



C O R P O R A T E C O M M I T T E E

**Tuesday 12 December 2023 at 6.30pm
Council Chamber, Hackney Town Hall**

**Supplementary papers: Item 9 Business
Regulation - Service Plan Update.**

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Interim Chief Executive
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www.hackney.gov.uk**

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Corporate Committee

Tuesday 12 December 2023

Supplementary papers: Item 9 Business Regulation - Service Plan Update.

9 Draft work Corporate Committee work programme 2023/24 (Pages 3 - 54)

Includes the following;

- Business Regulation - Service Plan Update report;
- Appendix 1 - Six month update (01/04/2023 - 30/9/2023) Performance against Priorities 2023/24 Environmental Health (Food Hygiene and Food Standards);
- Appendix 2 - Six month update (01/04/2023 - 30/9/2023) Performance against Priorities 2023/24 Trading Standards/

Title of Report	Business Regulation - Service Plan Update
For Consideration By	Corporate Committee
Meeting Date	7 December 2023
Classification	Open
Ward(s) Affected	All
Group Director	Rikardo Hyatt, Climate, Homes and Economy

1. **Summary**

- 1.1.** The Food Law Enforcement Service Plan 2023/24 was presented to the Corporate Committee on 7th June 2023. The plan was approved by the Committee. The report now being presented;
- provides an update on the performance of the Environmental Health Service against the Service Plan for the 2023/24 to the end of quarter 2, and the work undertaken to improve the quality of food premises in Hackney to protect the health of the public, to assist businesses to comply with their legal requirements;
 - notes the emphasis placed on driving up compliance through advice, education, inspections of establishments considered to be flouting the law, and the necessary interventions undertaken and the challenges of working without a premises database.
- 1.2.** This report also highlights the work of Hackney Trading Standards for 2023/24 to the end of quarter 2. The plan outlines the Service's achievements and identifies areas of interest for the future.
- 1.3.** In fulfilling its duties, the Service provides support to individuals, communities and businesses in the borough to enable people to buy goods and services with confidence and security, by offering advice to businesses to help them to comply with the law as well as dealing with commercial noise and nuisance complaints.
- 1.4.** The Service also fulfils an important role in relation to public safety and health, for example through ensuring safe storage of dangerous items and by preventing the sale of dangerous products including the supply of age-restricted products to minors.
- 1.5.** The Service also seeks to ensure there is a fair trading environment and helps businesses comply with legislation in order to protect consumers from unfair trading practices.

2. **Recommendations**

2.1. This report is for informative purposes and to provide an update to the Corporate Committee. There are no recommendations set out in this report. The Corporate Committee can note the level and scope of work being carried out to meet the requirements of the plan.

3. **Background**

Policy Context

3.1. In 2022/23 the service delivery priorities were reset as many of the restrictions and directions resulting from COVID 19 were removed including those imposed by the Regulator i.e the Food Standards Agency. The team continued to work without a premises database. This presented some challenges but both the trading standards and environmental health services have set ambitious targets for delivery. These achievements are presented below.

3.2. Table 1.0 Environmental Health Key Performance Indicators

PI Code	PI Short Name	Annual Target	Total
NH PRS 032	Percentage of category A and B (food hygiene) risk premises inspected within 28 days	100%	100%
NH PRS 033	Percentage of category A (health and safety) risk premises inspected	100%	100%

NH PRS 030	Percentage of service requests and consumer complaints about food and other businesses actioned within 10 working days.	95%	100%
NH PRS 034	Percentage of broad compliance for food hygiene (accumulative). *	83%	75.6%
NH PRS 035	Percentage of new premises inspected (within 28 days) excluding those not yet trading.	100%	100%
NH PRS 036	Number of unrated premises (indicative number ≤ 70).	Reportir only	78

3.3

Table 2.0 - Number of interventions in 2022/23

	Total
No. of Food Inspections	1018

% of Cat A&B inspections within 28 days	100%
No. of Food Premises Ceased Trading	622
Total No. of new food registration forms received	831
No. of Formal Notices	5
No. of Service Requests	464
No. of Infectious diseases notifications received	356
No. of Accidents notifications received (RIDDOR)	112

3.4 Food Standards Agency Recovery Project

The Food Standards Agency (FSA) recognised that many local authority resources were diverted to public health functions due to the pandemic and as such the service was unable to carry out the full inspection programme. On the lifting of the COVID 19 restrictions the FSA set out a two phase recovery plan.

Phase 1 - 1st July - 30th September 2021: - Completed

- Prioritise new businesses for inspection;
- Plan intervention programme from September 2021 onwards.

Phase 1 of the recovery plan concluded with 334 businesses contacted to establish whether they were currently trading, ceased trading or due to start imminently. Businesses who are currently/due to start trading have been included in the inspection programme with over 100 unrated premises inspections carried out from Q1 to Q2.

Phase 2 - 1st October 2021 - end 2023/2024:

All category A (hygiene) inspected; - Completed

- All category B (hygiene) or A (standards) receive an inspection; - Completed
- All category C (hygiene) and less than broadly compliant receive an inspection; - Completed
- All category D (hygiene) and less than broadly compliant receive an inspection; - Completed
- All category C (hygiene) and broadly compliant or better receive an inspection (new food standards delivery model to be implemented in 2023/24). - completed

3.5 Table 3.0 - Food Hygiene Rating Scheme to end of March 2023

Ratings	0	1	2	3	4	5
Hackney (%)	0.0	2.0	3.1	15.0	23.9	56

London (%)	0.4	2.3	2.7	10.1	19.9	64.7
National (England) (%)	0.2	1.4	1.5	6.2	14.8	75.9

It is worth noting here that Hackney performed well across London in terms of businesses rated 0 and 1. The team continued to tackle the highest risk businesses in Hackney.

3.6 Table 4.0 - showing the hygiene ratings at the end March 2023

FHRS Ratings:	0	1	2	3	4	5
Months						
End March 2023	0	52	81	395	629	1472

It is worth noting that at the end of March 2023 there were no zero rated businesses in Hackney.

3.7 Table 5.0 - Trading Standards Performance Indicators

Indicator	Target	2022/23
Percentage of complaints investigated concerning serious illegal trading practices in relation to – counterfeit goods responded within 5 working days.	90%	100%
Percentage of complaints investigated concerning serious illegal trading practices in relation to – sales of unsafe goods responded to within 5 working days.	90%	100%
Percentage of complaints investigated concerning serious illegal trading practises in relation to – sales of restricted goods to children underage responded to within 5 working days.*	100%	N/A
Percentage of licensing consultation comments made within targets	95%	100%
Number of notifications	Report only	N/A
Total Number of complaints	Report only	143

Total Number of referrals received	Reporting only	127
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3.8 Table 6.0 Inspections Data

Risk Category	Cat A	Cat B1	Cat B2	Cat C	Total
Total Number of visits	163	209	293	691	1354
Percentage of visits carried	100%	100%	100%	N/A	100%

- Cat A - Highest risk Inspections
- Cat B1 - Upper medium - e.g. a car dealer or premises selling high value goods. There could be an associated consumer credit agreement
- Cat B2 - Low medium - e.g. a trader which is a newsagent which is inspected with respect to pricing compliance)
- Cat C - Low - e.g. a trader inspected for ownership details

3.9 Table 7.0 - Impacts and Outcomes Framework

Impact	Description	Total
No of scam victims supported	Total no of victims identified in the month by the NTS National Scams Team	31
Businesses tested for compliance with the law using underage volunteers OR for compliance with mandatory Challenge 21/25 conditions using older individuals	Number of individual premises tested for Alcohol (Only include data for premises for which test purchases have been attempted.)	43
Tackling the availability of illicit tobacco	Number of premises from which products were seized Volume of tobacco seized	13 seizures 6460 cigarettes 8kg Hand Rolling Tobacco 3Kg Shisha Value £7787.33

The information presented below sets out the work in the Environmental Health and Trading Standards Service in Q1 & Q2 of 2023/24.

3.10 Table 8.0 - Environmental Health Key Performance Indicators 2023/24

PI Code	PI Short Name	Annual Target	23/24 Q1	23/24 Q2
NH PRS 032	Percentage of category A and B (food hygiene) risk premises inspected within 28 days	100%	100%	100%
NH PRS 033	Percentage of category A (Health and Safety) risk premises inspected	100%	100%	100%

3.11 Table 9.0 - Local Performance Indicators

Ref	Indicator	Target	23/24 Q1	23/24 Q2	RAG
NH PRS 030	Percentage of service requests and consumer complaints about food and other businesses actioned within 10 working days.	95%	100%	100%	
NH PRS 034	Percentage of broad compliance for food hygiene (accumulative). *	83%	*95.1%	*95.4%	
NH PRS 035	Percentage of new premises inspected (within 28 days) excluding those not yet trading.	100%	100%	100%	
NH PRS 036	Number of unrated premises (indicative number) .	Reporting only	659**	1028**	

* This figure was taken from the FSA portal which relates to businesses receiving '3' or above FHRS rating

** cumulative total of 1,028 unrated inspections. Of these there are 631 duplicate premises/already inspected and 235 trading and awaiting inspection. In order to reduce this figure the service has 1.5 FTE working on a dedicated project to inspect and reduce these figures. That leaves 162 awaiting initial contact from the service. Currently, the service receives approximately 100 new registrations a month.

