

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2016-17

Food Safety	2015-2016 Annual Total	2016-17 Target (where applicable)	Period 3 Total (Whole year totals are shown in brackets)
Programmed inspections	<u>Food Hygiene:</u> 1,014 <u>Food Standards:</u> 303	<u>Food Hygiene:</u> 920 <u>Food Standards:</u> 617	<u>Food Hygiene:</u> 346 (898) <u>Food Standards:</u> 109 (276)
Hygiene Emergency Closures	1	N/A	0 (1)
Voluntary closures	5	N/A	1 (2)
Complaints & service requests received	267	N/A	108 (327)
Notices served	13	N/A	3 (40)
Prosecutions	0	N/A	0 (0)

Period 3 - Food Safety Enforcement Highlights

- The Team has continued to engage with a number of businesses (chains) where **lightly cooked burgers** are served to ensure they understand the risk involved and how to comply fully with FSA guidance. This work has included liaison with other local authorities both through the liaison meeting previously reported and more directly, including through a Primary Authority partnership.
- Two further incidents of **gastro-intestinal infection** have been reported that suggested food businesses in the City might have been the cause; these are being followed up, with lessons to be learnt for both businesses.
- A further revision has been made to the national **Food Law Code of Practice** with the City commenting during the consultation period and making recommendations, inter alia, to improve the information given on Emergency Prohibition procedures when authorities make an application for a Court Order.
- The two officers contracted to work on **food hygiene inspections** through January-March have successfully completed their contract term.
- The charging system for **rating requests**, as previously reported, was introduced on 1 January 2017 and six requests have been made so far.
- In April the team will start to field test a **mobile working** solution which has been developed utilising an off-the-shelf audit application. The aim is to streamline some of the inspection process and the records and reports generated.

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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>
	30 November 2016	1204 (69%)	306 (17%)	117 (7%)	64 (4%)	43 (2%)	6 ($<1\%$)	1740 <i>(incl. 46 awaiting inspection)</i>
	31 March 2017	1244 (70%)	277 (16%)	101 (6%)	73 (4%)	36 (2%)	7 ($<1\%$)	1774 <i>(incl. 36 awaiting inspection)</i>

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'0' rated food businesses in the City

These businesses were rated '0' at 31 March 2017; 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
Grand Union Public House , Rolls Passage, London EC4A 1HL	This premises was closed following service of a Hygiene Emergency Prohibition Notice & Order (HEPO) in November 2016 in relation to pest (mice) control. Further enforcement action is currently being considered. The premises is due a routine food hygiene inspection in May 2017 when any improvements since the HEPO will be further reviewed.
Jamies , 1 Alban Highwalk, London EC2Y 5AS	This business was last visited on 22 March 2017: there were vast improvements in standards including cleaning, still issues with pest activity but the company is working on pest proofing in what is a 'difficult' building.
Louie's Bar , Retail Unit 46, Moorgate, London EC2R 6EL	In the past this business has struggled to improve and/or maintain improvement. There have been further staffing changes and the new chef is making an impact; the premises was inspected at the end of March and processes and practices are now considered broadly compliant (an FHRs rating of 3).
Moshi Moshi , Retail Unit 24, Upper Concourse, Liverpool Street Station, Liverpool Street, London EC2M 7PY	This premises closed voluntarily after the last inspection because of pest control problems. Considerable effort has been applied by the business since it closed; it was allowed to reopen 8 days later and the owner continues to make further improvement. We will determine if further formal action is appropriate. There has been no request for a re-rating but the business is likely to be rated more highly if they maintain the improvements.
Sweet News , Retail Unit 2, 1 Fleet Place, London EC4M 7RA	As per the previous two periodic updates, this business (a newsagent) had a serious rodent problem which required a concerted effort to rectify; this was done. The premises has not requested a re-rating but a routine inspection is due during April 2017.
Wine Lodge Public House , 145 Fenchurch Street, London EC3M 6BL	This business has shown a gradual improvement over the course of several months (to the end of January). The next inspection is scheduled in early April.
Wood Street Bar and Restaurant , 53 Fore Street, London EC2Y 5EJ	The next routine inspection is due on 2 May 2017. The premises has been visited on a number of occasions since the 0 rated inspection and critical issues in relation to cleaning and structure were dealt with. No re-rating request has been received.

