

Appendix Two – Benchmarking

BENCHMARKING ACTIVITIES FOR LONDON BOROUGH TOWER HAMLETS FOOD SAFETY:

There are several benchmarking activities, both internal and external, that the food team employ to ensure the team meet expectations and work effectively.

Below, is a broad synopsis of the benchmarking mechanisms.

Local Authority Enforcement Monitoring System (LAEMS):

LAEMS is a web-based system used to report local authority food law enforcement activities to the Food Standards Agency (FSA). Local authorities upload end of financial year data to the FSA that has been generated from local systems where data is recorded on food law enforcement activities.

This annual data for all Local Authorities is then published by the FSA. It aids in creating service plans and benchmarking services across the country.

North East London Food Liaison Group (NELFLG):

Every quarter managers from each North East London authority meet to discuss Environmental Health matters, cross borough issues, and benchmark each service against each other. As part of this “best practice sharing” the group submit figures for their current quarter regarding broadly compliant status (see table below).

The term “broadly compliant” relates to the way a food business complies with food hygiene legislation. Previously a National Performance Indicator (NI184), it was intended for the monitoring of Local Authorities. We, as a Council, still use broadly compliant status as a general internal indicator of performance. A Food Safety Officer currently risk assesses every food business that they inspect having regard to a food hygiene scoring system located in the Food Law Code of Practice.

A food business will be classed as broadly compliant, if they score in the manner described below in the categories listed.

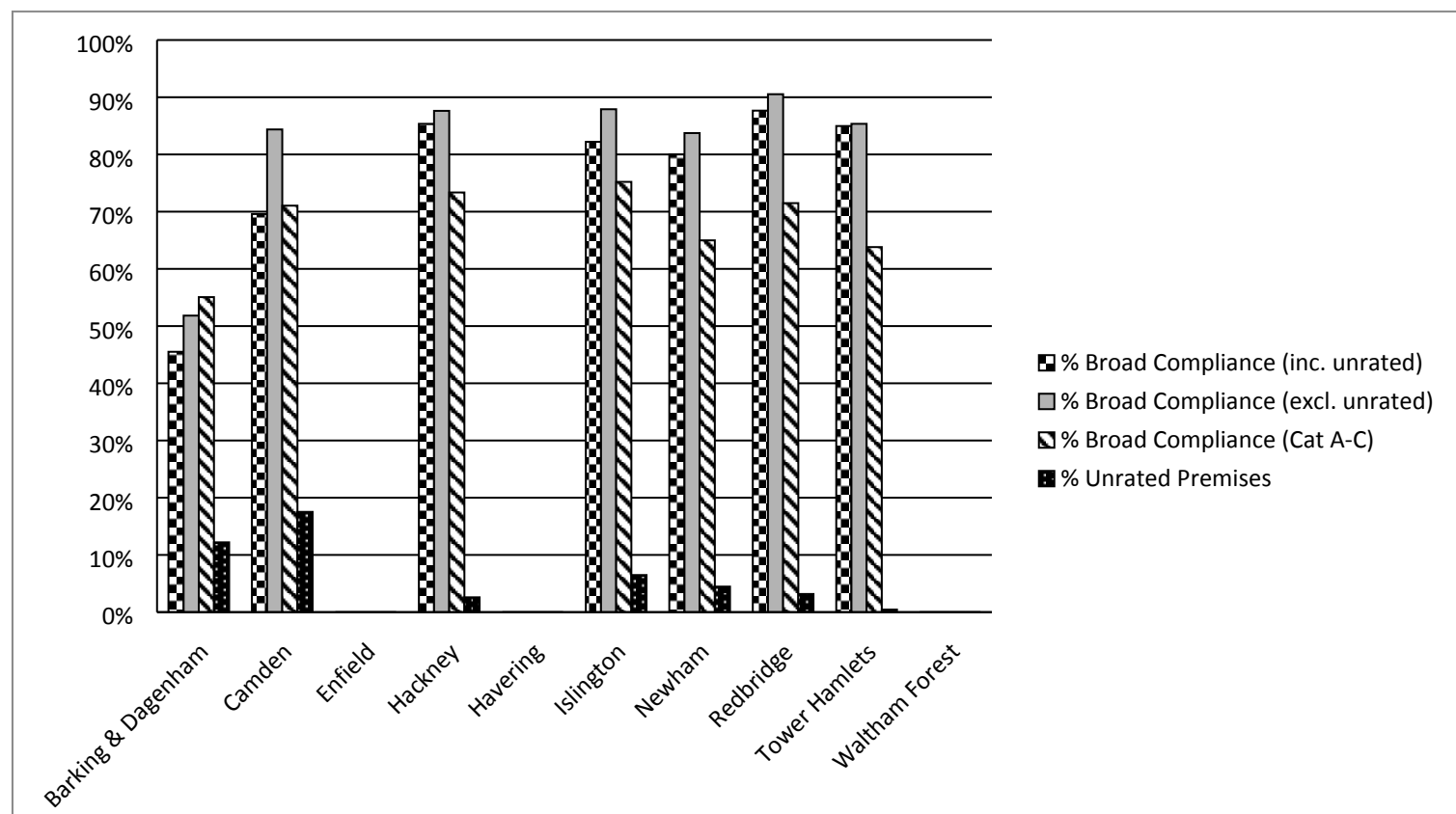
- | | |
|---------------------------------|--------------|
| a) Hygiene compliance record | = 10 or less |
| b) Structural compliance record | = 10 or less |
| c) Confidence in management | = 10 or less |

Therefore in order to be classed as broadly compliant the business should score 10 or less in each category a) to c), and have a total of 30 or less for the sum of the categories. In lay-terms, one would class a broadly compliant business as generally satisfactory – not perfect, but largely satisfactory and not presenting any risk.

