

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2016-17

Food Safety	2015-2016 Annual Total	2016-17 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Programmed inspections	Food Hygiene: 1,014  Food Standards: 303	<b>Food Hygiene:</b> <b>920</b>  <b>Food Standards:</b> <b>617</b>	Food Hygiene: 256 (552)  Food Standards: 84 (167)
Hygiene Emergency Closures	1	N/A	1 (1)
Voluntary closures	5	N/A	0 (1)
Complaints & service requests received	267	N/A	120 (219)
Notices served	13	N/A	4 (37)
Prosecutions	0	N/A	0 (0)

### Period 2 - Food Safety Enforcement Highlights

- In accordance with recent Food Standards Agency (FSA) guidance on the safe production of **'lightly cooked' burgers**, the team is required to verify compliance in every premises where these burgers are served. There are more than 60 such premises in the City and investigations highlighted a number of smaller businesses attempting to provide this type of product without appropriate procedures in place; all of these businesses undertook to cease offering this type of food.
- Work with the **national burger chains** which offer 'lightly cooked' burgers continues. The team is one of the founder members of a group of London Boroughs formed in late July to deal with issues arising from such businesses. The team was involved in the **product withdrawal** of cheese from a Scottish cheese-maker associated with an E-coli incident. This incident has been reported extensively in the press and caused some controversy; the City-based cheese seller voluntarily surrendered the product he held.
- There have been a number of **infectious disease outbreaks** associated with Norovirus; these incidents are investigated but it is not always possible to determine a source.
- Officers served a **Hygiene Emergency Prohibition Notice** on the Grand Union Public House to prohibit the preparation and service of food following discovery of an extensive pest infestation and poor hygiene practices.
- The team has secured the services of **two contract officers** (1 FTE) who will assist with food hygiene and safety inspections between January and March 2017 to ensure that annual targets are met.
- As part of recent changes to the **Food Hygiene Rating Scheme** (FHRS), your Committee has approved the introduction of charges for food businesses which ask to be re-rated. The changes to the Scheme are designed to move towards possible mandatory rating display in England (Northern Ireland and Wales have already introduced mandatory display).

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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)
	29 July 2016	1163 (66%)	306 (17%)	132 (8%)	60 (3%)	49 (3%)	13 (1%)	1765 (incl. 42 awaiting inspection)
	30 November 2016	1204 (69%)	306 (17%)	117 (7%)	64 (4%)	43 (2%)	6 (<1%)	1740 (incl. 46 awaiting inspection)

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

These businesses were rated '0' at 30 November 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
<b>Grand Union Public House</b> , Rolls Passage London EC4A 1HL	Inspected on 18 November and again rated zero due to an active mouse infestation and poor hygiene standards. An Hygiene Emergency Prohibition Notice was served to prohibit preparation and service of food due to serious risk of contamination. Two subsequent visits were carried out on 22 and 29 November which confirmed that the health risk condition still existed and the premises was kept closed at that time. A Hygiene Emergency Prohibition Order was granted at City of London Magistrate's Court on 30 November. Further enforcement action is currently being considered. The premises has now reopened for food service following extensive work.
<b>Louie's Bar</b> , Retail Unit 46 Moorgate London EC2R 6EL	Follow up visits have been made since the original inspection and although some improvement has been achieved a further visit will be made on the 19 <sup>th</sup> January and a verbal update will be provided. The food business operator has been advised that there will be no further advisory visits (unless requested) and that poor compliance will be addressed using enforcement action.
<b>Peoples Choice Café</b> , 38 Goswell Road London EC1M 7AA	An inspection was carried out on 16 November and the business awarded a 3 rating (generally satisfactory). Some structural issues remain but works will be completed during Christmas closure. Good progress has been made on food hygiene management and practices. A vast improvement overall.
<b>Sweet News</b> , Retail Unit 2 1 Fleet Place London EC4M 7RA	This business (a newsagent) had a serious rodent problem. A concerted effort has been made to rectify the pest issue. The business has not requested a re-rating and it is not due for another full inspection until April 2017.
<b>Toast</b> , 21 West Smithfield London EC1A 9HY	The pest control issue at the premises has been resolved (following an agreement to close the premises). The business was re-inspected on 4 January and is now rated as a 3.
<b>Wine Lodge Public House</b> , 145 Fenchurch Street London EC3M 6BL	Several follow up (verification) visits have been completed; conditions have improved, although there are still some outstanding issues. If rerated now it would probably be 'generally satisfactory' (a 3 rating).