3.12 The charts below demonstrate the work of the team in Q1 and Q2 of 2023/24

Chart 1.0 Inspections by risk category Q1 & Q2*

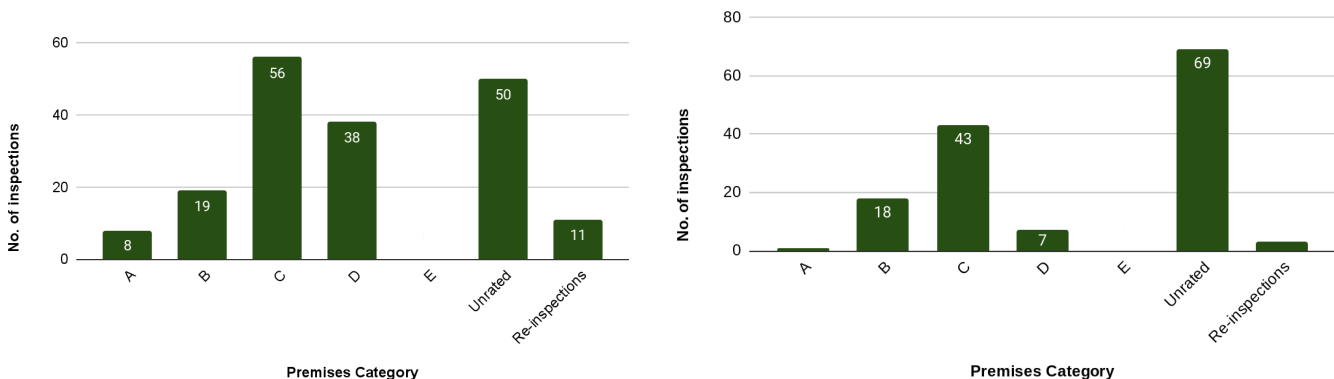


Chart 2.0 Percentages of total numbers of Inspections carried out in Q1 & Q2

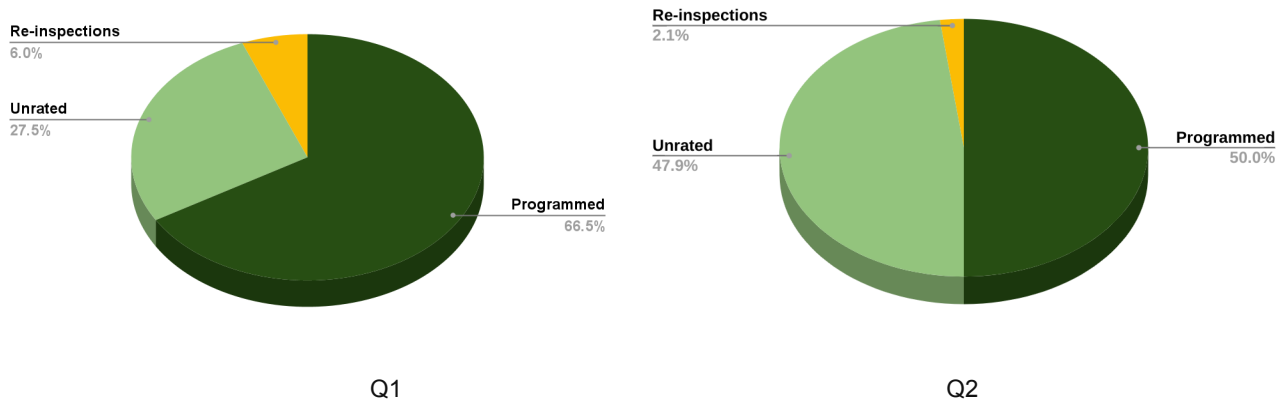
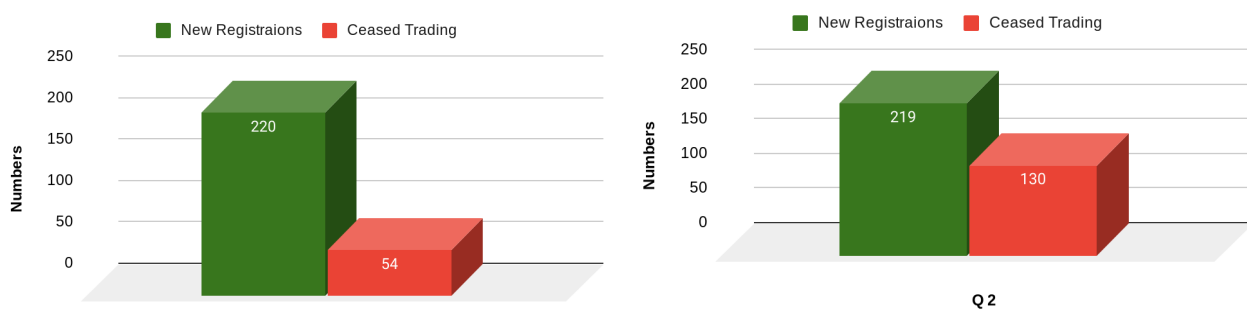


Chart 3.0 Comparison between Numbers of New Businesses and ceased trading businesses



*The frequency of inspection is for each category:

- A: every 6 months (2 inspections/year)
- B: every 12 months
- C: every 18 months
- D: every 2 years
- E: every 3 years

3.13 Table 10.0 - Q2 Quarterly Performance Data Review

	Q1 23/24	Q2 23/24
No. of Food Inspections	171	141*
No. of Re- Food Inspections	11	3
No. of Food Inspections (AES)	0	0
No. of Cat A&B inspections carried out	27	18
Percentage of Premises that are Broadly Compliant (%)	95.1	95.4
No. of Food Premises Ceased Trading	54	130
No. of Food Premises Revisits	41	31

Total No. of new food registration forms received	220	219
No. of Formal Notices	20	0
No. of Formal & Voluntary Closures	0	1
No. of food hygiene written warnings	160	140
No. of food samples taken	6	0
No. of Service Requests	46	78
No. of Infectious diseases notifications received	102	131
No. of Accidents notifications received (RIDDOR)	16	43**

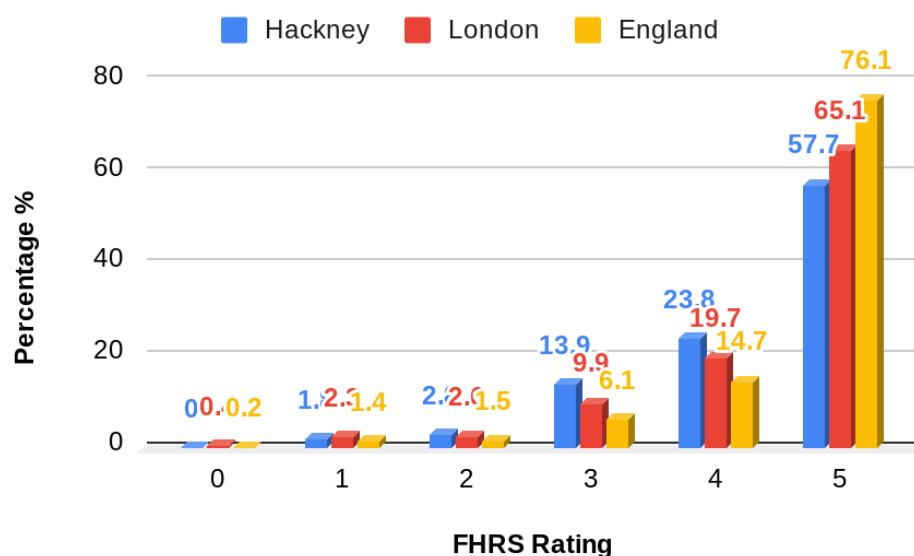
*Please note that one full-time officer has been absent for the entire Q2 period; coupled with this the summer holiday leave absences contributed to the low figures of inspections.

**This figure is higher than usual as owing to Technical Business Support Officers absence who are responsible for downloading RIDDOR notifications, some of the notifications (12) due in Q1 were received in Q2. Fortunately, none of the late notifications required urgent investigation.

3.14 Table 11.0 - Regional Food Hygiene Rating Scheme Comparison Rated Businesses for Q2 2023/24 (average figures).

Ratings	0	1	2	3	4	5
Hackney (%)	0.0	1.8	2.8	13.9	23.8	57.7
London (%)	0.4	2.3	2.6	9.9	19.7	65.1
National (England) (%)	0.2	1.4	1.5	6.1	14.7	76.1

3.15 Chart 4.0 - Charts showing quarterly distribution of FHRs Ratings (Q2)



3.16 Table 12.0 - Showing the trend in hygiene ratings

Months	0	1	2	3	4	5
April 2023	0	51	80	397	627	1474
May	0	51	79	402	628	1499
June	0	48	81	401	636	1507
July	0	46	82	399	635	1519
August	1	48	74	379	629	1525
September 2023	1	49	74	370	632	1533

3.17 Points to note from Q2 2023/24

- The Management Information System continues to be developed and is due for a partial go-live in December 2023. The remaining components of the system will continue to be developed and will be brought online once the testing has been completed. It is envisaged that this will be completed for the start of the new financial year. However and as a result of the cyber attack the service is unable to calculate and record some of the figures accurately. However, every effort has been made to ensure that the figures depicted are produced accurately from the various workaround spreadsheets.
- FHRS Hackney has achieved a better BC figure (95.4%) in comparison with London (94.6%).

3.18 TRADING STANDARDS

3.19 Table 13.0 - Key Performance Indicators

Key Performance Indicators	Frequency of reporting	23/24 Target	Q1	Q2	RAG
High Risk Inspections	Monthly	100%	42	52	
Upper Medium Inspections	Monthly	100%	46	66	
Animal Feed inspections	Monthly	100%	8	8	
Minimum 6 Weights & Measures inspections	Monthly	72	21	23	

3.20 Table 14.0 - Local Performance Indicators

Indicator	Target	Q1	Q2	RAG
Percentage of complaints investigated concerning serious illegal trading practices in relation to counterfeit goods responded within 5 working days.	90%	100%	100%	
Percentage of complaints investigated concerning serious illegal trading practices in relation to sales of unsafe goods responded to within 5 working days.	90%	100%	100%	
Percentage of complaints investigated concerning serious illegal trading practises in relation to sales of restricted goods to children underage responded to within 5 working days.*	100%	N/A	100%	
Percentage of licensing consultation comments made within targets.	95%	100%	100%	

3.21 Table 15.0 - Inspections Data

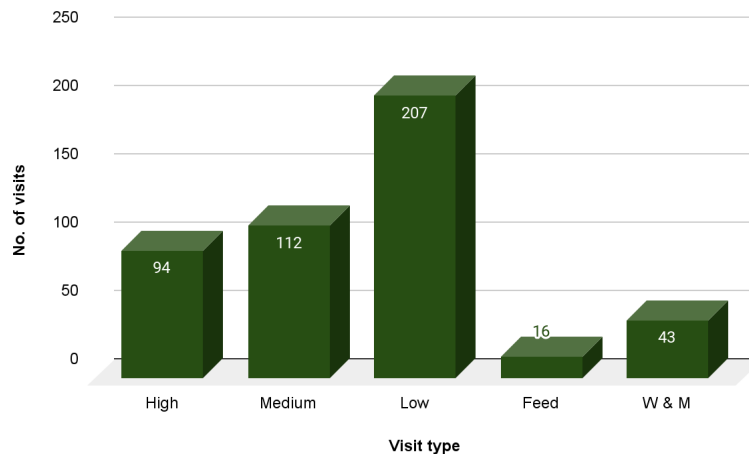
Risk Category	Category A – High	Category B1 – Upper Medium	Category B2 – Low Medium	Category C– Low	Total (annually)
Total number of premises	163	209	293	N/A	665
Total Number of visits April - September	94	112	151	276	627
Percentage of visits carried out in each risk category since April 2023	58%	54%	52%	N/A	94 %
Target for percentage of visits to be complete at the end of March 2024	100%	100%	100%	N/A	100%

Inspections Data

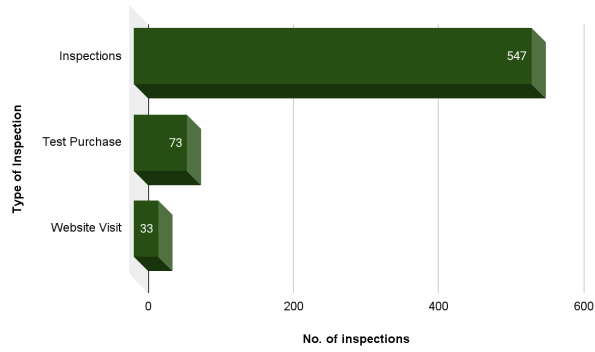
- Trading Standards as well as carrying out investigations and work as the result of complaints and requests received, carried out inspections on physical premises for compliance with legislation and on websites.
- The team undertakes pre-planned inspections on all High Risk traders at least annually, some that are deemed a much higher risk may be visited quarterly to ensure continued compliance, for example a trader who historically sold a vape to a minor.

