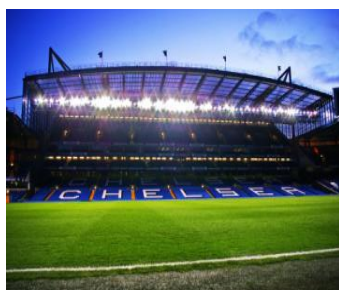


Environmental Health Annual Report 2016-2017

The London Borough of Hammersmith & Fulham



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Should you have any questions or comments about our services, please contact us;

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1. FOREWORD BY THE CABINET MEMBER FOR ENVIRONMENT, TRANSPORT, AND RESIDENTS' SERVICES

Protecting local people

Environmental Health is all about safeguarding the health, safety and well-being of local residents.

We are at the frontline of some of the most complex and challenging issues in modern life. And we strive to act with fairness and compassion and to make sure that the most vulnerable among us are looked after.

Whether it's to protect people from online fraudsters or rogue landlords exploiting the least well-off, we work tirelessly to make Hammersmith & Fulham a place that we can all be proud to live in.

This report details our work over the past year. We have done our utmost to create safer and healthier lives for residents in H&F and I hope it illustrates how we have achieved these goals. It also outlines our targets for the forthcoming year. Challenges lie ahead.

We need to continue to deliver better value for money in our services while we raise commercial revenue to protect our frontline service. But we remain committed to our residents and the diverse and connected community in H&F that makes it such a special place.

We always want to hear from our residents about what we can do better as we work towards making H&F the greenest borough in the country, the best place in Europe to work and live and to promote neighbourliness and community life. And we will always seek better ways to engage residents, schools, health services, the police and local charities –we'll continue to use their feedback to help improve our services for the future.

Cllr Wesley Harcourt

A handwritten signature in black ink, appearing to read 'Wesley Harcourt', written over a faint circular stamp or watermark.

Cabinet Member for Environment, Transport, and Residents' Services.

COMMERCIAL SERVICES



1. SERVICE AIMS

- 1.1 Our aim is to protect the health, safety and welfare of people who may be exposed to risks from food or work activities within the Borough, including employees and members of the public. This is done by securing improvements in the handling of food, in the working environment, and through promoting the health of the population.

2. HEALTH AND SAFETY OBJECTIVES

- 2.1 Health and Safety legislation is enforced in premises where the local authority is the enforcing authority. We work closely with the Health and Safety Executive to ensure a joined up approach.
- 2.2 We protect the health, safety, and welfare of employees, self-employed and others affected by workplace operations through the investigation of accidents, incidents and complaints, inspections, advice, and enforcement.
- 2.3 We carry out enforcement action including; Improvement and prohibition Notices, seizure/detention of unsafe articles and prosecutions where appropriate.
- 2.4 We are responsible for enforcing the Safety at Sports Grounds Act 1975. A Safety at Sports Grounds Certificate is issued by the Council for the three Borough's football clubs, Queens Park Rangers, Chelsea, and Fulham. A minimum of two Safety Advisory Group meetings are held every Season for each of the clubs. During the year a minimum of six During Performance Inspections are carried out to ensure public safety is maintained at the events as well as other focused visits as required. Additional inspections may be required at short notice where for example the Police have categorized the match as high risk due to the potential misbehavior of fans.
- 2.5 We monitor large public events such as the AEGON Tennis Tournament held at the Queen's Club, where over 50,000 people visit. The Council has secured a contract with World Polo to host an annual polo match at Hurlingham Park.

Polo teams from all over the world entertain 30,000 guests over a three-day weekend event. The annual Oxford and Cambridge Boat Race passes through a stretch of the Thames within the Borough, and all these events and others are monitored for public safety.

- 2.6 We lead on enforcement of the Health Act 2006, which tackles smoking inside commercial premises, to support the Smoke free agenda.

3. FOOD SAFETY OBJECTIVES

- 3.1 To ensure that food is produced and provided safely by food businesses in the Borough and to reduce food borne illnesses and contamination of food. We have 1,971 registered food premises.
- 3.2 To protect the consumer by ensuring all food sold, is safe, meets compositional and labeling requirements and is legally imported.
- 3.3 To monitor exhibitions at Olympia which can attract attendances of over 30,000 people and sees large numbers of temporary caterers and exhibitors who sell or handle food. Monitor Westfield at White City which is one of the largest retail parks in Europe. There is a 14 screen cinema and approximately 100 restaurants, bars, and cafes.
- 3.4 The Borough is seeing many large commercial developments. The extension to Westfield is expected to be open in Spring 2018. There will be a large John Lewis store and a further 30 food outlets. The railway arches will also be converted to house retail premises. The conversion of the BBC site is under development which will house a hotel, spa, restaurants, and shops. The Imperial College site will also be a key location for further shops, restaurants, and bars.
- 3.5 To investigate food poisoning notifications and outbreaks and other infectious diseases.

