

Regulation & Enforcement Annual Report 2015 - 2016

**Locally accountable and
responsive fair regulation for all -
achieving a safe, clean, green
and fair trading city for
residents, business and visitors**

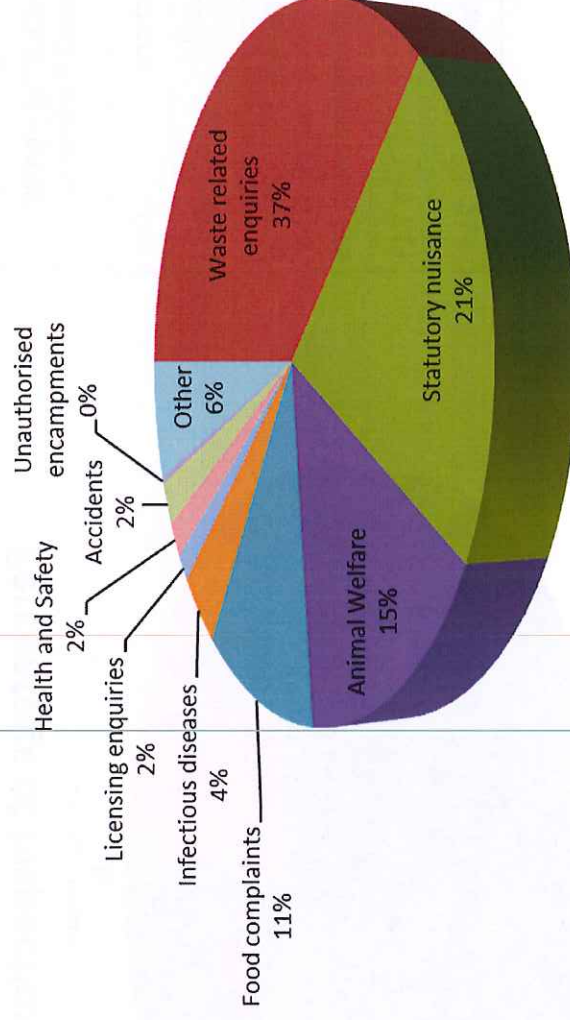
ENVIRONMENTAL HEALTH

In 2015-16 Birmingham Environmental Health...

Environmental Health and Pest Control received 63,568 Jobs in 2015/16.

Environmental Health Breakdown of their RFAs	
Waste related enquiries	10,052
Statutory nuisance	5,802
Animal Welfare	4,151
Food complaints	3,022
Infectious diseases	1,110
Licensing enquiries	388
Health and Safety	519
Accidents	610
Unauthorised encampments	102
Other	1,690

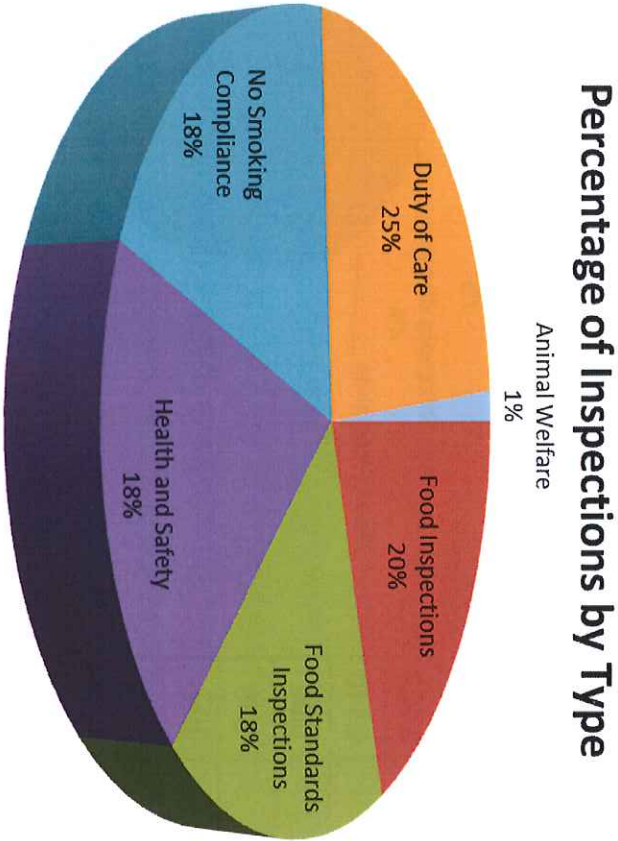
Percentage of RFAs by Category



In 2015-16 Birmingham Environmental Health...