- Traders risk rating is allocated due to any practice such as manufacture or importation carried out by the business, the associated risks with the products sold, e.g. toys, chemicals etc and the previous history of issues/ offending by the business.
- Medium and Low risk business may be visited at longer intervals unless intelligence or complaints regarding trading nature of the business are received or the business is caught within a regional or National Projects. For example a car trader or self storage unit may be visited as part of a London Trading Standards project.
- Traders may receive formal written notification if the visit is classed as a routine inspection, but should there be intelligence that there are issues on the premises or that it is part of a specific project then notification will not be required and it will not be given.
- Website visits will be carried out without notification and the trader will be notified if there are any issues via the contact email provided on the site, the team may also seek via the Registration service to have a website removed if the trader continues to be non compliant or is suspected of serious criminal activity.
- Q1 and Q2 targets for high and medium visits are on track to complete by the end of the year, this includes Weights and measures and animal feed visits. Project visits continue to be in line with service level requirements.
- Operation Liberal visits conducted Q2. Operation Liberal is part of the annual National Operation that is targeted at disrupting the activities of rogue traders carrying out doorstep crime in the Borough. This is a Trading Standards and Police multi agency project which comprises activities with the theme of preventing doorstep crime, including lines of enquiry investigations into ongoing cases, social media activity, contact with scaffolding companies and consumer education.

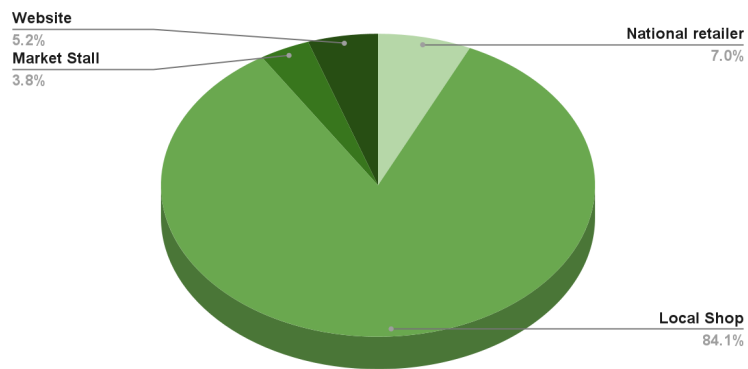
3.22 Chart 5.0 - Type of inspections relevant to KPI's



3.23 Chart 6.0 - Type of inspections Activity



3.24 Chart 7.0 - Breakdown of retailers by Type of premises



3.25 Table 16.0 - Complaints data Q1 & Q2

Type	No. of complaints
Citizens Advice Referrals	317
Citizens Advice Notifications	1134
TS Mailbox Referrals	202
Total	1653

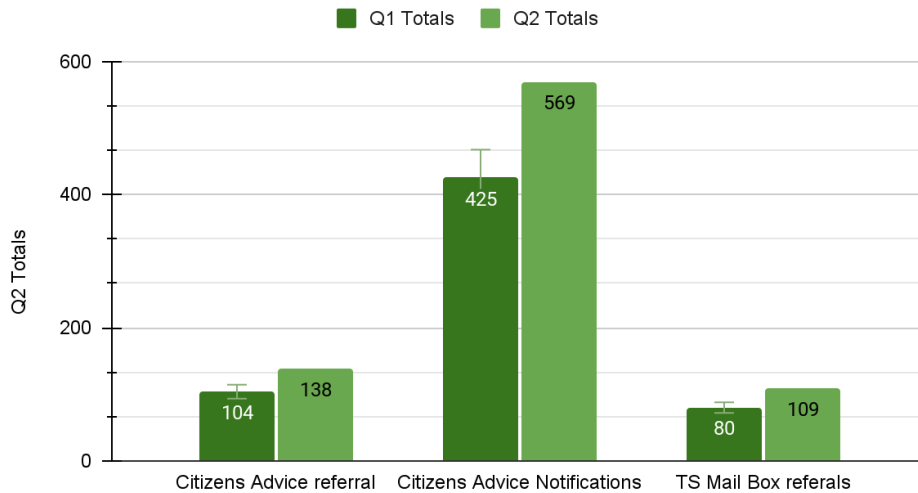
3.26 Table 17.0 - Impacts and Outcomes Framework

Impact	Description	Total Q1	Total Q2
No of scam victims supported	Total no of victims identified in the month by the NTS National Scams Team	Q1 13	Q2 0

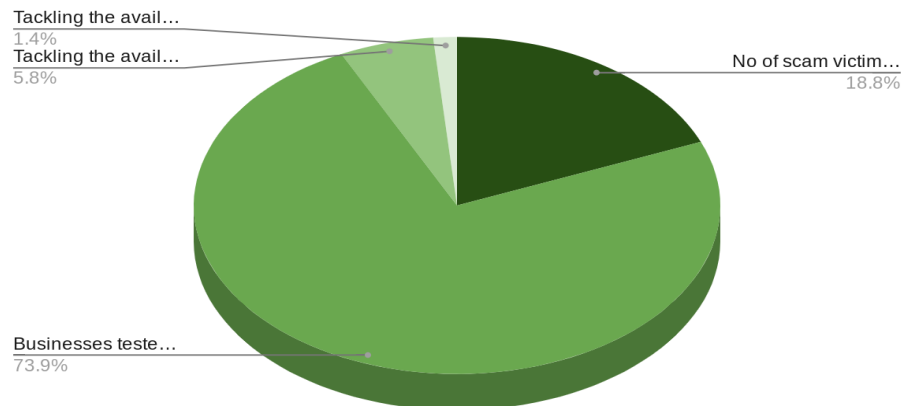
Businesses tested for compliance with the law using underage volunteers OR for compliance with mandatory Challenge 21/25 conditions using older individuals	Number of individual premises tested for Alcohol (Only include data for premises for which test purchases have been attempted.)	Q1 51	Q2 27
Tackling the availability of illicit tobacco	Number of premises from which products were seized Volume of tobacco seized (l) and value (£)	Q1 4 15.450 £6,952.50	Q2 5 2960 £1,395.00
Tackling the availability of illicit alcohol	Number of premises from which products were seized Volume of alcohol seized (l) and value (£)	Q1 1 1.5(l) /£16.00	Q2 1 3 (l)/ £27.00

3.27 Chart 8.0 - Breakdown of complaints source

Q1 & Q2 Totals



3.28 Chart 9.0 - Table for Impacts and Outcomes



Trading Standards receives complaints and requests for advice from businesses and consumers in two main ways via the Citizens Advice consumer service, which provides an online and telephone first tier advice service to consumers and triages complaints into notifications and referrals. These act as a major intelligence source for Trading Standards works and understanding this intelligence will assist in directing resources to local issues and issues affecting local residents, it will also act to draw attention to emerging issues that may need action to address at an early stage to mediate the effect of the trader on consumers. Notifications are looked at and may be opened should the need arise. Referrals are triaged again and allocated to Officers should there be further work or advice required on the matter.

The second method the team receives work is via the Trading Standards mailbox which are mainly enquiries from other enforcement authorities, with few consumer and business queries.

3.29 Table 18.0 - Proceeds of Crime Update

Court date	Case	Court	Legal	Type of Hearing	Notes
29/6/23	R v Hasan Sahin and Zeynal Aktogan	Snaresbrook	Kyle Fourniller	Confiscation and sentencing	<ul style="list-style-type: none"> • Fine - £36,000 (12 months' imprisonment in default) • Costs to prosecution - £5,000 • Confiscation - £49,634.41 (3 months to pay/ 12 months' imprisonment in default) • Victim surcharge applied.
26/09/2023	R v Hasan Sahin and Zeynal Aktogan	Snaresbrook	Kyle Fourniller	Confiscation and sentencing	<ul style="list-style-type: none"> • Order satisfied on 27 September for Hasan Sahin

3.30 Points to note from Q2 2023/24

- Trading Standards has provided training to London NHS Trusts around vapes and nicotine products, this has also included stop smoking services and local school PSHE lead officers.
- The team has sought and been awarded funding of £10,000 from National Trading Standards for planned work around safety of older residents and education in the coming winter, targeted specifically at household electrical items of higher risk.
- The team has had a successful result obtaining a confiscation order of £49K in a planning matter. Several members of the team are continuing their training in this area, with plans to expand this work.
- The team took part in London Trading Standards week, which this year covered Vapes, Illegal Tobacco, Doorstep Crime, Lettings and Cost of living crisis. These areas are seen as important priorities for TS services across London. The team carried out work in each of these areas to protect Hackney Residents.

3.31 Equality Impact Assessment

3.32 N/A

3.33 Sustainability

3.34 N/A

3.35 Consultation

3.36 N/A

3.37 Risk Assessment

3.38 N/A

4. Comments of the Group Director of Finance and Corporate Resources.

4.1. This report and appendices note the performance, level and scope of work being carried out to meet the requirements of service plans within Business Regulation.

4.2. The aims and objectives of the programmes described in this report will be delivered within the constraints of the existing Business Regulation service budgets.

4.3. The report notes (Paragraphs 3.29 & 3.30) the financial investigations under the Proceeds of Crime Act (POCA). Income received from compensation orders awarded in favour of the Council contributes to the cost of staff involved in POCA investigations and enforcement action.

