

Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2016-17

Food Safety	2015-2016 Annual Total	2016-17 Target (where applicable)	Period 1 2016-17 Total
Programmed inspections	<u>Food Hygiene:</u> 1,014	<u>Food Hygiene:</u> 920	<u>Food Hygiene:</u> 294
	<u>Food Standards:</u> 303	<u>Food Standards:</u> 617	<u>Food Standards:</u> 83
Hygiene Emergency Closures	1	N/A	0
Voluntary closures	5	N/A	1
Complaints & service requests received	267	N/A	99
Notices served	13	N/A	3
Prosecutions	0	N/A	0

Period 1 - Food Safety Enforcement Highlights

- The FSA published revised guidance on the safe production of rare burgers (served 'lightly cooked'). We have had a number of instances where the advice within this new guidance has not been followed; this has resulted in a number of **interventions to advise City food businesses** which wish to offer such burgers.
- We were involved in the promotion of the **FSA's National Food Safety Week** which focussed on sustainability and the reduction of food waste. The theme was to encourage food businesses (and consumers) to consider how they can limit the amount of food they waste and direct them to further assistance. An information sheet was designed and continues to be distributed to all food businesses with our enforcement letters. One of our EHOs also gave a presentation on reducing food waste at the Clean City Awards.
- The Senior Authorised Officer at Smithfield Market and one of the Port Health Official Veterinarians delivered **practical meat training** and the associated examination to prospective MSc students from the University of Derby who required it to complete their Environmental Health course. Students spent a whole week in London receiving training on practical food inspection, including meat hygiene.
- The first part of the **mobile working project**, "Look & Feel", was successfully completed with the trial of two handheld tablet devices. The feedback generated has informed the next stage which will see Food Safety EHOs trialling an electronic inspection form on handheld tablets as they carry out their 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>
	1 December 2014	919 (55%)	380 (23%)	175 (10%)	92 (6%)	58 (4%)	17 (1%)	1675 <i>(incl. 34 awaiting inspection)</i>
	31 March 2015	960 (57%)	361 (21%)	165 (10%)	88 (5%)	64 (4%)	18 (1%)	1692 <i>(incl. 36 awaiting inspection)</i>
	31 July 2015	1014 (59%)	361 (21%)	158 (9%)	77 (4.5%)	58 (3.5%)	8 (0.5%)	1721 <i>(incl. 45 awaiting inspection)</i>
	30 November 2015	1049 (60%)	360 (21%)	147 (8%)	68 (4%)	57 (3%)	10 (1%)	1748 <i>(incl. 57 awaiting inspection)</i>
	31 March 2016	1106 (63%)	320 (18%)	142 (8%)	74 (4%)	56 (3%)	18 (1%)	1756 <i>(incl. 40 awaiting inspection)</i>
	29 July 2016	1163 (66%)	306 (17%)	132 (8%)	60 (3%)	49 (3%)	13 (1%)	1765 <i>(incl. 42 awaiting inspection)</i>

'0' rated food businesses in the City

These businesses were rated '0' at 29 July 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
Assenheims 56 , 24 Cophall Avenue, London EC2R 7DN	This business rated 0 following problems with their water supply; they had attempted to trade but agreed to close voluntarily when we inspected. There were other problems with practices but these have been largely resolved. The FBO was advised that he could make a re-rating request but has he not done. The next full inspection is due in October.

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Bad Egg , Retail Unit 1b, 1 Ropemaker Street, London EC2Y 9AW	This business was inspected again in early August. Systems have improved considerably and the business is now rated a 4.
Bow Wine Vaults , 10 Bow Churchyard, London EC4M 9DQ	The business was re-inspected in mid-August and has managed to sustain some improvement. The rating is now a 3, broadly compliant with hygiene legislation.
Cheeky Chicos Ltd , 8-12 New Bridge Street, London EC4V 6AL	This business has since been inspected and its rating is now a 3, broadly compliant. This is an improvement but still a work in progress.
Grand Union Public House , Rolls Passage, London EC4A 1HL	This premises had a serious problem with rodent activity. A Hygiene Improvement Notice was served and has now been complied with. The level of mouse activity is now much improved as are other systems (such as cleaning).
Madison , Roof Terrace Restaurant, 1 New Change, London EC4M 9AF	This premises was inspected again in August. The FBO is a large business and it has taken them some time to ensure they are compliant; they are now much improved and would appear to have sustained this improvement since the last inspection.
The Old Red Cow Public House , 71-72 Long Lane, London EC1A 9EJ	A further Food Hygiene inspection was carried out in July. The business hygiene practices had vastly improved but the business's rating is still a non-compliant 2 because of a hot water defect.
People Choice Café , 38 Goswell Road, London EC1M 7AA	Follow-up visits have been made since the original inspection and things are improving but slowly. A further visit was made on 7 September 2016. The business has progressed greatly on both management recording and documentation. The pest control and structure of the premise has also improved. The owner has requested, and has been provided with, an application to have the business re-rated.
Simple Health Kitchen , 73A Watling Street, London EC4M 9BJ	The company have made significant attempts to improve their system; several visits have been made to help support this process, the latest involved sampling of food and hand contact surfaces.
Sweet News , Retail Unit 2, 1 Fleet Place, London EC4M 7RA	This business (a newsagent) had a serious rodent problem and concerted effort was required to improve the situation. The original inspection has been followed up with a number of visits and improvements have been made. However, the business has not requested a re-rating.
Toast , 21 West Smithfield, London EC1A 9HY	The pest control issues have been resolved following an agreement to close the premises. The business has not requested a re-rating.
Turntable , 7-9 Norwich Street, London EC4A 1EJ	This premises has closed
Zucla , 40 Whitefriars Street, London EC4Y 8BH	The business had a further full inspection at the end of August and is very much improved; it is now rated a 4.

Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2016-17

Health & Safety	2015-16 Annual Total	2016-17 Target (where applicable)	Period 1 2016-17 Total
Programmed Cooling Tower inspections	73	75	22
Other H&S Inspections	3	N/A	8
H&S Project visits	0	N/A	4
Accident and dangerous occurrences notifications	240	N/A	88
Complaints & service requests received	145	N/A	59
Notices	0	N/A	0
Prosecutions	1	N/A	0

Period 1 – Health & Safety Enforcement Highlights

- Work has continued to implement the **Service Based Review reorganisation**, in particular improving the competence of former H&S Team officers to carry out the full range of Food Safety enforcement required in the City.
- We ran a two day **training course on rodent control** for officers from Public Protection's Environmental Health Teams; the City Surveyor's Contract Manager; the DBE Drainage Team; and Smithfield Market staff.
- Officers supported, and presented at, the first national IRATA (Industrial Rope Access Trade Association) "**Work At Height**" **seminar** held at Guildhall. Our team produced a video of the event (with PRO and M&CP funding) including interviews with key presenters and industry leaders and which can be seen at www.youtube.com/cityoflondon. The event was also supported by the Corporate Health & Safety Unit and was judged by all to be a considerable success.
- An **investigation into a serious accident** involving a window cleaner falling from height while using rope access methods at a Broadgate premises is almost complete.
- We ran a **training course on inspection of Cooling Towers** for nine local authority health & safety enforcement officers (mostly from London).
- We delivered investigations training to CBRE's Health & Safety Team as part of our developing **Primary Authority Partnership** with them.
- Our **new YouTube video** (Building Design and Work at Height) targeted at designers of buildings was launched. The video aims to raise awareness of revised legal requirements to consider the health & safety needs of end users of buildings - e.g. how external facades of new or refurbished buildings will be cleaned safely. www.cityoflondon.gov.uk/business/environmental-health/health-and-safety/resources/Pages/Building-Design-and-Work-at-Height

Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2016-17

Trading Standards	2015-16 Annual Total	2016-17 Target (where applicable)	Period 1 2016-17 Total
Inspections and visits	77	N/A	35
Complaints & service requests received	3,321	N/A	710
Home Authority referrals	101	N/A	45
Acting as a responsible authority for Licensing Applications	122	N/A	34
Prosecutions	2	N/A	0

Period 1 – Trading Standards Highlights

- The team continues to work in partnership with the CoL Police, Metropolitan Police, HMRC and the Financial Conduct Authority on **Operation Broadway** to disrupt investment fraud in the Square Mile. The Operation Broadway team attended the City-wide Residents Meeting at Guildhall in May and spent time explaining their work to attendees and giving practical advice to avoid becoming a victim of financial fraud and other scams.
- The Trading Standards team has commenced an investigation involving over 200 victims of an **investment scam**. All victims have been exposed to a secondary fraud which, thanks to the work of the team, has now been stopped in its tracks. Work is underway to help these victims avoid further fraud.
- Our Trading Standards Manager is participating in the Home Office driven '**Joint Fraud Taskforce**' with the objective of looking at new ways of preventing fraud against vulnerable consumers across the UK.
- Our Trading Standards Officers have been working on a project to enforce the new legal provisions relating to the **activities of Letting Agents** within the City. There are serious issues right across London with rogue agents 'ripping off' prospective tenants and we are feeding into a London-wide project on this important area of work.
- The team continues to look for opportunities to develop **Primary Authority Partnerships** with businesses; one global brand retailer has recently met with us to explore an innovative new working relationship.
- Finally, your Committee's previous endorsement of the team taking on an additional fixed-term contract Trading Standards Officer to **develop the Operation Broadway model** across Greater London has also been enthusiastically endorsed by the City Corporation's Economic Crime Board and recruitment is currently underway.

