

**Port Health & Public Protection Enforcement Activity
Period 2 (August - November) 2019-20**

Food Safety	2018-2019 Annual Total	Period 2 2019-20 <i>(Year to date totals are shown in brackets)</i>
Programmed inspections	Food Hygiene: 908 Food Standards: 369	Food Hygiene: 326 (605) Food Standards: 101 (208)
Hygiene Emergency Closures	0	0 (0)
Voluntary closures	8	0 (0)
Complaints & service requests received	676	272 (500)
Notices served	7	0 (1)
Prosecutions	0	0 (0)

Health & Safety	2018-19 Annual Total	Period 2 2019-20 <i>(Year to date totals are shown in brackets)</i>
Programmed Cooling Tower inspections	66	25 (51)
Other H&S Inspections	0	0 (0)
H&S Project visits	0	0 (0)
Accident and dangerous occurrences notifications	101	31 (64)
Complaints & service requests received	444	207 (365)
Notices	3	4 (5)
Prosecutions	0	0 (0)

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Period 2 – Commercial Team Highlights (Food Safety and Health & Safety)

- The team launched an enhanced version of the London-wide Healthier Catering Commitments scheme, a commitment made when the City of London signed the Local Government Declaration on Sugar Reduction and Healthier Food. Our scheme is designed to help incentivise healthier and more sustainable food offerings in food businesses trading here.
- Three members of the team received certificates of Achievement after they were nominated, in two different categories, in the recent Celebrating our People Awards.
- We have enabled the Food Standards Agency's new electronic 'register a food business' system. This will hopefully make it easier for new food businesses to register with us. The work is part of the early development of the FSA's Regulating our Future programme.

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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 (<i><1%</i>)	1740 <i>(incl. 46 awaiting inspection)</i>
	31 March 2017	1244 (70%)	277 (16%)	101 (6%)	73 (4%)	36 (2%)	7 (<i><1%</i>)	1774 <i>(incl. 36 awaiting inspection)</i>
	31 July 2017	1256 (71%)	270 (15%)	102 (6%)	68 (4%)	33 (2%)	6 (<i><1%</i>)	1768 <i>(incl. 33 awaiting inspection)</i>
	30 November 2017	1258 (71%)	272 (15%)	101 (6%)	55 (3%)	31 (2%)	6 (<i><1%</i>)	1767 <i>(incl. 44 awaiting inspection)</i>
	29 March 2018	1284 (73%)	250 (14%)	93 (5%)	56 (3%)	25 (1%)	5 (<i><1%</i>)	1757 <i>(incl. 44 awaiting inspection)</i>
	31 July 2018	1286 (72%)	270 (15%)	89 (5%)	49 (3%)	24 (1%)	5 (<i><1%</i>)	1777 <i>(incl. 54 awaiting inspection)</i>
	30 November 2018	1274 (73%)	261 (15%)	86 (5%)	38 (2%)	26 (1%)	4 (<i><1%</i>)	1752 <i>(incl. 63 awaiting inspection)</i>
	29 March 2019	1290 (75%)	245 (14%)	76 (4%)	42 (2%)	29 (2%)	2 (<i><1%</i>)	1730 <i>(incl. 42 awaiting inspection)</i>
	31 July 2019	1310 (75%)	236 (14%)	73 (4%)	48 (3%)	24 (1%)	2 (<i><1%</i>)	1747 <i>(incl. 54 awaiting inspection)</i>
	29 November 2019	1335 (77%)	232 (13%)	73 (4%)	49 (3%)	20 (1%)	2 (<i><1%</i>)	1743* <i>(incl. 32 awaiting inspection)</i>

***N.B.** In addition to the 1,743 businesses included in these statistics, there are currently a further 51 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.

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'0' rated food businesses in the City

These businesses were rated '0' at 29 November 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>Krua by Nathong 56 Carter Lane London, EC4V 5EA</p>	<p>The initial inspection revealed a catalogue of problems in the way this business operated; it is a family business and it was taken over recently by someone with no real experience. A considerable amount of time and effort was spent with the new food business operator explaining the necessary requirements and what needed to be done to improve. Subsequent visits have shown steady improvement: at the last visit there was considerable improvement and the business was advised they could request a re-rating. They have not chosen to do so yet; the next scheduled full inspection is not until September 2020.</p>
<p>The Good Yard 43-45 Leadenhall Market London, EC3V 1LT</p>	<p>The business has steadily improved since the initial inspection. They now have a suitable food safety management system which they are using appropriately. Cleaning has improved and the kitchen is better organised. Staff training is completed and documented. The manager is now more aware of, and supported by, the appropriate systems. We therefore have more confidence in the business. The business has not elected to apply for a re-rating inspection; the next full inspection is due in early February.</p>