5. Comments of the Director of Legal, Democratic and Electoral Services

5.1. This report is to inform and provide an update to the Corporate Committee in relation to the performance, level and scope of work being carried out to meet the requirements of service plans within Business Regulations (Environmental Health Service and Trading Standards Service). There are no legal implications arising from this report.

Appendices

- Appendix 1 - Environmental Health Service - 6 month update against the 2023/24 service plan.
- Appendix 2 - Trading Standards Service - 6 month update against the 2023/24 service plan.

Exempt

N/A

Confidential

N/A

Background documents

None

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Business Regulation (EH/TS/EP)
Six month update (01/04/2023 - 30/9/2023) Performance against Priorities 2023/24

ENVIRONMENTAL HEALTH (Food Hygiene and Food Standards)

Table 1.0 - Food Safety Performance against Service Key Performance Indicators 2023/24 - 6 month update (01/04/2023 - 30/9/2023)

PI Code	Short Name	Frequency of reporting	Directorate	2023/24 Target	As of 31.09.23	RAG
NH PRS 030	% of service requests/consumer complaints about food businesses actioned within 10 working days	Monthly	Climate, Homes and Economy	100%	100%	Green
NH PRS 032	A & B category food hygiene inspections carried out within 28 days of the due date	Monthly	Climate, Homes and Economy	100%	100%*	Green
NH PRS 034	% of Broad Compliance for food hygiene (accumulative)	Monthly	Climate, Homes and Economy	TBC**	95.3%	Green
NH PRS 035	% of unrated food premises inspected excluding registered premises not yet trading	Monthly	Climate, Homes and Economy	100%	100%	Green
NH PRS 036	Number of unrated food premises	Yearly	Climate, Homes and Economy	Less than 200	740***	Red

*Due to the cyber attack and the pandemic we have been unable to calculate our 2023/24 annual/6 month target however, where an A or B category rated premises has been identified it has been inspected within +/- 28 days.

**previously we were unable to report on A & B inspections carried out in 28 days and unrated figures due to the cyber attack. However, since 2022/23 we have been able to calculate the figures. In August and September 100% inspections were completed. BC figure in Q1 95.1% and Q2 95.4%. This is an increase of 20.6%

and 20.3% since Q1 and Q2 of 2022/23 (74.1% and 75.1% respectively). The increase in BC figure is largely attributed to the hard work of the team to increase business compliance through various interventions.

***As part of the FSA 2021-2023 Recovery plan the service contacted all unrated premises and as a result approximately 275 businesses (still trading) will be allocated for inspection in Q3 and Q4 of 2023/24. However, due to the loss of our database, we were unable to accurately calculate the exact number for unrated businesses.

Inspection statistics

The number and types of food businesses and their risk rating planned for food hygiene inspections 2023/24

Due to the cyber attack we have been unable to identify the exact number due/overdue and the number and types of food businesses and their risk rating planned for food hygiene and standards inspections. These businesses are usually tagged on the premises database, however this is currently unavailable. The Service has been working closely with ICT to develop a temporary method of identifying and tagging premises due for inspection in 2023/24 and recording inspection interventions which will later be merged to the new database.

It is envisaged we will be able to use the basic components of the new database in Q4.

In April 2023 it was estimated roughly 951 routine category A-D inspections were due. This number is lower than previous years due to the service carrying out 958 inspections in 2022/23, an average increase of 160 inspections from previous years.

The service has encountered initial teething problems with the new database however a skeletons database should be operational at the end of Q4 with the final go live date in January 2024. However it is predicted the Service may not make a full recovery until 2024/25 due to the work required to build a food business database.

Table 2.0 - Environmental Health Performance (Food Hygiene and Food Standards) against Service Plan 2023/24 - 6 months update

Item no	What are the priorities?	Where to intervene?	Update	RAG
1.	Develop the Food Law Enforcement Service Plan		Completed	
2.	To submit the LAEMS return to the Food Standards Agency		FSA suspended the annual returns (LAEMS) due to the pandemic. Each local authority submitted a questionnaire regarding inspections and resources available. On track to complete and submit a scheduled survey at the end of October 2023	

4.	The number of food businesses in the borough, subject to food hygiene controls, stood at 3,852 in April 2023 and it is estimated that an additional 800 businesses will register in 2023./24 The number of new premises are of particular concern to the Food Safety Service as they place a greater demand on the Service.	The Service manages a programme of inspections for all new/unrated food premises to ensure their hygiene compliance is assessed.	<p>As of 30/09/2023 the current number of food businesses in the borough subject to food hygiene and standards stands at 3596 in accordance with the figures calculated within the FSA's FHRS Portal. However, this figure should be regarded as provisional as newly registered businesses have not yet been uploaded to the Portal.</p> <p>The service previously determined that no more than 70 unrated premises should be on the database at any one time. As of 30th September there were 740 unrated premises. Due to the loss of the premises database (CIVICA APP) it has been difficult to calculate how many of which have been inspected.</p> <p>However, as part of the FSA's recovery plan initiated in 2021, the service contacted all unrated businesses which have been allocated as high priority within our inspection programme as these are deemed to be non-complaint until they are inspected and this can have a negative impact on the overall broadly compliant figure once they can be calculated. Since the recovery plan officially ended, the service put together a dedicated team of officers to categorise businesses into duplicates, previously inspected, ceased trading, out of borough and allocated for inspection.</p>	
5.	Hackney participates in the National Food Hygiene Rating Scheme (FHRS). The scheme is designed to give the public information about local food businesses so that they can make informed choices about where they eat locally (and nationally).	All high risk premise rated category A-C are visited every 6-18 months.	Data is uploaded to the FSA National website every fortnight. Ratings can be viewed at www.ratings.gov.uk . However, we experienced delays in updating scores due to the loss of Civica Businesses are encouraged to apply for re-rating inspections upon carrying out necessary improvements.	
6.	Broad Compliance with Food Safety Legislation	The end of year target for the service is to have 89% of all businesses inspected to be broadly compliant.	The Service has recently been able to calculate the BC Figure; Q1 95.1% and Q2 95.4%.	

7.	The Borough hosts a large number of annual festivals and other outdoor events as well as regular markets which attract community caterers and a large number of temporary caterers, pop-ups and food producers, all of which require vetting and inspecting as necessary.	To develop better joint working with Markets and Street Trading to improve compliance among street food businesses. Participation at HEAT. /HSAG to consider all large scale events that take place in Hackney.	The Service participates in HEAT/HSAG meetings covering events held in Queen Elizabeth Olympic Park and other smaller events held throughout the Borough that have enabled interventions to ensure the provision of safe food at the event planning stage.	
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<p>8.</p>	<p>Healthier Catering Commitment (HCC)</p>	<p>The Team is delivering the project on behalf of Public Health as part of the Council's obesity strategy.</p>	<p>The Healthier Catering Commitment Lead Officer has been continuing to sign up new independent food businesses to the Healthier Catering Commitment in the past six months. In addition to signing up new businesses, the Officer has created a questionnaire which has been given to the current participants of the scheme. This is designed to find out what the businesses need as business in these current times. These have been distributed to most of the businesses and the Officer is currently awaiting some to answer these and get back to her. Once all of these have been collected, the answers will be evaluated and it will be decided what will be added as an additional benefit to the scheme. Some current options include Health and Safety Level 3 Training, Nutrition Training, Vegan cooking training and chances to connect with other independent local food business owners. This decision will be made by the end of the year.</p> <p>The Healthy Catering Commitment Officer has also been working with ReLondon who have carried out some online training with EHO's in the food safety team. EHO's have now been trained on how to discuss the issue of food waste with food businesses, and explain to them how they can deal with this in the most effective way possible.</p> <p>Promotional materials regarding the NHS Healthy Start scheme have been sent to newsagents across the borough. This is in an attempt to raise the profile of the scheme and encourage new parents to sign up and gain the benefits if possible.</p> <p>The Officer has also been in discussions with ReLondon and the sustainability team within Hackney working on how to add some further sustainability conditions to the HCC scheme in the future. At the moment these are likely to be</p>	<p>5</p>
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			surrounding the topic of food business packaging, and environmentally the best approach to take with this. This will hopefully also include some further training with the food safety EHO's so they can talk to businesses about the best way to deal with this. Currently 60 businesses are participating in the scheme.	
9.	Additional visits will be undertaken where follow up/formal action is required as a result of serious contraventions found at the time of a primary inspection.	The Service will strive to bring poor rated businesses into broad compliance.	72 revisits, where necessary, have been undertaken to date. There are currently 1 '0' rated businesses.	
10.	It is expected that the Service will receive over 1000 service requests in 2023/24		124 service requests were received at the end of Q2 (there has been a slight reduction compared with the same period last year.	
11.	The Service is committed to investigating all food poisoning outbreaks and notifications occurring in the borough in accordance with Public Health England/Local Authority Joint Infectious Diseases Protocol and Procedure.		233 Infectious Disease notifications were received during the reporting period. Appropriate actions taken and investigated where deemed necessary in liaison with the regional Health Protection Team (PHE, now called UKHSA) were taken.	
12.	The Service has arrangements in place to ensure that it is able to implement the requirements of Food Law of Code Practice in respect of food alerts.		Ten Food Alerts issued by the Food Standards Agency were satisfactorily responded to during the reporting period.	

