

## Port Health & Public Protection Enforcement Activity Period 3 (December – March) 2013-14

Food Safety	2013-14 Target (where applicable)	Period 3 Total (Whole of year totals are shown in brackets)
Programmed inspections	<u>Food Hygiene:</u> <b>860</b>  <u>Food Standards:</u> <b>191</b>	<u>Food Hygiene:</u> 357 (925)  <u>Food Standards:</u> 79 (211)
Hygiene Emergency Closures	<b>N/A</b>	1 (1)
Voluntary closures	<b>N/A</b>	2 (3)
Complaints & service requests received	<b>N/A</b>	73 (231)
Notices served	<b>N/A</b>	7 (21)
Prosecutions	<b>N/A</b>	0 (0)

### Period 3 – Food Safety Team highlights

- A **Hygiene Emergency Prohibition Order** was granted by the City Magistrates Court against the Royal Kitchen, Aldgate High Street, for an uncontrolled mouse infestation which resulted in the actual contamination of stored foodstuffs. Costs of over £2,000 were awarded back to the City Corporation. The premises re-opened after a week and is now much improved.
- Preparations were made for the transfer of approximately 120 **river-based food premises/vessels** to the City's Food Safety Team with effect from April 2014
- A survey of 50 small food businesses was undertaken to establish their preferred method of **food hygiene training** delivery and determine whether it would be worthwhile providing formal training courses for them. Cost and convenience of access were the most important factors identified, with online training the clear favourite. As a result, no further work is currently planned to run our own specific food hygiene courses for City food businesses. Businesses will be directed to other suitable training providers.
- A large delegation from the Norwegian Food Safety Authority received a joint presentation on **Food Enforcement and Official Controls in the UK** from the Food Standards Agency, the City's Food Safety Team and the Port Health Service.
- A **Public Health England** training session on food sampling was hosted by the team with all officers attending.
- As part of "**Project Pentagon**", the Food Standards Agency interviewed officers from the team on the various IT-based food intelligence gathering systems used within the agency and local authorities.

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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	31 March 2014
<b>5</b>	925 (58%)	908 (56%)	<b>903 (55%)</b>	<b>880 (53%)</b>
<b>4</b>	345 (22%)	378 (23%)	<b>387 (23%)</b>	<b>374 (23%)</b>
<b>3</b>	171 (11%)	168 (10%)	<b>172 (10%)</b>	<b>182 (11%)</b>
<b>2</b>	69 (4%)	83 (5%)	<b>98 (6%)</b>	<b>104 (6%)</b>
<b>1</b>	61 (4%)	67 (4%)	<b>70 (4%)</b>	<b>74 (5%)</b>
<b>0</b>	12 (1%)	25 (2%)	<b>24 (2%)</b>	<b>23 (1%)</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>	<b>1661</b> <i>(including 24 awaiting inspection)</i>

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

These businesses were rated '0' at 31 March 2014; some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>Bep Haus</b> , Retail Unit, 40 Bow Lane, London, EC4M 9DT	Structural works have been carried out. The Food Business Operator (FBO) is working to create a Food Safety Management System. A revisit was carried out on 3 April 2014.
<b>Bob's &amp; Co</b> , Rising Sun Public House, 61 Carter Lane, London, EC4V 5DY	Structural works have been carried out. A Food Safety Management System has now been created and implemented. The vacuum packer is being used for raw foods only.
<b>Caffé Concerto</b> , 15 Upper Cheapside Passage, London, EC2V 6AG	A re-inspection is due to be carried out at the end of April.
<b>Chao!Now</b> , 4 St Andrew's Hill, London EC4V 5BY	A Food Safety Management System has been put in place. Many changes have been made and the premises are now very clean.
<b>Chapters Deli</b> , Retail Unit, 50 Bishopsgate, London, EC2N 4AJ	A revisit found standards to be much improved. Food and swab samples were taken; the results are awaited.
<b>Cote Brasserie</b> , 26 Ludgate Hill, London, EC4M 7DR	Refurbishment and pest control requirements have been completed. The FBO has requested a revisit in order to be re-rated.
<b>Dukes</b> , 18-22 Houndsditch, London, EC3A 7DB	An EHO has revisited several times. The business is no longer open during the day. It is open in the evenings only and does not serve food.
<b>Enoteca</b> , 10 Basinghall Street, London, EC2V 5BQ	An EHO has revisited several times and has spent time with the FBO talking through necessary controls. A new rating of 4 has now been applied.
<b>Fuzzy's Grub</b> , 62 Fleet Street, London, EC4Y 1JU	The premises are now much cleaner. A further revisit is to be carried out in April.

