

# Planning and Development Division, including the District Surveyor's Office and SME Delivery Team

## City Operations Division: Highways, Transportation and Parking Services

### The Environment Department shapes future environments and protects current ones.

It is the largest department in the organisation and provides a diverse range of services to London and the South East.

Within the 'square mile' we deliver many local authority and regulatory functions including planning and development; building control; engineering; highways and transportation; cleansing and waste; environmental health, licensing and trading standards. The SME Delivery Team provides advice and guidance for start-ups and small businesses which are located in, or visit, the City.

Further afield, we manage over 11,000 acres of stunning open spaces worth billions of pounds which capture thousands of tonnes of carbon a year and attract an estimated 25 million visitors.

We run the City of London Cemetery and Crematorium; operate the Heathrow Animal Reception Centre; provide animal health services London-wide; and, as the London Port Health Authority, undertake controls on imported food and feed through London's ports.

**Due to the complexity and scope of the department, three separate high-level Business Plans have been produced to reflect our three key Committee 'clusters'. This plan covers the service areas which fall within the remit of the Planning and Transportation Committee and includes the SME Delivery Team.**

### What's changed since last year... (to October 2023):

- Introduction of the new Building Safety Act 2020 – the Building Control team has had to adapt to meet the requirements of the new legislation.
- Front line services continued to respond effectively to support the City's post-pandemic recovery.

### Major achievements and awards 2023/24 (to October 2023):

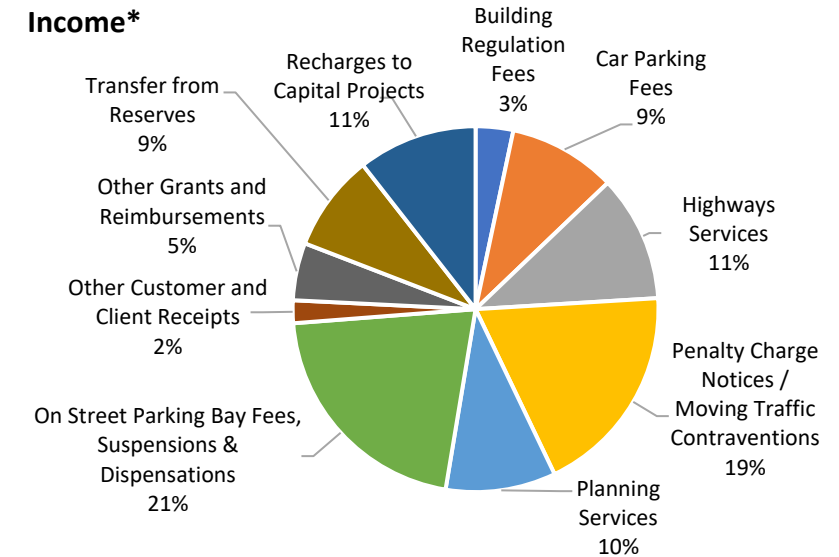
- Completed refresh of the Transport Strategy based on comprehensive consultation with key stakeholders and the public.
- Launched the Utility Infrastructure Strategy which will provide valuable input to development and minimise roadwork disruption.
- The Highways Team was the winner in the category of 'Outstanding small cell technology in commercial use' in collaboration with its delivery partner, Freshwave, at the Small Cell Forum Industry Awards.
- The Policy and Projects Team won the 'Best Practice in Diversity, Inclusivity and Accessibility Award' at the National Transport Awards for the [The City of London Street Accessibility Tool \(CoLSAT\)](#).
- The Planning Service was named the 2023 Royal Town Planning Institute's 'London Planning Authority of the Year'.
- At the 2023 Building London Building Awards, the Planning Service won the Best Borough led project category for their project: 'Putting the Public on Top: A view for All — Elevated Public Realm in the City of London.'

