



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Environmental Health and Trading Standards Annual Report 2017-2018

The Royal Borough of Kensington and Chelsea



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1. INTRODUCTION BY NICHOLAS AUSTIN, THE DIRECTOR FOR ENVIRONMENTAL HEALTH AND TRADING STANDARDS

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 2017 and the 31st March 2018 and covers the following enforcement areas:

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

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

The Report includes details about our service aims, objectives, key achievements and performance in 2017/2018 and some of our planned work in 2018/2019.

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
- 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.

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.

FOOD SAFETY



1. SERVICE AIMS

- 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 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.
- 2.8 To participate in the London Healthier Catering Commitment Scheme that targets obesity priorities.

- 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 effectiveness.

3. KEY ACHIEVEMENTS FOR 2017/18

- 3.1 There were 1,834 food premises registered in the Borough at the end of the financial year and a total of 1,507 food safety inspections were carried out.
- 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 and 99.7 per cent with food standards requirements.
- 3.4 We carried out an alternative inspection strategy for food businesses with lower risk Category E food hygiene and Category C food standards inspection ratings.
- 3.5 A further 25 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. 31 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 721 service requests, which was a ten per cent increase on the previous year.
- 3.8 Formal enforcement included; seven food safety improvement notices, a voluntary closure and three seizures/detention notices for unfit food.
- 3.9 We monitored water quality for the two operating private water supplies in the Borough.

- 3.10 We took 136 food samples which included; Public Health England sampling testing cooking leaves such as Paan, curry, banana and vine leaves from catering premises, chilled ready-to-eat foods from retail premises, swabs of commercial ovens to check for hygiene and cleanliness and a Pan-London duck survey looking at cooking techniques. We took part in Public Analyst Surveys looking at health claims and speciation in relation to butter, allergens, colourings, soups, drinks and snacks with seasoning. In-house sampling surveys examined authenticity and allergens and focused on ready-to-eat halal meats, adulterated coffee, allergens in takeaway meals, authenticity of jasmine rice and fish in sushi, sudan dye in chilli powder, adulteration in pomegranate juice, allergens in relation to dairy in kebabs, gluten free dough balls and gluten presence in kebab meat.
- 3.11 15 food samples were taken as part of Imported Food Project work and sent to the Public Analyst for analysis. No major issues were identified and no issues were identified with illegally imported foods. The main issues found were labelling.
- 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. There were also new events this year such as Perks Field and the Longines Horse Trial at Royal Hospital Way.
- 3.14 We carried out monitoring visits at five farmer's markets.
- 3.15 We trained food handlers for the Notting Hill Carnival.
- 3.16 We continued our education programme to food businesses on the new allergens nutritional labelling requirements.
- 3.17 We promoted food safety and nutrition at the Over Fifties Health Event and information and posters about Safe Summer Eating were distributed. Food Safety Week was also promoted at the Chelsea and Westminster Hospitals Wellbeing Fair.
- 3.18 We have set up charging for revisits for Food Hygiene Rating Rescore Visits and this will be implemented from 1st April 2018.
- 3.19 We implemented changes required by the new Food Law Code of Practice on a competency based authorisation system for staff. We are also evaluating and responding to the Food Standard's Agency Regulating Our Future programme of transformation.

4. PERFORMANCE

	2017-2018	2016-2017	2015-2016
Food Safety Businesses that are Broadly Compliant	96%	94%	94%
Food Hygiene Inspections	991	1076	994
Food Standards Inspections	501	484	521
New Premises Rated for Food Hygiene and Food Standards	309	n/a	n/a
Food Hygiene Interventions Revisits/Surveillance	404	731	418
Food Hygiene Interventions Sampling Visits	28	45	16
Food Hygiene Interventions Advice/Coaching/Information Visits	165	33	103
Food Standards Interventions Revisits/Surveillance	43	25	19
Food Standards Interventions Sampling Visits	35	45	61
Food Standards Interventions Advice/Coaching Visits	13	8	11
Alternative Enforcement Food Hygiene Category E	70	46	12
Alternative Enforcement Food Standards Category C	245	46	6
Food/Infectious Disease Other Visits	19	86	27
Food Safety Requests for Service	721	647	500
Food Safety Events	5	7	5
Samples Laboratory/In-house/HCC	136	180	121
Food Alerts	48	102	93
Infectious Disease Notifications	146	105	97
Food Safety Letters Advisory	657	707	640
Food Safety Letters Warning	705	636	850
Food Safety Improvement Notices	7	50	19