4. LICENSING OBJECTIVES

- 4.1 We are responsible for the licensing of high risk premises and individuals that offer massage and special treatments. These include lasers, manicures, sun beds and high invasive techniques such as tattooing and cosmetic piercing that have the potential for cross contamination from organisms such as Hepatitis B.
- 4.2 We have a Responsible Authority role to respond to license consultations under the Licensing Act 2013. This applies to licensed premises such as public houses, restaurants and off licenses and extends too many events that are held in the Borough.
- 4.3 We inspect premises and issue licenses for explosive registrations.

- 4.4 We liaise with the City of London Vets and issue licenses relating to Animal Health and welfare.

5. KEY ACHIEVEMENTS

- 5.1 There were 1,971 registered premises at the end of the financial year and a total of 1,115 inspections were carried out.
- 5.2 We responded to and dealt with 1,136 food and health and safety service requests.
- 5.3 We have carried out 116 football related visits, 28 of these are annual inspections, during performance inspections and focused inspections. (this is across the financial year not the football season)
- 5.4 We sampled 122 food and water items. 43 samples were taken as part of co-ordinated sampling programmes including the Food Standards Agency programme checking for chemical and labelling compliance.
- 5.6 Served 24 Hygiene Improvement Notices, all of which were complied with.
- 5.7 We served three Health and Safety at Work Act Improvement Notices and three Prohibition Notices which were all complied with.
- 5.8 We introduced a new renewal licensing scheme for Massage and Special Treatments aimed at distributing the license renewals across the year. The licenses are now issued in April, August, and December. During the period 1 April 2016 – 31 March 2017 we issued 229 Massage and Special Treatment premises licences and 143 therapists registrations. Our income target for the year was £87,500, and we achieved £130,974 (over achieved by £43,474.) We restructured our fees and charges for MSTs and reviewed the levels of treatments. We have 145 premises licenced.
- 5.9 We delivered a National Food Safety Week project promoting food hygiene and food safety to the Borough's residents.
- 5.10 We delivered the Young Chef of the Year competition, an annual event, where under 16s attending the Borough's schools were invited to take part in a cooking competition.
- 5.11 We liaised with the organisers of the large events that take place in the Borough which include; AEGON Tennis, Polo in the Park, the Boat Race, FOLD and Caught by the Thames festivals both of which were held at Fulham Palace, Firework displays in the Borough's parks and events that take place at Olympia.
- 5.12 The Healthier Catering Commitments project has seen a further five premises achieve the award in the Borough. Which brings the total to 39 who have the award.
- 5.13 We have had 25 businesses/organisations (against a target of 11 over the two-year pilot) committed to working towards London Healthy Workplace Charter

accreditation. Of these, 15 have been actively progressing towards accreditation this year, Three LBHF employers have gained accreditation in 2016-17, with several more accreditations expected by the next award ceremony in November 2017. We participate in the Pan-London LHWC steering group, and support the Greater London Authority with suggestions on potential marketing / communication opportunities. In May 2016 this resulted in a LHWC LinkedIn group being set up to facilitate networking and information sharing between like-minded employers across London.

6. PERFORMANCE

	2016-2017	2015-2016	2014-2015	2013-2014
Percentage of food businesses that are Broadly Compliant	87%	86%	83%	86%
Food Hygiene Inspections	1,115	926	980	773
Food Standards Inspections	414	400	433	85
Samples Taken	122	101	88	142
Food Safety Service Requests	735	535	508	426
Health and Safety Inspections (programmed & reactive)	5 + 65	7 + 109	15	8
Food Poisoning Notifications Received	111	112	94	91
Food Hygiene Revisits	139	204	138	175
Health and Safety Revisits	11	21	21	34
Olympia Exhibition Licence Approvals	105	115	103	77
Health and Safety Service Requests	401	341	407	306
Accidents Received	156	80	172	172
Accidents Investigated	27	30	30	34
Health and Safety Notices Served	6	13	5	6

Food Safety Notices Served	24	44	6	23
Massage and Special Treatments Licences Issued	229 premises licences as a result of the new renewal regime.145 licenced. 143 therapist licences	152 premises licences 214 therapist licences	141 premises licences 181 therapists licences	358
Animal Health Licences Issued	7	5	5	5
Explosive Licences Issued	7	12	12	12

7. KEY PRIORITIES FOR 2017-2018

- 7.1 Carry out interventions that contribute to improving public health
- 7.2 Continually improve the food safety and health and safety service making it more efficient and effective and capturing any productivity, efficiency or financial savings.
- 7.3 Continue with customer engagement plans to ensure we provide high service standards to businesses and residents and respond to their feedback.
- 7.4 Explore ways to improve workforce engagement and motivation during times of significant change.

PEST CONTROL



1. SERVICE AIMS

- 1.1 To provide an effective Pest Control Service that treats a wide range of public health pests that helps to prevent the spread of disease including; rats, mice, wasps, cockroaches, bed bugs, fleas and pharaoh ants.

