



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Environmental Health and Trading Standards Annual Report 2019-2020

## The Royal Borough of Kensington & Chelsea



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**Should you have any questions or comments about our services, please call us using the details below;**

### **Public Protection**

**Council Offices  
37 Pembroke Road  
London  
W8 6PW**

**Tel: 0207 361 3000**

**E-mail: [environmentalhealth@rbkc.gov.uk](mailto:environmentalhealth@rbkc.gov.uk)**

## **INTRODUCTION BY STEPHEN BROWN, THE INTERIM DIRECTOR FOR PUBLIC PROTECTION**

The Council is responsible for a wide range of enforcement functions in Environmental Health and Trading Standards. All of these services make a significant contribution to safeguarding the health safety and well-being of local residents. The department is at the forefront of complex and challenging issues of modern life ranging from disruptive basement conversions to dealing with online fraudsters.

We aim to encourage and promote compliance with the law and to have an appropriate and consistent approach. While we aim to carry out work activities in a way that encourages compliance, our officers are always vigilant and will take formal action against those who break the law and have a detrimental impact on the quality of life in Kensington and Chelsea.

This Report is a summary of the work of Environmental Health and Trading Standards between 1<sup>st</sup> April 2019 and the 31<sup>st</sup> March 2020 and covers the following enforcement areas:

- Food Safety and Infectious Diseases
- Health and Safety
- Public Health Training
- Pest Control
- Licensing
- Trading Standards
- Operational Support
- Noise and Nuisance
- Construction Management
- Private Sector Housing
- Environmental Quality

These specialist teams require different legislative action and they have their own extensive sets of regulations, codes of practice and guidance.

The Report includes details about our service aims, objectives, key achievements and performance in 2019/2020 and some of our planned work in 2020/2021.

The Council is going through a period of fundamental change in the way it delivers its business and is committed to protecting front line services to residents and businesses. We are also in the midst of a pandemic of covid-19 and protecting our residents and supporting our businesses is a top priority. We aim to;

- Carry out our activities in a way that supports those we regulate to comply and grow
- Ensure our residents are at the heart of what we do
- Provide simple and straightforward ways to engage with those we regulate and hear their views
- Protect residents, visitors and workers in the Borough especially those who are vulnerable

- Base regulatory activities on risk
- Continue to collaborate with internal and external partners building strong partnerships
- Share information about compliance and risk
- Ensure clear information, guidance and advice is available to help those we regulate meet their responsibilities and in setting any policies consult with businesses and residents to ensure their concerns are reflected
- Ensure that our approach to regulatory activities is open and transparent
- To incorporate the Council's Value's into everything we do
- A commitment that our staff will embrace the new Council values; Putting Communities First, Respect, Integrity, Working Together, in the way they deliver regulatory services.

We collect feedback in a variety of ways from our residents, businesses and customers and we will focus further on this seeking to find better ways of engagement and to use any feedback to improve our services. We are committed to engaging with our communities in North Kensington to ensure that we feed into the wider Council Grenfell recovery work.

## ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### FOOD SAFETY AND INFECTIOUS DISEASE ANNUAL REPORT 2019 – 2020



#### **1. PURPOSE OF THE FOOD SAFETY AND INFECTIOUS DISEASE TEAM**

- 1.1 To protect consumers by ensuring all food sold, is produced and provided safely by food businesses to reduce food borne illnesses and contamination of food, meets compositional and labelling requirements and is legally imported. To protect public health by the prevention and control of infectious disease, ensuring safe private drinking water supplies and contributing to public health nutrition and obesity priorities.

#### **2. FOOD SAFETY AND INFECTIOUS DISEASE TEAM OBJECTIVES**

- 2.1 To investigate food safety complaints from the public and deal with enquiries.
- 2.2 To respond to food alerts and incidents and encourage food safety at high profile events.
- 2.3 To investigate infectious disease cases including food poisoning and outbreaks.
- 2.4 To deliver a food hygiene and food standards inspection programme.
- 2.5 To deliver a targeted food sampling programme and seize and remove unfit and illegally imported food.
- 2.6 To provide Food Safety information to customers by participation in the national Food Hygiene Rating Scheme to enable them to make informed choices about the food they eat.
- 2.7 To provide advice and coaching to businesses on Food Safety and Food Standards.
- 2.8 To participate in the London Healthier Catering Commitment Scheme that targets obesity priorities which fits with the wider Public Health Agenda.
- 2.9 To monitor and risk assess private drinking water supplies e.g. boreholes.

- 2.10 To deal with significant health and safety hazards observed during food safety inspections and investigate health and safety complaints.
- 2.11 To take appropriate and proportionate enforcement action, in accordance with the Council's Enforcement Policy, including food safety improvement notices, emergency closures, seizure of unfit and illegally imported food, health and safety improvement and prohibition notices, Simple Cautions and prosecutions.
- 2.12 To work with partners; the Food Standards Agency (FSA), Public Health England, North West London Sector Food Group, North West London Health Protection Team, London Food Coordinating Group, and other Council departments e.g. Waste Management and Pest Control to maximise the effectiveness of the Service.

### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 There were 1,911 food premises registered in the Borough at the end of the financial year and a total of 1,508 food safety inspections were carried out. In addition, 483 inspections were made to new food businesses that registered with us.
- 3.2 94 per cent of food businesses were broadly compliant with food hygiene requirements and 99.49 per cent with food standards requirements.
- 3.3 95 businesses within the Borough now have the Healthy Catering Commitment Award. 8 new businesses were signed up to London's Healthier Catering Commitment Scheme which encourages food businesses to offer some healthy options, reduce saturated fat and salt content and make smaller portions available. 32 businesses were re-audited and 30 still met the HCC criteria and were re-awarded.
- 3.4 We targeted poor performing food businesses to improve food safety standards.
- 3.5 We responded to 965 service requests.
- 3.6 Formal enforcement included; five food safety improvement notices, one voluntary closure and one Simple Caution.
- 3.7 We monitored the water quality for the private water supplies at Harrods and liaised with another two businesses in the Borough who are currently not utilising their private water supplies but intend to do so in the near future.
- 3.8 We took 74 food samples, which included; Public Health England sampling testing of Ready-To-Eat food in vacuum/modified atmosphere packaging, microbiological sampling of raw milk samples, and microbiological swabbing in catering premises to look at cleanliness. We took part in Public Analyst Surveys looking at labelling and health claims, formaldehyde in bamboo and melamine composite food contact equipment and the presence or acrylamide in food. We also continued to take in-house sampling surveys examining authenticity and allergens and focused on takeaway meals.

- 3.9 Food samples from stall holders at the Notting Hill Carnival were sent for microbiological analysis.
- 3.10 We monitored food safety at large events such as The Chelsea Flower Show and Notting Hill Carnival. In total the Food Safety Team undertook inspections and liaised with organisers at 25 events in the Borough, an increase in 5 from last year.
- 3.11 We trained food handlers for the Notting Hill Carnival.
- 3.12 As of 1 April 2018, we have charged for Food Hygiene Rating Revisits. In 2019/2020 we carried out 17 visits to businesses requesting to be rescored following improvements they had made.
- 3.13 We continued to evaluate and respond to the Food Standard's Agency Regulating Our Future programme of transformation.

