any complaints and has an internal target to provide a same day response to all consumer complaints on food matters, immediately if practicable.

LPHA receives no significant complaints regarding imported food however, where complaints are received the response follows corporate standards :

Email – response within 1 working day, full response within 10 working days

Letter – full response within 10 working days

Telephone – to be answered within 5 rings.

Complaints regarding the actual service provided by LPHA are recorded within the ISO System, an investigation is carried out and remedial action is taken where appropriate; this is followed up at the regular ISO Management Review meetings.

3.3 Primary Authority Principle

In accordance with LPHA policy, any importer not conforming or complying with any relevant import regulations will be referred to their Primary Authority i.e. the local authority with which it has a partnership to ensure conformance with legal requirements. LPHA will attempt to identify and contact primary authorities for referrals following adverse results or failed import conditions.

LPHA acts as the Primary Authority for one company but this relationship requires development and will be reviewed in 2013/14.

3.4 Advice to Business

LPHA provides advice and support to business in line with the Food Standards Agency Code of Practice. It maintains and builds on existing relationships encouraging businesses to meet their legal obligations and to develop best practice.

Detailed information on Port Health Services activities and practical advice on compliance with legislation is available on the City of London website www.cityoflondon.gov.uk/porthealth . The website is regularly updated to include any changes in legislation or procedure. Advice is separated to include statutory requirements and what is considered good practice.

Where LPHA cannot provide the advice sought, the enquiry will be referred direct to either a dedicated branch of the FSA (imported.food@foodstandards.gsi.gov.uk)or Defra (AHITChelmsford@animalhealth.gsi.gov.uk).

On a routine basis, information regarding new “controls” is sent direct to importers and agents. Where necessary, individual meetings are also held with agents, importers and other trade organisations to clarify and discuss legal and best practices.

A Business Plan objective is to provide an annual briefing at a central location to update the trade on current issues and to provide advice and support in the use of electronic systems such as Trade Control and Expert System (TRACES).

LPHA also provides a range of government advisory information on food hygiene, smoking in the workplace, communicable diseases, some of which are available in ethnic languages.

Information and advice on food safety and hygiene is also provided following an inspection. This specific advice clearly separates legal contraventions from best practices in accordance with the Food Safety Act 1990 Code of Practice.

3.5 Food and Feedingstuffs Inspection and Sampling

3.5.1 Sampling Plans

Imported foods including POAO, are monitored and inspected/sampled on a risk rated basis with regards to: Commission Decisions, Rapid Alert notifications, Food Standards Agency/DEFRA Guidance, Veterinary Medicines Directorate (VMD) sampling, product/importer history of compliance, previous adverse sample results, new products and random sampling. Products of Animal Origin are checked at the frequencies set by the European Commission for each country of origin.

Annual sampling plans are developed to take account of:-

- Throughput
- History of Compliance
- Emerging risk
- Results of previous year's programme
- Known Hazards
- Budgetary allocation
- Recommendations from central competent authorities
- Trade fluctuations

The main aim of the sampling programmes is to detect foods outside specific regulations which may be a threat to public or animal health.

3.5.2 Overall Objectives of Sampling

- a. To ascertain by chemical analysis and microbiological assay with regard to legislation and statutory requirements, the fitness, soundness or wholesomeness and the status of the food in regards to the efficacy of any heat treatment undertaken.
- b. To detect, by chemical analysis the presence of non-permitted or excess additives, toxic moulds, heavy metal contaminants, product authenticity, excessive residual levels of pesticides, herbicides etc. as well as any other potentially harmful substances.
- c. By way of food examination to detect the presence of pathogens; spoilage organisms and determine packaging integrity. The examination may also include organoleptic testing.
- d. Being the first point of entry into the EU, examination of food labelling is undertaken but not enforced; any discrepancies are passed onto the Local Authority where the goods are to be stored/distributed.

Budget Resources for 2013/14

The table shows the budgets for sampling activity

	Latest Approved
Port & Launches DDH50	Budget 2013/14
	£
Consultants Fees - POAO (Routine Sampling)	56,000
Consultants Fees - Non POAO (Routine Sampling)	52,000
Inspection Analysis Fees-POAO (Rechargeable)	20,000
Inspection Analysis Fees- Non POAO (Rechargeable)	28,000
Inspection Analysis Fees- Non POAO (Rechargeable) CED	50,000
Research/Advice/Information Fees - FSA Sampling	37,000

Shellfish Sampling	10,000
Plastic Kitchenware Sampling	1,000
Total	254,000

A considerable increase in sampling activity has taken place due to new legislation and emergency control provisions, particular note should be made to the budget available for sampling associated with Common Entry Document (CED) work. Sampling costs associated with this work are recoverable, however, this extra activity has an impact on the routine surveillance sampling work.

For several years the Authority has also benefited from grants from the Food Standards Agency for additional sampling and monitoring relating to imported animal feed and imported food monitoring.

3.5.3 Arrangements for Public Samples examined by the Analyst

For 'Detained Samples' the laboratory Service Level Agreement states results should be provided within five working days. The laboratory achieves this target in nearly all cases.

For 'Non Detained Samples' the Service Level Agreement requires completion and reporting within fifteen working days. Regular review meetings are held with the Analytical laboratories to discuss performance and consider other matters of mutual interest.

LPHA currently utilises the services of two analytical laboratories:
 Kent Scientific Services, West Malling, Kent
 Public Analyst Scientific Services Laboratories Ltd. Acton, London

3.5.4 Arrangements for Bacteriological samples examined by the Health Protection Agency

A Service Level Agreement exists between LPHA and the Public Health England (PHE) laboratory at Colindale. A financial allocation is made by PHE to LPHA for specific sampling to protect public health. The allocation is used for infectious disease outbreak samples, imported food checks and water samples. Once the allocation is used LPHA budgets must cover any additional sampling.