2. PEST CONTROL OBJECTIVES

- 2.1 To meet the Council's legal obligations to reduce pests in the Borough and to keep its land free from pests.
- 2.2 To treat for pest problems in the Council's housing stock. The Team has a Service Level Agreement with Hammersmith's Housing Department.
- 2.3 To increase commercial contracts.
- 2.4 To support the Council's strategic objective to deliver a cleaner greener Borough through effective pest control treatments.
- 2.5 To prevent the spread of disease through offering a chargeable Borough wide service to residents, local businesses and other Council departments.
- 2.6 To offer a free pest identification service to residents.

3. KEY ACHIEVEMENTS

- 3.1 We exceeded our income target of £189,400 by £39,000..
- 3.2 We continue to treat small contracts with 77 small contracts in total.
- 3.3 We maintained treatments for domestic contracts to residents.
- 3.4 We held ongoing meetings with Thames Water to help improve work carried out in and around the Borough's sewers.
- 3.5 We carried out 59 proactive pest control treatments in the Council's Parks and housing estates to help prevent rodent activity. This number has been reduced due to the success with the baiting programme over the past few years
- 3.6 We continue to work with Amey to treat Council properties for pest control.

4. PERFORMANCE

PEST TREATED	No of Treatments 2016-2017	No of Treatments 2015-2016	No of Treatments 2014-2015	No of Treatments 2013-2014
Mice	2,153	2,336	2,249	2,263
Rats	736	580	535	525
Bed Bugs	413	379	378	377
Cockroaches	268	231	261	256
Fleas Moths	107	79	74	44
Pharaoh Ants	227	142	198	164
Wasps	105	69	79	93
Total	4,009	3,816	3,774	3,768

TEAM PERFORMANCE	2016-2017	2015-2016	2014-2015	2013-2014
Total number of Treatments/Visits	4,107	4,328	4,222	3,985
Total number of Small Contract Visits	820	724	736	656
Number of Visits to Hammersmith Homes	2,017	1,980	1,942	1,818
Number of Domestic Visits to Residents	1,211	1,434	1,415	1,336
Public Health interventions in the Borough and parks	59	187	190	253
Total Income (includes all categories below and some 'other' contracts)	234,500	£241,316	£225,979	£206,707
Income from Services carried out for Residents	57,108	£59,544	£64,500	£57,548
Income from Large Contracts	137,703	£142,809	£134,000	£124,711
Income from Small Contracts	39,689	£38,963	£27,000	£27,736

5. KEY PRIORITIES FOR 2017-2018

- 5.1 Through better engagement with our clients and businesses we will improve the customer experience and continue to embed a process of continuous improvement.
- 5.2 To work towards providing a Service which is cost neutral.
- 5.3 To support some non-income generating public health activities across the Borough.
- 5.4 Explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents is fit for purpose.

ENVIRONMENTAL QUALITY



1. SERVICE AIMS

- 1.1 To protect public health and the wider environment by regulating and addressing land, air and water quality issues.
- 1.2 To carry out air quality monitoring work to improve public health.
- 1.3 To tackle fuel poverty to improve public health and the efficient use of fuel.
- 1.4 To carry out contaminated land assessment work to improve public health.
- 1.5 To carry out pollution permitting to improve public health.
- 1.6 To protect public health by ensuring safe private drinking water supplies.

2. ENVIRONMENTAL QUALITY OBJECTIVES

- 2.1 To tackle poor air quality through our Air Quality Action Plan and working with residents to raise public awareness
- 2.2 To progress actions that minimise fuel poverty.
- 2.3 To address contaminated land through the planning process and through our Contaminated Land Strategy.
- 2.4 To permit and regulate air pollution producing industries.
- 2.5 To ensure private water supplies are safe.

- 2.6 We have worked with the Resident led Air Quality Commission in producing their report to improve air quality.
- 2.7 We have doubled our NOx diffusion tube monitoring network across the Borough which has included targeted coverage of primary schools.
- 2.8 We have actively monitored NOx and particulates and produced a progress report on the Council's Air Quality Action Plan which has been approved by DEFRA.
- 2.9 We have been progressing projects and initiatives through the London Mayor's Air Quality Fund (MAQF) including Clean Air Better Business working with local businesses to improve local air quality by consolidating deliveries and encouraging active travel; and the London Low Emission Construction Partnership with King's College to inform and implement best practice in reducing emissions from construction and demolition sites.
- 2.10 We conducted nine action days with volunteers from the Borough to tackle idling engines and raise awareness of the health implications of air pollution. A total of 135 drivers were approached and 82 per cent agreed to switch off their engines. This is another MAQF project.
- 2.11 We continue fuel poverty work to enable officers and external organisations to work together to provide advice to vulnerable residents to minimise the impact of fuel poverty, by facilitating funding and other support e.g. insulation, boiler replacement.
- 2.12 We completed the second year of the Public Health Funded Fuel Poverty/Healthier Homes Project. We have received over 470 referrals to the project from a wide variety of sources including GP surgeries, social services, mental health services and third sector agencies like Citizens Advice and Bishop Creighton House. Through this project, we provided 35 heating installations or repairs.
- 2.13 We have successfully made referral pathways for vulnerable residents in the Borough with other relevant services such as GPs, Hospital Discharge and third party providers like Age UK.
- 2.14 We have had a Fuel Debt advisor since December 2015 and they have worked with 257 residents (to date) accessing energy company trust funds to clear debt, tariff switching, applying for benefits and the Warm Homes Discount. To date they have enabled vulnerable residents to access £65,567. debt relief and additional benefits.
- 2.15 We have also promoted tariff switching schemes such as the Big London Energy Switch and supported Citizens Advice Big Energy Savings Week and Energy Best Deal. 2016 and 2017 saw 257 residents registered with Big London Energy Switch of which 65 have actually switched tariff.

