

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2014-15

Food Safety	2014-15 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Programmed inspections	<b><u>Food Hygiene:</u> 1011</b>  <b><u>Food Standards:</u> 372</b>	<u>Food Hygiene:</u> 256 (521)  <u>Food Standards:</u> 99 (197)
Hygiene Emergency Closures	<b>N/A</b>	0 (0)
Voluntary closures	<b>N/A</b>	3 (8)
Complaints & service requests received	<b>N/A</b>	102 (205)
Notices served	<b>N/A</b>	10 (19)
Prosecutions	<b>N/A</b>	0 (0)

### **Sampling**

The Food Safety Team is an active contributor to national and regional sampling programmes which are developed with neighbouring authorities in London through the pan-London Food Co-ordinating Group, utilising advice and guidance from Public Health England and the Public Analyst.

Total Samples Taken	Microbiological samples <sup>1</sup>	Public Analyst samples
<b>262</b>	245	17

Of the total of 262 samples, 195 were found to be satisfactory and 67 unsatisfactory.

113 of the samples were taken as part of enforcement activity or investigations, with the majority being part of four separate gastrointestinal outbreak investigations.

The remaining 149 samples were taken as part of a number of national (Food Standards Agency) and pan-London co-ordinated programs including:

- **NOVAS:** a pilot study looking at norovirus contamination in food premises
- **Study 53:** swabs taken from ready-to-use 'platters' (slates, wood, etc.) used to serve food on
- **Study 54:** food hygiene in premises providing takeaway food with a FHRS<sup>2</sup> score of 3 or below

The protocols from two previous studies have also been used retrospectively to take samples:

- **Study 47:** devised at the time of the **London 2012** Olympics for poor food hygiene performers
- **Study 51:** pre-packed sandwiches from small/medium enterprises

<sup>1</sup> Taken for examination by the Food Examiner at the Public Health England Food Water & Environmental Microbiology Laboratory (FWEM) at Colindale

<sup>2</sup> The Food Standards Agency's national [Food Hygiene Rating Scheme](#)

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### Period 2 – Food Safety Team Highlights

- In this period there have been three separate **outbreaks** of gastrointestinal illness associated with premises within the City, one of these and a previous outbreak in July involved norovirus. Draft reports for the latter two have been prepared; the other two are still under investigation. These outbreaks are investigated with our colleagues in Public Health England and some cases with other local authorities.
- There have been three **voluntary closures** of food premises following imminent risks to health caused by issues such as pest infestations and inadequate facilities and procedures.
- The team is helping to train two of the **Smithfield Market Authorised Officers** so that they may attain their Higher Certificate in Food Premises Inspections.
- Two student Environmental Health Officers have been facilitating a project designed to gauge the level of display of **food hygiene ratings** in compliant premises (those rated 3, 4 or 5). This project is due to be completed shortly. The same project work is being replicated across other local authorities in England and is designed to support the case for mandatory display of ratings (currently in place in Wales).
- In October and November the team played a part in hosting two delegations from the PR of China's **Beijing Administration for Industry and Commerce** who received presentations on the Safety of Mobile Food Vendors, Trading Standards and Street Trading enforcement.

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**Food Hygiene Rating Scheme (FHRS) – profile of food businesses in the City of London**

		Hygiene Rating						Total no. of food businesses in the City included in the FHRS
		5	4	3	2	1	0	
Number (%) of food businesses	March 2013	925 (58%)	345 (22%)	171 (11%)	69 (4%)	61 (4%)	12 (1%)	<b>1583</b>
	August 2013	908 (56%)	378 (23%)	168 (10%)	83 (5%)	67 (4%)	25 (2%)	<b>1629</b>
	29 November 2013	903 (55%)	387 (23%)	172 (10%)	98 (6%)	70 (4%)	24 (2%)	<b>1654</b>
	31 March 2014	880 (53%)	374 (23%)	182 (11%)	104 (6%)	74 (5%)	23 (1%)	<b>1661</b> <i>(incl. 24 awaiting inspection)</i>
	31 July 2014	898 (54%)	374 (23%)	174 (10%)	102 (6%)	67 (4%)	19 (1%)	<b>1661</b> <i>(incl. 27 awaiting inspection)</i>
	1 December 2014	919 (55%)	380 (23%)	175 (10%)	92 (6%)	58 (4%)	17 (1%)	<b>1675</b> <i>(incl. 34 awaiting inspection)</i>