PHE turn-around times are set out in a Service Level Agreement based upon the time of receipt of sample to the time of reporting the results:

For Shellfish the results are given from 24hrs – maximum 3 days. (Usually 24hrs)

For water samples the results should be given in approximately 3 days

For other foods including detection of Listeria : 5 –7 days.

3.5.5 Sampling Policy

All samples are taken in accordance with LPHA Sampling Policy with selection, procurement and preparation of samples contained in LPHA Sampling Protocol.

For more details see www.cityoflondon.gov.uk/porthealth

3.5.6 Labelling

LPHA does not directly enforce The Food Labelling Regulations 1999 for imported foods however, when there are obvious errors or reports via the Public Analyst, the authority will contact the Local Enforcing body in the area from where the goods are to be stored or distributed.

3.5.7 Sampling Facilities

Each entry point at LPHA ports has its own dedicated examination/sampling facility. The facilities allow imports to be examined away from the original import containers and in a hygienically controlled area.

The specific equipment used at each facility is dependent on the types of product arriving at the port. Minimum standards of provision are set out in specific legislation and official guidance, typical items include:

Sample bags and jars, bag and container seals, sample receipts, sampling tape, scoops, scales, knives and chopping boards.

More specialist product dependent equipment includes:

Ladders, sample spears, vacuum samplers and sterile drum samplers

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The financial expenditure for this work is included in the overall budgets shown in Appendix 2

There is a statutory provision for the notification of food poisoning under Section 10 and 11 of the Public Health (Control of Disease) Act 1984. When health clearance (free pratique) is required, the Master of the vessel or Commander of the aircraft must complete a Maritime or Aircraft Declaration of Health. Prior notifications must be received within a specified period before arrival by radio, telephone, fax or email. Notifications of infectious disease have attracted media attention and to avoid criticism, LPHA has re-enforced requirements under this legislation.

The Service has an infectious disease protocol that has been drawn up in conjunction with Public Health England (PHE). In essence the information is recorded by the Duty Port Health Officer (DPHO) who will contact the Lead Port Health Officer (LPHO) and the Infectious Disease Co-ordinator. The LPHO will establish contact with the Infectious Disease Co-ordinator (IDC) immediately to assess the information and identify resource and staff requirements prior to initiating the investigation. This will include setting up an incident room close to the source of outbreak, with dedicated telephone lines, the interviewing and distribution of food poisoning questionnaires to crews and passengers.

A multi disciplinary approach to the investigating team consisting of Duty Medical Officer (DMO), LPHO IDC, Infectious Disease Nurse (IDN) and the Microbiologist/ Virologist is established with a team leader appointed from within the group to lead the whole investigation. The LPHO will ensure that the ship/ aircraft is isolated from normal traffic and there is no unauthorised embarkation or disembarkation. The investigating team will board the ship/ aircraft on arrival to identify and diagnose the illness, monitor, review and decide on control measures to contain the outbreak.

A hygiene inspection is undertaken by the LPHO applying Hazard Analysis Critical Control Point (HACCP) principles to the galley, provision stores and the affected areas as necessary. The LPHO will co-ordinate the collection of food, water, swab, vomit and faecal samples for further investigation and analysis in consultation with the IDC. The LPHO is responsible for the distribution of personal protective equipment to the investigating team and their assistants. The control measures may include a medical examination of the affected person/s, disinfection of the ship/ aircraft and the removal of contaminated food or water.

In the case of Norovirus or other airborne illness, an enhanced level of scrutiny will be given to the practises, procedures and documentation associated with cleaning and control of infection aboard a vessel.

The investigating team will decide when the outbreak has finished with the preparation of a report containing recommendations for future action.

3.7 Food Safety Incidents

LPHA is committed to ensuring a prompt and proportionate response to all Food Incidents.

Notifications of Food Alerts and Allergy Alerts issued by the Food Standards Agency are sent to all Port Health Officers in the Service. Those Officers responsible for Food Hygiene enforcement will assess the impact upon their service and take action accordingly. Officers responsible for Imported Food Control will monitor these alerts to determine if any such products are imported, action can then be taken to target these products in future to monitor them at the point of entry. In respect of Imported Food, each office utilises a whiteboard to list hazardous products and it is located so that officers can refer to it during the application of their duties.

Rapid Alert Notifications issue by the European Commission are sent to a designated Officer who is responsible for their distribution amongst the Officers involved in Imported Food Enforcement. Officers scrutinise these reports to determine if such products or similar are likely to be imported allowing future imports to be targeted or control at the point of entry, effectively ensuring affected products do not enter the UK. The office whiteboard system is again used as an aide memoir to enforcement staff.

All Rapid Alert notifications are stored electronically in pdf format on the H: drive which is accessible to all Officers.

All additional sampling and examination activity carried out as a result of a Rapid Alert notification is logged on our NAO inspection database, the Sampling database

and in hard-copy format on the relevant examination form, filed in the relevant ship's file.

FSA Food Alerts are sent to nominated officers within LPHA. The alerts often relate to products outside the remit of a Port Health Authority i.e. internal market however, where an import related product is identified, the designated officer circulates it to staff members within their division.

LPHA has a documented procedure for RASFF's, Food Incidents and Food Alerts. The procedure is located in the ISO Quality Manual.

3.8 Liaison with other Organisations

LPHA has contact with a number of national organisations in an attempt to ensure consistency and remain at the cutting edge of developments within food and animal health. The organisations include:

UK Border Agency [UKBA] and Border Force

Food Standards Agency [FSA]

Department for the Environment and Rural Affairs [Defra]

Animal Health and Veterinary Medicines Agency [AHVLA]

Veterinary Medicines Directorate [VMD]

Rural Payments Agency

The Forestry Commission- Plant Health Service

The Department of Health [DoH]

Public Health England [PHE]

Chartered Institute of Environmental Health [CIEH]

Environment Agency [EA]

Port of London Authority [PLA]

Medway Ports Authority [MPA]

London City Airport Control Authorities Group

The primary aim of these liaison meetings is to maintain awareness and provide consistency in its activity.

