

Port Health & Public Protection Enforcement Activity
Period 3 2015-16
(December 2015 – March 2016)

Food Safety	2014-2015 Annual Total	2015-16 Target (where applicable)	2015-16 Period 3 Total (Whole year totals are shown in brackets)
Programmed inspections	<u>Food Hygiene:</u> 864 <u>Food Standards:</u> 286	<u>Food Hygiene:</u> 1027 <u>Food Standards:</u> 457	<u>Food Hygiene:</u> 416 (1,014) <u>Food Standards:</u> 106 (303)
Hygiene Emergency Closures	0	N/A	0 (1)
Voluntary closures	9	N/A	1 (5)
Complaints & service requests received	293	N/A	94 (267)
Notices served	23	N/A	5 (13)
Prosecutions	0	N/A	0 (0)

Period 3 - Food Safety Team Highlights

- The former 'Food Safety' and 'Health and Safety' teams have been restructured into two more flexible, multi-skilled 'Commercial' Teams (as recommended in the **Service Based Review**). The new teams incorporate those officers who were formerly part of the Smithfield Enforcement Team.
- Procedures used by the authorised food officers (8-10 staff) have been revised to address the changes in team structure and changes in the **Food Law Code**.
- In December the Food Standards Agency (FSA) audited the department's delivery of official food controls in the City. The **FSA** issued their **audit report** to the Town Clerk in early 2016; we have developed an action plan to address the recommendations made in the report.
- London Boroughs made an application (grant funded) to the FSA to carry out **inter-authority audits** to look at consistency in the application of inspections and systems that support the Food Hygiene Rating Scheme across London. We provided one of the three auditors who completed this work in London.
- One business **voluntarily closed** during the period. The business, 'Toast', one of those that appear in the zero rated premises list, closed as a result of pest activity; the situation has since improved.
- We contributed to a number of **FSA consultations** on policy including proposals for mandating the FHRS rating scheme within England and further (still interim) guidance on the sale of so called rare burgers.
- We engaged a further **contractor** to assist with the completion of the food hygiene inspection workload.
- The FSA ran two further courses for London environmental health staff on meat hygiene using **Smithfield Market** facilities.

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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 (incl. 24 awaiting inspection)
	31 July 2014	898 (54%)	374 (23%)	174 (10%)	102 (6%)	67 (4%)	19 (1%)	1661 (incl. 27 awaiting inspection)
	1 December 2014	919 (55%)	380 (23%)	175 (10%)	92 (6%)	58 (4%)	17 (1%)	1675 (incl. 34 awaiting inspection)
	31 March 2015	960 (57%)	361 (21%)	165 (10%)	88 (5%)	64 (4%)	18 (1%)	1692 (incl. 36 awaiting inspection)
	31 July 2015	1014 (59%)	361 (21%)	158 (9%)	77 (4.5%)	58 (3.5%)	8 (0.5%)	1721 (incl. 45 awaiting inspection)
	30 November 2015	1049 (60%)	360 (21%)	147 (8%)	68 (4%)	57 (3%)	10 (1%)	1748 (incl. 57 awaiting inspection)
	31 March 2016	1106 (63%)	320 (18%)	142 (8%)	74 (4%)	56 (3%)	18 (1%)	1756 (incl. 40 awaiting inspection)

'0' rated food businesses in the City

These businesses were rated '0' at 31 March 2016; 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
Bad Egg , Retail Unit 1b, 1 Ropemaker Street, London EC2Y 9AW	There were serious concerns with the production methods for burgers (lightly cooked with no real control measures) and the process was stopped.
Bow Wine Vaults , 10 Bow Churchyard, London EC4M 9DQ	Some improvements in practices and cleaning have been noted but further work is still required.
Picante Mexican Grill , 8-12 New Bridge Street, London EC4V 6AL	This premises has permanently closed.
Cheeky Chicos Ltd , 8-12 New Bridge Street, London EC4V 6AL	This business took over from 'Picante Mexican Grill' (see above); it remains a poor performer. The next inspection is due in May.

