

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Food Safety	2018-2019 Annual Total	Period 1 2019-20
Programmed inspections	<u>Food Hygiene:</u> 908 <u>Food Standards:</u> 369	<u>Food Hygiene:</u> 279 <u>Food Standards:</u> 107
Hygiene Emergency Closures	0	0
Voluntary closures	8	0
Complaints & service requests received	676	228
Notices served	7	1
Prosecutions	0	0

Health & Safety	2018-19 Annual Total	Period 1 2019-20
Programmed Cooling Tower inspections	66	26
Other H&S Inspections	0	0
H&S Project visits	0	0
Accident and dangerous occurrences notifications	101	33
Complaints & service requests received	444	158
Notices	3	1
Prosecutions	0	0

Period 1 – Commercial Team Highlights (Food Safety and Health & Safety)

- The Team's Graduate Environmental Health Trainee has now completed her professional practice and is a qualified Environmental Health Practitioner. She passed her final professional practice interview in June (eight months early) with a Distinction and has accepted a fixed-term contract position.
- Two team members completed the departmental Talent Development Programme (ILM). This is a good example of our workforce and succession plans operating successfully.
- Officers attended the Food Standard Agency's national group on FHRS where they reported on display of ratings by City food businesses and the recent project carried out by the Trading Standards Team to ensure that food premises in the City are accurately displaying the correct food hygiene rating score.
- In June, the National Audit Office (NAO) published its report on ensuring food standards and safety; Officers met with NAO and provided evidence for this work earlier in 2019.
- Various meetings have been held to develop an offering based on the London-wide Healthier Catering Commitment (HCC) scheme. The aim is to pursue an award with some additional criteria, such as encompassing sustainability, that would be more suitable to City businesses including regional and national chains.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

- The City of London Corporation hosted the 4th London Work at Height Seminar at the Guildhall. Two team members presented on risk assessment and the 'Reaching New Heights' forum. The latter is a cross-sector stakeholder group recently formed and led by the City Corporation to encourage and drive improvements in the management of work at height supply chains.
- The team has been instrumental in the development of two Primary Authority (PA) groups convened to help ensure consistency and communication in specific sectors. These groups are for PA Partnerships with food businesses that produce sushi/sashimi products and a more general commercial practitioners forum.
- The team is now leading on the London Commercial Estates Project (occupational health and safety work in our service plan) and provided training on the project to other participating London Boroughs.
- Training exercises on a 'legionella incident' were co-ordinated and delivered with Public Health England (PHE) to London colleagues in PHE, London Boroughs and the HSE. This exercise followed the development of the London Boroughs' Legionellosis Incident Protocol. Feedback from the event will be used to make further improvements to the protocol, and a recommendation that these kinds of exercises be repeated for other public health work.
- Two new members of staff joined the team in June. One was recruited following the retirement of a full time Officer in February; the other takes a part time role, following the flexible (partial) retirement of another team member. One brings with her a wealth of expertise including on the development of public health work (Healthier Catering Commitment) - a key strand of our service plan. The other knows the City very well having previously completed a number contract positions for the team.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

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

		Hygiene Rating						Total no. of food businesses in the City included in the FHRS
		5	4	3	2	1	0	
Number (%) of food businesses	29 July 2016	1163 (66%)	306 (17%)	132 (8%)	60 (3%)	49 (3%)	13 (1%)	1765 <i>(incl. 42 awaiting inspection)</i>
	30 November 2016	1204 (69%)	306 (17%)	117 (7%)	64 (4%)	43 (2%)	6 ($<1\%$)	1740 <i>(incl. 46 awaiting inspection)</i>
	31 March 2017	1244 (70%)	277 (16%)	101 (6%)	73 (4%)	36 (2%)	7 ($<1\%$)	1774 <i>(incl. 36 awaiting inspection)</i>
	31 July 2017	1256 (71%)	270 (15%)	102 (6%)	68 (4%)	33 (2%)	6 ($<1\%$)	1768 <i>(incl. 33 awaiting inspection)</i>
	30 November 2017	1258 (71%)	272 (15%)	101 (6%)	55 (3%)	31 (2%)	6 ($<1\%$)	1767 <i>(incl. 44 awaiting inspection)</i>
	29 March 2018	1284 (73%)	250 (14%)	93 (5%)	56 (3%)	25 (1%)	5 ($<1\%$)	1757 <i>(incl. 44 awaiting inspection)</i>
	31 July 2018	1286 (72%)	270 (15%)	89 (5%)	49 (3%)	24 (1%)	5 ($<1\%$)	1777 <i>(incl. 54 awaiting inspection)</i>
	30 November 2018	1274 (73%)	261 (15%)	86 (5%)	38 (2%)	26 (1%)	4 ($<1\%$)	1752 <i>(incl. 63 awaiting inspection)</i>
	29 March 2019	1290 (75%)	245 (14%)	76 (4%)	42 (2%)	29 (2%)	2 ($<1\%$)	1730* <i>(incl. 42 awaiting inspection)</i>
	31 July 2019	1310 (75%)	236 (14%)	73 (4%)	48 (3%)	24 (1%)	2 ($<1\%$)	1747* <i>(incl. 54 awaiting inspection)</i>