***Due to the pandemic the FSA suspended the normal format of LAEMS returns. All local authorities were required to provide figures on due and overdue inspections.**

ENVIRONMENTAL HEALTH (Health and Safety)

Table 3.0 - Health & Safety Performance against Service Plan 2023/24 - 6 month update (01.04.23 - 30.9.23)

What are the priorities?	Why intervene?	Where to intervene?	How to intervene?	When to intervene?	Update	RAG
1. Inspection of cat A high risk premises.	High risk	All high risk premises which have been tagged for inspection.	All high risk premises and any emerging high risk premises will be inspected in accordance with the established procedures.	On-going 2023/24 By the end of March 2024	No high risk premises had been tagged or identified within the reporting period.	
2. Develop and deliver the health and safety delivery plan.	A comprehensive service plan detailing the activities of the team is essential to provide focus and direction to the team	This Plan sets out the H&S service's priorities and resources identified.	Other interventions	Development by the end of April 2023, Delivery by the end of Q4 2023	Completed On-going	
3. Investigations of incidents and complaints using) LAC 22/13(rev1)	To ensure that reports are made within the prescriptive timescales and the details of the events have been accurately represented.	10% of all RIDDOR notifications will be investigated.	Incident & ill health investigation.	On-going in 2023/24	59 RIDDOR notifications were received and all were satisfactorily actioned and investigated, as required	
4. Proactive work in accordance with the beauty sector strategy including the monitoring of reports	The Environmental Health Team carries out health and safety inspections of Massage and Special	The environmental health team will inspect all premises that apply for a new licence to provide UV light treatment, IPL,	Inspections and other appropriate interventions.	On-going in 2023/24	All new and renewal MST applications were responded to where high risk	

and complaints to identify reports of ill health, accidents, incidents, poor performance, trends and local issues which may require further interventions or issues which may need to be taken forward nationally.	Treatment (MST) premises to assist the Licensing Team determines initial applications. Subsequently all premises deemed to be carrying out high risk activities are inspected annually, upon receipt of renewal application. All H&S related complaints related to MST premises are also investigated. Statutory return – performance information will be submitted to the Health and Safety Executive.	sauna, steam, spa, tattooing and body piercing) not ear and nose piercing)			activities were considered to be involved.	
5.To take appropriate enforcement actions in respect of electricity safety issues under the Electricity at Work Regulation 1989	To assess the adequacy of the electricity safety and maintenance	Carry out targeted interventions in hospitality setting	Through inspection, examination of safety procedures, and certification	On-going 2023/24	Appropriate actions have been taken when relevant 'matters of evident concern' in relations to electricity risks are identified.	
6.To take appropriate enforcement actions in respect of gas safety under the Gas Safety (Installation and Use) Regulations 1998- as amended	To assess the electricity safety and maintenance procedures	Carry out targeted interventions in catering premises	Through inspection, examination of safety procedures, and certification	On-going 2023/24	Following a refresher training officers have been identifying gas related risks and taking appropriate actions.	
7.Assess the adequacy	To make an objective	Where necessary, based	Through inspection			

<p>of Welfare Provisions for the work related road safety delivery drivers under Workplace</p> <p>8. To take appropriate formal enforcement actions of H&S matters, when warranted.</p>	<p>assessment</p> <p>Undertake appropriate interventions consistent with Health and safety enforcement Policy.</p>	<p>on the local knowledge intelligence or as part of the complaints investigation</p> <p>Premises found to be unsafe will be faced with a graduated approach to enforcement. This could be a warning letter, an enforcement Notice or prosecution, in line with the enforcement policy.</p>	<p>and questioning of riders and drivers etc</p> <p>Inspection or other appropriate interventions</p>	<p>On-going 2023/24</p> <p>On-going 2023/24</p>	<p>On-going 2023/24 figures to be submitted to HSE as part of the LAE1 submission in May 2024)</p> <p>No referral/complaint was received during the reporting period.</p> <p>Several warning letters and 2 Prohibition Notices were issued during the reporting period.</p>	
<p>9. Development of standard operating procedures (SOP)</p>	<p>Up to date and accurate standard operating procedures are essential to the team.</p>	<p>A programme of review of H&S SOPs. Revised/new procedures will be integrated in the team's work stream.</p>	<p>Development and review of procedures</p>	<p>By the end of Q3 2023/24</p>	<p>All relevant procedure notes have been reviewed and updated where necessary.</p>	
<p>10. Submission of LAE1 report</p>	<p>Statutory requirement</p>	<p>Annual and 6-month submissions</p>	<p>Statutory return of performance information will be submitted to Health and Safety Executive</p>	<p>By end of May 2023</p>	<p>Completed. LAE1 form was successfully submitted well within the time limit. No issues or enquiries were raised by the HSE in relation to information provided.</p>	

11. Matters of Evident Concern (MEC) arising from multi-agency projects	Joint agency projects allow entry into premises that we would not normally inspect. This facilitates intelligence gathering on those business activities and their compliance with H&S regulations.	Projects with internal and external partners on, for example, illegal sale of tobacco, licenced premises and enforcement of illegal shisha premises. Officers will also deal with MEC whilst carrying out food hygiene and food standards inspections	Other intervention Inspection, joint operations	On-going 2023/24	Within the reporting period a number of Health and Safety concerns were noted by the officers when carrying out non H&S visits. Given that there is still no Information management system available figures for these actions is difficult to be manually determined	
12. Responsible Authority role/Event safety	To ensure public safety issues arising from licensed events and premises in the Hackney are minimised.	Beneficial to employers, workers and the wider economy.	Advice, guidance and inspections	On-going 2023/24	No such events were organised during the reporting period.	

TRADING STANDARDS

Table 4.0 - Trading Standards - Performance against Service Key Performance Indicators 2023-24 - 6 month update (01.04.23- 30.9.23)

KPI	Frequency of Reporting	Target	RAG
High Risk Inspections	Monthly	100% by 31 st March 2024	
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2024	
Complete all Animal Feed inspections by the end of year. (Statutory visits under Food Standards Agency)	Monthly	100% by 31 st March 2024	
Minimum 6 Weights and Measures inspections (Statutory requirement from National Measurement Office)	Monthly	100% by 31 st March 2024	

Table 5.0 - Trading Standards Performance against Service Service Plan 2023/24 - 6 months update

Item no	What are the priorities?	Where to intervene?	Update	RAG								
1	High Risk Visits	To visit 100% of the high risk inspections by 31st March 2023. Monthly reporting.	<p>Trading Standards have visited 100% of the high risk inspections in Q1 & Q2.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>42</td> </tr> <tr> <td>Q2</td> <td>52</td> </tr> <tr> <td>Total</td> <td>94</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	42	Q2	52	Total	94	
Quarter	Number of Visits											
Q1	42											
Q2	52											
Total	94											
2	Upper Medium Risk Visits	To visit 100% of the Upper Medium risk premises by 31st march 2023. Monthly reporting.	<p>Trading Standards have visited 100% of the Upper Medium risk inspections in Q1 & Q2.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46</td> </tr> <tr> <td>Q2</td> <td>66</td> </tr> <tr> <td>Total</td> <td>112</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	46	Q2	66	Total	112	
Quarter	Number of Visits											
Q1	46											
Q2	66											
Total	112											
3.	Underage sales programme	Maintain the reduction in underage drinking to combat anti-social behaviour and to promote the health and well-being of young people. The target is to conduct 4 operations a year. One a quarter.	From 1/4/2023 to 30/9/2023 there have been 4 test purchase operations conducted. The products ranged from alcohol, knives and tobacco and vaping goods. There were more sales this period, 3 alcohol, 5 vapes, one knife and 1 tobacco and 1 sale of a Vape item to a minor. This completes the annual target of 4 operations. However more operations are planned.									

4.	Tobacco Control	<p>Reduction in illegal sales and the use of tobacco in support of government efforts to encourage smoking cessation.</p> <p>To participate in appropriate/related health initiatives.</p>	<p>Trading Standards alongside partners in Public Health joined forces in the fight against illegal tobacco. Public Health currently funds one post which will combat illegal tobacco and alcohol.</p> <table border="1" data-bbox="792 320 1720 1214"> <thead> <tr> <th data-bbox="792 320 1395 379">KPI</th> <th data-bbox="1395 320 1581 379">Q1</th> <th data-bbox="1581 320 1720 379">Q2</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 379 1395 475">No of premises from which tobacco was seized per quarter and advice given to retailers</td> <td data-bbox="1395 379 1581 475">6</td> <td data-bbox="1581 379 1720 475">3</td> </tr> <tr> <td data-bbox="792 475 1395 534">No of cigarettes seized</td> <td data-bbox="1395 475 1581 534">15,000</td> <td data-bbox="1581 475 1720 534">2500</td> </tr> <tr> <td data-bbox="792 534 1395 593">Volume of hand rolling tobacco seized in kg</td> <td data-bbox="1395 534 1581 593">1.5</td> <td data-bbox="1581 534 1720 593">0.3 kg</td> </tr> <tr> <td data-bbox="792 593 1395 652">Volume of shisha seized</td> <td data-bbox="1395 593 1581 652">2.5</td> <td data-bbox="1581 593 1720 652">0.5 kg</td> </tr> <tr> <td data-bbox="792 652 1395 748">Value of hand rolling kg</td> <td data-bbox="1395 652 1581 748">£1712.50</td> <td data-bbox="1581 652 1720 748">£832.00</td> </tr> <tr> <td data-bbox="792 748 1395 903">Volume of alcohol seized</td> <td data-bbox="1395 748 1581 903">1.5(L)</td> <td data-bbox="1581 748 1720 903">3(L)</td> </tr> <tr> <td data-bbox="792 903 1395 1123">Value of alcohol seized</td> <td data-bbox="1395 903 1581 1123">Counterfeit £16.00</td> <td data-bbox="1581 903 1720 1123">£27.00</td> </tr> <tr> <td data-bbox="792 1123 1395 1214">No of test purchases for under age sales of tobacco and alcohol</td> <td data-bbox="1395 1123 1581 1214">45</td> <td data-bbox="1581 1123 1720 1214">32</td> </tr> </tbody> </table>	KPI	Q1	Q2	No of premises from which tobacco was seized per quarter and advice given to retailers	6	3	No of cigarettes seized	15,000	2500	Volume of hand rolling tobacco seized in kg	1.5	0.3 kg	Volume of shisha seized	2.5	0.5 kg	Value of hand rolling kg	£1712.50	£832.00	Volume of alcohol seized	1.5(L)	3(L)	Value of alcohol seized	Counterfeit £16.00	£27.00	No of test purchases for under age sales of tobacco and alcohol	45	32	
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5	Animal Feed	Ensure any animal feed issues are dealt	Trading Standards have visited 16 out of 29 registered premises up to the end of Q2.																												

		with effectively and efficiently.	<table border="1"> <thead> <tr> <th>Quarter</th> <th>No of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>8</td> </tr> <tr> <td>Q2</td> <td>8</td> </tr> <tr> <td>Total</td> <td>16</td> </tr> </tbody> </table>	Quarter	No of Visits	Q1	8	Q2	8	Total	16	
Quarter	No of Visits											
Q1	8											
Q2	8											
Total	16											
6.	Weights & Measures	Ensure a minimum of 6 Weights & Measures inspections. (Statutory requirement from National Measurement Office)	<p>Trading Standards have visited 44 premises to the end of Q2 with respect to weights & measures inspections. This program is ahead of the minimum of 36 for this period.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>21</td> </tr> <tr> <td>Q2</td> <td>23</td> </tr> <tr> <td>Total</td> <td>44</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	21	Q2	23	Total	44	
Quarter	Number of Visits											
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Q2	23											
Total	44											
7.	Consumer Advice and Education	<p>Promote the Service and deliver advice to residents and businesses.</p> <p>Respond to consumer complaints and service requests.</p>	<p>TS has completed Operation Liberal visits on building sites. Officers spoke to householders and builders checking on consumer rights and information provided.</p> <p>2 outreach events have been held as part of the tobacco project with the stop smoking service to highlight illegal tobacco.</p> <p>Trading standards will provide advice to minimise the risk of our elderly citizens from becoming victims of scams and rogue traders. TS will conduct a specific safety project this winter.</p>									
8.	Product Safety	Target of 1 project.	TS will be undertaking a safety project aimed at older residents this year. The main focus of the campaign will be on products pertinent to the autumn/winter period such as portable heaters, electrical blankets and Christmas lights, and the target audience will be consumers who may be particularly vulnerable to product safety risks, including but not restricted to those with protected characteristics, the digitally excluded and those impacted by the cost-of-living crisis. The team has received £10,000 funding from NTS for this work.									

