

Appendix 1- Review of Service Delivery Plan 2018/19 - (01/04/2018 - 31/03/2019)

Table 1. Food Safety

Performance against Service Performance Indicators 2018-19 - (01.04.18 - 31.03.19)

PI Code	Short Name	Frequency of reporting	Directorate	2018/19 Target	As of 31.03.19	RAG
NH PRS 030	% of service requests/consumer complaints about food businesses actioned within 10 working days	Monthly	Neighbourhoods & Housing	95%	100%	
NH PRS 032	A & B category food hygiene inspections carried out within 28 days of due date	Monthly	Neighbourhoods & Housing	100%	100%	
NH PRS 034	% of Broad Compliance for food hygiene (accumulative)	Monthly	Neighbourhoods & Housing	83%	87%	
NH PRS 035	% of unrated food premises inspected excluding registered premises not yet trading	Monthly	Neighbourhoods & Housing	100%	100%	
NH PRS 036	Number of unrated food premises	Yearly	Neighbourhoods & Housing	Less than 70	36	
NH PRS 046	Satisfaction of businesses with local authority Regulatory Services' inspections, visits, actions to ensure businesses are compliant	Years	Neighbourhoods & Housing	75%	N/A	

Inspection statistics

The number and types of food businesses and their risk rating planned for food hygiene inspections 2018/2019

Inspection Rating	Number of food hygiene inspections due	Number of inspections completed	RAG
A	18 x 2 = 36	36	
B	197	197	
C	233	233	

D	171	171	
E	100	100	

Overdue food hygiene inspections

Inspection rating	Number overdue as of 1/4/2018	Number of inspections completed	RAG
C	324	322	
D	719	717	
E	394	392	

The number and types of food businesses and their risk rating planned for food standards inspections 2018/2019

Inspection Rating	Number of food standards inspections due	Number of inspections completed	RAG
A	21	21	
B	244	212	
C	211	150	

As of 1st April 2018, there were 768 category B premises overdue for inspection and 317 category C premises overdue. This has now been reduced to 617 category B and 310 category C premises. The overdue food standards inspections are being addressed when the corresponding food hygiene inspection is undertaken. Work will continue in 2019/20 to reduce this number further.

Performance against Priorities

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		Completed	

<p>3.</p>	<p>To complete the action plan agreed with the Food Standards Agency following their audit of the Service in October 2017.</p>		<p>The Service has made considerable progress with the action plan:</p> <p>The 2018-19 Service Plan had incorporated the FSA's recommendation regarding content and format.</p> <p>Four of the Five recommendations have been signed off. The remaining recommendations will be taken forward in the 2019/20 Service Plan, to reduce the number of overdue food hygiene inspections.</p> <p>The Service is committed to achieving 100% of all food hygiene inspections due in 2019-20 as well as reducing the backlog of overdue lower risk food hygiene inspections. The FSA expressed particular concern with the gradually increasing numbers of overdue inspections that have occurred over several years due to resource reduction. The Service has completed 340 overdue category C inspections. Additionally all overdue E category premises (394) in the Alternative Enforcement Strategy programme by sending self-assessment questionnaires completed by businesses. As per the procedures 10% received a physical inspection.</p> <p>The Regulatory Services enforcement policy has been reviewed and is awaiting Committee approval (scheduled for December).</p>	
<p>4.</p>	<p>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).</p> <p>The Service will continue to tackle potential food fraud in Hackney. (Further grant funding that had been allocated to Hackney by the Food Standards Agency to address food fraud was withdrawn in 2016-17 following cuts to the FSA budget).</p>	<p>To use intelligence led information to target illegal food activity in the borough and using historical knowledge to concentrate efforts on known problematic traders and other relevant premises.</p>	<p>An action day was carried out in Q4 to deal with Regulation 669. These regulations provide the enforcement framework for the importation of food not of animal origin and the frequency of their check in-land and at border inspection posts. The annex of which is often updated with products banned from importation which are required to be seized or detained until further evidence of its origin is obtained.</p> <p>The action day focused on products at ethnic grocers and meat traceability at retail butchers in Ridley Road and appropriate actions were taken where warranted.</p> <p>In addition, imported food controls and potential food fraud were considered during routine food inspections and when producing the annual food sampling programme.</p>	