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<b>Grab</b> , 68 Queen Victoria Street, London, EC4N 4SJ	The premises are now much cleaner. A Food Safety Management System has been put in place.
<b>Konditor &amp; Cook Ltd</b> , Retail Unit 3, 30 St Mary Axe, London, EC3A 8BF	A revisit has been carried out: the premises are much cleaner and there is now hot water at the wash hand basin. The FBO is working on a HACCP system. A further revisit is to be carried out in April 2014.
<b>La Tasca</b> , 16 Eldon Street, London, EC2M 7LA	A revisit has been carried out: many improvements have been made. The next inspection is due on 3 June 2014.
<b>Mehek Restaurant &amp; Bar</b> , 45 London Wall London, EC2M 5TE	An EHO is undertaking ongoing work with the FBO.
<b>MITIE Catering Services Ltd, Lloyds</b> , 25 Gresham Street, London, EC2V 7HN	A revisit found the premises to be satisfactory. The issue of dual use of a vacuum packer has been resolved.
<b>Mumbai Square</b> , 7 Middlesex Street, London, E1 7AA	Several revisits have been carried out. Standards have improved and pest control problems are being dealt with. Temperature control has improved and the chiller has been repaired.
<b>My Lunch Box</b> , Retail Unit, 6 Minories, London, EC3N 1BJ	EHOs have revisited and are undertaking ongoing work with the FBO. The hot water and sinks downstairs are now structurally improved but a lot of coaching is required on the Food Safety Management System. A revisit is due after Easter.
<b>Taylor St Baristas Ltd</b> , 125 Old Broad Street, London, EC2N 1AR	The premises were inspected in March 2014 and the rating remains unchanged; further enforcement action is underway in an effort to improve their food safety management.
<b>The Burger Barn</b> , Guild Church Of St Mary, Aldermary, Watling Street, London, EC4M 9BW	The business (stall) is seldom trading. The FBO has been contacted and has confirmed that they have trained their members of staff. They continue to run the neighbouring stall, 'Bangkok Kitchen', which is on church property.
<b>The Duke and Duchess</b> , 2-3 Creed Lane, London, EC4V 5BR	Cleaning, structural and training standards are now much improved.
<b>The India Restaurant</b> , Retail Unit, 21 College Hill, London, EC4R 2RP	The next inspection is due to be carried out in May 2014.
<b>Treats</b> , Booking Hall, St Paul's Underground Station, Cheapside, London, EC2V 6AA	A routine inspection is due to be carried out in April 2014.
<b>Valentino's</b> , Watling House, 33 Cannon Street, London, EC4M 5SB	A revisit found the premises to be much cleaner. A further revisit is due to be carried out in April 2014.
<b>White Swan</b> , 20 Farringdon Street, London, EC4A 4AB	A revisit found standards to be improved.