### Where our money comes from and what we spend it on

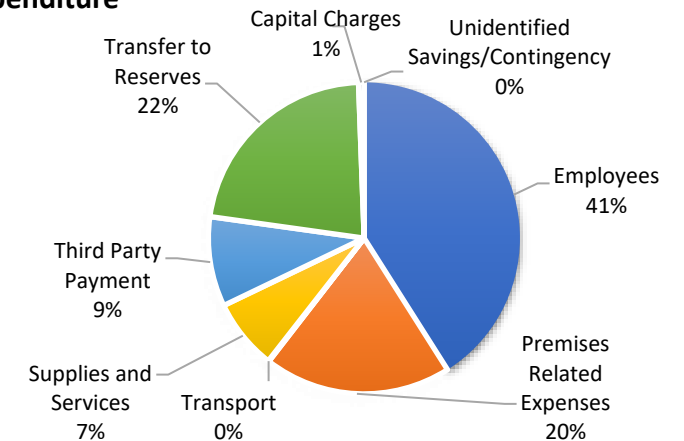
Total 2024/25 budget estimate allocation is £18.364m \*

Total FTE within scope of this Business Plan: 202.3 (28.09.2023)

#### Income\*



#### Expenditure\*



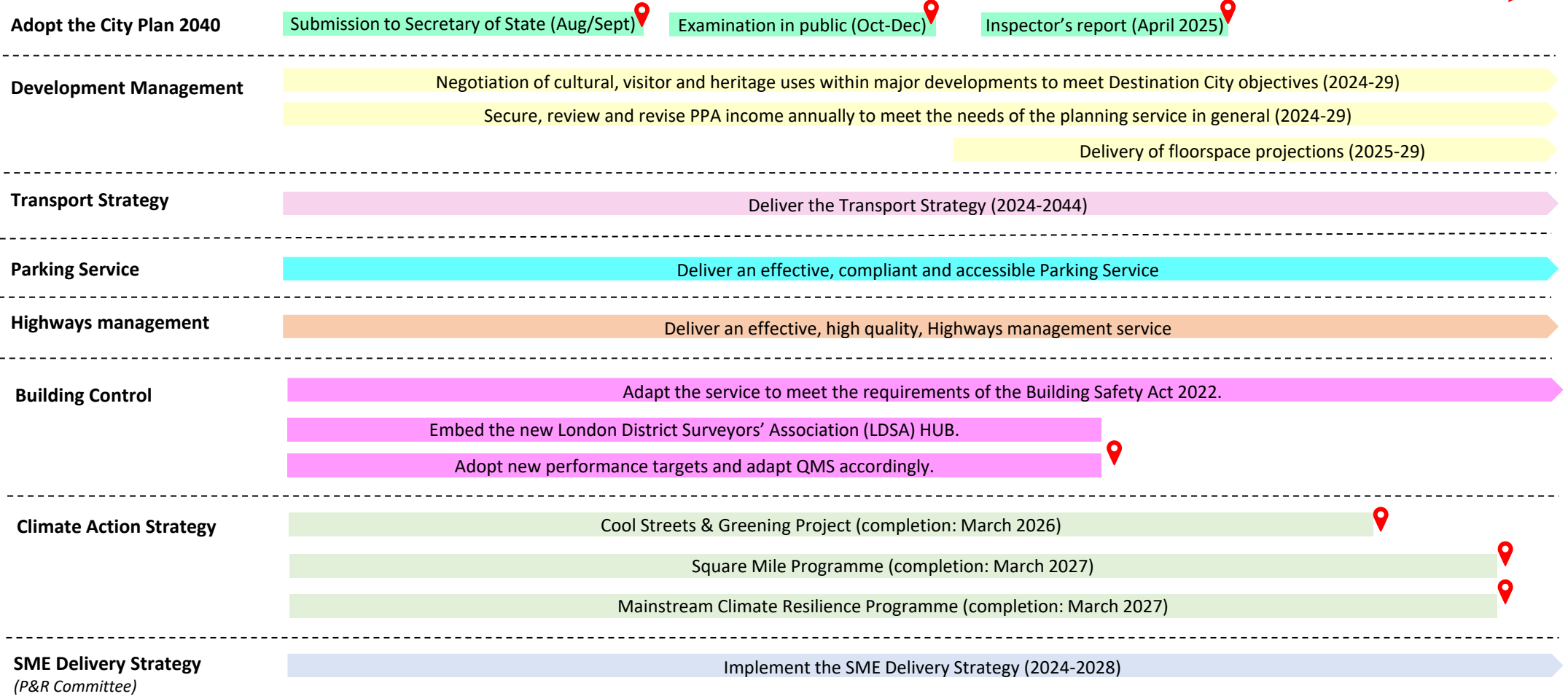
\*N.B: This financial information does not include the SME Delivery Team budget. The charts are based upon 2023/24 approved budgets at Sept. 2023.

