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| Committee(s): Port Health & Environmental Services Committee | Dated: 24 May 2022 |
| Subject: Business Plans 2021/2022: Progress Report (Period 3: Year End) | Public |
| Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly? | 1, 2, 5, 6, 8, 11 |
| Does this proposal require extra revenue and/or capital spending? | N |
| Report of: Executive Director Environment | For Information |
| Report authors: Joe Kingston – Interim Assistant Director Cleansing Joanne Hill – Business Planning & Compliance Officer | |

Summary

This report provides an update on progress made during 2021/22 against the High-Level Business Plans 2021/22 for the following service areas of the Environment Department which fall within the remit of your Committee:

- Cleansing Services (Appendix 1)
- Cemetery and Crematorium (Appendix 2)
- Port Health and Public Protection (Appendix 3)

Recommendation(s)

Members are asked to:

- Note the content of this report and its appendices.

Main Report

Background

1. The 2021/22 High-Level Business Plans of each service area were approved by your Committee in January 2021 and set out each service area's key aims, objectives and performance measures for the year.
2. To ensure your Committee is kept informed, progress made against the High-Level Business Plans is reported to you on a periodic (four-monthly) basis. This approach allows Members to ask questions and have a timely input into areas of particular importance to them.
3. This report provides an update on progress made against the 2021/22 Business Plans during Period Three (December 2021-March 2022) and for the year overall.

The High-Level Business Plans for 2022/23 were approved by your Committee in January 2022 and progress against them will be reported during the coming year.

4. Please note that the full, end of year financial position for each service area will be detailed in the Chamberlain's Outturn report which will be presented to your Committee in July 2022.

Cleansing Services

Current Position

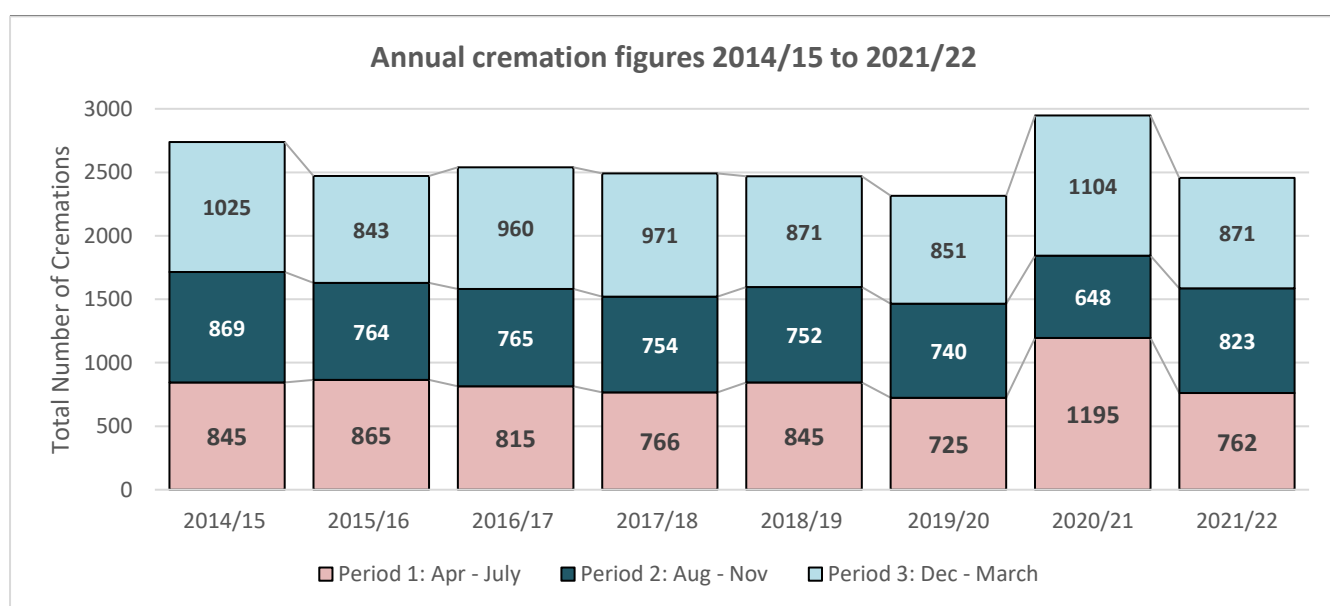
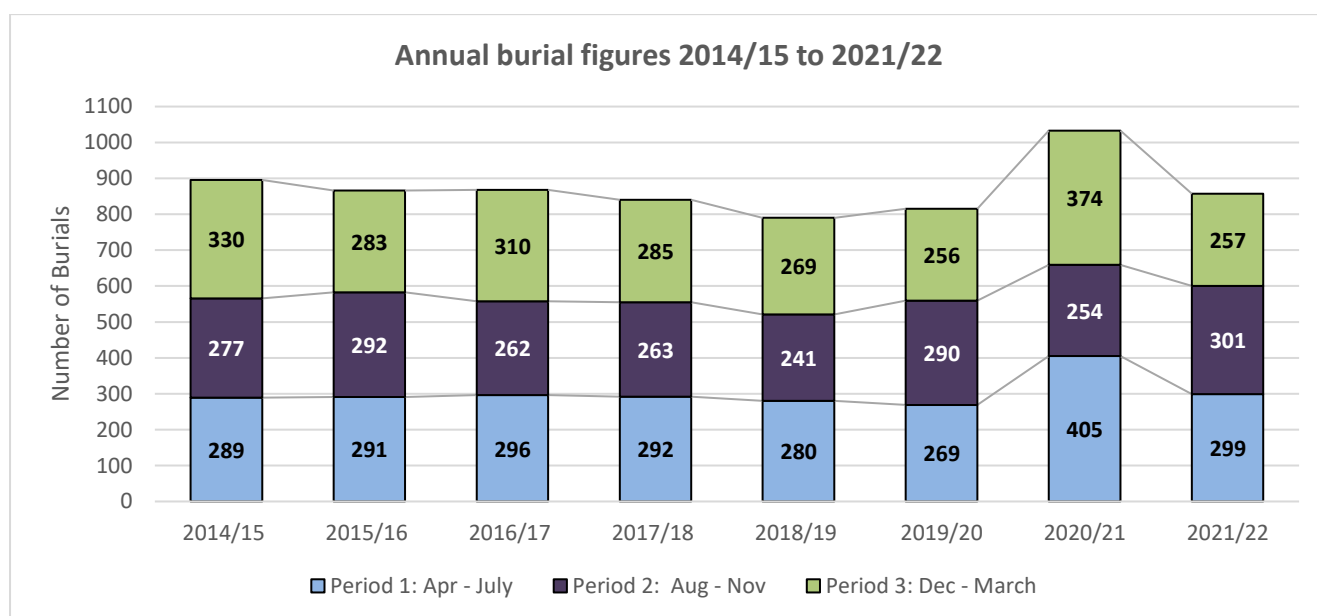
5. The focus of the Cleansing Service during this period has been the adjustments required as the City recovers and footfall returns. The adjusted services have so far maintained high standards as the gradual return of workers throughout the period increased.
6. This was confirmed in the end of year report from Keep Britain Tidy in March which showed that the City continues to achieve excellent scores with all four elements of the survey meeting the revised standards of cleanliness.
7. The Garden Waste Trial, suspended at the start of the pandemic, recommenced in March with residents from Barbican, Golden Lane and Tudor Rose Court able to take green waste from their balcony or garden to the dedicated collection points for recycling. This trial will run until November 2022.
8. Following rigorous inspections in February and March, we have maintained our Gold Standard accreditation with Transport for London Fleet Operator Recognition Scheme (FORS) which acknowledges excellence in all aspects of safety, fuel efficiency, economical operations and vehicle emissions. This scheme recognises over 4,500 fleets that operate throughout London. The FORS scheme is closely linked with CLOCS (Construction, Logistics and Cycle Safety), TfL's work-related road risk scheme for lorries, which requires high levels of safety equipment and training for drivers.
9. Detailed outcomes against the performance indicators are provided in Appendix 1b and our infographics are provided in Appendix 1a.

