

Committee: Joint Regulatory Service Partnership Committee**Date: 25th June 2019**

Wards: All

Subject: Partnership Annual Performance Review

Lead officer: Chris Lee, Director for Environment & Regeneration

Lead member: Councillor Martin Elengorn (Richmond)
Councillor Helen Lee-Parsons (Richmond)
Councillor Tobin Byers (Merton)
Councillor Caroline Cooper-Marbiah (Merton)
Councillor Paul Ellis (Wandsworth)
Councillor Paula Walker (Wandsworth)

Contact officer: Cathryn James, Interim Assistant Director, Public Protection
Nick Steevens, Head of Regulatory Services Partnership

Recommendations:

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1. Members to note and comment on the review of annual performance of the Regulatory Services Partnership
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1. PURPOSE OF REPORT

- 1.1. To inform members of the performance of the Regulatory Services Partnership (RSP) during 2018/19.

2. Details

- 2.1. Performance management of the objectives of the Regulatory Services Partnership is critical to the success of the service. Through delivery and monitoring of the service plans managers can ensure that:
 - The RSP's objectives are clearly defined
 - The objectives are clearly communicated to key partners
 - Officers understand how their role supports the achievement of these objectives.
 - Robust oversight of performance against the objectives and key performance indicators will ensure that strategic goals are met
- 2.2 Service performance is routinely monitored and reported in departmental management teams and subject to scrutiny by members. This oversight allows performance against the service plans to be tracked; and highlights any issues of concern. The management team also looks to the strategic direction of the service and ensures that the operational and financial resources available to partners are used in the most efficient manner.
- 2.3 In addition to internal reporting mechanisms, as a regulatory function the RSP is obligated to provide statutory returns to a wide range of external agencies including:
 - a. The Food Standards Agency;
 - b. Department of the Environment, Food and Rural Affairs;

- c. Health and Safety Executive;
- d. Department for Business, Innovation and Skills;
- e. CIPFA

2.4 The performance of the service in line, with the Key Performance Indicators for each Borough are shown in **Appendix 1**.

2.5 There main caseload pressures and service delivery highlights from 2018/19 detailed below showcase the work of our teams and illustrate the breadth of their responsibilities:

3 ENVIRONMENTAL HEALTH (COMMERCIAL TEAM)

3.1 Food Safety

Once again it was a very busy year for the food safety enforcement officers. We have continued to successfully deliver an inspection programme across the three boroughs, which focuses on higher risk premises whilst at the same time being able to respond to food poisoning outbreaks and complaints about food safety.

3.2 Our food hygiene inspection activity is directed to those premises that present the highest risk in the non-compliant A, B, & C categories.

2018/19	Merton	Richmond	Wandsworth
Inspection of category A,B & non-compliant C food premises	100%	100%	99%

The performance indicator in Wandsworth was not met due to two premises which were not capable of being inspected despite attempts by food safety officers.

3.3 The total percentage of Broadly Compliant establishments that have received a Food Hygiene Rating of the boroughs in 2017/18 and 2018/19 is outlined below. The compliance of a premises is subject to several external factors and should not be considered as an indication of the performance of the service.

2018/19	Merton	Richmond	Wandsworth
Total % of Broadly Compliant Establishments rated A-E	95.6	94.5	95

3.4 Major events

The partnership is home to a number of events that have national significance and have extensive catering operations attached to them, which carry a very

high risk of reputational damage should a problem occur.

The following events took place last year that we had a positive input into;

- Wimbledon Tennis – the Wimbledon Tennis championships are an international event and last for a fortnight. This championship is one of the largest catered sporting events in Europe.
- Twickenham is the home of English Rugby and is the largest dedicated rugby union venue in the world. Throughout the year, major rugby tournaments are held including the six nations, rugby sevens and army and navy matches. All of these are supported by large numbers of catering outlets that operate both inside and outside the stadium.
- Whilst Chelsea may host the most well-known flower show, the RHS Hampton Court Flower show is now the largest in the World and attracts some 130,000 visitors. Again this is supported by a large number of catering units that require inspection during the event.
- In August 2018, Merton Park hosted the second Eastern Electrics open-air music and dance festival that ran over a weekend period. This was a significantly larger event than the year before, attracting some 30,000 visitors. A lot of pre event work was required to ensure that all of the food units complied with hygiene regulations.

