

Progress against key workstreams
Mid-year report: 1 April – 30 September 2024

Ref:	Workstream	Progress to mid-year (1 April – 30 September 2024)
1.	<p>Protecting and promoting public, animal and environmental health, and consumer protection.</p> <ul style="list-style-type: none"> • Promote the Healthier Catering Commitment (HCC) Scheme to relevant City food establishments. • Deliver the Food Law Enforcement Plan. • Deliver the Health and Safety Cooling Towers regime. • Deliver a 24/7/364 Noise Response Service. • Actively participate in multi-agency partnership, Operation Broadway, to disrupt investment fraud in and around the Square Mile. 	<ul style="list-style-type: none"> • The Healthier Catering Commitment Scheme is currently paused due to circumstances beyond our control. • The Food Law Enforcement Plan is on track with the position improving since the start of the year. • The Cooling Towers inspection regime remains on track with more officers trained which adds resilience to the Team. Training has also been provided to external stakeholders, recognising the expertise of the Team. • Noise complaints have continued to meet the 15 minute KPI response time with 100% of complaints resolved satisfactorily: weekly updates are provided to Members and key partners. • Operation Broadway has seen an increase in deployments with one case resulting in recovery of a significant sum for a fraud victim. • The Trading Standards Service continues to lobby the Government over the sale of unsafe products on large Chinese-based seller platforms such as Tik Tok Shop and TEMU.
2.	<p>Protect public, animal and environmental health at the borders</p> <ul style="list-style-type: none"> • Delivery of Border Target Operating Model for Food, Feed and Live Animals. • Continue to deliver Port Health and Animal Health statutory functions. 	<ul style="list-style-type: none"> • For Port Health, the new Border Target Operating Model (BTOM) has now sustained two quarters since it was introduced on 30 April 2024. Food is flowing through the Border Control Points with minimal disruption. • Live animal checks have not yet been introduced. • The London Port Health Authority (LPHA) and the Animal Health and Welfare Service (AHWS) continue to work with the new government to fully implement the new border regime.
3.	<p>Financial security and development</p> <ul style="list-style-type: none"> • Examination of Commercial Development Opportunities for Port Health and HARC across London and the wider area. (2024-2027) 	<ul style="list-style-type: none"> • Port Health and Animal Health: Both services continue to develop relationships with key stakeholders in respect of new commercial opportunities. • Cemetery and Crematorium: Opportunities to develop the site have continued to be sought and taken up. This includes extending the range of graves offered and providing a greater choice of locations and memorialisation options:

Appendix 1

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	<ul style="list-style-type: none"> Adapt Cemetery and Crematorium services to provide a variety of options relevant to the needs and preferences of customers and optimise income. (2024-2026) 	<ul style="list-style-type: none"> 60 new lawn graves were added during Q2 2024/25, with another 100 planned by the end of the financial year. 20 fully constructed vaults, and 9 part-constructed vaults have been added. Plans for the second half of the year also include offering new family cremation gardens and the addition of a new columbarium niche wall. A more modern approach to visual tributes during cremation services has been introduced.
4.	<p>Air Quality Strategy</p> <ul style="list-style-type: none"> Draft a new Air Quality Strategy and present PHES Committee (May 2024). Undertake statutory consultation. Present final draft strategy to PHES Committee (September 2024). Publish and implement new Air Quality Strategy (October 2024). 	<ul style="list-style-type: none"> The draft strategy was published for an eight-week public consultation. Due to the additional time required to consider the high number of detailed comments received from consultees, the final draft Strategy was not ready for presentation to September's Port Health and Environmental Services Committee, as originally planned. Having now been amended to take into account relevant comments, the final draft Air Quality Strategy 2025-30 is presented to this (November) Committee for Member in a separate report for consideration. Subject to Committee approval, the Strategy will be published in late November/early December.
5.	<p>Cleansing Service</p> <ul style="list-style-type: none"> Deliver an effective, high-quality and responsive Cleansing Service which aligns with Member-approved service levels and meets the needs of City residents, businesses and visitors. 	<ul style="list-style-type: none"> A re-introduction of resources started from April, involving a significant increase in staffing levels across all shifts (25 FTE), and especially focussing on increasing provision at nights and weekends. This has progressed well with all new services established and settled. Measurement of the standard of street cleanliness across the Square Mile using a Local Environmental Quality standard shows a year-on-year improvement and standards have returned to levels seen before the removal of resources in 2021. These improvements have been seen across all the days of the week and at night.
6.	<p>Mitigate results of Anti-Social Behaviour (ASB) – Cleansing Service</p> <ul style="list-style-type: none"> Prevent, and mitigate effects of, Anti-Social Behaviour (ASB) in the City. 	<ul style="list-style-type: none"> A specific post focused on gathering data and development of campaigns was successfully recruited into. A large part of this role includes working across the organisation to assist with data gathering around ASB to develop services and campaigns to deal with this issue. This has resulted in better sharing of data on ASB and work towards developing a dashboard.

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		<ul style="list-style-type: none"> • In the four months since the introduction of the new resource, there has been an 11.3% decrease in ASB (Bodily Fluid Cleansing) reports compared to the four months prior. This is particularly encouraging as an increase in ASB would normally be seen at this time of year. It is 22% down on the same period in 2023. • Targeted campaigns on littering have been undertaken and identified ASB hotspots are being reviewed to enable the introduction of appropriate new signage and interventions to discourage this behaviour.
7.	<p>Circular Economy Strategy</p> <ul style="list-style-type: none"> • Adopt and begin to implement the Circular Economy Framework. 	<ul style="list-style-type: none"> • Progress on the Circular Economy Framework continues to be positive. • The Strategy Framework has been agreed upon by the Town Clerk's Senior Leadership Team and is now progressing to the relevant Committees for further approval and implementation. • A key action of the framework is to improve circularity in construction. To this end officers are working with key building industry stakeholders across the Square Mile to pilot a technology platform intended to streamline and increase the reuse of construction materials.