			The team continues to receive and act on OPSS referrals regarding goods imported by companies within the borough have been actioned. A number of these are for businesses based at Mail Forwarding/registered office addresses, which makes it very difficult to take action or advise the trader as they are based abroad mainly in China.	
9.	LTS week	Participation in London Trading Standards week	All members of the team were involved in parts of the work during the LTS week. The week consisted of the following areas of work:- <ul style="list-style-type: none"> • Visit areas in the borough at building sites with scaffolding which historically there have been issues with rogue traders to ensure traders were aware of consumer cancellation rights and had provided appropriate paperwork. • Visits to premises for illegal tobacco and vapes, leading to the seizure of illegal products.. • Ten letting agents were visited as well as five agents websites to ensure legal compliance. • Checks were carried out at garages selling used tyres as part of the cost of living work to ensure the goods supplied were safe as well as checking descriptions and pricing in premises around the borough. 	
10.	Lettings	Conduct 3 per Q per officer and deal with any complaints	Target has been achieved. Visits and revisits are being carried out, possible action being taken against a number of agents who were non compliant. Work is ongoing to cover Client Money protection Legislation and ensure all memberships required are renewed.	
11	Tackling Counterfeit Goods	Reduce the level of non-compliance and raise awareness through appropriate publicity.	Project/Monitoring of traders in Ridley Road and Hackney Road is ongoing. Traders have been checked to ensure licences are displayed as well as them showing ownership details. In addition traders were asked to ensure all prices are displayed. Traders are checked to ensure no illegal counterfeit or unsafe items are displayed. Those traders who do not comply are subject to longer term investigation. Multi Agency Operation seizure of counterfeit/unsafe electrical chargers from three premises have been planned for Q3 and Q4 and will be arranged with brand representatives. These will be intelligence led.. Further monitoring of Hackney markets will continue as the festive season approaches.	

12.	Operation Liberal	Conduct visits at various building sites	Operation Liberal visits were conducted during LTS week looking for rogue traders speaking with businesses. Scams team referrals within Hackney for local residents being taken in by scam mail and sending of payments to these companies. Victims will be visited for advice and guidance. Ensure information for residents is updated and current scams are advised and leaflet on cash back scams notified.	
13.	Use of communications to raise awareness of the work of the service and provide improved information for residents and businesses.	Contribute articles to suitable internal publications. Website information to be maintained and updated as necessary. Suitable information for press releases to be passed to the Communications Team.	<p>One article has been published on the council website, another article is with them to be sent out.</p> <p>The team has been sending information to the press team and social media coverage..</p> <p>The TS team has also been involved with the BBC news service appearing on the news in an article on youth vaping.</p> <p>The team has also been involved in meetings with OHID Office for Health and Disparities around a ministerial visit, which could not take place due to Purdha.</p>	
14.	Carry out Licensing checks	Ensure compliance with licensing principles.	The service continues to process Licensing applications as a Responsible Authority. Licensing applications and variations received have been responded to on time, five voluntary variations to application have been submitted and accepted by the applicant. Most applications now have terms required included in initial documents, The 'reduce the strength' condition is now being requested for off licences now.	
15.	Intel gathering	Prepare IDB intelligence reports where appropriate	IDB stands for Intelligence Database. This system is used by most Trading Standards authorities. These IDB reports are uploaded by officers throughout the country from complaints received from the public. Most of these are received from the citizen advice service. At regional managers meetings the number of reports generated are reported and they analyse these reports to drive regional priorities. This is an ongoing request to officers to increase the intelligence so that the team using CitA Data and IDB data can take a full intelligence led approach.	
16.	Enforcement actions	One Formal action per officer	Investigations are ongoing. Cases related to Trade Marks offences have an unlimited time limit but staff are on target to submit at least one report within one year.	

17.	POCA	Complete 2 financial investigations. Train 3 FI officers	<p>The three trainees are completing the work required to obtain their qualifications and complete their Personal Development Plans to obtain authorisation. The officers have completed the FIO section of their training.</p> <p>Two Stoke Newington landlords have been hit with a £49k confiscation after building two flats illegally and renting them out to tenants. The two flats at 63 Stoke Newington High Street, London N16 8EL, were constructed outside of the requisite planning permission obtained.</p>													
15.	Complaints and service requests	Respond to complaints and service requests.	<p>To the end of Q2 2022 there were a total of 195 consumer complaints received from members of the public.</p> <table border="1" data-bbox="792 595 1682 810"> <thead> <tr> <th>Year</th> <th>Referrals*</th> <th>Other**</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2023-2024 Q1</td> <td>169</td> <td>657</td> <td>826</td> </tr> <tr> <td>2023-2024 Q2</td> <td>138</td> <td>678</td> <td>816</td> </tr> </tbody> </table> <p>*Consumer Direct referrals are sent to the service for action by the service if necessary. They may also be used for intelligence.</p> <p>**Notifications are sent to the service for intelligence only. They are reviewed and may lead to follow up work if there are any patterns found. Most of the complaints described as Other are notifications.</p>	Year	Referrals*	Other**	Total	2023-2024 Q1	169	657	826	2023-2024 Q2	138	678	816	
Year	Referrals*	Other**	Total													
2023-2024 Q1	169	657	826													
2023-2024 Q2	138	678	816													
16.	No of scam victims supported	Total no of victims identified in the month by the NTS National Scams Team	<table border="1" data-bbox="792 1046 1852 1291"> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>13</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Total</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number	Q1	13	Q2	0	Total	13					
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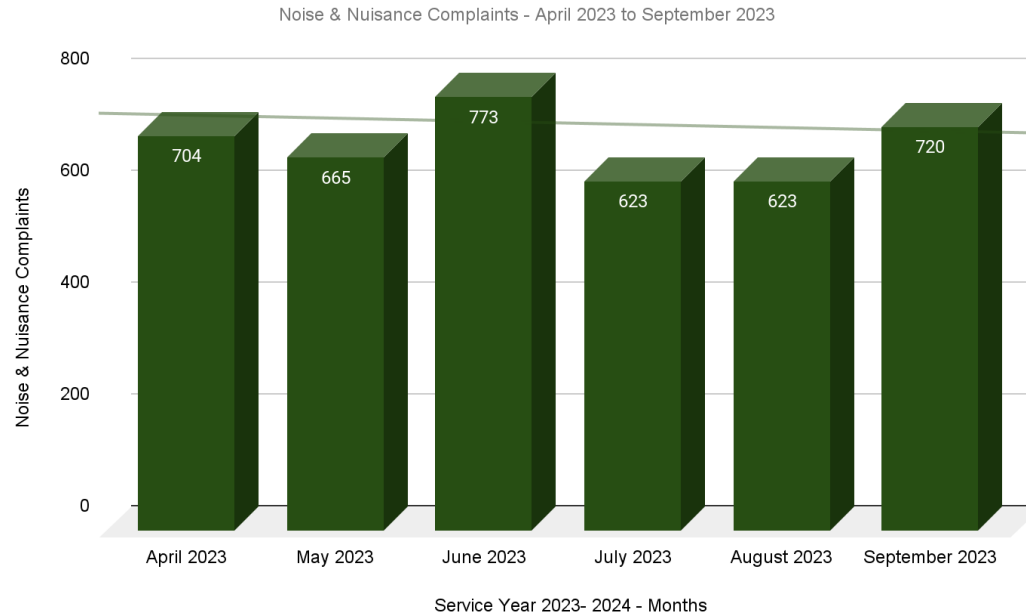
ENVIRONMENTAL PROTECTION

Table 6.0 - Environmental Protection - Performance against Service Key Performance Indicators 2023-24 - 6 month update (01.04.23-30.9.23)

Key Performance Indicators	Frequency of reporting	2023/24 Target	As of 30 th September 2023	RAG
Percentage of First Response to new service requests met within target (10 days)	Quarterly	100%	100%	
Number of noise abatement notices served under s80 EPA 1990 in respect of commercial noise*	Quarterly	N/A	9	
Number of Breach of section 80 Environmental Protection Act 1990 Notice	Yearly	N/A	5	
Percentage of compliance from service of COPA s60 Notice	Yearly	90%	100%	
Percentage of Licensing Application comments made within target (28 days)	Quarterly	100%	100%	
Percentage of Temporary Event Notices met within target (3 days)	Quarterly	100%	100%	
Percentage of Section 61 Applications met within target (28 days)	Quarterly	100%	100%	

* There is no target for the 'The number of s80 EPA Notices served', as the service of a notice is as a result of enforcement action from complaints received by the service.

Service Requests



The Environmental Protection Team receives noise and nuisance complaints via a number of channels, however, predominantly noise complaints are received via Noise Works which is an online platform for both residents (for the submission of complaints) and officers (to manage complaints). There are other channels whereby residents and external third parties can make nuisance complaints such as emailing the Environmental Protection inbox or calling the service number directly. The data above is from complaints received via Noise Works only.

The number of noise and nuisance service requests each month has been relatively steady since the start of the service year but it witnessed a slight reduction in demand during the months of July and August as demonstrated by the trend line in the above graph. This decline in service requests is known in the industry as it is the period of school holidays. It is expected that most residents are either away and not at home to experience a disturbance.

The Night Time Economy also experiences a decline in customers and revenue which they expect to redeem back during the start of the University season when the night economy experiences their largest revenue intake. This can be observed with the sudden increase in September when the schools had reopened and the Universities started their student uptake. It should be noted that the number of service requests does not fall below 600 each month, which confirms that the minimum number of service requests will always be 600 service requests or above.