Beyond 2024/25

Q1 2024/25 Q2 2024/25 Q3 2024/25 Q4 2024/25

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

2025/26 2026/27



## Our major workstreams this year will be...

| Workstream Name  | Funding allocation %<br>(of 2023/24 total revenue budget) | People resource %<br>(of FTE within scope of this plan) | Prioritisation category   | Dependencies  | Outcomes/ Impacts  | KPI   | Update Schedule | 24/25 Target | 22/23 Baseline           |
|--|---|---|---------------------------|---|--|---|-----------------|--------------|--------------------------|
| <b>Adopt the City Plan (by Autumn 2025)</b> <ul style="list-style-type: none"> <li>Submission to Secretary of State (Aug/Sept 2024)</li> <li>Examination in public (Nov/Dec 2024)</li> <li>Inspector's report (April 2025)</li> </ul>  | 4%  | 3%  | 1. Duty and Statutory     | <ul style="list-style-type: none"> <li>A large volume of evidence documents, produced by the Planning Policy and Strategy team.</li> <li>City Plan 2040 is closely related to and assists in the delivery of several City Corporation strategies.</li> <li>The implementation of the vision set out in the City Plan relies on projects and strategies across the Corporation, including Destination City, Transport Strategy and allocation of CIL funds.</li> </ul> | Policies in the adopted City Plan reflect City Corporation priorities for the future of the Square Mile.   | Submission to Secretary of State                | Sep 2024        | Aug/Sep 2024 | n/a                      |
|  |   |   |                           |   |  | Examination in public                           | Dec 2024        | Nov/Dec 2024 | n/a                      |
|  |   |   |                           |   |  | Inspector's report                              | Year end        | April 2025   | n/a                      |
| <b>Development Management</b> <ul style="list-style-type: none"> <li>Secure, review and revise PPA income annually to meet the needs of the planning service. (2024-29)</li> <li>Delivery, post-decision, of floorspace projections to meet the business City, 'Destination City' and economic development objectives as developments come online.</li> <li>Negotiation of cultural, visitor and heritage uses within major developments to meet Destination City objectives (2024-29).</li> </ul> | 18%   | 16%   | 2. Duty and Discretionary | <ul style="list-style-type: none"> <li>Corporate-wide liaison, e.g. City Surveyor's Department asset planning.</li> <li>Destination City; City Plan; Transport Strategy; Climate Action Strategy.</li> <li>Legal and operations: s106 and s278 legal agreements to deliver onsite and offsite public realm and highways improvements.</li> <li>Number, scale and timing of planning applications submitted.</li> </ul>  | <ul style="list-style-type: none"> <li>The City maintains and improves its national global standing.</li> <li>The Business City is maintained and strengthened through the delivery of the highest quality floorspace to meet employment projections through the City Plan.</li> <li>The City has diversified its leisure and cultural offer to increase footfall and spend.</li> <li>Income will rise through application and PPA fees allowing the service to meet corporate and industry expectations.</li> </ul> | Planning Performance Agreement income.          | Annual          | £1.7m        | £1m                      |
|  |   |   |                           |   |  | Square metres of office floorspace in the City. | Annual          | 100,000 sqm  | 100,000 sqm              |
|  |   |   |                           |   |  | Cultural and community floorspace secured.      | Annual          | 10,000 sqm   | N/A - new KPI in 2023/24 |

Continued...

