City of London Corporation Committee Report

Committee: Port Health and Environmental Services Committee	**Dated:** 21/7/2026
Subject: Environment Department Business Plan 2025/26: Progress Report (End of Year: 1 October 2025 – 31 March 2026)	**Public report:** For Information
This proposal: • **delivers Corporate Plan 2025-30 outcomes** • **provides statutory duties** • **provides business enabling functions**	• 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
Report of:	Katie Stewart, Executive Director Environment
Report author:	Joanne Hill, Environment Department

Summary

This report provides the end of year update on progress made towards delivering the Environment Department's high-level Business Plan 2025-30 by the service areas that fall within the remit of your Committee:

- Port Health and Public Protection
- The Cleansing Service

Key performance information is summarised within the report and presented in more detail at Appendices 1 and 2. Overall, performance during 2025/26 has been positive with all priority workstreams delivered as planned and the majority of associated performance measures meeting or exceeding their targets. Additional performance information for the Cleansing Service and the Port Health and Public Protection Division is provided at Appendices 3 and 4, respectively.

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:
   - Port Health and Public Protection
   - The Cleansing Service

2. The Environment Department's high-level Business Plan 2025-30 was approved by your Committee in January 2025. This year marked a transition to a multi-year Business Plan which sets out the priority workstreams for the next five years and specified the actions that would be taken during 2025/26 to deliver them. The Plan will be reviewed and refreshed annually to detail the actions for the following financial year.

3. Progress made against priority workstreams is assessed by monitoring performance measures and the achievement of milestones. Performance is reviewed regularly by Directors and their Management Teams and is reported to your Committee every six months to enable Member scrutiny.

4. In addition, the priority workstreams identified in this high-level Business Plan flow through local team service plans and the individual performance plans of members of staff, which provide further methods of assessing progress. This also enables individual officers to fully understand how their work feeds into divisional, departmental and corporate activities, aims and objectives.

Current Position

Priority workstreams

5. The high-level Business Plan sets out the priority workstreams for 2025-30 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.

6. Throughout 2025/26, teams made good progress against delivery of all workstreams and achievement of intended outcomes. A list of the workstreams with a summary of their key deliverables and outcomes is provided below and detailed progress updates are set out in Appendix 1.

a) **Deliver an environmentally enhanced City.**
This workstream includes delivery of the Air Quality Strategy 2025-30, the Circular Economy Framework; and the Cleansing Service. Outcomes include cleaner air and improved health for residents, workers and visitors; more efficient use of resources through a circular economy and an increase in environmental resilience.

b) **Protect and promote Public, Animal and Environment Health and Consumer Protection.**
This workstream covers delivery of the Port Health and Public Protection Division's statutory services. Outcomes include the provision of effective biosecurity controls at the border; promotion of animal health and welfare; protection of residents and consumers; support for businesses; and reassurance for Members in relation to the residents they serve.

c) **Ensure provision of appropriate facilities to enable delivery of services.**
This workstream includes a strategic review of operational facilities including the Cemetery and Crematorium; public conveniences; Port Health Service accommodation; Heathrow Animal Reception Centre; and Walbrook Wharf. Delivery will enable the continued delivery of high-quality statutory services to customers and stakeholders in the most efficient and sustainable manner.

d) **Financial security and development**
This workstream focuses on consideration of commercial development opportunities and adaption of services to meet the needs of customers and optimise income. This will enable sustainable, high-quality services and maintain the City of London's reputation for delivery of excellent public services within the Square Mile and beyond.

Performance measures

7. Priority workstreams have one or more associated performance measures to assess progress. These measures were monitored throughout the year and details of performance is provided at Appendix 2. Overall, the results show that progress towards achieving the workstream objectives is on track. For any indicator which has slipped or is not on target at the mid-year point, an explanation is given.

