

**Port Health & Public Protection Enforcement Activity  
Period 2 (August – November) 2013-14**

<b>Food Safety</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 2 Total (Year to date totals are shown in brackets)</b>
Programmed inspections	<u><b>Food Hygiene:</b></u> <b>860</b>  <u><b>Food Standards:</b></u> <b>191</b>	<u>Food Hygiene:</u> 271 (568)  <u>Food Standards:</u> 57 (132)
Hygiene Emergency Closures	<b>N/A</b>	0 (0)
Voluntary closures	<b>N/A</b>	0 (1)
Complaints & service requests received	<b>N/A</b>	61 (158)
Notices served	<b>N/A</b>	0 (14)
Prosecutions	<b>N/A</b>	0 (0)

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

Food Hygiene Rating Scheme (FHRS) – profile of food businesses in the City of London			
Hygiene Rating	Number (percentage) of food businesses		
	March 2013	August 2013	29 November 2013
<b>5</b>	925 (58%)	908 (56%)	<b>903 (55%)</b>
<b>4</b>	345 (22%)	378 (23%)	<b>387 (23%)</b>
<b>3</b>	171 (11%)	168 (10%)	<b>172 (10%)</b>
<b>2</b>	69 (4%)	83 (5%)	<b>98 (6%)</b>
<b>1</b>	61 (4%)	67 (4%)	<b>70 (4%)</b>
<b>0</b>	12 (1%)	25 (2%)	<b>24 (2%)</b>
<b>Total no. food businesses in the City which are included in the FHRS</b>	<b>1583</b>	<b>1629</b>	<b>1654</b>

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

These businesses were rated '0' at 29 November 2013; some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>Anokha</b> , 4 Burgon Street, London, EC4V 5DR	A further inspection has been completed and the premises has changed hands; it is now rated 3.
<b>Apt Bar</b> , Aldermay House, 15 Queen Street, London, EC4N 1TX	Very poor pest management including poor standards of cleaning. Improvements have been made but this remains a premises to watch.
<b>Caffé Concerto</b> , 15 Upper Cheapside Passage, London, EC2V 6AG	Pest infestation (cockroaches); poorly managed food safety procedures. Improvements have been made but confidence in management will need to be further tested on the next full inspection.
<b>Casella</b> , Retail Unit 8, Salisbury Court, London, EC4Y 8AA	Poor cleaning practices; pest activity; and lack of hot water. Improvement Notice served which was complied with in the time given.
<b>Chapters Deli</b> , Retail Unit 50, Bishopsgate, London, EC2N 4AJ	Failure to maintain appropriate temperature controls; poor cleaning; and an active mouse infestation.
<b>Enoteca</b> , 10 Basinghall Street, London, EC2V 5BQ	General failures to manage food safety including pre-requisite food hygiene systems. Improvements have now been made.
<b>Gerry's Café</b> , Retail Unit 39, Ludgate Hill, London, EC4M 7JN	Poor food safety management and practices. Some improvement has been made but confidence in management remains at low level.
<b>Gilt London</b> , 14 New London Street, London, EC3R 7NA	Rat infestation removed following closure; extensive work was required to remedy the problems and this was completed prior to re-opening.
<b>Grab</b> , 68 Queen Victoria Street, London, EC4N 4SJ	Pest control issues discovered are now resolved. Food safety practices a problem, business lacked sufficient oversight; poor level of competency amongst staff. Confidence remains low.

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<b>Guildhall Members Club</b> , 5 Aldermanbury, London, EC2V 7HH	Re-inspected; alterations in management supervision and new processes have resulted in improvements; it is now rated 3.
<b>Jamie's Wine Bar and Restaurant</b> , 36 Tudor Street, London, EC4Y 0BH	No hot water at time of inspection (now remedied); other poor equipment and structure issues. Food safety risks evident (cross contamination); insufficient management practices to ensure improvements. Reactive improvements made; confidence to sustain these needs further testing (at next inspection).
<b>Konditor &amp; Cook Ltd</b> , Retail Unit 3, 30 St Mary Axe, London, EC3A 8BF	Revisits made with the company; improvements already underway. The company has responded very positively to our intervention and are reorganising their food safety management system across their branches.
<b>Kurumaya</b> , 76 Watling Street, London, EC4M 9BJ	Significant food safety issues. A Hygiene Improvement Notice was served and complied with and the SFBB (Safer Food Better Business) food safety management system was put in place - sustained compliance is to be gauged at the next inspection.
<b>La Bourse</b> , Unit 2&3, 60 Threadneedle Street, London, EC2R 8HP	A Hygiene Improvement Notice was served and new food safety management procedures have now been adopted; these were designed by a consultancy who also trained the staff. A follow up inspection will test whether these procedures have been properly adopted.
<b>Punch Tavern</b> , 99 Fleet Street, London, EC4Y 1DE	The food business has a poor record of compliance with improvements being purely reactive.
<b>Radford News</b> , Ground Floor, Retail Unit 61, Fleet Street, London, EC4Y 1JU	The premises serves only wrapped food but it had a serious pest infestation which resulted in closure; the premises reopened after the infestation was managed.
<b>Taberna Etrusca</b> , 9 Bow Churchyard, London, EC4M 9DQ	Re-inspected December 2013; the business has improved following extensive problems and now has a rating of 3 (Generally Satisfactory).
<b>Taylor Street Baristas Ltd</b> , 125 Old Broad Street, London, EC2N 1AR	Poor food safety management. A Hygiene Improvement Notice was served and complied with. The premises has since improved.
<b>The Cuban, Retail Unit 2b</b> , 1 Ropemaker Street, London, EC2Y 9AW	This business has been rated 'A' under the Food Law Code (i.e. inspected on a 6 monthly basis) on the last three inspections; it has been formally closed and had Hygiene Improvement Notices served. Their approach is reactive at best to our interventions and sustained improvements have not yet been made. It is shortly due another full inspection.
<b>The Duke and Duchess</b> , 2-3 Creed Lane, London, EC4V 5BR	Food safety management system did not cover critical cross contamination risks; poor cleaning. Urgent improvements made. The premises is rated 'A' under the Food Law Code (i.e. inspected on a 6 monthly basis) and is now due for full inspection.
<b>The India Restaurant</b> , Retail Unit 21, College Hill, London, EC4R 2RP	Poor structural layout (now improved); poor food handling practices (Hygiene Improvement Notice action taken); food safety management system (SFBB in place to comply). A recent visit suggests

