Environmental Health and Trading Standards Annual Report 2018-2019

The Royal Borough of Kensington & Chelsea
CONTENTS PAGE

1. Introduction Page 1
2. Food Safety Page 3
3. Health and Safety & Events Page 8
4. Public Health Training Service Page 11
5. Pest Control Page 13
6. Licensing Page 16
7. Trading Standards Page 21
8. Operational Support Page 25
9. Noise and Nuisance Page 29
10. Construction Team Page 31
11. Private Sector Housing Page 34
12. Environmental Quality Page 37

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
1. INTRODUCTION BY ANN RAMAGE, THE 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 1st April 2018 and the 31st March 2019 and covers the following enforcement areas:

- Food Safety and Infectious Diseases
- Health and Safety & Events
- 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 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 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 TEAM
ANNUAL REPORT
2018 – 2019

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 2018/19

3.1 There were 1,855 food premises registered in the Borough at the end of the financial year and a total of 1,540 food safety inspections were carried out. In addition, inspections were made to 291 new food businesses that registered with us.

3.2 We completed the planned food hygiene and food standards inspection programme.

3.3 96 per cent of food businesses were broadly compliant with food hygiene requirements (no change from last year) and 99.73 per cent with food standards requirements.

3.4 We ceased undertaking an alternative inspection strategy for food businesses with lower risk Category E food hygiene and Category C food standards inspection ratings as this has proved to be inefficient. Instead all inspections due were undertaken as official controls and brought back into the annual inspection programme.

3.5 92 businesses within the Borough now have the Healthy Catering Commitment Award. 10 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. 35 businesses were re-audited and were found to still meet the HCC criteria and were re-awarded. A number of food samples were found to be unsatisfactory due to high fat and salt content and further follow-up investigations took place.

3.6 We targeted poor performing food businesses to improve food safety standards.

3.7 We responded to 944 service requests which is a 30% increase on last year.

3.8 Formal enforcement included; seven food safety improvement notices, two voluntary closures and one emergency hygiene prohibition order.
3.9 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.

3.10 We took 150 food samples, an increase on last year, which included; Public Health England sampling testing of Ready-To-Eat pastry-based food detecting the presence of Listeria and microbiological swabbing in catering premises to look at cleanliness. We also continued to partake in the Pan-London duck survey looking at cooking techniques. We took part in Public Analyst Surveys looking at speciation in relation to goat and lamb meat. In-house sampling surveys examined authenticity and allergens and focused on takeaway meals.

3.11 10 food samples were taken as part of our Health Claims Project work and sent to the Public Analyst for analysis. The main issues found were misleading labelling and claims and follow up action will be taken in accordance with our enforcement policy.

3.12 Food samples from stall holders at the Notting Hill Carnival were sent for microbiological analysis.

3.13 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 20 events in the Borough, compared with 5 events last year. This is due to better communication and joined up working between the Team, the Events Team and Licensing.

3.14 We trained food handlers for the Notting Hill Carnival.

3.15 As of 1 April 2018, we have charged for Food Hygiene Rating Revisits. In 2018/2019 we carried out 13 visits from businesses requesting this new service.

3.16 We continued to evaluate and respond to the Food Standard’s Agency Regulating Our Future programme of transformation.
## PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Registered Food Premises</td>
<td>1,855</td>
<td>1,834</td>
<td>1,835</td>
</tr>
<tr>
<td>Food Safety Businesses that are Broadly Compliant</td>
<td>96%</td>
<td>96%</td>
<td>94%</td>
</tr>
<tr>
<td>Food Hygiene Inspections</td>
<td>971</td>
<td>991</td>
<td>1076</td>
</tr>
<tr>
<td>Food Standards Inspections</td>
<td>569</td>
<td>501</td>
<td>484</td>
</tr>
<tr>
<td>New Premises Rated for Food Hygiene and Food Standards</td>
<td>291</td>
<td>309</td>
<td>n/a</td>
</tr>
<tr>
<td>Food Hygiene Interventions Revisits/Surveillance</td>
<td>364</td>
<td>404</td>
<td>n/a</td>
</tr>
<tr>
<td>Food Hygiene Interventions Sampling Visits</td>
<td>17</td>
<td>28</td>
<td>45</td>
</tr>
<tr>
<td>Food Hygiene Interventions Advice/Coaching/Information Visits</td>
<td>114</td>
<td>165</td>
<td>33</td>
</tr>
<tr>
<td>Food Standards Interventions Revisits/Surveillance</td>
<td>30</td>
<td>43</td>
<td>25</td>
</tr>
<tr>
<td>Food Standards Interventions Sampling Visits</td>
<td>14</td>
<td>35</td>
<td>45</td>
</tr>
<tr>
<td>Food Standards Interventions Advice/Coaching Visits</td>
<td>9</td>
<td>13</td>
<td>8</td>
</tr>
<tr>
<td>Food/Infectious Disease Other Visits</td>
<td>25</td>
<td>19</td>
<td>86</td>
</tr>
<tr>
<td>Food Safety Requests for Service</td>
<td>944</td>
<td>721</td>
<td>647</td>
</tr>
<tr>
<td>Food Safety Events</td>
<td>20</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Samples Laboratory/In-house/HCC</td>
<td>160</td>
<td>136</td>
<td>180</td>
</tr>
<tr>
<td>Food Alerts</td>
<td>116</td>
<td>48</td>
<td>102</td>
</tr>
<tr>
<td>Infectious Disease Notifications</td>
<td>151</td>
<td>146</td>
<td>105</td>
</tr>
<tr>
<td>Food Safety Letters Advisory</td>
<td>740</td>
<td>657</td>
<td>707</td>
</tr>
<tr>
<td>Food Safety Letters Warning</td>
<td>675</td>
<td>705</td>
<td>636</td>
</tr>
<tr>
<td>Food Safety Improvement Notices</td>
<td>11</td>
<td>7</td>
<td>50</td>
</tr>
<tr>
<td>Food Safety Emergency Closures</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Food Safety Voluntary Closures</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Food Seizure, Detention, Voluntary Surrender and Food not Hygienically Produced</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Food Illegally Imported</td>
<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Food Safety Major Investigations</td>
<td>4</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Food Safety Simple Cautions</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Food Safety Prosecutions</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Food Safety Service Complaints</td>
<td>0</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
5. KEY PRIORITIES FOR 2019-2020