**'0' rated food businesses in the City**

These businesses were rated '0' at 1 December 2014; some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>28-50 Wine Workshop &amp; Kitchen</b> , Retail Unit, 140 Fetter Lane, London EC4A 1BT	Revisited risks removed. The next routine inspection is due shortly.
<b>Bagelmania</b> , 156 Salisbury House London Wall London EC2M 5QD	A routine inspection was carried out on 4 November 2014 and a FHRS rating of 4 was awarded. Visible improvements had been made on site and paperwork was complete and up to date.
<b>Bangkok Kitchen</b> , Guild Church Of St Mary Aldermary Watling Street London EC4M 9BW	Re-inspection is due. Confirmation has been received that issues raised have been addressed (in the production kitchen outside the borough). There should now be a wash hand basin, hand soap and sanitiser on site (this is a street stall).
<b>Chapters Deli</b> , Retail Unit 50 Bishopsgate London EC2N 4AJ	Weekly unannounced visits made following an initial inspection are now seeing great improvements. All staff have been trained and a separate area has been introduced for raw food. Full temperature documentation is in place: there seems to be a commitment to 'getting it right'.
<b>Chilli Nachos</b> , (Tinga Foods Limited), Retail Unit, 46 Moorgate, London	Ongoing interventions are being undertaken by several City of London departments. An inspection was carried out on 13 October 2014, with revisits on 22 October, 4 November and 9 December. Ongoing intervention and education is required.
<b>Eatsies</b> , Thavies Inn House, 3-4 Holborn Circus, London EC1N 2HA	The premises reopened following voluntary closure and was visited as part of a complaint investigation.

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	Pest issues are being dealt with. The premises is due a refit.
<b>Go Italian Street Food</b> , 60C Holborn Viaduct, London EC1A 2FD	The premises has been revisited and compliance sustained.
<b>Kirin Restaurant</b> , 10 College Hill, London EC4R 2RP	A re-rating inspection was requested following improvement in food safety management procedures; these were not sustained and the premises' FHRS rating remains a zero.
<b>Mehek Restaurant &amp; Bar</b> , 45 London Wall London EC2M 5TE	The premises was re-rated following a request and a 0 score was given on 29 July. Revisits on 9 September and 1 October 2014 found compliance with the improvement notice and other issues raised at inspection.
<b>Mumbai Square</b> , 7 Middlesex Street, London E1 7AA	Inspected mid-September; follow up visits have been made. Compliance is not yet sustained and further enforcement action is under consideration.
<b>My Lunch Box</b> , Retail Unit. 6 Minories, London EC3N 1BJ	Standards are starting to improve and the owner has recently requested a re-rating inspection; this will be completed in the New Year.
<b>Notes, Music &amp; Coffee Ltd</b> , City Point, 1 Ropemaker Street, London EC2Y 9AW	Revisits were made on 8 September and 15 October. Issues are progressing and improvements are visible.
<b>Rudd's Retail Unit</b> , 148 Queen Victoria Street, London EC4V 4BY	Improvements were seen on the revisit inspection. The next inspection is due in April 2015.
<b>Scoffs</b> , Thames Court, 1 Queenhithe, London EC4V 3DX	A revisit found that there are still issues on site, which are possibly from their central kitchen. The EHO met the owner on site and these issues were discussed.
<b>Super Deli Sandwiches</b> , 17 Widigate Street, London E1 7HP	Follow up intervention visits have been made and standards have improved; food samples were taken on the last visit and results are currently awaited.
<b>The Cock And Woolpack Public House</b> , 6 Finch Lane London EC3V 3NA	The premises' food safety systems have progressed. The hygiene improvement notice was complied with and checks made to see if compliance was sustained: it was by mid-September.
<b>Zorita's Kitchen</b> , Retail Unit, Broken Wharf House, 2 Broken Wharf, London EC4V 3DT	Notices have been complied with (addressing the wash hand basin, sink and flooring). A revisit is due to gauge progress on implementation of the in house HACCP system.