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	practices remain poor; samples were taken. Further improvement still required.
<b>The Mercer Kitchen</b> , Retail Unit 3, St Andrew's Hill, London, EC4V 5BY	On inspection the premises was found to be under new management (but had not registered with us). A lot of work was required and a Hygiene Improvement Notice was served. The notice was complied with and other improvements have been made to their systems. The next inspection (January 2014) will ascertain whether these have been sustained.
<b>Treats, Booking Hall</b> , St Paul's Underground Station, Cheapside, London, EC2V 6AA	Business has a varied track record and food safety management systems are still not properly in place: discussion is taking place about who operates the location. Pest control activity noted with some stock damage. Food safety is poorly managed. The business' response is reactive.
<b>Tsuru</b> , Retail Unit, Aldermay House, 15 Queen Street, London, EC4N 1TX	Following a closure and two 'A' ratings under the Food Law Code (i.e. inspected on a 6 monthly basis) the business has sustained some improvement but it still remains a 1 under FHRS. Our confidence in management remains relatively low.

### Period 2 – Food Safety Team Highlights

- A food poisoning outbreak occurred in September 2013, one strand of which involved a function in a City venue; investigations involved environmental health officers in the City, the London Borough of Southwark and Westminster City Council as well as colleagues in three of the London Health Protection Teams and others in Public Health England. An investigation report is expected early in 2014.
- Five officers from the team completed their Advanced Professional Certificate in Investigative Practice in this period, attending courses in September and October and completing a range of coursework. The certificate is a nationally recognised post graduate qualification and, though not a prerequisite for investigators, it is a very useful adjunct.
- A further Primary Authority partnership was agreed with the catering company Harbour & Jones Ltd, principally to provide food safety advice. Amongst other venues this company provides catering for St Paul's Cathedral; initial advice has been given on the company's food safety management systems and the degree to which these are likely to ensure compliance with their legal obligations.
- Further work has been done with the Members' Kitchen; there have also been changes in the way this venue is overseen. As a result there have been improvements and the venue is now rated as a 3 under the FHRS scheme with further progress expected.
- Mandatory display of food hygiene ratings (FHRS) became law in Wales in November; effects will be closely watched.

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2013-14

Health & Safety	2012-13 Annual Total	2013-14 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Programmed Cooling Tower inspections	68	<b>80</b>	15 (47)
Other H&S Inspections	7 High Risk 25 MST* <sup>1</sup>	<b>High Risk 15 MST *<sup>1</sup></b>	2 (7)
H&S Project visits	25 Asbestos	<b>10 seasonal overstocking with London Fire Brigade</b>	4* <sup>2</sup> (4)
Accident notifications	286	<b>N/A</b>	86 (174)
Complaints & service requests received	241	<b>N/A</b>	60 (134)
Notices	3	<b>N/A</b>	2 (3)
Prosecutions	1	<b>N/A</b>	0 (0)

\*<sup>1</sup> MST – Massage and Special Treatment

\*<sup>2</sup> The target to carry out 10 H&S project visits on seasonal overstocking was not met as the London Fire Brigade were only available to carry out joint visits on 1 day rather than the 2 days the team had planned.

### **Period 2 – HEALTH & SAFETY TEAM HIGHLIGHTS**

- Team members provided safety management advice and support to the organisers of the Lord Mayor's Show.
- Income was generated from the provision of training sessions to health and safety enforcement staff from two other local authorities on the inspection of cooling towers (legionella risks).
- The team participated in a joint visit programme with officers from the London Fire Brigade to assess fire and safety risks associated with overstocking in retail premises during the Christmas period.
- Improvement Notices were served at two City premises in order to rectify breaches of health and safety legal requirements relating to legionella control from cooling towers.
- The team supported the Licensing Team's investigation into activities at The Red Lotus Spa, Middlesex Street.