| Workstream Name  | Funding allocation % (of 2023/24 revenue budget) | People resource % (of FTE within scope of this plan) | Prioritisation category   | Dependencies   | Outcomes/ Impacts   | KPI   | Update Schedule          | 24/25 Target                              | 22/23 Baseline  |
|--|--|--|---------------------------|--|---|---|--------------------------|---|-----------------|
| <b>Transport Strategy</b> <ul style="list-style-type: none"> <li>25-year Strategy adopted in May 2019.</li> <li>Sets out how the City proposes to design and manage its streets to ensure the Square Mile remains a great place to live, work, study and visit.</li> <li>Forms part of a Local Implementation Plan for our delivery of the Mayor of London's Transport Strategy.</li> <li>Updated annually, the Strategy includes a rolling 5-year delivery plan.</li> </ul> | 21%  | 16%  | 2. Duty and Discretionary | <ul style="list-style-type: none"> <li>Climate Action Strategy</li> <li>Destination City</li> <li>s278 planning agreements.</li> </ul>   | The City's streets are safer, more accessible and more attractive places to walk, cycle and spend time.   | The number of people killed and seriously injured on our streets (KSI, 7am-7pm), baseline 54 in 2017.   | Annually (calendar year) | 16 by 2030<br>0 by 2044                   | 54              |
|  |  |  |                           |  |   | Number of kilometres of pedestrian priority streets, baseline 25km (25%) in 2017.   | Annually                 | 35km/(35%) by 2030<br>55km/(55%) by 2044  | 26.3km/ (+5%)   |
|  |  |  |                           |  |   | Reduction in all-day motor vehicle traffic volumes, baseline 185k in 2017.  | Annually                 | 139k (-25%) by 2030<br>93k/(-50%) by 2044 | 137k/ (-26%)    |
| <b>Parking Service</b> <ul style="list-style-type: none"> <li>Deliver an effective, compliant and accessible Parking Service in accordance with statutory guidelines and regulations.</li> </ul>   | 35%  | 10%  | 1. Duty and Statutory     | <ul style="list-style-type: none"> <li>Changes to the Highway which may impact resource and service requirements.</li> <li>Core Planning and Transport Strategies.</li> <li>Services are delivered out of some operational facilities which are maintained by City Surveyor's Department.</li> </ul> | <ul style="list-style-type: none"> <li>Fulfilment of statutory duties.</li> <li>Reduction in road danger and congestion.</li> <li>Provision of essential facilities in line with the City's Transport Strategy.</li> <li>The Service will adapt to meet changing demands, including those arising from the core Transport Strategy and impacts, such as events and Destination City.</li> </ul> | Parking contract management – adherence across all five contracts   | Every four months        | 95%                                       | 93%             |
|  |  |  |                           |  |   | Processing efficiency for challenges and appeals of Penalty Charge Notices (PCNS). Respond to 95% of PCN correspondence within 15 working days. | Every four months        | 15 working days                           | 19 working days |
|  |  |  |                           |  |   | Car Park - EV Charging Utilisation  | Every four months        | 12%                                       | 4.5%            |
| <b>Highways management</b> <ul style="list-style-type: none"> <li>Deliver an effective, high quality, Highways Management Service</li> <li>Ensure highways, footways and carriageways are well maintained.</li> <li>Reduce carbon emissions by improving lighting efficiency and use.</li> </ul>   | 15% (plus £10m capital spend)                    | 25%  | 1. Duty and Statutory     | <ul style="list-style-type: none"> <li>Changes to legislation and regulation.</li> <li>Energy reduction initiatives.</li> <li>Requests for filming/events.</li> <li>Highways Service is a key enabler to Public Realm development and the Transport Strategy.</li> </ul>                             | <ul style="list-style-type: none"> <li>Fulfilment of statutory duties.</li> <li>Well maintained, safe, roads, footways and infrastructure.</li> <li>The Service will adapt to meet changing demands, including those arising from implementation of the Destination City, Climate Action and Transport Strategies.</li> <li>Contractual KPI's are monitored.</li> </ul>                         | Street lighting energy usage (kWh).   | Annually                 | 1.8m kWh                                  | 1.85m kWh       |
|  |  |  |                           |  |   | % of insurance claims awarded.  | Annually                 | =< 5%                                     | 5%              |
|  |  |  |                           |  |   | % of carriageway in need of repair.   | Annually                 | =< 10%                                    | 12%             |

