

**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%	
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%*	
NH PRS 034	% of Broad Compliance for food hygiene (accumulative)	Monthly	Climate, Homes and Economy	TBC**	95.3%	
NH PRS 035	% of unrated food premises inspected excluding registered premises not yet trading	Monthly	Climate, Homes and Economy	100%	100%	
NH PRS 036	Number of unrated food premises	Yearly	Climate, Homes and Economy	Less than 200	740***	

\*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 <a href="http://www.ratings.gov.uk">www.ratings.gov.uk</a> . 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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8.	Healthier Catering Commitment (HCC)	<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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			<p>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.</p> <p>Currently 60 businesses are participating in the scheme.</p>	
9.	<p>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.</p>	<p>The Service will strive to bring poor rated businesses into broad compliance.</p>	<p>72 revisits, where necessary, have been undertaken to date. There are currently 1 '0' rated businesses.</p>	
10.	<p>It is expected that the Service will receive over 1000 service requests in 2023/24</p>		<p>124 service requests were received at the end of Q2 (there has been a slight reduction compared with the same period last year.</p>	
11.	<p>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.</p>		<p>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.</p>	
12.	<p>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.</p>		<p>Ten Food Alerts issued by the Food Standards Agency were satisfactorily responded to during the reporting period.</p>	

**\*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&amp;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 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&amp;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>	

<p>11. Matters of Evident Concern (MEC) arising from multi-agency projects</p>	<p>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&amp;S regulations.</p>	<p>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</p>	<p>Other intervention Inspection, joint operations</p>	<p>On-going 2023/24</p>	<p>Within the reporting period a number of Health and Safety concerns were noted by the officers when carrying out non H&amp;S visits. Given that there is still no Information management system available figures for these actions is difficult to be manually determined</p>	
<p>12. Responsible Authority role/Event safety</p>	<p>To ensure public safety issues arising from licensed events and premises in the Hackney are minimised.</p>	<p>Beneficial to employers, workers and the wider economy.</p>	<p>Advice, guidance and inspections</p>	<p>On-going 2023/24</p>	<p>No such events were organised during the reporting period.</p>	

## 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 <sup>st</sup> March 2024	
Upper Medium Risk Inspections	Monthly	100% by 31 <sup>st</sup> March 2024	
Complete all Animal Feed inspections by the end of year. (Statutory visits under Food Standards Agency)	Monthly	100% by 31 <sup>st</sup> March 2024	
Minimum 6 Weights and Measures inspections (Statutory requirement from National Measurement Office)	Monthly	100% by 31 <sup>st</sup> 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 &amp; 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	
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Q1	42											
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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 &amp; 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 1393 379">KPI</th> <th data-bbox="1393 320 1581 379">Q1</th> <th data-bbox="1581 320 1720 379">Q2</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 379 1393 472">No of premises from which tobacco was seized per quarter and advice given to retailers</td> <td data-bbox="1393 379 1581 472">6</td> <td data-bbox="1581 379 1720 472">3</td> </tr> <tr> <td data-bbox="792 472 1393 531">No of cigarettes seized</td> <td data-bbox="1393 472 1581 531">15,000</td> <td data-bbox="1581 472 1720 531">2500</td> </tr> <tr> <td data-bbox="792 531 1393 590">Volume of hand rolling tobacco seized in kg</td> <td data-bbox="1393 531 1581 590">1.5</td> <td data-bbox="1581 531 1720 590">0.3 kg</td> </tr> <tr> <td data-bbox="792 590 1393 649">Volume of shisha seized</td> <td data-bbox="1393 590 1581 649">2.5</td> <td data-bbox="1581 590 1720 649">0.5 kg</td> </tr> <tr> <td data-bbox="792 649 1393 742">Value of hand rolling kg</td> <td data-bbox="1393 649 1581 742">£1712.50</td> <td data-bbox="1581 649 1720 742">£832.00</td> </tr> <tr> <td data-bbox="792 742 1393 901">Volume of alcohol seized</td> <td data-bbox="1393 742 1581 901">1.5(L)</td> <td data-bbox="1581 742 1720 901">3(L)</td> </tr> <tr> <td data-bbox="792 901 1393 1121">Value of alcohol seized</td> <td data-bbox="1393 901 1581 1121">Counterfeit £16.00</td> <td data-bbox="1581 901 1720 1121">£27.00</td> </tr> <tr> <td data-bbox="792 1121 1393 1214">No of test purchases for under age sales of tobacco and alcohol</td> <td data-bbox="1393 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	
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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 &amp; 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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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"> <li>• 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.</li> <li>• Visits to premises for illegal tobacco and vapes, leading to the seizure of illegal products..</li> <li>• Ten letting agents were visited as well as five agents websites to ensure legal compliance.</li> <li>• 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.</li> </ul>	
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					
Quarter	Number															
Q1	13															
Q2	0															
Total	13															