			<p>A multi-disciplinary action day was carried out in Q3 targeting licensed premises that included the investigation of counterfeit and adulterated alcohol.</p> <p>As part of the pre-Christmas multi service operations 21 businesses were visited to raise awareness about Noise at Work Regulations 2005. In addition, advice on food hygiene and safety were conducted in as well as functions other spot checks with the appropriate follow up action.</p>	
5.	<p>The number of food businesses in the borough, subject to food hygiene controls, stood at 2684 in April 2018 and it is estimated that an additional 350 businesses will register in 2018-19. The number of new premises are of particular concern to the Food Safety Service as they place a greater demand on the Service.</p>	<p>The Service manages a programme of inspections for all new/unrated food premises to ensure their hygiene compliance is assessed.</p>	<p>The unrated premises are given high priority within the inspection programme as these are deemed to be non-compliant until they are inspected and this can have a negative impact on the overall broadly compliant figure. The service has determined that no more than 70 unrated premises should be on the database at any one time.</p> <p>At the end of the financial year the unrated figure stood at 22.</p>	
6.	<p>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).</p>	<p>All high risk premise rated category A-C are visited every 6-18 months.</p>	<p>Data is uploaded to the FSA National website every fortnight. Ratings can be viewed at www.ratings.gov.uk</p>	
7.	<p>Broad Compliance with Food Safety Legislation</p>	<p>The end of year target for the service is to have 87% of all businesses inspected to be broadly compliant.</p>	<p>At the end of the financial year the broadly compliant figure stood at 87% which is up from the target of 83%.</p>	
8.	<p>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.</p>	<p>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.</p>	<p>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.</p> <p>The Service participated in the Hackney Carnival and 8 inspections of food traders were undertaken. 54 inspections have also been undertaken of food traders at Chatsworth Road, Hoxton Street and Urban Street Fest Shoreditch weekend</p>	

			<p>markets. These inspections are outside of the main inspection programme. Market traders at Ridley Road are inspected within the main programme according to their risk rating.</p> <p>The Service continues to liaise with Markets and Street Trading to improve compliance among traders. It is proposed that an EHO/Food Safety Officer will be employed directly within the Markets Team to undertake routine inspections and to deal with food safety and health and safety issues.</p>
9.	Healthier Catering Commitment (HCC)	The Team is delivering the project on behalf of Public Health as part of the Council's obesity strategy.	<p>At the end of the reporting period 43 independent food businesses had joined the scheme and have been assessed as meeting the necessary criteria for inclusion. Action plans are being developed with each business to further increase the healthier menu choices available to customers. Sampling has also been carried out at 5 businesses to verify menu changes that have been made.</p> <p>The Team is also represented on the Chief Executive's Healthy Weight Strategic Partnership and 2 HCC businesses have now agreed to be community champions.</p>
10.	Use of the Training Centre to improve food safety knowledge in local businesses and 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.	93 food handlers from businesses in Hackney have completed the level 2 courses in Food Hygiene and Food Allergens to date.
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.	We currently have PAP agreements with Propercorn and Love Corn and will continue to reach out to further organisations in the anticipation of realising additional PAP agreements. Unfortunately, Emily's went into administration thus our initial PAP discussions came to an end.
12.	Additional visits will be undertaken where follow up/formal action is		249 revisits have been undertaken to date.

	required as a result of serious contraventions found at the time of a primary inspection.			
13.	It is expected that the Service will receive over 1000 service requests in 2018/19		846 service requests were received at the end of Q4 (there has been a reduction compared with the same period last year partly as a result of a change in the recording of licensing consultations).	
14.	Proactive food sampling will be carried out in an intelligence-led way based on national, regional and local priorities and the Service will participate in relevant national surveys. Reactive sampling will be carried out where necessary in response to complaints and referrals but also during or following inspections.		A sampling programme has been produced and 81 samples have been taken.	
15.	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.		89 Infectious Disease notifications received. The Team has also investigated an unsubstantiated food poisoning outbreak affecting over 20 people following an event at a local pub. The notification from the FSA was received late and no leftover food was available for examination. A thorough inspection of business resulted in inconclusive evidence so no formal action was taken but the business was given appropriate advice and the infected cases were advised about the option of taking civil case which requires lower standard of evidence.	
16.	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.		None of the Food alerts issued to date by the Food Standards Agency have required a response from the Service.	

