

Performance Against Priorities 2016/17 update

Table 1. Food Safety and Trading Standards

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		Completed	
3.	There is a high level of imported foods from non-EU countries entering the borough, either directly imported by businesses or by third parties located elsewhere. Some of these foods can be illegal (i.e. banned from importation, processed in a way that contravenes EU legislation, or they do not comply with compositional or labelling requirements).	To use intelligence led information to target illegal food activity in the borough and using historical knowledge to concentrate efforts on Ridley Road market.	<p>The service took part in a five borough co-ordinated action day on the 30th April 2016 and visited local butcher's shops to ensure that they were not handling and selling unfit or illegal meat. Hackney focussed on Ridley Road. Four premises were visited and although no food fraud or illegal meat was found, further action days are planned for the remainder of the year.</p> <p>A further action day took place on the 21st October 2016. Eight premises were visited, 4 butchers and 4 African retailers. No food related offences were noted at the butchers shop. However at the four African retailers goods were for sale that are prohibited on the <i>list of increased levels of official control on imports of certain feed and food of non-animal origin</i> produced by the European Union some non-contraventions were noted for incorrect labelling of loose food products, meat products without the correct documentation and the sale of Palm Oil. All goods were surrendered and removed from the premises. The food businesses operators were warned and informed of the correct checks that need to be implemented to ensure goods are only imported from recognised EU establishments</p>	
4.	The number of food businesses in the borough, subject to food hygiene controls, has risen by approximately 17% from 2,535 in April 2015 to 2954 in April 2016. 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.	New applications are managed to ensure that only those businesses that are operating are maintained on the database for inspection. At the end of Q4 2016/17 there were 72 unrated premises. The Service has determined that no more than 70 unrated premises should be on the database at any one time. The Service is confident that figure can be maintained,	
5.	Hackney participates in the National Food Hygiene Rating Scheme (FHRS). The scheme is designed to give the public information about local	All high risk premise rated category A-C are visited every 6-18 months.	Data is uploaded to the FSA National website every fortnight. Rating can be viewed at www.ratings.gov.uk	

Appendix 1

	food businesses so that they can make informed choices about where they eat locally (and nationally).			
6.	Broad Compliance with Food Safety Legislation	The end of year target for the service is to have 80% of all businesses inspected to be broadly compliant.	At the end of Q4 85% of premises were broadly compliant with food hygiene.	
7.	This Service was awarded a grant by the Food Standards Agency (FSA) to tackle food fraud in Hackney. The project was set out over five phases and started in April 2014. Phases 1 & 2 of the project were completed. However, the project was unable to move to phase three due to operational issues and the project stalled in 2015.	The Service will continue to routinely deal with the occurrence of food fraud in the Borough, undertaking enforcement activities to remove illegal food from the food chain. This takes place during routine food inspections, following a complaint or service request or as part of proactive enforcement days undertaken by the Service.	<p>A meeting with the FSA in April 2016 agreed a way forward that both sides would work to. However after further review it was considered that the project in the form of the FSA submission was not the way forward for Hackney. Action days held this year in April and October 2016 have not revealed any issues of concern. The work completed in phases 1 & 2 has stood up well and the traders have been adhering to the advice given. In addition, action days held since the project began have also not revealed an issue with food fraud in the borough. Further, the recent intelligence received by the food fraud officer has also revealed that food fraud is not actively taking place in Hackney. The EH team have a presence in the Ridley Road market in the form of a EHO responsible for Dalston ward and this has acted as a deterrent to those considering trading in illegal meats.</p> <p>The way forward for Hackney is to broaden the food fraud scope to include alcohol, rice, fish, olive oil, etc. Also the subject needs to be integrated in to the work streams of other teams such as Trading Standards, Licensing Enforcement and Public Health.</p> <p>Although the FSA funded project has not progressed the Service have been proactively undertaking a programme of action days specifically targeting traders in Ridley Road, and butchers and importers to ensure compliance.</p> <p>A work programme is currently being developed with a view for inclusion the work streams of the departments highlighted in 2017/18.</p>	
8.	This Service will continue to support the work of	This project will look to target	This project is led by Trading Standards and to date there has	

Appendix 1

	HMRC, and work with partners on observance of National Minimum Wage in Hackney to raise awareness with employers and workers to ensure the payment of at least the National Minimum Wage (NMW).	business premises where there is a suspicion that the NMW is not being paid for example Vietnamese wholesalers/retail businesses/restaurants, Turkish restaurants and nail bars.	been no progress. Following a meeting with HMRC officers in April 2016, 800 nudge letters were sent to traders, to remind traders of their duties with respect to the national minimum wage and the national living wage. Letters were sent to the remaining traders in September. A series of Webinars are planned for later in the year	
9.	Participation in Food Safety Week (week beginning 4 th July 2016).	Provide education, advice and support to target consumer groups and food businesses	The theme for food safety week was about food waste. During Food Safety week, officers visited a number of luncheon clubs and nursery's to inform the users on the importance of food waste and understanding durability date coding. An event was also held at Tesco supermarket, Mare Street in conjunction with colleagues from Waste Enforcement where the message was conveyed to customers of Tesco.	
10.	Use of the Training Centre to improve food hygiene broad compliance.	The training centre will support businesses by making food hygiene training accessible to food businesses in the borough and particularly to those that are not compliant or are subject to enforcement action due to the serious risks of their food operation.	104 food handlers from businesses in Hackney have completed the level 2 in Food Hygiene to date. A Service Level Agreement with the Hackney Learning Trust (HLT) has been established to deliver food hygiene training through to July 2017. To the end of March 2017, 90 HLT colleagues have been successfully trained	
11.	Primary Authority Principle (PAP)	This Service will look to engage businesses to establish a PAP to support businesses, raise standards and ensure a consistent approach to enforcement.	This Service held discussions with London Union the organisation responsible for Street Feast, five Points Brewery and Climpson & Sons. The businesses decided not to take up the offer to formalise a PAP. The Service will continue to reach out to further organisations in the anticipation of realising a formal PAP agreement.	
12.	Businesses Consultation	To engage businesses in Hackney who are looking to improve their businesses and to raise their compliance levels	This new role has is providing consultancy support to 12 businesses. Providing Safer Food Better Business coaching, assistance with Hazard Analysis Critical Control Points (HACCP) development, advice to architect on new kitchen plans and food hygiene training.	
13.	Additional visits will be undertaken where follow		414 revisits completed in 2016/17.	