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2016-17

Health & Safety	2015-16 Annual Total	2016-17 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Programmed Cooling Tower inspections	73	<b>75</b>	19 (41)
Other H&S Inspections	3	<b>N/A</b>	6 (14)
H&S Project visits	0	<b>N/A</b>	3 (7)
Accident and dangerous occurrences notifications	240	<b>N/A</b>	74 (162)
Complaints & service requests received	145	<b>N/A</b>	51 (140)
Notices	0	<b>N/A</b>	0 (0)
Prosecutions	1	<b>N/A</b>	0 (0)

### Period 2 – Health & Safety Enforcement Highlights

- A new **Primary Authority Partnership** has been formed with Churchill Contract Services Ltd. A company which provides a wide range of building services (e.g. cleaning, maintenance and catering) across the UK including in the City.
- The team made a significant contribution to **training on incident investigations** for London Local Authority Health & Safety enforcement officers.
- The team ensured that the risk assessments prepared by the operator of the **Lord Mayor's Show Fireworks** were valid and that the event would be delivered safely.
- One of the team's EHOs was invited to speak at the IRATA (the **International Rope Access Trade Association**) conference in Munich, focussing on rope access and cleaning external facades of buildings using examples of enforcing safe 'working at height' in the City.
- The team has received increased demands from **Primary Authority partners** to carry out reviews of their Health and Safety systems and documents.
- A significant contribution has been made to the **National Leisure Expert Panel's** development of guidance on RIDDOR reporting (i.e. the statutory duty to report workplace accidents and incidents) by the leisure sector, and on the safe operation of 24 hour gyms.
- A member of the team gave a presentation at an **international conference** on 'Slips Trips and Falls' which took place in the City this year.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2016-17

Trading Standards	2015-16 Annual Total	2016-17 Target (where applicable)	Period 2 Total (Year to date totals are shown in brackets)
Inspections and visits	77	N/A	28 (63)
Complaints & service requests received	3,321	N/A	823 (1,533)
Home Authority referrals	101	N/A	36 (99)
Acting as a responsible authority for Licensing Applications	122	N/A	28 (62)
Prosecutions	2	N/A	0 (0)

### Period 2 – 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. Meetings take place every two weeks to discuss intelligence and visits are then undertaken to premises in the City of London. Some victims continue to lose significant sums of money and officers work closely with mail forwarding businesses in order to make them fully aware of their obligations when taking on new clients. During the Autumn, Operation Broadway ran an awareness campaign to warn potential investors about how they should protect their money.
- A fixed term contract Trading Standards Officer started work in October to develop the **Operation Broadway model** across Greater London. They have already carried out many joint visits with officers from other London Boroughs and been very well received, enhancing the reputation of the City of London Trading Standards Team.
- The team has continued an investigation involving over 200 victims of an **international commodity investment scam**. Victims have been exposed to a secondary fraud which, thanks to the work of the team, has now been stopped in its tracks. All victims have been contacted and liaison is taking place in order to reunite some of them with the commodity that they have invested in. The commodity is currently in the possession of the Swiss Police and officers are trying their best to overcome potential barriers for it to be returned.
- The team is heavily involved in a **national campaign** with the Chartered Trading Standards Institute, the National Scams Team and Bournemouth University. The campaign focuses on the role that banks can play in protecting consumers from making payments to fraudsters and it links very closely with the 'super complaint' made by Which?
- Officers have continued to work 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.
- In November, officers inspected 13 premises for **illicit tobacco** using the services of a specially trained sniffer dog. No illicit products were found but a clear message has been sent to all retailers selling tobacco in the Square Mile regarding their obligations and preventing the sale of tobacco products at 'pocket money' prices.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2016-17

Pollution	2015-16 Annual Total	2016-17 Target (where applicable)	Period 2 2016-2017 results			
			Total	% Noise complaints resolved	Notices served	Prosecutions
			(Year to date totals are shown in brackets)			
Complaint investigations, noise	1,045	N/A	283 (631)	96.7%	2 1 COPA S60* 1 EPA S80** (7)	0 (0)
Complaint investigations, other	260	N/A	21 (50)	N/A	N/A	0 (0)
Licensing, Planning and Construction Works applications assessed	1,726	N/A	428 (842)	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,151	N/A	328 (650)	N/A	6 COPA S61* (12)	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. S80: Summary proceedings for statutory nuisances.