LPHA is no longer a member of the Association of Port Health Authorities (APHA) and has been instrumental in setting up liaison meetings involving PHAs responsible for other major Seaports. The members are the PHAs for Felixstowe, Southampton and Liverpool as well as FSA, Defra and AHVLA. This enables matters of strategic and operational significance related to Imported Food Controls to be considered.

LPHA is involved with the Small Ports network and contributes meetings of the South Eastern Port Liaison Network (PLAN) group. Occasional liaison meetings also take place with the Eastern PLAN group.

The network allows smaller ports to gain advice and benefit from the expertise available from larger Port Health Authorities on a range of subjects including Imported Food Controls. Recent enquiries to LPHA have related to organic food controls and illegal food imports.

LPHA also maintains regular contact with the FSA, Defra and the UK Border Agency. The contact is typically concerned with the development and implementation of new controls but is also used to clarify the correct or national application of existing controls.

On a specific location basis, LPHA holds regular meetings with the port operators responsible for the Border Inspection Post and inspection facilities within each port. These meetings cover operational and organisational matters relating to the inspection facilities and consider practical arrangements for the inspection of cargo.

3.9 Promotional Activity

LPHA does not currently promote food hygiene activity other than through its enforcement activity which includes the Food Hygiene Rating Scheme. There is close liaison with City of London Food Safety Team colleagues regarding the Scheme.

LPHA has available promotional literature for Infectious disease aboard vessels.

4 RESOURCES

4.1 Financial Allocation

The overall expenditure in providing the Port Health Service is contained in Appendix 2 which shows the estimated expenditure for 2013-14.

The Port Health Service currently has a deficit of £200,00 and a review of the service is underway to identify the savings required. This will take account of development work related to the London Gateway Port.

Many of the services provided by LPHA are conducted on a full cost recovery basis and this area will be reviewed to make sure that all appropriate costs are being recovered.

4.2 Staffing Allocation - For 2013/14

- **Imported Food Control (Non POAO)**

- 0.7 x Assistant Port Health Service Director
- 1.0 x Port Health Manager
- 3.0 x Port Health Officer
- 1.0 x General Assistant
- 0.5 x Support Assistant

- **Programmed Food Hygiene Inspections**

- 0.1 x Assistant Port Health Service Director
- 0.2 x Port Health Manager
- 1.3 x Port Health Officer
- 0.75 x Support Assistant
- 0.4 x Navigator

- **Fishery Products & Live Shellfish Controls**

0.2 x Assistant Port Health Service Director
0.5 x Port Health Officer
0.3 x Technical Officer
0.75 x Navigator
0.25 x Engineer

4.3 Staff Development Plan

Staff development is managed through the City of London Performance and Development Framework appraisal scheme and is linked to the corporate learning and development strategy.

Port Health Officers are educated to Degree or Diploma standard in Environmental Health and possess EHORB Registration from the Chartered Institute of Environmental Health. In addition, all Port Health Officers must also be qualified Veterinary Auxiliaries.

All Port Health Officers are encouraged to attain Chartered status at the earliest opportunity.

The BRDO Regulators Development Needs Analysis tool is available to inform the individual training needs of staff.

The Port Health operational Management team:

- Reviews training needs, to take into account any development regarding the Law concerning Food; in particular: Food Hygiene, Food Standards, Composition and Labelling, and Imported Food, in addition to any changes in departmental responsibilities.
- Carries out annual formal appraisals with individual members of staff, reviewing progress and agreeing actions, also taking into account their aspirations and (CPD) needs, as determined by the Chartered Institute of Environmental Health and Investors in People (IIP) principles.

Training is provided externally or internally, as follows, with the opportunity to cascade information via presentations delivered at staff seminars, held biannually:

External - These are courses provided by recognised providers.

Internal - These are part of the programme of internal courses organised by the Learning and Development section, or specific corporate or Departmental initiatives which are usually recognised for CPD purposes.

5 QUALITY ASSESSMENT

Evaluation of compliance with the statutory duties of London Port Health is achieved through different internal and external elements of review and control.

The Port Health Authority operates under the accredited ISO 9001:2000 quality management system.

Internal Audits of the ISO system are arranged at least once per year by trained QA auditors who are independent of the functions being audited.

These are followed by External audits by an independent external ISO 9001 accreditation body.

Other external Audits are carried out by Defra through the Animal Health and Veterinary Laboratory Agency which carries out regular Audits of the import procedures at Thamesport and Tilbury BIPs. The FSA covers most other food related activities of the LPHA.

Routine Audits are also carried out by the Food and Veterinary Office of the European Commission in regards to import controls of products of animal origin at Tilbury and Thamesport BIPs.

Internally, Key Performance Indicators have been identified in the Port Health Business Plan, and the APHSD monitors and reports on these at the ISO Management Review Meetings, and to the Port Health & Environmental Services Committee.

Internal quality checks are carried out monthly on a 10% of the CVED and CED data entries. The results are cascaded for information and discussed in the office management meetings.

LPHA has close liaison with Suffolk Coastal Port Health Authority responsible for the port of Felixstowe. The aim of this partnership is to bring consistency of enforcement, as more than 70% of all UK food imports enter via Felixstowe and London. The introduction of PHILIS has helped cement close ties.

6 REVIEW

6.1 Reviews against the Service Plan

Once a year the Port Health Operational Management team will conduct a review of the LPHA's performance against the Service Plan and the Departmental Business Plan. Statistics produced for returns and the Port Health & Environmental Services Committee are also reviewed.