- 2.16 We also participated in the Warmth project with 11 other London boroughs. This was coordinated by Groundwork and funded by British Gas. It allowed us to make 133 home visits to residents on low income with health conditions to provide an energy efficiency assessment, install small measures such as lightbulbs, radiator reflectors and power downs and to make referrals for further assistance.
- 2.17 We have responded to all planning consultations commenting on air quality and contaminated land. We have provided pre-application advice to developers on matters relevant to air quality and contaminated land.
- 2.18 We have carried out 100 per cent of Environmental permitting regulation inspections at dry cleaners, petrol stations, etc. and provided a Statutory Return to DEFRA.
- 2.19 We have responded to all requests for Environmental search reports.
- 2.20 We have validated and issued 100 per cent of applications received for permitting.

3. PERFORMANCE

	2016-2017	2015-2016	2014 - 2015
Planning Consultations (Total)	2,509	1,755	1,855
Pre-application	172	123	229
Full/Outline/Screening/Scoping	1,975	1,387	1,408
Details to Satisfy Conditions	238	245	218
Environmental Searches	84	122	117
Permitted Processes	58	59	62
Demolition Notices	20	21	36
Households given Advice	294	217	N/A
Energy and Heat Saving Solutions	199	199	N/A
Enforcement against Landlords	8	5	N/A

4. KEY PRIORITIES FOR 2017-2018

- 4.1 To actively monitor NOx and particulates across the Borough.
- 4.2 To work with Public Health to implement long term, sustainable actions to improve air quality, water quality, fuel poverty and contaminated land issues.
- 4.3 To work with the Resident lead Air Quality Commission to implement their recommendations.
- 4.4 To update the Council's Air Quality Action Plan.
- 4.5 To progress the Mayor's Air Quality Fund projects to improve air quality.
- 4.6 To continue with fuel poverty work to enable officers and external organisations to work together to provide advice and support to vulnerable residents to minimise the impact of fuel poverty.
- 4.7 Through better engagement with our clients and businesses we will improve the customer experience and embed a process of continuous improvement.
- 4.8 To respond to 100 per cent of planning consultations received commenting on air quality and contaminated land, within the legal timeframes.
- 4.9 To complete 100 per cent of Environmental Permitting Regulation inspections at dry cleaners, petrol stations etc and submit a Statutory Return to DEFRA.
- 4.10 Produce Environmental search reports on request, within ten working days.
- 4.11 To validate and issue 100 per cent of applications for permitting within the legal timeframes.
- 4.12 Explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents is fit for purpose.

NOISE AND NUISANCE



1. SERVICE AIMS

- 1.1 To protect residents from disturbance so that they can enjoy living in their homes and ensure businesses can operate without too much disruption. Dealing with a range of noise and nuisance complaints including building sites, parties, house alarms, car alarms, neighbour noise, air conditioning units and smells from commercial premises.

2. NOISE AND NUISANCE OBJECTIVE

- 2.1 To respond to complaints from residents within 30 minutes and visit within 60 minutes.
- 2.2 To analyse the type of complaints received and carry out proactive work to reduce the number of complaints coming into the Service long term.

3. KEY ACHIEVEMENTS

- 3.1 Serving 316 enforcement notices on building sites to protect residents from excessive noise.
- 3.2 Serving 539 notices to stop the impact of excessive neighbour and commercial noise on residents.
- 3.3 The successful implementation of the Public Space Projection Order at Shepherd's Bush to protect residents from excessive noise and disturbance.
- 3.4 LBHF and RBKC Noise and Nuisance Teams have been integrated into a single Noise and Nuisance Team providing the same level of service to both boroughs.

4. PERFORMANCE

NB Although calls are answered 24 hours a day officers are not on duty between

	2016-2017	2015-2016	2014-2015	2013-2014
Number of S80 Notices	539	257	370	147
Number of S60 Notices	316	484	481	398
Number of Planning Applications Received	1,645	1,540	1,637	1,046
Number of Licensing Applications Received	308	477	634	71

3:00am - 7:30am Monday to Wednesday, 5:00am - 7:30am Thursday and Friday, and 5:00am - 9:00am Saturday and Sunday.