3.5 Enforcement Activity

Supermarkets, Morden and Mitcham

A number of investigations took place following complaints received from members of the public, in July and December 2017, who had purchased food from different outlets of the same supermarket chain, which had been gnawed by mice. These investigations were followed up with closures and the premises were not allowed to open until extensive pest control measures were put in place. A case was prepared that was heard in Court in November 2018. The company pleaded guilty to six offences, which included the sale of unfit food, and hygiene offences. The Judge took a serious view of the matter and the company were fined £70,000 for each of the six offences, a total of £420,000. The council were also awarded their costs of £10,100.

Fast Food Restaurant, Wimbledon

In November 2018 complaints were received in relation to a fast food take away and restaurant. An Environmental Health Officer who discovered an extensive rat infestation throughout the premises inspected, and an Emergency Prohibition Notice was served which closed the premises on the spot. The building remained closed for a number of weeks whilst extensive pest control measures and proofing was carried out, the kitchen was deep cleaned and the staff retrained.

Japanese Takeaway Wimbledon

A routine visit to this very busy takeaway unit by an Environmental Health Officer found mice activity in the kitchen, poor standards of cleanliness and due to the cramped arrangements, a substantial risk of cross contamination from raw chicken to the ready to eat sushi.

A voluntary agreement to stop the production of sushi at the premises was entered into. The owner called a consultant in to redesign the flow of food production, the kitchen was deep cleaned and the staff retrained in the new food safety management system. During the initial visit, it was found that a ladder was being used in an unsafe manner to gain access to the first floor kitchen roof and a Prohibition Notice was served under the Health and Safety at Work etc. Act prohibiting its use.

Food Manufacturer Mitcham

A routine visit by Environmental Health Officers in November 2018 revealed serious cross contamination risks during processing from raw to cooked foods. Hygiene Improvement Notices were served requiring improvement to their written food safety management system and the retraining of staff

Restaurant Colliers Wood

A routine visit by an Environment Health Officer in October 2018 found an active mouse infestation in the kitchen and poor cleaning throughout. The premises were subject to a Voluntary Closure whilst the owner arranged pest control and proofing measures to be put in place. The premises were also thoroughly deep cleaned before they were allowed to re-open.

Retail Shop Mitcham

A routine visit to a retail shop in Mitcham found dirty conditions throughout. The freezer had broken down which required the disposal of all the high-risk foods such as frozen burgers that had defrosted. Improvement Notices were served to demand the removal of the waste from the rear yard and to secure repairs to a broken electrical socket.

Butchers Shop Tooting

A prosecution of a mouse-infested butcher's shop necessitated two formal closures 3 months apart, which resulted in a successful prosecution and large fine for the business operators. The business has since closed.

Vegetarian Restaurant Tooting

Officers investigated a complaint from a member of the public that they had been served a meal that had contained a cockroach. On inspection of the food production area, the officers found an extensive cockroach infestation. Cockroaches were thriving in the flour bin, coated with flour and picked up every time flour was scooped out. As the food business was considered to present an immediate health risk condition, an Emergency Prohibition Notice was served, immediately closing the business. The Notice was then followed up with a court order to keep the premises closed until the health risk condition was removed.

A further 3 further closures during 2018/19 including one that was down to a severe mouse infestation in a butcher's shop where packets of food were found to be still damp from the mouse urine.

- 3.6 Aside from closures, a Public Health England sampling survey undertaken by RSP officers found the pathogen *Listeria monocytogenes* in frozen vegetables from two major supermarket chains. A number of packets from the same batch were still in stock at one of the supermarkets. The packets were formally

detained and subsequently destroyed.

3.7 Health and Safety

A summary of the health & safety interventions carried out by the team across all three boroughs is shown in the table below:

Intervention Type	Number
Health and Safety proactive visits Including special treatments and gas safety and shisha	69
Health and Safety Prohibition Notices served	21
Health and Safety Improvement Notices served	10
Simple Cautions	1
Health and Safety only, complaints investigated	54
Accidents investigated	16

3.8 Carbon Monoxide

On receipt of a complaint from a tenant living above a kebab shop about smoke from the shop's charcoal grill, officers visited and measured levels of Carbon Monoxide (CO) gas around 800ppm around the grill (the safe limit being 30ppm). These high levels were not only dangerous for the tenant but also for staff working around the charcoal grill. A Prohibition Notice was served, prohibiting further use of the grill until the ventilation was serviced and other measures were put in place to reduce the levels of CO to within safe limits.