	2017-2018	2016-2017	2015-2016
Food Safety Emergency Closures	0	2	0
Food Safety Voluntary Closures	1	1	4
Food Seizure, Detention, Voluntary Surrender and Food not Hygienically Produced	3	1	1
Food Illegally Imported	3	0	0
Food Safety Major Investigations	2	3	1
Food Safety Simple Cautions	0	0	0
Food Safety Prosecutions	0	0	0
Food Safety Service Complaints	1	4	3

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To carry out interventions that contribute to the improvement of Public Health.
- 5.2 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.
- 5.3 To deliver a nutritional labelling and health claims project across the Borough to identify any issues with labelling and ensure they comply with the relevant food safety legislation.
- 5.4 To identify businesses that are selling food across the internet within the Borough to ensure they comply with the relevant food safety legislation.
- 5.5 To monitor businesses that are part of the Healthy Catering Commitment and encourage other businesses to participate in the Scheme targeting obesity priorities.
- 5.6 To introduce charging for revisits under the Food Hygiene Rating Scheme from 1st April 2018.
- 5.7 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.

HEALTH AND SAFETY



1. SERVICE AIMS

- 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 & SAFETY 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

- 3.1 We targeted poor performing businesses to improve health and safety standards.
- 3.2 We organised, coordinated and delivered 348 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, London Night Market and Bada Antiques Fair.
- 3.4 We targeted 23 restaurants using solid fuel such as charcoal to review the arrangements for the control of carbon monoxide.
- 3.5 We carried out seven spa pool inspections arrangements for the control of legionella.
- 3.6 We completed a project targeting 24 of the worst performing restaurants for food hygiene to review their health and safety controls for slips and trips, manual handling, working at height and gas safety.
- 3.7 We carried out inspections of 11 bakeries to examine the controls in place for flour dust exposure.
- 3.8 We actively promoted the London Healthy Workplace Charter to businesses and supported them to work towards accreditation of the award. One business achieved accreditation.
- 3.9 We completed a serious investigation into the uncontrolled release of asbestos, both parties pleaded guilty and we are now awaiting sentencing.
- 3.10 We were Lead Authority and chair the Health and Safety South West Quadrant group.
- 3.11 We represented local authorities at the National Work Related Deaths Committee.

4. PERFORMANCE

	2017-2018	2016-2017	2015-2016
Health and Safety Inspections	77	45	15
Other Health and Safety Visits/Event Visits/Face To Face Contacts	391	367	554
Health and Safety Requests for Service	250	219	250
Accidents Received	192	215	211
Accidents Investigated	51	74	62
Health and Safety Revisits	194	178	115
Serious Health and Safety Investigations	2	4	8
Health and Safety Events	6	13	14
Massage and Special Treatment / Licence Renewal Inspections	68	85	69
Licensing Applications Reviewed for Public Safety	102	101	75
Health and Safety Notices	5	14	1
Health and Safety Simple Cautions	0	0	0
Health and Safety Prosecutions	1	1	1

5. KEY PRIORITIES FOR 2018-2019

- 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, slips and trips and pressurised cylinders.
- 5.4 To develop a more efficient and effective service and capture any 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.
- 5.6 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.

PUBLIC HEALTH TRAINING



1. SERVICE AIMS

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

2. PUBLIC HEALTH TRAINING 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 employment initiatives for the wider community.
- 2.7 To deliver training which contributes to the wider public health agenda.

