

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

| Food Safety                            | 2016-2017<br>Annual Total     | 2017-18<br>Target<br>(where applicable)     | Period 1<br>2017-18<br>Total |
|--|-------------------------------|---|------------------------------|
| Programmed inspections                 | <u>Food Hygiene:</u><br>898   | <b><u>Food Hygiene:</u></b><br><b>1,138</b> | <u>Food Hygiene:</u><br>238  |
|  | <u>Food Standards:</u><br>276 | <b><u>Food Standards:</u></b><br><b>662</b> | <u>Food Standards:</u><br>93 |
| Hygiene Emergency Closures             | 1                             | <b>N/A</b>                                  | 0                            |
| Voluntary closures                     | 2                             | <b>N/A</b>                                  | 1                            |
| Complaints & service requests received | 327                           | <b>N/A</b>                                  | 157                          |
| Notices served                         | 40                            | <b>N/A</b>                                  | 3                            |
| Prosecutions                           | 0                             | <b>N/A</b>                                  | 0                            |

### **Period 1 - Food Safety Enforcement Highlights**

- Entered into a **Primary Authority Partnership** with Gourmet Burger Kitchen Ltd which should result in the City making a significant contribution to improvements in compliance with FSA guidance on producing lightly cooked burgers and consistent enforcement by local authorities.
- There was one **Voluntary Closure** of a food premises pending improvements to cleaning and procedures.
- The teams have been developing **mobile working solutions** for food hygiene inspections using iAuditor, to reduce time spent on administration, improve data collection and to deliver on customer expectations for reporting. The software is assisting with consistency of enforcement and good record keeping, both of which were areas for improvement in the Food Standards Agency audit of our services in 2015/2016.
- Officers continue to tweet on [@SquareMileFood](#) to promote the successes of '5' FHRs rated premises; there were 173 such premises during this period.
- The **FSA Report 'Regulating our Future'** was published in July which gives a 'direction of travel' for their model of how regulatory controls over food in the UK will be delivered in the future. While the detail is yet to emerge, it could have a significant impact on how businesses are regulated in the City.

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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<br>(58%)   | 345<br>(22%) | 171<br>(11%) | 69<br>(4%)   | 61<br>(4%)   | 12<br>(1%)      | <b>1583</b>   |
|                                      | <b>August 2013</b>      | 908<br>(56%)   | 378<br>(23%) | 168<br>(10%) | 83<br>(5%)   | 67<br>(4%)   | 25<br>(2%)      | <b>1629</b>   |
|                                      | <b>29 November 2013</b> | 903<br>(55%)   | 387<br>(23%) | 172<br>(10%) | 98<br>(6%)   | 70<br>(4%)   | 24<br>(2%)      | <b>1654</b>   |
|                                      | <b>31 March 2014</b>    | 880<br>(53%)   | 374<br>(23%) | 182<br>(11%) | 104<br>(6%)  | 74<br>(5%)   | 23<br>(1%)      | <b>1661</b><br><i>(incl. 24 awaiting inspection)</i>          |
|                                      | <b>31 July 2014</b>     | 898<br>(54%)   | 374<br>(23%) | 174<br>(10%) | 102<br>(6%)  | 67<br>(4%)   | 19<br>(1%)      | <b>1661</b><br><i>(incl. 27 awaiting inspection)</i>          |
|                                      | <b>1 December 2014</b>  | 919<br>(55%)   | 380<br>(23%) | 175<br>(10%) | 92<br>(6%)   | 58<br>(4%)   | 17<br>(1%)      | <b>1675</b><br><i>(incl. 34 awaiting inspection)</i>          |
|                                      | <b>31 March 2015</b>    | 960<br>(57%)   | 361<br>(21%) | 165<br>(10%) | 88<br>(5%)   | 64<br>(4%)   | 18<br>(1%)      | <b>1692</b><br><i>(incl. 36 awaiting inspection)</i>          |
|                                      | <b>31 July 2015</b>     | 1014<br>(59%)  | 361<br>(21%) | 158<br>(9%)  | 77<br>(4.5%) | 58<br>(3.5%) | 8<br>(0.5%)     | <b>1721</b><br><i>(incl. 45 awaiting inspection)</i>          |
|                                      | <b>30 November 2015</b> | 1049<br>(60%)  | 360<br>(21%) | 147<br>(8%)  | 68<br>(4%)   | 57<br>(3%)   | 10<br>(1%)      | <b>1748</b><br><i>(incl. 57 awaiting inspection)</i>          |
|                                      | <b>31 March 2016</b>    | 1106<br>(63%)  | 320<br>(18%) | 142<br>(8%)  | 74<br>(4%)   | 56<br>(3%)   | 18<br>(1%)      | <b>1756</b><br><i>(incl. 40 awaiting inspection)</i>          |
|                                      | <b>29 July 2016</b>     | 1163<br>(66%)  | 306<br>(17%) | 132<br>(8%)  | 60<br>(3%)   | 49<br>(3%)   | 13<br>(1%)      | <b>1765</b><br><i>(incl. 42 awaiting inspection)</i>          |
|                                      | <b>30 November 2016</b> | 1204<br>(69%)  | 306<br>(17%) | 117<br>(7%)  | 64<br>(4%)   | 43<br>(2%)   | 6<br>( $<1\%$ ) | <b>1740</b><br><i>(incl. 46 awaiting inspection)</i>          |
|                                      | <b>31 March 2017</b>    | 1244<br>(70%)  | 277<br>(16%) | 101<br>(6%)  | 73<br>(4%)   | 36<br>(2%)   | 7<br>( $<1\%$ ) | <b>1774</b><br><i>(incl. 36 awaiting inspection)</i>          |
|                                      | <b>31 July 2017</b>     | 1256<br>(71%)  | 270<br>(15%) | 102<br>(6%)  | 68<br>(4%)   | 33<br>(2%)   | 6<br>( $<1\%$ ) | <b>1768</b><br><i>(incl. 33 awaiting inspection)</i>          |