3.9 Accident to employee of garden maintenance company

Last year we reported that we had finalised an investigation into an accident that befell a student who was working part time for a garden maintenance company that had been engaged to maintain the grounds of a large property. At the time of the incident, the student was using a petrol garden shredder when his hand became trapped in the rotating blades causing severe injuries and loss of some of the fingers. A report was compiled and the matter taken before Magistrates in Wimbledon last July. The owner of the business pleaded guilty to one offence under Section 2 of the Health and Safety etc. Act 1974 for failing to conduct his business in such a way as to ensure the health safety and welfare of his employees. The owner's financial circumstances were taken into account and he was fined £1800.

3.10 Shisha

A shisha project was undertaken during January and February 2019 in conjunction with the Public Health smoking cessation team at Wandsworth Council. Joint visits were undertaken late in the night with Police and HMRC to the problematic shisha venues in Wandsworth. Evidence was gathered of

smoking and also high levels of CO emitted from burning charcoal. Two health and Safety Prohibition Notices were served to prevent the use of charcoal burners inside the premises. In addition, HMRC seized shisha, which had evaded duty worth £1/2 million. In addition, the team completed a successful prosecution of the Company and director of one of the shisha venues. Two further venues were closed through liaison with the freeholders of the premises.

4 TRADING STANDARDS

- 4.1 The Trading Standards Service operates an Intelligence Led Approach to service delivery that focusses resources efficiently to deal with key priorities for our stakeholders. This effective targeting of frontline services allows us to target rogues and criminals that prey on vulnerable people and other traders who trade in an irresponsible or unlawful manner.
- 4.2 Trading standards operates to a core service specification and our current priorities are:
- Rogue Traders and Doorstep Crime e.g. rogue builders
 - Age Restricted Sales e.g. the sale of alcohol, tobacco, knives etc. to young people
 - Financial Scams e.g. fraudulent mass marketing schemes to obtain money
 - Intellectual Property e.g. counterfeit goods
 - Product Safety e.g. chargers, cosmetics, toys
 - Fair Trading
 - Metrology (Weights and Measures)
 - Business support and advice, 'better business for all.'
- 4.3 Service requests from residents, businesses and visitors are prioritised on a risk basis whereby complaints relating to significant legislative breaches or those involving vulnerable groups are given the highest priority.
- 4.4 The workloads for Trading Standards for 2018/19 are summarised in the table below:

Activity	Merton	Richmond	Wandsworth
Number of complaints and service requests forwarded to TS from the Citizens Advice Service	2,641	2,090	3,123
Number of investigated prioritised complaints and service requests	616	426	740
Number of business compliance visits	567	359	521

An overview of work in 2018/19 is provided below.

4.5 Leadership

The service continues to provide a professional leadership role beyond the RSP by representing the profession on the Executive Board of The National Anti-Fraud Network (NAFN), chairing the London Trading Standards South West London Chief Trading Standards Officer Liaison Group and having an officer who is the Chartered Trading Standards Institute Lead Officer for E-commerce.

4.6 Rogue Traders and Doorstep Crime

Over the last year, the service has saved residents large sums of money through intervention on doorstep contracting incidents or straightforward bogus selling. Officers have also been involved in proactive work to improve working relationships with partners and to educate consumers on doorstep crime and bogus selling, through community talks and advice to those that work with the vulnerable members of our community. In 2018/19, we investigated and intervened in 128 cases in Merton, 79 cases in Richmond and 111 in Wandsworth providing advice and support to residents. Activities included:

- Visits while rogue trader was present at the scene;
- Visits to consumer's home to offer advice after a door step visit by trader;
- Reassurance visits and leafleting area after door step crime incidence.
- Presentations to promote awareness of doorstep crime in the community through talks to groups such as Dementia support groups and Neighbourhood forums,
- Residents' events at Barclays Bank and
- Ward based patrols with the police.

4.7 Age Restricted Sales

Statutory age restrictions apply to the sale of certain products including alcohol, tobacco, knives, films, video games and fireworks. Illegal sales often result in antisocial behaviour that adversely affect our community. We work in partnership with local businesses to prevent illegal sales, visiting businesses, discussing best practice, providing practical advice, point of sale materials and refusals registers to facilitate effective compliance.