5.1 To integrate the Borough’s values into everything that we do.

5.2 To carry out interventions that contribute to the improvement of Public Health.

5.3 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.

5.4 To deliver an allergy awareness project and targeted enforcement initiative to improve the standards of our food businesses and ensure they comply with the relevant food safety legislation.

5.5 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.

5.6 To continue to respond to complaints about illegal Shisha premises in the Borough and through a multiagency approach carry out targeted enforcement.

5.7 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.

5.8 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.

5.9 To monitor businesses that are part of the Healthy Catering Commitment and encourage other businesses to participate in the Scheme targeting obesity priorities.

5.10 To introduce charging for business advice from 1st April 2019.

5.11 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.
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 2018/19**

3.1 We carried out 77 high risk targeted intelligence led inspections of businesses to improve health and safety standards.

3.2 We organised, coordinated and delivered 306 visits/inspections at the Notting Hill Carnival to ensure public safety for visitors.

3.3 We dealt with public safety at large events such as the Chelsea Flower Show, Notting Hill Carnival, Longines Global Champions Tour and Bada Antiques Fair.

3.4 We targeted 20 hotels to review their working at height arrangements and ensure the right controls were in place.

3.5 We completed a project targeting 14 of the worst performing restaurants for food hygiene to review their health and safety controls for slips and trips and gas safety.

3.6 We carried out 13 targeted inspections of retail and sporting venues focusing on how they manage slips and trips hazards.

3.7 We actively promoted the London Healthy Workplace Charter to businesses and supported them to work towards accreditation of the award. Five business achieved accreditation.

3.8 We prosecuted two companies regarding the uncontrolled release of asbestos, both parties pleaded guilty and were fined £180,000 and £12,000 respectively.

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>High Risk Health and Safety Inspections</td>
<td>77</td>
<td>77</td>
<td>45</td>
</tr>
<tr>
<td>Other Health and Safety Visits/Event Visits/Face to Face Contacts</td>
<td>341</td>
<td>391</td>
<td>367</td>
</tr>
<tr>
<td>Health and Safety Requests for Service</td>
<td>207</td>
<td>250</td>
<td>219</td>
</tr>
<tr>
<td>Accidents Received</td>
<td>210</td>
<td>192</td>
<td>215</td>
</tr>
<tr>
<td>Accidents Investigated</td>
<td>44</td>
<td>51</td>
<td>74</td>
</tr>
<tr>
<td>Health and Safety Revisits</td>
<td>177</td>
<td>194</td>
<td>178</td>
</tr>
<tr>
<td>Serious Health and Safety Investigations</td>
<td>4</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Health and Safety Events</td>
<td>28</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>Massage and Special Treatment / Licence Renewal Inspections</td>
<td>71</td>
<td>68</td>
<td>85</td>
</tr>
<tr>
<td>Licensing Applications Reviewed for Public Safety</td>
<td>84</td>
<td>102</td>
<td>101</td>
</tr>
<tr>
<td>Health and Safety Notices</td>
<td>7</td>
<td>5</td>
<td>14</td>
</tr>
<tr>
<td>Health and Safety Simple Cautions</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Health and Safety Prosecutions</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Health and Safety Service Complaints</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Customer very satisfied with the overall service of the Health and Safety Team</td>
<td>67%</td>
<td>67%</td>
<td>n/a</td>
</tr>
</tbody>
</table>

5. KEY PRIORITIES FOR 2019-2020

5.1 To carry out interventions that contribute to the improvement of Public Health.

5.2 To target resources towards high risk premises and poor performing businesses in line with local and HSE priorities to ensure public safety.

