

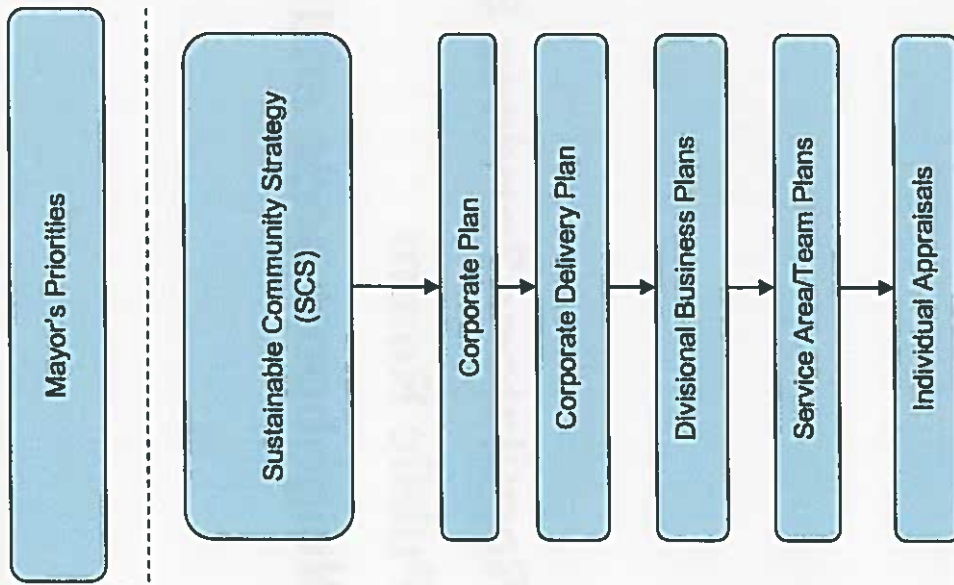


London Borough of Hackney

Regulatory Services Service Plan 2016/17
Public Realm
Neighbourhoods and Housing

March 2016

How the Service Links to Corporate Priorities



Hackney's Vision: A place for everyone

<p>Mayor's Priority 1:</p>	<p>Making Hackney a place where everyone can succeed, through a first class education, investment and jobs, and providing support to those who need it most.</p>
<p>Mayor's Priority 2:</p>	<p>Making Hackney a place that everyone can enjoy, with clean, safe streets, excellent parks and public services and a great quality of life for all who live here.</p>
<p>Mayor's Priority 3:</p>	<p>Making Hackney a place where everyone can contribute, through listening to residents, and involving them in the decisions we make and things we do.</p>
<p>The 2008-2018 Sustainable Community Strategy has six priorities:</p>	
<ol style="list-style-type: none"> 1. Reduce poverty by supporting residents into sustainable employment, and promoting employment opportunities. 2. Help residents to become better qualified and raise educational aspirations. 3. Promote health and wellbeing for all, and support independent living. 4. Make the borough safer, and help people to feel safe in Hackney. 5. Promote mixed communities in well-designed neighbourhoods, where people can access high quality, affordable housing. 6. Be a sustainable community, where all citizens take pride in and take care of Hackney and its environment, for future generations. 	

1.1 The Purpose of the Team

Regulatory Services' key role is to actively provide support, advice and information to businesses whilst targeting enforcement activity against those who put public health and the local economy at risk. Regulation is often perceived to be a barrier to business development and growth, a key focus for Regulatory Services is to break down both actual and perceived barriers and support business development. This includes utilising the contacts the service has with businesses to help support and signpost them to other support networks and combine this with appropriate enforcement activity. The Service comprises the following teams:

Trading Standards Service: responsible for enforcing and advising businesses and consumers within Hackney on legislation relating to trading practices. The team investigates scams and fraud, and supports legitimate businesses in meeting statutory duties related to fair trading, consumer safety and weights and measures, as well as helping consumers in respect of consumer credit. **Mayor's Priority 2 Sustainable Community Strategy priority 3 & 4.**