In 2018/19, 231 test purchases were carried out by young people under the age of 18 closely supervised by Trading Standards staff. The table below provides further details:

	Knives	Alcohol	Tobacco	Fireworks	Training	Total
Merton	23	37	33	2	17	112
Richmond	4	41	10	0	19	74
Wandsworth	17	21	0	5	2	45
Total	44	99	43	7	38	231

A number of sales were made and investigated further by the service:

	Knives	Alcohol	Tobacco	Fireworks	Total
Merton	1	1	1	0	3

Richmond	0	3	0	0	3
Wandsworth	2	3	0	1	6
Total	3	7	1	1	12

4.8 Financial Scams

A scam is a criminal scheme to con people out of their money. Each year mass marketing mail scams cause approximately £3.5 billion worth of detriment to UK consumers. We work in partnership with the National Trading Standards Scams team to help tackle mass marketing scams. We provide practical advice and support to residents who have been targeted and are victims of mass marketing fraud, liaising with other agencies such as Adult Safeguarding.

We have delivered 25 talks and nearly 500 residents have been educated regarding scams. Speaking to the community regarding scams also has given us an opportunity to engage and make them aware of Trading Standards continuing work to keep them safe.

4.9 Intellectual Property

Intellectual property refers to creations of the mind, such as inventions; literary and artistic works; designs; and symbols, names and images used in commerce. These are protected in law by, for example, patents, copyright and trademarks. The service has a statutory duty to enforce The Trade Marks Act and Copyright, Designs and Patents Act.

In August, we received a lead from Leicester Trading Standards that two consignments of counterfeit bags had come through East Midlands Airport from Hong Kong. This resulted in a large seizure of over a thousand items (Chanel, Louis Vuitton, Gucci, Prada, Balenciaga etc.) from a Big Yellow Storage Unit in Richmond. Following subsequent checks confirming the items seized were counterfeit and additional information from Leicester further action is pending.

4.10 Illegal Tobacco

It is estimated that sales of illegal tobacco net criminal gangs more than £100m a year through products that are untaxed, sold under-the-counter at reduced prices and contain unknown ingredients, which means they are available at far reduced prices, making it easier for children to buy them and to start smoking from a young age. Last year the Local Government Association found excrement, mould and dead flies in illegal tobacco. Telltale signs of illegal tobacco include:

- Packets with foreign language health warnings
- Packets with no picture health warnings
- Being much cheaper than normal cigarettes
- Unusual brand names
- Being sold in unusual locations, i.e. pubs, private houses, ice cream vans, burger vans

4.11 Product Safety

The trading standards team enforces a wide variety of safety legislation from the EU and UK, which affect all consumer non-food products. As well as generic safety laws, there are also sector specific areas of product safety, which include toys, plugs and sockets, electrical appliances and furniture. Trading standards visit traders, investigate complaints, gather Intel and visit traders to inspect goods and to take samples for testing to ensure that items are safe. We also visit manufacturers and importers to discuss the safety of their products, giving detailed guidance.

Trading Standards have participated in several proactive pieces of work this year and visited traders in relation to tyre safety advising businesses, inspecting tyres and follow-up action with test purchases. Test purchases took place with 100% failure rate with action taken accordingly in line with the Enforcement Policy.

Product safety covers a wide variety of goods provided to the public and some of the other issues that have required involvement of Trading Standards over the period include:

- Lamps with non UK plug
- Toys/sports scooters
- Socket covers
- Food imitating decorations
- Candy lighter spray
- Safety of batteries e.g. in toys and smoke alarms
- Fancy dress costumes and fire safety
- Supply of fire doors following Grenfell
- Microbeads

4.12 Product Recalls

Product recalls are made by traders about goods that have problems, which could affect the safety of the consumer. The product should not be used and should be returned to the trader. Trading standards monitor this information to ensure that we are aware of any issues. There are too many over the course of a year to list here but regular checks are made to determine which products may be in the area and subject to such a recall.

For at least 6 months, leading up to March 2019 the area of product safety was dominated by the issue of Brexit. Product safety is an area that is heavily impacted by EU legislation and access to organisations across Europe. There were many companies that were concerned about the repercussions and what would happen particularly in the event of a No Deal. This appears to continue following the extension to October 2019.

4.13 Fireworks

The service carried out a 100% inspection of all premises licensed to store fireworks. Inspections identified numerous minor storage problems however; compliance levels remained good with retailers following our comprehensive advice on safe storage and age restrictions.

4.14 Cosmetic Products

Visits were made to premises selling Cosmetic products to ensure that they did not contain substances such as mercury, hydroquinone and glucocorticoids. These substances are often illegally included in cosmetics and are used to lighten the skin tone, but have many side effects. All of the premises visited were found to be selling illegal skin lightening creams, which were seized by officers.

