

Progress against key workstreams
1 October 2024 – 31 March 2025

| Ref: | Workstream | Progress 1 October 2024 – 31 March 2025 |
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| 1. | Protecting and promoting public, animal and environmental health, and consumer protection. <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 has restarted with initial meetings being attended by CoL officers. Outstanding food inspections (Category A-E premises) were completed to comply with the Food Law Enforcement Plan. Scheduled inspections for the Cooling Tower inspection regime were completed. Noise complaints continued to meet the 15-minute response time KPI target, and 100% of all complaints were resolved satisfactorily. Weekly updates are provided to Members and key partners. Operation Broadway continued to meet every two weeks with disruption activity carried out by both Trading Standards and City of London Police as part of this joint working initiative. The Massage and Special Treatment inspection plan was delivered with collaboration between the Commercial Environmental Health Team and the Licensing Team. |
| 2. | Protect public, animal and environmental health at the borders <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"> Port Health Service: The new Border Target Operating Model (BTOM) was introduced on 30 April 2024; food is flowing through the Border Control Points with minimal disruption. The Service continued to adapt its processes and staff resource to meet the demands of the new regime. Animal Health and Welfare Service: The Service is awaiting a decision from Defra on delivery of live animal EU import checks. |
| 3. | Financial security and development <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. Port Health is now delivering services at three new locations: Purfleet; Tilbury 2; and Plymouth. The Animal Health and Welfare Service is engaging with Defra and the Welsh Government to deliver services at new points of entry under contract, as part of the forward plan for cost recovery. |

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"> Cemetery and Crematorium: The development of the Cemetery and Crematorium's site and services continued, with additional and varied options introduced to better meet the needs and preferences of customers and optimise income. |
| 4. | Air Quality Strategy <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"> A new Air Quality Strategy 2025-30 was published following Committee approval and a work plan has been produced to start to implement the actions. Air quality data for 2024 is being analysed and the Annual Status Report is being prepared. The report will include the data and a summary of the actions taken during 2024. |
| 5. | Cleansing Service <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"> Over the past year, the improved outcomes from 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. |
| 6. | Mitigate results of Anti-Social Behaviour (ASB) – Cleansing Service <ul style="list-style-type: none"> Prevent, and mitigate effects of, Anti-Social Behaviour (ASB) in the City. | <ul style="list-style-type: none"> 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. A total of 1,045 Fixed Penalty Notices (FPNs) were issued during 2024/25, including 39 for littering; 22 for cigarette butt littering; and 9 for public urination. This marks an increase from the previously reported 926 FPNs issued in 2023/24. |
| 7. | Circular Economy Strategy <ul style="list-style-type: none"> Adopt and begin to implement the Circular Economy Framework. | <ul style="list-style-type: none"> 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 held with key action holders, and work to begin baselining several key metrics has commenced. |

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| | | <ul style="list-style-type: none">• A piece of work is being carried out through a third party to get a holistic view of the waste produced by the Corporation to create an action plan to drive improvement.• Work on the ROMULUS platform, streamlining construction material reuse, continues with two stakeholder forums having taken place and positive outcomes being realised. |