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Chilli Nachos (Tinga Foods Limited) , Retail Unit, 46 Moorgate London EC2R 6EL	A considerable number of follow up visits have been made to this business and staff changes have effected what we hope will be an improvement. The next inspection is due at the end of April.
Continental Sandwich Bar , 19 Watling Street, London EC4M 9BR	This premises was inspected in March and obtained a rating of 3.
Madison , Roof Terrace Restaurant, 1 New Change, London EC4M 9AF	This premises has put in place certain improvements; we are dealing with their solicitors over potential legal proceedings.
Nii Haw Sushi , 7 Ludgate Circus, London EC4M 7LF	This premises has since been re-inspected and rated as a 2. It is due to close mid-April when the lease expires.
Old Red Cow , The Old Red Cow Public House, 71-72 Long Lane, London EC1A 9EJ	This premises was revisited a number of times and foods resampled. All staff have attended food hygiene training and the most recent food samples were satisfactory.
Planet of the Grapes Ltd , Basement Unit, 74-82 Queen Victoria Street, London EC4N 4SJ	The premises was revisited in December and was found to have very much improved. Issues with the hot water supply had been resolved; the premises was generally clean with no evidence of pests (after long standing problems). Most supporting paper work was complete and available. The next inspection was carried out in March and the business has sustained compliance and is now rated a 4.
Pull'd , 61 Cannon Street, London EC4N 5AA	Several interventions have been completed since the last inspection, including some sampling work. Systems had improved with the manager taking a keen interest, other key staff less so. The next full inspection is due in April.
The Creed Lane Kitchen , 1 Creed Lane, London EC4V 5BR	This premises was inspected in March and is now rated a 1 so there has been some improvement but more is required.
The Hack & Hop , 35 Whitefriars Street, London EC4Y 8BH	The premises was revisited in April 2016 and was found to have complied with the requirements identified during the initial inspection. The business will be requesting a re-rating.
Toast , 21 West Smithfield, London EC1A 9HY	This place voluntarily closed due to a mouse infestation. Premises now opened following a deep clean and pest control treatments. No re-rating request has been received.
Tsuru , Retail Unit, Aldermay House, 15 Queen Street, London EC4N 1TX	This premises has been inspected and is now rated a 3.
Turntable , 7-9 Norwich Street, London EC4A 1EJ	A Hygiene Improvement Notice was served and complied with at the time of the follow up visit in January 2016.
Wood Street Bar and Restaurant , 53 Fore Street, London EC2Y 5EJ	A number of follow up visits were made to this premises to effect improvements; an inspection is due in April.
XLNT (Results) Ltd , 2nd Floor Gantry, Temple Of Mithras (Ancient Temple Court), 11 Queen Victoria Street, London	This premises was inspected again in late March. It has sustained improvement and now rates a 4.

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Health & Safety	2014-15 Annual Total	2015-16 Target (where applicable)	2015-16 Period 3 Total (Whole year totals are shown in brackets)
Programmed Cooling Tower inspections	69	75	33 (73*)
Other H&S Inspections	38	N/A	3 (59)
H&S Project visits	27	N/A	0 (10)
Accident and dangerous occurrences notifications	238	N/A	76 (240)
Complaints & service requests received	160	N/A	34 (145)
Notices	0	N/A	0 (0)
Prosecutions	1	N/A	0 (1)

* 73 of the target 75 Cooling Towers were inspected during the year:

One Cooling Tower became due for inspection on 28 March 2015 but this was done a week later, i.e. in the next financial year (this was, however, still within the target for the inspection).

One decommissioned Cooling Tower was not visited as the team is aware that it is still not active.

Period 3 – Health & Safety Highlights

- Officers provided support to the Coroner with a suicide case, in line with the **City of London's Suicide Strategy**.
- The service entered into a new **Primary Authority Partnership** with Monsoon (clothing retailer). A further potential partnership, with a health and safety consultancy company, is being considered.
- Two briefings were delivered to facilities managers on the topic of **safer working at height**.
- Officers supported visits and training on **Legionella control** in cooling towers for public health and enforcement staff from other local authorities and Public Health England.
- Officers contributed to new web-based guidance on safe working at height for window cleaners, which is available on the **Health and Safety Executive** website and includes links to our YouTube videos on the subject.
- Our first **YouTube video** on working at height (produced in 2013) received more than 10,000 'hits'.