5.3 To continue with our project inspections targeting poor performing businesses and local priorities, focusing on; health and safety controls and arrangements for working at heights, gas safety, pressurised cylinders and asbestos management.

5.4 To look for any further opportunities to capture potential efficiency or financial savings.

5.5 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.

5.6 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.

5.7 To integrate the Borough’s values into everything that we do.
1. PURPOSE OF THE PUBLIC 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. PUBLIC HEALTH TRAINING SERVICE OBJECTIVES

2.1 To deliver an income generating Public 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 2018/19

3.1 We ran 112 courses over 141 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 provided food hygiene and licensing training for Notting Hill Carnival stall holders.

3.8 We worked with the Portobello Business Centre to deliver part of a programme to help new restaurants start up.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Candidates Booked on a Course</td>
<td>714</td>
<td>855</td>
<td>921</td>
</tr>
<tr>
<td>Number of Courses Ran</td>
<td>112</td>
<td>101</td>
<td>112</td>
</tr>
</tbody>
</table>

5. KEY PRIORITIES FOR 2019-2020

5.1 To integrate the Borough’s values into everything that we do.

5.2 To continue to provide high quality training courses to support local communities, businesses, other organisations, and employees to meet their legal obligations.

5.3 To provide courses for individuals who require specific qualifications for personal development and to improve their employment prospects and work with potential partners as relevant.

5.4 To provide interventions that contribute to the improvement of Public Health, such as targeted food allergen control courses aimed at food business managers to protect residents in and visitors to the Royal Borough.

5.5 To ensure the Training Service performs efficiently and effectively as it can and capture any potential efficiency or financial savings.

5.6 To explore ways to improve customer engagement to establish whether the quality of service provided to businesses and candidates meets our service standards.

5.7 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.
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 2018/19

3.1 We introduced mobile working for officers and a new online booking system enabling residents and businesses to book surveys, treatments, pay for quotations and change and cancel appointments through the Council’s website.

3.2 We extended our scope by introducing a new bird proofing service to install spikes and netting and remove and disinfect areas affected by bird guano.

3.3 We secured funding to adapt our Clinical Waste Service to provide a free ‘drop off’ point for residents that use needles to self-medicate to bring their sealed Sharps Containers to the Council for disposal.

3.4 We carried out over 13,500 visits for pest treatments within private residential and commercial premises and Council Corporate Property and Housing Management homes.

3.5 We assisted the Grenfell Recovery Team to control rodent activity and provide proofing options for solving bird nuisance.

3.6 We distributed and collected Planning Notices and air quality diffusion tubes across RBKC and LBHF and helped to advertise consultations and specific market events by distributing notices across LBHF.

3.7 We were lead authority and chaired the North East London Thames and Local Authority Sewer Baiting Group.

3.8 We exceeded our income target.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Short-Term Treatment visits to domestic properties</td>
<td>1,992</td>
<td>1,937</td>
<td>2,461</td>
</tr>
<tr>
<td>Number of visits to Housing Management Properties</td>
<td>9,962</td>
<td>7,578</td>
<td>7,209</td>
</tr>
<tr>
<td>Number of Visits to Council Buildings</td>
<td>291</td>
<td>366</td>
<td>610</td>
</tr>
<tr>
<td>Number of Contract Visits</td>
<td>863</td>
<td>883</td>
<td>994</td>
</tr>
<tr>
<td>Number of Public Health Interventions</td>
<td>477</td>
<td>346</td>
<td>283</td>
</tr>
<tr>
<td>Number of Clinical Waste Visits</td>
<td>271</td>
<td>371</td>
<td>445</td>
</tr>
<tr>
<td>Number of Complaints/Requests for Service</td>
<td>236</td>
<td>352</td>
<td>476</td>
</tr>
<tr>
<td>Total Income</td>
<td>£428,000</td>
<td>£402,000</td>
<td>£400,000</td>
</tr>
</tbody>
</table>
5. **KEY PRIORITIES FOR 2019-2020**

5.1 To integrate the Borough’s values into everything that we do.

5.2 To introduce the new ‘Drop Off’ service for residents to bring and dispose of their Sharps containers.

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 work towards delivering a Commercial Pest Control Service which is cost neutral.
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 2018/19

3.1 On 1 April 2019 there were 1,058 Premises Licences and 10 Club Premises Certificates. There were also 2,016 personal licences and 248 premises licensed for Massage and Special Treatment.

3.2 In 2018/19 the Licensing Team dealt with 859 Temporary Event Notices (TENs), 108 Personal Licences and 637 premises licence applications and notifications.

3.3 In 2018/19 223 Suspension Notices were issued for non-payment of the annual fee, 76 licences were suspended of which 23 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 8 multi-agency tasking operations with officers from other statutory authorities including HM Revenue and Customs (HMRC), UK Border Force, Trading Standards, Environmental Health Food Safety Team, and the Community Policing Teams.