Health and Safety

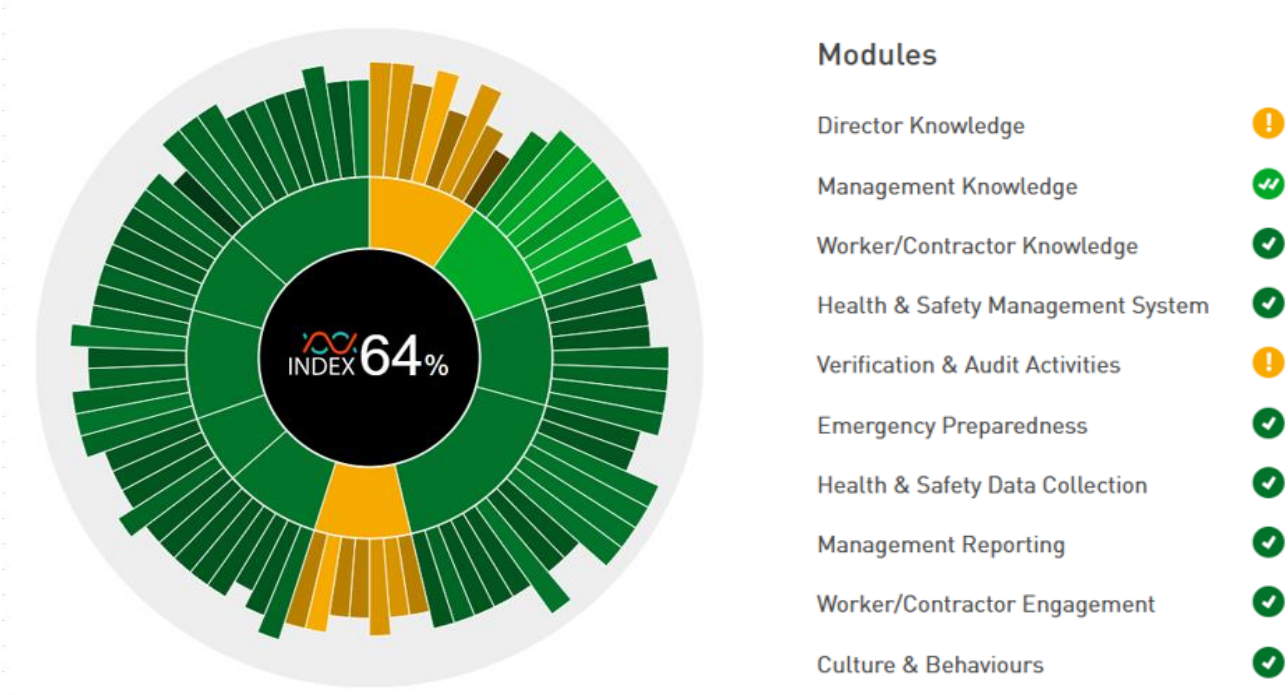
8. The CoL uses the Safe365 digital platform as a tool for monitoring, auditing, and driving improvements in health and safety management across the organisation, particularly for high-risk departments and functions. The platform is used to assess departmental and sub-departmental safety management systems, providing a consistent framework for assurance and improvement. It supports an active, continuous improvement process in integrating health and safety into business operations.

9. The Safe365 profile generates a ‘starburst’ with key information tested across 10 modules required for successful health and safety management. It verifies 74 areas required for effective safety management. Each module is RAG rated and a key number as a percentage, the safety index, is clearly displayed at the centre of the starburst. Departments and teams with a Safe365 profile must be working towards a Safety Index of 65%.

10. The Environment Department’s Safe365 maturity rating will be reported to your Committee within these bi-annual Business Plan progress reports to provide assurance that it remains committed to strengthening its safety culture and continues to make progress towards achieving and maintaining the target maturity level.

11. The Environment Department’s average maturity rating has shown improvement over the last six months, increasing from 63% to 64%, which indicates proactive maturity and is approaching the organisational target of 65%. The Department is showing a proactive approach to safety management, including workshops and an active Health and Safety Working Group.

Environment Department Safe 365 Snapshot (2 March 2026)



Corporate and Strategic Implications

Strategic implications – The monitoring of priority workstreams and performance measures links to the achievement of the aims and outcomes set out in the Corporate Plan 2024-29.

Financial implications – Financial implications are addressed within the separate Chamberlain's Outturn report, which is also presented to this Committee.

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 priority workstreams
Appendix 2 – Progress against performance measures
Appendix 3 - Cleansing Service: Additional performance information
Appendix 4 - Port Health and Public Protection Division: Additional performance information

Background Papers

'Environment Department high-level Business Plan 2025-30' (PH&ES Committee, 7 January 2025)

Contact

Joanne Hill, Business Planning and Compliance Manager, Environment Department
joanne.hill@cityoflondon.gov.uk