Inspected a range of premises to comply with varying statutory obligations:

Environmental Health Inspections Breakdown	
Food Inspections	3,087
Food Standards Inspections	2,674
Health and Safety	2,716
No Smoking Compliance	2,749
Duty of Care	3,711
Animal Welfare	211

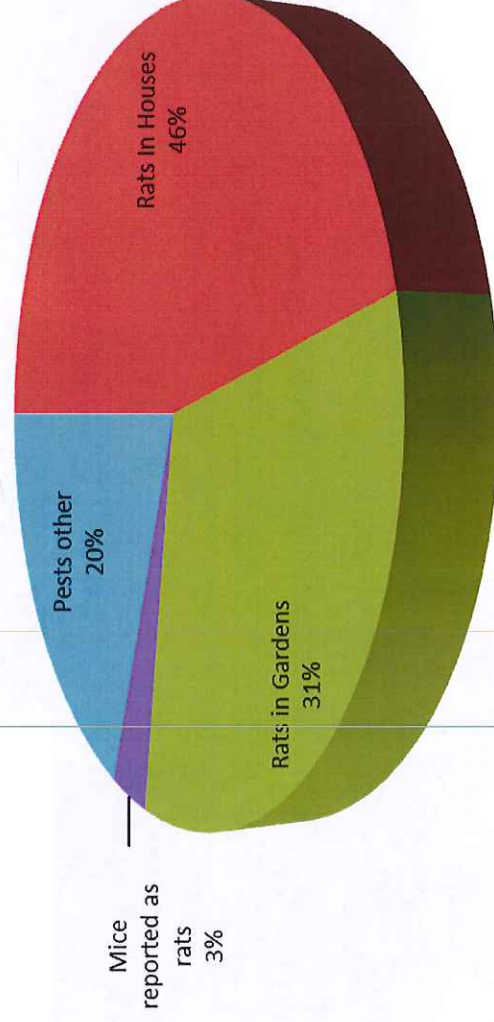


In 2015-16 Birmingham Environmental Health...

Received 15,274 Requests for Assistance

Pest Control Breakdown	
Rats In Houses	7036
Rats in Gardens	4786
Mice reported as rats	455
Pests other	2,997