#### 4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2019 - 2020	2018 - 2019	2017 - 2018
Number of Registered Food Premises	1,911	1,855	1,834
Food Safety Businesses that are Broadly Compliant	94%	96%	96%
Food Hygiene Inspections	1023	971	991
Food Standards Inspections	485	569	501
New Premises Rated for Food Hygiene and Food Standards	483	291	309
Food Hygiene Interventions Revisits/Surveillance	325	364	404
Food Hygiene Interventions Sampling Visits	4	17	28
Food Hygiene Interventions Advice/Coaching/Information Visits	259	114	165
Food Standards Interventions Revisits/Surveillance	36	30	43
Food Standards Interventions Sampling Visits	19	14	35
Food Standards Interventions Advice/Coaching Visits	27	9	13
Food/Infectious Disease Other Visits	15	25	19
Food Safety Requests for Service	965	944	721
Food Safety Events	25	20	5
Samples Laboratory/In-house/HCC	74	160	136
Food Alerts	177	116	48
Infectious Disease Notifications	414	151	146
Food Safety Letters Advisory	718	740	657
Food Safety Letters Warning	667	675	705
Food Safety Improvement Notices	5	11	7
Food Safety Emergency Closures	0	1	0
Food Safety Voluntary Closures	1	5	1
Food Seizure, Detention, Voluntary Surrender and Food not Hygienically Produced	0	0	3
Food Illegally Imported	0	0	3
Food Safety Major Investigations	2	4	2
Food Safety Simple Cautions	1	0	0
Food Safety Prosecutions	1	0	0
Food Safety Service Complaints	0	0	1

#### 5. KEY PRIORITIES FOR 2020-2021

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To carry out interventions that contribute to the improvement of Public Health.
- 5.4 To support and work with businesses to ensure prepared and ready for when the transition period of leaving the European Union ends on 31 December.



- 5.5 To target resources towards food premises that are high risk and poor performing (i.e. not broadly compliant) in line with FSA strategic policy and local priorities.
- 5.6 To continue with allergy awareness and targeted enforcement to improve the standards of our food businesses and ensure they comply with the relevant food safety legislation.
- 5.7 To continue to engage with our Licensing and Events Teams and ensure that all events in the Borough where food is served is done safely and in accordance with the relevant food safety legislation.
- 5.8 To undertake our Statutory Requirements to ensure private drinking water supplies within the Borough are regulated. Significant changes to the legislation will require a number of officers to undertake training that will enable them to be accredited and take water samples otherwise we will have to out-source this at considerable cost.
- 5.9 To undertake Public Health England, National, Local and in-house sampling initiatives to encourage greater compliance with food standards including allergens, food authenticity, and imported food by targeted food sampling and advice to businesses.
- 5.10 To monitor businesses that are part of the Healthy Catering Commitment and encourage other businesses to participate in the Scheme targeting obesity priorities.
- 5.11 To work with the Food Standards Agency on Regulating our Future and targeted initiatives aimed at improving how businesses can register and our approach to food standards inspections.
- 5.12 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.

# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## HEALTH AND SAFETY & EVENTS ANNUAL REPORT 2019 – 2020



### **1. PURPOSE OF THE HEALTH AND SAFETY AND EVENTS TEAM**

- 1.1 To protect the health, safety and welfare of employees, self-employed and others affected by workplace operations through the investigation of accidents, incidents and complaints, inspections, advice and enforcement.

### **2. HEALTH AND SAFETY AND EVENTS TEAM OBJECTIVES**

- 2.1 To proportionally enforce Health and Safety legislation in Local Authority enforced premises.
- 2.2 To investigate serious accidents and complaints from employees, public and businesses to ensure hazards are sufficiently controlled.
- 2.3 To target poor performing businesses through intelligence led interventions.
- 2.4 To take appropriate enforcement action where hazards are not sufficiently controlled including warnings, notices and seizure/detention of unsafe articles, Simple Cautions and prosecutions.
- 2.5 To provide business advice in conjunction with key stakeholders and partners.
- 2.6 To achieve compliant businesses using Better Regulation principles reducing the burden on businesses.
- 2.7 To improve health and safety at large events in the Borough, and to protect the public through Safety Advisory Groups, visits, inspections and investigations at events.
- 2.8 To work with partners including; the Health and Safety Executive, Public Health England, London Boroughs Health and Safety Liaison Group and other Council departments including Managed Services to maximise effectiveness.
- 2.9 To respond to the Licensing Act 2003 consultations for public safety.

- 2.10 To maintain high standards of customer service.

### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 We carried out 51 high risk targeted intelligence led inspections of businesses to improve health and safety standards.
- 3.2 We organised, coordinated and delivered 296 visits/inspections at the Notting Hill Carnival to ensure public safety for visitors.
- 3.3 We organised and chaired The Chelsea Flower Show's Safety Advisory Group and worked with internal and external partners to improve the safety planning process.
- 3.4 We visited a selection of hotels to review their working at height arrangements and ensure the right controls were in place.
- 3.5 We visited commercial caterers to check compliance with installation and maintenance of their gas appliances.
- 3.6 We visited the food stalls in Portobello and Golborne Road Market in collaboration with the Council's Market's Office to raise awareness of gas and electrical safety
- 3.7 We visited 40 pubs to raise awareness of the dangers of handling beverage gases in the hospitality industry
- 3.8 We assisted 12 businesses to achieve the London Healthy Workplace Award. The Borough was presented with an award from the Greater London Authority for outstanding work in this field.
- 3.9 The Borough was the Lead Authority and chaired the All London Health and Safety Liaison Group.
- 3.10 We represented local authorities at the National Work-Related Deaths Committee.

#### 4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2019 - 2020	2018 - 2019	2017 - 2018
High Risk Health and Safety Inspections	51	77	77
Other Health and Safety Visits/Event Visits/Face To Face Contacts	303	341	391
Health and Safety Requests for Service	252	207	250
Accidents Received	192	210	192
Accidents Investigated	59	44	51
Health and Safety Revisits	79	177	194
Serious Health and Safety Investigations	3	4	2
Health and Safety Events	25	28	6
Massage and Special Treatment / Licence Renewal Inspections	50	71	68
Licensing Applications Reviewed for Public Safety	55	84	102
Health and Safety Notices	4	7	5
Health and Safety Simple Cautions	0	0	0
Health and Safety Prosecutions	1	0	1
Health and Safety Service Complaints	1	0	0
Customer very satisfied with the overall service of the Health and Safety Team	57%	67%	67%

#### 5. KEY PRIORITIES FOR 2020-2021

- 5.1 To provide ongoing advice and support to residents and licensed businesses in response to the Covid-19 pandemic.
- 5.2 To carry out interventions that contribute to the improvement of Public Health and outbreak management in workplaces and the community.
- 5.3 To investigate customer enquiries or concerns relating to social distancing or lack of Covid 19 controls in workplaces.
- 5.4 To continue with our project inspections focusing on local priorities e.g. the provision of Covid 19 secure workplaces
- 5.5 To target resources towards high risk premises and poor performing businesses in line with local and HSE priorities to ensure public safety.
- 5.6 To continue to improve the customer service of the Health and Safety Team to ensure our service standards are met and any feedback from service users is acted on to improve our services.
- 5.7 To look for any further opportunities to capture potential efficiency or financial savings.
- 5.8 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.
- 5.9 To integrate the Borough's values into everything that we do.

## **ROYAL BOROUGH OF KENSINGTON AND CHELSEA**

### **ENVIRONMENTAL HEALTH TRAINING SERVICE ANNUAL REPORT 2019 – 2020**



#### **1. PURPOSE OF THE ENVIRONMENTAL HEALTH TRAINING SERVICE**

- 1.1 To deliver an income generating Training Service that contributes to a reduction in food poisoning, accidents and injuries in the workplace, infection control and supports licensing.

