



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Environmental Health Annual Report 2020-2021

The Royal Borough of Kensington & Chelsea



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Should you have any questions or comments about our services, please call us using the details below;

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1. INTRODUCTION

The Council is responsible for a wide range of enforcement functions in Environmental Health. All of these services make a significant contribution to safeguarding the health safety and well-being of local residents. The service is at the forefront of complex and challenging issues of modern life ranging from disruptive basement conversions to dealing with online fraudsters.

We aim to encourage and promote compliance with the law and to have an appropriate and consistent approach. While we aim to carry out work activities in a way that encourages compliance, our officers are always vigilant and will take formal action against those who break the law and have a detrimental impact on the quality of life in Kensington and Chelsea.

This report is a summary of the work of Environmental Health between 1 April 2020 and the 31 March 2021 and covers the following enforcement areas:

- Food Safety and Infectious Diseases
- Health and Safety
- Public Health Training
- Pest Control
- Licensing
- Trading Standards
- Operational Support
- Noise and Nuisance
- Construction Management
- Private Sector Housing
- Pollution Regulatory Team

These specialist teams require different legislative action and they have their own extensive sets of regulations, codes of practice and guidance.

This report includes details about our service aims, objectives, key achievements and performance in 2020/2021 and some of our planned work in 2021/2022.

The Council is going through a period of fundamental change in the way it delivers its business and is committed to protecting front line services to residents and businesses. We are also in the midst of the Covid-19 pandemic and protecting our residents and supporting our businesses is our top priority. We aim to;

- Carry out our activities in a way that supports those we regulate to comply and grow
- Ensure our residents are at the heart of what we do
- Provide simple and straightforward ways to engage with those we regulate and listen to their views
- Protect residents, visitors and workers in the Borough especially those who are vulnerable
- Base regulatory activities on risk

- Continue to collaborate with internal and external partners building strong partnerships
- Share information about compliance and risk
- Ensure clear information, guidance and advice is available to help those we regulate meet their responsibilities and in setting any policies consult with businesses and residents to ensure their concerns are reflected
- Ensure that our approach to regulatory activities is open and transparent
- To incorporate the Council's Values into everything we do
- A commitment that our staff will embrace the new Council values; Putting Communities First, Respect, Integrity, Working Together, in the way they deliver regulatory services.

Over the last year, due to the pandemic, Environmental Health's reactive and proactive arms have taken on many new Covid-19 duties while managing to operate successfully, despite the various lockdowns and the challenges this has brought. The Noise and Nuisance, Construction Management and Pest Control Teams have continued to visit and support residents whilst the Health and Safety, Licensing, Food Safety and Trading Standards Teams have supported and advised businesses. Vulnerable residents have been supported by the Private Sector Housing Team.

A few of our key achievements:

- 90% of food businesses were broadly compliant with food hygiene requirements
- The Pest Control Team carried out over 6,225 visits
- The Construction Management Team carried out 966 visits to construction sites

We collect feedback in a variety of ways from our residents, businesses and customers and we will focus further on this seeking to find better ways of engagement and to use any feedback to improve our services. We are committed to engaging with our communities in North Kensington to ensure that we feed into the wider Council Grenfell recovery work.

MAHMOOD SIDDIQI
DIRECTOR FOR STREETS AND REGULATORY SERVICES

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

FOOD SAFETY AND INFECTIOUS DISEASE TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE FOOD SAFETY AND INFECTIOUS DISEASE TEAM

- 1.1 To protect consumers by ensuring all food sold, is produced and provided safely by food businesses to reduce food borne illnesses and contamination of food, meets compositional and labelling requirements and is legally imported. To protect public health by the prevention and control of infectious disease, ensuring safe private drinking water supplies and contributing to public health nutrition and obesity priorities.

2. FOOD SAFETY AND INFECTIOUS DISEASE TEAM OBJECTIVES

- 2.1 To investigate food safety complaints from the public and deal with enquiries.
- 2.2 To respond to food alerts and incidents and encourage food safety at high profile events.
- 2.3 To investigate infectious disease cases including food poisoning and outbreaks.
- 2.4 To deliver a food hygiene and food standards inspection programme.
- 2.5 To deliver a targeted food sampling programme and seize and remove unfit and illegally imported food.
- 2.6 To provide Food Safety information to customers by participation in the national Food Hygiene Rating Scheme to enable them to make informed choices about the food they eat.
- 2.7 To provide advice and coaching to businesses on Food Safety and Food Standards.
- 2.8 To participate in the London Healthier Catering Commitment Scheme that targets obesity priorities which fits with the wider Public Health Agenda.
- 2.9 To monitor and risk assess private drinking water supplies e.g. boreholes.

- 2.10 To deal with significant health and safety hazards observed during food safety inspections and investigate health and safety complaints.
- 2.11 To take appropriate and proportionate enforcement action, in accordance with the Council's Enforcement Policy, including food safety improvement notices, emergency closures, seizure of unfit and illegally imported food, health and safety improvement and prohibition notices, Simple Cautions and prosecutions.
- 2.12 To work with partners; the Food Standards Agency (FSA), Public Health England, North West London Sector Food Group, North West London Health Protection Team, London Food Coordinating Group, and other Council departments e.g. Waste Management and Pest Control to maximise the effectiveness of the Service.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 We responded to 738 service requests of these 308 were Covid-19 related. We undertook 58 Covid-19 investigation visits.
- 3.2 Very early on in the pandemic we responded to the changing landscape and successfully carried out virtual food hygiene inspections to approximately 350 businesses during the pandemic, offering Covid-19 advice and support.
- 3.3 We supported the Borough's Emergency Food Providers (food banks) with hygiene advice and training.
- 3.4 We withdrew the £290 Food Hygiene re-inspection fee to support businesses during the Pandemic.
- 3.5 All officers participated in the Outbreak Management Team and worked closely with the Council's Contact Tracing team and Warden service to investigate incidents of Covid-19 in restaurants and other food businesses in the Borough.
- 3.6 All officers participate on the Business Hub helpline which offers Covid-19 advice to businesses.
- 3.7 Advice letters were sent to all registered food businesses in collaboration with the Health and Safety Team. The information aimed to support business as they exited the first lockdown.
- 3.8 We supplied posters and guidance to businesses on "social distancing" requirements.
- 3.9 We resumed physical food hygiene inspections following individual risk assessments with all inspecting officers. The inspections include an element of Covid-19 advice.
- 3.10 We provided food hygiene advice for the Council's Covid-19 Portal.
- 3.11 We maintain a presence on the Department's Covid-19 focussed enforcement team and participated in checks on restricted businesses during lockdown.

- 3.12 There were 1861 food premises registered in the Borough at the end of the financial year and a total of 919 food safety inspections were carried out. In addition, 144 inspections were made to new food businesses that registered with us.
- 3.13 90 per cent of food businesses were broadly compliant with food hygiene requirements and 99.5 per cent with food standards requirements.
- 3.14 87 businesses within the Borough now have the Healthy Catering Commitment (HCC) Award. The scheme encourages food businesses to offer some healthy options, reduce saturated fat and salt content and make smaller portions available. One new business was signed up and 53 businesses were re-audited virtually, with 24 being re-awarded as they still meeting the HCC criteria.
- 3.15 We monitored the water quality for the private water supplies at Harrods. 5 members of the team successfully completed a qualification to become certified private water supply sampling officers.
- 3.16 We took 15 food / water samples, which included; Public Health England sampling testing of Ready-To-Eat salads and water quality at hotels housing asylum seekers.
- 3.17 We participated in the Food Standards Agency's pilot study on Food Standards Inspections as part of the Agency's programme to review delivery of Official Controls.