**Port Health & Public Protection Enforcement Activity  
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<b>Trading Standards</b>	<b>2013-14 Target (where applicable)</b>	<b>Period 2 Total  (Year to date totals are shown in brackets)</b>
Inspections and visits	<b>N/A</b>	40 (47)
Complaints & service requests received	<b>N/A</b>	1069 (1905)
Home Authority referrals	<b>N/A</b>	380 (440)
Consumer credit investigations	<b>N/A</b>	53 (118)
Consumer safety notifications	<b>N/A</b>	3 (5)
Acting as a responsible authority for Licensing Applications	<b>N/A</b>	8 (58)
Prosecutions	<b>N/A</b>	0 (0)

**Period 2 – Trading Standards Highlights**

- The team continues to carry out investigations into serious frauds relating to commodity scams in conjunction with the NTSB (National Trading Standards Board)/Scambusters.
- Visits to licensed premises to check compliance with Challenge 25 recommendations showed a low level of compliance. The Challenge 25 scheme requires that every person buying an age restricted product such as alcohol, who looks under the age of 25, is challenged to produce a valid ID.

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2013-14

Pollution	2013-14 Target (where applicable)	Period 2 Total	% Noise Complaints Resolved	Notices Served	Prosecutions
		(Year to date totals are shown in brackets)			
Complaint investigations, noise	N/A	453 (833)	99.5%	4 (EPA) (8)	0 (0)
Complaint investigations, other	N/A	57 (126)	N/A	0 (0)	0 (0)
Licensing, Planning and Construction Works applications assessed	N/A	341 (742)	N/A	5 (CoPA) (11)	N/A
No. of variations (to construction working hours) notices issued	N/A	192 (426)	N/A	N/A	N/A

EPA: Environmental Protection Act 1990

CoPA: Control of Pollution Act 1974

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

- Crossrail: Phyllis, the tunnel boring machine, made its way to the East Ticket Hall under Smithfield Market where she is being 'laid to rest'. The operation was well planned and no complaints were received by the team.
- Crossrail: Some sites are working up to 24/7; all operations have been well planned, and liaison has been effective using established relationships with no justified complaints received.
- A Pollution Team Customer Service Survey was piloted with a 55% response rate. 70% of respondents agreed or strongly agreed that the officer handling the case was helpful and professional.
- 4 abatement notices have been served under S80 of the Environmental Protection Act to control excessive noise, 3/4 for licensed premises.
- Objections were made against proposed Temporary Event Notices (TEN) at Patch, Carter Lane. 3 out of 4 TENs were refused.
- The Schools Clean Air Zones Project saw 30 children and 6 Friends of City Gardens volunteers planting 40 air quality plants on the Sir John Cass school roof garden. The project aims to trap particulates and engage with the children on air pollution issues.
- The Team has launched a smartphone App in conjunction with Kings College London. Among other functions, the 'CityAir' App provides current levels of air pollution across London and was downloaded 2,500 times in its first week.

## Port Health & Public Protection Enforcement Activity Period 2 (August – November) 2013-14

Animal Health & Welfare	2013-14 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	7355 (14770)	16 (35)	0 (33)	1 (5)
<b>Animal Health</b>					
Inspections carried out*	N/A	132 (289)	1 (1)	14 (25)	1 (1)
*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 has been involved, in conjunction with the London Borough of Harrow, in the successful prosecution under the Animal Welfare Act 2006 and the Animal By Product Regulations, of a defendant who was keeping Red Poll Cattle. The case was heard in the magistrates' court in November, with City of London officers providing evidence. A decision on 20 December found the defendant guilty on all the welfare related offences, although he was found not guilty on one offence of failure to remove a carcase. The defendant received 120 hours community service and the London Borough of Harrow were awarded half of the costs they had applied for.



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Port Health	2013-14 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	90 (124)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	N/A	45 (58)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin -document checks	N/A	5074 (9884)	0 (0)	70 (192)	0 (0)
Imported food Not of Animal Origin - physical checks	N/A	171 (634)	0 (0)	-	0 (0)
Number of samples taken	N/A	100 (276)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	N/A	3541 (7239)	0 (0)	10 (33)	0 (0)
Products of Animal Origin Consignments – physical checks	N/A	1229 (2485)	0 (0)	3 (8)	0 (0)
Number of samples taken	N/A	109 (235)	N/A	20 (72)	N/A

### **Period 2 – Port Health Highlights**

- The new London Gateway Port opened in November. Members of Port Health staff have transferred to the new site and are familiarising themselves with the new working arrangements. Staff have worked closely with the Port Owner and operator, Dubai Ports (DP) World, to ensure that the new inspection facility, now operational, is the most modern and largest in Europe.
- The 41st City of London Thames Fishery Research Experiment took place on 19 October at the Denton Port Health Office. The results of the experiment enable the City, Environment Agency, Thames Angling Preservation Society, and other members of the river community, to establish the environmental condition of the River Thames through the number and size of fish species caught.