Cemetery & Crematorium

Current Position

10. The Cemetery & Crematorium performed well during 2021/22. Full details of achievement against our performance measures are attached at Appendix 2 but the following are highlighted:

11. During 2021/22 the total number of burials was 857 with a monthly average of 71. The total number of cremations was 2,460 with a monthly average of 205. As shown in the charts below, these figures closely mirror those of recent years (with the exception of 2020/21).



12. Funeral streaming has remained popular since its introduction in February 2021. There were 606 'webcastings' (live streaming services) during the 2021/22 financial year, with an associated income of £39,390

Port Health and Public Protection Service (PH&PP)

Current Position

13. Detailed information on the work and enforcement activity undertaken by the PH&PP teams is provided at Appendix 3. Key achievements include:

- Over the course of the year, there has been an improvement in the overall Food Hygiene Ratings Scheme (FHRS) rating profile of City food establishments. Almost 97% of food premises are now rated at 3 or above.
- The Pollution Control Team, in collaboration with London Borough of Southwark, has taken further steps in their bid to reduce disturbance to City residents as a result of noise from buskers on the Southbank.
- The Trading Standards Team continued their work to disrupt investment fraud: over the last two years, they have helped victims recover a total of approximately £700,000.
- The Port Health Service secured further funding from Defra to cover Brexit readiness costs.
- At the HARC, staff have been preparing to help facilitate arrivals of animals repatriated from Ukraine to the UK.

Corporate & Strategic Implications

Strategic implications – The monitoring of key improvement objectives and performance measures links to the achievement of the aims and outcomes set out in the Corporate Plan 2018-23.

Financial implications – The full end of year financial position will be detailed in the Chamberlain's Outturn reports which will be presented to your Committee in July 2022.

Resource implications – None.

Legal implications – None.

Risk implications – The Risk Register for each service area includes any risks which are linked to the delivery of its High-Level Business Plan.

Equalities implications – None.

Climate implications – None.

Security implications – None.

Appendices

- Appendix 1a – Cleansing Infographics Dec 2021–Mar 2022
- Appendix 1c – Cleansing Business Plan update Period 3

- Appendix 2 – Cemetery & Crematorium, 2021/22 Performance Measures.

- Appendix 3 - Port Health & Public Protection, Business Plan Progress Summary, 2021/22
 - a) Progress against Operational Performance Indicators
 - b) Progress against key improvement objectives
 - c) Enforcement activity

Background Papers

Revenue and Capital Budgets and High-Level Summary Business Plans 2021/22
(PH&ES Committee, 20 January 2021)

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