4 PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
Number of Registered Food Premises	1861	1,911	1,855
Food Safety Businesses that are Broadly Compliant	90%	94%	96%
Food Hygiene Inspections	625	1023	971
Food Standards Inspections	294	485	569
New Premises Rated for Food Hygiene and Food Standards	144	483	291
Covid-19 Service Requests	308	n/a	n/a
Covid-19 visits	58	n/a	n/a
Food Hygiene Interventions Revisits/Surveillance	15	325	364
Food Hygiene Interventions Sampling Visits	7	4	17

Food Hygiene Interventions Advice/Coaching/Information Visits	10	259	114
Food Standards Interventions Revisits/Surveillance	0	36	30
Food Standards Interventions Sampling Visits	0	19	14
Food Standards Interventions Advice/Coaching Visits	1	27	9
Food/Infectious Disease Other Visits	550	15	25
Food Safety Requests for Service	738	965	944
Food Safety Events	1	25	20
Samples Laboratory/In-house/HCC	15	74	160
Food Alerts	27	177	116
Infectious Disease Notifications	330	414	151
Food Safety Letters Advisory	314	718	740
Food Safety Letters Warning	286	667	675
Food Safety Improvement Notices	0	5	11
Food Safety Emergency Closures	0	0	1
Food Safety Voluntary Closures	0	1	5
Food Seizure, Detention, Voluntary Surrender and Food not Hygienically Produced	0	0	0
Food Illegally Imported	0	0	0
Food Safety Major Investigations	0	2	4
Food Safety Simple Cautions	0	1	0
Food Safety Prosecutions	0	1	0
Food Safety Service Complaints	0	0	0

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To follow the Food Standards Agency's (FSA) Covid-19 Recovery Roadmap with prioritisation towards unrated businesses
- 5.3 To integrate the Borough's values into everything that we do.
- 5.4 To carry out interventions that contribute to the improvement of Public Health.
- 5.5 To support and work with businesses with changes brought about by the exit from the European Union.
- 5.6 To target resources towards food premises that are high risk and poor performing (i.e. not broadly compliant) in line with FSA strategic policy and local priorities.
- 5.7 To continue with allergy awareness and targeted enforcement to improve the standards of our food businesses and ensure they comply with the relevant food safety legislation such as Natasha's Law.
- 5.8 To continue to engage with our Licensing and Events Teams and ensure that all events in the Borough where food is served is done safely and in accordance with the relevant food safety legislation.
- 5.9 To undertake our Statutory Requirements to ensure private drinking water supplies within the Borough are regulated.
- 5.10 To undertake Public Health England, National, Local and in-house sampling initiatives to encourage greater compliance with food standards including allergens, food authenticity, and imported food by targeted food sampling and advice to businesses.
- 5.11 To monitor businesses that are part of the Healthy Catering Commitment and encourage other businesses to participate in the Scheme targeting obesity priorities.
- 5.12 To work with the Food Standards Agency on Achieving Business Compliance and targeted initiatives aimed at improving how businesses can register and our approach to food standards inspections.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

HEALTH & SAFETY AND EVENTS ENFORCEMENT TEAM ANNUAL REPORT 2020– 2021



1. **PURPOSE OF THE HEALTH & SAFETY AND EVENTS ENFORCEMENT TEAM**

- 1.1 To 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. **HEALTH & SAFETY AND EVENTS ENFORCEMENT TEAM OBJECTIVES**

- 2.1 To proportionally enforce Health and Safety legislation in Local Authority enforced premises.
- 2.2 To investigate serious accidents and complaints from employees, public and businesses to ensure hazards are sufficiently controlled.
- 2.3 To target poor performing businesses through intelligence led interventions.
- 2.4 To take appropriate enforcement action where hazards are not sufficiently controlled including warnings, notices and seizure/detention of unsafe articles, Simple Cautions and prosecutions.
- 2.5 To provide business advice in conjunction with key stakeholders and partners.
- 2.6 To achieve compliant businesses using Better Regulation principles reducing the burden on businesses.
- 2.7 To improve health and safety at large events in the Borough, and to protect the public through Safety Advisory Groups, visits, inspections and investigations at events.
- 2.8 To work with partners including; the Health and Safety Executive, Public Health England, All London Boroughs Health and Safety Liaison Group and other Council departments including Managed Services to maximise effectiveness.
- 2.9 To respond to the Licensing Act 2003 consultations for public safety.

2.10 To maintain high standards of customer service.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 We handled 400 Covid-19 service requests including visits to help business achieve compliance and to give reassurance to staff and customers.
- 3.2 We organised, coordinated and delivered an Enforcement Team to work over what would have been Notting Hill Carnival to ensure public safety for residents during Covid restrictions.
- 3.3 We organised and chaired The Chelsea Flower Show's Safety Advisory Group and worked with internal and external partners to improve the safety planning process until the announcement was made by the organisers to cancel the event.
- 3.4 We visited a selection of hotels to review their working at height arrangements and ensure the right controls were in place.
- 3.5 We visited commercial caterers to check compliance with installation and maintenance of their gas appliances.
- 3.6 We visited the food stalls in Portobello and Golborne Road Market in collaboration with the Council's Market's Office to raise awareness of gas and electrical safety
- 3.7 We assisted and supported businesses in the London Healthy Workplace Award. The Borough was presented with an award from the Greater London Authority for outstanding work in this field.
- 3.8 The Borough was the Lead Authority and chaired the All London Health and Safety Liaison Group.
- 3.9 We represented local authorities at the National Work-Related Deaths Committee.
- 3.10 Checked the safety plans and risk assessments for a wide range of events during the Pandemic including Political Demonstrations, Christmas Fairs, open air cinemas and music events.
- 3.11 The team carried out virtual spot checks on spa pools and cooling towers (18 properties).
- 3.12 We carried out virtual spot checks on hotels, care homes and sheltered accommodation in collaboration with the Housing Team (123 properties).
- 3.13 Currently working in collaboration with the HSE to carry out spot checks on our close contact business (hairdressers, tattooists) (approx. 150 premises) and taxi-cab operators.
- 3.14 All officers participated in the Outbreak Management Team and investigated incidents of Covid-19 in workplaces in the Borough including Embassies, offices, construction sites and hotels.

- 3.15 All officers respond to and investigated public concerns such as; social distancing, mask wearing and Covid-19 Safety in particular in workplaces and advised businesses on interpretation of the changes to Covid-19 legislation.
- 3.16 All officers participated on the Business Hub helpline which offers Covid-19 advice to businesses.
- 3.17 We maintained a presence on the Department's Covid focussed enforcement team and participated in checks on restricted businesses during lockdown.
- 3.18 Provided an advice letter to 900 businesses offering advice on post lockdown water management to reduce the risk of Legionella outbreaks in the borough.
- 3.19 We deployed officers to the Borough Emergency Control Centre, The Hub, and the Council's Contact Tracing Team to support the Council's efforts.
- 3.20 Conducted a Webinar on "opening safely" delivered to North Kensington Business Forum (circa 30 businesses) and gave a virtual presentation to the RBKC Faith Forum.
- 3.21 Collaborated with the Food Safety Team to carry out virtual food hygiene inspections, including provision of Covid-19 advice (approximately 350 businesses).
- 3.22 Helped develop Covid-19 specific risk assessments for the Department and provided training for the workforce in those risk assessments.
- 3.23 Collaborated with the Food Safety Team to develop an advice letter for all registered food businesses. The information aimed to support business as they exited the first lockdown.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
High Risk Health and Safety Inspections	18	51	77
Other Health and Safety Visits/Event Visits/Face To Face Contacts	319*	303	341
Health and Safety Requests for Service	509	252	207
Accidents Received	286	192	210
Covid-19 Service Requests	140	n/a	n/a
Covid-19 visits / contacts	260	n/a	n/a
Accidents Investigated	73	59	44
Health and Safety Revisits	1	79	177
Serious Health and Safety Investigations	1	3	4
Health and Safety Events	1	25	28
Massage and Special Treatment / Licence Renewal Inspections	0	50	71
Licensing Applications Reviewed for Public Safety	9	55	84
Health and Safety Notices	0	4	7
Health and Safety Simple Cautions	0	0	0
Health and Safety Prosecutions	0	1	0
Health and Safety Service Complaints	2	1	0
Customer very satisfied with the overall service of the Health and Safety Team	74%	57%	67%

* Includes HSE spot checks

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and licensed businesses in response to the Covid-19 pandemic.
- 5.2 To carry out interventions that contribute to the improvement of Public Health and outbreak management in workplaces and the community.
- 5.3 To investigate customer enquiries or concerns relating to social distancing or lack of Covid-19 controls in workplaces.
- 5.4 To continue with our project inspections focusing on local priorities e.g. the provision of Covid-19 secure workplaces
- 5.5 To target resources towards high risk premises and poor performing businesses in line with local and HSE priorities to ensure public safety.
- 5.6 To continue to improve the customer service of the Health and Safety Team to ensure our service standards are met and any feedback from service users is acted on to improve our services.
- 5.7 To integrate the Borough's values into everything that we do.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

ENVIRONMENTAL HEALTH TRAINING SERVICE ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE ENVIRONMENTAL HEALTH TRAINING SERVICE

- 1.1 To deliver an income generating Training Service that contributes to a reduction in food poisoning, accidents and injuries in the workplace, infection control and supports licensing.