3.6 We completed 160 risk assessed inspections of alcohol licensed premises, 12 inspections of gambling licensed premises and 88* 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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Temporary Event Notices</td>
<td>859</td>
<td>901</td>
<td>738</td>
</tr>
<tr>
<td>% of Licences Issued On Time</td>
<td>59%</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>% of High-Risk Premises Inspected</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Premises Licences</td>
<td>1,058</td>
<td>1,044</td>
<td>1,036</td>
</tr>
<tr>
<td>80% of Unopposed New Premises Licence Applications Completed Within Agreed Team Service Standards</td>
<td>42</td>
<td>47</td>
<td>51</td>
</tr>
<tr>
<td>65% of Unopposed Variation of a Licence/Club Premises Certificate Applications Completed on Time</td>
<td>20</td>
<td>30</td>
<td>41</td>
</tr>
<tr>
<td>100% of Minor Variation Applications Completed on Time</td>
<td>40</td>
<td>49</td>
<td>70</td>
</tr>
<tr>
<td>48% of Variation of a DPS on Time</td>
<td>281</td>
<td>260</td>
<td>318</td>
</tr>
<tr>
<td>35% of Transfers and Interim Authorities issued on Time</td>
<td>81</td>
<td>59</td>
<td>72</td>
</tr>
<tr>
<td>Number of Licence Reviews</td>
<td>9</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Number of Notification of Change of Name and/or Address</td>
<td>94</td>
<td>151</td>
<td>108</td>
</tr>
<tr>
<td>98% of Personal Licence Applications</td>
<td>73</td>
<td>101</td>
<td>126</td>
</tr>
<tr>
<td>Club Premises Certificates</td>
<td>10</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Personal Licences</td>
<td>2,016</td>
<td>1,948</td>
<td>1,852</td>
</tr>
<tr>
<td>Massage and Special Treatment Licences</td>
<td>248</td>
<td>242</td>
<td>233</td>
</tr>
</tbody>
</table>

% of licences issued on time is below target due to ongoing staff shortages throughout 2018. 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/exceed targets.

5. KEY PRIORITIES FOR 2019-2020

5.1 To integrate the Borough’s values into everything that we do.

5.2 Through better engagement with our clients and businesses we will improve the customer experience and embed a process of continuous improvement.

5.3 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.

5.4 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.
5.5 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.

5.6 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.

5.7 To check all licence conditions and investigate any complaints.

5.8 To risk rate all gambling premises and inspect those rated as high risk.

5.9 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.

5.10 To identify operators who have not paid their Licensing Act 2003 annual fee by the due date and take the appropriate action.

5.11 To conduct six 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.

5.12 To carry out a minimum of two test purchases on premises suspected of sales of alcohol outside their permitted hours.

5.13 To continue to work in partnership with the Director of Public Health to facilitate A and E data sharing, and other licensing issues.

5.14 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.

5.15 To ensure letters are sent to every Carnival TEN organiser regarding ‘close down’ and highlighting the risk of legal action if non-compliant.

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.
1. PURPOSE OF THE TRADING STANDARDS TEAM

1.1 The Team works to protect residents and consumers in the Borough and support legitimate business.

2. TRADING STANDARDS TEAM OBJECTIVES

2.1 To protect consumers from dangerous and mis-described goods and services.

2.2 To support businesses with advice and proportionate enforcement.

2.3 To promote health and well-being, particularly for the vulnerable and for children.

2.4 To provide excellent service efficiently anticipating the future and increasing income.

2.5 Respond to and investigate consumer complaints.

3. KEY ACHIEVEMENTS FOR 2018/19

3.1 In partnership with the Federation against Copyright Theft (FACT) we have carried out an investigation into an illegal IPTV service which was involved in the illegal streaming of copyright material though principally Premier League football. The investigation is ongoing.

3.2 We protected consumers by removing dangerous goods from shops. This included 52 teddy bears which failed to meet the requirements of the Toy Safety Regulations and which were on sale in a number of tourist shops in the Borough.

3.3 We removed 408 dangerous electrical adaptors from the market.
3.4 We protected car buyers by investigating two car dealers who appear to be forging documents and rewinding mileages on cars. Information has been laid for one case and investigations are nearing completion for the other.

3.5 We advised letting agents of their obligations of recent legal changes, and where this was not followed imposed penalties for not complying. Final Notices were issued to one business who has paid fines of £7500.

3.6 We supported businesses by protecting brands for those who have developed a reputation from those who copy the brand 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 200 counterfeit items in each seizure.

3.7 The Service has continued to support the national Friends Against Scams campaign (FAS) to raise the awareness of scams. We have worked in partnership with the Community Safety Team, Age UK Kensington and Chelsea, Kensington and Chelsea Forum for Older Residents and FALCON (MPS Fraud and Linked Crime Online team) to deliver scams and fraud prevention training / presentations to four hundred local residents, traders and professionals.

3.8 During London Trading Standards Week we hosted an event at Binbrook House, sheltered accommodation where we delivered FAS training to sixty attendees in partnership with the National Trading Standards Scams Team (NTSST), Community Safety, England Illegal Money Lending Team and Kensington and Chelsea Forum for Older residents.