5. PRIORITIES FOR 2017-2018

- 5.1 A more proactive enforcement regime.
- 5.2 To improve the response times from the previous year.
- 5.3 All construction sites to be served with a Section 60 Control of Pollution Act Notice. This will allow residents reasonable enjoyment of their property. Work to restrict noisy works from building sites Monday to Friday.
- 5.4 Use preventative measures to control the impact of construction sites e.g. with regard to hours of work, plant and machinery and methods of working.
- 5.5 To continue to provide Planning with recommended conditions to minimize the impact of noise and other disruption to neighboring residents.

PRIVATE HOUSING



1. SERVICE AIM

- 1.1 Improve and make safe housing standards in the private rented sector by advising landlords, licensing Houses in Multiple Occupation (HMOs) and taking enforcement action to secure safe homes.

2. PRIVATE HOUSING OBJECTIVES

- 2.1 To improve housing conditions in the private rented sector by focusing on high risk properties through targeted and intelligence led interventions and licensing.
- 2.2 To improve the management of the private rented sector by identifying and regulating HMOs.
- 2.3 To target poor performing landlords.
- 2.4 To increase the supply of affordable housing by reducing long term vacant properties and bringing them back into use.
- 2.5 To provide guidance and assistance to residents in fuel poverty and at risk of excess cold and slips and trips.

3. KEY ACHIEVEMENTS

- 3.1 We have mandatory licensed Houses in Multiple Occupation setting conditions to protect residents from fire, excess cold, damp and overcrowding.
- 3.2 We have increased our enforcement to address the rise in housing hazards and improved the private rented sector.
- 3.3 We have targeted our resources at high risk cases focusing on fire safety, inadequate heating, damp, mould and falls.
- 3.4 We have successfully prosecuted landlords for failure to licence houses in multiple occupation and to comply with HMO Management regulations. In all cases the Council were awarded full costs and landlords were appropriately fined (in the region of £50,000).
- 3.5 We have reviewed our service request procedure and implemented a risk based approach in dealing with these. This has led to a better use of our resources.
- 3.6 We have continued to work with our colleagues to address fuel poverty, hoarding and poor housing conditions for vulnerable residents including the elderly and young children.
- 3.7 We continue to share best practice with other local authorities around enforcement and working with landlords.
- 3.8 We carried out a 12-week public consultation, in line with Housing Strategy, on five measures to improve renting in the private rented sector including the introduction of Additional and Selective licensing, H&F Landlord's Charter, New HMO standards and Social Letting Agency. We recovered over 2,000 responses. Cabinet approved the roll out of proposed measures. Public Consultation on improving the private rented sector was successful. We will be bringing in additional and selective licensing schemes.
- 3.9 We collaborated with Public Health on drafting the Joint Strategic Needs Assessment for housing (private housing section LBHF). demonstrating the importance of housing standards in the well-being of an individual.

4. PERFORMANCE

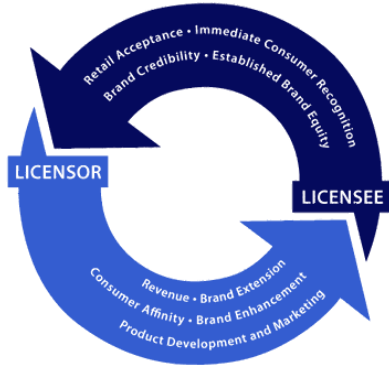
	2016-2017	2015-2016	2014-2015	2013-2014
Number of housing complaints	741	835	903	618
Number of properties licensed	33	23	n/a	43
Number of high risk HMO's inspected (including licensed HMO's)	7	14	24	43

Enforcement Notices	158	234	94	108
Number of Cases where works were undertaken in the default of the owner	2	1	4	11
Number of Prosecutions	4	2	3	1
Number of Appeals	0	0	0	0
Number of long term Empty Properties brought back into use	24	9	13	22

5. KEY PRIORITIES FOR 2017-2018

- 5.1 Implement additional and selective HMO licensing schemes, supported by robust policies and procedures.
- 5.2 Implement the provisions of the Housing and Planning Act 2016 ie Fixed Penalty Notices.
- 5.3 Work with the Greater London Authority and London Boroughs in tackling rogue landlords.
- 5.4 Secure funding from DCLG Migration Fund to gather intelligence on rogue landlords.
- 5.5 Make full use of legislation to secure improvements.
- 5.6 Target interventions that contribute to the improvement of public health and address the following hazards; fire, damp and mould, excess cold, falls and entry by intruders.
- 5.7 Target resources towards high risk, unsafe, HMOs and poor performing landlords.
- 5.8 To improve service user experience through officer engagement and other media such as the website.
- 5.9 Continue to return vacant private sector dwellings back into occupation through successful interventions.

LICENSING



1. SERVICE AIMS

- 1.1 To discharge our function as a Licensing Authority under the Licensing Act 2003 by promoting the four licensing objectives and using the full range of enforcement options/sanctions to increase the level of compliance within licensed premises across the Borough.
- 1.2 To issue and enforce other types of miscellaneous licences required under statute.
- 1.3 To use complaints, crime and other data to develop an accurate picture of key licensing issues across the Borough using tactical plans to address problems.
- 1.4 To empower key partners/stakeholders to use the powers available to them under the Licensing Act 2003 and associated legislation.
- 1.5 To work in partnership to reduce the negative effect of alcohol on public health, within the Borough.