Percentage of Pest Control RFAs by Type

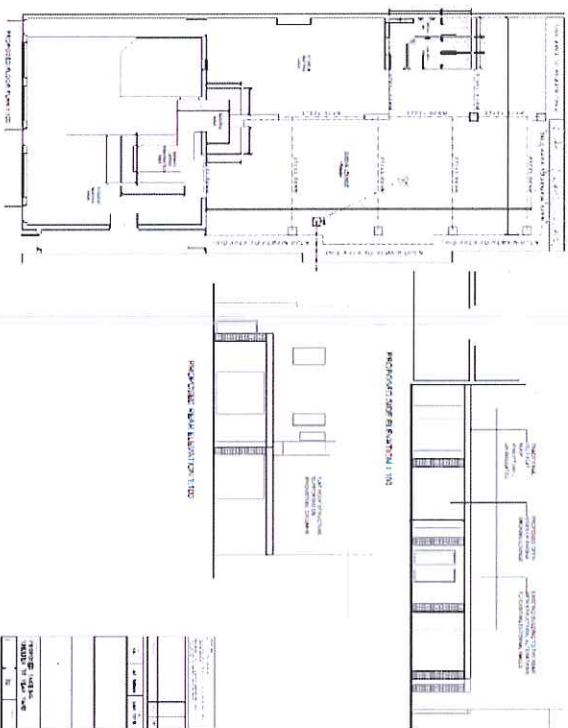


Waste Enforcement Unit



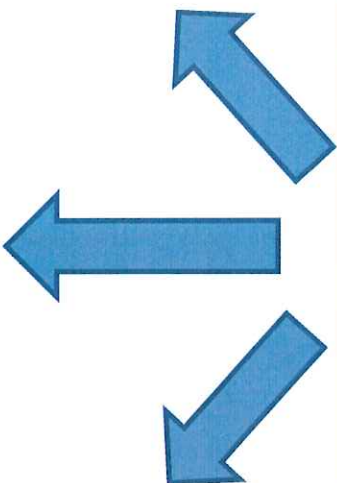
WEU Project: Cleaner Streets





Working with planning to ensure prior granting compliance

**SMOKE FREE
In Partnership**



**Harm reduction
research**

 **Birmingham City Council**

 **UNIVERSITY OF
BIRMINGHAM**

 **Public Health
England**

Multi-agency
compliance
enforcement

**Smoke free
FPN's**

WEST MIDLANDS FIRE SERVICE



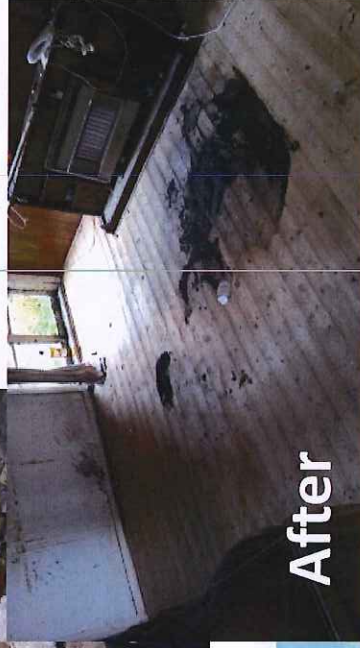
Birmingham City Council



West Midlands Police



Pest Control does far more than typical pest control.



The Property clearance service has received been well received. Demand is increasing.

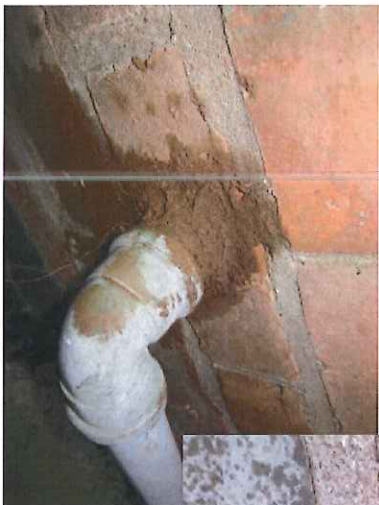
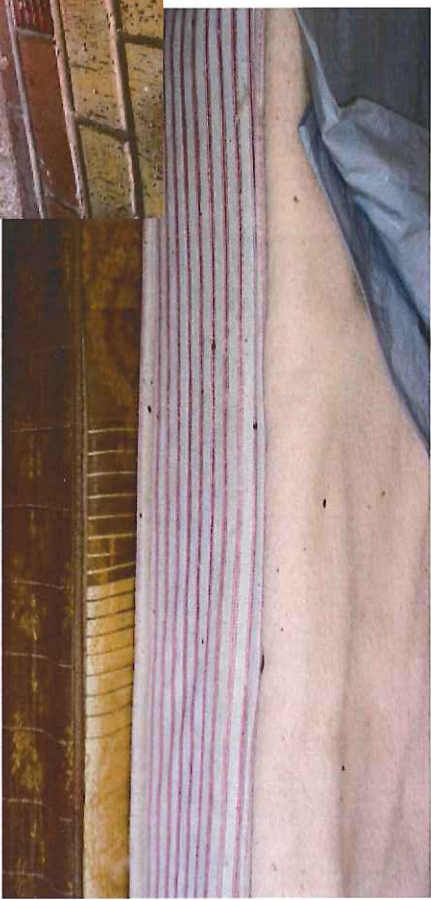


The land maintenance and clearance service provides long term solutions to many pest harbourage issues across the city