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

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

These businesses were rated '0' at 31 July 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  |
|---|--|
| <b>Anokha</b> , 4 Burgon Street, London EC4V 5DR                        | Frequent re-visits have been undertaken resulting in improvements in pest control, remedy of structural defects and food safety management system; less frequent revisits are now necessary.                                     |
| <b>Apulia</b> , 50 Long Lane, London EC1A 9EJ                           | Considerable improvements have been made since the initial inspection; now equivalent to '5' rating which should be verified at the next inspection due this month.  |
| <b>Brokers Wine Bar</b> , First Floor 6-9 Leadenhall Market EC3         | Follow up re-visits have supported the business to achieve immense improvements; further revisits are scheduled to ensure structural improvements are carried out and maintained.  |
| <b>Eight Club</b> , 1 Change Alley, 24 Cornhill, EC3                    | The premises closed voluntarily for 1 day, re-opening after adequate improvements in cleaning, pest control and food handling practices were made. The premises is being closely monitored to ensure improvements are sustained. |
| <b>Gatti's</b> , Retail Unit 2b, 1 Ropemaker Street, London EC2Y 9AW    | A further inspection was carried out following receipt of a re-rating request from the premises. A 5 rating has been awarded, vast improvements in all areas of concern.   |
| <b>Wood Street Bar and Restaurant</b> , 53 Fore Street, London EC2Y 5EJ | At the last inspection, 2 Statutory Notices were served requiring improvements. A re-visit was made on 2 August to check compliance and both Notices have been complied with. Other issues raised have also been dealt with.     |

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

| Health & Safety                                  | 2016-17<br>Annual Total | 2017-18<br>Target<br>(where<br>applicable) | Period 1<br>2017-18<br>Total |
|--|-------------------------|--|------------------------------|
| Programmed Cooling Tower inspections             | 62                      | <b>62</b>                                  | 25                           |
| Other H&S Inspections                            | 18                      | <b>N/A</b>                                 | 6                            |
| H&S Project visits                               | 7                       | <b>N/A</b>                                 | 0                            |
| Accident and dangerous occurrences notifications | 246                     | <b>N/A</b>                                 | 48                           |
| Complaints & service requests received           | 178                     | <b>N/A</b>                                 | 38                           |
| Notices  | 0                       | <b>N/A</b>                                 | 3 (Pest Control Notices)     |
| Prosecutions                                     | 0                       | <b>N/A</b>                                 | 0                            |