3. KEY ACHIEVEMENTS

- 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 qualification subjects.
- 3.2 We expanded our E-learning course portfolio.
- 3.3 We developed and launched a new safeguarding course.

- 3.4 We introduced a new customer feedback online survey with quarterly evaluation reports.
- 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 Portobello Business Centre to deliver part of a programme to help new restaurants start up.

4. PERFORMANCE

	2017-2018	2016-2017	2015-2016
Number of Candidates Booked on a course	855	921	1098
Number of Courses Ran	101	112	147

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To continue to provide high quality training courses to support businesses, other organisations, and employees to meet their legal obligations.
- 5.2 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.
- 5.3 To provide interventions that contribute to the improvement of Public Health.
- 5.4 To ensure the Training Service is as efficient and effective as it can be and capture any potential efficiency or financial savings.
- 5.5 To explore ways to improve customer engagement to establish whether the quality of service provided to businesses and candidates meets our service standards.
- 5.6 To engage with residents and businesses in North Kensington to ensure we feed into the wider Council Grenfell recovery work.

PEST CONTROL



1. SERVICE AIMS

- 1.1 To provide an efficient and effective Pest Control Service that 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, fleas and pharaoh ants.
- 1.2 To work towards delivering the Service on a cost neutral basis.

2. PEST CONTROL OBJECTIVES

- 2.1 To meet the Council's statutory obligations to reduce pests in the Borough and keep its land free from pests.
- 2.2 To prevent the spread of disease through offering a chargeable Borough wide service to residents, local businesses and other Council departments.
- 2.3 To carry out preventative measures to reduce the likelihood of an infestation occurring, for example fitting missing drain interceptor caps and bird proofing to stop bird nuisance.
- 2.4 To gain more annual contracts with commercial businesses.
- 2.5 To offer a free pest identification service to residents.
- 2.6 To carry out other functions which generate income.

3. KEY ACHIEVEMENTS FOR 2017/18

- 3.1 We exceeded our income target.
- 3.2 We continued to implement the Amey and Council Housing Service Level agreements to provide pest control treatments for all Council properties and homes.
- 3.3 Ongoing partnership meetings with Thames Water to improve work carried out in and around the borough's sewers.
- 3.4 We generated income by distributing 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.
- 3.5 11,110 pest control visits across the Borough.

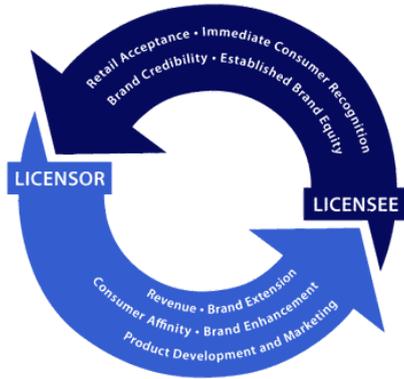
4. PERFORMANCE

	2017-2018	2016-2017	2015-2016
Number of Short Term Treatment visits to domestic properties	1,937	2,461	2,223
Number of visits to TMO Properties	7,578	7,209	10,497
Number of Visits to Council Buildings	366	610	625
Number of Contract Visits	883	994	733
Number of Public Health Interventions	346	283	131
Number of Clinical Waste Visits	371	445	434
Total Income (circa)	£402,000	£400,000	£405,000

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To improve the customer experience and embed a process of continuous improvement through better engagement with our clients and businesses.
- 5.2 To work towards delivering a Commercial Pest Control Service which is cost neutral.
- 5.3 To develop Pest Control online functionality to enable residents to book and pay for services on-line.
- 5.4 To continue to support non-income generating public health activities.

LICENSING



1. SERVICE AIMS

- 1.1 To discharge our function as a Licensing Authority under the Licensing Act 2003 by promoting the four licensing objectives 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 licenses 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 OBJECTIVES

- 2.1 To process licensing applications and provide excellent service delivery.
- 2.2 To reduce the likelihood of crime and anti-social behaviour in licensed premises.
- 2.3 To adopt a systematic approach to identify problems and issues in licensed premises and improve intelligence through accurate information gathering.
- 2.4 To increase clarity amongst members of the community about the different functions of Responsible Authorities.