81 items were seized, of which:

- 5 Chandi Whitening Creams contained mercury
- 6 Chandi Whitening Soaps contained mercury
- 12 Kala Kola hair tonics contained lead
- All had labelling non-compliances

Mercury and lead are banned substances in cosmetics under EU cosmetics Regulation No. 1223/2209

5 LICENSING

The RSP Licensing Team continues to meet all statutory targets as specified in the Licensing Act 2003 and the Gambling Act 2005. The team works in partnership with the local Metropolitan Police licensing teams based in Merton, Richmond, and Wandsworth, and when necessary joint Police/Licensing Authority inspections of licensed premises are carried out.

- 5.1 The total numbers of licensed premises, for various licensable activities, applications received and enquiries across the partnership boroughs, for the financial year 2018-19, are shown in the table below:

Type of Licensing Premises	Merton	Richmond	Wandsworth
New Premises Licenses/Club Premises Certificates (Licensing Act 2003) received for 2018-19	34	26	88
Premises Licence applications to vary and existing premises licence (Licensing Act 2003)	14	16	32
New Special Treatment Premises licence applications.	10	12	14
Renewal of existing MST licence.	93	165	180
New Street Trading (including shop front traders/ itinerant traders/markets and one day permissions)	33	42	-
Renewal of existing Street Trading Licenses (including shop front traders/ itinerant traders/markets and one-day permissions).	183	951	-
Animal Welfare Licensing (Except Zoos)	12	20	19

Dangerous Wild Animals (Current).	0	1	0
Performing Animals (Current).	0	0	0
Zoos (Current).	0	1	1
Current Scrap Metal Dealers (Yards/Collectors).	26	7	20
Current Sex Shops/Sex Entertainment Venues.	0	0	0
Current Sales by way of Competitive Bidding (Auction Houses).	0	0	0
Pleasure Boats (Current).	0	0	0
Launderettes (Current).	0	15	0
Full Licensing Committee (LB Merton) and Regulatory Committee Hearings (LB Richmond) Licensing Committee (LB Wandsworth).	3	3	3
Licensing Sub-Committee Hearings (Contested Applications).	15	18	21
Total Number of Service Requests (complaints/enquiries) received.	203	93	182

- 5.2** The service is heavily involved in the regulation of large-scale events and the investigation of complaints regarding unlicensed activities and breaches of licensing conditions. Highlights from the last year include:

Eastern Electrics Event – Morden Park August 2018

The second Eastern Electrics open-air concert took place in Morden Park on Saturday 4 and Sunday 5 August 2018. Officers from the Licensing Team worked on both days of the event monitoring the conditions on the premises licence granted by the London Borough of Merton's Licensing Sub-Committee. Whilst the event itself was well organised, compared to the previous year's event, there were many problems reported and observed by Officers outside the venue including off-site drug dealing, illegal street trading and aggressive ticket touts. Noise from the music played at this event caused disturbance to nearby residents as well as residents of the London Borough of Sutton.

Objections raised against the 2019 licence by the Licensing Authority, the Police and the Council's Environmental Health Noise Team resulted in a number of amendments to the application, including a reduction in the number of days for the 2019 event from three to two. Licensing Officers will be working on both days of this year's event, which will take place on Saturday 3 and Sunday 4 August 2019.

Army vs Navy Match RFU Twickenham 4 May 2019

Licensing Officers working in partnership with Metropolitan Police Licensing Officers on Saturday 4 May 2019 during the build-up and break down of this year's Army Vs Navy rugby match at Twickenham. Problems occurred in Twickenham Town Centre after the match resulting in a number of arrests linked to excessive consumption of alcohol.

5.3 Appeals to Licensing Sub-Committee Decisions.

Grover Food and Wine Twickenham.

The London Borough of Richmond upon Thames Licensing Committee revoked the premises licence for Grover Food and Wine in Twickenham following a review application brought by the Police due to member of staff allowing several sales of alcohol to a person using a stolen debit card.

The premises licence holder has appealed the decision of the Licensing Sub-Committee and the appeal hearing is due to take place shortly. The Licensing Authority and the Council's legal team believe there is sufficient evidence to defend the decision made by the Licensing Sub-Committee.

Lidl Streatham Road Mitcham

The London Borough of Merton Licensing Sub-Committee heard a contested application submitted by Lidl for a premises licence to sell alcohol for consumption off the premises from a new store due to open on Streatham Road in Mitcham. The Police Licensing Officer and the Licensing Authority objected to this application because the application was made for a premise within the Council's CIZ for Mitcham and the surrounding area. The CIZ for Mitcham and the surrounding area, which forms part of the Council's Statement of Licensing Policy, imposes a presumption that an application for sale of alcohol for consumption off the premises will be refused unless the applicant can demonstrate they have addressed the special policy. The Licensing Sub-Committee, having heard all the evidence, decided to refuse the application.

