

**Port Health & Public Protection Enforcement Activity**  
**Period 3 2014-2015**  
 (December 2014 – March 2015)

Food Safety	2014-15 Target (where applicable)	Period 3 Total (Year to date totals are shown in brackets)
Programmed inspections	<b><u>Food Hygiene:</u></b> 1011  <b><u>Food Standards:</u></b> 372	<u>Food Hygiene:</u> 343 (864)  <u>Food Standards:</u> 89 (286)
Hygiene Emergency Closures	<b>N/A</b>	0 (0)
Voluntary closures	<b>N/A</b>	1 (9)
Complaints & service requests received	<b>N/A</b>	88 (293)
Notices served	<b>N/A</b>	4 (23)
Prosecutions	<b>N/A</b>	0 (0)

**Period 3 – Food Safety Team Highlights**

- Five separate **outbreaks and incidents of gastrointestinal illness** with links to premises within the City were investigated; several were associated with catered functions. One incident was linked to norovirus, another to campylobacter. Investigations such as these require a significant amount of officer time in liaison with colleagues in Public Health England and other local authorities. Full cooperation of affected parties is not always received, even when they are the ones who report the incident, which can result in inconclusive investigations despite strenuous efforts.
- One food premises was closed as a result of a **mouse infestation** which presented a potential risk to health, with food preparations surfaces contaminated.
- Work on the **FHRS display project**, mentioned in the previous report, concluded in March. The project ran across England and was coordinated by the Food Standards Agency; their final analysis of the data is awaited. The project was designed to gauge and improve the extent of display of food hygiene ratings in compliant premises (those rated 3, 4 or 5) and it is hoped that the outcome will support the case for mandatory display of ratings (currently in place in Wales).
- The team completed a number of interventions with **small catering businesses** to help them to understand the requirements of the Food Information for Consumers legislation, which came into force in mid-December, especially in relation to allergen controls.
- The team hosted several visits on behalf of the FSA including one from **Which?** This followed the publication's work on local authority inspection interventions; their researcher wished to gain a better understanding of the inspection work involved.

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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	
<b>Number (%) of food businesses</b>	<b>March 2013</b>	925 (58%)	345 (22%)	171 (11%)	69 (4%)	61 (4%)	12 (1%)	<b>1583</b>
	<b>August 2013</b>	908 (56%)	378 (23%)	168 (10%)	83 (5%)	67 (4%)	25 (2%)	<b>1629</b>
	<b>29 November 2013</b>	903 (55%)	387 (23%)	172 (10%)	98 (6%)	70 (4%)	24 (2%)	<b>1654</b>
	<b>31 March 2014</b>	880 (53%)	374 (23%)	182 (11%)	104 (6%)	74 (5%)	23 (1%)	<b>1661</b> <i>(incl. 24 awaiting inspection)</i>
	<b>31 July 2014</b>	898 (54%)	374 (23%)	174 (10%)	102 (6%)	67 (4%)	19 (1%)	<b>1661</b> <i>(incl. 27 awaiting inspection)</i>
	<b>1 December 2014</b>	919 (55%)	380 (23%)	175 (10%)	92 (6%)	58 (4%)	17 (1%)	<b>1675</b> <i>(incl. 34 awaiting inspection)</i>
	<b>31 March 2015</b>	960 (57%)	361 (21%)	165 (10%)	88 (5%)	64 (4%)	18 (1%)	<b>1692</b> <i>(incl. 36 awaiting inspection)</i>

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

These businesses were rated '0' at 31 March 2015; some have been since been re-inspected - further information is given in the 'Details' column.

Premises	Details
<b>Apulia</b> , 50 Long Lane, London EC1A 9EJ	Revisited 15/01/15: no longer using dual use vac-pack machines and rodent issues under control.
<b>Bangkok Kitchen</b> , Guild Church Of St Mary Aldermary, Watling Street, London EC4M 9BW	Cleaning has improved; WC leak has been repaired.
<b>Chilli Nachos (Tinga Foods Limited)</b> , Retail Unit 46, Moorgate, London EC2R 6EL	Ongoing interventions alongside planning, licensing building control.
<b>Eatsies</b> , Thavies Inn House, 3-4 Holborn Circus, London EC1N 2HA	Revisited: pest control issue has been resolved and the premises has reopened.
<b>Jamies</b> , 5 Groveland Court, London EC4M 9EH	Several visits carried out; premises greatly improved.
<b>Kim's Vietnamese</b> , 62 Fleet Street, London EC4Y 1JU	To be followed up.
<b>Kirin Restaurant</b> , 10 College Hill, London EC4R 2RP	Several visits carried out; externally provided coaching and training has taken place.
<b>Mehek Restaurant &amp; Bar</b> , 45 London Wall, London EC2M 5TE	Revisited and re-inspected in March 2015. Vast improvements seen – FHRS of "5" has been awarded.
<b>Mumbai Square</b> , 7 Middlesex Street, London E1 7AA	Revisit due; has been re-inspected and now has a FHRS score of "2".
<b>Notes, Music &amp; Coffee Ltd</b> , City Point, 1	Improvements have been made. SFBB (Safer Food