- 2.5 To use legislation and be readily available and up-to-date guidance to ensure that we have knowledgeable and skilled officers working in accordance with best practice.
- 2.6 To use early interventions for minor offences to help bring about positive outcomes for the community by promoting the four licensing objectives.
- 2.7 To target those licensed premises that choose to breach their license conditions and fail to uphold licensing objectives.
- 2.8 To ensure that all licensing fees due are collected within the relevant timescales.

3. KEY ACHIEVEMENTS FOR 2017/18

- 3.1 We licensed 1,044 premises and 11 Club Premises Certificates. There were also 1,948 personal licences and 242 premises licensed for Massage and Special Treatment.
- 3.2 We dealt with 901 Temporary Event Notices, 154 Personal Licences and 639 premises licence applications and notifications.
- 3.3 We issued 242 Suspension Notices for non-payment of the annual fee and 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.

4. PERFORMANCE

	2017-2018	2016-2017	2015-2016
100% of Unopposed New Licence Applications Completed Within Agreed Team Service Standards	47	51	54
92% of Unopposed Variation of a Licence/Club Premises Certificate Applications Completed on Time	30	41	34
100% of Minor Variation Applications Completed on Time	49	70	65
86% of Variation of a DPS on Time	260	318	277
71% of Transfers and Interim Authorities issued on Time	59	72	74

Number of Licence Reviews	10	8	10
Number of Notification of Change of Name and/or Address	151	108	156
99% of Personal Licence Applications	101	126	104
Number of Personal Licences Renewals	0	0	0
Number of Temporary Event Notices	901	738	782
% of Licences Issued On Time	88%	88%	94.6%
% of High Risk Premises Inspected	100%	100%	100%

% of licences issued on time is slightly below target due to staff absences during the 2017/18 year. Measures already taken to ensure compliance in 2018/19

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To engage better with our clients and businesses, we will improve the customer experience and embed a process of continuous improvement.
- 5.2 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.
- 5.3 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.
- 5.4 To carry out comprehensive inspections at all high risk LA03 premises. To inspect 100 per cent of high risk premises every nine months. New premises to be identified and risk rated.
- 5.5 To check all licence conditions and investigate any complaints.
- 5.6 To risk rate all gambling premises and inspect those rated as high risk.
- 5.7 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.
- 5.8 To identify operators who have not paid their Licensing Act 2003 annual fee by the due date and take the appropriate action.

- 5.9 To conduct six or more multi agency inspections with agency partners, i.e. Police, Gambling Commission, Security Industry Authority (SIA), H.M Customs and Revenue, UK Border Agency, 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; and
 - (vi) Employment of illegal workers.
- 5.10 To carry out a minimum of two test purchases on premises suspected of sales of alcohol outside their permitted hours.
- 5.11 To continue to work in partnership with the Director of Public Health to facilitate A and E data sharing.
- 5.12 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.
- 5.13 To ensure letters are sent to every Carnival TEN organiser regarding 'close down', and highlighting the risk of legal action if non-compliant.
- 5.14 To promote and support the in-house Personal Licence Holder course.
- 5.15 To maintain partnership working with the Metropolitan Police.
- 5.16 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.
- 5.17 To introduce processes and procedures to ensure the Licensing Team is in full compliance with the General Data Protection Regulations 2018.
- 5.18 To complete reviews on both the Statement of Licensing Policy (Carnival section) and the Statement of Gambling Policy, and to have the revised versions adopted by the Council and published.

TRADING STANDARDS



1. SERVICE AIMS

- 1.1 To make the Borough a better place to live and shop (protection) and to run a business (prosperity).

2. TRADING STANDARDS OBJECTIVES

- 2.1 To protect consumers from dangerous and misdescribed 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.