## Port Health & Public Protection Enforcement Activity Period 3 (December – March) 2013-14

Health & Safety	2012-13 Annual Total	2013-14 Target (where applicable)	Period 3 Total (Whole of year totals are shown in brackets)
Programmed Cooling Tower inspections	68	<b>80</b>	27 (74)* <sup>1</sup>
Other H&S Inspections	7 High Risk 25 MST* <sup>2</sup>	<b>10 MST *<sup>2</sup></b>	5 (12)
H&S Project visits	25 Asbestos	<b>10 seasonal overstocking with London Fire Brigade</b>	4 (8* <sup>3</sup> )
Accident and dangerous occurrences notifications	286	<b>N/A</b>	71 (245)
Complaints & service requests received	241	<b>N/A</b>	59 (193)
Notices	3	<b>N/A</b>	0 (3)
Prosecutions	1	<b>N/A</b>	0 (0)

\*<sup>1</sup> Arrangements for inspections of some cooling towers, which were due towards the end of the financial year, were delayed due to changes in premises ownership or responsibilities. All towers have since been inspected.

\*<sup>2</sup> MST – Massage and Special Treatment

\*<sup>3</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 3 – Health & Safety Team highlights

- The Team delivered 'Cooling Tower Inspection' training to 70 Environmental Health professionals across London and the UK; an important contribution to improving knowledge and competence on **Legionella** issues for regulators.
- The Team hosted site visits to cooling towers for a regulatory fact-finding mission by **Kuwaiti government**.
- The Team promoted the London Healthy Workplace Charter at the high profile '**Business Healthy**' conference at Mansion House on 11 March.
- Up until the end of March 2014, 190 chargeable hours were spent on advising the team's Primary Authority partners, **CBRE** (40 hours) and **Virgin Active** (150 hours) on health & safety management systems and auditing of performance.
- The City of London Corporation has assumed the lead role in the **investigation of a fatality** which occurred in 2012, after formal hand over from City Police; CPS decided there was insufficient evidence to proceed with corporate manslaughter charges.
- **Customer survey**: a small pilot survey to assess the quality, effectiveness and value of cooling tower inspections to duty holders was carried out. All respondents valued the inspections and found them to be conducted professionally; 75% agreed that the inspections resulted in sustainable improvements.
- The Team regularly tweeted health & safety information from its **Twitter** account: [@SafeSquareMile](https://twitter.com/SafeSquareMile), which now has 450 followers.

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- Produced two well received short training '**YouTube**' videos (over 3000 viewings) related to preventing injuries associated with fall arrest, and rescue associated with City building maintenance and cleaning.

### Period 3 – Pest Control Team highlights

- An external audit of **Smithfield Market** pest control services, which are provided by the team, demonstrated continuing success of pest control strategies.
- **Income** levels were maintained.
- Continued pressure and support from team has resulted in **Thameswater** commencing a programme of sewer treatments to control rat populations.

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Trading Standards	2013-14 Target (where applicable)	Period 3 Total  (Whole of year totals are shown in brackets)
Inspections and visits	N/A	9 (56)
Complaints & service requests received	N/A	1514 (3418)
Home Authority referrals	N/A	22 (462)
Consumer credit investigations	N/A	51 (169)
Consumer safety notifications	N/A	1 (6)
Acting as a responsible authority for Licensing Applications	N/A	21 (79)
Prosecutions	N/A	0 (0)

### **Period 3 – Trading Standards highlights**

- The three large **fraud investigations** supported by Scambusters/National Trading Standards are progressing well and it is hoped that arrests will be made in the next month or so.
- The service has continued working with partners, particularly The City Police and NFIB (National Fraud Intelligence Bureau), to coordinate work in relation to **scams and fraud**.
- Work has continued on Operation Rosa, a regional initiative hosted by the City Trading Standards service relating to criminality associated with **mail forwarding businesses**.
- The service has continued to support its **Primary Authority** partners by offering timely advice and support.
- All officers have received training on the **Trading Standards Intelligence Operating Model** and arrangements are in hand to adopt the necessary processes and procedures.
- The service is working with the National Scams Hub to **support victims of scams**.
- The Service has regularly tweeted health & safety information from its **Twitter** account [@Squaremiletts](https://twitter.com/Squaremiletts), which now has 365 followers.