Lidl appealed the decision not to grant the premises licence as applied for, and a hearing before Wimbledon Magistrates Court took place in March 2019. At the hearing, an offer was made to the Licensing Authority by the applicant to reduce the hours the sale of alcohol would take place for, along with a condition not to allow alcohol to be sold without sale of other food products. Following discussions between the Council and the appellant, an order was signed by both parties, which granted the premises licence with conditions and reduced hours. The Licensing Sub-Committee were briefed by the Council's legal advisor following this hearing.

Leilani Restaurant and Ashanti Lounge, 14 Lavender Hill, SW11

The Licensing Sub-Committee for the London Borough of Wandsworth heard a review application in January 2019 submitted by the Police for Leilani Restaurant. The review was brought due to a breach of the conditions of the premises licence. The Licensing Sub-Committee revoked the premises licence due to evidence provided which showed defective emergency lighting and fire alarms. The licence holder has appealed and a hearing is due to be scheduled. The Licensing Authority and the Council's legal team believe there is sufficient evidence to defend the decision made by the Licensing Sub-Committee.

Strawberry Hill House Twickenham

The Licensing Sub-Committee in Richmond upon Thames heard a contested application for a new premises licence at Strawberry Hill House after local residents objected to the application on the grounds of the prevention of public nuisance. At the Licensing Sub-Committee hearing, none of the residents chose to speak to the Committee in connection with their letters of objection. Having heard evidence from the applicant, the Licensing Sub-Committee decided to grant the application as applied for.

Following the Licensing Sub-Committee hearing, a number of residents, including Ward Councillors, made contact with the Licensing Authority seeking the decision to be changed. One local resident appealed the Licensing Sub-Committee's decision, and following Counsel's advice, a number of meetings took place between the applicant, local residents and the Licensing Authority to see if the appeal could be dispensed with. Following negotiations between all parties, the applicant agreed to reduce the licensable activities and hours granted by the Licensing Sub-Committee, and as a result the local resident withdrew their appeal and a consent order was signed.

6 POLLUTION

The Air Quality Team is seeing a complete transformation across the three boroughs with the merger of best practice and expertise. The Team are currently expanding to 16 team members thanks to securing nearly £2m of external funding over the next three years across the partnership. The Team are using this opportunity to create a new generation of air quality officers and have recruited six graduates from various backgrounds that have a keen interest in tackling the problem of air quality.

- 6.1 A key funding stream and project is the London wide Non Road Mobile Machinery Project. The project was developed to deliver a London wide Low Emission Zone for construction vehicles and plant in London. This project builds upon the original South London Project, delivered between 2016-2019, and supported by the Mayor of London. The project proved such a success that the work completed now forms a major pillar of the Mayor of London's Environment Strategy. The RSP will be ensuring that large construction sites are using the cleanest equipment and ensuring regulatory compliance throughout all London Boroughs. This is one of the very few Air Quality projects that delivers real-world reductions in air pollution whilst educating and influencing future behaviour. The project also has interest from other major Cities inside and outside the UK.

The emissions saved from sites we regulated are shown below:

EMISSIONS SAVINGS					
		Emissions Saved (PM)			
	In Tonne	16.00886629			
	In grams per person	5.164150416			
	As a percentage	31.58741243			
		Emissions Saved (NOx+HC)			
	In Tonne	288.8071401			
	In grams per person	93.16359358			
	As a percentage	22.48243103			

6.2 The RSP also secured funding from the Mayor of London Air Quality Fund to help coordinate anti idling action across the three boroughs and standardise activities across London. We have also developed a London wide Code of Practice for Construction & Development that provides simple guidance to developers and planners as to the requirements from Environmental Regulation.

6.3 The service has successfully secured an additional £1M over the next three years for AQ projects and activities across the Partnership. Through funding such as this, the service has been able to expand by an additional nine Members, many of whom are graduates who have seized the opportunity to move into the area of air quality.

6.4 Borough Specific Updates: Merton

- The new Air Quality Action Plan has completed its first year, this was a new Plan for the borough, which was warmly welcomed.
- We employed a new member of the team and a senior air quality officer funded through the diesel levy to help deliver the Action Plan as well as support the borough in tackling air quality.
- We have started to request a section 106 contribution from large developments in the borough to contribute towards tackling air quality. One development alone will pay a contribution of £90,000 to introduce a new air quality monitoring station in a part of the borough that was not monitored.
- We are rolling out a monitoring network to schools in the borough.
- Borough wide roll out of 200 anti-idling signs.