2. ENVIRONMENTAL HEALTH TRAINING SERVICE OBJECTIVES

- 2.1 To deliver an income generating Environmental Health Training Service.
- 2.2 To be accessible for all service users.
- 2.3 To deliver a diverse range of qualification courses to support businesses and employees in meeting their legal obligations.
- 2.4 To contribute to the reduction of food poisoning and accidents in the workplace through an alternative enforcement strategy.
- 2.5 To raise standards of compliance with Environmental Health statutory obligations.
- 2.6 To provide courses which contribute to the Council's entry level employment initiatives for the wider community.
- 2.7 To deliver training which contributes to the wider public health agenda.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 Due to the Covid-19 pandemic the classroom Training Courses for 2020/21 were cancelled. We are unable to provide these types of courses going forward.

- 3.2 We expanded our E-learning course portfolio, and now offer 15 subjects and will continue to work with our current provider to offer on-line training for 2021/22.
- 3.3 The team provided 72 e-learning courses to residents via the Councils Community Leadership Programme.
- 3.4 The Training Service delivered an online presentation on “Opening Safely after Lockdown” to the North Kensington Business Forum in collaboration with the Portobello Business Centre. Approximately 30 businesses attended the session.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020 - 2021	2019 - 2020	2018 - 2019
Number of Candidates Booked on a Course	0	695	714
Number of Courses Delivered	0	69	112
Number of E-learning courses sold	59	-	-

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide zero cost courses to eligible residents to improve their employment prospects during the Covid-19 pandemic.
- 5.2 To continue to improve and expand the provision of E-learning.
- 5.3 To integrate the Borough’s values into everything that we do.
- 5.4 To review the service and on-line course take up to establish if our on-line provision of courses is effective for our residents and local businesses. Our on-line courses will be demand led and monitored to ensure they are cost effective and sufficient for the Council’s needs.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

PEST CONTROL TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE PEST CONTROL TEAM

- 1.1 To provide a Pest Control Service that successfully treats a wide range of public health pests which help to prevent the spread of disease including (but not limited to) rats, mice, cockroaches, bed bugs and pharaoh ants.
- 1.2 To work towards delivering the Service on a cost neutral basis.

2. PEST CONTROL TEAM OBJECTIVES

- 2.1 To meet the Council's statutory obligations to reduce pests in the Borough and keep its land free from rodents under the Prevention of Damage by Pests Act 1949.
- 2.2 To work with landlords and Housing Associations to ensure they meet their obligations to carry out proofing work in homes with pest problems.
- 2.3 To prevent the spread of disease and control infestations through offering a chargeable Borough wide service to residents, local businesses and other Council departments.
- 2.4 To carry out preventative measures to reduce the likelihood of an infestation occurring for example fitting missing drain interceptor caps or grills.
- 2.5 To survey buildings where birds are roosting or dropping guano to provide quotations and recommend and implement bird proofing solutions.
- 2.6 To help residents with medical conditions who self-medicate to dispose of their non-hazardous clinical waste and used needles.
- 2.7 To work in partnership with Thames Water to identify hotspot areas for sewer baiting.
- 2.8 To offer a free pest identification service to residents.
- 2.9 To carry out other functions which generate income.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 Despite the challenges posed by the Covid-19 pandemic, the Pest Control Team was able to adapt and continue to provide a service throughout.
- 3.2 We continued to provide a free 'drop off' point for residents that use needles to self-medicate to bring their sealed 'Sharps' containers to the Council Offices for disposal.
- 3.3 We carried out over 6,225 visits for pest treatments within private residential and commercial premises and Council Corporate Property and Housing Management homes.
- 3.4 We assisted the Grenfell Recovery Team to control rodent activity and provide proofing options for solving bird nuisance.
- 3.5 We distributed and collected Planning Notices and air quality diffusion tubes across RBKC and LBHF.

4. PERFORMANCE INDICATORS AND KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
Number of Short-Term Treatment visits to domestic properties	1,698	1,962	1,992
Number of visits to Housing Management Properties	3,934	10,510	9,962
Number of Visits to Council Buildings	159	247	291
Number of Contract Visits	434	655	863
Number of Public Health Interventions	131	123	477
Number of Clinical Waste Visits	332	291	271
Number of Complaints/Requests for Service	242	225	236
Total Income	£363,000	£460,000	£428,000

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing services, advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To continue developing the bird proofing service to enable larger scale jobs to be completed.
- 5.4 To improve the customer experience and implement improvements following feedback received through customer satisfaction survey responses.
- 5.5 To continue to support non-income generating public health activities.
- 5.6 To review web content and update where required.
- 5.7 To deliver a commercial Pest Control Service which is cost neutral.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

LICENSING TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE LICENSING TEAM

- 1.1 To discharge our function as a Licensing Authority under the Licensing Act 2003, Gambling Act 2005, London Local Authorities Act 1991 and other relevant Acts by promoting the licensing objectives, where appropriate, 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 and 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 in accordance with the relevant legislation, ensuring that applicants comply with the statutory requirements for applications, notifications and advertising, and provide excellent service delivery.
- 2.2 To provide a helpful advice and information service for a range of licences to residents, businesses, councillors and members of the public.
- 2.3 To reduce the likelihood of crime and anti-social behaviour in licensed premises.

- 2.4 To adopt a systematic approach to identify problems and issues in licensed premises and improve intelligence through accurate information gathering.
- 2.5 To increase clarity amongst members of the community about the different functions of Responsible Authorities.
- 2.6 To use legislation and have readily available and up-to-date guidance to ensure that we have knowledgeable and skilled officers working in accordance with best practice.
- 2.7 To use early interventions for minor offences to help bring about positive outcomes for the community by promoting the four licensing objectives.
- 2.8 To target those licensed premises that choose to breach their licence conditions and fail to uphold the licensing objectives.
- 2.9 To ensure that all licensing fees due are collected within the relevant timescales, and that licences are suspended/revoked/cancelled as appropriate where annual fees are not paid on time.
- 2.10 To participate in residents'/businesses meetings in order that any conflict between licensed premises operators and their neighbours are resolved.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 On 1 April 2021 there were 1086 Premises Licences and 10 Club Premises Certificates. There were also 2200 personal licences and 223 premises licensed for Massage and Special Treatment.
- 3.2 In 2020/2021 the Licensing Team dealt with 230 Temporary Event Notices (TENs), 235 Special Treatment Licence applications, 72 Personal and 485 Premises Licence applications and notifications.
- 3.3 During the Covid-19 pandemic, many businesses were subject to forced closure and prohibited from operating for many months. Nightclubs, in particular, were forced to close for the entire period 2020/2021. Whilst the government made a statement in relation to the payment of business rates, there was no such statement or relief provided in relation to payment of annual fees due under the Licensing Act 2003. Generally, when annual fees become due but are not paid, the premises licence is suspended. Due to the forced closure and restricted operation on many of our businesses; no Suspension Notices were issued and no licences were suspended for non-payment of the annual fee.
- 3.4 We offered a licensing pre-application advice service to support local businesses and to help applicants to mitigate any problems which may arise during the application process. Officers dealt with 22 requests for pre-application advice during this period.
- 3.5 Many football games including Chelsea Football Club homes games were suspended. Restrictions were eventually lifted, with games being allowed to take place but with no fans in attendance. Officers undertook 2 joint monitoring visits with the police on evenings when Chelsea Football Club

were playing at home. The visits were targeted around licensed premises in Earl's Court and the Fulham Road area, which attract home and away football fans.