On a six monthly basis, the Operational Management team will review individual aspects of the Service plan with a view to monitoring compliance against it. Urgent or immediate amendments to the plan will be made on a case by case basis.

6.2. Identification

Where a variation from the Service Plan is identified, reasons will be sought and changes made to the Plan at the appropriate review meeting. See 6.1 for urgent issues.

Personnel performance will usually be covered during appraisal meetings but where appropriate, individuals may be advised of performance issues separately. It is anticipated that any remedial action will most likely take the

form of re-training, however depending upon the circumstances, capability or disciplinary action would also be considered.

6.3. Areas of Improvement

LPHA is committed to providing an excellent service to its customers. The review of our performance against our Business Plan (which is linked to this Plan) is considered essential to overall performance.

The City of London is committed to service improvement and development. Where necessary it will identify and include changes in the Departmental and Divisional Business Plans. These are subject to annual review prior to submission for approval to the Port Health and Environmental Services Committee.

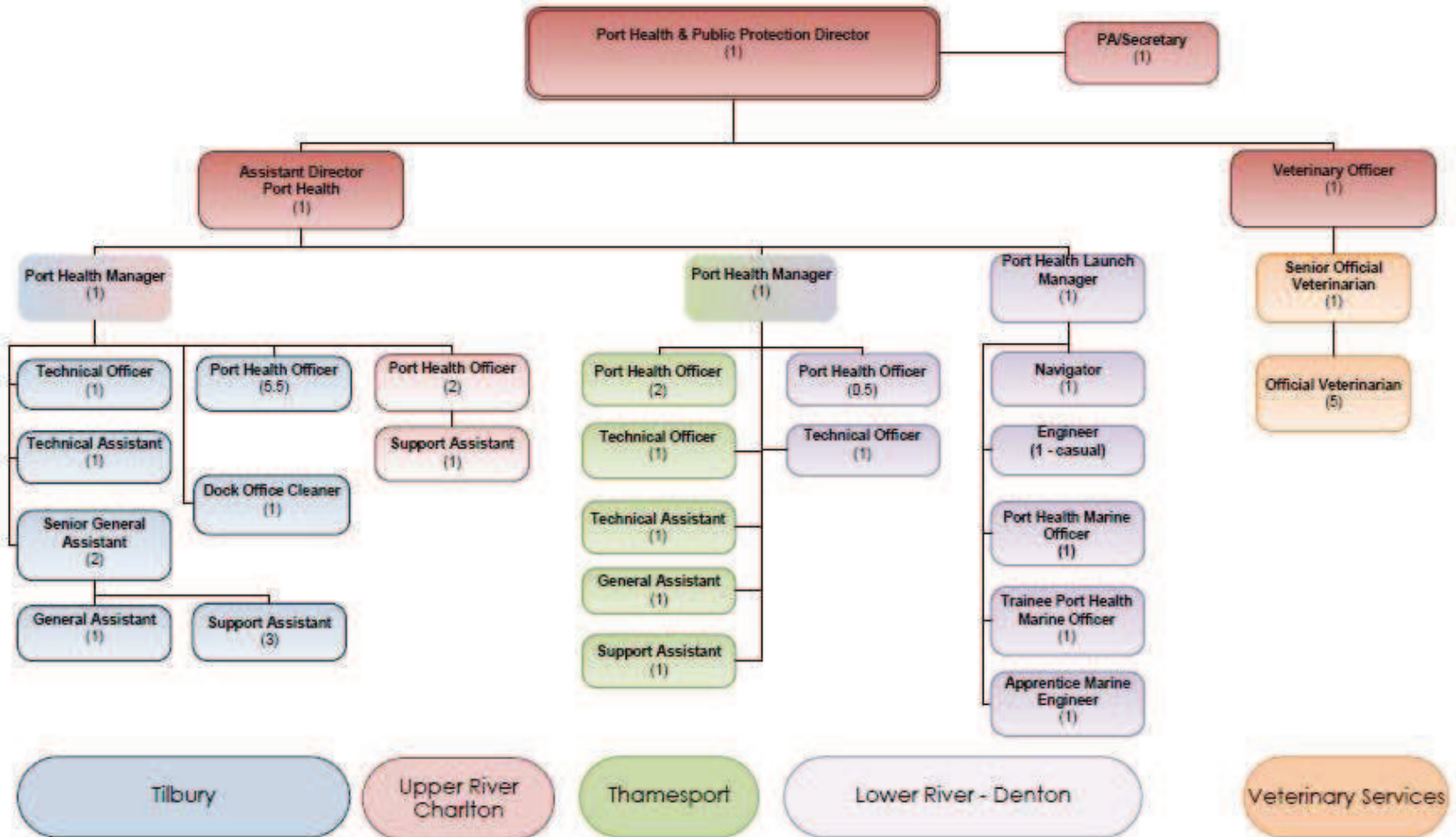
A major priority is the development of the use of information technology including PHILIS: this will provide an opportunity make better use of available resources, and will be essential to deal with the future volumes of imports anticipated at the London Gateway port.

The management review mechanism within the ISO standard also facilitates continuous improvement in accordance with the areas covered by that scheme.