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Pollution	2013-14 Target (where applicable)	Period 3			
		Total	% Noise Complaints Resolved	Notices Served	Prosecutions
(Whole of year totals are shown in brackets)					
Complaint investigations, noise	N/A	292 (1125)	98.7%	2 EPA* 2 COPA S60* (12)	0 (0)
Complaint investigations, other	N/A	43 (169)	N/A	0 (0)	0 (0)
Licensing, Planning and Construction Works applications assessed	N/A	312 (1054)	N/A	5 COPA S61* (16)	N/A
No. of variations (to construction working hours) notices issued	N/A	224 (650)	N/A	N/A	N/A

\* EPA – Environmental Protection Act

\* COPA – Control of Pollution Act 1974 (S60 - Control of noise on construction sites; S61 - Prior consent for work on construction sites)

**Period 3 – Pollution Team highlights**

- Two abatement notices were served under S80 of the **Environmental Protection Act (EPA)** to control excessive noise. These were both for licensed premises: Salotto and Roda, 31 Lovat Lane and The Three Lords Public House, 27 Minories.
- **Crossrail**: Some sites are working up to 24/7, all operations have been well planned, and liaison has been effective using established relationships.
- A **Customer Service Survey** was conducted for the Pollution Control Team with 100% of respondents agreeing that *'the officer handling my case was helpful and professional'*.
- The **Schools Clean Air Zones Project** saw children and volunteers from 'Friends of City Gardens' install 8 ivy green screens and 131 air quality plants at the Sir John Cass school. The project aims to trap particulates and engage with the children on air pollution issues.
- Over 50 **Barbican** residents have been measuring nitrogen dioxide levels on their balconies and conducting personal exposure monitoring of PM2.5 particulates.
- The team hosted two **Public Health and Air Quality workshops** for members of staff who work in areas that have the potential to impact on concentrations of air pollution.
- An initiative led by the City of London Corporation as part of the **CityAir Scheme** has resulted in 18 City firms pledging to take action to improve air quality.

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Animal Health & Welfare	2013-14 Target (where applicable)	Period 3			
		Total	Warning Letters	Notices Served	Prosecutions
<b>(Whole of year totals are shown in brackets)</b>					
<b>Animal Reception Centre</b>					
Throughput of animals (no. of consignments)	N/A	6245 (21015)	20 (55)	0 (33)	5 (10)
<b>Animal Health</b>					
Inspections carried out*	N/A	227 (516)	2 cautions (3)	17 (42)	0 (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 reporting periods.					

**Period 3 – Animal Health & Welfare highlights**

- This period has seen a considerable increase in the number of **illegally imported dogs** being dealt with by the team within London.
- The ARC has been looking after some very **rare lizards** which originated in the Bahamas and were caught being smuggled through Heathrow. There are only around 400 of these lizards left in the wild.



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Port Health	2013-14 Target (where applicable)	Period 3			
		Total	Cautions	Notices Served	Prosecutions
(Whole of year totals are shown in brackets)					
Food Safety inspections and revisits	N/A	76 (200)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	N/A	40 (98)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin -document checks	N/A	5292 (15176)	0 (0)	15 (207)	0 (0)
Imported food Not of Animal Origin - physical checks	N/A	276 (910)	0 (0)	41 (41)	0 (0)
Number of samples taken	N/A	97 (373)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	N/A	3437 (10676)	0 (0)	59 (92)	0 (0)
Products of Animal Origin Consignments – physical checks	N/A	1252 (3737)	0 (0)	7 (15)	0 (0)
Number of samples taken	N/A	163 (398)	N/A	70 (142)	N/A

**Period 3 – Port Health highlights**

- On 3 March the **Town Clerk** visited both Tilbury and London Gateway Ports with the Director of Markets and Consumer Protection and the Port Health & Public Protection Director.