3.9 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. 10 Seizures of illicit product have been carried out with 1,260 cigarettes and 103.1kg of shisha being seized.

3.10 We have fed into the anti-knife crime agenda, carrying out 32 Challenge 25 test purchases which resulted in 14 sales and 5 underage test purchases with no sales. All those who failed Challenge 25 test purchases were given written advice and were offered training.

3.11 We have worked in partnership with internal and external agencies across a number of projects. We maximised publicity and impact for work on lettings, counterfeits and safety, by doing some of this work in the same week as a wide number of London boroughs during London Trading Standards Week.
### PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Referrals Received for Action via the Citizen Advice Consumer Helpline</td>
<td>341</td>
<td>282</td>
<td>331</td>
</tr>
<tr>
<td>Number of Notifications Received for Information via the Citizen Advice Consumer Helpline</td>
<td>1,350</td>
<td>1,266</td>
<td>1,197</td>
</tr>
<tr>
<td>Number of Service Requests Received Directly from a Business</td>
<td>37</td>
<td>39</td>
<td>36</td>
</tr>
<tr>
<td>Number of Service Requests Received in Connection with Home Authority and/or Primary Authority Businesses</td>
<td>14</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>% 1st responses made within agreed service standards</td>
<td>95.4%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Number of Licensing Act 2003 Applications Received for Consultation</td>
<td>59</td>
<td>66</td>
<td>51</td>
</tr>
<tr>
<td>Number of Criminal Investigations Started</td>
<td>44</td>
<td>43</td>
<td>46</td>
</tr>
<tr>
<td>Number of Criminal Investigations Completed</td>
<td>44</td>
<td>23</td>
<td>34</td>
</tr>
<tr>
<td>Number of Warning Letters</td>
<td>22</td>
<td>19</td>
<td>8</td>
</tr>
<tr>
<td>Number of Investigations Resulting in a Simple Caution</td>
<td>5</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Number of Investigations Pending Legal Proceedings</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Number of Investigations Resulting in Prosecution</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Number of Investigations Resulting in a Licensing Review or Voluntary Variation to add/amend Conditions</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>% High Risk Premises Visited</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Number of Tobacco Related Visits</td>
<td>10</td>
<td>30</td>
<td>5</td>
</tr>
<tr>
<td>Number of Underage Sales Attempts for Alcohol, Knives and Tobacco, and Challenge 21/25</td>
<td>66</td>
<td>81</td>
<td>61</td>
</tr>
<tr>
<td>Number of Joint Action Partnership Days</td>
<td>8</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>Number of Chelsea FC Match Day Enforcement Visits</td>
<td>7</td>
<td>11</td>
<td>7</td>
</tr>
</tbody>
</table>

### KEY PRIORITIES FOR 2019-2020

5.1 To attend at least three events for residents that aim to raise 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.

5.2 To raise awareness on Scams and to identify vulnerable groups with partner agencies.
5.3 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.

5.4 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.

5.5 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.

5.6 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.

5.7 To detect and disrupt sales of illegal and counterfeit tobacco.

5.8 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.

5.9 To integrate the Borough’s values into everything that we do.
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 councillor 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 2018/19

3.1 We received 193 requests for FOI/DPA/EIR information all of these requests were completed within the statutory timeframe.

3.2 We have resource implications which has meant that the Service has been stretched for some of 2018/19. These resource issues have now been addressed.

3.3 We have processed mailshots to promote the Public Health Training Service and for product recalls from the Food Standards Agency.

3.4 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.

3.5 We have produced new performance indicators for the Noise & Nuisance Team on a variety of issues relating to their service i.e. buskers.

3.6 We have completed work to add an action to a closed case for the Food Safety and Health and Safety teams, this action triggers a customer satisfaction form for the complainant/enquiry to complete. This is focusing attention to customer satisfaction and customer feedback.

3.7 We implemented Office 365, three of our officers have become ‘Office 365 Champions’ and are able to assist other officers within the Department on how to use this new system.