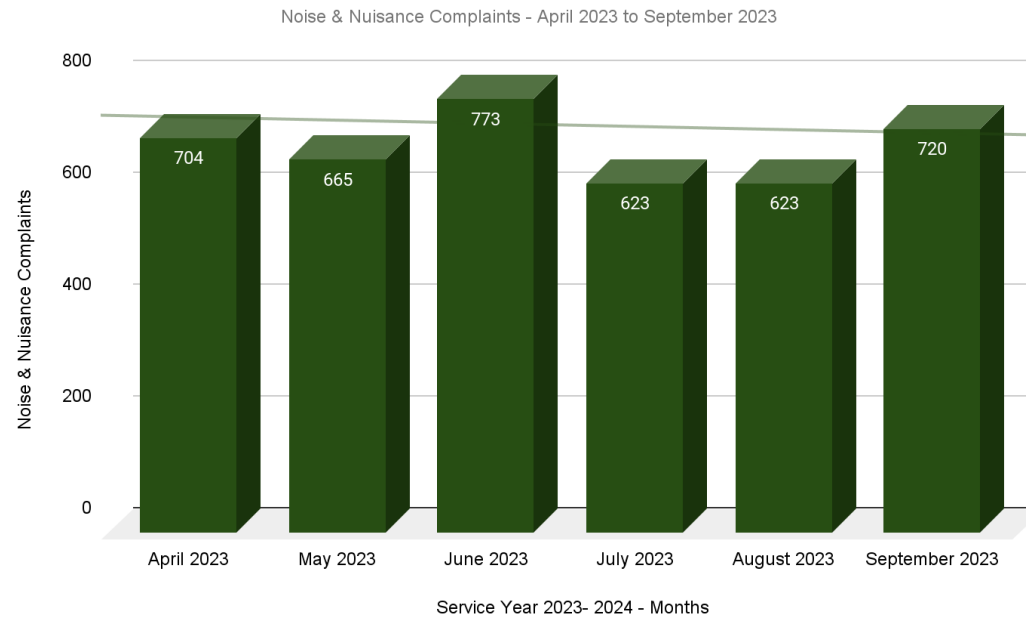
## ENVIRONMENTAL PROTECTION

**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 <sup>th</sup> 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	<b>175</b>
Licensing Applications/Other	15	8	20	18	14	12	<b>87</b>
Section 61 Applications & Local Authority Agreements	9	18	8	9	4	17	<b>65</b>

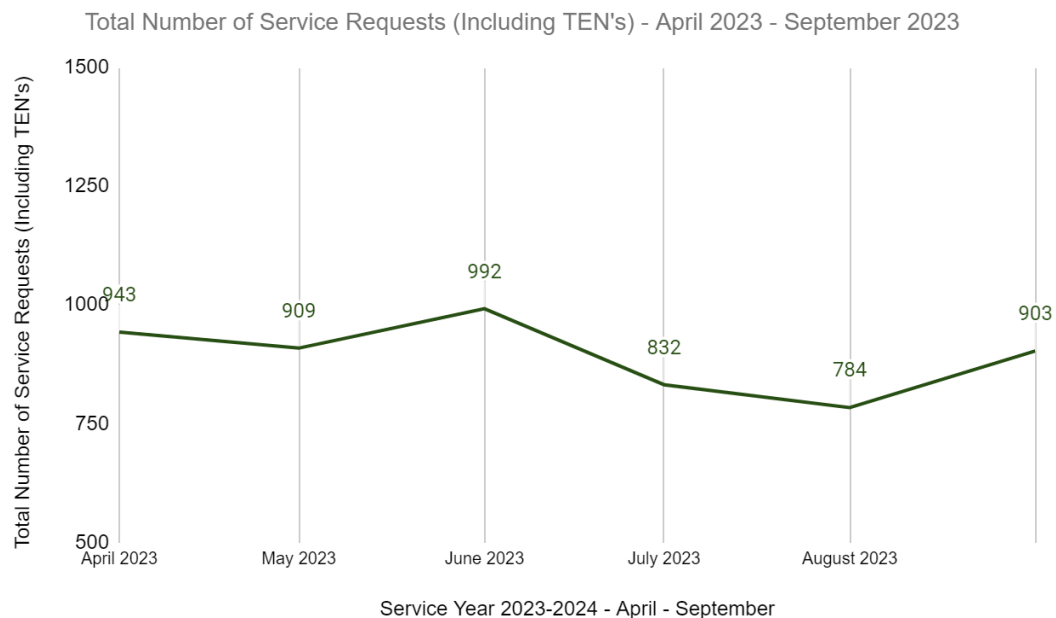
**Table 8.0 - First Response Officer (FRO)**

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

\* 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**

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

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

Key Activity	Objective	RAG
<b>Update of 2023-2024 Standard Operating Procedures</b>	To review and update existing Procedures, this will also include new operating procedures.	
<b>Digitization of Section 61 approvals on website via Earth light</b>	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.	
<b>Construction Code of Practice</b>	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
<b>Section 61 Administrations Charge</b> - 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
<b>Noise Limiter Certification Programme</b>	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).

<b>Deliveries and Collections Policy</b>	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.
<b>Income Revenue Generation</b>	Methods of income generation will be explored further.	
<b>Online Submission of Section 61 Applications - Part of the Code of Practice for Construction Sites</b>	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