| Workstream Name   | Funding allocation %<br>(of 2023/24 revenue budget)                                       | People resource %<br>(of FTE within scope of this plan) | Prioritisation category                      | Dependencies  | Outcomes/ Impacts  | KPI   | Update Schedule   | 24/25 Target | 22/23 Baseline |
|---|---|---|--|---|--|---|-------------------|--------------|----------------|
| <b>Building Control</b> <ul style="list-style-type: none"> <li>Adapt the Building Control service to meet the requirements of the Building Safety Act 2022.</li> <li>Embed the new London District Surveyors' Association (LDSA) HUB.</li> <li>Adopt the new performance targets set by the Building Safety Regulator (BSR) and adapt the Quality Management System accordingly.</li> </ul>   | 0.58%   | 1%  | 1. Duty and Statutory                        | <ul style="list-style-type: none"> <li>Requests sent to the HUB by the Building Safety Regulator.</li> <li>Any further changes to legislation.</li> </ul> | <ul style="list-style-type: none"> <li>The Building Control Service will achieve statutory compliance.</li> <li>Ensure people are safe in and around buildings in the City.</li> </ul>   | Number of full plans assessed within 5 weeks.                               | Every four months | 95%          | 88%            |
| <b>Climate Action Strategy</b> <ul style="list-style-type: none"> <li>Cool Streets and Greening Programme (CS&amp;GP) (completion: March 2026).</li> <li>Mainstream Climate Resilience Programme (MCRP) (completion: March 2027)</li> <li>Square Mile Programme (SqMP) (completion: March 2027).</li> </ul>   | 4%  | 4%  | 7. Climate Action                            | Collaboration with all Environment Department divisions; City Surveyor's Department; and the Climate Action Team.   | Delivery of the Strategy will ensure the Corporation meets its target of being Carbon neutral by 2027 (Square Mile Programme) and is resilient to climate change (Cool Street and Greening Programme).   | Number of pilot projects completed (CS&GP).                                 | Annual            | 4-7 projects | 1 project      |
|   |   |   |  |   |  | Number of resilience measures incorporated (CS&GP).                         | Annual            | 6-8 measures | 4 measures     |
|   |   |   |  |   |  | Number of upskilling sessions run (MCRP).                                   | Annual            | 4-6 sessions | 4 sessions     |
|   |   |   |  |   |  | Number of projects completed (SqMP).  | Annual            | 7 projects   | 3 projects     |
|   |   |   |  |   |  | Number of engagement sessions with Square Mile stakeholders (SqMP).         | Annual            | 10 sessions  | 5 sessions     |
| <b>SME Delivery Strategy</b> <ul style="list-style-type: none"> <li>Implement the SME Delivery Strategy, subject to approval of the Policy and Resources Committee, February 2024.</li> <li>This strategy will provide a short-medium term set of objectives to build the foundations for future SME projects that will form part of the Inward Investment workstream.</li> </ul> <p>(N.B. This workstream is within the remit of Policy and Resources Committee)</p> | <i>n/a SME budget is held separately as it reports to Policy and Resources Committee.</i> | 6%  | 12. Political priority/Key strategic outcome | <ul style="list-style-type: none"> <li>Approval of the Policy and Resources Committee.</li> <li>Confirmation of funding.</li> </ul>                       | <ul style="list-style-type: none"> <li>Provide co-ordinated business support and training for SMEs in the City and beyond.</li> <li>Use its position as governing body of the Square Mile to unlock social and economic assets to provide more opportunities for SMEs to be successful.</li> <li>Showcase the City as an open, inclusive place for start-ups and SMEs and encourage more to locate in the City.</li> <li>Work more collaboratively with a range of internal and external stakeholders to enhance growth opportunities for SMEs.</li> </ul> | KPIs will be defined within the final version of the SME Delivery Strategy. |                   |              |                |

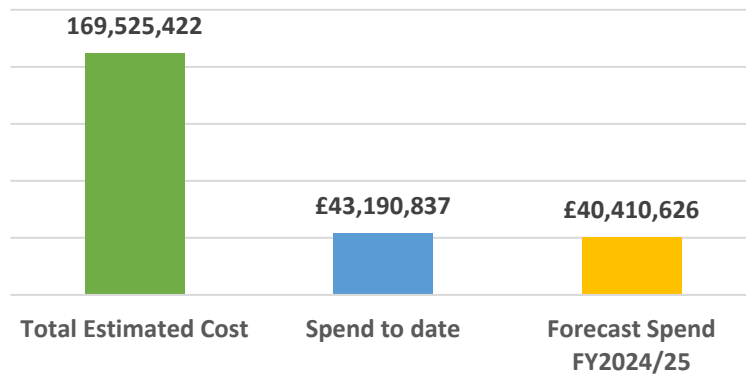
## Medium Term Plans under consideration (2025/26 and 2026/27)

| Priority list (e.g. new legislation, services, projects, automation) | 2025/2026 | 2026/2027 | Funded or Unfunded |
|--|-----------|-----------|--------------------|
| Adopt City Plan  | x         |           | Funded             |
| Core Contractor Procurement Review                                   | x         | x         | Funded (BAU)       |

## In-flight Capital Projects (Gateway 2-6)

Total no. of projects: 83

In flight G2-G6 projects committed spend and forecast



## Operational Property requirements

The Environment Department's staff are based across 25 sites throughout London and the south-east. We hold approximately 340 physical assets, almost 270 of which are at our Natural Environment sites.