Appendix 1 Organisational Chart

Appendix 1

Department of Markets and Consumer Protection
 Port Health & Public Protection Division
 Port Health Service



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Appendix 2 Financial Data

	Latest Approved Budget 2013/14 £
Port & Launches DDH50	
Direct Employees	2,017,000
Indirect Employees	50,000
Rent - POAO	24,000
Rent - Non POAO	19,000
Rent - River Division Activities	21,000
Rent - Launch	7,000
Rates	38,000
Other	42,000
Premises	151,000
Launch - Repair & Maintenance of Vehicles	77,000
Car Allowances - POAO	42,000
Car Allowances - Non POAO	35,000
Car Allowances - River Division Activities	10,000
Other	44,000
Transport	208,000
Total Equipment	27,000
Total Clothes, Uniform & Laundry	14,000
Total Printing, Stationery & General Office Expenses	26,000
Consultants Fees - POAO (Routine Sampling)	56,000
Consultants Fees - Non POAO (Routine Sampling)	52,000
Inspection Analysis Fees-POAO (Rechargeable)	20,000
Inspection Analysis Fees- Non POAO (Rechargeable)	
Common Entry Document (CED)	61,000
Shellfish Sampling	10,000
Total Telephones	19,000
Software Maintenance and Support - POAO	20,000
Software Maintenance and Support - Non POAO	16,000
London Gateway	0
Other	54,000
Supplies and Services	375,000
Unidentified Savings	-236,000
Total Expenditure	2,565,000

	Latest Approved Budget 2013/14 £
Port & Launches DDH50	
IUU Fishing Regulations	-25,000
Imports - POAO - CVED'S	-1,460,000
CED Non POAO	-120,000
Organic Certificates	-62,000
Ship Sanitation	-24,000
Rechargeable Sampling	-37,000
Plastic Kitchenware Sampling	-1,000
Rodent Control	-18,000
Other	-8,000
Income	-1,755,000
Total Net Expenditure - Local Risk	810,000

Committee(s):	Date(s):
Port Heath & Environmental Services Committee	12 th November 2013
Subject: Implications of the changes to the consumer landscape of the UK for the future of trading standards enforcement in the City of London	Public
Report of: Director of Markets & Consumer Protection	For Decision
Summary	
<p>This report outlines the changes to the consumer landscape of the UK, and how it is now regulated, together with the implications and impact for the City Corporation's Trading Standards Team.</p> <p>It sets out the new governance arrangements by the National Trading Standards Board (NTSB), the regional resourcing arrangements through Scambusters Teams and the opportunity for Local Authority Trading Standards Services (LATSS), such as the City Corporation, to sustain complex, and often cross-border investigations, to reduce consumer detriment.</p> <p>Finally, it makes a recommendation in order to maintain the momentum with current on-going investigations, and to preserve such arrangements for the foreseeable future.</p> <p>Recommendation</p> <p>That Members approve the continued working of the City Corporation's Trading Standards Service within the new national framework, utilising both in-house resources and whenever possible, securing external resources from the Tri-Regional Scambusters Team through the National Trading Standards Board for projects and investigations affecting the City and beyond.</p>	

Main Report

Background

1. In April 2011, the Government published its strategy document, "**Better Choices: Better Deals**"¹ which set out raft of measures to empower and strengthen consumers' rights.
2. This was followed closely in July 2011 by "**Empowering and Protecting Consumers: Consultation on institutional changes for provision of consumer information, advice, education, advocacy and enforcement**" which set out a number of changes to the "consumer landscape" of the UK which is defined in that document as:-

".....an array of public, private and voluntary bodies with overlapping responsibilities..... which taken together, form a complex landscape that is difficult for consumers to understand".

3. The changes proposed included:-
 - a) the formation of a new Competition and Markets Authority (CMA), to be created by merging the competition functions of the Office of Fair Trading (OFT) and the Competition Commission;
 - b) the transfer of the then national Consumer Direct service to **Citizens Advice** (the City Advice service provided locally by the Toynbee Hall charity, supplies face to face advice for City residents and workers);

and most importantly to the City Corporation's Trading Standards Service:-

- c) the formation of the National Trading Standards Board (NTSB) which became effective from April 2013 and which is intended to strengthen consumer protection through:-
 - overseeing Local Authority Trading Standards Services (LATSS) nationally; and
 - co-ordinating through the distinction of resources, the investigation of level 2 (regional) and level 3 (national) cross-border investigations.
4. The NTSB's objectives are:-
 - Objective 1 - Ensure effective governance arrangements for the delivery of national and cross boundary consumer protection activities

¹ **Better Choices: Better Deals** - Department for Business Innovation & Skills and Cabinet Office – April 2011 www.bis.gov.uk/better-choices

- Objective 2 - Create systems to share intelligence more effectively and efficiently in order to identify and tackle emerging threats
- Objective 3 - Ensure effective delivery of national and cross boundary enforcement projects
- Objective 4 - Effectively coordinate and collaborate on all arrangements

and though providing a national framework, regional groups and LATSS can work in partnership, so improving consumer protection and reducing consumer detriment.

Current Position

5. The above changes to the consumer landscape and its regulation, now leave three levels nationally, as outlined below.

National Level

6. The NTSB, chaired by Lord Toby Harris, who attended a recent seminar at Guildhall hosted by the City Corporation, is formed of representatives of the Trading Standards Regional Groups and the Association of Chief Trading Standards Officers (ACTSO) and operates by prioritising and allocating a Department of Business, Innovation & Skills (BIS) grant in order to tackle regional and national cases of consumer detriment.
7. For 2013/2014, that grant is in excess of £13m and examples of key areas of funding are:-

a) Regional Scambusters Teams Project	£3,250,000
b) Illegal Money Lending Team Project	£4,370,414
c) E-crime	£919,746
d) Safety at Ports Project	£524,000
e) Intelligence databases	£450,000
f) Regional Intelligence Officers	£350,000
g) Regional Support	£300,000
8. The priorities for the NTSB as published in its first Business Plan for 2013/2014 are:-
 - a) doorstep crime, intellectual property crime, scams and other fair trading issues which are the main national threats facing consumers and business; and
 - b) e-Crime which is a cross-cutting theme across many of these threats and which has lead the NTSB to establish a National eCrime Centre, operated on their behalf by the Yorkshire & Humberside Regional Trading Standards Group.
9. The NTSB also recently published its national Integrated Operating Module (IOM) which establishes a framework for dealing with local, regional and national threats, similar to the former Level 1 (local) 2 (regional) and 3 (national) cases. It also clearly established the roles and responsibilities of all of

the organisations at these three levels including both enforcement and the collation and dissemination of intelligence on rogue traders and emerging scams and threats.