2. LICENSING TEAM OBJECTIVES

- 2.1 To process licensing applications and provide excellent service delivery.
- 2.2 To reduce the likelihood of crime and anti-social behavior in licensed premises.
- 2.3 To adopt a systematic approach to identify problems and issues in licensed premises and improve intelligence through accurate information gathering.
- 2.4 To increase clarity amongst members of the community about the different functions of Responsible Authorities.

- 2.5 To use legislation and readily available, up-to-date guidance to ensure that we have knowledgeable and skilled officers working in accordance with best practice.
- 2.6 To use early interventions for minor offences to help bring about positive outcomes for the community by promoting the four licensing objectives.
- 2.7 To target those licensed premises that choose to breach their licence conditions and fail to uphold the licensing objectives.
- 2.8 To ensure that all licensing fees due are collected within the relevant timescales.

3. KEY ACHIEVEMENTS

- 3.1 On 1st April 2017 there were 836 Premises Licenses and 14 Club Premises Certificates.
- 3.2 In 2016/2017 the Team dealt with 518 temporary event notices, 239 personal licences and 414 premises licence applications and notifications.
- 3.3 In 2016/17 60 licences were suspended and 30 remain suspended. 12 of these premises are no longer operating/providing licensable activities, and the remaining 18 will be visited in the future.
- 3.4 We provide a licensing pre-application advice service to support local businesses.

4. PERFORMANCE

	2016-2017	2015-2016	2014 -2015
93% of New Licence Applications completed within agreed service standards	52	62	57
100% Variations of Licence/Club Premises Certificate Applications Completed	33	32	26
100% Minor Variation Applications Completed On Time	25	27	29
96% of variation of a DPS were completed on time	192	223	234
92% Transfers and Interim Authorities Completed on Time	52	82	70
Number of Licence Reviews	0	2	6
Number of Notification of Change of Name and/or Address	146	154	98

90% of Personal Licence Applications Completed on Time	239	222	205
Number of Temporary Event Notices	518	495	525
% of High Risk Premises Inspected	100%	97%	98%

5. KEY PRIORITIES FOR 2017-2018

- 5.1 Through better engagement with our clients and businesses we will improve the customer experience and embed a process of continuous improvement.
- 5.2 Carry out functions as required under Licensing Act 2003 (LA03) and manage the processing of applications for premises licences.
- 5.3 Carry out functions under the Gambling Act 2005 (GA05) and manage the processing of applications for premises licences.
- 5.4 Carry out comprehensive inspections at all high risk LA03 premises, with 100 per cent of high risk premises inspected every 12 months and new premises identified and risk rated.
- 5.5 All licence conditions checked and any complaints investigated.
- 5.6 Risk rate all gambling premises and inspect all those rated as high risk.
- 5.7 Carry out an initiative to identify illegal gaming machines.
- 5.8 Identify operators who have not paid their Licensing Act 2003 annual fee by the due date and take appropriate action.
- 5.9 Conduct six multi agency inspections with agency partners, i.e. Police, Gambling Commission, Security Industry Authority (SIA), H.M Customs and Revenue, UK Border Agency, Trading Standards, and Environmental Health, in relation to:
 - A. Late night inspections;
 - B. Underage alcohol sales;
 - C. Licence conditions check;
 - D. Sales of illegal alcohol;
 - E. Employment of illegal workers; and
 - F. Gambling premises inspections.
- 5.10 Carry out test purchases on premises suspected of sales of alcohol outside their permitted hours.
- 5.11 Partnership working with the Director of Public Health and Substance Misuse and Offender Care Team to facilitate A&E data sharing.

- 5.12 Extend our on-line licence application system.
- 5.13 Maintain partnership working with the Metropolitan Police.
- 5.14 Attend Crime and Disorder Partnership Meetings, as required.
- 5.15 Explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents is fit for purpose.

TRADING STANDARDS



1. SERVICE AIMS

- 1.1 To help local businesses to thrive (prosperity) and to ensure that consumer and business interests are safeguarded (protection).

2. TRADING STANDARDS TEAM OBJECTIVES

- 2.1 To promote the Borough as a good place to do business.
- 2.2 To achieve compliant businesses, using Better Regulation principles to reduce the burden on businesses. To use our 'Weeks of Action' to tackle topical issues within the Borough.
- 2.3 To use a range of sanctions to tackle non-compliant businesses.
- 2.4 To provide consumer advice in partnership with Citizens Advice Consumer Helpline and business advice in conjunction with key stakeholders and partners.
- 2.5 To protect children from harm through the enforcement of underage sales of age restricted goods.
- 2.6 To protect the elderly and vulnerable from unscrupulous traders.
- 2.7 To contribute towards public health through alcohol, product safety and tobacco control work activities.
- 2.8 To tackle rogue traders, and those selling fake and unsafe goods.
- 2.9 To provide an excellent service.