As part of the Corporation's Operational Property Review Programme, the Environment Department is undertaking a critical review of all its physical assets, including operational property. A Departmental 'Task and Finish' group has been established and meetings are taking place to progress this project. The initial stage of the project will be to identify the resources required to undertake a full analysis and in-depth review of all physical assets held by the department, including baselining operational requirements, financial position and state of repair.

Following this, we will work with the City Surveyor's Department to establish a detailed project plan and realistic timeline. An update on the status of the assets relevant to this Committee will be reported, including any that are identified as surplus to requirements.

## Operational Property Utilisation Assessment

| Asset name        | Assessment Complete?   |
|-------------------|--|
| Guildhall complex | Initial Workplace Survey completed June 2023. Detailed utilisation assessment to be considered as part of the OPR Programme          |
| Car Parks         | Review in progress in relation to long term aims and objectives of the Transport Strategy and Cyclical Works Programme requirements. |

## Key risks

Details were accurate at January 2024 but are subject to continual review and change.

Our highest risks are listed in the table below. The matrix shows the overall business risk profile for the Planning and Development Division, and the Highways and Transportation services.

| Risk Title  | Score     |
|---|-----------|
| Road Safety   | RED, 24   |
| Car Parks: Fire safety  | RED, 16   |
| Car Parks: Repairs and maintenance  | AMBER, 12 |
| Adverse planning policy context   | AMBER, 12 |
| Transport and public realm projects not delivered due to lack of funding          | AMBER, 12 |
| The District Surveyor's (Building Control) Service becomes too small to be viable | AMBER, 12 |
| Inspecting dangerous structures (Building Control)                                | AMBER, 8  |
| Working in Service/Pipe subways (confined spaces)                                 | AMBER, 8  |

## Risk profile

| Likelihood | Impact |         |       |         |
|------------|--------|---------|-------|---------|
|            | Minor  | Serious | Major | Extreme |
| Likely     |        |         |       |         |
| Possible   |        | 6       | 4     | 1       |
| Unlikely   |        |         | 1     | 1       |
| Rare       |        | 1       | 2     | 4       |



## Our Strategy and Cross-cutting strategic commitments

### Climate Action Strategy

- Embed climate resilience as a key component in decision making.
- Strengthen our planning guidance on climate resilience measures for new developments.
- Use our planning role to influence others to embed carbon analysis and circular economy principles in capital projects.
- Make the Square Mile public realm more climate change ready by increasing green spaces; urban greening; flood resistant road surfaces; adaptable planting regimes; and heat resistant materials.
- Deliver the Pedestrian Priority Programme, reduce motor traffic and encourage and enable zero emission vehicles.

### Transport Strategy

- Prioritise and provide more space for people walking and making the City's streets more accessible.
- All Change at Bank, St Paul's Gyratory and the Healthy Streets Programme.
- Freight and servicing, including last mile delivery hubs and consolidation.
- Work collaboratively to align the new Transport Strategy and City Plan, and work on Healthy Streets Action Plans.

### City Plan 2040

- Produce a revised City Plan following 2021 consultation and updated evidence base.
- Progress the Plan through the formal consultation, submission, examination and adoption stages.

### Destination City

- Work closely with Destination City colleagues to embed Destination City principles into the new City Plan.
- Improve the quality of streets and public spaces to create a more attractive and welcoming public realm.
- Events activation and wayfinding.

### SME Delivery Strategy

- Provide a co-ordinated range of support business support and training for SMEs in the city and beyond.
- Showcase that the City of London is an open and inclusive place for start-ups and SMEs to do business and encourage more SMEs to locate in the City.
- Work more collaboratively with a range of internal and external stakeholders to enhance the growth opportunities for SMEs.

## Corporate Plan

We are working to align to the developing Corporate Plan, through continued engagement and participation in the Strategy Forum, Strategic Planning Group and so on. We will shape our strategies and services appropriately to ensure they support achievement of the City Corporation's outcomes.

Our future Business Plans will be fully informed by the mission, aims and outcomes in the 2024-29 Corporate Plan.