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Ropemaker Street, London EC2Y 9AW	Better Business) coaching has been given. Awaiting next routine inspection.
<b>Rudd's</b> , Retail Unit, 148 Queen Victoria Street, London EC4V 4BY	Premises had improved on last visit.
<b>Scoffs</b> , Thames Court, 1 Queenhithe, London EC4V 3DX	Improved, but there is a lack of understanding from the management downwards. This was discussed at time of visit.
<b>The Cock And Woolpack Public House</b> , 6 Finch Lane, London EC3V 3NA	Improvement notices were complied with by September. A new Chef is currently being trained. New documentation has been issued.
<b>The White Swan</b> , 108 Fetter Lane, London EC4A 1ES	Revisited: the pest control issue has been resolved and the premises has reopened.
<b>Tsuru</b> , Retail Unit, Aldermay House, 15 Queen Street, London EC4N 1TX	There are recurring issues with lack of cleaning and full HACCP on site for processes within the store room area.
<b>Wood Street Bar and Restaurant</b> , 53 Fore Street, London EC2Y 5EJ	Much improved 2 weeks later. No dual use of vac pack machines and improved cleaning and HACCP.
<b>Wrap it Up Production Kitchen</b> , 166-170 Bishopsgate, London EC2M 4LX	Frequent visits made. Has improved with a dedicated person to oversee practices. All have retrained. Due to relocate in 3-4 months.
<b>Zorita's Kitchen</b> , Retail Unit, Broken Wharf House, 2 Broken Wharf, London EC4V 3DT	Improvements have been made and notices have been complied with.

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Health & Safety	2013-14 Annual Total	2014-15 Target (where applicable)	Period 3 Total (Year to date totals are shown in brackets)
Programmed Cooling Tower inspections	74	<b>90</b>	26 (69)
Other H&S Inspections	12	<b>N/A</b>	29 (38)
H&S Project visits	8	<b>N/A</b>	25 (27)
Accident and dangerous occurrences notifications	245	<b>N/A</b>	76 (238)
Complaints & service requests received	193	<b>N/A</b>	32 (160)
Notices	3	<b>N/A</b>	0 (0)
Prosecutions	0	<b>N/A</b>	1 (1)

\*MST – Massage and Special Treatment

### **Period 3 – Health & Safety Team Highlights**

- As part of the '**Working at Height**' project: a free briefing was provided to facilities managers on the selection and management of cleaning/maintenance contractors who carry out work 'at height'. Team members guided and assessed the London Borough of Southwark's successful application for a London Workplace Wellbeing Charter Award.
- A **successful prosecution** was brought against managing agents for failing to managing the risks associated with damaged asbestos materials in an occupied City office building. The company was fined a total of £40,000 and ordered to pay £5,412.60 costs.
- Members of the team have been invited to join a National working group to review guidance on **controlling legionella** in spa pools.
- Two **new videos** have been produced for facilities managers, in conjunction with PRO, providing advice on the selection and management of contractors.

### **Period 3 – Pest Control Team Highlights**

- The team has worked with the Food Standards Agency and the Superintendent of **Smithfield Market** in order to improve hygiene and pest proofing in shop units at the Market.
- Significant rat infestations have been successfully eradicated in two **City Gardens**.
- There has been improved coordination with Thames Water and Rentokil in relation to City of London **sewer baiting** for rats.
- During period 3, the team received 78 service requests for treatment, 76 of which were carried out.