3. KEY ACHIEVEMENTS

- 3.1 Raising the awareness of scams and helping the victims of this type of fraudulent crime has been at the forefront of our activities with many talks, exhibitions and partner engagement days having taken place throughout the year. This important piece of work continued with a new campaign, 'Friends

Against Scams' (FAS) where colleagues, Members and the public become SCAMBassadors or SCAMchampions and deliver workshops within the community to increase the numbers of FAS. The main focus was to increase the number of FAS so that collectively, the outreach can be greater with a number of partner agencies being involved and engaged with potential victims either through their work or normal activities within the community. National Scams Awareness month which happened in July 2016 saw the Team engaged in the distribution of different types of material through a range of media and personal visits to once again ensure that residents were aware of how not to become a victim. The National Trading Standards Scams Team (NTSST) gather intelligence on a national level regarding victims of mass marketing scams usually in the form of postal scams. They make priority referrals upon which we would contact or visit the victim to return their money and to provide safeguarding advice for the future. The victims can be asked if they would want to become a Mail Marshall whereby they can impart some of their experiences with others and collect scam mail so that it can be used as evidence in future investigative and enforcement work.

- 3.2 We have worked with the Police, National Trading Standards and our more immediate Trading Standards colleagues following up on referrals made as a result of a new 'Banking Protocol' set up to allow bank staff to inform ourselves and the Police where there is a suspicion that a member of the public is making strange withdrawals of cash and a possible victim of doorstep crime. This is where tradesmen arrive on a potential victim's address and offer to carry out some household repairs often for a very reasonable sum. This very quickly rises to extortionate sums of money, often for very little or no work as it frequently focusses on areas of the property where the resident would not have easy access, such as the roof. Victims are regularly asked for large amounts of money through high pressure and scaremongering and escorted to banks where they withdraw large sums of cash to pay for the 'work'. We have received a number of referrals in this manner and have been able to advise the victims not to pay any further money and steer them to better safeguard themselves from becoming repeat victims.
- 3.3 National Consumer Week took place in late November 2016 with the focus being on electrical safety. The campaign called 'Switched On', was co-ordinated by the National Consumer Protection Partnership. Officers were engaged with this and met with residents and members of the public and advised them of the signs to look out for in the run up to Christmas with respect to electrical goods.
- 3.4 The sale of age restricted products to minors such as alcohol, cigarettes and knives is part of our commitment to ensure that we contribute to reduce the pressures on other agencies such as the National Health Service, Police and others through our preventative ongoing programme of test purchases. In the recent spate of knife attacks and alcohol driven anti-social behaviour, we have focussed our energies on reducing the sales of these products to children. We worked with the police in relation to Operation Sceptre and were able to buy alcohol in seven per cent of the premises tested. We also found that we were

able to buy knives in 11 percent of our attempted test purchases. We also carried out visits during the firework period and were pleased that this sector remained compliant.

- 3.5 We continue to carry out enforcement of illegal street trading where counterfeit goods are sold near Chelsea football stadium, Stamford Bridge on match days. This has resulted in a reduction in the amount of illegal goods being offered for sale.
- 3.6 In 2016/17, we started 33 investigations and completed 16 with the remainder still under investigation. The concluded investigations resulted in either a formal warning, Simple Caution, licence review, voluntary licence variation to add/amend conditions, monetary penalty notice or successful legal proceedings. The investigations related to:
- ✓ Possession of illegal tobacco;
 - ✓ Underage sales of age restricted products;
 - ✓ Supply of a range of counterfeit goods;
 - ✓ Supply of unsafe consumer goods;
 - ✓ Possession of non-duty paid alcohol;
 - ✓ Non-membership of a recognised property redress scheme.
- 3.7 Over 3,000 non-compliant items were seized ranging from counterfeit mobile phone accessories, cosmetics and incorrectly labelled jewellery.
- 3.8 One of our cases in relation to Proceeds of Crime was concluded. Proceeds of crime legislation can be used where it can be shown that a criminal has benefitted from their criminal conduct. In this case, the defendants had been convicted of 'car clocking'. The benefit from their conduct was found to be in excess of £100,000 and although they did not have any assets with which to pay, if they do come into money, then payment will have to be made.
- 3.9 A Fulham business dealing in counterfeit Apple products, pleaded guilty and was fined £2,500, ordered to carry out 50 hours of unpaid community work as well as being handed a 12 month prison sentence which was suspended for 18 months. In addition to this, he was also ordered to pay £11,200 in prosecution costs.
- 3.10 In another case a trader who was caught hiding illicit tobacco at his business premises for the second time was given a caution and agreed to a minor variation in his licence so that illicit alcohol and cigarettes do not even enter his premises.
- 3.11 We continued our Real Deal campaign work at North End Road Market and found that compliance levels were high.