Enforcement Actions

Total number of written warnings issued	915
Hygiene Emergency prohibition notices (formal closure)	0
Voluntary Closure due to imminent risk	8
Hygiene Improvement and other formal notices served	9
Seizure/Detention of food	0
Prosecutions	0

Table 2. Trading Standards

Performance against Service Performance Indicators 2018-19

KPI	Frequency of Reporting	Target	RAG
High Risk Inspections	Monthly*	100% by 31 st March 2018	
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2018	
Minimum 6 Animal Feed inspections per month until all completed (Statutory visits under Food Standards Agency)	Monthly	100% by 31 st March 2018	
Minimum 6 Weights and Measures inspections(Statutory requirement from National Measurement Office)	Monthly	Minimum 72 inspections by 31 st March 2018	

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 2019. Monthly reporting.	Trading Standards have visited 100% of the high risk inspections.	
2	Upper Medium Risk Visits	To visit 100% of the Upper Medium risk premises by 31st march 2019. Monthly reporting.	Trading Standards have visited 100% of the Upper Medium risk inspections. This figure was achieved following the recruitment of two Trading Standards Officers.	
3.	Underage sales programme	Maintain the reduction in underage to combat anti-social behaviour and to promote the health and well-being of young people.	The service conducted 8 operations. This is in excess of target of one per quarter In 2018/19. There was a total of 97 test purchases with 93 passes with 4 cautions and training provided for 15 staff.	

4.	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.	<p>Trading Standards alongside partners such as Public Health and the Fire Brigade joined forces in the fight against illegal tobacco by holding a roadshow in the Narrow Way on Friday 27th July 2018. Follow up action was conducted in Q4.</p> <p>Trading Standards undertook a multi-agency under age sales operation on 3rd March 2019 to fifteen premises regarding the sale of cigarettes, and in all cases no sale took place and proof of age was requested.</p> <p>In addition, Trading Standards in partnership with Public Health, recruited an officer to combat illegal tobacco and alcohol on 25th March 2019.</p>	
5	Animal Feed	Ensure any animal feed issues are dealt with effectively and efficiently.	Trading Standards had visited all 29 registered premises by the end of Q4.	
6.	Weights & Measures	Ensure a minimum of 6 Weights & Measures inspections. (Statutory requirement from National Measurement Office)	Trading Standards visited 118 premises to the end of Q4 with respect to weights & measures inspections. This total is ahead of the minimum of 72 for this period.	
7.	Consumer Advice and Education	<p>Promote the Service and deliver advice to residents and businesses.</p> <p>Role play event. The theme would be electrical safety.</p> <p>Respond to consumer complaints and service requests.</p>	<p>A Winter Warmer event was held for over 55s in November 2018.</p> <p>Trading Standards provided advice to minimise the risk of our elderly citizens from becoming victims of scams and rogue traders.</p>	
8.	Product Safety		<p>Dalston Hair and Cosmetics Ltd trading as Shabba Cosmetics of 36-42 Kingsland High Street, London E8 2JP was fined £59,793 at Thames Magistrate Court on Friday 13th April 2018 for supplying dangerous skin lightening products. The dangerous skin lightening creams contain the ingredient hydroquinone which is banned. These products are banned in the EU.</p> <p>Hackney Trading Standards has participated in a part worn tyre project, carried out by some of the London boroughs. The project entailed visiting ten garages that sold and fitted part worn tyres and advising the owners about the law relating to these tyres. Many of the garages had either moved or closed down, but where Trading standards found them operating, extensive advice regarding quality of the tyre, storage and marking was given. The findings were reported back so a snapshot of the issues in London can be shown. Garages found to be non-compliant were granted 4 weeks to implement the advised changes. The main</p>	