Pest Control

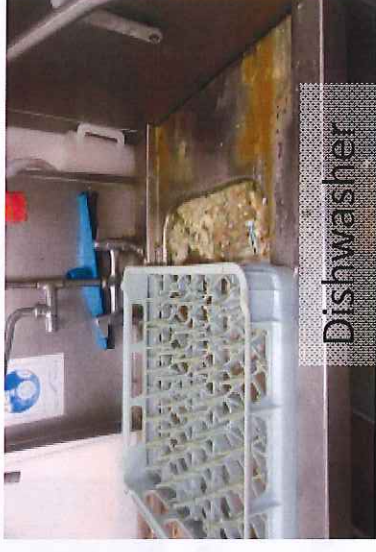


Cockroaches Bedbugs and Pest Proofing are
all chargeable services offered by our Pest
Control Team.



Hygiene & Safety

In 2015/16...



- 6400+ food premises in Birmingham with FHRs Score
- 3087 food hygiene inspections carried out
- 2674 food standards inspections carried out



Damaged chiller seal



Mouldy ice machine

- 116 Hygiene Emergency Prohibition Notices served
- 31 Food safety prosecutions completed at Court



- 3,022 food complaints

- 1,109 sporadic infectious disease cases investigated
- 1 outbreaks investigated



Unfit food



Cockroaches

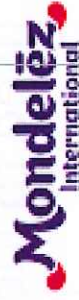


Rats



Primary Authority Partnerships

We are pleased to have Partnerships with the following companies.

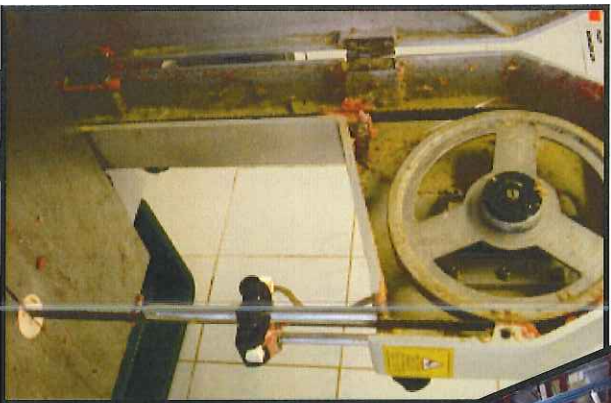


EST. 1884





Workplace Health & Safety :Inspections



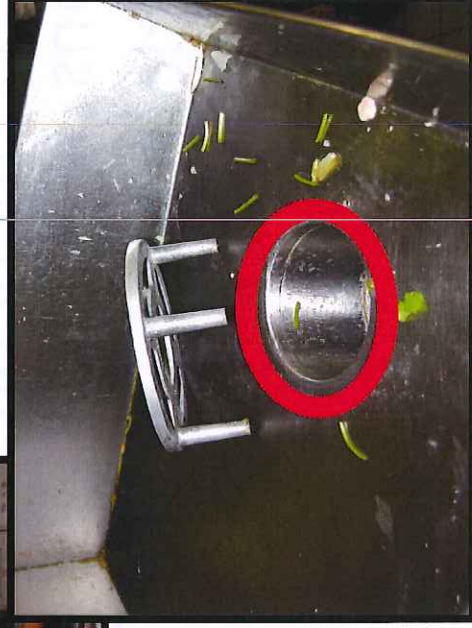
- 287 premises subject to proactive inspections.
- National and local priorities used to identify visits.
- Falls from height, asbestos, noise at work, legionella, workplace transport, gas safety and unguarded catering equipment.
- Legionella checks undertaken to reduce risk of an outbreak.



