

Committee: Port Health and Environmental Services Committee	Dated: 2 June 2025
Subject: Business Plan 2024/25: Year-End Progress Report	Public report: For Information
This proposal: <ul style="list-style-type: none"> • delivers Corporate Plan 2024-29 outcomes • provides statutory duties • provides business enabling functions 	<ul style="list-style-type: none"> • Leading Sustainable Environment • Vibrant Thriving Destination • Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
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Summary

This report provides an update on progress made between 1 October 2024 and 31 March 2025 against the high-level Business Plan 2024/25 for the following service areas of the Environment Department which fall within the remit of your Committee:

- The Cleansing Service
- Port Health and Public Protection

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
 - Port Health and Public Protection

2. The Environment Department's 2024/25 high-level Business Plan was approved by your Committee in March 2024. The plan set out the key aims, workstreams and performance indicators (KPIs) for the year ahead.
3. To ensure your Committee is kept informed, progress made against the high-level Business Plan is reported to you on a six-monthly basis. This approach allows Members to ask questions and have an input into areas of particular importance to them.

Key workstreams

4. The high-level Business Plan set out the key 2024/25 workstreams for all service areas that report to your Committee. All workstreams support the delivery of the Corporate Plan 2024-29 outcomes, and other cross-cutting strategies and programmes.
5. During the year, teams made good progress against all workstreams. A list of the workstreams with a summary of their key deliverables and outcomes is provided below. Detailed updates are provided at Appendix 1.

- **Protecting and promoting public, animal and environmental health, and consumer protection.**

This workstream includes the delivery of the Food Law Enforcement Plan; the Health and Safety Cooling Towers regime; an effective noise response service; and continued Trading Standards involvement in Operation Broadway to disrupt investment fraud. Good progress has been made during the year, resulting in support for businesses in line with local, national and international standards and priorities to achieve impactful outcomes for stakeholders.

- **Protect public, animal and environmental health at the borders**

This workstream focuses on the work of the London Port Health Authority (LPHA) and the Animal Health and Welfare Service (AHWS) to deliver their statutory functions, but particularly, for 2024/25, to implement and adapt to the new Border Target Operating Model (BTOM). Both service areas have been working with the new government to fully implement the new border control regime. The Port Health Service has continued to develop its processes and capacity to meet the demands of the new controls since their implementation in April 2024. The AHWS is awaiting a decision from Defra on the delivery of live animal EU import checks.

- **Financial security and development.**

With the aim of seeking opportunities for income generation, this workstream includes the development of relationships with key stakeholders in respect of new commercial opportunities for the LPHA and AHWS across London and beyond. There has also been continued development of the Cemetery and Crematorium's site and services to better meet the needs and preferences of customers and optimise income. The LPHA is now delivering services at three

new locations: Purfleet; Tilbury 2; and Plymouth. The AHWS is engaging with Defra and Welsh Government to deliver services at new points of entry under contract, as part of the forward plan for cost recovery.

- **Air Quality Strategy**

A new Air Quality Strategy 2025-30 has been published and a work plan produced to start to implement the actions. Air quality data for 2024 is being analysed and the Annual Status Report being prepared.

- **Cleansing Service**

This workstream focussed on the continued delivery of an effective, high quality and responsive service which meets the needs of City residents, businesses and visitors, and the demands arising from the implementation of the Destination City Strategy, Climate Action Strategy and Transport Strategy. Over the whole year, the improved outcomes following the reintroduction of resources have been thoroughly embedded across all days of the week, including during night-time hours. Street cleanliness across the Square Mile, measured using the Local Environmental Quality standard, has returned to a consistently high standard.

- **Mitigate results of anti-social behaviour (ASB)**

The prevention of ASB and mitigation of its effects is a key workstream for the Cleansing Service. Anti-social behaviour reports have remained consistent over the reporting period. Resources continue to be effectively deployed to proactively monitor priority areas and respond promptly to incidents.

In response to the issue of public urination, a campaign is currently being developed in partnership with the Licensing Service and the Police. This initiative will aim to deter offending through a combination of increased visibility, enforcement, and public messaging. Actions undertaken so far this year include the addition of a new post to work across the organisation, assisting with data gathering and the development of services and campaigns to address the issue.

- **Circular Economy Framework**

The adoption of Circular Economy principles will keep products and materials in use for as long as possible, reducing waste and helping to achieve the City's Climate Action ambitions. 2024/25 saw good progress of the Circular Economy Framework (CEF). The CEF was approved at Court of Common Council in January and launched across the Corporation's social media platforms. Regular review meetings are in place with key action holders and work to begin baselining several key metrics has commenced.

Key Performance Indicators

6. Each of the key workstreams has one or more associated Key Performance Indicators to measure progress against the target. These measures are monitored during the year and details of performance to the end of March 2025 (where available) is provided at Appendix 2. Overall, the results show that

planned progress towards achieving the workstream objectives was largely achieved. For any indicator which slipped or was not on target at the end of year, an explanation is given.

Additional performance information

7. Cleansing Service: Appendix 3 provides infographics summarising the performance of the Cleansing Service's work.
8. Port Health and Public Protection: Appendix 4 comprises infographics demonstrating the levels of work undertaken by each team during the period October 2024 – March 2025 and the whole year

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 2024-29.

Financial implications – Financial implications will be addressed within the separate Chamberlain's Outturn report which will be presented to your Committee in July 2025.

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 – The work of the Cleansing Service and Port Health and Public Protection supports the delivery of the Corporate Climate Action Strategy through its delivery of relevant workstreams; updates on progress are reported to this Committee.

Security implications – None.

Appendices

Appendix 1 – Progress against key workstreams

Appendix 2 – Progress against key performance indicators

Appendix 3 - Cleansing Service: Additional performance information

Appendix 4 - Port Health and Public Protection Division: Additional performance information

Background Papers

Draft High-Level Business Plan 2024/25 – Environment Department' (PH&ES Committee, 12 March 2024)

Business Plan 2024/25: Progress Report (Mid-Year: 1 April – 30 September 2024)

Contact

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