- 3.6 We completed an additional multi-agency tasking operation with the Police where officers conducted visits to over 400 licensed premises in the 2 days prior to re-opening on 4 July 2020 - "Super Saturday". The aim of these visits were to ensure that premises had the necessary Covid-19 safety precautions in place, prior to reopening after several months of closure.
- 3.7 Since March 2020 our licensing enforcement officers have focused their attention investigating complaints and breaches of Coronavirus Regulations and licence conditions and providing ongoing advice and support to businesses on how to comply with the everchanging Coronavirus Regulations which came into effect. In the past year 315 complaints were received and investigated by the department, 214 related to Coronavirus regulations.
- 3.8 Officers liaised with licensees and business regarding each of these complaints and in the majority of cases advice was given, particularly in relation to compliance with the Coronavirus regulations. In addition, 2 enforcement investigation into premises operating while subject to closure are ongoing. 1 improvement notice, 8 written warnings, 11 verbal warnings and 6 prohibition notices were also issued within this period.
- 3.9 During the first lockdown in June, there were some specific areas of concern in relation to street drinking in Hollywood Road and Portobello Road, and unlicensed music events in the Portobello Road, where officers worked extensively with licensees in these areas to try and resolve the issues.
- 3.10 During this period, Licensing also:
 - Reviewed, consulted on and published the Statement of Licensing Policy
 - Completed weekly returns of Coronavirus related work
 - Worked collaboratively with Notting Hill Carnival Ltd. partner agencies and the teams involved with the management of the 'alternative' carnival. Licensing Officers were amongst those on duty over the August Bank holiday weekend to ensure that no unauthorised licensable activities occurred and that licensed premises adhered to the Coronavirus regulations in place at that time. No unauthorised activities were witnessed by officers nor did any of those sound systems who have a premises licence appear.
 - Scheduled and attended a meeting with officers from the Ministry of Housing, Communities and Local Government, 2 Lead Members, Tables and Chairs and Communications Team. The Ministry of Housing, Communities and Local Government had initially approached Licensing as they believed RBKC would be a good case study for

inclusion in LGA – Local authority Covid-19 compliance and enforcement good practice framework.

3.11 The Licensing Team also carried out the following proactive activities in response to the Coronavirus pandemic to assist residents and businesses.

- Notification of applications to more than 4600 neighbouring residents and 2000 residents groups between 23 March and 10 August 2020.
- Letters sent to all 1300 licensed premises at the start of the first lockdown confirming the requirement to close.
- Letters to 356 licensed premises which have delivery conditions on their licence, regarding deliveries after permitted hours where necessary to cope with demand and to ensure supplies of food and other essential items are maintained.
- Letter to 1200 licensed and unlicensed hospitality / food businesses summarising the various Coronavirus regulations which businesses needed to comply with and explaining the off sales provisions of the Business and Planning Act 2020.
- Provided advice and support to businesses on compliance with the multitude of Coronavirus regulations.
- Liaised with colleagues from another local authority and provided advice on how the licensing pre-application was carried out in this borough.

3.11 The cycle of risk assessed inspections was suspended throughout most of this period, as the vast majority of our licensed premises were closed, save for supermarkets and convenience stores selling essential goods, and a few licensed premises providing takeaway food and drink. We completed 127 risk assessed inspections of alcohol licensed premises, 1 inspection of a gambling licensed premises and 22 inspections of special treatment licensed premises.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
Number of Temporary Event Notices	230	841	859
% of Licences issued on time	64%	77%	59%
% of High Risk Premises Inspected	19%*	100%	100%
Premises Licences	1086	1062	1,058
Unopposed New Premises Licence Applications 51% of which were completed within agreed Team Service Standards	54	50	42
Unopposed Variation of a Licence/Club Premises Certificate Applications 72% of which were completed within agreed Team Service Standards	20	18	20
100% of Minor Variation Applications completed within agreed Team Service Standards	30	38	40
Variation of a DPS 57% of which were completed within agreed Team Service Standards	172	248	281
Transfers and Interim Authorities 58% were completed within agreed Team Service Standards	113	88	81
Number of Licence Reviews	3	2	9
Number of Notification of Change of Name and/or Address	68	93	94
Number of Personal Licence Applications 100% of which were completed on time	54	78	73
Club Premises Certificates	10	10	10
Personal Licences	2200	2153	2,016
Massage and Special Treatment Licences	223	255	248
Massage and Special Treatment Applications	235	319	297

**The low percentage of high risk premises inspected is due to the fact that the majority of high risk premises in the Borough are night clubs, which remained closed throughout 2020/21,*

- 4.1 As can be seen from the above table there was a reduction in the number of applications received in 2020/21, when compared to the previous 2 years. This is indicative of the significant impact that the Covid-19 pandemic has had on the hospitality and special treatment industry. Overall, we have received 44% fewer applications in the past year.
- 4.2 Despite this, 2020/21 has been an extremely busy year for the licensing team. The volume of general enquiries and email traffic has increased substantially and this, together with the processing of incoming applications, has had to take priority over the issuing of licences. This has been a significant factor in us failing to reach the 90% target we aspire to for issuing unopposed premises licence applications. We have, however, continued to prioritise issuing licences where an applicant could be disadvantaged by any delay, such as applications for new personal and premises licences and the variation of existing premises licences

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and licensed businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 Through better engagement with our clients and businesses we will improve the customer experience and embed a process of continuous improvement.
- 5.4 To carry out licensing functions as required under the Licensing Act 2003 (LA03) and manage the processing of applications for premises licences. To issue 90 per cent of unopposed applications within ten working days of the last representation date, or the date representations are withdrawn.
- 5.5 To carry out functions under the Gambling Act 2005 (GA05) and manage the processing of applications for premises licences. To issue 90 per cent of applications within 15 days after consultation where there have been no objections, or 20 days after Committee results have been published.
- 5.6 To carry out licensing functions under the London Local Authorities Act 1991 (Special Treatment Licensing) and manage the processing of applications for premises licences. To ensure that renewal forms are sent out at least 4 weeks in advance to facilitate the timely submission of renewal applications and the associated fees.
- 5.7 To carry out comprehensive inspections at all high risk LA03 premises. To inspect 100 percent of high risk premises every nine months. New premises to be identified and risk rated.
- 5.8 To check all licence conditions and investigate any complaints.
- 5.9 To risk rate all gambling premises and inspect those rated as high risk.
- 5.10 To ensure that annual fees are invoiced on a timely basis and that suspension notices are issued where payment is not received by the due date.
- 5.11 To identify operators who have not paid their Licensing Act 2003 annual fee by the due date and take the appropriate action.
- 5.12 To conduct two or more multi agency inspections with agency partners, i.e. Police, Gambling Commission, Security Industry Authority (SIA), HMRC, UK Border Force, Trading Standards, and Environmental Health, in relation to:
 - (i) Late night inspections
 - (ii) Underage alcohol sales
 - (iii) Licence conditions check
 - (iv) Gambling premises inspections
 - (v) Sales of illegal alcohol
 - (vi) Illegal provision of shisha smoking in licensed premises or premises providing illegal licensable activities; and
 - (vii) Employment of illegal workers.