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2014-15

Health & Safety	2013-14 Annual Total	2014-15 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Programmed Cooling Tower inspections	74	<b>90</b>	21 (43)
Other H&S Inspections	12	<b>N/A</b>	0 (9)
H&S Project visits	8	<b>N/A</b>	2 (2)
Accident and dangerous occurrences notifications	245	<b>N/A</b>	75 (162)
Complaints & service requests received	193	<b>N/A</b>	78 (128)
Notices	3	<b>N/A</b>	0 (0)
Prosecutions	0	<b>N/A</b>	0 (0)

\*MST – Massage and Special Treatment

### Period 2 – Health & Safety Team Highlights

- The team provided support and guidance to three City organisations and one London local authority to obtain recognition and awards under the **Mayor of London Healthy Workplaces Charter**.
- The team ran **income generating training courses** for 40 local authority health and safety enforcement staff on controlling legionella in hot and cold water systems.
- An awareness raising project on **'Falls from Height'** commenced, along with an associated Twitter campaign.
- A new **Primary Authority Partnership** on health and safety commenced with the Ornamental Aquatic Trade Association.
- An audit of a non-City Virgin Active premises was undertaken as part of the **Primary Authority Partnership** arrangement.

### Period 2 – Pest Control Team Highlights

- The **Smithfield Market Pest Control Strategy** has been audited by a third party expert. The auditor's report supported the existing strategy and made some recommendations which are being implemented.
- **Thames Water** has carried out successful sewer baiting for rats in some areas of the City, and plan to make further improvements.
- A new contract was signed with **Cory Environmental** at Walbrook Wharf following which the team quickly brought the significant rat problem there under control.
- A **bed bug** problem in a City of London estate premises was brought under control.
- **13 rat sightings / complaints** in the City were successfully resolved.

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Trading Standards	2014-15 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Inspections and visits	N/A	25 (74)
Complaints & service requests received	N/A	987 (2202)
Home Authority referrals	N/A	20 (421)
Consumer safety notifications	N/A	0 (2)
Acting as a responsible authority for Licensing Applications	N/A	28 (59)
Prosecutions	N/A	0 (0)

**Period 2 – Trading Standards Highlights**

- **Operations Addams and Curie**, which are large fraud investigations, are both proceeding well; arrests have been made.
- **Operation Broadway**, a proactive operation targeting and disrupting boiler rooms based in The City of London, and on which the Team is working with the City of London Police, is receiving good feedback to date.
- In October and November the team played a part in hosting two delegations from the PR of China's **Beijing Administration for Industry and Commerce** who received presentations on the Safety of Mobile Food Vendors, Trading Standards and Street Trading enforcement.

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2014-15

Pollution	2014-15 Target (where applicable)	Period 2 Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	N/A	297 (651)	92.3%	1 (4)	0 (0)
Complaint investigations, other	N/A	9 (41)	N/A	0 (0)	0 (0)
Licensing, Planning and Construction Works applications assessed	N/A	342 (651)	N/A	3 S61 CoPA* 2 EPA* (9)	N/A
No. of variations (to construction working hours) notices issued	N/A	276 (449)	N/A	N/A	N/A

\* COPA: Control of Pollution Act 1974. S61: Prior consent for work on construction sites.

\* EPA: Environmental Protection Act 1990. 1x vehicle alarm; 1x noise from tree falling.

### **Period 2 – Pollution Team Highlights**

- **Crossrail** Tunnel Boring Machine (TBM) Elizabeth (east bound tunnel) is predicted to enter the vicinity of the Barbican Estate around the beginning of February 2015 and TBM Victoria (west bound tunnel) is due around the end of February 2015. The team has been working with Crossrail to reduce any potential impacts on the Barbican Concert Hall, the Barbican Centre and residents.
- A number of **private water supplies** that fall within the scope of the Private Water Supplies Regulations 2009 have been identified. Two locations were found to be non-compliant and following intervention have ceased use of the borehole water. The team is on target for compliance with its responsibilities under the Regulations which have to be fully implemented by the end of December 2014.
- The team were joined by colleagues from the City of London Police and other Corporation departments for training on the new **antisocial behaviour powers** in preparation for the implementation of the Anti-Social Behaviour Crime and Policing Act 2014.
- The draft **Contaminated Land Strategy 2015–2020** has been released for internal consultation.
- Four **Chinese visitors** from the Tianjin Environment Monitoring Centre, based in the city of Tianjin, China, visited the air quality monitoring site in the playground of the Sir John Cass's Foundation Primary School in the City of London. The team showed the visitors equipment which monitors particulate matter and nitrogen dioxide and explained how the data is processed and used by the City. The Chinese delegates are hoping to set up a team to cover air quality modelling, forecasting and monitoring in the City of Tianjin on their return to China.
- The **Bank Station Upgrade** project is progressing. Several objections have been received with preparations being made for the public enquiry to take place in Spring 2015.
- The **Thames Tideway Tunnel** project is progressing with two City locations selected for development of trigger action plans.