Period 3 – Pest Control Highlights

- Officers provided support for the development of the specification and the tendering process for **outsourcing** of the Pest Control Service.
- The Pest Control Service was **decommissioned** at the end of March and transferred seamlessly to the new contractor.

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Trading Standards	2014-15 Annual Total	2015-16 Target (where applicable)	2015-16 Period 3 Total (Whole year totals are shown in brackets)
Inspections and visits	91	N/A	30 (77)
Complaints & service requests received	3332	N/A	759 (3,321)
Home Authority referrals	466*	N/A	33 (101)
Acting as a responsible authority for Licensing Applications	84	N/A	32 (122)
Prosecutions	0	N/A	0 (2)

* The 2014-15 Period 1 figure for Home Authority referrals was misreported, meaning that the annual total for 2014-15 is incomparable with that for 2015-16.

Period 3 – Trading Standards Highlights

- Trading Standards have been working closely with the 'National Centre for Post-Qualifying Social Work and Professional Practice' based at Bournemouth University and contributed to a significant piece of research work on financial scamming that fits in with the team's work on **Operation Broadway**. The subsequent guidance book (linked below) was launched at an event attended by Trading Standards at the House of Commons on 9 March 2016. <http://www.ncpgsw.com/financial-scamming/>
- Trading Standards was granted delegated powers by the Port Health and Environmental Services Committee in relation to a new piece of work being planned on the activities of **letting agents**. New legislation places controls on the activities of letting agents; a number of them operating in the City of London will be visited during the summer, their compliance checked and suitable advice offered.

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Pollution	2014-15 Annual Total	2015-16 Target (where applicable)	Period 3 2015-2016 results			
			Total	% Noise complaints resolved	Notices served	Prosecutions
			(Whole year totals are shown in brackets)			
Complaint investigations, noise	971	N/A	410 (1,045)	96.8%	5 COPA S60* (10)	0 (0)
Complaint investigations, other	68	N/A	148 (260)	N/A	N/A	0 (0)
Licensing, Planning and Construction Works applications assessed	1286	N/A	680 (1,726)	N/A	6 COPA S61* (9)	N/A
No. of variations (to construction working hours) notices issued	719	N/A	380 (1,151)	N/A	0 (4)	N/A

* 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

- Workshop delivered, in conjunction with the Highways Team, to Statutory Utilities on the **environmental impact of street works activity** with a view to increased 24 hour working.
- Delivered a **Fats, Oils and Greases Drainage seminar** to colleagues in Building Control and Food Safety.
- Hosted a workshop for construction and demolition companies on the new requirements for reducing pollution from **non-road mobile machinery**. Also gave a presentation to London Local Authorities and Planning Officers regarding the City's approach to these new requirements.
- The **London Construction Code of Practice** has been finalised and is currently being launched by the CIEH.
- Received notification of the following funding streams from the next round of the **Mayor's Air Quality Fund**:
 - To investigate the feasibility and acceptability of different options to reduce emissions from diesel across the Square Mile - £100,000 over 3 years.
 - To coordinate and roll out Cleaner Air Action Days across 10 London boroughs to deal with unnecessary vehicle engine idling - £100,000 over 3 years.
 - To investigate the potential impact on air quality in central London of using standby diesel generators for 'short term operating reserve' in times of peak electricity demand, rather than just in emergency situations and for testing - £40,000 for 2016/17.
 - The City Corporation is also part of 2 joint projects to take action to deal with emissions from non-road mobile machinery on construction sites.
- Supported a piece of **air quality research** by the independent think tank, **Policy Exchange**. The work outlines potential policy options to address London's air quality problem. The final report was published in March
<http://www.policyexchange.org.uk/publications/category/item/up-in-the-air-how-to-solve-london-s-air-quality-crisis-part-2>