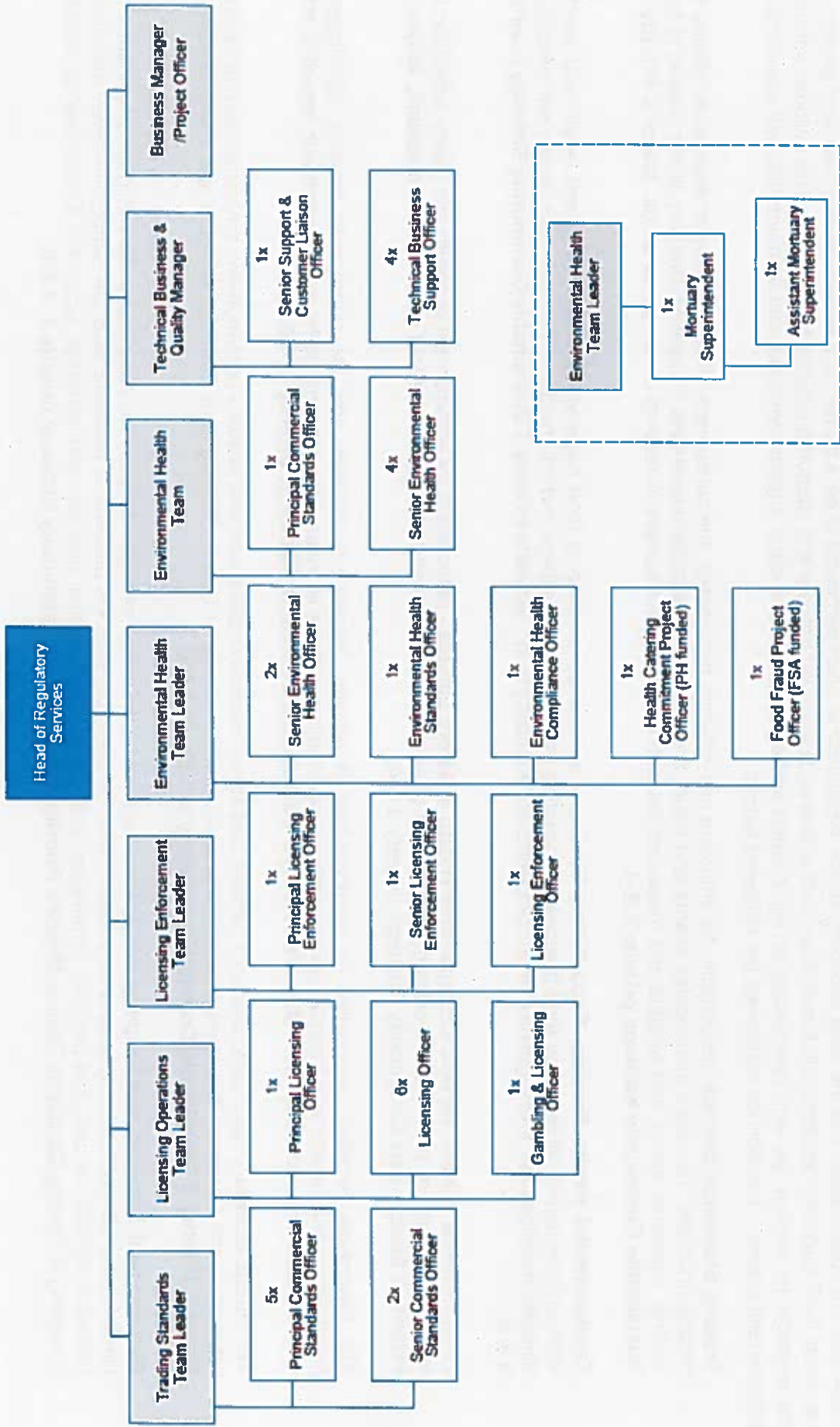
Environmental Health Service: Food Safety Service - undertakes a range of food hygiene, food standards and health and safety interventions across all Hackney food businesses including the provision of advice and information. The team also carries out infectious disease investigations, investigation of food complaints and sampling work. **Mayor's Priority 2 Sustainable Community Strategy priority 3 & 4.**

Environmental Health Service: Occupational Health & Safety Service - responsible for enforcement of health and safety legislation in all relevant Hackney businesses including the provision of advice, information and investigations about work related complaints. **Mayor's Priority 2 Sustainable Community Strategy priority 3 & 4.**

The Licensing Service: responsible for ensuring that all relevant Hackney businesses hold the appropriate licences, certificates, registrations and comply with the rules and conditions appertaining to those licences. Also responsible for enforcement with regard to any unauthorised licensable activities. **Mayor's Priority 2 Sustainable Community Strategy priority 3, 4 & 6.**

The Public Mortuary: the Public Mortuary handles and stores Hackney's deceased and ensures post-mortems are carried out for deaths referred by the Coroner. The service is part of a consortium consisting of London Boroughs of Camden, Islington and Tower Hamlets. **Mayor's Priority 2 Sustainable Community Strategy priority 3, 4 & 6.**

Bereavement Services and Property Protection: Bereavement Service arranges funerals for people who die within the boundaries of Hackney that do not have anybody willing/able to do it for them; protects the property of residents who are temporarily away from their homes in hospital or care and provides front-facing and back office technical business/administrative support to Environmental Health, Licensing & Trading Standards Teams. **Mayor's Priority 2 Sustainable Community Strategy priority 3, 4 & 6.**



2 WHERE WE ARE NOW – LOOKING BACK ON 2015/16

2.1 Performance Profile 2015/16

Regulatory Services has a key performance indicator regarding customer satisfaction for Environmental Health, Licensing and Trading Standards.