### Period 1 – Health & Safety Enforcement Highlights

- Chairman, Jeremy Simons opened the '**London Work at Height Seminar**' at Guildhall in July.
- The team supported and presented at the second national **IRATA (Industrial Rope Access Trade Association) Work at Height Seminar**. Anecdotal feedback indicated this was a very successful event; attendance was higher than in 2016.
- A formal health and safety **accident investigation** is taking place following an accident to a pedestrian (who sustained serious head injuries) during a professional race at the 'Nocturne' cycling event that took place in the City on 10 June 2017.
- The City has entered into a new **Primary Authority Partnership** with Hugo Boss UK Ltd.
- A significant accumulation of waste and a rat infestation was resolved by service of **statutory notices** on DLR and a property investment company based in Jersey. Officers are liaising with Community and Children's Services regarding the land in question, which is beneath Tower Gateway DLR platforms, between Minories and Mansell Street, and is being used by a large number of rough sleepers. This is an ongoing problem and officers are supporting DLR and other stakeholders to manage rough sleeper environmental impacts and, in the longer term, to prevent unauthorised access to the land.
- A **statutory notice** was served on TfL in relation to a rat infestation at an open site in Aldgate High Street. Officers are liaising with City Surveyors, who own an adjacent site, to facilitate a joint resolution.
- Officers have provided technical input to the current corporate procurement process for **pest control services**.
- The team continues to develop **mobile working solutions** for cooling tower inspections to reduce time spent on administration, improve data collection and to deliver on customer expectations for reporting.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

| Trading Standards  | 2016-17<br>Annual Total | 2017-18<br>Target<br>(where<br>applicable) | Period 1<br>2017-18<br>Total |
|--|-------------------------|--|------------------------------|
| Inspections and visits                                       | 83                      | N/A  | 99                           |
| Complaints & service requests received                       | 2,167                   | N/A  | 710                          |
| Home Authority referrals                                     | 138                     | N/A  | 33                           |
| Acting as a responsible authority for Licensing Applications | 89                      | N/A  | 39                           |
| Prosecutions   | 0                       | N/A  | 1                            |

### Period 1 – Trading Standards Highlights

- We continue to participate in **Operation Broadway** with our partners from the City of London Police, Met Police, Financial Conduct Authority, HMRC and the Insolvency Service. An officer attended the 'HiRiG' group meeting – a meeting of the senior facilities management personnel from the iconic buildings in the City – to raise awareness of **investment fraud** and to ask for intelligence about clients of the buildings. We later received some useful intelligence about one potential investment fraud business that led to Trading Standards managing to prevent one consumer from investing £50,000.
- An emerging area that is being looked into concerns businesses luring consumers to invest money into **binary options**. It is a worldwide problem and we identified around 120 premises in the City that may have connections and have visited them all. Many of the businesses are simply squatting and further work is planned in this area through Operation Broadway.
- An investigation into the activities of a **debt collector** was successfully concluded after he signed a formal undertaking under the Enterprise Act.
- We have been completing preparations to run a project to look at the **fair trading** issues of the **City's pubs**. In particular, we want to ensure that customers aren't being short measured and test purchasing will be taking place. It is possible that fraud associated with short measure in pubs in the City could run into millions of pounds each year. We are particularly keen to hear from anyone with information about pubs that are defrauding customers so that we can target our test purchasing activity later this year.
- **Knife crime** is a serious problem right across Greater London and Trading Standards colleagues in other Boroughs delivered business advice to retailers and carried out over 700 test purchases during 2016. In the City, this is an area that hasn't been looked at before but we are now working on a project to ensure that retailers in the Square Mile are treated in the same way as those across London.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

| Pollution  | 2016-17 Annual Total | 2017-18 Target (where applicable) | Period 1 2017-2018 results |                             |   |              |
|--|----------------------|-----------------------------------|----------------------------|-----------------------------|---|--------------|
|  |                      |                                   | Total                      | % Noise complaints resolved | Notices served  | Prosecutions |
| Complaint investigations, noise                                  | 896                  | N/A                               | 283                        | 95%                         | 2<br>COPA S.60*<br><br>2 CPW**                          | 0            |
| Complaint investigations, other                                  | 81                   | N/A                               | 30                         | N/A                         | N/A   | 0            |
| Licensing, Planning and Construction Works applications assessed | 1,130                | N/A                               | 366                        | N/A                         | N/A   | N/A          |
| No. of variations (to construction working hours) notices issued | 759                  | N/A                               | 232                        | N/A                         | 13<br>variation notices;<br>3 consents<br>COPA<br>S.61* | N/A          |

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

\*\*CPW: Community Protection Warning Notices under the Anti-social Behaviour, Crime and Policing Act 2014

### Period 1 – Pollution Team Highlights

- All 6 of the City's **Houses in Multiple Occupation** (HMOs) received a full inspection under the Health and Safety Hazard Rating System with all identified defects rectified.
- The City's **Contaminated Land Strategy** progressed with the top two sites receiving a detailed desk study utilising a conceptual site model.
- 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 1 – Air Quality Team Highlights