3.8 We implemented 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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Requests Completed Including, Set-up, Support, Development and Training</td>
<td>794</td>
<td>742</td>
<td>667</td>
</tr>
<tr>
<td>Number of FOI/DPA/EIR Requests Completed</td>
<td>193</td>
<td>142</td>
<td>209</td>
</tr>
<tr>
<td>Number of Housing Act Notices</td>
<td>5</td>
<td>13</td>
<td>51</td>
</tr>
<tr>
<td>Number of Non-Housing Act Notices prepared for service:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Safety</td>
<td>7</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Health and Safety</td>
<td>4</td>
<td>12</td>
<td>14</td>
</tr>
<tr>
<td>Housing</td>
<td>28</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Noise and Nuisance</td>
<td>1,105</td>
<td>667</td>
<td>599</td>
</tr>
<tr>
<td>Number of Planning Applications Received for Processing</td>
<td>725</td>
<td>1,145</td>
<td>1,239</td>
</tr>
<tr>
<td>Number of Section 16 Requests for Information</td>
<td>41</td>
<td>33</td>
<td>82</td>
</tr>
<tr>
<td>Number of HMO Licences Issued</td>
<td>29</td>
<td>24</td>
<td>35</td>
</tr>
<tr>
<td>Number of HMO Licences Completed</td>
<td>25</td>
<td>13</td>
<td>36</td>
</tr>
<tr>
<td>Number of Companies House Searches</td>
<td>10</td>
<td>15</td>
<td>36</td>
</tr>
<tr>
<td>Number of Low Risk Housing Complaints</td>
<td>552</td>
<td>510</td>
<td>536</td>
</tr>
<tr>
<td>Number of Work in Default Cases Actioned</td>
<td>3</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>Number of Land Charges completed</td>
<td>3,326</td>
<td>3,750</td>
<td>4,036</td>
</tr>
<tr>
<td>Number of Documents Scanned</td>
<td>43,160</td>
<td>41,932</td>
<td>56,411</td>
</tr>
<tr>
<td>Number of Pages Indexed</td>
<td>11,714</td>
<td>9,027</td>
<td>4,909</td>
</tr>
</tbody>
</table>

5. KEY PRIORITIES FOR 2019-2020

5.1 To integrate the Borough’s values into everything that we do.

5.2 To implement the new General Data Protection Regulations (GDPR) across the teams within Environmental Health and Trading Standards.

5.3 To review all officer authorisations and warrants, review all job descriptions, specifications and advertisements for the Department with relevant Team Managers.

5.4 To update and review the staff induction process for new starters and to ensure that all new staff are inducted appropriately.

5.5 To implement the new system for finance using the IBC Solution with Hampshire County Council. Supporting officers with issues dealing with the new system such as purchase orders, invoicing, debt recovery as well as any HR issues around leave, sickness and establishment changes.
<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.6</td>
<td>To produce information for the Public Health Training Service on feedback questionnaires to enable the Service to improve.</td>
</tr>
<tr>
<td>5.7</td>
<td>To review and update the Departments’ Risk Assessments and Business Continuity plans.</td>
</tr>
<tr>
<td>5.8</td>
<td>To review all reports relating to the Trading Standards Service in relation to performance monitoring, fees and notices.</td>
</tr>
<tr>
<td>5.9</td>
<td>To upgrade the Document Management System to 5.2 as the SQL server is replaced.</td>
</tr>
<tr>
<td>5.10</td>
<td>To move all SharePoint documents to Office 365 working with all teams.</td>
</tr>
<tr>
<td>5.11</td>
<td>To create new Enterprise Tasks for the Licensing Team to be able to monitor the workload more efficiently.</td>
</tr>
<tr>
<td>5.12</td>
<td>To review all retained documents on-line or in paper form so as to comply with GDPR.</td>
</tr>
</tbody>
</table>
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 analyse complaints and carry out proactive work to reduce the number of complaints received by the Service in the longer term.

3. KEY ACHIEVEMENTS FOR 2018/19

3.1 We dealt with almost 15,000 noise and nuisance service requests.

3.2 We made a visit within 2 hours following a complaint for 100% of requests.

3.3 We served 987 enforcement notices on building sites to protect residents from excessive noise.

3.4 We successfully worked as a Bi-borough Noise and Nuisance Team with Hammersmith and Fulham.

3.5 We have worked closely with other teams on the Chelsea and Kensington projects and now the CREST project.
4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Nuisance Calls</td>
<td>13,944</td>
<td>12,832</td>
<td>12,803</td>
</tr>
<tr>
<td>During Working Hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Nuisance Calls Out</td>
<td>971</td>
<td>553</td>
<td>1,259</td>
</tr>
<tr>
<td>of Hours - *When officers are</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>not on duty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Calls Combined</td>
<td>14,915</td>
<td>13,385</td>
<td>14,062</td>
</tr>
<tr>
<td>Number of Construction</td>
<td>1,600</td>
<td>3,060</td>
<td>2,896</td>
</tr>
<tr>
<td>Complaints</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of S80 Notices</td>
<td>66</td>
<td>76</td>
<td>102</td>
</tr>
<tr>
<td>Number of S60 Notices</td>
<td>987</td>
<td>526</td>
<td>661</td>
</tr>
<tr>
<td>Number of S61 Notices</td>
<td>52</td>
<td>56</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of Planning Applications Received</td>
<td>439</td>
<td>667</td>
<td>1,046</td>
</tr>
<tr>
<td>Number of TENS</td>
<td>863</td>
<td>901</td>
<td>624</td>
</tr>
</tbody>
</table>

5. KEY PRIORITIES FOR 2019-2020

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

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 2018/19

3.1 The Construction Team was established on 1 January 2019, and formally launched on 1 April 2019. Between 1 January and 1 April, the Team dealt with:

- 74 planning enforcement complaints relating to construction traffic or demolition works.
- 44 reports of unauthorised building work.
- 260 commencement site inspections relating to Initial Notices resulting in 20 Initial Notices being rejected for non-compliance.
- Served 236 Section 60 Notices and Section 61 Prior Consent.
- Served 68 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

| Number of Planning enforcement complaints relating to construction traffic and demolition works | 74 |
| Number of Planning related Enforcement Notices served | 6 |
| Number of unauthorised works investigated by the team | 44 |
| Number of Commencement inspections | 260 |
| Number of Initial Notices rejected for non-compliance | 20 |
| Number of S60 Notices served | 230 |
| Number of S61 Notices served | 6 |
| Number of Highway and Waste Enforcement Fixed Penalty Notices | 68 |

5. KEY PRIORITIES FOR 2019-2020

5.1 To integrate the Borough’s values into everything that we do.

5.2 To increase engagement with residents and businesses to improve the customer experience and ensure continuous improvement.

5.3 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.

5.4 To improve the response times to complaints and enquiries from residents.

5.5 To reduce the number of complaints against specific sites by undertaking proactive monitoring and zero tolerance enforcement.

5.6 To implement the revised Code of Construction Practice and Construction Bond.

5.7 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.

5.8 To provide Planning with information to enable the issuing of the new Code of Construction Practice pre-commencement condition.

5.9 To extend and improve internal working arrangements with the Parks Police, Community Safety Team and Parking.

5.10 To extend and improve partnership arrangements with external bodies such as the HSE, CCS and the Police.
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 2018/19

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.

3.8 We have identified and actively taken steps to ensure all building owners of high-rise residential buildings with potentially unsafe cladding have taken appropriate steps to ensure the safety of residents.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Housing Complaints Received</td>
<td>554</td>
<td>717</td>
<td>711</td>
</tr>
<tr>
<td>Number of High-Risk Complaints Received</td>
<td>183</td>
<td>195</td>
<td>152</td>
</tr>
<tr>
<td>Number of Licensed Properties</td>
<td>129</td>
<td>125</td>
<td>115</td>
</tr>
<tr>
<td>Number of High-Risk HMO’s Inspected (Including Licensed HMO’s)</td>
<td>27</td>
<td>384</td>
<td>60</td>
</tr>
<tr>
<td>Enforcement Notices Served (excluding Section 16 and 235)</td>
<td>17</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>Number of Cases Where Works Were Carried Out in Default of the Owner</td>
<td>1</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>Number of Prosecutions</td>
<td>0</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Number of Appeals</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Number of Crime Prevention Grants</td>
<td>27</td>
<td>37</td>
<td>45</td>
</tr>
<tr>
<td>Number of Long-Term Empty Properties Brought Back Into Use</td>
<td>0</td>
<td>1</td>
<td>20</td>
</tr>
</tbody>
</table>
5. **KEY PRIORITIES FOR 2019-2020**

5.1 To implement mandatory HMO licensing and to update policies and procedures to reflect the changes in HMO definition for the mandatory scheme. Ensure robust policies and procedures are in place. Look into the feasibility of on-line applications.

5.2 To implement the provisions of the Housing and Planning Act 2016 i.e. Fixed Penalty Notices.

5.3 To work with the GLA and London boroughs in tackling rogue landlords.

5.4 To work with the GLA, London boroughs and officers in the Team to ensure consistency in approach and interpretation of housing legalisation to improve housing conditions and provide a fair and transparent service.

5.5 To make full use of legislation to secure improvements.

5.6 Target interventions that contribute to the improvement of public health and address the following hazards; fire, damp and mould, excess cold, falls and entry by intruders.

5.7 Target resources towards high risk, unsafe, HMOs and poor performing landlords.

5.8 To improve service user experience through officer engagement and other media such as the website.

5.9 To continue work to return vacant private sector dwellings back into occupation through successful interventions.

5.10 To carry out further work as directed by the Ministry of Housing, Communities and Local Government to ensure the safety of residents in the private rented sector.

5.11 To integrate the Borough’s values into everything that we do.
1. PURPOSE OF THE ENVIRONMENTAL QUALITY TEAM

1.1 To carry out air quality monitoring and activity that contributes to improved public health.

1.2 To protect public health and the wider environment by regulating and addressing land and quality and aviation noise issues.

1.3 To tackle fuel poverty to improve public health and the efficient use of fuel.

1.4 To carry out contaminated land assessment work to improve public health.

1.5 To control pollution through regulatory permits that improve public health.

2. ENVIRONMENTAL QUALITY TEAM OBJECTIVES

2.1 To tackle poor air quality through the Air Quality and Climate Change Action Plan.

2.2 To progress work activity that minimise fuel poverty.

2.3 To address contaminated land through the planning process and through the Contaminated Land Strategy.

2.4 To address aviation noise.

2.5 To permit and regulate air pollution producing industries.

3. KEY ACHIEVEMENTS FOR 2018/19

3.1 We worked with the Ministry for Housing, Communities and Local Government, Public Health England, the Environment Agency and other members of the Multi-Agency Partnership established by the Government to address concerns raised regarding land contamination and air pollution related to debris from the Grenfell Tower fire.
3.2 We have been progressing projects and initiatives through the London Mayor’s Air Quality Fund (MAQF) including Clean Air Better Business working with local businesses to improve local air quality by consolidating deliveries and encouraging active travel; and the London Low Emission Construction Partnership with King’s College to inform and implement best practice in reducing emissions from construction and demolition sites.