3. KEY ACHIEVEMENTS FOR 2017/18

- 3.1 We protected consumers by removing dangerous goods from shops. This included 230 dangerous fidget spinners, which contained batteries that could be easily accessed and if swallowed could cause harm. The batteries powered flashing lights making the spinners particularly appealing to children. The traders were provided with advice and warned not to sell such products again. The approach was effective as the dangerous spinners did not reappear.
- 3.2 We removed 148 dangerous electrical adaptors from the market, dealing with the matter by advice and warning which proved effective.
- 3.3 We protected car buyers by investigating a gang who appear to be forging documents and rewinding mileages on cars. They also appear to be presenting themselves as private sellers, to mislead customers about their rights, and make them harder to trace.
- 3.4 We advised letting agents of their obligations of recent legal changes, and where this was not followed imposed penalties for not complying. So far £3,000 has been received from one agent, and another has agreed to pay the same in instalments. Another letting agent received a six-month suspended sentence and was ordered to perform 200 hours of community service. He was also ordered to compensate one victim with £3,150 and another with £1,440, as well as paying £3,965 costs. The business took deposits from

customers to place on properties that never became available to those customers, and then retained most of the deposit. They also failed to pass money onto landlords.

- 3.5 We support businesses by providing advice. This may be proactive, as in the case of possible changes to laws restricting the sale of corrosives, where 18 traders were advised. It can also be reactive, responding to a total of 39 requests for advice from traders. We also maintain Primary Authority relationships with three companies. This relationship is for businesses that trade in numerous locations, and ensures that they receive authoritative advice from one source, and do not have to deal with varying interpretations in different enforcement areas.
- 3.6 We support 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. One investigation saw 116 imitation items seized.
- 3.7 We worked with residents and communities to promote awareness of the Friends Against Scams scheme. This encourages people to be aware of scams, and to be unafraid of discussing the matter if they were targeted, or to be able to offer support if they think someone they know has been targeted. We worked with colleagues in a lunch and learn session, and made presentations to residents: including a presentation to 50 people at St Peters Church information from co-ordinating bodies has enabled us to find victims of scams, some of whom are repeat victims. These residents have been offered support and advice.
- 3.8 We have contributed to the tobacco control agenda by supporting efforts to discourage young people from smoking, by making test purchases with young volunteers. 40 tests have been made for alcohol and tobacco respectively. Six sales occurred and investigations were carried out.
- 3.9 We have participated in the "Challenge 25 Policy". Which helps traders to establish the age of people buying cigarettes and alcohol.
- 3.10 We have removed illicit tobacco from the market place which avoids tax duties and generally has no proper health labelling. 30 premises were visited, which resulted in; 9,000 cigarettes, 12kg of other tobacco products and 12 litres of spirits.
- 3.11 We worked with licensed premises who were encouraged to apply for a minor variation to embed policies which discouraged buying alcohol from itinerant traders. This resulted in one prosecution and one variation to a licence.
- 3.12 We have fed into the anti-knife crime agenda, carrying out 14 test purchases to under 18s, two sales occurred.
- 3.13 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.
- 3.14 We have used local and national intelligence to target our activities more effectively.

4. PERFORMANCE

	2017-2018	2016-2017	2015-2016
Number of Referrals Received for Action via the Citizen Advice Consumer Helpline	282	331	325
Number of Notifications Received for Information via the Citizen Advice Consumer Helpline	1,266	1,197	1,575
Number of Service Requests Received Directly from a Business	39	36	17
Number of Service Requests Received in Connection with Home Authority and/or Primary Authority Businesses	10	11	16
% 1st responses made within agreed service standards	99%	99%	98%
Number of Licensing Act 2003 Applications Received for Consultation	66	51	31
Number of Criminal Investigations Started	43	46	41
Number of Criminal Investigations Completed	23	34	28
Number of Warning Letters	19	8	15
Number of Investigations Resulting in a Simple Caution	1	4	9
Number of Investigations Pending Legal Proceedings	1	1	1
Number of Investigations Resulting in Prosecution	2	1	2
Number of Investigations Resulting in a Licensing Review or Voluntary Variation to add/amend Conditions	1	1	1
% High Risk Premises Visited	100%	100%	100%
Number of Tobacco Related Visits	30	5	45
Number of Underage Sales Attempts for Alcohol, Knives and Tobacco, and Challenge 21/25	81	61	81