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Trading Standards	2014-15 Target (where applicable)	Period 3 Total (Year to date totals are shown in brackets)
Inspections and visits	N/A	17 (91)
Complaints & service requests received	N/A	1130 (3332)
Home Authority referrals	N/A	45 (466)
Consumer safety notifications	N/A	0 (2)
Acting as a responsible authority for Licensing Applications	N/A	25 (84)
Prosecutions	N/A	0 (0)

**Period 3 – Trading Standards Highlights**

- **Operation Broadway**, a joint initiative between City of London Trading Standards, City of London Police, Metropolitan Police, The Financial Conduct Authority and HMRC continued to disrupt the activities of “boiler rooms” selling worthless alternative investments to victims. On 19 March, Operation Broadway mounted a “**Day of Action**” to highlight the issue with serviced/virtual office providers (who host the perpetrators) to the public. The Day of Action received widespread media coverage and resulted in the identification of further boiler room fraud.
- The Trading Standards team commenced its first ever prosecution under section 75 of the London Local Authorities Act 2007, which regulates the activities of **mail forwarding businesses**, a major enabler of fraudulent activity. The full trial is scheduled for June.

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Pollution	2014-15 Target (where applicable)	Period 3 Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	N/A	320 (971)	95%	2 COPA S60 (6)	0 (0)
Complaint investigations, other	N/A	27 (68)	N/A	0 (0)	0 (0)
Licensing, Planning and Construction Works applications assessed	N/A	635 (1286)	N/A	5 COPA S61 (14)	N/A
No. of variations (to construction working hours) notices issued	N/A	270 (719)	N/A	N/A	N/A

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

\* EPA: Environmental Protection Act 1990.

### **Period 3 – Pollution Team Highlights**

- The draft **Contaminated Land Strategy** 2015 – 2020 has been released for external consultation.
- Tunnel Boring Machines (TBM) are predicted to enter the vicinity of the Barbican Estate on 9 April 2015. The team has been working with **Crossrail** to reduce any potential impacts on the Barbican Concert Hall, the Barbican Centre and residents.
- Seven submissions have been received for consideration of the **Environment Award** of the Considerate Contractors Awards.
- The team delivered a seminar for Highways colleagues on the **Environmental impacts of streetworks**.
- Two **Cleaner Air Action Days** have been held to deal with engine idling; the first of these took place on a day of high levels of air pollution in the City.
- 13 businesses in the Barbican area were engaged in the Cleaner Air Action Days.
- The draft **Air Quality Strategy** was issued for consultation.
- Engagement commenced with clinicians at **Barts Health NHS Trust** to provide advice to vulnerable people on air quality.
- Downloads of the **CityAir App** have exceeded 6,000.
- A **Sustainable City Award** for Air Quality was awarded to Midtown Business Improvement District. The runners up were Land Securities and Wilson James.

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Animal Health & Welfare	2014-15 Target (where applicable)	Period 3 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	6477 (21,762)	11 (50)	0 (0)	4 (13)
<b>Animal Health</b>					
Inspections carried out*	N/A	120 (368)	0 (1)	9 (50)	0 (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 3 – Animal Health & Welfare Highlights**

- 15kgs of **heroin** were recently discovered in three cat boxes imported through the Animal Reception Centre. The team's stringent checks and documentation have proven extremely useful for the National Crime Agency which is building a case against the defendant. Three Animal Health Officers will give evidence in court.
- The team set up the first **Primary Authority Partnership** for animal licensed premises.
- **Income** from Emotional Support Animals has increased steadily, reaching £53,000 during quarter 3 of 2014/15.

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Port Health	2014-15 Target (where applicable)	Period 3 Total	Cautions	Notices served	Prosecutions
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Food Safety inspections and revisits	N/A	9 (54)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	N/A	26 (92)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin -document checks	N/A	5168 (12,768)	0 (0)	131 (299)	0 (0)
Imported food Not of Animal Origin - physical checks	N/A	683 (1,866)	0 (0)	0 (0)	0 (0)
Number of samples taken	N/A	123 (327)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	N/A	3,189 (9,818)	0 (0)	22 (61)	0 (0)
Products of Animal Origin Consignments – physical checks	N/A	1,257 (3,713)	0 (0)	11 (17)	0 (0)
Number of samples taken	N/A	77 (244)	N/A	21 (71)	N/A

**Period 3 – Port Health Highlights**

- **London Gateway** continues to expand and the first Triple E Class vessel, The Munkebo Maersk, arrived on 26 February 2015. At 195,000 tons this is the largest vessel ever to sail up the Thames. The Port is still predicting a further significant increase in trade by mid-summer.
- The **mobile working** project within the Ports is still on course to go live on 1 June 2015.
- Four **new members of staff** joined Port Health in March and are completing their induction training.
- **Robin Catchlove**, Assistant Director of Port Health, retired at the end of March 2015.
- The **Chamberlain and Chief Information Officer** visited our operations at London Gateway and Tilbury Ports and on the river itself.