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2014-15

Animal Health & Welfare	2014-15 Target (where applicable)	Period 2 Total	Warning letters	Notices served	Prosecutions
		(Year to date totals are shown in brackets)			
<b>Animal Reception Centre</b>					
Throughput of animals (no. of consignments)	N/A	7,460 (15,285)	19 (39)	0 (0)	6 (9)
<b>Animal Health</b>					
Inspections carried out*	N/A	91 (248)	0 (1)	15 (41)	0 (0)
*Due to the legislation, most of the Animal Health licensing inspections are carried out at the end of the calendar year and figures will, therefore, fluctuate across quarters.					

### **Period 2 – Animal Health & Welfare Highlights**

- The Animal Health team is in the process of carrying out criminal investigations on individuals involved in the **illegal importation of puppies** from Eastern Europe. Some of these investigations are in tandem with other local authorities.
- The Animal Health team has forged good links with the Hungarian veterinary authorities in attempting to clamp down on **forged pet passports** and it is hoped that this will bear fruit next year.
- The Animal Health team has signed a **Primary Authority Partnership (PAP)** agreement with the Ornamental Aquatic Trade Association, whose retail members are licensed under the Pet Animals Act. This is the first such PAP with a pet trade organisation and it has received considerable ministerial support at the All Parliamentary Group on Animal Welfare.
- At the beginning of 2014, two Romanian nationals smuggled some extremely **rare Iguanas** from the Bahamas. There are apparently only about 400 of these animals left in the wild. They were caught whilst transiting Heathrow by Border Force. HARC had the responsibility of looking after these animals whilst their return to the Bahamas was arranged: this eventually took six months. The Bahamian High Commissioner took great personal interest in the whole saga. All of the iguanas made it back to the Bahamas courtesy of VIP treatment by British Airways.
- The **Apprentice Animal Attendants** taken on at the HARC over the past few years have been excellent, so the City of London's Apprenticeship scheme retains the Team's wholehearted support. There are currently two new Apprentices who are proving to be as good as their predecessors.
- HARC has signed an agreement with the **University of Surrey Vet School**, which will see mutual benefits accruing as time moves on. The Vet School is brand new and opened in October this year. This gives HARC access to the University facilities and the students have access to HARC to do work experience and undertake projects.
- Two members of HARC staff have been given responsibility for the HARC's **social media** presence, content and activity: the responses have been overwhelmingly positive so far. See our Facebook page!
- The **Pet Travel Scheme** continues apace and provides the bulk of the workload at HARC. Emotional Support Animals have increased by around 35% since last year. They take a lot of officer time to deal with, but they also provide some good income.



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Port Health	2014-15 Target (where applicable)	Period 2 Total	Cautions	Notices served	Prosecutions
		(Year to date totals are shown in brackets)			
Food Safety inspections and revisits	N/A	37 (45)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	N/A	40 (66)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin -document checks	N/A	2,582 (7,600)	0 (0)	86 (168)	0 (0)
Imported food Not of Animal Origin - physical checks	N/A	711 (1,183)	0 (0)	0 (0)	0 (0)
Number of samples taken	N/A	117 (204)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	N/A	3,432 (6,629)	0 (0)	30 (39)	0 (0)
Products of Animal Origin Consignments – physical checks	N/A	1,346 (2,456)	0 (0)	3 (6)	0 (0)
Number of samples taken	N/A	84 (167)	N/A	24 (50)	N/A

**Period 2 – Port Health Highlights**

- The operators of **London Gateway Port** have announced that three new shipping lines will be calling at the Port with effect from mid November 2014, and they predict a doubling of overall throughput of containers by this time next year. Whilst not all of the additional containers coming through the port will include consignments of food, they will cause an increase in the number of checks that Port Health staff are required to carry out. To deal with the predicted increase, further members of staff are being recruited so that relevant training and familiarisation with the new port environment can be completed in time for the onset of the additional workload.
- Further work is underway in conjunction with the IS Division to develop **mobile working technology** for use by Port Health staff. The benefits of this will include the ability to more quickly notify other agencies and importers of the outcome of inspections. This, in turn, will enable the trade to deal quickly with their consignments and capitalise on the arrangements London Gateway has in place to provide swift turnaround of containers.