

Port Health & Public Protection Enforcement Activity Period 1 (April – July) 2014-15

Food Safety	2014-15 Target (where applicable)	Period 1 Total
Programmed inspections	<u>Food Hygiene:</u> 1011 <u>Food Standards:</u> 372	<u>Food Hygiene:</u> 265 <u>Food Standards:</u> 98
Hygiene Emergency Closures	N/A	0
Voluntary closures	N/A	5
Complaints & service requests received	N/A	103
Notices served	N/A	9
Prosecutions	N/A	0

Period 1 – Food Safety Team Highlights

- Five **voluntary closures** of food premises took place due to an imminent risk to public health caused by issues such as pest infestations, sewage leaks and inadequate facilities and procedures.
- In May, the closure and FHRS 0 rating of a **celebrity chef** butcher shop in the City was reported in the national newspapers.
- In April, responsibility for food hygiene inspections of **river vessels** was transferred from Port Health to the City Food Team.
- Team members are **training** a Port Health Marine Officer to help him complete his log book to achieve a Higher Certificate in Food Premises Inspections.

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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%)	1583
	August 2013	908 (56%)	378 (23%)	168 (10%)	83 (5%)	67 (4%)	25 (2%)	1629
	29 November 2013	903 (55%)	387 (23%)	172 (10%)	98 (6%)	70 (4%)	24 (2%)	1654
	31 March 2014	880 (53%)	374 (23%)	182 (11%)	104 (6%)	74 (5%)	23 (1%)	1661 <i>(incl. 24 awaiting inspection)</i>
	31 July 2014	898 (54%)	374 (23%)	174 (10%)	102 (6%)	67 (4%)	19 (1%)	1661 <i>(incl. 27 awaiting inspection)</i>

'0' rated food businesses in the City

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

Premises	Details
28-50 Wine Workshop & Kitchen , Retail Unit, 140 Fetter Lane, London EC4A 1BT	The business has been revisited: most issues have been addressed.
Bagelmania , 156 Salisbury House, London Wall, London EC2M 5QD	A Hygiene Improvement Notice was served, issues addressed and ongoing interventions are being taken to ensure continued compliance.
Benjamin's , 61 Cannon Street, London EC4N 5AA	Several revisits have taken place and progress is being made.
Benugo , 1 Great Winchester Street, London EC2N 2DB	A re-inspection has been carried out. Improvements have been made and the business is now rated 3.
Bep Haus , Retail Unit, 40 Bow Lane, London EC4M 9DT	Several revisits have taken place. Significant progress has been made and a re-inspection is due to be carried out in August 2014.
Bob's & Co , Rising Sun Public House, 61 Carter Lane, London EC4V 5DY	The business has been re-inspected and is now rated 2. There are ongoing equipment and structural issues.
Chao!Now , 4 St Andrew's Hill, London EC4V 5BY	Several revisits have taken place and a re-inspection is due to be carried out in August 2014.
Chapters Deli , Retail Unit, 50 Bishopsgate, London EC2N 4AJ	Results of recent samples taken from the premises were poor. Some improvements have been made. The next inspection is due to be carried out in October.
Dukes , 18-22 Houndsditch, London EC3A 7DB	This business is no longer trading.
Fuzzy's Grub , 62 Fleet Street, London EC4Y 1JU	This business has relocated to Fleet Street Temples. An inspection is due to be carried out in August.

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Grab , 68 Queen Victoria Street, London EC4N 4SJ	The business was re-inspected in July 2014 and is now rated 4.
Kirin Restaurant , 10 College Hill, London EC4R 2RP	Several revisits have taken place and great improvements have been made. The business is to request a re-rating and could be awarded a 4 or 5.
Mehek Restaurant & Bar , 45 London Wall, London EC2M 5TE	At the request of the business, a re-rating visit was carried out on 29 July 2014. This resulted in no change to the 0 rating and an improvement notice was served (to take effect from 11 September 2014) based on issues in relation to non-compliance with Food Safety Management practices.
Mumbai Square , 7 Middlesex Street, London E1 7AA	Several revisits have taken place: an improved standard was observed.
My Lunch Box , Retail Unit, 6 Minories, London EC3N 1BJ	Several revisits have taken place: several positive changes were observed.
Royal Kitchen , Retail Unit, Statue House, 53-54 Aldgate High Street, London EC3N 1AL	Several revisits have taken place: a sampling programme has resulted in improved standards.
Rudd's , Retail Unit, 148 Queen Victoria Street, London EC4V 4BY	A further revisit will take place in August 2014 to check progress.
Taylor St Baristas Ltd , 125 Old Broad Street, London EC2N 1AR	Improvement notices have been served. Meetings and revisits have taken place in order to ensure compliance. The business is due to be re-inspected in August 2014.
White Swan , The White Swan Public House, 20 Farringdon Street, London EC4A 4AB	This business is no longer trading.

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Health & Safety	2013-14 Annual Total	2014-15 Target (where applicable)	Period 1 Total
Programmed Cooling Tower inspections	74	90	22
Other H&S Inspections	12	N/A	9
H&S Project visits	8	N/A	0
Accident and dangerous occurrences notifications	245	N/A	87
Complaints & service requests received	193	N/A	50
Notices	3	N/A	0
Prosecutions	0	N/A	0

*MST – Massage and Special Treatment

Period 1 – Health & Safety Team Highlights

- Attended 2 **Coroners Inquests** concerning work related deaths: one related to a window cleaner death in 2012; the other involved the swimming pool death of a member of the public in a Virgin Active premises (City of London provide advice and guidance to Virgin Active under the Better Regulation Delivery Office's Primary Authority Scheme).
- Delivered 5 income generating **training events** to other Local Authorities across the country, including 3 in Scotland, in support of a national inspection initiative.
- Worked with the District Surveyor to provide advice and guidance on safety issues associated with use of the 'Bowler Hat' **City of London Festival** venue.
- Attracted over 500 followers on the City Health & Safety Team's **Twitter** feed.
- Supported the City of London Corporation and Lloyds of London to gather evidence for submission of the **London Healthy Workplace Charter** to the October 2014 verification day.