***N.B.** In addition to the 1,747 businesses included in these statistics, there are currently a further 66 food businesses in the City of London which are exempt from the FHRS. They are inspected by Environmental Health Officers but are not given a food hygiene rating. These are businesses that are low-risk to public health, for example, shops selling pre-wrapped goods that do not require refrigeration.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

'0' rated food businesses in the City

These businesses were rated '0' at 31 July 2019 (the last working day of the period); food businesses will have taken some action to improve and some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<p>Coppa Club, Three Quays Apartments, 40 Lower Thames Street, London EC3R 6AG</p>	<p>This business was rated '0' in April 2019. After taking remedial action, the Food Business Operator requested a re-rating inspection which was carried out on 16 August 2019. As a result of this further inspection, the business received a revised FHRS rating of 4.</p>
<p>Kudos, The Gibson Hall, 13 Bishopsgate, London EC2N 3BA</p>	<p>Officers have returned to this premises on several occasions and recently met with senior company representatives including the Chief Executive.</p> <p>The food offering has now been completely revamped with improved documentation and structure in place. It is now quite different and no longer does any of its own catering; only offering use of the kitchen to outside caterers.</p> <p>The Food Business Operator does not intend to request a re-rating before the next scheduled inspection but would now be likely to receive a rating of 3, possibly 4.</p>

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Trading Standards	2018-19 Annual Total	Period 1 2019-20
Inspections and visits	181	40
Complaints & service requests received	2,192	709
Acting as a responsible authority for Licensing Applications	113	44
Prosecutions	0	0

Period 1 – Trading Standards Team Highlights

- Operation Broadway continues to work with enforcement partners to look at the activities of investment fraudsters based in the City. There has been an increasing amount of intelligence about wine investment frauds. One feature of this type of fraud is that any wine purchased by a consumer is normally stored at a regulated wine storage facility. It is felt that these facilities may inadvertently be enabling crime, so officers recently visited one of these businesses in Surrey. The visit was worthwhile, intelligence was shared, and the storage facility has now agreed to include an information sheet about wine fraud when they send out their annual storage invoices.
- A key partner for Operation Broadway is Companies House and a visit was made at the end of April 2019 to their operational centre in Cardiff to build relations with them. One of the biggest problems with Companies House is that it is simply an organisation that stores information provided to it by those operating limited companies. Companies House has had no power to question the information it is given, and fraudulent traders lie about who they are and where they are based. The Government has now recognised that changes are needed to the current regime, and they issued a consultation document on the reforms that are needed. These include asking company directors to provide evidence of their identity and their residential address. Trading Standards fully supports these reforms and submitted a response to the consultation document.
- Trading Standards have recently been engaging with the City Bridge Trust which is undertaking a project to examine best practice in tackling financial abuse. The final draft report has been issued and constructive feedback has been provided by Trading Standards to shape the Trust's future work on preventing financial abuse.
- Trading Standards have been investigating complaints from vulnerable job seekers who have responded to adverts offering employment. The reality is that the jobs do not exist, and job seekers have ended up paying hundreds of pounds for training courses that are a complete waste of time. This investigation is now complete, and it is anticipated that legal proceedings will be instituted after discussions with the City's legal team.
- In another interesting investigation, Trading Standards became aware of many complaints being generated across the UK in a very short space of time by an emergency plumbing company that is based in the City. The company was charging extortionate rates of around £250 per hour for carrying out simple repairs and had no control over the subcontractors that they were using. Officers moved quickly to engage robustly with the business and met with the main Director and his legal representatives. As a direct result of this intervention, refunds have been obtained and the business has suspended all UK operations while it devises a new business plan.

**Port Health & Public Protection Enforcement Activity
Period 1 (April - July) 2019-20**

- Trading Standards participated in the training of the latest tranche of new recruits to City of London Police, providing information about the work it carries out and encouraging joint working in the future.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Pollution	2018-19 Annual Total	Period 1 2019-2020			
		Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	953	201	94.5	1 EPA s80*	0
Complaint investigations, other	72	26	N/A	N/A	0
Licensing, Planning and Construction Works applications assessed	1,396	334	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,102	431	N/A	2 COPA s61 3 COPA s61 consents**	N/A

* EPA: Environmental Protection Act 1990. S80: Summary proceedings for statutory nuisances.