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- Held a **Business Healthy event** on air quality hosted by Nomura.
- Completed a 3 year air quality project with **Bart's Health NHS Trust**.
- Held **Cleaner Air Action Days** to deal with idling engines with the support of resident volunteers.
- Awarded the **Sustainable City Award for Air Quality** to Client Earth who were also the overall winners.
- Modelled the impact of **Austin Friars** road closure and the changes to **Bank Interchange** on local air quality.
- Completed an application for funding for a **Low Emission Neighbourhood** in the City.
- Gave a presentation at the March ALEHM (Association of London Environmental Health Officers) meeting to update attendees on air quality matters and changes.
- Commenced **air quality monitoring** as follows:
 - with Cheapside Business Alliance at 10 locations (this is ongoing); .
 - in Mansell Street (real time particulate and nitrogen dioxide monitoring)
 - Sir John Cass primary school (installed PM2.5 monitoring equipment).

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Animal Health & Welfare	2014-15 Annual total	2015-16 Target (where applicable)	Period 3 2015-2016 results			
			Total	Warning letters	Notices served	Prosecutions
			(Whole year totals are shown in brackets)			
Animal Reception Centre						
Throughput of animals (no. of consignments)	21,762	N/A	6,613 (22,228)	15 (46)	0 (0)	3 (17)
Animal Health						
Inspections carried out*	368	N/A	136 (366)	2 (4)	11 (33)	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 Highlights

- Due to action taken by the Animal and Plant Health Agency at Coquelle and Dover, the number of **illegal puppies** reported in London has significantly reduced. We have still had to deal with cats in being transported in containers and, at Christmas, 'beggars' coming from Eastern Europe with 'cute' puppies.
- We have been heavily involved in a recent **Defra Consultation on Animal Establishment Licensing** and a review of the relevant Acts. The outcomes from this will be published this summer.

Period 3 – HARC Highlights

- Numbers of **dogs and cats** have remained at previous rates and have become the main focus of work at the HARC.
- Zoo movements continue and we were lucky enough to have a **Clouded Leopard Cub** recently as well as a **rescued lion**.
- At the beginning of 2016, we held a meeting with the US Department of Agriculture to discuss the issues we have with the standard of paperwork accompanying animals from the States and **Emotional Support Animal** issues. The outcome from this will hopefully lead to fewer problems.

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Port Health	2014-15 Annual total	2015-16 target (where applicable)	Period 3 2015-2016 results			
			Total	Cautions	Notices served	Prosecutions
			<i>(Whole year totals are shown in brackets)</i>			
Food Safety inspections and revisits	54	N/A	11 (18)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	92	N/A	43 (120)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin - document checks	12,768	N/A	5,032 (15,823)	-	101 (241)	-
Imported food Not of Animal Origin - physical checks	1,866	N/A	1,730 (3,522)	-	N/A	-
Number of samples taken	327	N/A	122 (339)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	10,226	N/A	3,901 (10,258)	0 (0)	44 (69)	0 (0)
Products of Animal Origin Consignments – physical checks	3,959	N/A	1,561 (4,046)	0 (0)	3 (14)	0 (0)
Number of samples taken	259	N/A	78 (228)	N/A	8 (33)	N/A

Period 3 – Port Health Highlights

- During Period 3 there has been a 15% **increase in the number of vessel arrivals** at London Gateway Port when compared to the same period the previous year. In addition, Port Health has seen an **increase in vessel size**. Historically, most typical vessels at London Gateway Port and the Port of Tilbury carried in the region of 9,000 twenty foot equivalent unit (TEU) containers. However, Port Health is now seeing some of the largest container vessels in the world use London Gateway Port. These vessels carry around 18,000 TEU containers and discharge around 5,000 containers each visit.
- Port Health has started to roll out and test a number of **IT solutions to streamline work processes**. This includes the use of tablets to record information directly on to the Port Health database, and securing appropriate Wi-Fi networks in the ports to allow mobile working. Further IT developments are planned for the next 4 month period.

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**PUBLIC PROTECTION SERVICE
CUSTOMER SATISFACTION SURVEY RESULTS 2015-2016**

During 2015-2016, for the first time the Public Protection Service asked its customers to feedback on how they found the service they received. Customer satisfaction surveys were sent each week to service users once their complaint/query had been investigated.