#### **2. ENVIRONMENTAL HEALTH TRAINING SERVICE OBJECTIVES**

- 2.1 To deliver an income generating Environmental Health Training Service.
- 2.2 To be accessible for all service users.
- 2.3 To deliver a diverse range of qualification courses to support businesses and employees in meeting their legal obligations.
- 2.4 To contribute to the reduction of food poisoning and accidents in the workplace through an alternative enforcement strategy.
- 2.5 To raise standards of compliance with Environmental Health statutory obligations.
- 2.6 To provide courses which contribute to the Council's entry level employment initiatives for the wider community.
- 2.7 To deliver training which contributes to the wider public health agenda.

#### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 We ran 69 courses over 76 days during which we trained the majority of candidates in Food Safety courses and as well as a range of other regulated qualification subjects.
- 3.2 We expanded our E-learning course portfolio, and now offer 15 subjects.

- 3.3 We developed and launched a new food allergen management qualification course.
- 3.4 We introduced a new online training brochure.
- 3.5 We designed and implemented a new IT system to effectively analyse customer feedback from clients who attend our courses.
- 3.6 We developed a Marketing Strategy.
- 3.7 We worked with the Portobello Business Centre to deliver part of a programme to help new restaurants start up.
- 3.8 We relocated our training Service to Kensington Town Hall

#### **4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS**

	<b>2019 - 2020</b>	<b>2018 - 2019</b>	<b>2017 - 2018</b>
Number of Candidates Booked on a Course	<b>695</b>	<b>714</b>	<b>855</b>
Number of Courses Ran	<b>69</b>	<b>112</b>	<b>101</b>

#### **5. KEY PRIORITIES FOR 2020-2021**

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To support the Council's Covid 19 effort by providing courses to employees of Food Banks.
- 5.3 To provide zero cost courses to eligible residents to improve their employment prospects during the Covid 19 pandemic.
- 5.4 To continue to improve and expand the provision of E-learning.
- 5.5 To provide interventions that contribute to the improvement of public health, such as Infection control courses.
- 5.6 To integrate the Borough's values into everything that we do.
- 5.7 To continue to provide high quality training courses to support local communities, businesses, other organisations, and employees to meet their legal obligations.
- 5.8 To ensure the Training Service performs efficiently and effectively as it can and capture any potential efficiency or financial savings.
- 5.9 To explore ways to improve customer engagement to establish whether the quality of service provided to businesses and candidates meets our service standards.
- 5.10 To work with residents and businesses in North Kensington and elsewhere in the Borough to ensure we feed into the wider Council Grenfell recovery work, and fully engage with the wider community.

## ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### PEST CONTROL ANNUAL REPORT 2019 – 2020



#### **1. PURPOSE OF THE PEST CONTROL TEAM**

- 1.1 To provide a Pest Control Service that successfully treats a wide range of public health pests which help to prevent the spread of disease including (but not limited to) rats, mice, cockroaches, bed bugs and pharaoh ants.
- 1.2 To work towards delivering the Service on a cost neutral basis.

#### **2. PEST CONTROL TEAM OBJECTIVES**

- 2.1 To meet the Council's statutory obligations to reduce pests in the Borough and keep its land free from rodents under the Prevention of Damage by Pests Act 1949.
- 2.2 To work with landlords and Housing Associations to ensure they meet their obligations to carry out proofing work in homes with pest problems.
- 2.3 To prevent the spread of disease and control infestations through offering a chargeable Borough wide service to residents, local businesses and other Council departments.
- 2.4 To carry out preventative measures to reduce the likelihood of an infestation occurring for example fitting missing drain interceptor caps or grills.
- 2.5 To survey buildings where birds are roosting or dropping guano to provide quotations and recommend and implement bird proofing solutions.
- 2.6 To help residents with medical conditions who self-medicate to dispose of their non-hazardous clinical waste and used needles.
- 2.7 To work in partnership with Thames Water to identify hotspot areas for sewer baiting.
- 2.8 To offer a free pest identification service to residents.

2.9 To carry out other functions which generate income.

### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 We continued with the expansion of our bird proofing service to install spikes and netting and remove and disinfect areas affected by bird guano.
- 3.2 We provided a free 'drop off' point for residents that use needles to self-medicate to bring their sealed Sharps Containers to the Council for disposal.
- 3.3 We carried out over 13,500 visits for pest treatments within private residential and commercial premises and Council Corporate Property and Housing Management homes.
- 3.4 We assisted the Grenfell Recovery Team to control rodent activity and provide proofing options for solving bird nuisance.
- 3.5 We distributed and collected Planning Notices and air quality diffusion tubes across RBKC and LBHF
- 3.6 We exceeded our income target.



#### **4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS**

	<b>2019 - 2020</b>	<b>2018 - 2019</b>	<b>2017 - 2018</b>
Number of Short-Term Treatment visits to domestic properties	<b>1,962</b>	<b>1,992</b>	<b>1,937</b>
Number of visits to Housing Management Properties	<b>10,510</b>	<b>9,962</b>	<b>7,578</b>
Number of Visits to Council Buildings	<b>247</b>	<b>291</b>	<b>366</b>
Number of Contract Visits	<b>655</b>	<b>863</b>	<b>883</b>
Number of Public Health Interventions	<b>123</b>	<b>477</b>	<b>346</b>
Number of Clinical Waste Visits	<b>291</b>	<b>271</b>	<b>371</b>
Number of Complaints/Requests for Service	<b>225</b>	<b>236</b>	<b>352</b>
Total Income	<b>£460,000</b>	<b>£428,000</b>	<b>£402,000</b>

#### **5. KEY PRIORITIES FOR 2020-2021**

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To continue developing the bird proofing service to enable larger scale jobs to be completed.
- 5.4 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.
- 5.5 To improve the customer experience and implement improvements following feedback received through customer satisfaction survey responses.
- 5.6 To continue to support non-income generating public health activities.
- 5.7 To review web content and update where required.
- 5.8 To continue to deliver a Commercial Pest Control Service which is cost neutral.

# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## LICENSING ANNUAL REPORT 2019 – 2020



### 1. PURPOSE OF THE LICENSING TEAM

- 1.1 To discharge our function as a Licensing Authority under the Licensing Act 2003, Gambling Act 2005, London Local Authorities Act 1991 and other relevant Acts by promoting the licensing objectives, where appropriate, and using the full range of enforcement options/sanctions to increase the level of compliance within licensed premises across the Borough.
- 1.2 To issue and enforce other types of miscellaneous licences required under statute.
- 1.3 To use complaints, crime and other data to develop an accurate picture of key licensing issues across the Borough using tactical plans to address problems.
- 1.4 To empower key partners and stakeholders to use the powers available to them under the Licensing Act 2003 and associated legislation.
- 1.5 To work in partnership to reduce the negative effect of alcohol on public health within the Borough.

### 2. LICENSING TEAM OBJECTIVES

- 2.1 To process licensing applications in accordance with the relevant legislation, ensuring that applicants comply with the statutory requirements for applications, notifications and advertising, and provide excellent service delivery.
- 2.2 To provide a helpful advice and information service for a range of licences to residents, businesses, councillors and members of the public.

- 2.3 To reduce the likelihood of crime and anti-social behaviour in licensed premises.
- 2.4 To adopt a systematic approach to identify problems and issues in licensed premises and improve intelligence through accurate information gathering.
- 2.5 To increase clarity amongst members of the community about the different functions of Responsible Authorities.
- 2.6 To use legislation and have readily available and up-to-date guidance to ensure that we have knowledgeable and skilled officers working in accordance with best practice.
- 2.7 To use early interventions for minor offences to help bring about positive outcomes for the community by promoting the four licensing objectives.
- 2.8 To target those licensed premises that choose to breach their licence conditions and fail to uphold the licensing objectives.
- 2.9 To ensure that all licensing fees due are collected within the relevant timescales, and that licences are suspended/revoked/cancelled as appropriate where annual fees are not paid on time.
- 2.10 To participate in residents'/businesses meetings in order that any conflict between licensed premises operators and their neighbours are resolved.

### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 On 1 April 2020 there were 1062 Premises Licences and 10 Club Premises Certificates. There were also 2153 personal licences and 255 premises licensed for Massage and Special Treatment.
- 3.2 In 2019/2020 the Licensing Team dealt with 841 Temporary Event Notices (TENs), 319 Special Treatment Licence applications, 103 Personal and 532 Premises Licence applications and notifications.
- 3.3 In the same period 183 Suspension Notices were issued for non-payment of the annual fee, 52 licences were suspended of which 12 licences remain suspended, all of which are either closed or are not providing licensable activities.
- 3.4 We offered a licensing pre-application advice service to support local businesses.
- 3.5 We undertook joint monitoring visits with the police on 7 occasions on days/evenings when Chelsea Football Club were playing at home. The visits were targeted around licensed premises in Earl's Court and the Fulham Road area, which attract home and away football fans.
- 3.6 We completed 2 multi-agency tasking operations with officers from other statutory authorities including HM Revenue and Customs (HMRC), Trading Standards and the Police. 6 premises were visited during these operations, 2 of which were successfully prosecuted for breaches of licence conditions, a third prosecution is currently pending.

- 3.7 In February and March we hosted 3 evening workshops at The Tabernacle to assist individuals in completing the application forms for their licences to sell alcohol and/or play music at Notting Hill Carnival 2020. 20 applicants attended these events and the feedback from attendees was very positive.
- 3.8 We completed 251 risk assessed inspections of alcohol licensed premises, 8 inspections of gambling licensed premises and 95 inspections of special treatment licensed premises (\*the special treatment renewal visits were completed by the Health and Safety Team).

#### 4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2019 - 2020	2018 - 2019	2017 - 2018
Number of Temporary Event Notices	841	859	901
% of Licences issued on time	77%	59%	88%
% of High Risk Premises Inspected	100%	100%	100%
Premises Licences	1062	1,058	1,044
Unopposed New Premises Licence Applications 80% of which were completed within agreed Team Service Standards	50	42	47
Unopposed Variation of a Licence/Club Premises Certificate Applications 74% of which were completed within agreed Team Service Standards	18	20	30
100% of Minor Variation Applications completed within agreed Team Service Standards	38	40	49
Variation of a DPS 67% completed within agreed Team Service Standards	248	281	260
Transfers and Interim Authorities 71% completed within agreed Team Service Standards	88	81	59
Number of Licence Reviews	2	9	10
Number of Notification of Change of Name and/or Address	93	94	151
Number of Personal Licence Applications 100% of which were completed on time	78	73	101
Club Premises Certificates	10	10	11
Personal Licences	2153	2,016	1,948
Massage and Special Treatment Licences	255	248	242
Massage and Special Treatment Applications	319	297	308

*% of licences issued on time is below target due to ongoing staff shortages throughout 2019. Three experienced licensing administrators transferred to different teams/departments within the Council. New staff have now been recruited into these posts and the Team is back on track to meet targets.*

#### 5. KEY PRIORITIES FOR 2020-2021

- 5.1 To provide ongoing advice and support to residents and licensed businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.

- 5.3 Through better engagement with our clients and businesses we will improve the customer experience and embed a process of continuous improvement.
- 5.4 To carry out licensing functions as required under the Licensing Act 2003 (LA03) and manage the processing of applications for premises licences. To issue 90 per cent of unopposed applications within ten working days of the last representation date, or the date representations are withdrawn.
- 5.5 To carry out functions under the Gambling Act 2005 (GA05) and manage the processing of applications for premises licences. To issue 90 per cent of applications within 15 days after consultation where there have been no objections, or 20 days after Committee results have been published.
- 5.6 To carry out licensing functions under the London Local Authorities Act 1991 (Special Treatment Licensing) and manage the processing of applications for premises licences. To ensure that renewal forms are sent out at least 4 weeks in advance to facilitate the timely submission of renewal applications and the associated fees.
- 5.7 To carry out comprehensive inspections at all high risk LA03 premises. To inspect 100 percent of high risk premises every nine months. New premises to be identified and risk rated.
- 5.8 To check all licence conditions and investigate any complaints.
- 5.9 To risk rate all gambling premises and inspect those rated as high risk.
- 5.10 To ensure that annual fees are invoiced on a timely basis and that suspension notices are issued where payment is not received by the due date.
- 5.11 To identify operators who have not paid their Licensing Act 2003 annual fee by the due date and take the appropriate action.
- 5.12 To conduct two or more multi agency inspections with agency partners, i.e. Police, Gambling Commission, Security Industry Authority (SIA), HMRC, UK Border Force, Trading Standards, and Environmental Health, in relation to:
- (i) Late night inspections
  - (ii) Underage alcohol sales
  - (iii) Licence conditions check
  - (iv) Gambling premises inspections
  - (v) Sales of illegal alcohol
  - (vi) Illegal provision of shisha smoking in licensed premises or premises providing illegal licensable activities; and
  - (vii) Employment of illegal workers.
- 5.13 To carry out a minimum of two test purchases on premises suspected of sales of alcohol outside their permitted hours.
- 5.14 To continue to work in partnership with the Director of Public Health to facilitate A and E data sharing, and other licensing issues.

- 5.15 To ensure that the licensing web pages are maintained and up to date, with relevant guidance for residents and businesses, and to maintain an accurate Licensing Register.
- 5.16 To promote and support the in-house Personal Licence Holder course.
- 5.17 To maintain partnership working with the Metropolitan Police.
- 5.18 To explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents are fit for purpose. To monitor our Customer Satisfaction Survey results and take any necessary action to rectify any dissatisfaction shown in these results.
- 5.19 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.
- 5.20 To work with event organisers, the Council's Events Team, and Parks Team to ensure that 'one off' events in our parks are properly licensed and safe for staff and the public.
- 5.21 To maintain, and update where necessary, our procedures to ensure the Licensing Team is in full compliance with the General Data Protection Regulations 2018.
- 5.22 To complete a review of the Council's Statement of Licensing Policy and to have the revised version adopted by the Council and published.

# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## TRADING STANDARDS ANNUAL REPORT 2019 – 2020



### 1. PURPOSE OF THE TRADING STANDARDS TEAM

- 1.1 To protect residents and consumers in the Borough and promote a safe and fair trading environment where businesses trade fairly and the goods they sell are safe and fit for purpose. To advise and support businesses to ensure they comply with their responsibilities under consumer protection legislation and enforce against them where necessary.

### 2. TRADING STANDARDS TEAM OBJECTIVES

- 2.1 To protect consumers from dangerous and mis-described goods and services. Achieve compliant businesses using Better Regulation principles to reduce the burden in businesses
- 2.2 Support businesses with advice and use proportionate enforcement sanction to tackle non-compliant businesses, including advice, warnings, notices, Simple Cautions, licence reviews and prosecution.
- 2.3 Undertake pro-active intelligence led project work to ensure businesses legal compliance and consumers can shop with confidence.
- 2.4 Respond to and investigate consumer complaints
- 2.5 Protect consumers from dangerous and mis-described goods and services, including investigating the supply of counterfeit and unsafe goods and enforcing as appropriate. Restrict access to age restricted goods such as tobacco and alcohol by children and young people via enforcement of underage sales of age restricted goods.
- 2.6 Protect residents, especially the elderly and vulnerable, and businesses in relation to scams awareness and unscrupulous traders.