- 3.12 The Team took part in a pan London Safety project looking at banned metals such as the presence of Nickel, cadmium and lead. Two samples were purchased in Hammersmith and Fulham. One failed on the basis that it contained high levels of heavy metals and which can increase the risk of cancer when ingested or in contact with the skin. The goods were bought from a mobile salesman and the retailer claims that he does not have contact details for him and therefore, making it very difficult to source the supply. Our enquiries into this matter continue.
- 3.13 We were successful in our bid to run a Regional Intelligence Unit for London Trading Standards from November 2016-April 2017. As part of this various intelligence products were produced which will help in horizon scanning the sectors that may be issues for the future and identify traders that may become an issue for Trading Standards.
- 3.14 Officers have retained their Trading Standards Practitioner status by satisfying the criteria for their Continuous Personal Professional Development.

4. PERFORMANCE

	2014-2015	2015-2016	2016-2017
Number of referrals received for action via the Citizen Advice Consumer Helpline	364	432	458
Number of notifications received for information via the Citizen Advice Consumer Helpline	2,298	1,670	1,667
Number of Service Requests received from a consumer	567	262	232
Number of Service Requests received from a business in the Borough	30	60	32
Number of Service Requests received in connection with Home Authority and/or Primary Authority businesses	49	9	10
% 1st Responses made within agreed service standards	99%	98%	100%
Number of Licensing Act 2003 Applications Received for Consultation	70	47	44
Number of Criminal Investigations Started	37	32	33
Number of Criminal Investigations Completed	2	26	16
Number of Warning Letters	6	9	7
Number of Investigations Resulting in a Simple Caution	7	11	6
Number of Investigations pending Legal Proceedings	3	2	1
Number of Investigations Resulting in Prosecution	4	4	1
Number of Investigations Resulting in a Licensing Review or Voluntary Variation to add/amend conditions	2	4	2
% High Risk Premises Visited	100%	100%	100%
Number of Tobacco Related Visits	10	33	55
Number of Underage Sales Attempts for Alcohol, Knives and Tobacco, and Challenge 21/25	103	80	43
Number of Joint Action Partnership Days	14	10	6
Number of Chelsea Match Day Enforcement Visits	10	5	7

5. KEY PRIORITIES FOR 2017-2018

Preventative

- 5.1 Through better engagement with our clients and businesses, we will improve the customer experience and embed a process of continue improvement.
- 5.2 Deal with all service requests and referrals from Citizens Advice Consumer Helpline in accordance with the Team's service standards.
- 5.3 Attend a minimum of three resident events aimed at raising awareness of current consumer issues. Provide education to residents on the types of crimes that are being carried out. Where concerns have been identified, we will look at what safeguarding measures can be put in place in partnership with internal teams and external agencies.
- 5.4 Working with colleagues in London to promote a London Week of Action, which aims to raise consumer awareness about the broad spectrum of activities that the Trading Standards get involved in and how we regulate and help in protecting consumers.
- 5.5 Attend a minimum of one event to provide business advice and education, to help local businesses to comply with their legal obligations and create a level playing field.
- 5.6 Maintain Primary Authority relationships with local businesses by providing robust and reliable regulatory advice, to support business growth. All Primary Authority companies will be contacted at least twice per year.
- 5.7 Scams Awareness work to raise awareness and identify vulnerable groups (in conjunction with partner agencies).
- 5.8 Participate in Operation Liberal (National Event) in partnership with the Police to target rogue traders and doorstep crime incidents.
- 5.9 Improve the use of intelligence from both internal and external sources to enable officers to focus on commercial activities that pose the highest risk and cause the largest detriment to consumers and businesses.

Enforcement

- 5.10 Promote and audit the Real Deal initiative at local markets to check the level of compliance in relation to unsafe and counterfeit goods.
- 5.11 A minimum of 80 underage sales visits conducted and any non-compliance addressed.
- 5.12 A minimum of 20 tobacco related visits conducted to ensure compliance with legislation covering the sale of tobacco including e-cigarettes, tobacco displays, tobacco labeling and advertising.
- 5.13 Detection and disruption of sales of illegal and counterfeit tobacco.
- 5.14 Inspect 100 percent of all high-risk premises.

- 5.15 Identify and address non-compliant and unfair business practices in the lettings sector. This will include requirements in relation to; Energy Performance Certification; Lettings Agency Redress Scheme; Estate Agency Redress Scheme and Letting Agents display of fees.
- 5.16 Review all incoming service requests to identify any potential financial investigations under the Proceeds of Crime Act.
- 5.17 Carry out a safety project, to protect consumers from harm, which may include participation in regional and sub-regional product safety projects.
- 5.18 Continue enforcement to combat illegal street trading and the selling of counterfeit goods at Chelsea football matches.

Service Improvement and Sustainability

- 5.19 Use the media and other communication channels to raise awareness about the work of the Service and provide improved information for residents and businesses.
- 5.20 Maintain website information and update as necessary.
- 5.21 Complete the Statutory Returns for the Service.
- 5.22 Maintain competency and Continuous Personal Professional Development (CPPD) to achieve/maintain Trading Standards Practitioner (TSP) status.
- 5.23 Explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents is fit for purpose.