Workplace Health & Safety: Requests



- 279 requests for assistance received including:
 - Dangerous work practices
 - 89 investigations in to work place accidents
 - 3 Prosecutions.
 - 105 Prohibition Notices
 - 11 Improvement Notices
 - 1 Caution



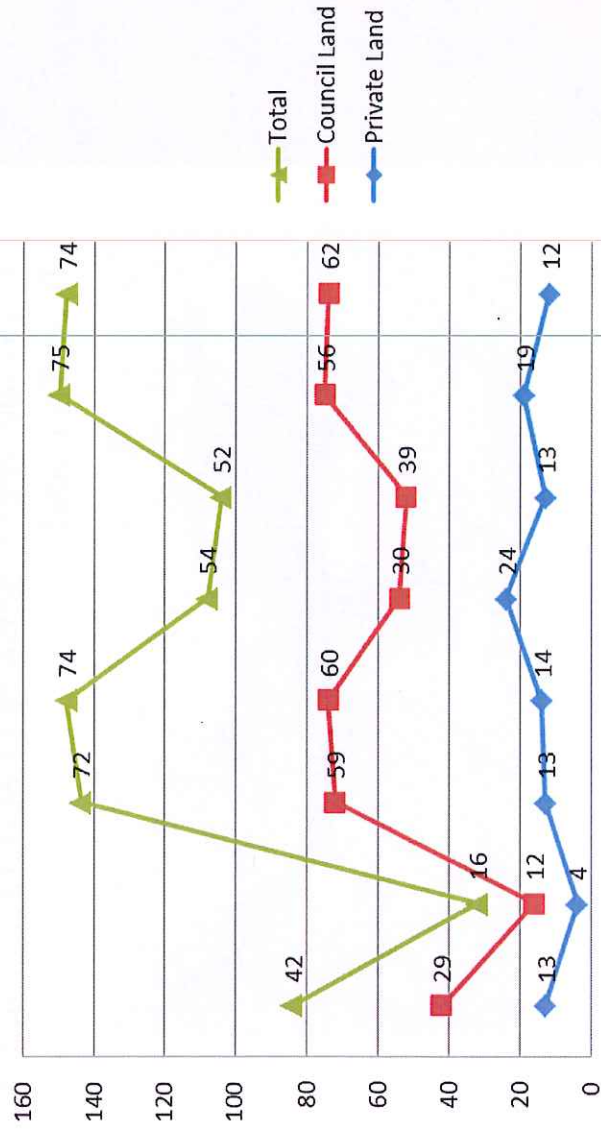
Environmental Protection Unit

- Noise Equipment was deployed at 446 properties
- Mandated Clean Air Zone announced
- 241 industrial and commercial processes were regulated
- 2,424 requests for comment on planning applications
- 245 licence applications for new Premises Licences or variations



Environmental Health
respond to complaints of
illegal encampments to
secure early repossession of
the land and avoiding
excessive clean up costs

Number of Unauthorised Encampments



Rubbish left on site





Animal Welfare



- There were 8 investigations into illegal importation of dogs/puppies
- A venomous scorpion was accidentally imported in a vegetable delivery and needed to be rehomed at a zoo with a dangerous wild animal licence. We also had a Gecko accidentally imported with a delivery of spectacle frames from Thailand





- The implementation of the new Dog Control Orders has been achieved through educational and enforcement means.
- The Dog Warden/Enforcement Officers have undertaken some 80 proactive enforcement exercises. Many are undertaken with officers from West Midlands Police.
- At total of 21 Fixed Penalty notices have been issued to dog owners who have failed to clear up after their dogs or have allowed their dogs loose on public roads.
- 50,000 poop scoop bags have been given out whilst engaging with the public on dog fouling initiatives.

TRADING STANDARDS

In 2015-16 Birmingham Trading Standards...

- Received 4,762 Requests for Assistance
- Recovered £86,466 in redress for consumers
- Confiscated £146,442 of assets from convicted criminals
- Responded to 152 requests for advice from Birmingham businesses
- 22 successful prosecutions comprising 219 individual offences
- A total of £37,401 in court fines issued
- A total of 21 years worth of prison sentences imposed
- A total of 23 months suspended prison sentences imposed
- A total of 850 hours of unpaid work orders imposed

*"Locally accountable and responsive fair regulation for all
- achieving a safe, healthy, clean, green and fair trading city for residents, business and visitors"*

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- 5 complaints
- 5 test purchases
- 0 sales made