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Health & Safety	2015-16 Annual Total	2016-17 Target (where applicable)	Period 3 Total (Whole year totals are shown in brackets)
Programmed Cooling Tower inspections	73	75	21 (62)
Other H&S Inspections	3	N/A	4 (18)
H&S Project visits	0	N/A	0 (7)
Accident and dangerous occurrences notifications	240	N/A	84 (246)
Complaints & service requests received	145	N/A	38 (178)
Notices	0	N/A	0 (0)
Prosecutions	1	N/A	0 (0)

Period 3 – Health & Safety Enforcement Highlights

- The team hosted a practical training day for UK public health professionals on behalf of **Public Health England**, visiting cooling tower and spa venues in the City.
- A new co-ordinated **Primary Authority Partnership** with [Assurity Consulting](#), a leading health and safety consultancy active in the City, was agreed.
- One of the team gave a presentation at the **National seminar: Inside Government** event about how we, as regulators, deliver our health & safety service.
- The team is participating in a 'Hi-Rig' (iconic high rise buildings facilities management group) emergency planning/business continuity event at City Point to provide a health and safety perspective on managing a '**base jumping**' incident.
- The team organised a meeting for facilities managers of buildings in the **Fleet Street area** to discuss and share experiences on health and safety issues concerning seagulls nesting on buildings,
- The team's '**Falls from Height**' campaign has been 'show-cased' to UK local authorities by the Health and Safety Executive as an example of good enforcement practice, as it delivers a diverse range of interventions to achieve improvements in safety management.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2016-17

Trading Standards	2015-16 Annual Total	2016-17 Target (where applicable)	Period 3 Total (Whole year totals are shown in brackets)
Inspections and visits	77	N/A	20 (83)
Complaints & service requests received	3,321	N/A	634 (2,167)
Home Authority referrals	101	N/A	39 (138)
Acting as a responsible authority for Licensing Applications	122	N/A	27 (89)
Prosecutions	2	N/A	0 (0)

Period 3 – Trading Standards Highlights

- **Operation Broadway** continues, with fortnightly meetings being held to discuss intelligence about investment fraud. Deployments take place regularly to disrupt the activities of those involved in investment fraud and Trading Standards continues to engage with the mail forwarding and serviced office sector to promote good business practices.
- **Operation Offspring** is taking the principles of Operation Broadway to a number of Boroughs surrounding the Square Mile. A dedicated officer is assisting these other Boroughs on how to approach inspections of mail forwarding and serviced office businesses and the feedback has been excellent with our neighbours fully appreciating the support we are giving.
- An emerging issue is **binary options**, a form of gambling on the movement of share prices, interest rates or the price of commodities such as gold. It is becoming clear that this is becoming a major problem right across the world but we have identified a large number of links to City of London addresses which will be investigated as part of a project during 2017. Trading Standards were instrumental in arranging a meeting of interested enforcement partners to discuss binary options which took place in February 2017. This included the FCA, Met Police, City of London Police and the Gambling Commission.

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Pollution	2015-16 Annual Total	2016-17 Target (where applicable)	Period 3 2016-2017 Totals			
			Total	% Noise complaints resolved	Notices served	Prosecutions
			<i>(Whole year totals are shown in brackets)</i>			
Complaint investigations, noise	1,045	N/A	265 (896)	98.4%	4 2 COPA S60* 2 EPA S80** (11)	0 (0)
Complaint investigations, other	260	N/A	31 (81)	N/A	N/A	0 (0)
Licensing, Planning and Construction Works applications assessed	1,726	N/A	288 (1,130)	N/A	N/A	N/A
No. of variations (to construction working hours) notices issued	1,151	N/A	109 (759)	N/A	8 COPA S61* (20)	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 3 – Air Quality Team Highlights

- Work commenced on the establishment of a **Low Emission Neighbourhood** in the Barbican and Golden Lane area.
- An investigation into the impact of using **standby diesel generators** for short term operating reserve and triad management was completed.
- **Idling engine action days** were held once per month with the support of volunteers. The programme was rolled out to an additional 11 London boroughs.
- An **air quality policy group** and an **air quality operational group** were established with representatives from Transport and Urban Realm to drive coordinated action.
- A draft **Supplementary Planning Document** for air quality was published for consultation.
- Recommendations made to the **City Health and Wellbeing Board** on how it could support the City air quality agenda are detailed as a case study in the March 2017 publication by Defra and Public Health England: 'Air Quality – A Briefing for Directors of Public Health'.
- Version 2 of the free **CityAir smart phone app** was released in November 2016. The relative amounts of pollution on three routes are available so the user can make a more informed judgement about which route to take.
- The **Energy Savings Trust** completed a review of the City Corporation fleet and City Police fleet with a view to identifying further opportunities for the purchase of zero and ultra-low emission vehicles.