Table 7.0 - Applications

	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	Total
Planning Applications	24	37	35	24	30	25	175
Licensing Applications/Other	15	8	20	18	14	12	87
Section 61 Applications & Local Authority Agreements	9	18	8	9	4	17	65

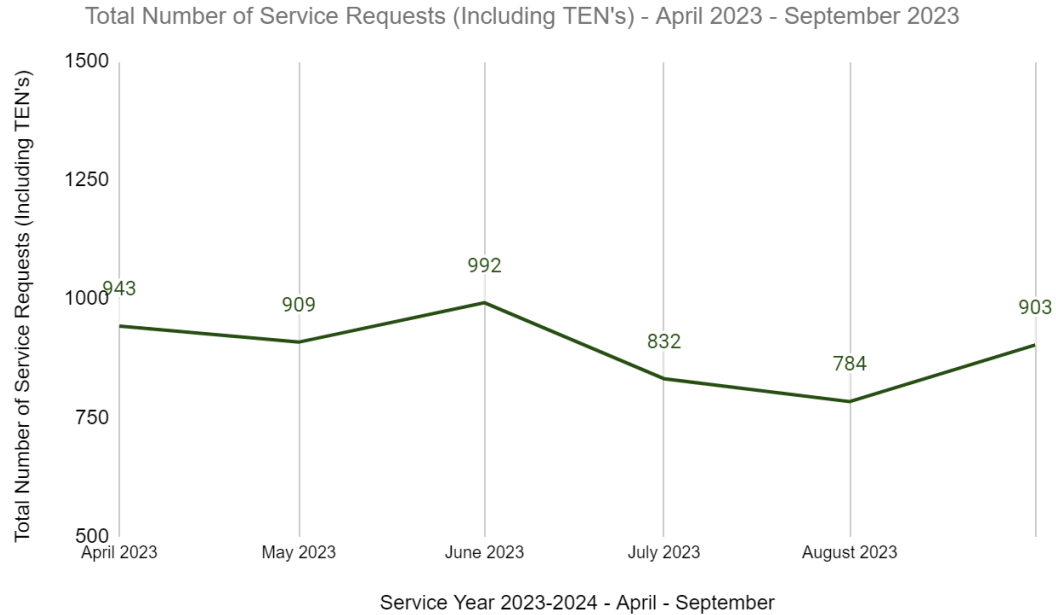
Table 8.0 - First Response Officer (FRO)

The data below shows a monthly breakdown of the service requests carried out by the First Response Officer since April 2023 to September 2023:

	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	Total
No. Complaints received by FRO*	191	178	210	205	211	198	1193
No. Site Visits Carried Out by FRO	98	75	83	79	92	68	495
No. Warnings Issued	17	27	27	34	24	43	172
No. Referrals made to Ward EPO**	7	15	21	24	16	21	104
No. Cases Closed by FRO	69	61	79	68	79	66	422

* Complaints received by the FRO are complaints which have not been previously investigated by a ward Environmental Protection Officer (EPO). ** Once these complaints are investigated, if it requires further enforcement action, either via the service of a Section 80 Abatement Notice or the submission of acoustic or noise management reports, the complaint is then referred to the ward EPO.

Total Number of Service Requests



The above graph shows the total number of Service Requests received by the service including all Planning Applications, Temporary Event Notices, Licensing Applications and Section 61 Applications. It does not however show all the 'Other' actions resulting from the miscellaneous service request, for example, service of notices, visits carried out by the First Response Officer and all other requests received by the service via internal communication or from third parties.

Temporary Event Notices (TEN's)

The total number of TEN applications received by the service from April 2023 to September 2023 observed a steady decline in the number of applications each month. However, this is still an insignificant reduction compared to the pandemic years and it is widely accepted that the industry is still in recovery from that period. However, the total number of TEN's received from the period of April 2023 to September 2023 is 928 and in contrast, in the same period during the previous service year (2022-2023), the total number of TEN's was 805. This is a 15.3% increase in the number of TEN's received for this service year. As an example for comparison purposes, during the first Pandemic year, 2020-2021, the number of TEN's received was 179 in total during the first 6 months of the year.

By comparison in the year before the pandemic, the number of TEN's for the first 6 months of the Service Year was 1267. Comparing this to this service year, 2023-2024, the service experienced a 26.8% decrease in the number of applications received for the first 6 months which confirms the industry's observation that the night time economy is still in recovery.

Table 9.0 - TENS over six months

Month (April 2023 - September 2023)	Number of TEN's	TEN's responded on target	Number of Objections	Percentage of Temporary Event Notices met within target (3 days)
April 2023	191	191	2	100%
May 2023	181	181	6	100%
June 2023	156	156	4	100%
July 2023	158	158	3	100%
August 2023	113	113	2	100%
September 2023	129	129	10	100%
Total	928	928	27	100%

Table 10.0 - Performance against Service Service Plan 2023/24 - 6 months update

Key Activity	Objective	RAG
Update of 2023-2024 Standard Operating Procedures	To review and update existing Procedures, this will also include new operating procedures.	
Digitization of Section 61 approvals on website via Earth light	The aim of the 'Digitisation Process' is to provide location sites within the borough of approved Section 61 Works, Street Works and Statutory Undertaking Works on an interactive map available on the Council web site. By making this information available to the public, it is envisaged that complaints regarding out of hours noisy works from construction works will be reduced. Members of the public will be able to check on the website if the works have been approved and will have all the information regarding the works such as completion time and date. Complainants will be directed to the map when they access the website to make a complaint.	
Construction Code of Practice	A draft Code of Practice is in progress based on benchmarked information from 3 leading Local Authorities. Due to the size of the document, project and consultation processes involved, the project is predicted to require 2 years to complete. In this period a number of internal and external consultations will be carried out as the document will have significant changes brought in to how Construction sites are managed and the involvement of internal departments such as Planning, Air Quality and Highways.	This is a 2 year project and target deadline is End of Q4 2024-2025
Section 61 Administrations Charge - Part of the Code of Practice for Construction Sites	A benchmarking exercise will be carried out by the service to look into other Local Authorities charging applicants for additional administration when a Dispensation or Variation is received for an existing S61 Consent. This will lead onto the service developing a similar administration charge process for dispensations and variations.	This is a 2 year project and target deadline is End of Q4 2024-2025
Noise Limiter Certification Programme	The Noise Limiter Certification Programme will address complaints emanating from premises which have a Noise Limiter installed to control their noise and to prevent disturbances to nearby residential properties. This chargeable service will provide certification on agreed sound levels for premises which will also assist addressing future complaints.	End of Q4 2023-2024 This project is in the final phase (Design of marketing material and training for officers).

Deliveries and Collections Policy	The London Borough of Hackney currently does not have a Policy for deliveries and collections from commercial premises in the borough. Therefore, the only way a noise complaint for early morning or late night delivery/rubbish collection can be investigated is by physically witnessing the noise amounting to a statutory nuisance in the complainant's property. As most of these incidents occur outside of service hours, the logistics required to witness the nuisance is very difficult. The introduction of a unified policy for early morning and late night collections and deliveries will remove this obstacle in addressing these complaints.	This project will be started at the start of Q3 due to the demand of the Service. Please note that this project will require additional consulting, internal and with the public. Therefore, although the project will be completed, the project cannot be launched until both consultations are completed.
Income Revenue Generation	Methods of income generation will be explored further.	
Online Submission of Section 61 Applications - Part of the Code of Practice for Construction Sites	Develop an online application submission portal to process Section 61 Applications. This will work inline with the Digitization Process mentioned above. This was a key development in the Service Plan for Year 2019-2020. However, development was delayed to the new Hackney Website prioritising more front line services for development.	

Table 11.0 - Projects

Activity	Objective	Target
Seasonal Operations	Carry out joint site visits with Licensing and Trading Standards to concerned premises prior to the start of the Christmas festive period. Aim of the visit is to make sure that the premises is prepared for any events they may have during this festive period.	This project will be initiated for the upcoming festive period.
River Lee - Bank Side Enforcement	Carry out joint patrols of the banks of the River Lee with officers from the Enforcement Team. Issues have been raised in previous years regarding Noise and ASB being caused by moored boats.	This project will be initiated in Q4
Licensing and EP Joint Visits	Carry out joint visits with the Licensing Team on a monthly basis to concerned premises, events being held in the borough and to also unlicensed sites.	On target
Police Operations	Participate in Police Operations in the Borough such as the recent Operation TYBO and LAGANA	As required

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Business Regulation (TS)
Six month update (01/04/2023 - 30/9/2023) Performance against Priorities 2023/24

TRADING STANDARDS

Table 4.0 - Trading Standards - Performance against Service Key Performance Indicators 2023-24 - 6 month update (01.04.23- 30.9.23)

KPI	Frequency of Reporting	Target	RAG
High Risk Inspections	Monthly	100% by 31 st March 2024	
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2024	
Complete all Animal Feed inspections by the end of year. (Statutory visits under Food Standards Agency)	Monthly	100% by 31 st March 2024	
Minimum 6 Weights and Measures inspections (Statutory requirement from National Measurement Office)	Monthly	100% by 31 st March 2024	

Table 5.0 - Trading Standards Performance against Service Service Plan 2023/24 - 6 months update

Item no	What are the priorities?	Where to intervene?	Update	RAG								
1	High Risk Visits	To visit 100% of the high risk inspections by 31st March 2024. Monthly reporting.	<p>Trading Standards have visited 100% of the high risk inspections in Q1 & Q2.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>42</td> </tr> <tr> <td>Q2</td> <td>52</td> </tr> <tr> <td>Total</td> <td>94</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	42	Q2	52	Total	94	
Quarter	Number of Visits											
Q1	42											
Q2	52											
Total	94											
2	Upper Medium Risk Visits	To visit 100% of the Upper Medium risk premises by 31st march 2024. Monthly reporting.	<p>Trading Standards have visited 100% of the Upper Medium risk inspections in Q1 & Q2.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46</td> </tr> <tr> <td>Q2</td> <td>66</td> </tr> <tr> <td>Total</td> <td>112</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	46	Q2	66	Total	112	
Quarter	Number of Visits											
Q1	46											
Q2	66											
Total	112											
3.	Underage sales programme	Maintain the reduction in underage drinking to combat anti-social behaviour and to promote the health and well-being of young people. The target is to conduct 4 operations a year. One a quarter.	From 1/4/2023 to 30/9/2023 there have been 4 test purchase operations conducted. The products ranged from alcohol, knives and tobacco and vaping goods. There were more sales this period, 3 alcohol, 5 vapes, one knife and 1 tobacco and 1 sale of a Vape item to a minor. This completes the annual target of 4 operations. However, more operations are planned.									