Number of Joint Action Partnership Days	14	15	15
Number of Chelsea FC Match Day Enforcement Visits	11	7	5

5. KEY PRIORITIES FOR 2018-2019

Preventative

- 5.1 To deal with service requests in accordance with service standards and engage with clients and businesses, to continually improve their experience of our Service.
- 5.2 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.
- 5.3 To work in partnership with colleagues in London to promote a London Week of Action, which raises awareness of the broad spectrum of Trading Standards work and how we protect businesses and consumers.
- 5.4 To attend a minimum of one event to provide business advice and education to help local businesses to comply with their legal obligations and create a level playing field.
- 5.5 To maintain Primary Authority relationships with local businesses by providing robust and reliable regulatory advice and support business growth.
- 5.6 To raise awareness on Scams and to identify vulnerable groups with partner agencies.
- 5.7 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.

Enforcement

- 5.8 To promote the Real Deal initiative at local markets to check the level of compliance in relation to unsafe / counterfeit goods.
- 5.9 To conduct a minimum of 80 underage sales visits and address any non-compliance.
- 5.10 To conduct a minimum of 20 visits to ensure laws regulating the sale of tobacco are complied with including e-cigarettes, tobacco displays, tobacco labeling and advertising.
- 5.11 To detect and disrupt sales of illegal and counterfeit tobacco.
- 5.12 To inspect all high-risk premises.

- 5.13 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.
- 5.14 To review all income service requests and identify any potential financial investigations under the Proceeds of Crime Act.
- 5.15 To carry out a safety project to protect consumers from harm, which may include participation in regional and sub-regional safety projects.
- 5.16 To continue enforcement to combat illegal street trading and the selling of counterfeit goods at Chelsea football matches.
- 5.17 To participate in a national project to tackle clocked cars.

Service Improvement and Sustainability

- 5.18 To use the media and other communication channels to raise awareness about the work of the Trading Standards and provide improved information for residents and businesses.
- 5.19 To maintain website information and update as necessary.
- 5.20 To complete Statutory Returns.
- 5.21 To maintain competency and Continuous Personal Professional Development (CPPD) to achieve/maintain Trading Standards Practitioner status.
- 5.22 To explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents is fit for purpose.

SUPPORT SERVICES



1. SERVICE AIMS

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

2. SUPPORT SERVICES 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 a comprehensive IT support for the Environmental Health Service Group, 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 teams within the Environmental Health Service Group, dealing with, for example, food registrations, accident reports, service of statutory notices, preparing legal documentation and ensuring the office is maintained to a good standard with regard to its' 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 for Compliance 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 storage of documents for the Environmental Health Service Group is provided.
- 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 Public Health Training, Housing Income, Work in Default and other minor debts are dealt with promptly.
- 2.8 To maintain high standards of customer service, through relevant training to provide excellent service delivery.

3. KEY ACHIEVEMENTS FOR 2017/18

- 3.1 We received 142 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 the past few months. 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 Team, 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 the 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

	2017-2018	2016-2017	2015-2016
IT Requests Completed Including, Set-up, Support, Development and Training	742	667	601
Number of FOI/DPA/EIR Requests Completed	142	209	161
Number of Housing Act Notices	13	51	42
Number of Non Housing Act Notices prepared for service:			
Food	5	4	17
Health and Safety	12	14	1
Housing	4	2	3
Noise and Nuisance	667	599	496
Number of Planning Applications Received for Processing	1,145	1,239	1,583
Number of Section 16 Requests for Information	33	82	60
Number of HMO Licences Issued	24	35	28
Number of HMO Licences Completed	13	36	26
Number of Companies House Searches	15	36	32
Number of Low Risk Housing Complaints	510	536	515
Number of Work in Default Cases Actioned	4	12	11
Number of Land Charges completed	3,750	4,036	4,899
Number of Documents Scanned	41,932	56,411	46,927
Number of Pages Indexed	9,027	4,909	5,421