- 2.7 Provide consumer advice in partnership with Citizens Advice Consumer Service and business advice in conjunction with key stakeholders and partners.
- 2.8 Working with key stakeholders and partners including; Chartered Institute of Trading Standards, National Trading Standards and the specialist teams, London Trading Standards, Regional Trading Standards Teams and other Council departments to maximise effectiveness.
- 2.9 To maintain high standards of customer service.
- 2.10 To provide excellent service efficiently anticipating the future and increasing income.

### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 In October 2019, our Bi-borough Trading Standards Partnership with the London Borough of Hammersmith and Fulham Council disaggregated with each borough reverting to a sovereign service. As a result, only one permanent and one temporary member of staff remained within Kensington and Chelsea Trading Standards; following a recruitment drive the Service has been rebuilt and has been fully staffed since the end of March 2020.
- 3.2 Despite the upheavals of the year, our key achievements are:
- 3.3 We protected consumers by removing unsafe goods from shops. This included 34 lighting chains which bore 2 pin plugs contrary to the Plugs and Sockets etc Safety Regulations.
- 3.4 We further removed 318 non-compliant 'Kylie' Jenner cosmetic items from a Chemist in the Borough with a retail value in excess of £21,000.
- 3.5 We supported businesses by protecting brands from those who copy the brand by producing imitation goods. This work also protects the Borough from developing a reputation as a place to buy imitation goods given our tourist footfall. This year we have had 2 seizures with over 100 counterfeit items in each seizure.
- 3.6 We advised 270 letting agents of their legal obligations, and where this was not followed imposed penalties for not complying. Final Notices were issued to two businesses, one of which following a tribunal decision is now required to pay £14,000 in fines.
- 3.7 We have worked in partnership with the Community Safety Team and the Met Police to deliver scams and fraud prevention training, presentations and advice to residents, traders and professionals. We further attended a Safeguarding Awareness Week Event raising awareness of scams, sharing leaflets and providing advice to residents, staff from other Council departments and service providers.
- 3.8 We have contributed to the public health agenda by supporting efforts to discourage young people from smoking and drinking underage, by making



test purchases with young volunteers. We have encouraged the “Challenge 25 Policy”, which helps traders to establish the age of people buying cigarettes and alcohol. 2 Seizures of illicit product have been carried out with 277 cigarettes and 40 niche tobacco products being seized.

- 3.9 We have fed into the anti-knife crime agenda by carrying out test purchases using underage volunteers, at eight retailers within the Borough, with no sales of knives made.
- 3.10 We have undertaken partnership working with the Met Police, undertaking several joint visits to retailers regarding the Responsible Retailers Agreement in relation to knives. This is ongoing and feeds into the London wide reduction in knife crime initiative.
- 3.11 Our investigation into a car dealer who appeared to be forging documents and rewinding mileages on cars is due for trial in Court. The second case is nearing completion.
- 3.12 We have been working with another Trading Standards service and Bi-Borough Public Health teams on a Shisha Steering Group in relation to shisha smoking, reducing its harmful impact for individuals, communities, the council and the public through education and advice.
- 3.13 We are investigating several frauds affecting residents, these include a locksmith undertaking unnecessary work and overcharging, a builder significantly defrauding a consumer during a large-scale property refurbishment, and substandard installations within numerous properties.

#### 4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2019 - 2020	2018 - 2019	2017 - 2018
Number of Referrals Received for Action via the Citizen Advice Consumer Helpline	298	341	282
Number of Notifications Received for Information via the Citizen Advice Consumer Helpline	1,288	1,350	1,266
Number of Service Requests Received Directly from a Business	32	37	39
Number of Service Requests Received in Connection with Home Authority and/or Primary Authority Businesses	4	14	10
% 1st responses made within agreed service standards	88.24%	95.4%	99%
Number of Licensing Act 2003 Applications Received for Consultation	-	59	66
Number of Criminal Investigations Started	17	44	43
Number of Criminal Investigations Completed	12	44	23
Number of Warning Letters	13	22	19
Number of Investigations Resulting in a Simple Caution	3	5	1
Number of Investigations Pending Legal Proceedings	2	5	1

	2019 - 2020	2018 - 2019	2017 - 2018
Number of Investigations Resulting in Prosecution	7	0	2
Number of Investigations Resulting in a Licensing Review or Voluntary Variation to add/amend Conditions	1	2	1
% High Risk Premises Visited	100%	100%	100%
Number of Tobacco Related Visits	3	10	30
Number of Underage Sales Attempts for Alcohol, Knives and Tobacco, and Challenge 21/25	22	66	81
Number of Joint Action Partnership Days	2	8	14

## 5. KEY PRIORITIES FOR 2020-2021

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 Raise resident's awareness of current consumer issues. Provide education to residents on the types of consumer crimes that may affect them. Where concerns are identified, look at what safeguarding measures can be put in place in partnership with internal and external agencies.
- 5.3 To raise awareness on Scams and to identify vulnerable groups with partner agencies.
- 5.4 To improve the use of intelligence from both internal and external partners to enable officers to focus on commercial activities that pose the highest risk and cause the largest detriment to consumers and businesses.
- 5.5 To promote the Real Deal initiative at Portobello Road market and to check the level of compliance in relation to unsafe / counterfeit goods on the pitches licensed by the Council.
- 5.6 To carry out a program of underage sales visits and to address any non-compliance. This will be targeted towards knife and corrosive liquids sales
- 5.7 To conduct a program of visits to ensure laws regulating the sale of tobacco are complied with including e-cigarettes, tobacco displays, tobacco labelling and advertising.
- 5.8 To detect and disrupt sales of illegal and counterfeit tobacco.
- 5.9 To identify and address non-compliant and unfair business practices in the lettings sector. This will include requirements in relation to; minimum energy efficiency standards in non-domestic premises; lettings agency redress scheme; estate agency redress scheme and letting agents display of fees.
- 5.10 To integrate the Borough's values into everything that we do.

# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## OPERATIONAL SUPPORT ANNUAL REPORT 2019 – 2020



### **1. PURPOSE OF THE OPERATIONAL SUPPORT TEAM**

- 1.1 To support officers to carry out statutory and non-statutory duties within the Environmental Health and Trading Standards, and to ensure the smooth running of the Department. This includes; dealing with building maintenance issues, machinery and IT equipment, numerous statutory requirements relating to service of statutory notices, managing HMOs debt recovery, and Finance Management.

### **2. OPERATIONAL SUPPORT TEAM OBJECTIVES**

- 2.1 To comply with all data protection, data sharing and FOI/DP Act/Environmental Information's Regulation requests and deal with councilor and MP enquiries within the legal requirements and the Council's own procedures.
- 2.2 To provide comprehensive IT support for the Department, dealing with all requests relating to Acolaid database maintenance and functionality and to install and monitor the hardware provided for the Department.
- 2.3 To carry out statutory and non-statutory functions for the various operational teams, dealing with, for example, food safety registrations, accident reports, service of statutory notices, preparing legal documentation and ensuring the office is maintained to a good standard with regard to its' business functionality.
- 2.4 To provide administrative support for the Public Health Training Service ensuring that all candidates are supported with the information required for the courses, payments are made promptly and to assist the Public Health trainers in audits made by the relevant Training Governing Bodies i.e. Highfield Awarding Body and the Chartered Institute of Environmental Health.

- 2.5 To reduce data storage through the electronic retention of documents on the shared intranet site and Acolaid and to manage areas around the Council where documents for the Department are stored.
- 2.6 To monitor and report on a quarterly basis the feedback following the return of the Customer Satisfaction questionnaire's and to review after each quarter any areas for service improvement.
- 2.7 To ensure that the invoicing and recovery of outstanding debt in relation to the Public Health Training Service, Housing income, Work in Default and other debts are dealt with promptly.
- 2.8 To maintain high standards of customer service by supporting operational teams to provide excellent regulatory services.

### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 We received 170 requests for FOI/DPA/EIR information all of these requests were completed within the statutory timeframe along with the implementation of iCasework for the department.
- 3.2 We have processed mailshots to promote the Public Health Training Service and for product recalls from the Food Standards Agency, along with numerous mailshots regarding information on Covid-19.
- 3.3 We work together to ensure that any building maintenance issues are reported and monitored creating a good link with Amey, the Council's service provider and attend the Building User Group Meetings (BUG). All issues with maintenance of equipment around the department is also monitored, repaired and replaced accordingly, e.g. photocopiers, calibration of equipment, monitors, docking stations.
- 3.4 We have worked transferring all information from Tribnet to our new Sharepoint facility and we have been involved in assisting the Leaders Office with updating their Sharepoint site.
- 3.5 We have assisted in the development of questionnaires to be completed by officers collating information from premises with regard to Additional Licensing for the Housing Team.
- 3.6 We have completed a Privacy Impact Assessment for data sharing with various departments within the Council to aid the Additional Licensing programme for the Housing Team.
- 3.7 Power BI reports have been written for the Noise and Nuisance Team, Additional Licensing for the Housing Team, Pest Control and independent reports written to inform Senior Management on information gathered on Covid-19 complaints and enquiries for the Environmental Health Department.
- 3.8 A 'hit list' has been created to identify and monitor unlicensed HMO premises in the borough

- 3.9 All teams have now been integrated into the new customer satisfaction questionnaire, we will aim to reach a larger percentage of our customers through internet areas, information on outgoing letters and emails.

#### 4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

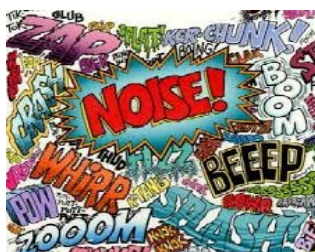
	2019 - 2020	2018 - 2019	2017 - 2018
IT Requests Completed Including, Set-up, Support, Development and Training	1134	794	742
Number of FOI/DPA/EIR Requests Completed	170	193	142
Number of Housing Act Notices	14	5	13
Number of Non Housing Act Notices prepared for service:			
Food Safety	3	7	5
Health and Safety	4	4	12
Housing	25	28	4
Noise and Nuisance	1292	1,105	667
Number of Planning Applications Received for Processing	697	725	1,145
Number of Section 16 Requests for Information	40	41	33
Number of HMO Licences Issued	24	29	24
Number of HMO Licences Completed	22	25	13
Number of Companies House Searches	15	10	15
Number of Low Risk Housing Complaints	90	552	510
Number of Work in Default Cases Actioned	6	3	4
Number of Land Charges completed	1,689	3,326	3,750
Number of Documents Scanned	48,681	43,160	41,932
Number of Pages Indexed	11,140	11,714	9,027

#### 5. KEY PRIORITIES FOR 2020-2021

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 An outstanding debt review will be carried out across the department to ensure all debts are recovered on a timely basis and write-offs/cancellations are completed.
- 5.4 To review Licensing documentation in line with GDPR and our own retention policy.
- 5.5 To review Public Health Training for GDPR compliance.
- 5.6 To be first point of contact for information on Additional Licensing requests.
- 5.7 Review all reports and move them over to the PowerBi framework for all teams across Environmental Health.
- Assist with any changes that occur following the Environment and Communities review.

## ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### NOISE AND NUISANCE ANNUAL REPORT 2019 – 2020



#### **1. PURPOSE OF THE NOISE AND NUISANCE TEAM**

- 1.1 To protect residents from disturbance so that they can enjoy living in their homes and ensure businesses can operate without disrupting residents. Dealing with a range of noise and nuisance complaints including building sites, parties, house alarms, car alarms, neighbour noise, air conditioning units and smells from commercial premises.

#### **2. NOISE AND NUISANCE TEAM OBJECTIVES**

- 2.1 To respond to complaints from residents within 30 minutes and visit within 60 minutes.
- 2.2 To analyze complaints and carry out proactive work to reduce the number of complaints received by the Service in the longer term.

#### **3. KEY ACHIEVEMENTS FOR 2019/2020**

- 3.1 We successfully disaggregated the Team from the Bi-borough Noise and Nuisance Team with Hammersmith and Fulham; and established a sovereign service from 1 October 2019.
- 3.2 We dealt with almost 13,000 noise and nuisance service requests.
- 3.3 We carried out over 3,600 visits to investigate complaints.
- 3.4 We served 80 enforcement notices where noise nuisance had been witnessed to protect residents from excessive noise.
- 3.5 We served 200 enforcement notices on construction sites (in addition to the 900 served by the CMT) to protect residents from excessive and out of hours noise from building work.
- 3.6 We have worked closely with other teams on the Chelsea and Kensington projects and now the CREST project.

#### 4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2019 - 2020	2018 - 2019	2017 - 2018
Number of Nuisance Calls During Working Hours	13,086	13,944	12,832
Number of Nuisance Calls Out of Hours - *When officers are not on duty	445	971	553
Number of Calls Combined	13,531	14,915	13,385
Number of Construction Complaints	2,168	1,600	3,060
Number of S80 Notices	80	66	76
Number of S60 Notices	193 <sup>1</sup>	987	526
Number of S61 Prior Consents	21 <sup>1</sup>	52	56
Number of Planning Applications Received	253	439	667
Number of TENS	817	863	901

<sup>1</sup> Function now principally carried out by the Construction Management Team; 1,044 S60 Notice and 42 S61 Prior Consents issued by Noise & Nuisance and Construction Management Teams combined.

#### 5. KEY PRIORITIES FOR 2020-2021

- 5.1 To provide ongoing advice and support to residents and in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To improve the response times to complaints and enquiries from residents.
- 5.4 To further the aims of the CREST project, around construction teams.
- 5.5 To continue to provide Planning and Licensing colleagues with recommended conditions to minimise the impact of noise and other disruption to neighbouring residents.
- 5.6 To enforce the PSPO for busking when it is enacted.
- 5.7 To successfully replace the Bi-borough Noise and Nuisance Team with a sovereign team for RBKC.



# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## CONSTRUCTION ANNUAL REPORT 2019 – 2020



### 1. SERVICE AIMS

- 1.1 To ensure that all building work in RBKC is subject to the requirements of the Code of Construction Practice.

### 2. CONSTRUCTION TEAM OBJECTIVES

- 2.1 To provide an inter-disciplinary multi-skilled team of officers, covering noise, nuisance, highways, building control and planning enforcement functions, to carry out proactive monitoring and complaint investigation in relation to construction work in the Borough, focused on major developments and sites controlled by construction-related planning conditions.
- 2.2 To lead on the pro-active service of Section 60 Notices on all building work being undertaken in RBKC.
- 2.3 To undertake a site inspection upon the commencement of notifiable building work, ensuring compliance with the Building Act, Environmental Protection Act, Highways Acts and Planning Acts as applicable.
- 2.4 To proactively identify unauthorised building work and enforce.
- 2.5 To analyse complaints and carry out proactive work to reduce the number of complaints received against specific construction sites.
- 2.6 To lead on, and implement, the Construction Bond scheme and to hold corporate responsibility for the revised Code of Construction Practice and associated webpages.
- 2.7 To lead on the monitoring, investigation and enforcement of Construction Traffic Management Plans, and other associated pre-commencement construction-related planning conditions.
- 2.8 To identify unauthorised use of parking bays for construction activity, and lead on the recovery of fees.