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Trading Standards	2018-19 Annual Total	Period 2 2019-20 (Year to date totals are shown in brackets)
Inspections and visits	181	45 (85)
Complaints & service requests received	2,192	719 (1,428)
Acting as a responsible authority for Licensing Applications	113	31 (75)
Prosecutions	0	1 (1)

Period 2 – Trading Standards Team Highlights

- Operation Broadway continues to work with enforcement partners and look at the activities of investment fraudsters based in the City. Visits continue to be carried out to business premises where there is intelligence that they are being used to facilitate the sale of investment products.
- A key partner for Operation Broadway is the Financial Conduct Authority (FCA) which has its UK base in Stratford. In order to develop working relationships and better understand the way that the FCA operate, the Trading Standards Manager spent a week at Stratford during October.
- Trading Standards officers continue to speak to victims of investment fraud and many of the stories that we hear are heart breaking, with life changing sums of money being lost. The classic stereotype that all victims are elderly and socially isolated really isn't true: one recent case involved a university professor who lost over £60,000. A new voluntary Code of Practice was introduced by the Payment Systems Regulator in May 2019 that requires banks to compensate customers who have fallen victim to what is called 'authorised push payment' fraud. Officers are now actively advising investment fraud victims who have lost money since the end of May about this new route to compensation. It is still early days and the code is currently only voluntary. However, in order to raise awareness of this possible route to redress, we are liaising with Action Fraud, the national reporting portal for all economic crime, to ensure that call handlers are making victims aware of the code and how to make a claim.
- Trading Standards have recently 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 legal proceedings against the business and its two Directors have been instituted. Taking prosecutions is extremely time consuming for the investigating officers, but the case has now been passed on for the next case management hearing at the Old Bailey in January 2020.
- In September, the City hosted a London Trading Standards event at Guildhall to highlight the current issues with knife crime. The event was very successful and highlighted the important role that Trading Standards must play as part of dealing with this issue (<http://www.londontradingstandards.org.uk/news/london-retailer-agreement-launched-to-crackdown-on-underage-knife-sales/>)
- In the City, there are very few retailers that sell knives. Test purchasing using a 17-year-old was carried out during October and one of the five retailers checked sold a knife without asking any questions. This matter is now under investigation.

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Pollution	2018-19 Annual Total	Period 2 2019-2020 (Year to date totals are shown in brackets)			
		Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	953	223 (424)	96.4%	4 EPA s80* (2)	0 (0)
Complaint investigations, other	72	23 (49)	N/A	1 S.235	0 (0)
Licensing, Planning and Construction Works applications assessed	1,396	487 (821)	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,102	421 (852)	N/A	2 COPA s61 4 COPA s61 consents** (11)	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 2 – Pollution Team Highlights

- The team has dealt with large numbers of enquiries while continuing to meet key performance indicators in relation to quality and timeliness.
- Officers continue to liaise with lead contractors of ongoing major infrastructure projects to ensure environmental standards are met. The opening date for Crossrail, while still unconfirmed, is now expected to be 2021. The Bank Station Upgrade is due to complete in 2022 and Thames Tideway Tunnel in 2024.
- The Lane Rental Project, a joint project between the City of London Corporation, Westminster City Council and Transport for London (TfL), has been completed. Funded by TfL, the new scheme provides a notification and approval mechanism by the Pollution Team for works on the TfL road network. This has enabled more effective liaison on such works with better control on hours of work, improved management of noise and communication with residents, thereby reducing noise disturbance and complaints. Another bid has been submitted to TfL for a project to make further improvements to the management of these road works, streamlining communication, examining the use of new technology to reduce the impact of the works and expansion of the scheme across the London boroughs.
- The Pollution Control Team was the proud winner of the John Connell Local Authority Award which recognises services, campaigns and programmes that are examples of community cooperation, education and creative solutions to solving noise pollution problems. The award was given for the "Sounds of the City" research that was published during 2019. With over 1,000 face to face outdoor interviews across the Square Mile this was the first noise attitude study by a local authority which considered views of workers and visitors as well as residents. It is also the first City-wide attitude study investigating opinions about both noise and how the city sounds. The results of the research have informed City strategies such as the Transport Strategy and the adoption of the Healthy Streets approach.
- Officers continue to work with London Underground Ltd (LUL) on operational rail noise matters affecting the Barbican Estate. Technical discussions continue following a Temporary Speed Restriction Trial which took place in November.

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Period 2 – Air Quality Team Highlights

- The final Air Quality Strategy 2019–2024 was published following committee approval.
- The Emission Reduction (Local Authorities in London) Bill was introduced to the House of Lords by Lord Tope in October 2019.
- Project Managers were appointed to deliver the pan-London idling action programme. The City Corporation has managed this for the past 3 years but the programme is now being jointly managed with the London Borough of Camden.
- Applications were invited for funding to pilot an air quality emission retrofit as part of the Clean Air Thames project.
- A reduction in nitrogen dioxide (NO_x) at Barts Hospital site was measured following ongoing work with Barts Health NHS Trust. A continuous NO_x air quality monitor has been installed to provide additional information on peaks.
- Detailed air quality monitoring is underway at four City schools.
- The Team has:
 - Arranged and hosted an idling engines best practice workshop on enforcement for London Boroughs.
 - Arranged and hosted a general air quality best practice workshop for London Boroughs.
 - Sponsored an evening air quality lecture at the Institution for Civil Engineers.
 - Commissioned work to consider options for emission reduction from food premises in the City.