**We will actively work to deliver, and provide advice on, other relevant Corporate strategies, policies and programmes, including (but not limited to):**

- Lighting Strategy
- Sustainability SPD
- Secure City/Protect Duty/Martyn's Law
- Utility Infrastructure Strategy
- Biodiversity Strategy
- Circular Economy Strategy
- Air Quality Strategy
- Noise Strategy
- Contaminated Land Strategy
- Licensing Policy
- Street Trading Policy
- The Safer City Partnership Strategy
- Social Mobility Strategy
- The Recovery Taskforce
- Health, Safety and Wellbeing Strategy
- Housing Strategy
- Sports Strategy
- Responsible Business Strategy
- Corporate Volunteering Strategy

We will review any new strategies as they are approved and consider how our services can and will support their delivery during 2024/25 and in future years. This will include the new **Corporate Plan** and the **People Strategy**.

## Our stakeholders

We have a wide range of stakeholders and delivery partners including, but not limited to, those shown here.



## Our Impacts



**9.44m** square metres of office space



**26.3km** of pedestrian priority streets



Hold **26%** building control market share



Support **130+** SME members of SBREC

## In 2022/23 we...



Decided **1,008** planning applications



Installed **6** off-street EV charging points in car parks



Provided **68** additional on-street cycle parking spaces



Planted **35** trees as part of the Cool Streets and Greening programme

## Stakeholder engagement

We continue to communicate with our stakeholders appropriately. For example:

- **Planning consultations** – We undertake statutory public consultation on planning applications within the Square Mile. The views of respondents are taken into consideration when making final decisions on applications.
- **Transport Strategy Review** – The Transport Strategy review was informed by a programme of engagement with City workers, residents, students and other stakeholders, including focus groups and one to one discussions. Public consultation on changes to the Strategy’s vision, outcomes and proposals was undertaken in late 2023.
- **City Plan 2040** – As part of a series of engagement activities, in June 2023 we carried out informal public consultation with stakeholders on the emerging City Plan. This public engagement included a series of workshops on the key policy areas and the key areas of change. The responses received were used to inform the future planning policies for the Square Mile.
- **Utility Infrastructure Strategy** – We have consulted on the development of this strategy, using the feedback to inform the service priorities and key objectives for our highway and public realm infrastructure.
- **Public realm** - We regularly consult on proposed changes to the public realm, such as the St Paul’s Gyratory Transformation Project.
- **SME Survey** - This survey was undertaken in Autumn 2023 to gain an invaluable insight into how London-based SMEs operate their businesses and what support they would like to see in the future. The results were used to inform the content of the new SME Delivery Strategy. There will be ongoing engagement with SME partners during 2024/25 and beyond.



# Our People

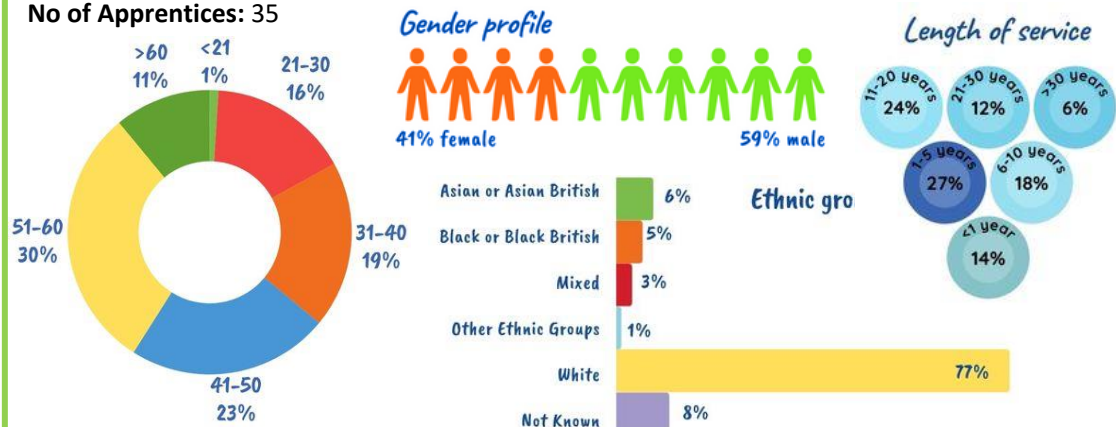
The data and information on this page relates to the whole of the Environment Department, not just to the services covered by this business plan. All data correct at 28/09/2023.