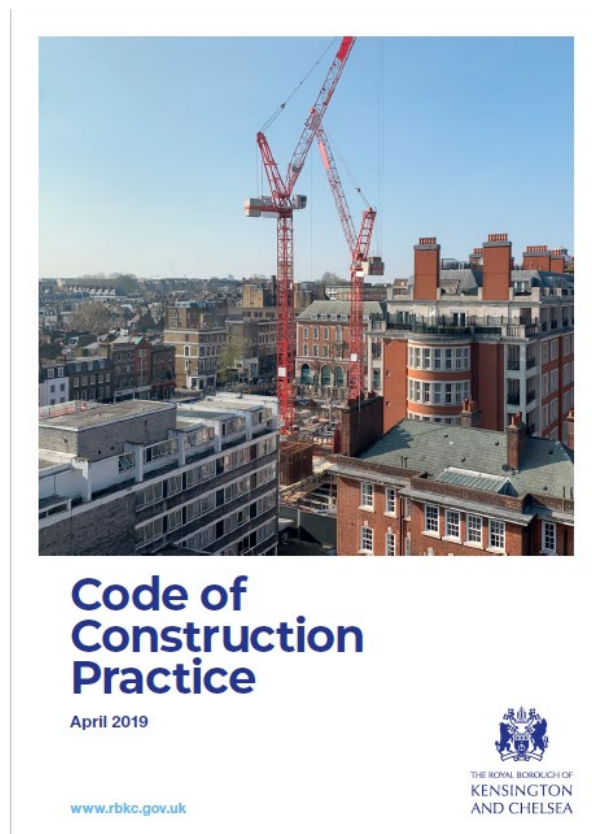


### 3. KEY ACHIEVEMENTS FOR 2019/20

3.1 Building on the success of the pilot scheme and formal launch on 1 April 2019, the Construction Management Team has made considerable progress over its first year. Between 1 April 2019 and 31 March 2020, the Team dealt with:

- Served 30 planning enforcement notices relating to breaches of Construction Traffic Management Plans.
- Carried out 1,268 visits to construction sites.
- Investigated 151 reports of unauthorised building work.
- Carried out commencement site inspections relating to Initial Notices resulting in 143 Initial Notices being rejected for non-compliance.
- Served 895 Section 60 Notices and Section 61 Prior Consent.
- Served 272 Highway and Waste Enforcement Fixed Penalty Notices.
- Enforced at 6 sites where suspended bays are required for building work.

3.2 We have successfully launched the revised Code of Construction Practice:



- 3.3 The Code introduces the Construction Bond. This will enable the Council to recover the cost of the monitoring of construction sites (to check compliance with the Code) on sites where the scheme applies.
- 3.4 We have successfully launched the CREST construction app, enabling officers from the Team to access data across regulatory teams and to input data when in the field.

#### **4. PERFORMANCE**

	<b>2019 – 2020</b>
Number of Planning related Enforcement Notices served	30
Number of unauthorised works investigated by the team	155
Number of Initial Notices rejected for non-compliance	143
Number of S60 Notices served	895
Number of S61 Notices served	6
Number of Highway and Waste Enforcement Fixed Penalty Notices	272

#### **5. KEY PRIORITIES FOR 2020-2021**

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To increase engagement with residents and businesses to improve the customer experience and ensure continuous improvement.
- 5.4 To lead on a review of the construction site-related parking bay suspensions process to improve liaison and co-ordination and reduce and recover lost revenue.
- 5.5 To improve the response times to complaints and enquiries from residents.
- 5.6 To reduce the number of complaints against specific sites by undertaking proactive monitoring and zero tolerance enforcement.
- 5.7 To implement the revised Code of Construction Practice and Construction Bond.
- 5.8 To use preventative measures to control the impact of construction sites e.g. with regard to hours of work, plant and machinery, and methods of working.
- 5.9 To provide Planning with information to enable the issuing of the new Code of Construction Practice pre-commencement condition.
- 5.10 To extend and improve internal working arrangements with the Parks Police, Community Safety Team and Parking.

- 5.11 To extend and improve partnership arrangements with external bodies such as the HSE, CCS and the Police.

# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## PRIVATE SECTOR HOUSING ANNUAL REPORT 2019 – 2020



### 1. PURPOSE OF THE PRIVATE SECTOR HOUSING TEAM

- 1.1 To improve and make safe housing standards in the private rented sector by advising landlords, licensing Houses in Multiple Occupation (HMOs) and taking enforcement action to secure safe homes.

### 2. PRIVATE SECTOR HOUSING TEAM OBJECTIVES

- 2.1 To improve housing conditions in the private rented sector by focusing on high risk properties through targeted and intelligence led interventions and licensing.
- 2.2 To improve the management of the private rented sector by identifying and regulating HMOs.
- 2.3 To target poor performing landlords.
- 2.4 To increase the supply of affordable housing by reducing long term vacant properties and to bring them back into use.
- 2.5 To provide guidance and assistance to residents in fuel poverty and at risk of excess cold and slips and trips.

### 3. KEY ACHIEVEMENTS FOR 2019/2020

- 3.1 We have carried out mandatory licensing in HMOs, setting conditions to protect residents from fire, excess cold, damp and overcrowding.
- 3.2 We have increased our enforcement to address the rise in housing hazards and improve housing in the private rented sector.
- 3.3 We have targeted our resources at high risk cases focusing on fire safety, inadequate heating, damp and mould, falls, and providing grant aid to support victims of crime including domestic violence.

- 3.4 We continue to review how complaints are risk assessed and identify critical control points to ensure continuous improvements.
- 3.5 We continue to work with our London Fire and Rescue Authority partners to ensure fire safety measures are installed in high risk premises.
- 3.6 We continue to work with our colleagues across the Council to address fuel poverty, hoarding and poor housing conditions for vulnerable residents including the elderly and young children.
- 3.7 We have continued to work in partnership with our external colleagues in the GLA, Fire Brigade and other stakeholders to ensure consistency in approach when dealing with housing issues.