Regional Level

10. Trading Standards in the UK had been organised as regional groupings for some time - e.g. the London Trading Standards Authorities (LoTSA) - and it is through these groups, which pre-date the NTSB, that Regional Intelligence Officers and Scambusters teams first came to the fore.

Local Level

11. Use of resources provided by regional Scambuster Teams to help LATSS pursue cross-border scams and rogue traders is becoming a well-established practice across the UK, and three Tri-Regional Scambusters (TRS) Team investigators are currently working with the City's Trading Standards Team on alternative investment frauds in so called "boiler room" scams,
12. These scams are where a shell company is set up and whilst appearing to be legitimate with glossy publications, website and often a prestigious, City address, they actual operate out of a small virtual office.
13. Over a period of a few months, these rogue traders bombard consumers by telephone with promises of huge returns on investment, often using "sucker lists" of individuals who have previously fallen foul of this type of scam. They make as much money as possible but deliver none of their promises, goods or commodities and then simply disappear. Often the same individuals will re-appear with another shell company in another similar location within a matter of weeks and begin carrying out a similar fraud.
14. These scams currently involve the trading of alternative commodities such as:-
 - Wine;
 - development land;
 - rare earth metals;
 - diamonds; and
 - carbon credits.
15. A related issue referred to above is the use of prestigious City addresses as Mail Forwarding Addresses and Virtual Offices from which many of these scams are perpetrated and this too is a project being carried out with Scambusters support .
16. Without all of these specialist resources, the City's small Trading Standards Team would not have been able to pursue these investigations and the City's reputation as a financial centre would suffer.

Recommendation

17. That Members approve the continued working of the City Corporation's Trading Standards Service within the new national framework utilising both in-house resources, and whenever possible, securing external resources from the Tri-Regional Scambusters Team through the National Trading Standards Board for projects and investigations affecting the City, but also those with regional and even national implications.

Corporate & Strategic Implications

18. The greatest implication for the City Corporation in not continuing with this work is that we would be failing to support all three of the Strategic Aims our Corporate Plan 2012-2016:-
 - *To support and promote 'The City' as the world leader in international finance and business services.*
 - *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.*
 - *To provide valued services to London and the nation.*
19. Our reputation could be at stake for:-
 - a) allowing illegal trading to go unchecked, disadvantaging those legitimate City financial services businesses who trade legally and fairly;
 - b) failing to provide "*high quality local services....within the Square Mile*"; and
 - c) failing to provide "*valued services for London and the nation*" as whilst many of these businesses trade from within the City, their victims come from across the south-east region and the UK in general.

Financial Implications

20. Should external funding and additional resources not be obtain or no longer be made available, existing investigations will have to be greatly scaled down if not dropped completely and no new major investigations could be started.

Conclusion

21. The new consumer landscape in the UK with the NTSB controlling funding, regional groupings and their intelligence gathering role, Scambusters teams and LATSS the City Corporation now offers greater protection to UK consumers through improved enforcement.
22. Being able to draw upon these resources more easily than before will ensure that investigations do not stop at local authority boundaries, and that rogue traders, who have no respect for such administrative arrangements, are pursued and ultimately brought to justice.

Appendices

None

Background Papers:

Better Choices: Better Deals - Department for Business Innovation & Skills and Cabinet Office – April 2011

Empowering and Protecting Consumers: Consultation on institutional changes for provision of consumer information, advice, education, advocacy and enforcement – Department for Business Innovation & Skills – June 2011

National Trading Standards Board Business Plan 2013/2014 – April 2013

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Committee(s):	Date(s):
Port Heath & Environmental Services Committee	12 th November 2013
Subject: Implications of the National Local Authority Enforcement Code - Health and Safety at Work - England, Scotland & Wales for the future of health & safety enforcement in the City of London	Public
Report of: Director of Markets & Consumer Protection	For Decision
<u>Summary</u>	
<p>This report seeks to set out the implications for the future of health & safety enforcement in the City of London following the publication of the Health & Safety Executive's statutory guidance; "National Local Authority Enforcement Code - Health and Safety at Work - England, Scotland & Wales".</p> <p>It sets the Code in its recent historic context and proposes two options for Members to consider concerning future enforcement arrangements.</p> <p>Recommendation</p> <p>Members are asked to approve the recommendation that:</p> <ul style="list-style-type: none"> • The City Corporation should continue its risk-based regulatory approach by supporting, encouraging, advising and where necessary taking enforcement action against, businesses to ensure that; • They effectively manage the occupational health & safety risks they create and; • That this should be based upon a greater gathering and use of intelligence to inform service planning intervention and project selection in the future 	

Main Report

Background

1. Health & safety enforcement in the UK is split between the Health & Safety Executive (HSE) – predominantly construction, industrial, manufacturing and public services - and local authorities – dealing mainly with retail, catering, office and leisure sectors. As a Health & Safety Enforcing Authority, the City Corporation is required by mandatory guidance issued by the HSE under Section 18 of the Health & Safety At Work Etc. Act 1974, to carry out the full range of health & safety enforcement duties in its local authority role.
2. For a number of years, the HSE and local authorities have worked effectively in partnership, focussing on the key issues which affect UK workplaces:-

- slips & trips;
- musculoskeletal disorders¹;
- falls from height;
- workplace transport;
- work-related stress; and
- asbestos management.

and each targeted at high risk businesses for which they are the enforcing authority, but tempered their approach with local knowledge and local intelligence on accidents, injuries and complaints.