4.	Tobacco Control	<p>Reduction in illegal sales and the use of tobacco in support of government efforts to encourage smoking cessation.</p> <p>To participate in appropriate/related health initiatives.</p>	<p>Trading Standards alongside partners in Public Health joined forces in the fight against illegal tobacco. Public Health currently funds one post to combat illegal tobacco and alcohol.</p> <table border="1" data-bbox="792 320 1720 1214"> <thead> <tr> <th data-bbox="792 320 1395 379">KPI</th> <th data-bbox="1395 320 1581 379">Q1</th> <th data-bbox="1581 320 1720 379">Q2</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 379 1395 472">No of premises from which tobacco was seized per quarter and advice given to retailers</td> <td data-bbox="1395 379 1581 472">6</td> <td data-bbox="1581 379 1720 472">3</td> </tr> <tr> <td data-bbox="792 472 1395 531">No of cigarettes seized</td> <td data-bbox="1395 472 1581 531">15,000</td> <td data-bbox="1581 472 1720 531">2500</td> </tr> <tr> <td data-bbox="792 531 1395 590">Volume of hand rolling tobacco seized in kg</td> <td data-bbox="1395 531 1581 590">1.5</td> <td data-bbox="1581 531 1720 590">0.3 kg</td> </tr> <tr> <td data-bbox="792 590 1395 649">Volume of shisha seized</td> <td data-bbox="1395 590 1581 649">2.5</td> <td data-bbox="1581 590 1720 649">0.5 kg</td> </tr> <tr> <td data-bbox="792 649 1395 742">Value of hand rolling kg</td> <td data-bbox="1395 649 1581 742">£1712.50</td> <td data-bbox="1581 649 1720 742">£832.00</td> </tr> <tr> <td data-bbox="792 742 1395 901">Volume of alcohol seized</td> <td data-bbox="1395 742 1581 901">1.5(L)</td> <td data-bbox="1581 742 1720 901">3(L)</td> </tr> <tr> <td data-bbox="792 901 1395 1121">Value of alcohol seized</td> <td data-bbox="1395 901 1581 1121">Counterfeit £16.00</td> <td data-bbox="1581 901 1720 1121">£27.00</td> </tr> <tr> <td data-bbox="792 1121 1395 1214">No of test purchases for under age sales of tobacco and alcohol</td> <td data-bbox="1395 1121 1581 1214">45</td> <td data-bbox="1581 1121 1720 1214">32</td> </tr> </tbody> </table>	KPI	Q1	Q2	No of premises from which tobacco was seized per quarter and advice given to retailers	6	3	No of cigarettes seized	15,000	2500	Volume of hand rolling tobacco seized in kg	1.5	0.3 kg	Volume of shisha seized	2.5	0.5 kg	Value of hand rolling kg	£1712.50	£832.00	Volume of alcohol seized	1.5(L)	3(L)	Value of alcohol seized	Counterfeit £16.00	£27.00	No of test purchases for under age sales of tobacco and alcohol	45	32	
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5	Animal Feed	Ensure any animal feed issues are dealt	Trading Standards have visited 16 out of 29 registered premises up to the end of Q2.																												

		with effectively and efficiently.	<table border="1"> <thead> <tr> <th>Quarter</th> <th>No of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>8</td> </tr> <tr> <td>Q2</td> <td>8</td> </tr> <tr> <td>Total</td> <td>16</td> </tr> </tbody> </table>	Quarter	No of Visits	Q1	8	Q2	8	Total	16	
Quarter	No of Visits											
Q1	8											
Q2	8											
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6.	Weights & Measures	Ensure a minimum of 6 Weights & Measures inspections. (Statutory requirement from National Measurement Office)	<p>Trading Standards have visited 44 premises to the end of Q2 with respect to weights & measures inspections. This program is ahead of the minimum of 36 for this period.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>21</td> </tr> <tr> <td>Q2</td> <td>23</td> </tr> <tr> <td>Total</td> <td>44</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	21	Q2	23	Total	44	
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Q2	23											
Total	44											
7.	Consumer Advice and Education	<p>Promote the Service and deliver advice to residents and businesses.</p> <p>Respond to consumer complaints and service requests.</p>	<p>Officers have undertaken Operation Liberal visits on building sites. Officers spoke to both householders and builders checking on consumer rights and information provided.</p> <p>Two outreach events have been held as part of the tobacco project with the stop smoking service to highlight illegal tobacco.</p> <p>Trading Standards will provide advice to minimise the risk of our elderly citizens from becoming victims of scams and rogue traders. TS will conduct a specific safety project this winter.</p>									
8.	Product Safety	Target of one project.	TS will be undertaking a safety project aimed at older residents this year. The main focus of the campaign will be on products pertinent to the autumn/winter period such as portable heaters, electrical blankets and Christmas lights, and the target audience will be consumers who may be particularly vulnerable to product safety risks, including but not restricted to those with protected characteristics, the digitally excluded and those impacted by the cost-of-living crisis. The team has received £10,000 funding from NTS for this work.									

			The team continues to receive and act on OPSS referrals regarding goods imported by companies within the borough have been actioned. A number of these are for businesses based at Mail Forwarding/registered office addresses, which makes it very difficult to take action or advise the trader as they are based abroad mainly in China.	
9.	LTS week	Participation in London Trading Standards(LTS) week	<p>All members of the team were involved in parts of the work during the LTS week. The week consisted of the following areas of work:-</p> <ul style="list-style-type: none"> • Visit areas in the borough at building sites with scaffolding which historically there have been issues with rogue traders to ensure traders were aware of consumer cancellation rights and had provided appropriate paperwork. • Visits to premises for illegal tobacco and vapes, leading to the seizure of illegal products. • Ten letting agents were visited as well as five agents' websites to ensure legal compliance. • Checks were carried out at garages selling used tyres as part of the cost of living work to ensure the goods supplied were safe as well as checking descriptions and pricing in premises around the borough. 	
10.	Lettings	Conduct three visits to lettings agents per quarter and to deal with any complaints regarding letting agents	This target has been achieved. Visits and revisits have been undertaken with possible action being taken against a number of agents who were non compliant. Client Money Protection schemes protect client money (such as rent and deposit monies) which is received by agents. These schemes make sure landlords and tenants are compensated if an agent cannot repay their money, for example if an agent goes into administration. Work is ongoing to cover client money protection legislation and to ensure all memberships required are renewed.	
11	Tackling Counterfeit Goods	Reduce the level of non-compliance and raise awareness through appropriate publicity.	<p>Project/Monitoring of traders in Ridley Road and Hackney Road is ongoing.</p> <p>Traders have been checked to ensure licences are displayed as well as them showing ownership details. In addition traders were asked to ensure all prices are displayed. Traders are checked to ensure no illegal counterfeit or unsafe items are displayed. Those traders who do not comply are subject to longer term investigation.</p> <p>Multi Agency Operation seizure of counterfeit/unsafe electrical chargers from three premises have been planned for Q3 and Q4 and will be arranged with brand representatives. These will be intelligence led.</p>	

			Further monitoring of Hackney markets will continue as the festive season approaches.	
12.	Operation Liberal	Conduct visits at various building sites	Operation Liberal visits were conducted during LTS week looking for rogue traders speaking with businesses. Scams team referrals within Hackney for local residents being taken in by scam mail and sending of payments to these companies. Victims will be visited for advice and guidance. Ensure information for residents is updated and current scams are advised and leaflet on cash back scams notified.	
13.	Use of communications to raise awareness of the work of the service and provide improved information for residents and businesses.	Contribute articles to suitable internal publications. Website information to be maintained and updated as necessary. Suitable information for press releases to be passed to the Communications Team.	<p>One article has been published on the council website, another article is with them to be sent out.</p> <p>The team has been sending information to the press team and social media coverage.</p> <p>The TS team has also been involved with the BBC news service appearing on the news in an article on youth vaping.</p> <p>The team has also been involved in meetings with the Office for Health and Disparities(OHID) around a ministerial visit, which could not take place due to restrictions associated with the Mayoral election.</p>	
14.	Carry out Licensing checks	Ensure compliance with licensing principles.	The service continues to process Licensing applications as a Responsible Authority. Licensing applications and variations received have been responded to on time, five voluntary variations to application have been submitted and accepted by the applicant. Most applications now have terms required included in initial documents. The 'reduce the strength' condition is now being requested for off licences now.	
15.	Intel gathering	Prepare IDB intelligence reports where appropriate	IDB stands for Intelligence Database. This system is used by most Trading Standards authorities. These IDB reports are uploaded by officers throughout the country from complaints received from the public. Most of these are received from the citizen advice service. At regional managers meetings the number of reports generated are reported and they analyse these reports to drive regional priorities. This is an ongoing request to officers to increase the intelligence so that the team using CitA Data and IDB data can take a full intelligence led approach.	

16.	Enforcement actions	One Formal action per officer	Investigations are ongoing. Cases related to Trade Marks offences have an unlimited time limit but staff are on target to submit at least one report within one year.													
17.	POCA	Complete two financial investigations. Train three financial investigation officers	<p>The three trainees are completing the work required to obtain their qualifications and complete their Personal Development Plans to obtain authorisation. The officers have completed the Financial Investigation section of their training.</p> <p>Two Stoke Newington landlords have been hit with a £49k confiscation after building two flats illegally and renting them out to tenants The two flats at 63 Stoke Newington High Street, London N16 8EL, were constructed outside of the requisite planning permission obtained.</p>													
15.	Complaints and service requests	Respond to complaints and service requests.	<p>To the end of Q2 2022 there were a total of 195 consumer complaints received from members of the public.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Referrals*</th> <th>Other**</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2023-2024 Q1</td> <td>169</td> <td>657</td> <td>826</td> </tr> <tr> <td>2023-2024 Q2</td> <td>138</td> <td>678</td> <td>816</td> </tr> </tbody> </table> <p>*Consumer Direct referrals are sent to the service for action by the service if necessary. They may also be used for intelligence.</p> <p>**Notifications are sent to the service for intelligence only. They are reviewed and may lead to follow up work if there are any patterns found. Most of the complaints described as Other are notifications.</p>	Year	Referrals*	Other**	Total	2023-2024 Q1	169	657	826	2023-2024 Q2	138	678	816	
Year	Referrals*	Other**	Total													
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16.	No of scam victims supported	Total no of victims identified in the month by the NTS National Scams Team	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>13</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Total</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number	Q1	13	Q2	0	Total	13					
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