#### **4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS**

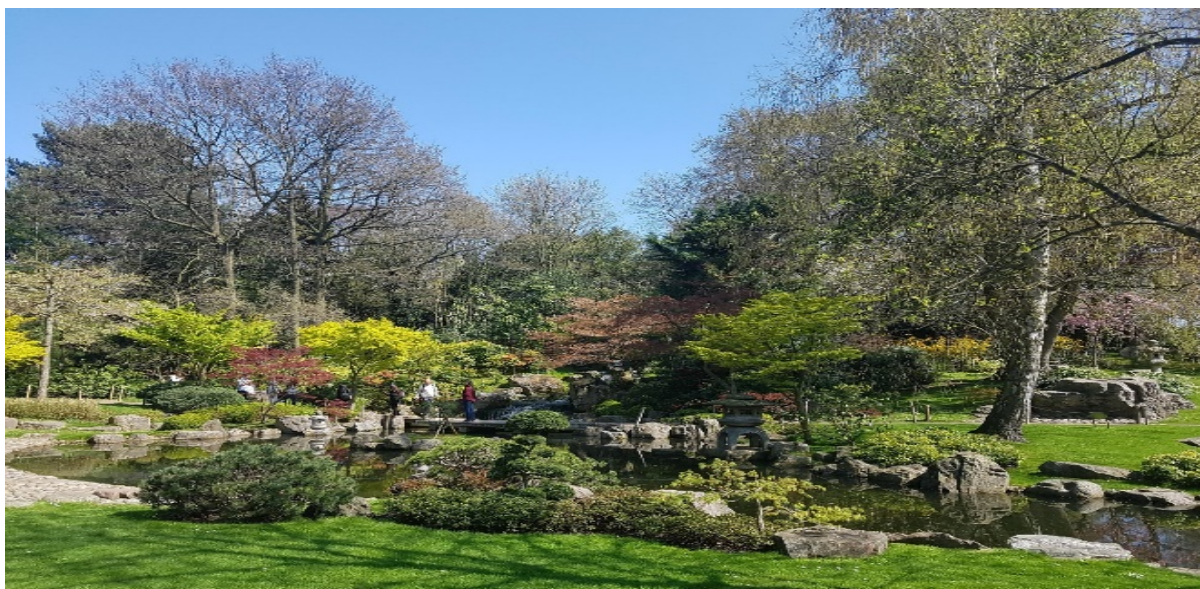
	<b>2019 - 2020</b>	<b>2018 - 2019</b>	<b>2017 - 2018</b>
Number of Housing Complaints Received	<b>1210</b>	<b>554</b>	<b>717</b>
Number of High-Risk Complaints Received	<b>112</b>	<b>183</b>	<b>195</b>
Number of Licensed Properties	<b>154</b>	<b>129</b>	<b>125</b>
Number of High-Risk HMO's Inspected (Including Licensed HMO's)	<b>37</b>	<b>27</b>	<b>384</b>
Enforcement Notices Served (excluding Section 16 and 235)	<b>41</b>	<b>17</b>	<b>3</b>
Number of Cases Where Works Were Carried Out in Default of the Owner	<b>0</b>	<b>1</b>	<b>1</b>
Number of Prosecutions	<b>0</b>	<b>0</b>	<b>4</b>
Number of Appeals	<b>0</b>	<b>0</b>	<b>0</b>
Number of Crime Prevention Grants	<b>20</b>	<b>27</b>	<b>37</b>
Number of Long-Term Empty Properties Brought Back Into Use	<b>0</b>	<b>0</b>	<b>1</b>

## **5. KEY PRIORITIES FOR 2020-2021**

- 5.1 To provide ongoing advice and support to residents, landlords and businesses in response to the Covid-19 pandemic.
- 5.2 To swiftly respond to requests for service relating to poor housing standards, management problems, councillor enquiries.
- 5.3 Prompt regulation and enforcement where there is disrepair, public health failures and/or management standards have not been met.
- 5.4 Getting the unlicensed mandatory HMO's licensed and carry out targeted inspection of high-risk HMO's.
- 5.5 Research and investigate the possibility of introducing a property licensing scheme for private rented properties, to improve the health and wellbeing of the tenants and residents of the Borough.
- 5.6 Review property licence conditions.
- 5.7 Review how PSH interacts with Registered Providers.
- 5.8 Review the Fire Safety Protocol with LFB.
- 5.9 Develop and implement an Empty Housing Strategy.
- 5.10 Review our work on affordable warmth, energy efficiency in the home interventions, grants and implement Minimum Energy Efficiency Standards in the PRS. All with a view to forming a Fuel Poverty strategy.
- 5.11 Deal with increasing number of Public Health complaints regarding filthy and verminous and suspected hoarding.
- 5.12 To implement the provisions of the Housing and Planning Act 2016 i.e. begin the service of Financial Penalty Notices.
- 5.13 To integrate the Borough's values into everything that we do.

# **ROYAL BOROUGH OF KENSINGTON AND CHELSEA**

## **POLLUTION REGULATORY TEAM ANNUAL REPORT 2019 – 2020**



### **1. PURPOSE OF THE POLLUTION REGULATORY TEAM**

- 1.1 To protect public health and the wider environment by regulating and addressing air and land quality.

### **2. POLLUTION REGULATORY TEAM OBJECTIVES**

- 2.1 To carry out air quality monitoring, assess progress with achieving the National Air Quality Objectives and oversee implementation of the Council's Air Quality Action Plan by working with others to reduce pollution, raise awareness and contribute to improving public health.
- 2.2 To protect human health and the wider environment by addressing potential risks to land and air quality through the Planning Development process and make sure the site is suitable for its future use.
- 2.3 To carry out contaminated land assessment work to identify land which may have a significant possibility of significant harm to human health under Part 2A of the Environmental Protection Act 1990.
- 2.4 To authorise and inspect small industrial processes to control emissions to air.
- 2.5 To review the potential environmental impacts from proposed expansion at Heathrow Airport.



### **3. KEY ACHIEVEMENTS FOR 2019/20**

- 3.1 The Environmental Health Department in Kensington and Chelsea (RBKC) was previously merged with the London Borough of Hammersmith and Fulham (LBHF). Last July, the Bi-Borough Environmental Quality Team (as the Pollution Regulatory Team was previously known), disaggregated and all bi-borough staff returned to sovereign duties at LBHF. A new team for RBKC was recruited.
- 3.2 We have continued to work with the Ministry for Housing, Communities and Local Government (MHCLG), Public Health England, the Environment Agency and other members of the Multi-Agency Partnership (MAP) established by the Government to address concerns raised regarding land contamination and air pollution related to debris from the Grenfell Tower fire.
- 3.3 We have actively monitored NO<sub>x</sub> and particulates and produced an annual report on the progress of the Council's Air Quality and Climate Change Action Plan which has been approved by the GLA/DEFRA. The Council also agreed to work towards achieving the more stringent World Health Organisation Guideline Values.
- 3.4 We have been progressing projects and initiatives through the London Mayor's Air Quality Fund (MAQF) including Idling Action London to stop drivers from idling their engines which contributes to poor air quality.
- 3.5 We progressed work with the Crossriver Partnership through Defra Air Quality funding within our Clean Air Villages, one in the Earl's Court area and the other in the Ladbroke Grove area. An E-cargo bike trial commenced in February designed to encourage businesses to switch from making deliveries using a petrol/diesel vehicle to using an e-cargo bike. We have bid for further funding to develop a third Clean Air Village in the Cromwell Road area.
- 3.6 In September, we responded to the Heathrow consultation on the potential environmental impacts of the proposed expansion of the airport. This response put forward the Council's concerns over the noise and air quality impacts to residents asking for more information and action to mitigate the impacts.
- 3.7 We have responded to all planning consultations commenting on the potential impacts of development on air quality and contaminated land. We have also provided pre-application advice to developers on matters relevant to air quality and contaminated land.
- 3.8 We have carried out 100 per cent of Environmental permitting regulation inspections e.g. dry cleaners, petrol stations, etc. and a statutory return was provided to DEFRA.
- 3.9 We have carried out 100 per cent of Environmental search reports, in response to requests received for information about historic use of land.



#### **4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS**

	<b>2019 - 2020</b>	<b>2018 - 2019</b>	<b>2017 - 2016</b>	<b>2016 - 2015</b>
Planning Consultations	<b>757</b>	<b>472</b>	<b>612</b>	<b>591</b>
Environmental Searches	<b>31</b>	<b>61</b>	<b>51</b>	<b>49</b>
Permitted Processes	<b>36</b>	<b>36</b>	<b>36</b>	<b>36</b>

#### **5. KEY PRIORITIES FOR 2019-2020**

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To continue to work with MHCLG as part of MAP, to conclude the Stage 2 Environmental Checks Programme into an environmental assessment of the impacts of the Grenfell Tower fire.
- 5.4 To review the Planning conditions and informatives applied when assessing applications and provide written guidance for developers and their environmental consultants to understand what is required.
- 5.5 To review all continuous air quality monitoring sites, upgrade and purchase new equipment where necessary and continue to monitor air quality across the Borough and impact of lockdown restrictions and subsequent easement.
- 5.6 To model air quality across the borough and identify areas which are likely to exceed objective levels.
- 5.7 To feed into a new Council Environmental Sustainability Strategy and start to draft a new Air Quality Action Plan for adoption in 2021.