3. Given the unique make-up of the City of London, we have for many years ensured that these issues were focused upon, but in a City context. We were the only local authority in the country which comprehensively dealt with Display Screen Equipment-related musculoskeletal disorders in the financial services sector, and their emerging relationship with work-related stress. Our ground-breaking work on the Management of Contractors has been reported to your Committee previously, and our expertise with the risk of Legionnaires' disease from Cooling Towers and Water Systems is renowned nationally through our involvement with industry forums and the training of both other local authority and the HSE's own inspectors.
4. However, a new enforcement approach is now required and the amount of permitted inspection-based health & safety regulatory activity has been severely curtailed by changes in Government policy.

Changes in Government Policy

5. In March 2011, the Government announced its plans for reforming the UK's health & safety system with the publication of "**Good Health and Safety, Good for Everyone**" responding to Lord Young's report, "**Common Sense, Common Safety**"). Whilst protecting people in the workplace and in society as a whole remained a key priority, the focus moved to a "lighter touch approach", concentrating on higher risk industries and on tackling serious breaches of legislation and which required the HSE and local authorities:-
 - to reduce the number of inspections carried out;
 - to have greater targeting where proactive inspections continue; and
 - to increase information provision to small businesses in a form that is both accessible and relevant to their needs.
6. The Local Government Group (LGG) and the HSE subsequently published their joint guidance, "**Reducing Proactive Inspections**", in May 2011, setting out how local authorities were now expected to plan their proactive health & safety interventions so as to continue to deliver both local and national health & safety priorities, but remaining within the Government's new overall policy framework.

¹ Ranging from back pain caused by poor manual handling to repetitive strain injuries from excessive use of Display Screen Equipment (DSE)

7. In November 2011, the HSE amended their mandatory Local Authority Circular (LAC) 67/2 (revision 3) which assigns risk ratings to businesses based upon their level of compliance; it further reinforced Government policy that only seriously non-compliant businesses should continue to be fully inspected.
8. The remainder should only visited after a suitably serious accident or incident or complaint or other intelligence had been received to indicate that they were a poor performer and that a variety of interventions types should now be deployed. Table One sets out how the City responded, illustrating that for a number of these intervention types we were already undertaking such an approach.

Intervention	Key Activities	City Corporation Examples
Partnerships	Strategic relationships between organisations or groups who are convinced that improving health and safety will help them achieve their own objectives.	<ul style="list-style-type: none"> • Cleaning Industry Liaison Forum • London Banks' Health & Safety Forum • Engaging in Primary Authority Partnerships advising <i>CBRE</i>, <i>Virgin Active</i> on their health & safety management systems
Supply Chain	Encouraging those at the top of the supply chain (who are usually large organisations, often with relatively high standards) to use their influence to raise standards further down the chain.	<ul style="list-style-type: none"> • Primary Authority Partnerships – <i>CBRE</i>, <i>Virgin Active</i> • Legionella Control Association • Cleaning Industry Liaison Forum •
Design & Supply	Working with those who can improve health and safety by improving the design of processes or products.	<ul style="list-style-type: none"> • Legionella Control Association • Safety Thirst
Education & Awareness	<p>Seeking further ways of getting messages and advice across early to key target groups, particularly those who are difficult to reach, using channels such as small business groups, chambers of commerce etc.</p> <p>Promoting risk education as a curriculum item at all levels of the education system.</p>	<ul style="list-style-type: none"> • Legionella Control Association Open Day • Presenting at professional – e.g. CIEH - seminars • CBRE FM Managers Conference • Delivering training on Cooling Towers to EHOs and HSE Inspectors from London and the UK
Intermediaries	<p>Enhancing the work done with people and organisations that can influence duty holders.</p> <p>These may be trade bodies, their insurance companies, their investors or other parts of government who perhaps are providing money or training to duty holders.</p>	<ul style="list-style-type: none"> • Cleaning Industry Liaison Forum • London Banks' Health & Safety Forum • Legionella Control Association • Safety Thirst

Table One

9. At the same time, the Government published "***Reclaiming health and safety for all: An independent review of health and safety regulation***" (The

Löfstedt Review) which looked at the scope and application of UK health & safety regulation, focusing on areas where evidence showed that regulation had resulted in unnecessary costs to business.

10. Professor Löfstedt's overall conclusion was that there is no evidence for radically altering current health & safety legislation but nevertheless, he still made 26 recommendations for improving legislation and the way it is enforced. One of these recommendations was of particular relevance to local authorities and concerned the ability of the HSE to direct local authority activity, recommending that:

'Legislation is changed to give HSE the authority to direct all local authority health and safety inspection and enforcement activity, in order to ensure that it is consistent and targeted towards the most risky businesses'.

11. The Government fully supported the above recommendation as it would give greater consistency, though it also continued to recognise the important role local inspectors had in using their knowledge and experience to engage with businesses across a range of regulatory issues, as we were doing in the City.
12. Finally, the following actions were taken to bring the City Corporation's health & safety enforcement in line with Government and HSE policy:-
 - food safety and health & safety inspections were previously undertaken simultaneously, but were now only undertaken for health & safety if businesses are deemed high risk though our Environmental Health Officers still dealt with 'matters of evident concern' during each visit; and
 - the HSE's Incident Selection Criteria were adopted when dealing with all RIDDOR² accidents reported to us, and for prioritising health & safety complaints.

The Current Position

13. In June 2013, the HSE published the "[National Local Authority Enforcement Code - Health and Safety at Work - England, Scotland & Wales](#)" (the Code) along with a [List of Activities](#) and [Supplementary Guidance](#) on the Code's application.
14. The effect of this mandatory guidance from the HSE effectively prevents local authorities from inspecting anywhere other than those prescribed hazards and activities in the type of businesses set out in the List of Activities unless they have good reason to do so. This does not take into account crucial issues for City workers identified by the 2012 City Workers Health Research Report and which have now been included for action in the **City of London Joint Health & Wellbeing Strategy**:-
 - stress, anxiety, depression and other mental health issues;
 - alcohol abuse; and
 - smoking

² Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

in order to prevent ill- health, reduce sick days and improve the productivity of City businesses and make the City of London and lead the way as an exemplar for workplace health.