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Unlicensed Street Trading update

As Members are aware Section 101 agreements to enable City officers to tackle illegal street traders on the City's Bridges and environs are in place with the London Boroughs of Tower Hamlet and Southwark and officers have been actively engaged in enforcement. The latest enforcement activity and legal proceedings since the beginning of October are as follows:

Enforcement

2 x Hot Dog receptacles seized
1 x Arrest for immigration offences (Police)
1 x Public Order Offence (Police)
3 x Arrests for alleged pickpocketing (Police)
3 x Peanut receptacles seized
1 x peanut selling offence reported (no seizure)
1 x Peanut Seller verbal Warning
20 identification details passed to CoLP

All of the above enforcement actions, including those by the Police, were as a result of shared intelligence.

Legal Proceedings

9 October 2019: £1,800 fine (3 charges), £3,765.50 costs, £80 Victim Surcharge
27 November 2019: Conditional Discharge for 6 months, £85 costs, £20 Victim Surcharge
6 December 2019: 2 defendants in court for pickpocketing (details unknown)
15 January 2020: 3 defendants due in court for illegal selling of peanuts
TBA: 3 further charges against one defendant for illegal selling of peanuts (awaiting trial)
TBA: 1 charge against one defendant for pickpocketing (awaiting trial)
TBA: 1 charge against one trader for illegal selling of peanuts (being prepared by Southwark)
TBA: 1 trader prosecuted for assault by Police (details to follow)

One of the Licensing Team officers was present on London Bridge at the time of the terrorist attack. His immediate notification to the Tower Bridge team may have assisted in the speedy lockdown/evacuation of Tower Bridge and Monument area.

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Animal Health & Welfare	2018-19 Annual total	Period 2 2019-2020 (Year to date totals are shown in brackets)			
		Total	Warning letters	Notices served	Prosecutions
Heathrow Animal Reception Centre					
Throughput of animals (no. of consignments)	25,973	6,092 (11,986)	7 (24)	0 (0)	2 (4)
Animal Health					
Inspections carried out	706	167 (293)	0 (0)	11 (16)	1 (1)

Period 2 – Animal Health & Welfare Highlights

- HARC won an Industry Partner Award at the 2019 International Pet & Animal Transportation Association (IPATA) conference in Chicago for outstanding service to IPATA members and the general public.
- The service was also awarded the Gold Animal Activity Licensing Award and won the RSPCA 'Innovator of the Year' award for its animal licensing training.
- Officers assisted Born Free with the movement of two lions to South Africa.

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Port Health	2018-19 Annual total	Period 2 2019-2020 <i>(Year to date totals are shown in brackets)</i>			
		Total	Cautions	Notices served	Prosecutions
Products of Animal Origin Consignments – document checks	8,581	2,659 <i>(5,451)</i>	0 <i>(0)</i>	44 <i>(113)</i>	0 <i>(0)</i>
Products of Animal Origin Consignments – physical checks	5,812	1,880 <i>(3,870)</i>	0 <i>(0)</i>	14 <i>(37)</i>	0 <i>(0)</i>
Number of samples taken	791	288 <i>(606)</i>	N/A	247 <i>(498)</i>	N/A
Imported food Not of Animal Origin -document checks	21,470	8,177 <i>(18,541)</i>	0 <i>(0)</i>	110 <i>(220)</i>	0 <i>(0)</i>
Imported food Not of Animal Origin - physical checks	3,643	1,124 <i>(2,465)</i>	0 <i>(0)</i>	N/A	0 <i>(0)</i>
Number of samples taken	720	267 <i>(520)</i>	0 <i>(0)</i>	N/A	N/A
Food Safety inspections and revisits	95	23 <i>(44)</i>	0 <i>(0)</i>	0 <i>(0)</i>	0 <i>(0)</i>
Ship Sanitation Inspections and Routine Boarding of Vessels	180	24 <i>(113)</i>	N/A	0 <i>(0)</i>	N/A

Period 2 – Port Health Highlights

- In September, Port Health moved from Manorway House, a 1970s building adjacent to London Gateway Port, to new offices based within the DP World Logistics Park.
- Throughput of Products of Non Animal Origin in 2019 is 13% greater when compared to the same period in 2018. The total throughput between January and August 2019 exceeded the that for the whole of 2017.
- Current throughput of Products of Animal Origin indicates that the total throughput for this financial year will be similar to that in 2018/19.