We also benchmark how many unrated premises are currently recorded as these are a perceived risk and impact detrimentally against our Broad Compliance figures.

Appendix Two – Benchmarking

LA	Premises	Total No. of Unrated	Percentage of Broadly Compliant premises	Total No. of Broadly Compliant Premises	No. of Category A	No. of category B	No. of Category C
Barking & Dagenham	1369	167	46%	623	8	90	307
Camden	3801	666	70%	2645	52	289	1203
Enfield	Data not provided	-		-	-	-	-
Hackney	2778	72	85%	2371	12	202	713
Havering	Data not provided	-		-	-	-	-
Islington	2360	153	82%	1940	13	168	787
Newham	2240	100	80%	1792	22	154	518
Redbridge	1734	55	88%	1520	7	148	301
Tower Hamlets	2887	13	85%	2453	40	219	802
Waltham Forest	Data not provided	-		-	-	-	-



The Consumer's Association - Which? Magazine:

Appendix Two – Benchmarking

Which? produce a ranking of the 389 food safety authorities nationally every year based on our LAEMS return.

Which? Magazine has over the past few years has collated the result of the LAEMs data and assessed the data and it ranked local authority areas based on three indicators using the following criteria:

- how many food establishments were rated for risk,
- how many of the medium and high-risk premises met hygiene requirements, and
- how many planned interventions (such as inspections or follow up actions) were actually carried out.

The report which was released on 25 June 2018 relates to figures collated from the LAEMs data for 2016/17. The improvement in the broadly compliant figure and the reduction in unrated premises in Tower Hamlets over the period 2017/18 will not therefore be reflected in this Which? Report.

The Which? Report acknowledged that the authorities responsible for enforcing food safety are increasingly under-resourced and that on average across the UK, one member of staff polices 403 food businesses.

Tower Hamlets were 363rd out of 389. The formula used by Which? is not weighted to account for how many premises or officers you have; where you are in the country; different demographical issues you face; how much enforcement takes place. As such, a smaller, rural authority with similar inspection percentages but more staff and less enforcement will rank better.

The movement on the tables can be significantly influenced between the monitoring years due data cleansing of properties that are not operating as food premises but are recorded as such. The number of 'unrated' or unassessed properties could against the local authority – these may be records of prospective food businesses rather than real ones.

When you take London as a microcosm of 33 authorities Tower Hamlets performed reasonably well (see below). In a Borough that has high levels of poverty, and issues surrounding education and language barriers we still managed to come 24th in London out of 32 (data for Westminster was not submitted)

Below us in the overall rankings were 3 of our neighbours Newham, Waltham Forest and Lewisham. Of all 32 London Authorities Richmond, and Redbridge showed significant improvement rising 315 and 153 respectively on the rankings. Four London councils were ranked in the bottom 10 overall. (Camden, Lewisham, Croydon and Waltham Forest). This further shows the difficulty of being a food authority in London. Our closest NE London equivalent in the rankings was Hackney at 354th, 8 positions above us. The biggest drop in rankings for the London Boroughs was for Bexley and Kingston with -119 and -59 respectively.

Appendix Two – Benchmarking

WHICH? ranking of the 33 London Boroughs:

Borough	2015 Which? Ranking (/398)	2016 Which? Ranking (/386)	2016/17 Which? Ranking (/389)	Change in ranking -ve = drop +ve = rise	2016/17 Standing in London
Richmond	354	367	52	+315	1
Kensington	166	80	76	+4	2
Bexley	377	36	155	-119	3
Redbridge	110	328	175	+153	4
Hammersmith	308	241	193	+48	5
City of London	235	268	244	+24	6
Havering	379	364	301	+63	7
Barking	313	274	303	-29	8
Hillingdon	191	258	304	-46	9
Haringey	383	327	306	+21	10
Wandsworth	217	304	307	-3	11
Harrow	394	372	311	+61	12
Merton	322	326	321	+5	13
Hounslow	382	332	323	+9	14
Barnet	230	323	324	-1	15
Sutton	343	356	335	+21	16
Greenwich	298	331	338	-7	17
Islington	350	349	341	+8	18
Enfield	398	370	343	+27	19
Kingston	314	291	350	-59	20
Hackney	381	374	354	+20	21
Lambeth	319	341	356	-15	22
Bromley	326	369	362	+7	23
Tower Hamlets	310	350	363	-13	24
Brent	389	344	367	-23	25
Ealing	395	383	371	+12	26
Southwark	387	357	375	-18	27
Newham	370	384	376	+8	28
Waltham Forest	344	361	380	-19	29
Lewisham	396	382	381	+1	30
Croydon	336	373	386	-13	31
Camden	390	381	387	-6	32
Westminster	Incomplete data	-	-	-	-

Appendix Two – Benchmarking