			issues found being the words <i>PART WORN</i> not being placed on the tyres in permanent white ink and inappropriate storage of the tyres.	
9.	Tackling Counterfeit Goods	Reduce the level of non-compliance and raise awareness through appropriate publicity.	All stalls and shops monitoring of traders in Ridley Road and Hackney Road were monitored. In addition online compliance was also checked... Traders were checked to ensure licences were displayed to ensure ownership details were available to the public. In addition traders were asked to ensure all prices are displayed. Traders were then checked to ensure there were no illegal counterfeit or unsafe items displayed.	
10.	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.	One article published regarding Shabba Cosmetics of 36-42 Kingsland High Street London E8 2JP. The article was published by the Chartered Trading Standards Institute.	
11.	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 London Trading Standards at meetings has been achieved. These meetings allow the service to be aware of the latest information such as £5k for tobacco funding.	
12.	Education of identified vulnerable groups in conjunction with partner agencies	Education of residents thereby reducing the impact of scams and doorstep crime.	Trading Standards participated in the Winter Warmer event. Vulnerable adults who may have been the victims of distraction burglary get further support from Social Services and get case hardening.	
13.	Carry out Licensing checks	Ensure compliance with licensing principles.	The service continues to process Licensing applications as a Responsible Authority. The service processed 181 new, variation and minor variation applications between 1/4/18 and 31/3/19	
14.	Coordination with the Licensing Team	Improved working between teams in the division.	Officers from Trading Standards coordinated a large multi stakeholder operation on Wednesday 25th April 2018. In addition to Trading Standards were officers representing Environmental Health, Licencing, Planning Enforcement, HMRC, The International Federation of Spirit Producers and The Police Child Sexual Exploitation Team. The aim of the operation was to gauge compliance across the night time economy in relation to illicit alcohol and tobacco. Six premises were visited by our service.	

Trading standards called for a review of the licence for Kingsland Wine 77 Kingsland High Street London E8 2PB. This took place on Tuesday 7th August 2018. This review occurred following the supply of illicit tobacco and a proxy sale of alcohol to a minor. The decision of the committee was to suspend the licence for six weeks. This allowed for some work to reorganise the layout of the premises. Representations were made by the Police and Public Health. Subsequent visits conducted by Trading Standards revealed the business was indeed closed for refurbishment as advised to the licensing committee.

The Trading Standards team inspected traders who sold fireworks. This included a comprehensive check on the risk assessments carried out by the traders to ensure that fireworks are stored in a safe and secure manner. The Traders were provided with guidance leaflets on the law and also reminded of their obligation to check for photographic proof of age in order to ensure that fireworks are not sold to minors. Test purchasing was also carried out using volunteers under 18. Trading Standards worked closely with Licensing, Police and other stakeholders in the lead up to Halloween and Guy Fawkes Night to ensure the safety of all visitors and residents in the borough.

Age Restricted Test Purchasing

Pubs and off-licences in Hackney were warned to be more vigilant when selling alcohol after a sting found one premises from eight shops tested did not ask for ID and sold drinks to a minor aged 14.

A mixture of off-licenced and other premises were targeted in December for test purchases of alcohol using police cadets working in partnership with plain clothed police officers and Trading Stand

Operation Festive Outcomes

The service visited 16 premises with 14 notices issued. 11 premises were advised to display their ownership details; three premises were advised to display their prices four premises were reminded to use stamped/prescribed measures and finally five were advised to display a wine and spirits notice stating the size of the measures sold.

15. Complaints and service requests

Respond to complaints and service requests.

From April 2018 – March 2019 there were a total of 3162 consumer complaints received from members of the public. This is up from 2817 for the same period for the previous year. This is an increase of about 12%.

Notifications	Referrals	Other	Total
2414	576	172	3162

For the same period in 2017 there were a total of 2917 consumer complaints received from members of the public. The breakdown is as follows.

Notifications	Referrals	Other	Total
2124	501	192	2917