The performance indicators for the service areas set out how well the service performed against a range of criteria, measures, targets and customer expectations.

Ref	Cabinet Member	Manifesto Commitment	Milestones
61	Cllr Linden	We will review the Council's Licensing Policy, developing a balanced response to pubs and clubs that tackles anti-social behaviour and crime.	<ul style="list-style-type: none"> - Draft Policy developed and consulted on between 25 May and 14 August 2015 - The existing Policy was re-adopted by the Council on 25 Nov 2015 with a view to carrying out further substantive stake holder engagement before consulting on a revised policy.
145	Cllr Linden	We will continue to press for ensuring at least the national minimum wage is paid by employers	<ul style="list-style-type: none"> - Partnership working with HMRC, Police, Home Office and other Regulatory Services was deferred pending a meeting due to a lack of intelligence.

Key Achievements and Outcomes from 2015/16

Action	Output	Outcome
Undertake the Council's food safety enforcement authority function and provide advice to businesses and the public on food safety matters.	Food premises inspection programme. Delivery of topic based support projects for business.	Inspection performance 100% of high risk category A&B premises. Achieved 83% of premises broadly compliant in food hygiene exceeding the target of 75%. 30% reduction in unrated premises.
Provide training to businesses on food safety matters.	Delivered 13 training session to 129 food handlers. Generated revenue of £10,650.	Improved food hygiene standards contributing to improved percentage of broad compliant food premises.
Undertake the Council's health and safety enforcement authority function and provide advice to businesses and the public on health and safety.	Health & Safety inspection programme. Delivery of topic-based support projects for business.	Inspection performance 100% of high risk category A premises.
Licensing Activity.	Draft policy developed. Public consultation carried out between 25 May and 14 August 2015. Efficient licensing processes in place	Existing Licensing Policy was re-adopted in November 2015. 2000 Highways licenses issued, 2000 TENs applications received and 68 sub-committees held.
Partnership working.	Optimised joint and partnership working. Commitment from partners. Improved service delivery and opportunities, reduced cost and greater efficiencies.	Carried out a series of evidence-led projects and activities, including: Healthy Catering Commitment with the Public health Team to improve healthy options/choices in takeaways near target schools;

		<p>Action days in Ridley Road supported by the FSA to monitor and regulate against food fraud and illegally imported food;</p> <p>Funding from the FSA to encourage the display of food hygiene ratings in 3 above hygiene rated premises;</p> <p>Joint consistency inspection with environmental health colleagues from the London Borough of Waltham Forest;</p> <p>Working with the Police 'Operation Trident' to tackle crime disorder knife crime.</p>
Under Age Sales	Five test purchase action days in partnership with the Police	<p>From the five action days, four sales were made for age restricted products. In April and December there were two sales of alcohol. In May there was a sale of a knife and in October there was a sale of fireworks which has been submitted for prosecution. In April the service received the result from a previous case, a trader received a fine of £2700 for selling alcohol to minors.</p>
Work to combat the supply of illicit tobacco	Two separate days of visits to traders in Hackney, these took place in October and February.	<p>From the visits conducted in October four out of six traders were found to have illicit tobacco. The visits conducted in February the results improved to only one premises from six visits had illicit tobacco.</p>
Work to combat the supply of counterfeit goods	Regular inspections of traders	<p>The Trading Standards service secured a prosecution against a trader in Hackney who was found guilty of selling counterfeit merchandise. The fine was £10,000 and costs were awarded for £19,665.72.</p>