Results of the surveys have been analysed and fed into performance meetings with individual officers. Where contact details have been given requesting further contact each of these has been followed up by the Team Manager. The information collected is being used to improve performance where appropriate.

The surveys will continue during 2016-2017. Going forward we intend to explore different means of increasing the level of feedback we receive in an effort to obtain a more accurate picture of how our services are perceived by the businesses, residents, workers and visitors to the City of London.

A summary of the results of the 2015-16 surveys for our Food Safety and Pollution services are shown below.

FOOD SAFETY

Completed by: Business 68% Worker 32% Nos. 65

Q. How strongly you agree or disagree with the following statements about your most recent contact with the City of London's Public Protection service

	Strongly Agree	Agree	Total
The officer handled issues with courtesy and professionalism	78%	22%	65
The officer provided clear information	73%	27%	64
The officer clearly explained what I could expect the service to provide	67%	33%	64

Q. Did you find the following materials useful?

	Strongly Agree	Agree	N/A	Total
Printed our information left with you	30%	30%	40%	63
Follow up letter or information	48%	32%	20%	65
Follow up e-mail	28%	17%	55%	64
Website Information	23%	19%	58%	64

Q. If you were asked to take action did you understand what was required of you?

Yes	82%	53
No	2%	1
N/A	16%	11

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Q. At the site visit, did our officer?

	Strongly Agree	Agree	N/A	Total
Show identification on arrival	94%	2%	4%	64
Explain to you the purpose of the visit	98%	-	2%	64
Help you understand how best to meet legal requirements	94%	-	6%	63
Announce the visit in advance	19%	77%	4%	64
Leave a business card	63%	27%	10%	64

Q. Do you feel your business was dealt with fairly?

Strongly Agree	Agree	Disagree	Strongly Disagree
72%	28%	-	-

Q. Overall, how would you describe your experience with the service received?

Excellent	Good	Satisfactory	Poor
69%	28%	3%	-

POLLUTION

There has been a good rate of response to our requests for customer feedback this year. However, one needs to take into consideration that the Pollution survey is only sent to complainants whose complaints may not have been substantiated, hence a degree of negativity in some of the feedback.

Completed by:

	% of Total Responses	No
Business	24%	28
Resident	70%	83
Member	< 1%	1
Worker	5%	6
Visitor	-	-
		118

Q. The Service Request concerned...

	% of Total Responses	No
Noise from domestic premises	9%	11
Noise from licensed premises	16%	19
Construction site or Street Works	44%	52
Other Commercial premises	31%	36
		118

Q. Was your complaint made between 18:00 and 08:00 and / or on a weekend or bank holiday?

Yes	65%	77
No	35%	41

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Q. How strongly you agree or disagree with the following statements about your most recent contact with the City of London's Public Protection service

	Strongly Agree	Agree	Disagree	Strongly disagree	Total
The officer handled issues with courtesy and professionalism	63%	31%	2%	4%	108
The officer provided clear information	50%	35%	8%	7%	106
The officer clearly explained what I could expect the service to provide	43%	41%	11%	5%	107

Q. Did you find the following materials useful?

	Strongly Agree	Agree	Disagree	Strongly disagree	N/A	Total
Printed our information left with you	6%	6%	2%	1%	85%	108
Follow up letter or information	11%	13%	2%	6%	56%	108
Follow up e-mail	8%	27%	3%	6%	56%	108
Website Information	5%	16%	5%	6%	68%	108

Q. If you were asked to take action did you understand what was required of you?

Yes	25%	29
No	5%	4
N/A	70%	76

Q. At the site visit, did our officer?

	Yes	No	N/A	Total
Show identification on arrival	62%	18%	20%	34
Explain to you the purpose of the visit	79%		21%	34
Help you understand how best to meet legal requirements	50%	18%	32%	34
Announce the visit in advance	65%	12%	23%	34
Leave a business card	52%	24%	24%	33

Q. Overall, how would you describe your experience with the service received?

Excellent	Good	Satisfactory	Poor
46%	22%	14%	18%
49	23	15	20