Age Restricted Sales

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18

- 15 complaints
- 10 test purchases
- 0 sales made

18



- 5 complaints / enquiries received
- Info packs sent to all registered sellers

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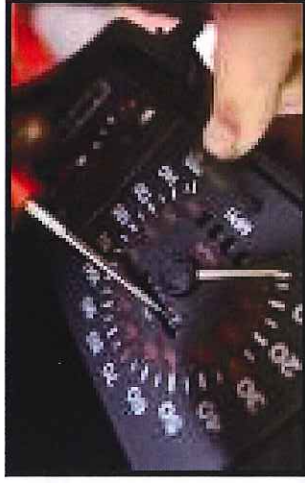


- New legislation
- 3 complaints
- 12 test purchases
- 1 sale made

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CAR CRIME

Car Clocking



In a recent case...

- 255 clocked vehicles
- 1 million+ miles clocked
- 5 individuals found guilty of fraud
- Total of 12.75 years in custodial sentences
- Proceeds of Crime investigation ongoing

False / Misleading Adverts

In a recent case...

- Trader advertised replica Ferrari for sale
- Car had been clocked by 100,000 miles
- He failed to disclose insurance write-off
- Car was in an un-roadworthy condition
- Five Consumer Protection offences
- Fined £11,623 and car forfeited





Teams of officers conducted hi-visibility patrols at the Rugby World Cup events to tackle the sale of counterfeit Rugby merchandise.

©ounterfeiting

- 318 complaints of counterfeiting received by the service
- 8,610 items seized with an estimated street value of over £70,000



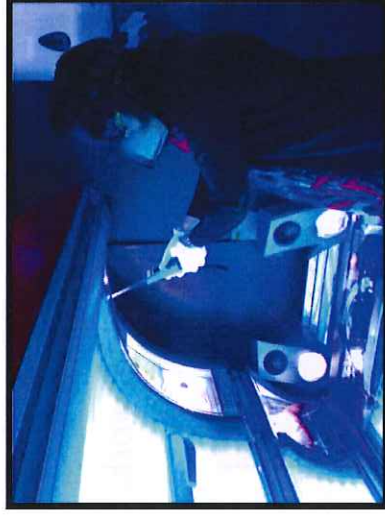
In a recent case, a shop owner from Kingstanding was prosecuted for selling counterfeit clothing, shoes and electrical goods. He received an 8 week suspended prison sentence and was ordered to pay back £100,000 following a Proceeds of Crime Act investigation.

Product Safety

- 313 complaints received relating to unsafe goods
- Complaints have included cosmetics, electrical items, furniture, toys & nursery goods



A trader was convicted of product safety offences after various unsafe cosmetics were seized and found to contain banned substances. Trader was fined £9,200.



9 Suspension Notices were issued in relation to 1,766 unsafe 'Hover Boards'.

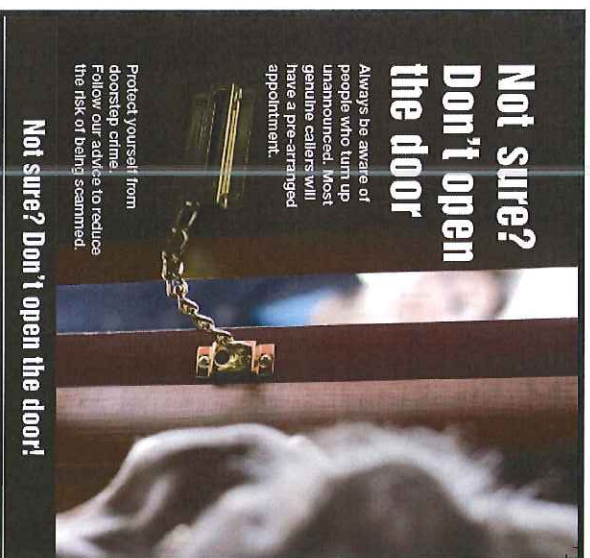


Officers tested sunbeds at beauty salons for compliance with safety standards.

