Appendix 1

Progress against priority workstreams
End of Year 2025/26: 1 April 2025 -31 March 2026

Workstream	Progress to End of Year (1 April 2025-31 March 2026)
a) Deliver an Environmentally Enhanced City	
1. Implement and deliver the Air Quality Strategy 2025 – 2030 • *Commence delivery of the Strategy actions* • *Prepare and submit the Annual Status Report.* ***Q1 2025/26*** • *Assess the % of the City's area that meets the World Health Organisation air quality guidelines.* ***Q2 2025/26****.* • *Commence work in* ***Q3 2025/26*** *towards the refresh of the Air Quality SPD.* 2. Deliver the Action Plan of the Circular Economy Framework. • Establish a baseline for circular economy metrics which can be measured in future years. ***Q4 2025/26*** 3. 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. • *Agree way forward with Veolia Contract (Extend/Re-Tender).* ***Q1 2025/26***	**1. Air Quality Strategy** All targets for 2025/26 were achieved: • The Statutory Annual Status report was submitted to the GLA and was presented to the Port Health and Environmental Services Committee in July 2025. • The % area of the City that met the WHO Air quality guidelines in 2024 was assessed as 70%. • The Draft Air Quality Supplementary Planning Document (SPD) was published for consultation in March 2026. **2. Circular Economy Framework** • Good progress has been made throughout the year on implementing the Circular Economy Framework Action Plan with a strong focus on establishing firm foundations for long-term delivery. • A significant amount of work was completed to map existing activity, improve data visibility and develop initial baselines across key material and waste streams. • Several practical circular economy initiatives have advanced, including the ROMULUS construction reuse pilot which delivered clear environmental and social value and generated learning that is informing future projects. • Work on engagement and behaviour change has also progressed well. Food waste services have been significantly expanded in line with Simpler Recycling, alongside continued reuse campaigns, Give and Take Days and repair activity. NCIL funding has also been secured for a Library of Things at the Barbican, due to launch in April 2026, providing a practical reuse offer for residents and workers.

Workstream	Progress to End of Year (1 April 2025-31 March 2026)
	3. Cleansing Service • The Cleansing Service continued to operate efficiently, with high standards of service maintained across the City as reflected in the most recent Keep Britain Tidy (KBT) Local Environmental Quality (LEQ) scores. These outcomes demonstrate sustained quality in service delivery throughout the City. • Reports have been presented to the appropriate Committees setting out options for the future of the Waste Collection and Street Cleansing Contract, culminating in a decision that provides a stable and secure basis for future service delivery.
b) Protect public, animal and environmental health at the borders	
1. Embed the Border Target Operating Model (BTOM) at the Ports for food and feed and at Heathrow for live animals (AVI). • Finalise development of the services to move to 'business as usual' operations by ***Q3 2025/26***. 2. Deliver high quality statutory services and support for businesses. • 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. • Support the Planning and Development Service as a statutory consultee and provide expert advice. • Develop and prepare for the 2026-2036 Noise Strategy. (for publication in 2026/27). • Actively participate in multi-agency partnership, Operation Broadway, to disrupt investment fraud in and around the square mile.	**1. Border Target Operating Model** • The Port Health Service is now delivering the BTOM, however, this did not impact imports of live animals for the Animal Health and Welfare Service. • Close engagement continues with Defra to understand and, where possible, influence the EU/UK SPS (Sanitary and Phytosanitary) Agreement which will apply at the Ports for food and feed and to live animals at Heathrow. **2. Statutory services** • The Healthier Catering Commitment Scheme was paused, with funding withdrawn. However, advice to businesses continued to be provided as part of a programme of interventions. • Delivery of the Food Law Enforcement Plan and the Health and Safety Cooling Towers regime remained on track, and annual targets were met. • Throughout the year, there was a marked increase in the number of newly registering food businesses. The number of new businesses exceeded the number of those that ceased trading for the first time since before the Pandemic.

Workstream	Progress to End of Year (1 April 2025-31 March 2026)
	• 90% of noise complaints were resolved satisfactorily and 100% of noise complaints received out of hours were responded to within 15 minutes. • The Pollution Team continued to support the Planning and Development Service with statutory consultee responses on Air Quality, noise, odour and contaminated land. • A Project Group was formed to develop the new 2026-2036 Noise Strategy. Timelines have been set out and an evidence base established. • The Trading Standards Team continued to actively participate in Operation Broadway deployments to disrupt investment fraud. Deployments have become more intensive due to the nature and scale of the investigations; while the total number of deployments has reduced, there has been no reduction in time commitment.
c) Ensure Provision of appropriate facilities to enable delivery of services	
1. Carry out a strategic review of operational facilities to ensure that they are fit for purpose to enable efficient, effective and sustainable service delivery. Review to include: • Cemetery and Crematorium. • Public conveniences. • Port Health Service accommodation. • Heathrow Animal Reception Centre. 2. Agree long term strategy for Walbrook Wharf as the sustainable cleansing waste transfer station and commence implementation of agreed option. **Q2 2025/26**	**1. Review operational facilities** • The new administration system for the Cemetery and Crematorium has been implemented successfully, supporting more efficient and sustainable service delivery. • Work to increase the number and type of graves available continued, including obtaining Committee approval for the development of an additional area of the site. • A comprehensive review of public convenience signage, wayfinding and information was completed, alongside significant investment in the refurbishment of the Tower Hill toilets. This programme of work has improved visibility, accessibility and overall provision. • Substantial maintenance work was undertaken at the Heathrow Animal Reception Centre (HARC) as part of the Cyclical Works Programme.

Workstream	Progress to End of Year (1 April 2025-31 March 2026)
	• Officers continue to engage with Defra and Heathrow Airport Limited, to assess impact of potential changes to rules on import, and of HARC site in relation to cargo development. **2. Walbrook Wharf** • The review of long-term options for Walbrook Wharf has resulted in members approving the extension of the existing Waste Transfer contract until 2032. This will ensure the Wharf remains a base for the cleansing and waste collection operations and allow more time for complementary uses to be explored post 2032.
d) Financial security and development	
1. Consider commercial development opportunities for Port Health and HARC across London and a wider area. 2. Adapt Cemetery and Crematorium services to provide a variety of options relevant to the needs and preferences of customers and optimise income.	**1. Port Health and HARC** • For the Port Health Service, border controls are cost neutral. The regime for feed and food import controls will continue to provide an efficient and effective service, keeping costs as low as practicable so as to support trade through the entry points. • A commercial consultant and PR firm have been engaged to undertake a four-month project to identify and promote HARC opportunities which aim to diversify income generation. **2. Cemetery and Crematorium** • Grave availability and choice have now doubled across all types as planned. This process will continue into 2026/27 with the expansion of the Cremation memorialisation offer.