Impact

15. There has been considerable discussion amongst the health & safety regulatory community since the publication of the Code. The City Corporation has been integral to these discussions through the All-London Boroughs Health & Safety Liaison Group with the aim of achieving a consistent approach for London, and in establishing peer review frameworks to provide independent assurances that the requirements of the Code are being met.
16. Many of the activities and businesses on the prescribed list are not commonly found in the City, - e.g. enteric disease risks at open farms or explosion risks from leaking Liquid Petroleum Gas (LPG) pipework at caravan parks. However, some of the identified hazards are found in the City and these will require our intervention. Examples are set out Table 2 below:-

Hazards	High Risk Sectors	High Risk Activities	Possible City intervention
Legionella infection	Premises with cooling towers / evaporative condensers	Lack of suitable legionella control measures	City currently has 150+ 'live' cooling tower sites
Fatalities / injuries resulting from being struck by vehicles	Tyre fitters/ MVR* (as part of Car Sales) High volume Warehousing/Distribution	Use of two post vehicle lifts Workplace transport	London Central Market (Smithfield)
Fatalities / injuries resulting from falls from height / amputation and crushing injuries	Industrial retail / wholesale premises - e.g. steel stockholders, builders / timber merchants	Workplace transport / work at height/cutting machinery / lifting equipment	London Central Market (Smithfield)
Falls from height	High volume warehousing / distribution	Work at height	London Central Market (Smithfield)
Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances	Commercial kitchens throughout the Square Mile (approx 900 at any one time)
Crowd control & injuries/fatalities to the public	Large scale public events/sports/leisure facilities e.g. motorised leisure pursuits including off road vehicles	Inadequate consideration of public safety - e.g. poor organisation and/or supervision of high speed or off-road vehicle movements	Events held within the City such as high speed cycle races

Table Two

17. However, the List of Activities for proactive inspections does not include a number of activities which are very specific to the City of London and high risk, such as high level window cleaning from ropes or cradles and the management of asbestos, and it these which we seek your Committee's approval to continue intervening on.

Options

18. The options available for future health & safety enforcement by the City Corporation are:

Option A: To modify our Health & Safety Intervention Plan next year to take account of these changes in Government policy and the HSE's mandatory advice, and to focus solely upon those activities and business sectors that are prescribed therein; or

Option B: To carry on with local projects as currently do, intervening in premises and on activities which we feel pose a risk to the employees and the wider public – (e.g. high level working such as window cleaning including rope access) – based upon local intelligence, gathered from a variety of sources.

In order to undertake Option B, we need to become smarter at gathering the intelligence that suggests a business is a poor health & safety performer and collate more site intelligence - e.g. adverse lift insurance reports, HSE Safety Alerts on activities or plant and equipment, site specific observations during other regulatory activity, etc

19. As our resources are limited, the following important principles must be born in mind during any of our activities;-
- sensible risk management should always focus activity on the highest risks and poorest performers;
 - all interventions should push businesses towards compliance and self-regulation;
 - proactive inspections are not the only solution - *there are some other ten intervention types that should be considered from the Supplementary Guidance*; and
 - there should be no inspection without a valid reason which may be that there is intelligence which indicates that they may be a poor performer – *e.g. a Category A rating in the HELA LAC 67/2 "Advice/Guidance to Local Authorities On Targeting Interventions"*.
20. However, we do run the risk of having our actions appealed to the HSE's Regulatory Challenge Panel for allegedly not having good reason to carry out an intervention, as under the Code, businesses are now entitled to appeal against all forms of enforcement action taken against them if they feel that it was not warranted and without any good reason.

Recommendations

21. Members are asked to approve the recommendation that:-
- The City Corporation should continue its risk-based regulatory approach by supporting, encouraging, advising and where necessary taking enforcement action against, businesses to ensure that;
 - They effectively manage the occupational health & safety risks they create; and;
 - That this should be based upon a greater gathering and use of intelligence to inform service planning intervention and project selection in the future..

Conclusion

22. Both of the above Options will comply with the requirement to have a risk-based regulatory approach as we have always done but in choosing Option B, by making greater use of intelligence now to inform our project work, we can deal with more of the higher, City-specific risks.
23. Whilst the Code and its activities and business sectors in the List of Activities may appear rather restrictive from a City point of view, the opportunity now presents itself to harness and utilise intelligence gathered from a wide variety of sources to target more effectively the highest health & safety risks in the Square Mile.

Corporate & Strategic Implications

24. When local authorities were originally required by the Government to reduce health & safety inspection work, we utilised that capacity to generate income through our Primary Authority Partnership work and through our innovative Cooling Towers Inspection Training courses. We are mindful though that some of that income could reduce over time and therefore leave surplus resources as potential savings in the future
25. Conversely though, with the intelligence-based approach advocated above, our intervention work in the highest risk businesses may well expand yet to not suitably resource it, could create a potential reputational risk from the perceptions of City workers who may feel that they are no longer sufficiently protected by their local health & safety regulatory regime.
26. Finally there is the risk of a possible challenge to the HSE's Independent Regulatory Challenge Panel³ who look at complaints regarding advice given about health & safety matters which might be incorrect or go beyond what is required to control the risk and which includes over-stepping the mandatory guidance of the Code and intervening in businesses without a good reason; this risk will be mitigated by using sound intelligence feedback by competent officers

³ www.hse.gov.uk/contact/challenge-panel.htm

of the City Corporation who have been briefed on what City-specific issues to look for when they are out on site.

Appendices:

None

Background Papers:

Future challenges to health & safety enforcement in the City of London – report to the PH&ES Committee – January 2012

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Agenda Item 19

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Agenda Item 20

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Agenda Item 21

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