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To implement the new General Data Protection Regulations (GDPR) across the teams within Environmental Health.
- 5.2 To review all officer authorisations and warrants, review all job descriptions, specifications and advertisements for the department with relevant Team Managers.
- 5.3 To update and review the staff induction process for new starters across shared services and to ensure that all new staff are inducted appropriately.
- 5.4 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.
- 5.5 To produce information for the Public Health Training Service on Feedback Questionnaires to enable the service to improve or offer other relevant courses required by our customers.
- 5.6 To review and update the departments' Risk Assessments and Business Continuity plans.
- 5.7 To review all reports relating to the Trading Standards Service in relation to performance monitoring, fees and notices.
- 5.8 To upgrade of the Document Management System to 5.2 as the SQL server is replaced.
- 5.9 To move all sharepoint documents to Office 365 across the teams.
- 5.10 To create new Enterprise Tasks for the Licensing Team for the to be able to monitor the workload more efficiently.
- 5.11 To review all retained documents on-line or in paper form so as to comply with the GDPR.

NOISE AND NUISANCE



1. SERVICE AIMS

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

2. NOISE AND NUISANCE 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 2017/18

- 3.1 We dealt with almost 13,000 service requests.
- 3.2 We made a visit within two hours following a complaint for 85.7 per cent of requests.
- 3.3 We served 526 enforcement notices on building sites to protect residents from excessive noise.
- 3.4 We have successfully integrated into a single Noise and Nuisance Team with the London Borough of Hammersmith and Fulham.
- 3.5 We have implemented the Code of Construction Practice which has seen an end to noisy building works on Saturdays across the Borough apart from major infrastructure projects.

4. PERFORMANCE

	2017 - 2018	2016-2017	2015-2016
Number of Nuisance Calls During Working Hours	12,832	12,803	10,958
Number of Nuisance Calls Out of Hours - *When officers are not on duty	553	1,259	354
Number of Calls Combined	13,385	14,062	11,312
Number of Construction Complaints	3,060	2,896	1,503
Number of S80 Notices	76	102	182
Number of S60 Notices	526	661	324
Number of S61 Notices	56	n/a	n/a
Number of Planning Applications Received	667	1,046	905
Number of TENS	901	624	690

*NB Although calls are answered 24 hours a day Officers are not on duty between 3:00am – 7:30am Monday to Wednesday, 5:00am – 7:30am Thursday – Friday and 5:00am - 9:00am Saturday and Sunday.

5. PRIORITIES FOR 2018-2019

- 5.1 To improve engagement with residents and businesses to improve the customer experience and ensure continuous improvement.
- 5.2 To improve the response times to complaints and enquiries from residents.
- 5.3 To reduce the number of complaints received by being more proactive, serving notices more quickly and delivering solutions sooner.
- 5.4 To fully implement the Code of Construction Practice and implement the changes required to control building sites in the Borough.
- 5.5 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.
- 5.6 To continue to provide Planning colleagues with recommended conditions to minimise the impact of noise and other disruption to neighboring residents.
- 5.7 To extend and improve partnership arrangements with internal and external colleague's. Such as the Police, the Community Safety Team, Planning, Building Control, the local NHS, Transportation and Highways, and Housing.
- 5.8 To support the new busking control rules.

HOUSING



1. SERVICE AIMS

- 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 HOUSING 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 houses in multiple occupation (HMO).
- 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 2017/18

- 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 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 have successfully prosecuted landlords for failure to licence HMOs and to comply with HMO Management regulations. In all cases the Council were awarded full costs and landlords were appropriately fined.