Appendix 1

	up/formal action is required as a result of serious contraventions found at the time of a primary inspection.			
14.	It is expected that the Service will receive over 1000 service requests in 2016/17		1345 service requests have been received in 2016/17	
15.	Food sampling will be carried out in a programmed way, in response to complaints and referrals but also during or following inspections and in accordance with the food sampling policy procedure.		85 samples were taken in 2016/17.	
16.	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.		325 Infectious Disease notifications received in 2016/17.	
17.	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.		Food alerts issued by the Food Standards Agency have not require a response from the Service.	
18.	The Borough hosts a large number of annual festivals and other outdoor events 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.	Participation at HEAT to consider all large scale events that take place in Hackney.	5 HEAT meetings have taken place 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.	

Table 2. Trading Standards

Item no	What are the priorities?	Where to intervene?	Update	RAG
1.	Underage sales programme	Maintain the reduction in underage to combat anti-social behaviour and to promote the health and well-being of young people.	Trading Standards visited 100% of the high risk premises. The target was achieved. Overall 426 visits were conducted.	
2.	Tobacco Control	Reduction in illegal sales and the use of tobacco in support of government efforts to encourage smoking cessation. To participate in appropriate/related health initiatives.	Three Action days were conducted with Wagtail dogs. Two Wagtail operations have been conducted. The Shisha operation has been deferred until November 2017.	
3.	Animal Feed	Ensure any animal feed issues are dealt with effectively and efficiently.	A database of registered premises has been created however and the service did not visit six of the premises.	
4.	Consumer Advice and Education	Promote the Service and deliver advice to residents and businesses. Role play event. The theme would be electrical safety. Respond to consumer complaints and service requests.	A Winter Warmer event was held by Hackney Council for over 55s at Stoke Newington Town Hall N16 0JR on Thursday 26th Jan 2017. Trading standards provided advice to minimise the risk of our elderly citizens from becoming victims of scams and rogue traders.	
5.	Product Safety		Two traders were found guilty of selling banned cosmetics containing hydroquinone and mercury, high dose prescription only steroid creams and counterfeit cosmetics.	
6.	Tackling Counterfeit Goods	Reduce the level of non-compliance and raise awareness through appropriate publicity.	Monitoring of Ridley Road and Hackney Road is ongoing. In addition online compliance is also being monitored.	
7.	Use of communications to raise awareness of the work of the service and provide improved	Contribute articles to suitable internal publications.	One article published regarding Gunners off licence. London trading Standards conducted various media events	

Appendix 1

	information for residents and businesses.	Website information to be maintained and updated as necessary. Suitable information for press releases to be passed to the Communications Team.	on the issue of skin lightening including all day television coverage. Prosecution of 2 high profile skin lightening suppliers appeared in media.	
8.	Partnership working - opportunities to be identified for joint working with external stakeholders and also for external funding	Raise service profile by attending relevant partnership meetings, improved stakeholder engagement and external/match funding achieved.	A consistent presence at inner LOTSA meetings has been achieved.	
9.	Education of identified vulnerable groups in conjunction with partner agencies	Education of residents thereby reducing the impact of scams and doorstep crime.	As stated Trading Standards participated in Winter Warmer event.	
10.	Carry out Licensing checks	Ensure compliance with licensing principles.	The service are processing the Licensing applications as a Responsible Authority. They are mostly processed on time.	
11.	Co-ordination with the Licensing Team	Improved working between teams in the division.	The service have not carried out any joint activities with the licensing team. Planned joint action scheduled for following year.	
12.	Service Improvement	Improved internal processes	Procedures and process maps have been developed.	
13.	Complaints and service requests	Respond to complaints and service requests.	From April 2016 – March 2017 there were a total of 2795 consumer complaints received from members of the public. This is down from 2844 for the previous year. The Service uses the Intelligence Operating Model and reviews the complaints to identify projects such as lettings. Business requests have been processed within target of 10 working days. Officers recording on Civica APP will be improved by the use of new codes which have been developed There has been a decrease in the number of service requests received by the service in the last two years. In 2016/17 year there were 333 and, for the same period in the preceding year, there was 385.	
14.	Visits	Visit all high risk premises due for an inspection.	151 high risk inspections carried out. This target has been met.	