**COPA: Control of Pollution Act 1974. S60: Control of noise on construction sites. S61: Prior consent for work on construction sites.

Period 1 – Pollution Team Highlights

- Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. Technical discussions continue in order to agree further steps to be taken to reduce noise. Additional track renewal has been undertaken and will be assessed.
- 22 Bishopsgate (the City of London's tallest building) was topped out with works moving towards internal fit out.
- The City's infrastructure projects continue to progress well. Officers are working with the contractors for the Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade projects.
- The Construction Monitoring Levy is now triggering with several sites operating under the new scheme.
- Buskers are now being issued with Community Protection Warning Letters/Notices: it is hoped that this will prove an effective deterrent.
- A report on the 'Sounds of the City' social survey has been published and the findings presented to an international soundscape conference which was held in London in June.
- Officers have worked with the Slug and Lettuce, Love Lane to reduce on street cooking odour emissions, the premises is working to redirect ventilation grilles.

Port Health & Public Protection Enforcement Activity Period 1 (April - July) 2019-20

Period 1 – Air Quality Team Highlights

- The Draft City of London Air Quality Strategy was published for consultation and the final version of the Strategy was approved by the PH&ES Committee.
- The Emission Reduction Bill was finalised.
- Confirmation has been received that the following projects (spanning the next three years, 2019-2022) will be supported by the Mayor's Air Quality Fund:
 - £500,000 for continuation of the pan-London idling action programme, which the City Corporation has managed for the past 3 years. This programme will now be managed jointly with the London Borough of Camden. It will involve support for a range of action across 28 London Boroughs to reduce the amount of unnecessary vehicle engine idling.
 - £150,000 towards the implementation of the City Cluster Zero Emission Zone, as detailed in the City Corporation Transport Strategy
 - £500,000 for a Clean Air Thames project, which will be managed by the Cross River Partnership. The funding will be used to pilot a range of retrofit technology on river vessels designed to reduce emissions of air pollutants.
- The team has:
 - sponsored an 'Air Quality Data Science for Social Good Fellowship' project at Imperial College London;
 - worked with Barts Health NHS Trust to resolve the issue with high levels of nitrogen dioxide at the hospital site;
 - supported a Low Emission Neighbourhood best practice workshop; and
 - sponsored and supported a best practice air quality monitoring event with Connected Places Catapult.
- Two members of the team completed the departmental Talent Development Programme (ILM), gaining experience in project management, leadership skills and cross-departmental working.

**Port Health & Public Protection Enforcement Activity
Period 1 (April - July) 2019-20**

Animal Health & Welfare	2018-19 Annual total	Period 1 2019-2020			
		Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre					
Throughput of animals (no. of consignments)	25,973	5,894	17	0	2
Animal Health					
Inspections carried out	706	126	0	5	0

Period 1 – Animal Health & Welfare Highlights

- The HARC experienced its busiest July on record.
- HARC assisted with care of a serval which was seized from a residential home as the owner did not have a Dangerous Wild Animals Licence to keep it.
- A number of exotic species passed through the Centre, including hopping mice, dingoes, wolverine, sun bears, possum and sugar gliders.

**Port Health & Public Protection Enforcement Activity
Period 1 (April - July) 2019-20**

Port Health	2018-19 Annual total	Period 1 2019-2020			
		Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	8,581	2,792	0	69	0
Products of Animal Origin Consignments – physical checks	5,812	1,990	0	23	0
Number of samples taken	791	318	N/A	251	N/A
Imported food Not of Animal Origin -document checks	21,470	10,364	0	110	0
Imported food Not of Animal Origin - physical checks	3,643	1,341*	0	N/A	0
Number of samples taken	720	253	0	N/A	N/A
Food Safety inspections and revisits	95	21	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	180	89	N/A	0	N/A

* In addition, 1,455 identity checks were conducted

Period 1 – Port Health Highlights

- When compared with Period One 2018/19, there has been an 11% increase in imports of products of non-animal origin. The majority of these imports arrived through London Gateway Port.
- The tender process for the construction of a fourth berth at London Gateway has been initiated by DP World, the port operator.
- During July, the Port Health Service hosted a conference on Mosquitos and West Nile virus at London Gateway. Conference attendees included Public Health England (both Entomology and Infectious Disease), Kent Wildlife Trust, RSPB, Natural England and representatives from Thurrock and Medway Councils.