

Committee(s): Port Health & Environmental Services Committee	Dated: 30 May 2023
Subject: Business Plans 2022/23: Progress Report (Period 3, December 2022 – March 2023)	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 5, 6, 8, 11, 12
Does this proposal require extra revenue and/or capital spending?	No
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Summary

This report provides an update on progress made during Period Three (December – March) 2022/23 against the High-Level Business Plan 2022/23 for the following service areas of the Environment Department which fall within the remit of your Committee:

- The Cleansing Service
- The Port Health and Public Protection Division

Financial information relating to this period will be provided in the separate Chamberlain’s Revenue Outturn report which will be presented to your Committee in July 2023.

Recommendation(s)

Members are asked to:

- Note the content of this report and its appendices.

Main Report

Background

1. Your Committee is responsible for the following service areas of the Environment Department:
 - The Cleansing Service
 - The Port Health and Public Protection Division
2. The 2022/23 High-Level Business Plan of each service area was approved by your Committee in January 2022. The plans set out the key aims, workstreams and key performance indicators (KPIs) for the year ahead.

3. 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.
4. Please note that the full, end of year financial position will be detailed in the separate Chamberlain's Revenue Outturn report to be presented to your Committee in July 2023.

Cleansing Service

5. Appendix 1 contains an update on the Cleansing Service's performance during Period Three. Headline performance information is provided as infographics.
6. During Period 3 (December 22 to March 23) of this Business Plan, the Management Team continued to monitor the 12 Key Performance Indicators (KPIs) relevant to the performance of the Waste Collection and Street Cleansing contract. These KPIs will be reported separately to this committee on an annual basis. There are no significant issues.
7. Performance against the other departmental KPIs has been positive:
 - a) NI191 (the amount of residual domestic waste per household) has performed well against target (113.04kg per household against a target of 125kg per household).
 - b) NI192 (percentage of domestic waste recycled) has missed the target for the period at 29.10% against a target of 32%. In accordance with the Mayor of London's Environment Strategy an updated Reduction and Recycling Plan has been produced for 2023-25.
 - c) Our NI195 KPI (measuring the amount of land with unacceptable level of litter, detritus, fly tipping and graffiti), which is independently monitored by Keep Britain Tidy, achieved the revised target when measured in February 2023, with all elements of the survey meeting the required standards of cleanliness. The City's overall score of 1.79% against a target of 5% for all areas compares well to previous years.
 - d) The indicator relating to the fleet carbon emissions is being developed. We are in the process of capturing a full dataset to establish the new baseline figures and set targets.
 - e) The attended Public Convenience facilities at Tower Hill and Paternoster, which serve the main tourist attractions, continued to see lower usage than the same period in pre-pandemic years. However, usage is increasing is

significantly higher than the same period last year and we anticipate this trend will continue into the summer.

- f) Contactless payment point options have been installed in all public conveniences. A survey of users' preferred payment methods was carried out over one week in March at Tower Hill, with 77% expressing a preference for contactless payments, and 23% preferring cash. This feedback will help inform any future decisions regarding changes to the payment turnstiles.
- g) The Community Toilet Scheme membership has been reviewed to ensure all current members are up to date and aware of their commitments under the Scheme. Officers have mapped the availability of toilets in the City during different times of the day and this data is being used by officers to target areas for recruiting new members to fill any gaps. Four new members were added during this period bringing the total to 72.
- h) Following a rigorous inspection, we have maintained our Gold Standard accreditation with the Transport for London Fleet Operator Recognition Scheme (FORS) which acknowledges excellence in all aspects of safety, fuel efficiency, economical operations, and vehicle emissions.
- i) Glow-in-the-dark anti-urination posters warning offenders of the risk of receiving fixed penalty notice for public urination have been installed at hot-spots for this behaviour across the City to deter anti-social behaviour.
- j) During this period the Street Environment Officers have issued 347 Fixed Penalty Notices in relation to environmental crime such as littering, public urination, and failure to comply with commercial waste disposal regulations. The team have also reported 513 dockless bikes to be removed from dangerous and unauthorised locations between January and March 2023.
- k) A trial of ten "Ballot Butt Bins" trial has begun along the Riverwalk between Southwark Bridge and London Bridge. These brightly visible orange bins enable smokers to "vote" with their cigarette butt on a fun selection of yes/no, either/or questions. This trial is in partnership with Keep Britain Tidy and is part of a range of different work being carried out with the City to research smokers littering habits.
- l) The most successfully attended Give and Take day was held at the Barbican in January, with over 150 people queueing to come in. This event also hosted a Tech Takeback table where data bearing devices can be safely erased before being reused or recycled. Two more of these events were run as part of London Repair Week in March.