3.3 We conducted three action days with volunteers from the Borough to tackle idling engines and raise awareness of the health implications of air pollution. This is another MAQF project.

3.4 We bid for and secured Defra Air Quality funding to install Clean Air Villages, one in the Earl’s Court area and the other in the Ladbroke Grove area which saw a specialist consultant work with local businesses to reduce the air pollution they produce by working closer together to share suppliers and deliveries and other similar measures.

3.5 We facilitated and took part in air quality audits undertaken at three primary schools in the Borough which culminated in reports providing site specific improvements to reduce the health impacts of air pollution.

3.6 We continue fuel poverty work to enable officers and external organisations to work together to provide advice to vulnerable residents to minimise the impact of fuel poverty, by facilitating funding and other support e.g. insulation, boiler replacement.

3.7 We completed the fifth year of the Public Health Funded Fuel Poverty/Healthier Homes Project which included referrals to the project from a wide variety of sources including GP surgeries, social services, mental health services and third sector agencies such as Age UK, Citizens Advice and Nucleus Advice.

3.8 The Healthier Homes project provided emergency heating as well as heating installations and repairs for vulnerable residents.

3.9 We have successfully made referral pathways for vulnerable residents in the Borough with other relevant services such as GPs, Hospital Discharge and third-party providers like Age UK.

3.10 We continued our work with the Kensington and Chelsea Foundation and our referral partners to promote and prepare the Winter Warmth Fund.

3.11 We have successfully bid to the National Grid’s Warm Homes Fund to fund Homes4Health that provides Green Doctor visits to vulnerable residents in the borough. These visits provide advice on energy efficiency, tariffs and benefits and refer into existing networks for additional support. They also install a variety of small measures in homes to make them more energy efficient.

3.12 We have undertaken and ECO (Energy Company Obligation) pilot for larger measures such as heating and insulation with Happy Energy and are currently assessing whether this should be a permanent offer to residents.
3.13 We have signed up to Retrofit Together, a pilot project in London to offer help residents undertake retrofit works in their properties to improve their energy efficiency.

3.14 Along with Wandsworth and Hammersmith and Fulham Councils, we commissioned a study in the aviation noise impact on residents in the Borough from the Wandsworth Heliport. The report was published on line and talks continue with Heliport management to address the issues raised.

3.15 We responded to the Heathrow consultation regarding the noise impacts expected from both the flights associated with the planned third runway and Heathrow’s plans to change flight patterns not associated with infrastructure changes. This response put forward the Council’s concerns over the noise impacts to residents asking for more information and action to mitigate the impacts.

3.16 We have responded to all planning consultations commenting on air quality and contaminated land. We have provided pre-application advice to developers on matters relevant to air quality and contaminated land.

3.17 We have responded to 100 per cent planning consultations to comment on air quality and contaminated land.

3.18 We have carried out 100 per cent of Environmental permitting regulation inspections carried out e.g. dry cleaners, petrol stations, etc. and a statutory return was provided to DEFRA.

3.19 We have carried out 100 per cent of Environmental search reports, in response to requests received.

3.20 We have carried out 100 per cent of applications for permitting which were validated and issued.

3.21 We have actively monitored NOx 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.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Consultations</td>
<td>472</td>
<td>612</td>
<td>591</td>
<td>647</td>
</tr>
<tr>
<td>Environmental Searches</td>
<td>61</td>
<td>51</td>
<td>49</td>
<td>49</td>
</tr>
<tr>
<td>Permitted Processes</td>
<td>36</td>
<td>36</td>
<td>36</td>
<td>39</td>
</tr>
</tbody>
</table>
5. KEY PRIORITIES FOR 2019-2020

5.1 To integrate the Borough’s values into everything that we do.

5.2 Work with the Ministry for Communities and Local Government as part of a Multi-Agency Partnership, to implement an environmental assessment of the impacts of the Grenfell Tower fire.

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 actively monitor NOx and particulates across the Borough.

5.5 To work with Public Heath to implement long term, sustainable actions to improve air quality and contaminated land issues.

5.6 To progress the Mayor’s Air Quality Fund projects and bid for further funding to improve air quality.

5.7 To bid for funding and carry out fuel poverty work to enable officers and external organisations to work together to provide advice and support to vulnerable residents to reduce and minimise the impact of fuel poverty.

5.8 To respond to 100 per cent planning consultations to comment on air quality and contaminated land, within statutory timescales.

5.9 To carry out 100 per cent of Environmental Permitting Regulation inspections i.e. dry cleaners, petrol stations etc. and a submit statutory return to DEFRA.

5.10 To produce Environmental Search reports, within ten working days.

5.11 To validate and issue 100 per cent of applications for permitting within the statutory timescales.