

Appendix 2-Performance against Priorities 2019/20 - 6 month update (01/04/2019 - 30/9/2019)

Table 1. Food Safety Performance against Service Performance Indicators 2019-20 - 6 month update (01.04.19 - 30.9.19)

PI Code	Short Name	Frequency of reporting	Directorate	2019/2020 Target	As of 30.09.19	RAG
NH PRS 030	% of service requests/consumer complaints about food businesses actioned within 10 working days	Monthly	Neighbourhoods & Housing	95%	100%	Green
NH PRS 032	A & B category food hygiene inspections carried out within 28 days of the due date	Monthly	Neighbourhoods & Housing	100%	100%	Green
NH PRS 034	% of Broad Compliance for food hygiene (accumulative)	Monthly	Neighbourhoods & Housing	89%	86%*	Green
NH PRS 035	% of unrated food premises inspected excluding registered premises not yet trading	Monthly	Neighbourhoods & Housing	100%	100%	Green
NH PRS 036	Number of unrated food premises	Yearly	Neighbourhoods & Housing	Less than 70	106**	Yellow

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	
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* At the time of generating the statistics a pathway error was noted and this figure may not be accurate and will be updated once true figure is established. The target set relates to last financial year's achievement. High numbers of unrated premises may negatively affect this target.

**An additional 49 food business registration forms were received in September causing the unrated figure exceeding the benchmark. This figure will be reduced in the coming months as the inspection of unrated premises will be prioritised.

Inspection statistics

The number and types of food businesses and their risk rating planned for food hygiene inspections 2019/2020

Inspection Rating	Number of food hygiene inspections due	Number of inspections completed	RAG
A	8 x 2 = 16	8	
B	188	177	
C	374	347	
D	797	722	
E	101	96	

Overdue food hygiene inspections

Inspection rating	Number overdue as of 1/4/2019	Number of inspections completed	RAG
C	0	0	
D	590	306	
E	0	0	

The number and types of food businesses and their risk rating planned for food standards inspections 2019/2020

Inspection Rating	Number of food standards inspections due	Number of inspections completed	RAG
A	25	22	
B	585	290	
C	211	20	

The overdue low risk (categories B&C) food standards inspections will continue to receive an inspection whilst a food hygiene inspection is carried out.

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	
3.	To complete the action plan agreed with the Food Standards Agency following their audit of the Service in October 2017.		The Service has made considerable progress with the action plan:	

			<p>Having implemented 4 out of the 5 recommendations from the updated action plan, and providing assurance that measures have been put in place to complete recommendation 2 (inspections of overdue category D premises) will be completed within the reporting year, the audit files were formerly closed in June 2019. The progress of outstanding action will be monitored by the Regulatory Service Team of the FSA.</p> <p>Currently out of 590 there are 306 category D inspections overdue and the Service is confident that they will be completed by the end of March 2020.</p>	
4..	<p>The number of food businesses in the borough, subject to food hygiene controls, stood at 2051 in April 2019 and it is estimated that an additional 350 businesses will register in 2019-20. 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. At the start of the financial year, there were 30 unrated premises awaiting inspection. At the end of Q2, the unrated figure stands at 11 however, due to a reporting error in Civica this figure may be higher. There have been 49 new food registrations received up to the end of Q2 which is significantly higher than the same period last year. This may be attributed to the completion of overdue category D premises as many are under new ownership.</p>	
5.	<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> <p>Businesses are encouraged to apply for re-rating inspections upon carrying out necessary improvements.</p>	

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.	At the end of Q2 86% of premises were broadly compliant with food hygiene. This is a slight decrease from Q1 (87%). This is due to overdue category D inspection.	
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.	<p>To develop better joint working with Markets and Street Trading to improve compliance among street food businesses.</p> <p>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 43 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 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. However, Markets and Street trading have yet to recruit for this position.</p>	
8.	Healthier Catering Commitment (HCC)	The Team is delivering the project on behalf of Public Health as part of the Council's obesity strategy.	<p>83 independent food businesses have now 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 4 HCC businesses have now agreed to be community champions.</p>	

9.	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.	19 food handlers from businesses in Hackney have completed the level 2 courses in Food Hygiene and Food Allergens to date. The number of food handlers applying for the course is short of the expected numbers. This may be due to the learning trust offering free courses to certain categories applicants.	
10.	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.	Two of the three partnerships (Love Corn and Propercorn) have been retained while one (Emily Crisps) has ended due to the business declaring bankruptcy. The Service will continue to reach out to further organisations in the anticipation of realising additional PAP agreements.	
11.	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.	77 revisits, where necessary, have been undertaken to date.	
12.	It is expected that the Service will receive over 1000 service requests in 2019/20		453 service requests were received at the end of Q2 (there has been a slight reduction compared with the same period last year partly as a result of a change in the recording of licensing consultations).	
13.	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. 81 samples have been taken at the end of Q2.	

14.	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.		100 Infectious Disease notifications received at the end of Q2. Appropriate actions were taken where necessary.	
15.	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	445
Hygiene Emergency prohibition notices (formal closure)	0
Voluntary Closure due to imminent risk	2
Hygiene Improvement and other formal notices served	3
Seizure/Detention of food	9
Prosecutions	0

Table 2. Trading Standards - Performance against Service Performance Indicators 2018-19 - 6 month update (01.04.19 - 30.9.19)

KPI	Frequency of Reporting	Target	RAG
High Risk Inspections	Monthly*	100% by 31 st March 2019	
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2019	
Minimum 6 Animal Feed inspections per month until all completed (Statutory visits under Food Standards Agency)	Monthly	100% by 31 st March 2019	
Minimum 6 Weights and Measures inspections (Statutory requirement from National Measurement Office)	Monthly	100% by 31 st March 2019	

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 73% of the high risk inspections in Q1 & Q2.	