Port Health and Public Protection Division (PH&PP)

8. Appendix 2 contains an update on the Port Health and Public Protection Division's performance during Period Three. Headline performance information is provided as infographics. This is followed by detailed KPI results.
9. Updates on progress against key workstreams and other achievements during the period are summarised below:

a) Air Quality

During period three, the Air Quality Team:

- Hosted a lecture and networking event at the Guildhall to mark the 70th Anniversary of the Great Smog.
- Set up detailed air quality monitoring around St Martin's Le Grand to assess any changes in air quality associated with proposed changes to the road network.
- Reduced the current risk rating of the Air Quality Corporate Risk due to the ongoing reduction in levels of pollution.
- Undertook vehicle emission testing to assess whether Euro 6/VI emission controls are degrading over time, and for the presence of gross emitting vehicles.

b) Brexit

On 5 April 2023 the Cabinet Office started a consultation process with Port Health Authorities and other stakeholders on a new border control regime. The consultation closed on 19 May 2023. The draft Border Target Operating Model (BTOM) is a high-level plan that outlines the new regime for Sanitary and Phytosanitary (SPS) checks on all food, feed and live animals entering the UK.

The Government propose to implement the model through three major milestones:

- 31 October 2023 - The introduction of health certification on imports of medium risk animal products, plants, plant products and high-risk food and feed of non-animal origin from the EU.
- 31 January 2024 - The introduction of documentary and risk-based identity and physical checks on medium risk animal products, plants, plant products and high-risk food and feed of non-animal origin from the EU. At this point, imports of SPS goods from the rest of the world will fall into line with those from the EU.
- 31 October 2024 - Safety and Security declarations for EU imports will come into force from 31 October 2024. Alongside this, the government will introduce the UK Single Trade Window, which will remove duplication where possible across different pre-arrival datasets.

The Port Health and Public Protection Division continues to engage with government regarding the proposed BTOM. Further details on the BTOM are provided in a separate report for this Committee.

c) **Supporting City businesses**

City Businesses continue to recover and adapt to 'living with Covid' with long term changes to operational business models.

Safer City Partnership initiatives continue and target specific activities. As part of this, the City's Environmental Health Team is offering advice and support to businesses to increase compliance and foster better, more sustainable, working relationships with stakeholders.

The Commercial Environmental Health Team has completed the Food Standards Agency's (FSA) recovery plan and is returning to 'business as usual', undertaking more planned proactive interventions and planning projects for 2023/24. The FSA's new Food Standards and Food Hygiene Delivery models will require changes to service delivery which will be reflected in the Team's 2023/24 Service Plan.

d) **Pollution control**

The two recently appointed Construction Levy Officers will further enhance the Team's work to reduce noise and dust and improve air quality.

Officers continue to consult with the Planning and Development Division to minimise the impact of any new development. In addition, the Deconstruction and Construction Code of Practice is being revised for consultation in spring/summer 2023.

Liaison with colleagues in the Highways Team and with TfL to control street works is ongoing. The project on TfL roads, which is being undertaken jointly with TfL and the City of Westminster, is approaching completion. The processes developed as part of this project will be transferable to all street works, ensuring improved standards of control and providing better information to premises impacted by the works.

e) **Construction Impacts Levy**

The additional resource provided by the two Construction Levy Officers has enabled a greater number of proactive visits to ensure works are undertaken compliantly and that contractors and developers are aware of, and understand, the Code of Practice. The Officers are working collaboratively with colleagues in Chamberlain's Department and the Planning Division's s106 team, with improved financial reporting and prediction being implemented. These developments will ensure better control of construction works and safeguard income.

f) **Cemetery and Crematorium**

The replacement of grave digging equipment, vehicles and plant is now complete with all items purchased using the Cemetery Reserve Fund. Discussions with the City's Energy Team and City Surveyor's Department regarding options for energy generation are ongoing.

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 – Financial implications are addressed within this report, with further detail included in the appendices.

Resource implications – None.

Legal implications – None.

Risk implications – Risks to achieving the objectives set out in the Business Plan of each service area are identified and managed in accordance with the City of London Risk Management Framework. Risk Registers are reported to this Committee on a regular basis.

Equalities implications – None.

Climate implications – None.

Security implications – None.

Appendices

Appendix 1 - Cleansing Service, Period 3 2022/23
Key performance information (infographics)

Appendix 2 - Port Health & Public Protection Division, Period 3 2022/23
a) Key performance information (infographics)
b) Progress against Key Performance Indicators

Background Papers

'Draft High-Level Business Plans 2022/23' (PH&ES Committee, 18 January 2022)

Contact

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