During Period One, the Air Quality Team:

- Submitted the Annual **Air Quality Status Report** to the Mayor of London and Government
- Published the Air Quality **Supplementary Planning Document**
- Took part in several events for **National Clean Air Day**
- Launched a **pop up air quality garden** in Moor Lane
- Responded to a consultation on the Government's draft **National Plan for Air Quality** and the Mayor's **Ultra Low Emission Zone**
- Launched the **Business Air Quality Grant Scheme**
- Held an employee engagement workshop for **City businesses**
- Engaged with **residents of City estates** as part of the stronger communities fund
- Appointed a new **Air Quality and Communications Assistant**

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

| Animal Health & Welfare  | 2016-17 Annual total | 2017-18 Target (where applicable) | Period 1 2017-2018 results |                 |                |              |
|--|----------------------|-----------------------------------|----------------------------|-----------------|----------------|--------------|
|  |                      |                                   | Total                      | Warning letters | Notices served | Prosecutions |
| <b>Animal Reception Centre</b>   |                      |                                   |                            |                 |                |              |
| Throughput of animals (no. of consignments)  | 22,148               | N/A                               | 7,587                      | 9               | 0              | 0            |
| <b>Animal Health</b>   |                      |                                   |                            |                 |                |              |
| Inspections carried out*   | 503                  | N/A                               | 92                         | 1               | 10             | 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 during the year. |                      |                                   |                            |                 |                |              |

### Period 1 - HARC Highlights

- The HARC has had some interesting visitors during Period One.
  - A rescued **Orang Utan** from Moscow caused quite a stir when it arrived in the cabin in May.
  - It is unusual for many pigs to come through the Centre, but a shipment of **Red River Hogs**, a rare wild breed of pig, was received.
  - Other unusual animals included several **cheetahs**, two **hyenas**, and a shipment of 31 **alpacas**.
- The team's **shift rota** has been transferred from paper to a more efficient electronic system that staff can access from their smart phones.

## Port Health & Public Protection Enforcement Activity Period 1 (April–July) 2017-18

| Port Health   | 2016-17 Annual total | Target 2017-18 (where applicable) | Period 1 2017-2018 results |          |  |              |
|---|----------------------|-----------------------------------|----------------------------|----------|--|--------------|
|   |                      |                                   | Total                      | Cautions | Notices served                         | Prosecutions |
| Food Safety inspections and revisits                        | 28                   | N/A                               | 12                         | 0        | 0                                      | 0            |
| Ship Sanitation Inspections and Routine Boarding of Vessels | 281                  | N/A                               | 74 boardings               | N/A      | 35 Ship Sanitation Certificates issued | N/A          |
| Imported food Not of Animal Origin - document checks        | 14,761               | N/A                               | 4,889                      | 0        | 162                                    | 0            |
| Imported food Not of Animal Origin - physical checks        | 2,025                | N/A                               | 753                        | 0        | N/A                                    | 0            |
| Number of samples taken                                     | 404                  | N/A                               | 189                        | 0        | N/A                                    | N/A          |
| Products of Animal Origin Consignments – document checks    | 10,102               | N/A                               | 2,908                      | 0        | 69                                     | 0            |
| Products of Animal Origin Consignments – physical checks    | 4,265                | N/A                               | 1,908                      | 0        | 8                                      | 0            |
| Number of samples taken                                     | 226                  | N/A                               | 387                        | N/A      | 296                                    | N/A          |

### **Period 1 – Port Health Highlights**

- Trade **continues to increase** year on year. The shipping lines formed new alliances early this year, with London Gateway increasing its routes by 30%; this came into effect from May and we are yet to see the full impact on throughput. Recently London Gateway announced that it had won a new West African trade Route that will commence at the end of the summer.
- Back office functions have now been centralised at **Manorway House** to ensure consistency and resilience.
- Due to public and animal health concerns there has been an increase in the checking regime for **Brazilian products**. This came in from April 2017 and increased the checking regime from 30% overall physical examinations for poultry and red meat to 100% with a sample rate of 20%.
- Further checks are now required on **composite products** to establish the content and provenance of any product of animal origin; even in small quantities. Many processed foods will contain small amounts of animal product, such as milk powder used as a binding agent. Products can be rejected if they do not come from an approved country, even in small quantities.