<p>Review of Gambling Statement of Principles (Policy)</p>	<p>Policy revised and public consultation carried out between 20 July and 4 September 2015</p>	<p>Policy adopted by Council on 25 November 2015.</p>
<p>Partnership working</p>	<p>Optimised joint and partnership working.</p>	<p>Commitment from partners.</p>
	<p>Proceeds of Crime financial investigations in partnership with the Planning Service</p>	<p>Improved service delivery and opportunities, reduced cost and greater efficiencies</p>
		<p>A confiscation order of £700,000 was achieved for illegal residential development and £38,000 for unauthorised conversion (NB: One third of the proceeds come to the Council).</p>
<p>Licensing Enforcement Responsible Authority representations</p>	<p>Licensing Enforcement reviewed the licence of the former Texaco Petrol Station in Shoreditch and successfully defended the decision to revoke at the appeal hearing.</p>	<p>£25,000 costs awarded to Council. Premises no longer permitted to sell alcohol or provide late night refreshment. Decision received national press coverage and is considered to be influential with regard to future licensing reviews.</p>
<p>Illegal gaming machines seizures</p>	<p>Licensing Enforcement worked with the Police and Gambling Commission in an operation to remove illegal gaming machines from premises in Hackney.</p>	<p>Licensing Enforcement Responsible Authority reps increased by 30%.</p>
<p>Bereavement Service</p>		<p>38 machines seized and subsequently destroyed. Further operation planned.</p>
		<p>The Service received 57 referrals and undertook nine property searches on behalf of Homerton Hospital.</p>
		<p>The Public Mortuary stored 233 bodies and carried out 186 post mortems.</p>

	response to works affecting the highway.		
Increased awareness of cross-service priorities	<ul style="list-style-type: none"> • Checklist for visits to include: <ul style="list-style-type: none"> - human trafficking - brothels - national minimum/living wage - illegal workers - Public Health and Prevent 	AF	All
Developing manager and leadership skills.	<ul style="list-style-type: none"> • Attendance at management training • Managers undertaking their staff appraisals on time • and regular one-to-ones • Managing staff absence and reducing sickness • Performance management and reporting. 	AF	
Review of fees and charges	Review fees and charges in light of recent case law and legislative guidance.	DT/Sutha Kathiresan (SK)	
Website review including Public Registers	Review and update website content as appropriate.	Subangini Sriramana (SS)	

Licensing Service

Objectives	What we will do	Purpose	Lead officer	Key corporate activity
<p>Substantive consultation ahead of a review of Statement of Licensing Policy</p>	<ul style="list-style-type: none"> • Produce timescales and scoping prior to consultation. • Produce draft document and supportive documentation for consultation. • Consultation with key stakeholders and prepare report for Licensing Committee 	<p>To set out the principles applied when considering applications under the Licensing Act 2003 whilst promoting the 4 licensing objectives.</p> <p>To manage the growth of the vibrant night time economy.</p> <p>To support a safe and vibrant night time economy and growth of the hospitality sector.</p> <p>To manage the impact of anti-social behaviour and nuisance.</p> <p>To reduce negative impacts of alcohol on health, wellbeing and quality of life for consumers and residents.</p>	<p>DT/Channing Riviere (CR)</p>	<p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p> <ul style="list-style-type: none"> • By promoting and participating in initiatives that provide business support; • By producing guidance and advice; • By providing an efficient, effective and quality service to both businesses and consumers; • By working with partners to promote the provision of a safe visitor economy within the community; • By utilising new ways of working and available technology to increase efficiency;
<p>Consider the introduction of the Late Night Levy to provide additional policing of the night time economy.</p>	<ul style="list-style-type: none"> • Review of scheme and powers taking into account and exploring lessons learnt and best practice from the levies in Islington, Camden and Newcastle. • Report on Levy to the Council • Collaborative working with Community Safety, other external agencies, local authorities and local 	<p>To support a safe and vibrant night time/hospitality economy.</p> <p>To support the work of community safety to reduce crime, anti-social behaviour and other nuisance.</p>	<p>DT</p>	<ul style="list-style-type: none"> • By generating revenue; • By assisting the business community to comply with legislation; • By investigating and resolving complaints; • By ensuring all licensed premises abide by their licence conditions;