Richmond

- We are currently consulting with influential groups in Richmond on the boroughs new Air Quality Action Plan 2019-23. This plan will be the first of its kind and be interactive and educational with regular updates from the key partners that will deliver the plans. The Plan has been developed to incorporate a series of community actions which seek to engage the community in improving air quality in the borough.

- We have started to request a section 106 contribution from large developments in the borough to contribute towards tackling air quality. One development alone will pay a contribution of £25,000 towards air quality actions in the town centre.
- We secured £300,000 from the Local Implementation Plan to help tackle air quality in the borough over the next 3 years.
- Three schools were audited for air quality and included providing funding for mitigation measures such as green screens.
- Anti-idling activities have been coordinated throughout the borough and close working arrangements with CEO's are now in place.

Wandsworth

- A new Air Quality Communication Plan has been developed for the service and helps to coordinate action throughout the borough.
- An addition £200K funding over the next two years has been secured for controlling air quality on the Nine Elms Development.
- Three schools were audited for air quality and included providing funding for mitigation measures such as green screens.
- A new Communication Plan for Air Quality in Wandsworth. This is the first of its kind.
- Nine Elms is a £30b development that has caused issues in the past with air quality so there is an active plan of monitoring and enforcement.
- 3 Schools audits complete and green screening underway in 3 sites.

7 NOISE & NUISANCE

- 7.1 The Noise and Nuisance Team responded to over 10,000 noise complaints in 2018/19 including complaints relating to construction site noise, domestic noise, barking dogs, plant and equipment noise and noise from Pubs and clubs. The team acts as a Statutory Consultee under the Town & Country Planning Act, responding to planning consultations to ensure that due consideration is given to reducing the impact of noise from new developments.

2018/19	Merton	Richmond	Wandsworth
Number of noise complaints received	3096	2711	4645

- 7.2 The service also provides advice and makes representations for premises licenses under the Licensing Act 2003. The service was heavily involved in some of the large-scale events in and around the three Boroughs to ensure that the applicants take action to minimise the noise impact. These events included:

- **SW4 music festival, Clapham Common**
This event has caused considerable noise disruption in past years. The dance music event hosted by Lambeth Council is held on Clapham Common during the August Bank Holiday weekend. Officers met with

Lambeth Council in advance of the event and a number of noise management actions were put in place including a dedicated noise line available during the weekend. Officers were in attendance and were available to immediately respond to any complaints. Last year's event generated significantly fewer noise complaints than previous years with only a handful from Wandsworth residents.

- **Eastern Electrics (EE) Music Festival**

Following a high level of complaints following EE in July 2018, significant work was undertaken by officers this year to try and reduce complaint levels for the 2019 event. This work has culminated in an amended and very detailed noise management plan and more restrictive noise controls than previous years. Noise officers will be monitoring the two-day event throughout.

- **Twickenham Station Redevelopment**

Robust planning conditions relating to noise have been imposed following the consultation response which have ensured strict control on noise levels during the demolition and construction phases of this development. The development has required a substantial amount of night time work to progress the project without impacting upon Network Rail's service. Noise officers have been heavily involved in this project, monitoring night time works and discharging the relevant conditions for different stages of the work to ensure minimum noise disruption to residents.

- **Nine Elms, Thames Tideway Tunnel and Wimbledon Stadium developments**

These major projects continue to consume large amounts of officer time. This includes evaluating requests for construction to take place during anti-social hours and balancing the need for doing so against the need for respite for residents.

- **Battersea**

One particular case that our officers successfully resolved was a dog barking at a private property which was causing a disturbance to a number of residents in the community. This had been an ongoing issue for some time where previous legal action under our noise abatement powers did not result in a resolution. Officers worked closely with the Animal Welfare service and the Police, which culminated in a Community Protection Notice being served which resolved the nuisance by requiring the removal of the dogs from the property.

- **Wandsworth**

Officers have worked with partner agencies in taking action regarding illegal traveller encampments within the borough.