2	Upper Medium Risk Visits	To visit 100% of the Upper Medium risk premises by 31st march 2019. Monthly reporting.	Trading Standards have visited 93% of the Upper Medium risk inspections in Q1 & Q2.																													
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.	From 1/4/19 to 30/9/19 there have been 11 test purchase operations conducted. The products ranged from alcohol, knives and tobacco and vaping goods. The service also received a grant from the Home Office of 20k for work to combat the sale of knives to minors. Finally there have been 232 businesses checked for compliance with the law for age restricted goods or Challenge 21/25.																													
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 and the Fire Brigade joined forces in the fight against illegal tobacco by holding a roadshow in the car park of Tesco in Morning Lane on Tuesday 16th July 2019. Follow up action is planned in Q4.</p> <p>In addition, Trading Standards in partnership with Public Health, recruited to a position which will combat illegal tobacco and alcohol.</p> <table border="1"> <thead> <tr> <th>KPI</th> <th>Min Target</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>No of premises visited per quarter and advice given to retailers</td> <td>70</td> <td>70</td> <td>71</td> </tr> <tr> <td>% of premises compliant for E cigarettes</td> <td></td> <td>0%</td> <td>16%</td> </tr> <tr> <td>% of premises compliant for tobacco</td> <td></td> <td>7%</td> <td>18%</td> </tr> <tr> <td>No of test purchases for under age sales of tobacco and alcohol</td> <td></td> <td>38</td> <td>44</td> </tr> <tr> <td>No of illegal tobacco test purchases</td> <td></td> <td>28</td> <td>20</td> </tr> <tr> <td>No of single cigarette test purchase operations</td> <td></td> <td>6</td> <td>20</td> </tr> </tbody> </table>		KPI	Min Target	Q1	Q2	No of premises visited per quarter and advice given to retailers	70	70	71	% of premises compliant for E cigarettes		0%	16%	% of premises compliant for tobacco		7%	18%	No of test purchases for under age sales of tobacco and alcohol		38	44	No of illegal tobacco test purchases		28	20	No of single cigarette test purchase operations		6	20
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5	Animal Feed	Ensure any animal feed issues are dealt with effectively and efficiently.	Trading Standards have visited 23 out of 29 registered premises during to the end of Q2.													
6.	Weights & Measures	Ensure a minimum of 6 Weights & Measures inspections. (Statutory requirement from National Measurement Office)	Trading Standards have visited 42 premises to the end of Q2 with respect to weights & measures inspections. This program is ahead of the minimum of 36 for this period.													
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>A Winter Warmer event will be held for over 55s at Stoke Newington Town Hall on Thursday 28th November 2019. This project will take place in Q3.</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>Key events</p> <ul style="list-style-type: none"> Faulty Zanussi cooker product recall Unsafe USB chargers seized. Further seizure of unsafe electrical items at:- Smart Tec 96 Kingsland High Street London E8. 													

			<ul style="list-style-type: none"> Over 500 unsafe electrical items were seized, 62 Fidget spinners seized from 3 shops. 	
9.	Tackling Counterfeit Goods	Reduce the level of non-compliance and raise awareness through appropriate publicity.	<p>Monitoring of traders in Ridley Road and Hackney Road is ongoing.</p> <p>Traders are checked to ensure licences are displayed showing ownership details. In addition traders are 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 3 premises.</p>	
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.	Following test purchasing of vaping product and a knife by a Police Cadet there will follow a BBC TV special on Victoria Derbyshire show. This will take place in Q3.	
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 Chief meetings has been achieved. These meetings allow the service to be aware of the latest information such as £5k for tobacco funding. In addition Team Leader is London representative on National Tasking Group representing London Trading Standards.	
12.	Education of identified vulnerable groups in	Education of residents thereby reducing the impact of scams and doorstep crime.	Trading Standards will participate in Winter Warmer event. Vulnerable adults who may have been the victims of distraction burglary get further support from Social Services and get case hardening. This event occurs in November.	

	conjunction with partner agencies																		
13.	Carry out Licensing checks	Ensure compliance with licensing principles.	The service continues to process Licensing applications as a Responsible Authority.																
14.	Coordination with the Licensing Team	Improved working between teams in the division.	<p>In May 2019 TS attended Hoxton Supermarket at 293 Hoxton Street N1 and found that the premises was again selling alcohol while unlicensed, leading to licencing issuing the premises with a Section 19 Notice for the removal of all alcohol"</p> <p>The Licensing Service attended and served the s19 for the storage not for the sale (Licensing Act 2003 s138 Keeping alcohol on premises for unauthorised sale etc). The removal of the alcohol was the remedy for the matter. Whilst at the premises officers witnessed the sale of two bottles of beer to a customer and further beer and spirits were found in the rear stock room</p>																
15.	Complaints and service requests	Respond to complaints and service requests.	<p>To the end of Q2 2019 there were a total of 1668 consumer complaints received from members of the public. This is up from 1491 for the same period for the previous year.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Notifications</th> <th>Referrals</th> <th>Other</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2017-18</td> <td>1134</td> <td>277</td> <td>80</td> <td>1491</td> </tr> <tr> <td>2018-19</td> <td>1262</td> <td>308</td> <td>98</td> <td>1668</td> </tr> </tbody> </table>		Year	Notifications	Referrals	Other	Total	2017-18	1134	277	80	1491	2018-19	1262	308	98	1668
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