<p>Licensing regulation and Licensing as a Responsible Authority</p>	<p>businesses and communities.</p> <p>Undertake a programme of risk-based inspections of premises and in respect of individuals to ensure compliance with licensing legislation and undertake appropriate enforcement action as necessary.</p> <p>Deliver effective enforcement action against those contravening licensing requirements:</p> <ul style="list-style-type: none"> • Joint inspection/ interventions with other services respect of betting shops including test purchasing. • Fulfilling Responsible Authority Role and working with other Responsible Authorities at Licensing Operations Enforcement Group (LOEG) • Review and respond to consultations, and make representations where necessary. • Respond to allegations of unauthorised activities and similar licensing related issues 	<p>To provide effective administration on all licensing applications.</p> <p>To minimise negative impact such as such as nuisance, crime/ disorder and anti-social behaviour.</p> <p>To minimise public safety issues arising from licensed events and premises in the borough.</p> <p>To explore delivery of a training programme for applicants.</p> <p>To maintain high levels of customer satisfaction amongst residents and businesses with regard to the undertaking of the role</p>	<p>Darren Reilly (DR)</p>	<ul style="list-style-type: none"> • By making representations on new applications and assist in ensuring that the licensing objectives are upheld through the Licensing Sub Committee process.
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<p>To minimise public safety issues arising from licensed events and premises in the Hackney</p>	<ul style="list-style-type: none"> • Provide businesses with advice and assistance. - Review and respond to consultations, including making of representations where necessary - Participation in Queen Elizabeth Olympic Park Licensing, Planning, Operational and safety group, HEAT (Hackney Event Action Team) process and/or other relevant Safety Advisory Groups. - Prioritise and monitoring of large scale events 	<p>To maintain high levels of customer satisfaction amongst residents and businesses.</p> <p>To ensure Licensing Act, Health & Safety and Food Safety Laws are fulfilled in relation to outdoor events</p>	<p>DT/DR</p>	
<p>Explore implementation of pre-application and fast-track licence scheme</p>	<p>Benchmark and review best practice of schemes offered by other Authorities. Work with Finance to establish costings. Develop delegated powers report. Introduce and advertise service.</p>	<p>To secure additional revenue for the Council</p> <p>To ensure the Council is not subsidising businesses.</p> <p>To work towards cost neutrality by 2020.</p>	<p>SK</p>	

	<ul style="list-style-type: none"> • Estates excellence • Delivery of Level 2 Health and safety Training 		<p>Dextor Lewis (DL) DL Theresa Williams (TW) DL</p>	<ul style="list-style-type: none"> • By utilising new ways of working and available technology to increase efficiency; • by assisting the business community to comply with legislation and by tackling those businesses that do not comply; • By undertaking the role of responsible authority under the Licensing Act 2003.
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Trading Standards Service			
Objectives	What we will do	Purpose	Lead officer
<p>Consumer advice, education and safety</p> <ul style="list-style-type: none"> • Intelligence led safety projects including participation in regional projects • Participation in National Consumer Week • Tackling counterfeit goods – continuation of the 'Real Deal' strategy • Letting and Managing Agents Redress Scheme • Education/ advice visits and planned inspections of high/medium high risk premises • Test purchasing cosmetics/wigs/hair 		<p>To protect consumers and the economy.</p> <p>To reduce the availability of counterfeit goods in Hackney</p> <p>To ensure membership of the redress schemes to protect tenants' rights and to ensure a level playing field for other traders.</p>	<p>Robin Jones (RJ)/Julia Kanji (JK)</p>
			<p>Key corporate activity</p> <p>Mayor's Priority 2 & 3 Sustainable Community Strategy priority 3, 4 & 6</p> <ul style="list-style-type: none"> • By advising and regulating businesses that sell age restricted products such as alcohol, tobacco, fireworks and knives to young people; • By combating rogue traders, obtaining redress for consumers and undertaking outreach work particularly during National Consumer Week;

	<p>extensions to ensure they meet safety requirements</p> <p>Develop and implement an intelligence-led intervention programme & initiatives concerning:</p> <ul style="list-style-type: none"> • Knives: • Alcohol: • Fireworks: • Tobacco • Legal highs <p>Collaboration with other Council services and external agencies.</p>		<p>To promote the health and well-being of young people.</p> <p>To reduce anti-social behaviour associated with age restricted products.</p> <p>To explore delivery of a training programme</p>	Michael Witter	<ul style="list-style-type: none"> • By carrying out electrical safety test purchases and testing on electrical items to protect vulnerable low income groups; • By protecting intellectual property by reducing the sale of counterfeit items; • By developing proceeds of crime work (POCA); • By dealing with the proliferation of estate agents boards; • By undertaking the role as a responsible authority under the Licensing Act 2003.
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Food Safety Service			
Objectives	What we will do	Purpose	Lead officer
<p>To ensure good food safety standards in food premises in the district to reduce the likelihood of food poisoning incidents.</p>	<p>Development and implementation of Food Law Enforcement Service Plan:</p> <p>Responding to complaints and enquiries about food and food premises, and delivery of food premises inspection programme, incorporating food safety coaching programme</p> <ul style="list-style-type: none"> • Food safety sampling programme <p>Food Safety projects:</p>	<p>To contribute to the reduction in major causes of ill health.</p> <p>To improve the number of compliant food businesses in Hackney.</p> <p>To support business growth and encourage businesses to approach the service for support and information.</p> <p>To maintain high levels of resident and business satisfaction with the service</p>	<p>AF/NL</p> <p>RB</p> <p>NL/Shahen Zar (SZ)</p>
Key corporate activity		<p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p> <ul style="list-style-type: none"> • By working with businesses and partners to protect consumers from harm by ensuring that food produced, distributed and marketed in the borough is safe and wholesome for the consumer to eat; 	