Period 1 – Pest Control Team Highlights

- Worked with the Barbican Estates Office to develop programmes of treatment and implementation for infestations of clothes moths in the **Barbican**.
- Added the New Street/Bishopsgate area to the Thames Water **sewer baiting** programme.
- Treated 8 **rat infestations**, including a vacant site in Leadenhall Market close to food premises.
- Provided **advice to residents** on pest control at the City Residents' Meeting in June.
- Implemented a baiting programme of **subways** to control reported rat activity.
- Successfully controlled mice activity in **Guildhall North Block** through a programme of underfloor open tray baiting.

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Trading Standards	2014-15 Target (where applicable)	Period 1 Total
Inspections and visits	N/A	49
Complaints & service requests received	N/A	1215
Home Authority referrals	N/A	401
Consumer safety notifications	N/A	2
Acting as a responsible authority for Licensing Applications	N/A	31
Prosecutions	N/A	0

Period 1 – Trading Standards Highlights

- The Team has joined with the City of London Police, National Fraud Intelligence Bureau, the Metropolitan Police, the Financial Conduct Authority and others, in 'Operation Broadway', a proactive operation targeting and disrupting **boiler rooms** based in The City of London.
- Three large **fraud investigations** have continued with the assistance of the City of London and Metropolitan Police.
- Team members have received training on **Adult Safeguarding** which will assist with the management of victims of fraud.
- In May, members of the team attended a **Dementia Awareness Day** at Artizan street library at which they distributed information on scams.

**Port Health & Public Protection Enforcement Activity
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Pollution	2014-15 Target (where applicable)	Period 1 Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	N/A	354	97%	1 S80 EPA* 2 S60 COPA*	0
Complaint investigations, other	N/A	52	N/A	0	0
Licensing, Planning and Construction Works applications assessed	N/A	309	N/A	4 S61 COPA*	N/A
No. of variations (to construction working hours) notices issued	N/A	173	N/A	N/A	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

- Took part in the **London Air Quality Reception** at Mansion House to support a coordinated effort to improve air quality across London and to mark the 60th anniversary of legislation to deal with London smogs.
- Reviewed applicants and selected the winners of the **Considerate Contractors Environment Award**. Keltbray at Mitre Square were selected as the overall award winners with Skanska at St Bartholomew's and Mace at 5 Broadgate receiving highly commended awards.
- **Customer survey** results showed that 90% of respondents felt that the officer dealing with their complaint clearly explained what the customer could expect from the service provided.
- The **Out of Hours service**, which is now using Street Environment Officers from the Department of the Built Environment, is achieving faster response times than it was with Westminster City Council as the supplier. Response and visit times to complainants' calls are usually much faster than the 1 hour target time set.

**Port Health & Public Protection Enforcement Activity
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Animal Health & Welfare	2014-15 Target (where applicable)	Period 1 Total	Warning letters	Notices served	Prosecutions
Animal Reception Centre					
Throughput of animals (no. of consignments)	N/A	7825	20	0	3
Animal Health					
Inspections carried out*	N/A	157	1	26	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 1 – Animal Health & Welfare Highlights

- General trends in dogs and cats are up for the year, but exotics have declined marginally. It has, however, been a busy period for zoo animals. The HARC received 3 **clouded leopards**: probably the rarest big cats in the world, with only around 200 in captivity world-wide. The leopards have gone to a zoo in the South East.
- A consignment of 30 **Black Vultures** was received for another UK zoo - all for one exhibit. It is very unusual for us to receive such a large number of birds of prey in one shipment.
- Several **rock iguanas**, which were smuggled into the country in February, were kept at the HARC for six months before being flown back to the Bahamas. Animal Health staff entertained the Bahamian Ambassador, showing him around the Centre and how the iguanas were being kept. There are only around 200-300 of these animals left in the wild, and having the responsibility of looking after them for so long made the staff very nervous! The return of the iguanas was filmed for BBC's 'One Show', and includes footage of the HARC.
- Actress **Carrie Fisher**, of Star Wars fame, is currently filming the latest episode of Star Wars at Pinewood Studios and regularly flies in with her French Bulldog called 'Gary' as an emotional support animal.

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Port Health	2014-15 Target (where applicable)	Period 1 Total	Cautions	Notices served	Prosecutions
Food Safety inspections and revisits	N/A	8	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	N/A	26	0	0	0
Imported food Not of Animal Origin -document checks	N/A	5018	0	82	0
Imported food Not of Animal Origin - physical checks	N/A	472	0	0	0
Number of samples taken	N/A	87	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	N/A	3197	0	9	0
Products of Animal Origin Consignments – physical checks	N/A	1110	0	3	0
Number of samples taken	N/A	83	N/A	26	N/A

Period 1 – Port Health Highlights

- The Port Health Service hosted the **Annual River Inspection** by the Port Health and Environmental Services Committee to London Gateway Port.
- **London Gateway** continues to expand and attract new trade, although much of it to date has been from other London ports.
- The Port Health launch service has continued to take the required number of samples from the 16 **shellfish harvesting sites** (identified by the Centre for Environment, Fisheries and Aquaculture Science (Cefas)) in the mouth of the estuary, for analysis by regional official control laboratories. Each site is sampled 10 times per year in order to retain its classification status.