- 5.13 To carry out a minimum of two test purchases on premises suspected of sales of alcohol outside their permitted hours.
- 5.14 To continue to work in partnership with the Director of Public Health to facilitate A and E data sharing, and other licensing issues.
- 5.15 To ensure that the licensing web pages are maintained and up to date, with relevant guidance for residents and businesses, and to maintain an accurate Licensing Register.
- 5.16 To maintain partnership working with the Metropolitan Police.
- 5.17 To explore ways to continually improve our services and ensure that customer engagement establishes whether the quality of our services to businesses and residents are fit for purpose. To monitor our Customer Satisfaction Survey results and take any necessary action to rectify any dissatisfaction shown in these results.
- 5.18 To work with event organisers, the Council's Events Team, and Parks Team to ensure that 'one off' events in our parks are properly licensed and safe for staff and the public.
- 5.19 To maintain, and update where necessary, our procedures to ensure the Licensing Team is in full compliance with the General Data Protection Regulations 2018.
- 5.20 To complete a review of the Council's Statement of Gambling Policy and to have the revised version adopted by the Council and published.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

TRADING STANDARDS TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE TRADING STANDARDS TEAM

- 1.1 To protect residents and consumers in the Borough and promote a safe and fair trading environment where businesses trade fairly and the goods they sell are safe and fit for purpose. To advise and support businesses to ensure they comply with their responsibilities under consumer protection legislation and enforce against them where necessary.

2. TRADING STANDARDS TEAM OBJECTIVES

- 2.1 To protect consumers from dangerous and mis-described goods and services. Achieve compliant businesses using Better Regulation principles to reduce the burden in businesses.
- 2.2 Support businesses with advice and use proportionate enforcement sanction to tackle non-compliant businesses, including advice, warnings, notices, Simple Cautions, licence reviews and prosecution.
- 2.3 Undertake pro-active intelligence led project work to ensure businesses legal compliance and consumers can shop with confidence.
- 2.4 Respond to and investigate consumer complaints.
- 2.5 Protect consumers from dangerous and mis-described goods and services, including investigating the supply of counterfeit and unsafe goods and enforcing as appropriate. Restrict access to age restricted goods such as tobacco and alcohol by children and young people via enforcement of underage sales of age restricted goods.
- 2.6 Protect residents, especially the elderly and vulnerable, and businesses in relation to scams awareness and unscrupulous traders.

- 2.7 Provide consumer advice in partnership with Citizens Advice Consumer Service and business advice in conjunction with key stakeholders and partners.
- 2.8 Working with key stakeholders and partners including; Chartered Institute of Trading Standards, National Trading Standards and the specialist teams, London Trading Standards, Regional Trading Standards Teams and other Council departments to maximise effectiveness.
- 2.9 To maintain high standards of customer service.
- 2.10 To provide excellent service efficiently anticipating the future and increasing income.

3. KEY ACHIEVEMENTS FOR 2020/21

As expected, the ongoing Covid-19 pandemic has, like many services had an impact on some of our work including a significant interruption to cases within the Court system. There have however been some positives including the team's ability to alter the way that we worked, for example utilising technology, more joined up working with other teams within the Council and finding alternative ways to advise businesses and residents.

Despite the pandemic, our key achievements are:

- 3.1 Sending advice letters and undertaking 14 visits to Shisha premises in the Borough to advise of the Covid-19 measures and procedures in place at the time. A working group was put in place with representatives from the Police, Trading Standards, and other Environmental Health teams to address concerns with Shisha premises.
- 3.2 We have been working with another Trading Standards service and Bi-Borough Public Health teams on a Shisha Steering Group in relation to shisha smoking, reducing its harmful impact for individuals, communities, the council and the public through education and advice. We are also working with London Environmental Health and Trading Standards partners to produce a uniform approach to shisha and enforcement.
- 3.3 A letter aimed at market traders was delivered to over 300 traders via the Street Trader newsletter providing advice on Covid-19 measures tailored to the markets.
- 3.4 Various advice letters were sent to businesses throughout the different stages of the Covid-19 pandemic providing advice on whether they could open or in what capacity, price gouging and fake PPE to name a few.
- 3.5 267 KN95 masks were seized or removed from sale from 13 businesses in the Borough due to safety concerns that they would not provide the wearer with the level of protection expected.
- 3.6 Trading Standards have been in regular liaison with the Council's Communications team ensuring that information was communicated to the Borough's residents and businesses on Covid-19 scams, pricing hikes or

- misleading pricing issues as soon as the team were made aware of them. This was done via the Council's website and a resident's newsletter.
- 3.7 Officers supported the National Trading Standards campaign encouraging people to give safely to genuine charities responding to coronavirus pandemic, as a result Trading Standards wrote to the borough MP's, Felicity Buchan and Greg Hands asking for their support.
 - 3.8 Officers have dealt with a myriad of intelligence disseminated via London and National intelligence on the above-mentioned and ensuring that any complaints intelligence we receive is fed into the system. Our intelligence has been forwarded to the Competition and Markets Authority who called for evidence in relation to price gouging. The intelligence flow enabled a thematic and national response to be provided by Trading Standards on key issues and concerns during the crisis.
 - 3.9 We provided a briefing report to all Councillors detailing prevalent scams and advice to residents and business.
 - 3.10 We provided Brexit advice to cosmetic retailers; this project is ongoing.
 - 3.11 We have advised numerous letting agents on Estate and Lettings agency legislation and are working with London Trading Standards on a London wide project targeting letting agents that fail to comply with the law on protecting tenants' and landlords' money. Final notices have been issued to 9 agents.
 - 3.12 We have worked in partnership with the Community Safety Team and the Met Police to deliver 2 scams and fraud prevention presentations via Zoom to residents.
 - 3.13 We have contributed to the public health agenda by supporting efforts to discourage young people from smoking and drinking underage, by making 27 test purchases with young volunteers. We have encouraged the "Challenge 25 Policy", which helps traders to establish the age of people buying cigarettes and alcohol.
 - 3.14 We have fed into the anti-knife crime agenda by carrying out test purchases using underage volunteers, at several retailers within the Borough. None of the retailers sold knives.
 - 3.15 We have continued the partnership working with the Met Police, undertaking several joint visits to retailers regarding the Responsible Retailers Agreement in relation to knives which feeds into the London wide reduction in knife crime initiative.
 - 3.16 Our investigation into a car dealer who appeared to be forging documents and rewinding mileages on cars was due for trial in Court but was postponed until November 2021. The second case is awaiting a trial date.
 - 3.17 We are investigating several frauds affecting residents, these include a builder significantly defrauding a consumer during a large-scale property refurbishment, substandard installations within numerous properties, and misdescribed, substandard vehicles.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
Number of Referrals Received for Action via the Citizen Advice Consumer Helpline	427	298	341
Number of Notifications Received for Information via the Citizen Advice Consumer Helpline	1485	1,288	1,350
Number of Service Requests Received Directly from a Business	26	32	37
Number of Service Requests Received in Connection with Home Authority and/or Primary Authority Businesses	2	4	14
% 1st responses made within agreed service standards	92.12%	88.24%	95.4%
Number of Licensing Act 2003 Applications Received for Consultation	30	-	59
Number of Criminal Investigations Started	15	17	44
Number of Criminal Investigations Completed	8	12	44
Number of Warning Letters	6	13	22
Number of Investigations Resulting in a Simple Caution	1	3	5
Number of Investigations Pending Legal Proceedings	4	2	5
Number of Investigations Resulting in Prosecution	0	7	0
Number of Investigations Resulting in a Licensing Review or Voluntary Variation to add/amend Conditions	2	1	2
% High Risk Premises Visited	100%	100%	100%
Number of Tobacco Related Visits	2	3	10
Number of Underage Sales Attempts for Alcohol, Knives and Tobacco, and Challenge 21/25	27	22	66
Number of Joint Action Partnership Days	5	2	8

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 Raise resident's awareness of current consumer issues. Provide education to residents on the types of consumer crimes that may affect them. Where concerns are identified, look at what safeguarding measures can be put in place in partnership with internal and external agencies.
- 5.3 To raise awareness on Scams and to identify vulnerable groups with partner agencies.
- 5.4 To improve the use of intelligence from both internal and external partners to enable officers to focus on commercial activities that pose the highest risk and cause the largest detriment to consumers and businesses.