	<ul style="list-style-type: none"> • Food Fraud • Healthy Catering Commitments • Health in the High street • Improving food hygiene compliance • Food Safety Week • Food hygiene training programme • Develop the Business Consultancy role • Undertake animal feed interventions and funded pan-London initiative. • 		<p>RB</p> <p>RB</p> <p>NL</p> <p>Lillian Galabe (LG) DL/Lola Nosiru (LN)</p> <p>TW</p>	<ul style="list-style-type: none"> • By working with businesses to ensure that food produced, distributed and marketed in the borough meets labelling and compositional requirements and is presented so that consumers are not misled as to its nature, substance or quality; • By deterring, detecting, investigating and disrupting fraudulent activity involving food, including the illegal importation of food; • By preventing the spread of infectious disease and food poisoning and to investigate outbreaks; • By responding quickly and proportionately to food incidents and customer complaints; • By providing advice and education to all sectors of the community on food safety matters and to meet the training needs of the businesses in Hackney with the promotion of in-house training courses; • By promoting the provision of healthier food to reduce health inequalities;
<p>Harnessing consumer power to drive up food hygiene standards – Food Hygiene Rating Scheme</p> <p>Delivery of Food Fraud interventions to ensure</p>	<ul style="list-style-type: none"> • Maintain a borough wide food hygiene rating scheme • Publish hygiene ratings and proactively encourage the display of ratings. <p>Imported and illegal foods interventions:</p>	<p>Consumers able to make informed choices on where to eat or purchase food through published food hygiene ratings.</p> <p>To ensure protection of, consumers and animals who</p>	<p>NL</p> <p>NL/SZ</p>	

<p>the provision of safer, healthier and sustainable food</p>	<ul style="list-style-type: none"> Continuation of FSA funded Food Fraud Project Working collaboratively with the FSA & City of London to deliver illegal meat training for London authority. Lead pan-London illegal foods group. 	<p>may consume food or feed that is either bought, supplied or produced in Hackney</p>		<ul style="list-style-type: none"> By working with other Services, local authorities and agencies to provide effective enforcements; By protecting businesses from economic disadvantage caused by competitors not complying with food safety legislation By generating revenue.
<p>Primary Authority Partnership (PAP) – A formal arrangement to serve as a business' first point of call for advice on regulatory issues</p>	<ul style="list-style-type: none"> Development of a protocol for delivery and charging in accordance with Better Regulation Delivery Office (BRDO) policy. To undertake at least one primary authority partnership agreement in respect of one or more services. Appraisal of each company's regulatory policies, procedures and practices as they are reviewed. Appraisal of each company's contractors and management arrangements. Audit and review the regulatory arrangements, to include strategy and organisational implementation. Advising on related documentation as required. 	<p>To reduce regulatory burdens on businesses.</p> <p>To better dialogue between businesses and regulatory services</p> <p>To improve business perceptions of regulators.</p> <p>Partnerships established as Better Regulation Delivery Office's initiative.</p> <p>Ability to charge for services to businesses</p>	<p>NL/RB</p>	

	<ul style="list-style-type: none"> • Advising companies on new developments in regulatory legislation and best practice. • Respond to challenges faced by companies from other health & safety regulators. 			
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Bereavement and Property Protection				
Objectives	What we will do	Purpose	Lead Officer	Key corporate activity
<p>To case manage and process each bereavement and property protection case allocation in a compassionate and timely way.</p>	<ul style="list-style-type: none"> • Arrange funerals within six weeks of referral received • Arrange to visit property protection property within 10 days of referral. • Arrange to the carry property searches on behalf of Homerton Hospital within 10 days of referral received. • Ensure costs are recovered for funerals arranged and properties protected. • Refer cases to the Government Legal Department 	<p>To work with partners – Coroner's officers, Adult Social Care, nursing homes and the hospice to ensure funerals are arranged.</p> <p>To ensure properties are protected for vulnerable residents within the borough.</p>	<p>Lorraine Thomas (LT)</p>	<p>Mayor's Priority 2 & 3 Sustainable Community Strategy priority 3, 4 & 6</p>