### Period 2 – Pollution Team Highlights

- The team received the John Connell **Soundscape award** at the Houses of Parliament for the City's approach to soundscape, as laid out in the draft Noise Strategy 2016-2026.
- The team hosted a study visit for **Urban Noise Control Experts from China** to 'Multiplex' at 100 Bishopsgate to learn about the City's approach to controlling construction noise and soundscapes. They are seeking to translate the soundscape ISO standard into a Chinese equivalent to become China's first soundscape standard.
- The City's **infrastructure projects** are progressing well with the team working hard to ensure the environmental impacts of Crossrail, Thames Tideway Tunnel and Bank Station Capacity Upgrade are being continuously monitored and managed by the numerous contractors.

### Period 2 – Air Quality Team Highlights

- A **new Air Quality Team** was established in September to reflect the high priority placed on improving air quality and increased workload to deliver policies in the Air Quality Strategy.
- Work commenced on the **Low Emission Neighbourhood** in the Barbican/Golden Lane area. The initial phase of business engagement and construction site audit was completed. 10 additional nitrogen dioxide monitors were established in the low emission neighbourhood area to act as a baseline.
- A **Draft Supplementary Planning Document** was published for consultation.
- The team responded to two air quality consultations from the **Mayor of London**.
- The **idling engine action days** featured on Beijing central TV and the scheme was rolled out across 12 additional London Boroughs.
- Version 2 of the **CityAir App** was released.
- Work commenced to investigate the air quality impact of using **diesel standby generators** for STOR (Short Term Operating Reserve).

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2016-17

Animal Health & Welfare	2015-16 Annual total	2016-17 Target (where applicable)	Period 2 2016-2017 results			
			Total	Warning letters	Notices served	Prosecutions
			(Year to date totals are shown in brackets)			
Heathrow Animal Reception Centre						
Throughput of animals (no. of consignments)	22,228	N/A	7,592 (15,667)	12 (21)	0 (0)	3 (7)
Animal Health						
Inspections carried out*	366	N/A	160 (227)	0 (0)	8 (14)	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 2 - Animal Health Highlights**

- Officers carried out an investigation of a **farm welfare case** with LB Hounslow, which will lead to a prosecution
- As part of our **Primary Authority** promise with Ornamental Aquatic Trade Association (OATA) and Pet Industry Federation (PIF) we ran a successful training course on Pet Shop Inspections, with the trade. As this was oversubscribed it had to be repeated.
- Officers are working closely with Defra to tackle the **illegal importation of puppies**. Due to the actions at Dover by Animal and Plant Health Agency (APHA)/Dog's Trust – following the pilot between CoL and Kent CC in 2015, the number of cases has reduced by over a half in 2016.

### **Period 2 - HARC Highlights**

- A couple of firsts for the Heathrow Animal Reception Centre (HARC): a **red-footed booby**, which was blown off course and turned up in the UK in October, was returned to the Cayman Islands by British Airways in December; and a shipment of **kangaroos**.
- November was the **busiest November on record**, up nearly 10% on last year (normally a quiet month for HARC).
- **Emotional Support Animal** numbers up by 7% on last year's Period 2.
- The third series of ITV's **Heathrow: Britain's Busiest Airport** is currently being filmed and includes HARC.

## Port Health & Public Protection Enforcement Activity Period 2 (August–November) 2016-17

Port Health	2015-16 Annual total	Target 2016-17 (where applicable)	Period 2 2016-2017 results			
			Total	Cautions	Notices served	Prosecutions
			<i>(Year to date totals are shown in brackets)</i>			
Food Safety inspections and revisits	18	N/A	13 (22)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	120	N/A	74 (192)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin - document checks	15,823	N/A	4,186 (9,018)	0 (0)	92 (196)	0 (0)
Imported food Not of Animal Origin - physical checks	3,522	N/A	566 (1,346)	0 (0)	N/A	0 (0)
Number of samples taken	339	N/A	111 (215)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	10,258	N/A	3,836 (7,109)	0 (0)	15 (28)	0 (0)
Products of Animal Origin Consignments – physical checks	4,046	N/A	1,699 (3,004)	0 (0)	4 (14)	0 (0)
Number of samples taken	228	N/A	75 (142)	N/A	2 (9)	N/A

### **Period 2 – Port Health Highlights**

- The number of CVEDs (**Common Veterinary Entry Documents**) processed during the period January to October was nearly 14% more than in the same period in 2015 (1,153 more CVEDs).
- **Trade at London Gateway** continues to increase steadily (by 39% during January to October 2016). Third country **trade at Tilbury** continues to decrease.
- There was an **increase in income** of more than 19% during January to October 2016 in comparison with the same period in 2015 (£239,954).