- 5.5 To promote the Real Deal initiative at Portobello Road market and to check the level of compliance in relation to unsafe / counterfeit goods on the pitches licensed by the Council.
- 5.6 To carry out a program of underage sales visits and to address any non-compliance. This will be targeted towards knife and corrosive liquids sales
- 5.7 To conduct a program of visits to ensure laws regulating the sale of tobacco are complied with including e-cigarettes, tobacco displays, tobacco labelling and advertising.
- 5.8 To detect and disrupt sales of illegal and counterfeit tobacco.
- 5.9 To identify and address non-compliant and unfair business practices in the lettings sector. This will include requirements in relation to; minimum energy efficiency standards in non-domestic premises; lettings agency redress scheme; estate agency redress scheme and letting agents display of fees.
- 5.10 To integrate the Borough's values into everything that we do.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

OPERATIONAL SUPPORT TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE OPERATIONAL SUPPORT TEAM

- 1.1 To support officers to carry out statutory and non-statutory duties within the Environmental Health and Trading Standards, and to ensure the smooth running of the Department. This includes; dealing with building maintenance issues, machinery and IT equipment, numerous statutory requirements relating to service of statutory notices, managing HMOs debt recovery, and Finance Management.

2. OPERATIONAL SUPPORT TEAM OBJECTIVES

- 2.1 To comply with all data protection, data sharing and FOI/DP Act/Environmental Information's Regulation requests and deal with Councillor and MP enquiries within the legal requirements and the Council's own procedures.
- 2.2 To provide comprehensive IT support for the Department, dealing with all requests relating to Acolaid database maintenance and functionality and to install and monitor the hardware provided for the Department.
- 2.3 To provide additional technical support and guidance to officers who are working remotely.
- 2.4 To carry out statutory and non-statutory functions for the various operational teams, dealing with, for example, food safety registrations, accident reports, service of statutory notices, preparing legal documentation and ensuring the office is maintained to a good standard with regard to its' business functionality.
- 2.5 To reduce data storage through the electronic retention of documents on the shared intranet site and Acolaid and to manage areas around the Council where documents for the Department are stored.

- 2.6 To ensure that the invoicing and recovery of outstanding debt in relation to the Housing income, Work in Default and other debts are dealt with promptly.
- 2.7 To maintain high standards of customer service by supporting operational teams to provide excellent regulatory services.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 We received 173 requests for FOI/DPA/EIR information all of these requests were completed within the statutory timeframe along with the implementation of iCasework for the department.
- 3.2 We have processed numerous mailshots regarding information on Covid-19 for businesses, customers and residents to inform them of the Environmental Health work around the virus.
- 3.3 We have had to create new authorisations for officers dealing with the Covid-19 pandemic.
- 3.4 We are responsible for the ordering, supply and distribution of all PPE equipment during the Covid-19 pandemic
- 3.5 We have been tantamount to the work carried out by the department whilst they have been working remotely, creating cases for them on Acolaid, more printing tasks and posting of letters/documents, which have been created remotely by them, by officers from Support Services working in the office.
- 3.6 We work together to ensure that any building maintenance issues are reported and monitored creating a good link with Amey, the Council's service provider and attend the Building User Group Meetings (BUG). All issues with maintenance of equipment around the department is also monitored, repaired and replaced accordingly, e.g. photocopiers, calibration of equipment, monitors, and other I.T. equipment.
- 3.7 We have assisted in the consultation and process for a possible implementation of Additional Licensing for the Housing Team subject to Council approval, including the selection of a suitable I.T. System.
- 3.8 Power BI reports have been written for the Noise and Nuisance Team, Additional Licensing for the Housing Team, Pest Control and independent reports written to inform Senior Management on information gathered on Covid-19 complaints and enquiries for the Environmental Health Department.
- 3.9 A 'hit list' has been created to identify and monitor unlicensed HMO premises in the borough.
- 3.10 We work closely with the Council's complaints team to ensure all customer complaints are completed within the Council's timeframe.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
IT Requests Completed Including, Set-up, Support, Development and Training	933	1134	794
Number of FOI/DPA/EIR Requests Completed	173	170	193
Number of Housing Act Notices	9	14	5
Number of Non Housing Act Notices prepared for service:			
Food Safety	0	3	7
Health and Safety	0	4	4
Housing	29	25	28
Noise and Nuisance	1,008	1292	1,105
Number of Planning Applications Received for Processing	1,212	697	725
Number of Section 16 Requests for Information	44	40	41
Number of HMO Licences Issued	53	24	29
Number of HMO Licences Completed	30	22	25
Number of Companies House Searches	10	15	10
Number of Low Risk Housing Complaints	100	90	552
Number of Work in Default Cases Actioned	6	6	3
Number of Land Charges completed	2,693	1,689	3,326
Number of Documents Scanned	38,271	48,681	43,160
Number of Pages Indexed	22,085	11,140	11,714

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 An outstanding debt review will be carried out across the department to ensure all debts are recovered on a timely basis and write-offs/cancellations are completed.
- 5.4 To review Licensing documentation in line with GDPR and our own retention policy.
- 5.5 To be first point of contact for information on Additional Licensing requests.
- 5.6 To be instrumental in the recruitment of the new officers to cover the work of the Additional Licensing process if adopted.
- 5.7 Review all reports and move them over to the PowerBI framework for all teams across Environmental Health.
- 5.8 Assist with any changes that occur following the Environmental and Communities review of the service.
- 5.9 A review will be carried out with regard to employing temps on the Council's Comensura site. All jobs will be reviewed, assessed and updated with correct titles and pay grades. Information to be provided for all Senior Managers and Team Managers on the outcome.
- 5.10 Be a first point of contact for the implementation of a new Acolaid/Database for Environmental Health and provide relevant advice/information around any new system.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

NOISE AND NUISANCE TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE NOISE AND NUISANCE TEAM

- 1.1 To protect residents from disturbance so that they can enjoy living in their homes and ensure businesses can operate without disrupting residents. 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 TEAM OBJECTIVES

- 2.1 To respond to complaints from residents within 30 minutes and visit within 60 minutes if the disturbance is ongoing.
- 2.2 To analyze complaints and carry out proactive work to reduce the number of complaints received by the Service in the longer term.

3. KEY ACHIEVEMENTS FOR 2020/2021

- 3.1 Despite the serious impacts of the world-wide Covid-19 pandemic, we continued to function throughout the Covid-19 pandemic, with an on-borough service responding to residents' complaints of noise and nuisance.
- 3.2 All functions of the team have continued to function, following the sourcing of appropriate PPE and development of risk assessments, despite the Government instruction to work from home where possible.
- 3.3 This was achieved by introducing flexible ways of working; mixing home working with active shifts that required working from Council offices. Regular on-line meetings were held to ensure the co-ordination of work, sharing of information, and the health and well-being of colleagues.
- 3.4 Working practices were adapted to ensure that effective intervention and enforcement, from street-based visits and evidence-gathering, was possible.

- 3.5 All officers from the team were authorised under the various health protection regulations and were actively involved in their enforcement in relation to business premises closures.
- 3.6 Officers carried out nearly 1000 pro-active and reactive monitoring visits to check compliance with business closure requirements.
- 3.7 We served 7 Prohibition Notices and 3 Fixed Penalty Notices on premises in contravention of business closure requirements.
- 3.8 We dealt with 15,400 noise and nuisance service requests.
- 3.9 We carried out over 4,900 visits to investigate complaints.
- 3.10 We served 131 enforcement notices where noise nuisance had been witnessed to protect residents from excessive noise.
- 3.11 We served 253 enforcement notices on construction sites (in addition to the 581 served by the CMT) to protect residents from excessive and out of hours noise from building work.
- 3.12 We have worked closely with other teams on the Chelsea and Kensington projects and now the CREST project. RBKC Wardens have assisted the in the operation of the Noise & Nuisance rota by covering vacant shifts.