Public Mortuary			
Objectives	What we will do	Purpose	Lead officer
The safe storage of all deceased bodies ensuring that all mortuary procedures and practices are in line with current HTA regulations.	<ul style="list-style-type: none"> To carry out post mortems at the request of the Coroner To undertake viewings of the deceased by family and friends. To assist police in the identification of the bodies To act as persons designated for the purpose of the HTA (Human Tissue Authority) To assist with any enquiries regarding death certification. 	<ul style="list-style-type: none"> To ensure that we maintain our HTA licence. To ensure that we continue to provide a high quality service To ensure that we continue to work effectively, and in an integrated way. To ensure that all our activities, protocols and practices conform to all current HTA requirements 	<p>Key corporate activity</p> <p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p>
Working towards establishing an out of hours service	<ul style="list-style-type: none"> To support and contribute to development of processes and procedures in conjunction with the Coroner, the Consortium and our Registrars 	<ul style="list-style-type: none"> To provide a flexible service meeting the needs of the community. 	<p>Key corporate activity</p> <p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p>

Training Centre - Food Businesses			
Objectives	What we will do	Purpose	Lead officer
To support businesses to ensure that they are compliant with the law and ensure public safety, health and wellbeing in relation to food preparation.	<p>Provide quality, practical and cost effective training to businesses on Environmental Health, Trading Standards and Licensing standards</p> <ul style="list-style-type: none"> • Food Safety in Catering Level 2 • Food Safety in Catering Level 3 • Health and Safety at work Level 2 • Food Allergens • Prevent Age Restricted Sales • Level 2 Award for Personal Licence Holders 	<p>Enable Food and other businesses to learn how to be compliant with the law and</p> <p>Improve Food Safety, Health and Safety practices within businesses</p> <p>Provide a better understanding for business with regards Food Safety, Health and Safety at work and their responsibilities</p> <p>Develop food and other business owners and their staff by building their confidence, knowledge and competencies.</p>	LN/DR
			<p>Key corporate activity</p> <p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority</p>

Effective Partnership Working			
Objectives	What we will do	Purpose	Lead officer
To support the work of HMRC, and work with partners on observance of National Minimum Wage in Hackney.	<ul style="list-style-type: none"> • Development of a programme identifying priority areas. • Delivery of targeted initiatives to promote national minimum wage. • Observing signs of human trafficking. Report concerns to 	To raise awareness with employers and workers to ensure the payment of at least the minimum wage.	R/JJK
			<p>Key corporate activity</p> <p>Mayor's Priority 1, 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p> <p>By undertaking themed evidence-led operations and</p>

	<p>Contributing to the reduction in causes of ill-health.</p>	<p>Metropolitan police Human Trafficking Team.</p> <p>Develop a programme of activities:</p> <ul style="list-style-type: none"> • Review and follow up Infectious Diseases cases • Massage and Special treatment inspections • Smoke Free compliance and tobacco control measures including: • Developing expertise in different areas (e.g. shisha) • Collaboration between Trading Standards and Environmental Health and other partners (e.g. police) to ensure legal requirements are met • Continued partnership work with regional NE/NC Illicit Tobacco Group. • Collaboration with the Public health Team to explore implementation of a scheme for the voluntary removal of super strength beer, lager or cider from retailers' shelves. • Intelligence led surveillance visits and will address any non-compliance 	<p>To protect those subject to human trafficking and slave labour.</p> <p>To improve infectious disease control and management.</p> <p>To fulfil a request from the Health in Hackney Scrutiny Commission on ill health.</p>	<p>DT/DR/RJ/NL</p>	<p>activities with internal and external partners relating to (but not exclusively):</p> <ul style="list-style-type: none"> • National Minimum wage • Proceeds of Crime • Tobacco • Food Fraud and illegally imported food • Healthy eating • Asbestos awareness • Illegal gaming machines
<p>Tackling Counterfeit Goods</p>	<p>Intelligence led surveillance visits and will address any non-compliance</p>	<p>To protect consumers and the economy. To reduce the availability of counterfeit goods in Hackney.</p>	<p>KJ</p>		

Financial investigations	<ul style="list-style-type: none"> Seek to develop a plan for partnership opportunities with services within Hackney and other local authorities in respect of Proceeds of Crime Act 2002 activities. 	The financial investigators aim to remove the benefit from criminals whilst at the same time seeking to bring income into the local authority using the Government incentivisation scheme.	AD/KJ	
Tobacco work	Participate with regional project work. The team will carry out a minimum of two illicit tobacco action days using sniffer dogs.	The purpose of this work is to remove illicit or counterfeit tobacco from the premises in Hackney.	AD	