8 **PRIVATE SECTOR HOUSING (WANDSWORTH & RICHMOND)**

The Private Sector Housing Team is responsible for enforcing legislation relating to private sector housing stock within the boroughs of Richmond and Wandsworth. The service aims to:

- Ensure that all private rented dwellings meet the minimum standard for repairs under HHSRS and are safe for occupation by the occupants
- Inspect all licensed and non-licensed HMO's

- Take proportionate enforcement action such as the service of notices, financial penalties and prosecutions for rogue landlords
- Provide advice on hoarders and where necessary take action,
- Deal with Public Health and Environmental Protection issues

8.1 The number of inspections of Houses in Multiple Occupation (HMOs) and complaints are shown in the table below:

2018/19	Richmond	Wandsworth
HMO inspections	43	178
Service requests	395	583

- 8.2 In 2018/19, the team implemented the use of Financial Penalties for rogue landlords in Wandsworth and Richmond. 11 Financial Penalties were issued in 2018/19 for offences such as failing to licence a House in Multiple Occupation (HMO) or failing to comply with an Improvement Notice.
- 8.3 The team completed one landlord prosecution in 2018/for failure to comply with a Prevention of Damage by Pests (PDPA) notice served on a landlord of a Richmond property. The property had a rodent infestation and a notice was served requiring the landlord to suitable pest-proof and destroy the rodents. The landlord did not undertake the proofing works and the justification given for failing to comply with the notice was considered unreasonable resulting in further action. A prosecution was progressed culminating in the landlord being found guilty by the magistrate's court and sentenced to a conditional discharge and costs of £650.
- 8.4 The Private Sector Housing (PSH) team successfully defended three cases at Tribunals where landlords had appealed against enforcement action. Two appeals were rejected completely, and the third was dealt with by mediation the result being the landlord agreed to pay a financial penalty of £6,250
- 8.5 The team has successfully hosted landlords' forums in conjunction with the National Landlords Association. The March event at Wandsworth Town Hall attracted 70 landlords and agents and was extremely well received.
- 8.6 The team has implemented the new House in Multiple Occupation (HMO) licensing criteria, where all five person HMOs now have to be licensed regardless of the number of storeys in the building. Consequently, a record number of HMO licence inspections were carried out in 2018/19 (178 in Wandsworth and 43 in Richmond boroughs). The number of licensed HMOs has increased by 22% in Wandsworth (to 550) and 33% in Richmond (to 82). The policy remains to inspect all HMOs before issuing a licence and adding any necessary conditions. Around 80% of HMOs are inspected within 4 weeks of a valid application having been received. This serves to protect tenants by making sure the HMO is safe and has sufficient amenities for the number of occupiers.

- 8.7 Last year the team served 118 Preliminary Notices (warning notices) and 90 statutory notices including 8 Prohibition Orders and 29 Improvement Notices. Of the 177 Preliminary and Improvement Notices served in the preceding 12 months, 163 had been complied with (i.e. the property conditions had been repaired and hazards removed). The remaining 14 led to enforcement action or works carried out by the Council in default.

9 **PEST CONTROL**

- 9.3 The pest control service only operates in the Borough of Wandsworth with the vast majority of treatments provided for Wandsworth Council Housing tenants/properties. The service also carries out a significantly smaller number of treatments to private residents.
- 9.4 The nature and type of treatment are shown in the table below:

Pest Type	Number
Housing - mice	720
Housing - rats	113
Housing - cockroaches	165
Housing - bed bugs	54
Housing - Bird proofing & control	277
Housing - Cleaning	77
Housing - wasps	104
Housing – Ants Inc. pharaoh & ghost	87
Housing - squirrels	55
Housing - dead animal	24
Housing - fleas	2
Housing - multiple pests	30
Housing - other insects	8
Housing - other mammals	3
Housing - survey	8
Total	1727
Private - mice	190
Private - rats	98
Private - cockroaches	9
Private - bed bugs	89
Private - wasps	60

Private - squirrels	14
Total	490

- 9.5 Regular meetings with Housing colleagues re-commenced to agree amendments to the Service Level Agreement, particularly around administrative response. These meetings were previously attended by the Interim Housing & Pollution Manager but since their departure will be attended by the Head of Service.

10 **ALTERNATIVE OPTIONS**

- 10.3 None.

11 **CONSULTATION UNDERTAKEN OR PROPOSED**

- 11.3 None proposed at this juncture

12 **FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 12.3 There are no resource implications resulting from this report

13 **LEGAL AND STATUTORY IMPLICATIONS**

- 13.3 None

14 **HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 14.3 None

15 **CRIME AND DISORDER IMPLICATIONS**

- 15.3 None

16 **RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 16.3 None

17 **APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

Appendix 1 – Key Performance Indicators per Borough

18 **BACKGROUND PAPERS**

NONE

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