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
Number of Nuisance Calls During Working Hours	14,960	13,086	13,944
Number of Nuisance Calls Out of Hours - *When officers are not on duty	447	445	971
Number of Calls Combined	15,407	13,531	14,915
Number of Construction Complaints	2,684	2,168	1,600
Number of S80 Notices	131	80	66
Number of S60 Notices	253 ¹	193	987
Number of S61 Prior Consents	10 ¹	21	52
Number of Planning Applications Received	415	253	439
Number of TENS	210	817	863

¹ Function now principally carried out by the Construction Management Team; 834 S60 Notice and 70 S61 Prior Consents issued by Noise & Nuisance and Construction Management Teams combined.

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To improve the response times to complaints and enquiries from residents.
- 5.4 To further the aims of the CREST project, around construction teams.
- 5.5 To continue to provide Planning and Licensing colleagues with recommended conditions to minimise the impact of noise and other disruption to neighbouring residents.
- 5.6 To enforce the PSPO for antisocial vehicle noise and continue the work on acoustic cameras.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

CONSTRUCTION TEAM ANNUAL REPORT 2020 – 2021



1. SERVICE AIMS

- 1.1 To ensure that all building work in RBKC is subject to the requirements of the Code of Construction Practice.

2. CONSTRUCTION TEAM OBJECTIVES

- 2.1 To provide an inter-disciplinary multi-skilled team of officers, covering noise, nuisance, highways, building control and planning enforcement functions, to carry out proactive monitoring and complaint investigation in relation to construction work in the Borough, focused on major developments and sites controlled by construction-related planning conditions.
- 2.2 To lead on the pro-active service of Section 60 Notices on all building work being undertaken in RBKC.
- 2.3 To undertake a site inspection upon the commencement of notifiable building work, ensuring compliance with the Building Act, Environmental Protection Act, Highways Acts and Planning Acts as applicable.
- 2.4 To proactively identify unauthorised building work and enforce.
- 2.5 To analyse complaints and carry out proactive work to reduce the number of complaints received against specific construction sites.
- 2.6 To lead on, and implement, the Construction Bond scheme and to hold corporate responsibility for the revised Code of Construction Practice and associated webpages.
- 2.7 To lead on the monitoring, investigation and enforcement of Construction Traffic Management Plans, and other associated pre-commencement construction-related planning conditions.
- 2.8 To identify unauthorised use of parking bays for construction activity, and lead on the recovery of fees.

3. KEY ACHIEVEMENTS FOR 2020/21

COVID-19 pandemic

- 3.1 Despite the serious impacts of the world-wide Covid-19 pandemic, the CMT has continued to function throughout this period. All functions of the team have continued to function, following the sourcing of appropriate PPE and development of risk assessments, despite the Government instruction to work from home where possible.
- 3.2 This was achieved by introducing flexible ways of working; mixing home working with site visits within the borough while not necessarily working from the office. Regular on-line meetings were held to ensure the co-ordination of work, sharing of information, and the health and well-being of colleagues.
- 3.3 Construction work was one of the few sectors of the UK economy that was not required to stop or drastically alter its activities. Whilst sites did have to introduce Covid-safe methods of working, which did impact site productivity, construction activity across the borough continued with very little interruption.
- 3.4 One of the impacts of this was that the CMT (and Noise and Nuisance Team) received a considerable number of complaints from residents regarding the fact that many construction sites continued to operate, and the impact this had on residents confined to their properties: homeworking, home-schooling children, shielding or recovering from Covid-19.
- 3.5 Further, on 31 Marc Alok Sharma MP (Secretary of State for the Department for Business, Energy & Industrial Strategy) sent an open letter sent to the construction industry. This supported the continuation of construction work despite the pandemic.
- 3.6 In response, the CMT wrote to as many construction sites as possible, asking them to consider scaling back or re-phasing works, in order to reduce the impact on residents during the lockdown period. A large number of contractors responded favourably and scaled back operations.
- 3.7 On 13 May 2020, the government published a written ministerial statement on planning and construction working hours. This statement expects local planning authorities to approve requests to extend construction working hours temporarily to ensure safe working in line with social distancing guidelines until 9pm, Monday to Saturday, unless there are very compelling reasons against this.
- 3.8 As a consequence, the team developed a procedure and application process for dealing with requests for extended hours of working. While recognising the public health necessity of some application for extended hours working, only low impact works having a minimal impact on neighbouring uses were permitted. We did not authorise works where we believed that they would cause significant impact on neighbouring businesses or uses. Very few complaints were received from residents as a result of the 50 or so applications that were granted.

- 3.9 In addition to this construction-specific response, officers from the team were authorised under the various health protection regulations and were actively involved in their enforcement in relation to business premises closures.
- 3.10 Further, two members of the team continue to be key members of the Environmental Health's track and trace team, carrying out visits to properties in the borough in addition to the duties of their substantive posts.

Construction bond

- 3.11 Building on the success of the pilot scheme and formal launch on 1 April 2019, the Construction Management Team has made considerable progress over its first year. Between 1 April 2019 and 31 March 2020, the Team dealt with:
- Served 4 planning enforcement notices relating to breaches of Construction Traffic Management Plans (including where suspended bays are required for building work).
 - Carried out 966 visits to construction sites.
 - Investigated 189 reports of unauthorised building work.
 - Carried out commencement site inspections relating to Initial Notices resulting in 72 Initial Notices being rejected for non-compliance.
 - Served 641 Section 60 Notices and Section 61 Prior Consent.
 - Served 272 Highway and Waste Enforcement Fixed Penalty Notices.
- 3.12 The Bond scheme is fully operation and the team carried out 191 chargeable visits to bond sites within the borough. The principle of the scheme is that developers deposit the bond at the start of the works which covers the cost of visits by officers from the team; poorly run sites will require more visits to monitor compliance with the Code of Construction Practice, resulting in less of the bond being returned to the developer at the completion of works. There is therefore an incentive for sites to be well managed and compliant with the Code, minimising their impact on neighbouring properties.

4. PERFORMANCE

	2020 – 2021
Number of Planning related Enforcement Notices served	4
Number of unauthorised works investigated by the team	189
Number of Initial Notices rejected for non-compliance	72
Number of S60 Notices served	581
Number of S61 Notices served	60
Number of Highway and Waste Enforcement Fixed Penalty Notices	272

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To integrate the Borough's values into everything that we do.
- 5.3 To increase engagement with residents and businesses to improve the customer experience and ensure continuous improvement.
- 5.4 To lead on a review of the construction site-related parking bay suspensions process to improve liaison and co-ordination and reduce and recover lost revenue.
- 5.5 To improve the response times to complaints and enquiries from residents.
- 5.6 To reduce the number of complaints against specific sites by undertaking proactive monitoring and zero tolerance enforcement.
- 5.7 To 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.
- 5.8 To provide Planning with information to enable the issuing of the new Code of Construction Practice pre-commencement condition.
- 5.9 To extend and improve internal working arrangements with the Parks Police, Community Safety Team and Parking.
- 5.10 To extend and improve partnership arrangements with external bodies such as the HSE, CCS and the Police.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

PRIVATE SECTOR HOUSING TEAM ANNUAL REPORT 2020–2021



1. PURPOSE OF THE PRIVATE SECTOR HOUSING TEAM

- 1.1 To 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 SECTOR HOUSING TEAM 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 to bring 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 FOR 2020/2021

- 3.1 Despite Covid restrictions the Private Sector Housing Team continued to operate, carry out inspections and provide a service to the residents of Kensington and Chelsea throughout the pandemic. We experimented with new ideas, virtual inspections, service of notices without inspection, and multiple risk assessments. To strike a balance between team effectiveness, our statutory duties and the safety of officers and the public.