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Pollution	2015-16 Annual Total	2016-17 Target (where applicable)	Period 1 2016-2017 results			
			Total	% Noise complaints resolved	Notices served	Prosecutions
Complaint investigations, noise	1,045	N/A	348	96.4%	5 COPA S60*	0
Complaint investigations, other	260	N/A	29	N/A	N/A	0
Licensing, Planning and Construction Works applications assessed	1,726	N/A	414	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,151	N/A	322	N/A	6 COPA S61*	N/A

* 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

- The draft **Noise Strategy 2016-2026** was approved at the PHES Committee and is now out for external consultation.
- The **Bank Station Capacity Upgrade Project** lead by London Underground Limited and Dragados is now fully underway and demolition of the whole site and preparatory works on Arthur Street have commenced.
- Work towards a **Memorandum of Understanding between TfL and the City** on mitigating the noise impacts of work on the TfL network has commenced.
- The following actions were taken to implement the policies and actions set out in the **City of London Air Quality Strategy 2015–2020**:
 - An application for funding from the Mayor's Air Quality Fund to establish a Low Emission Neighbourhood in the City has been successful with £1 million over 3 years being awarded.
 - One idling engine action day is being held each month: June's action day featured on Radio 4's 'World at One' and July's on CNN.
 - The roll out of idling engine action days to 11 other London boroughs has commenced and a contractor has been appointed.
 - Work has commenced to look into the impact on air quality of using standby generators for short term operating reserve.
 - An 'Action on Air Quality' event was held at the Guildhall to roll out a work programme with Barts Health NHS Trust to public health professionals.
 - During a visit to the Sir John Cass' School, the Mayor of London announced his proposals to clean London's air; the City Corporation responded to the initial consultation.
 - Officers have given presentations on air quality to Parliamentary and Scientific Committees.
 - A 'Responsible Procurement Strategy' has been adopted corporately and includes a number of air quality measures including a commitment to purchase non-diesel vehicles unless there is no alternative. The Policy has been widely publicised.
 - Officers have presented two successful Mayor's air quality fund projects at Mayoral events.

**Port Health & Public Protection Enforcement Activity
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Animal Health & Welfare	2015-16 Annual total	2016-17 Target (where applicable)	Period 1 2016-2017 results			
			Total	Warning letters	Notices served	Prosecutions
Animal Reception Centre						
Throughput of animals (no. of consignments)	22,228	N/A	8,075	9	0	4
Animal Health						
Inspections carried out*	366	N/A	67	0	6	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 Highlights

- Due to operations being run at Dover and Coquelle by APHA (Animal and Plant Health Agency), the number of **non-compliant animals** that the team have had to deal with so far this year has decreased considerably.
- Our **Primary Authority Partnerships** are starting to pay dividends with both other authorities and the businesses themselves, through improved communication and understanding.

Period 1 - HARC Highlights

- HARC **income streams** continue to hold up well and the first period has been the HARC's highest grossing period to date.
- HARC has been asked to assist with a local college's **further education provision**.
- HARC has **worked with American Airlines** to improve their staff instructions and procedures.

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Port Health	2015-16 Annual total	Target 2016-17 (where applicable)	Period 1 2016-2017 results			
			Total	Cautions	Notices served	Prosecutions
Food Safety inspections and revisits	18	N/A	9	0	0	0
Ship Sanitation Inspections and Routine Boarding of Vessels	120	N/A	45	0	0	0
Imported food Not of Animal Origin - document checks	15,823	N/A	4,832	0	104	0
Imported food Not of Animal Origin - physical checks	3,522	N/A	780	0	N/A	0
Number of samples taken	339	N/A	104	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	10,258	N/A	3,273	0	13	0
Products of Animal Origin Consignments – physical checks	4,046	N/A	1,305	0	10	0
Number of samples taken	228	N/A	67	N/A	7	N/A

Period 1 – Port Health Highlights

- The first phase of **mobile working** has commenced in the Ports allowing officers to update back office systems 'live' and search for reference material and documentation.
- June and July were the busiest in the last 4 years in terms of number of **consignments**.
- The number of **CVEDs** processed during January-July 2016 was just over 10% more than the same period in 2015.
- **London Gateway** trade continues to increase steadily (35% January-July), and third country trade at Tilbury continues to decrease, although July at Tilbury was busy.
- **Income** increased by more than 13% in comparison to January-July 2015 (£117,906).