- 3.5 We continue to review how complaints are risk assessed and identify critical control points to ensure continuous improvements.
- 3.6 We continue to work with our London Fire and Rescue Authority partners to ensure fire safety measures are installed in high risk premises.
- 3.7 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.
- 3.8 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.
- 3.9 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

	2017 - 2018	2016-2017	2015-2016
Number of Housing Complaints Received	717	711	811
Number of High Risk Complaints Received	195	152	243
Number of Licensed Properties	125	115	103
Number of High Risk HMO's Inspected (Including Licensed HMO's)	384	60	50
Enforcement Notices Served (excluding Section 16 and 235)	3	20	57
Number of Cases Where Works Were Carried Out in Default of the Owner	1	24	9
Number of Prosecutions	4	4	4
Number of Appeals	0	2	7
Number of Crime Prevention Grants	37	45	15
Number of Long Term Empty Properties Brought Back Into Use	1	20	334

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To implement mandatory HMO licensing and to update policies and procedures updated to reflect the changes in HMO definition for the mandatory scheme. Robust policies and procedures 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.

ENVIRONMENTAL QUALITY



1. SERVICE AIMS

- 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, air and water quality issues and fuel poverty.
- 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 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 permit and regulate air pollution producing industries.

3. KEY ACHIEVEMENTS FOR 2017/18

- 3.1 We co-coordinated the Air Quality and Climate Change Strategic Board chaired by Councillor Pascall and attended by Directors from across the Council representing transport, housing, public health, schools and corporate properties.
- 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 year these events targeted schools and businesses and a total of 65 people were approached and 83 per cent pledged not to idle. This is another MAQF project.
- 3.4 We facilitated and took part in air quality audits undertaken at three primary schools in the Borough which will culminate in a report providing site specific improvements to reduce the health impacts of air pollution.
- 3.5 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.
- 3.6 We completed the third 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 like Citizens Advice and Bishop Creighton House.
- 3.7 The Healthier Homes project provided emergency heating as well as heating installations and repairs for vulnerable residents.
- 3.8 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.
- 3.9 We were instrumental in forming a new West London Partnership which brings together seven west and north London boroughs. This was set up initially to bid for the Mayors Fuel Poverty Fund in January and is now intended to continue to allow us to bid for other funding opportunities that may arise.
- 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 made inroads during the Healthier Homes project to improve referral networks. We held training sessions for Council officers and third party organisations. We have had particular success with the social prescribers and have had a steady stream of referrals from them. We have had success with the Chelsea and Westminster Hospital Discharge Team obtaining a number of referrals from them.
- 3.12 We have produced and published a Statement of Intent for ECO (Energy Company Obligation) Flex which allows our residents to access the GLA's Energy for Londoners offer for heating and insulation. It also supports an ECO offer from EON for residents to allow them free loft and cavity insulation.
- 3.13 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.
- 3.14 We have responded to 100 per cent planning consultations to comment on air quality and contaminated land.
- 3.15 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.
- 3.16 We have carried out 100 per cent of Environmental search reports, in response to requests received.
- 3.17 We have carried out 100 per cent of applications for permitting which were validated and issued.
- 3.18 We have actively monitored NOx and particulates and produced an annual report on the progress of the Council's Air Quality Action Plan which has been approved by DEFRA.

4. PERFORMANCE

	2017-2018	2016-2017	2015- 2016	2014 - 2015
Planning Consultations	612	591	647	855
Environmental Searches	51	49	49	36
Permitted Processes	36	36	39	39

5. KEY PRIORITIES FOR 2018-2019

- 5.1 To engage better with our clients and businesses, we will improve the customer experience and embed a process of continuous improvement.
- 5.2 To actively monitor NOx and particulates across the Borough.
- 5.3 To work with Public Health to implement long term, sustainable actions to improve air quality, water quality, fuel poverty and contaminated land issues.
- 5.4 To progress the Mayor's Air Quality Fund projects and bid for further funding to improve air quality.
- 5.5 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.
- 5.6 To respond to 100 per cent planning consultations to comment on air quality and contaminated land, within statutory timescales.
- 5.7 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.
- 5.8 To produce Environmental Search reports, within ten working days.
- 5.9 To validate and issue 100 per cent of applications for permitting within the statutory timescales.