Environment Department Business Plan 2024/25

## Workforce representation

**Current staffing levels:** 679.1 FTE (headcount: 714)

**No of Apprentices:** 35



## Developing our people

**The first three priorities of our Departmental Workforce Plan for 2024/25 are:**

- Improve staff communication and engagement.
- Increase people management skills and team building.
- Undertake a skills mapping audit.



**We are increasing staff engagement through:**

- Collaboration with corporate working groups and staff networks.
- Hosting staff network visits to our sites.
- Publishing a monthly departmental newsletter.
- Maintaining and promoting our departmental SharePoint site
- Our Departmental Working Groups which comprise representatives from all divisions (Communications; EDI; Health & Safety; Workplace; IT).
- Celebrating success, e.g. many nominees for the Celebrating our People Awards 2023.

**We are developing capability and managing our talent through offering:**

- Departmental induction sessions for new joiners.
- ILM Talent Management Programme.
- Supervisory training for managers.
- Specific training, e.g. 'Investigation' training for managers and 'Finance for non-financial managers' courses, which support corporate financial and HR objectives.
- Mentoring of apprentices and ILM candidates (and training for mentors).

## Equality, Diversity and Inclusion

- The Environment Department is committed to driving forward the City of London Corporation's Equality, Diversity and Inclusion (EDI) agenda. The department's Senior Leadership Team, with the help of their Equalities Champions, seek to identify equality and inclusion priorities, develop appropriate actions to address inequalities and foster good relations between diverse groups.
- The Department's EDI Working Group consists of representatives (Champions) from across the department and is responsible for developing and ensuring compliance with the Departmental EDI Action Plan, and that actions support the CoL's overall Equality duties.
- The Group is currently developing a Departmental EDI Plan which will align with the Corporate EDI Plan.

**The first three priorities of our Departmental EDI Action Plan for 2024/25 are to ensure that:**

1. Our staff have a clear understanding of the Equality Act 2010, particularly the PSED, and how it applies to them both in terms of service provision and working with colleagues. We will achieve this by ensuring staff undertake mandatory equality training and other relevant training, such as EQIAs and management skills.
2. Our Equality Champions actively support and advise managers and colleagues on EDI matters.
3. EQIAs are undertaken, recorded, and the results taken into consideration when making decisions on service delivery.

## Health and Safety

**The first three priorities of our Departmental Health and Safety Action Plan for 2024/25 are:**

1. Mental Health – Stress Risk Assessments: Assess stress factors for all teams across the department, to determine the most effective actions to promote staff wellbeing.
2. Departmental Audit process: Implement a cross divisional Health and Safety compliance audit to share best practise and develop a departmental H&S culture.
3. Front line staff, including lone workers: Audit local processes, to ensure adequate controls are in place for vulnerable staff including lone workers.

## Our work locations

Total Environment Department people resource: 679.1 FTE  
*(N.B. data is accurate at 28/09/2023 but is subject to continual change.)*

|  |           |
|--|-----------|
| Guildhall complex  | 268.2 FTE |
| Walbrook Wharf   | 13 FTE    |
| London Gateway Port  | 55 FTE    |
| River Division Office (Denton)   | 6 FTE     |
| Heathrow Animal Reception Centre   | 47 FTE    |
| CoL Cemetery & Crematorium   | 53.9 FTE  |
| Old Bailey (Coroner's service)   | 2 FTE     |
| Epping Forest  | 52.8 FTE  |
| Hampstead Heath, Highgate Wood, Queen's Park (Several different buildings across these sites.) | 105.8 FTE |
| West Ham Park  | 12.5 FTE  |
| Keats House  | 2.9 FTE   |
| Ashted Common  | 6 FTE     |
| Burnham Beeches and Stoke Common   | 14.2 FTE  |
| West Wickham and Coulsdon Commons  | 11.8 FTE  |
| City Gardens, Depot  | 28 FTE    |

# The Environment Department

## Shaping sustainable future environments

The Environment Department is the largest in the organisation and provides a diverse range of services to London and the South East.

Within the ‘square mile’ we deliver many local authority and regulatory functions including planning and development; building control; highways and transportation; cleansing and waste; environmental health, licensing and trading standards.

Further afield, we manage over 4,500 hectares of green spaces; run the City of London Cemetery and Crematorium; operate the Heathrow Animal Reception Centre; provide animal health services London-wide; and, as the London Port Health Authority, undertake controls on imported food and feed through London’s ports. The Department’s aims, activities and vision are presented in the diagram below.