- 3.2 We obtained and analysed housing data which led to implementing a consultation for a proposal to introduce an additional HMO Licence scheme. Consultation ends 20 June 2021.
- 3.3 In November 2020, we obtained leadership agreement for a new Enforcement Policy/Strategy.
- 3.4 Introduced a revised civil penalty notice procedure for dealing with non-compliance with Housing Act 2004 enforcement.
- 3.5 We updated our complaints procedure and we continue to review how complaints are risk assessed to ensure continuous improvements.
- 3.6 We are building better relationships with Residential Providers (Housing Associations) in the borough, through regular meetings and direct management contact.
- 3.7 We have been leading the sovereign Housing outbreak management team (OMT) since January 2021 and was heavily involved with bi-borough OMTs previously.
- 3.8 We carried out two recruitment campaigns to fill vacant posts in the team. Taking on five Housing and Health Officers and two Principal Housing and Health Officers.
- 3.9 We have carried out mandatory licensing in HMOs, setting conditions to protect residents from fire, excess cold, damp and overcrowding.
- 3.10 We have increased our enforcement to address the rise in housing hazards and improve housing in the private rented sector.
- 3.11 We have targeted our resources at high risk cases focusing on fire safety, and providing grant aid to support victims of crime including domestic violence.
- 3.12 We continue to work with our London Fire and Rescue Authority partners to ensure fire safety measures are installed in high risk premises.
- 3.13 We continue to work with our colleagues across the Council to address fuel poverty, hoarding and poor housing conditions for vulnerable residents including the elderly and young children.
- 3.14 We have continued to work in partnership with our external colleagues in the GLA, Fire Brigade and other stakeholders to ensure consistency in approach when dealing with housing issues.
- 3.15 We work with Trading Standards on the Letting Agents Panel.
- 3.16 Working with OSU in implementing new IT solution for property licensing

4. PERFORMANCE INDICATORS & KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019
Number of Housing Complaints Received	1394	1210	554
Number of High-Risk Complaints Received	298	112	183
Number of Licensed Properties	155	154	129
Number of High-Risk HMO's Inspected (Including Licensed HMO's)	10	37	27
Enforcement Notices Served (excluding Section 16 and 235)	44	41	17
Number of Notices of Intension to serve a Civil Penalty notice	2	0	0
Number of Civil Penalty Notices Issued	0	0	0
Number of Cases Where Works Were Carried Out in Default of the Owner	0	0	1
Number of Prosecutions	0	0	0
Number of Appeals	0	0	0
Number of Crime Prevention Grants	27	20	27
Number of Long-Term Empty Properties Brought Back Into Use	0	0	0

5. KEY PRIORITIES FOR 2021-2022

- 5.1 To provide ongoing advice and support to residents, landlords and businesses in response to the Covid-19 pandemic.
- 5.2 To swiftly respond to requests for service relating to poor housing standards, management problems, councillor enquiries.
- 5.3 Introduce new service standards with backing of management and leadership to set customer expectations.
- 5.4 Prompt regulation and enforcement where there is disrepair, public health failures and/or management standards have not been met.
- 5.5 Getting the unlicensed mandatory HMO's licensed and carry out targeted inspection of high-risk HMO's.
- 5.6 Finalise and report to leadership on the consultation introducing an additional HMO licensing scheme for private rented properties, to improve the health and wellbeing of the tenants and residents of the Borough.
- 5.7 Review and implement new HMO licensing procedures and move away from paper based, bespoke processing toward automation, on-line IT solution.
- 5.8 Review all types of HMO standards.
- 5.9 Continue to interact with Registered Providers.
- 5.10 Bring in more Fire Safety expertise and training to the team
- 5.11 Re-review the Fire Safety Protocol with LFB in light of Building Safety Bill and Fire Safety Act.
- 5.12 Develop and implement an Empty Housing Strategy.

- 5.13 Review our work on affordable warmth, energy efficiency in the home interventions, grants and implement Minimum Energy Efficiency Standards in the PRS. All with a view to forming a Fuel Poverty strategy.
- 5.14 Deal with increasing number of Public Health complaints regarding filthy and verminous and suspected hoarding.
- 5.15 To implement the provisions of the Housing and Planning Act 2016 i.e. begin the service of Financial Penalty Notices and
- 5.16 To Implement the Enforcement of Minimum Energy Efficiency Standards.
- 5.17 To integrate the Borough's values into everything that we do.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

POLLUTION REGULATORY TEAM ANNUAL REPORT 2020 – 2021



1. PURPOSE OF THE POLLUTION REGULATORY TEAM

- 1.1 To protect public health and the wider environment by regulating and addressing air and land quality.

2. POLLUTION REGULATORY TEAM OBJECTIVES

- 2.1 To carry out air quality monitoring, assess progress with achieving the National Air Quality Objectives and oversee implementation of the Council's Air Quality Action Plan by working with others to reduce pollution, raise awareness and contribute to improving public health.
- 2.2 To protect human health and the wider environment by addressing potential risks to land and air quality through the Planning Development process and make sure the site is suitable for its future use.
- 2.3 To carry out contaminated land assessment work to identify land which may have a significant possibility of significant harm to human health under Part 2A of the Environmental Protection Act 1990.
- 2.4 To authorise and inspect small industrial processes to control emissions to air.

3. KEY ACHIEVEMENTS FOR 2020/21

- 3.1 We have continued to work with the Ministry for Housing, Communities and Local Government (MHCLG), Public Health England, the Environment Agency and other members of the Multi-Agency Partnership (MAP) established by the Government to address concerns regarding land contamination which may have been caused by the Grenfell Tower fire.
- 3.2 We have reviewed our Planning conditions and informatives applied when assessing applications for potential land contaminated and written guidance for developers and their environmental consultants to understand what is required. This can be viewed on the Council's website.
- 3.3 We continue to monitor air pollutants including nitrogen dioxide and particulates and have reviewed the impact that the Coronavirus lockdown and subsequent easements have had. We also produced an annual report (to cover the year 2019) on the progress of the Council's Air Quality and Climate Change Action Plan which has been approved by the GLA/DEFRA.
- 3.4 In preparation for the development of a new Air Quality Action Plan next year, we commissioned consultants to model air quality across the borough and identify areas which are likely to exceed objective levels.
- 3.5 We have been progressing projects and initiatives through the London Mayor's Air Quality Fund (MAQF) including Idling Action London to stop drivers from idling their engines which contributes to poor air quality.
- 3.6 We have also been working with the Crossriver Partnership using Defra Air Quality funding for the Clean Air Village project, focussing on working with businesses in the Cromwell Road Area.
- 3.7 We have responded to all planning consultations commenting on the potential impacts of development on air quality and contaminated land. We have also provided pre-application advice to developers on matters relevant to air quality and contaminated land.
- 3.8 We have overseen completion of Environmental permitting regulation inspections e.g. dry cleaners, petrol stations, etc. which were completed virtually and a statutory return was provided to DEFRA.
- 3.9 We have responded to 42 (100 per cent) of Environmental search reports, in response to requests received for information about historic use of land.

4. PERFORMANCE INDICATORS AND KEY STATUTORY RETURNS

	2020-2021	2019-2020	2018-2019	2017-2018
Planning Consultations	756	757	472	612
Environmental Searches	42	31	61	51
Permitted Processes	36	36	36	36

5. KEY PRIORITIES FOR 2020-2021

- 5.1 To integrate the Borough's values into everything that we do and provide ongoing advice and support to residents and businesses in response to the Covid-19 pandemic.
- 5.2 To continue to work with MHCLG as part of MAP, to conclude the Stage 2 Environmental Checks Programme into an environmental assessment of the impacts of the Grenfell Tower fire and identify if any further works are required.
- 5.3 To complete the upgrade of air quality monitoring equipment at various existing sites, including but not limited to the replacement of the cabin and installation of a new PM2.5 monitor within the grounds of the Natural History Museum. We will also be arranging the deployment of four new mobile air quality sensors.
- 5.4 To feed into a new Council Green Plan and draft and consult on a new Air Quality Action Plan for adoption at the end of 2021.