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Period 3 – Pollution Team Highlights

- The City of London's 10 year **Noise Strategy** was consulted upon and agreed in January 2017.
- The team successfully bid for £110k funding from TfL's Line Rental Fund for a 2 year '**Streetwork Liaison and Environment Officer**' post.
- A **Memorandum of Understanding** between TfL, CoL and Westminster City Council relating to noise on the Transport for London Road Network has been finalised.
- Engagement with London Underground Ltd regarding operational and construction noise from **London Underground** continued and future engagement with the Barbican Association was agreed.
- 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.
- The draft CoL **Construction Code of Practice**, 8th edition, is out for consultation.
- The quality and speed of response of the **Out of Hour's noise service**, which is provided in-house by the DBE Street Environment Team, continues to improve as evidenced by improved KPI results and customer feedback surveys.
- The team participated in the City's **Considerate Contractor and Environmental Awards Schemes**.
- Work has commenced on the actions set out in the **Contaminated Land Strategy** 2015-2020. The prioritisation strategy has been agreed and the identification and desktop investigation of the top 10 priority sites is underway.
- The team has set up a Service Level Agreement and shared service for **HMO housing standards** in the City of London with LB Newham. The associated inspection regime has commenced.
- The team collaborated with the **One Safe City** initiative to implement a smoother customer journey for Out of Hours calls and better data capture in the Contact Centre.
- New **noise monitoring equipment** has been procured which will result in improved noise measuring and recording.

Port Health & Public Protection Enforcement Activity Period 3 (December-March) 2016-17

Animal Health & Welfare	2015-16 Annual total	2016-17 Target (where applicable)	Period 3 Totals			
			Total	Warning letters	Notices served	Prosecutions
			<i>(Whole year totals are shown in brackets)</i>			
Heathrow Animal Reception Centre						
Throughput of animals (no. of consignments)	22,228	N/A	6,481 (22,148)	5 (26)	0 (0)	1 (8)
Animal Health						
Inspections carried out*	366	N/A	138 (503)	0 (0)	10 (34)	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

- The Animal Health Team has dealt with an average of one **illegal imported puppy** a week since the beginning of the year.
- The Team has recently dealt with some animals which are covered by the **Dangerous Wild Animals Act**. There is an ongoing investigation into unlicensed cats covered by the Act. The Team responded to a report of a Capuchin Monkey (and its owner) walking along Hounslow High Street and carried out an inspection of a camel which required a licence.
- The Team continues to be involved in assisting **Defra** and sent a full response to Defra on its recent review of animal licensing.

Period 3 - HARC Highlights

- The numbers of **dogs and cats** passing through the Centre continue to rise.
- Monkey World Ape Rescue Centre recently imported six **Slow Loris** which had been in a rescue facility in Hong Kong. Monkey World is also expecting to import a baby Orang Utan in May.
- A **Red River Hog** passed through the HARC. These are the most colourful of wild pigs and come from Africa; they have wonderful tufts of white hair around their face.

**Port Health & Public Protection Enforcement Activity
Period 3 (December-March) 2016-17**

Port Health	2015-16 Annual total	Target 2016-17 (where applicable)	Period 3 2016-2017 Totals			
			Total	Cautions	Notices served	Prosecutions
			<i>(Whole year totals are shown in brackets)</i>			
Food Safety inspections and revisits	18	N/A	6 (28)	0 (0)	0 (0)	0 (0)
Ship Sanitation Inspections and Routine Boarding of Vessels	120	N/A	89 (281)	0 (0)	0 (0)	0 (0)
Imported food Not of Animal Origin - document checks	15,823	N/A	5,743 (14,761)	0 (0)	106 (302)	0 (0)
Imported food Not of Animal Origin - physical checks	3,522	N/A	679 (2,025)	0 (0)	N/A	0 (0)
Number of samples taken	339	N/A	189 (404)	N/A	N/A	N/A
Products of Animal Origin Consignments – document checks	10,258	N/A	2,993 (10,102)	0 (0)	18 (46)	0 (0)
Products of Animal Origin Consignments – physical checks	4,046	N/A	1,261 (4,265)	0 (0)	14 (28)	0 (0)
Number of samples taken	228	N/A	84 (226)	N/A	21 (30)	N/A

Period 3 – Port Health Highlights

- 11,116 consignments of imported **products of animal origin** were processed during this period, an increase of 11% on 2015.
- Corresponding figures for **non-animal origin products** are 161,412 and an 8% increase.
- 177 ships were boarded and 98 **Ship Sanitation Certificates** were issued.
- **Office accommodation** at London Gateway has now been extended to allow the service to centralise its functions.
- Berth 3 at **London Gateway Port** is now operational.
- London Gateway has been successful in attracting **new routes**, which will increase current calls to the port by 30% from summer 2017.