Health and Wellbeing				
Objectives	What we will do	Purpose	Lead officer	Key corporate activity
Contributing to the Council's input into the wider health & wellbeing/public health agenda	<ul style="list-style-type: none"> Maintaining appropriate data input into the Joint Strategic Needs Assessment (JSNA) Investigation and development of public health initiatives that would be of benefit in the: <ul style="list-style-type: none"> Test purchases of alcohol and tobacco Age Restricted Sales Healthy eating initiatives Responsible retailing of alcohol sales Smoke Free multi-agency Shisha project Voluntary 'Super Strength' Pilot. Explore development of a tattoo hygiene rating scheme will be introduced 	<p>Promotion of good public health standards and reduction in adverse public health issues</p> <p>Enforcing Health Act 2006 (substantially enclosed premises) and Consumer Protection Act 1987 (labelling)</p>	DT/DR/R/J/NL	<p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p> <p>By working with partners such as the Public Health Team, other local authorities and agencies to improve health inequalities.</p>

	<p>with the aim of improving hygiene in tattoo parlours</p> <p>Develop a programme of activities:</p> <ul style="list-style-type: none"> • Review and follow up Infectious Diseases cases • Massage and Special treatment inspections • Smoke Free compliance and tobacco control measures including: • Developing expertise in different areas (e.g. shisha) • Collaboration between Trading Standards and Environmental Health and other partners (e.g. police) to ensure legal requirements are met • Continued partnership work with regional NE/NC Illicit Tobacco Group. • Collaboration with the Public health Team to explore implementation of a scheme for the voluntary removal of super strength beer, lager or cider from retailers' shelves. 	
	<p>To improve infectious disease control and management.</p> <p>To fulfil a request from the Health in Hackney Scrutiny Commission on ill health.</p>	
<p>Contributing to the reduction in causes of ill-health.</p>		
<p>Responding to emergencies, including serious accidents, food safety incidents and disease outbreaks.</p>	<p>Emergency planning and Out of hours responses</p>	<p>AF/NL</p> <p>Mayor's Priority 2 & 3</p> <p>Sustainable Community Strategy priority 3, 4 & 6</p> <p>By maintaining preparedness ensure public safety and health</p>

3.2 Borough Health Key Performance Indicators – 2016/17

PI Code	PI Short Name	2014/15 Target	2016/17 Target
NH PRS 046	Satisfaction of businesses with local authority Regulatory Services' inspections, visits, actions to ensure businesses are compliant	75%	75%
NEW	Satisfaction of other service users with local authority Regulatory Services' inspections, visits and actions.	N/A	75%

3.3 Local Performance Indicators – 2015/16

Ref	Indicator	2015/16 Target	2016/17 Target
NH PRS 024	Percentage of premises licence applications determined and issued within 60 days from receipt of request.	80%	80%
NH PRS 025	Percentage of highways deposit refunds processed within 10 working days of request	90%	90%
NH PRS 026	Percentage of licensing enforcement requests/customer complaints actioned within 10 working days.	95%	95%
NH PRS 030	Percentage of service requests/consumer complaints about food businesses actioned within 10 working days.	95%	95%
NH PRS 034	Percentage of broad compliance for food hygiene (accumulative).	75%	80%
NH PRS 035	Percentage of unrated food premises inspected (excluding registered premises not yet trading).	100%	100%
NH PRS 036	Number of unrated food premises.	(reporting only)	
NH PRS 047	Percentage of Trading Standards service requests/customer complaints actioned within 10 working days.	96%	96%
NH PRS 051	Percentage of high risk premises inspected (Trading Standards)	100%	100%
NH PRS NEW	Percentage of high risk premises inspected (Licensing)	100%	100%

3.4 Regulatory Services Budget 2016 – 2017

Cost Centres	2015/16 Budget incl. Recharges	2016/17 Budget £ (excl. Recharges & Reserves)
Licensing	£25,894	£16,478
Trading Standards	£428,368	£371,623
Hackney Mortuary	£351,324	£350,561
Bereavement and Property Protection	£6,500	£5,500
Environmental Health	£638,797	£639,453
Total	£1,459,883	£1,018,965

The Service will draw down on reserves that have been rolled forward to deliver specific projects that have been prioritised.

4 Sign-Off of the Service Plan

Title	Name	Signed	Date
Head of Regulatory Services	Aleyne Fontenelle	<i>Aleyne Fontenelle</i>	12 May 2016
Interim Assistant Director, Planning & Regulatory Services	Cathy Gallagher	<i>Cathy Gallagher</i>	12/5/16
Group Director	Kim Wright	<i>Kim Wright</i>	16/5/16
Deputy Mayor	Cllr Sophie Linden	<i>Sophie Linden</i>	May 12 - 2016.