- 42 premises visited
- 132 sunbeds tested
- 19 non-compliant
- All were made compliant

ROGUE TRADERS

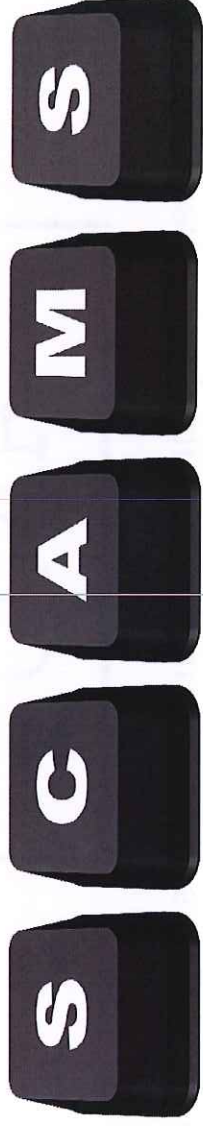
- In our annual survey, 99% of residents said they objected to traders calling at their door and 87.3% said they felt threatened by callers at the door.
- Of those residents living in a No Cold Calling Zone, 83.3% said it made them feel safer at home and 96.3% agreed that they should not be removed.
- 9 Rapid Responses were conducted by Trading Standards Officers to residents with live problem trader incidents.



Officers visited banks across the City to provide training on how to spot potential rogue trader incidents involving their customers. Following our visits, one bank got in touch after an elderly lady tried to withdraw £2,000 for roofing work. Officers attended and prevented the lady falling victim.



Posters and leaflets were distributed at Doctors' Surgeries across the City to warn residents of doorstep crime issues.



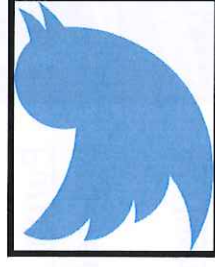
Trading Standards continues to receive reports of a wide range of scams that are in existence. Many of them emanate from outside the EU and can be incredibly difficult, if not impossible to tackle.

Some scams we have dealt with this year:

- A lady who was just about to send £600 to a scam postal lottery when the Trading Standards Officer arrived
- 110 referrals from the National Scams Hub relating to postal scams such as Prizemasters and One World Lottery
- A gentleman who had amassed thousands of scam letters in his home having responded to them over many years

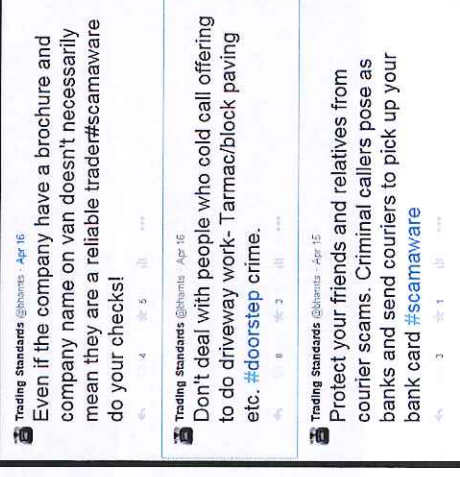
Five Scam Awareness Talks were delivered to various community groups across the City.

We try to tackle the scams by educating consumers and sharing intelligence with partner agencies



@bhamts

We also make use of Twitter to send real-time information to our followers about scams we are currently aware of.



HAJJ

The service continues to receive complaints about unscrupulous Hajj and Umrah tour operators misdescribing travel and accommodation packages.

Many tour operators are claiming to be ATOL protected when they are not, risking consumers' funds if the trip fails to go ahead.



Trading Standards continues to work with the Association of British Hujjaj to raise awareness of the issues amongst the Muslim community.

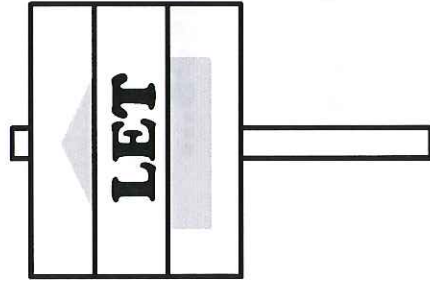


Recent prosecution cases...

Purobi Travels Ltd and Moshina Khanna each fined £2,000 and ordered to pay costs of £900 for failing to have ATOL protection.

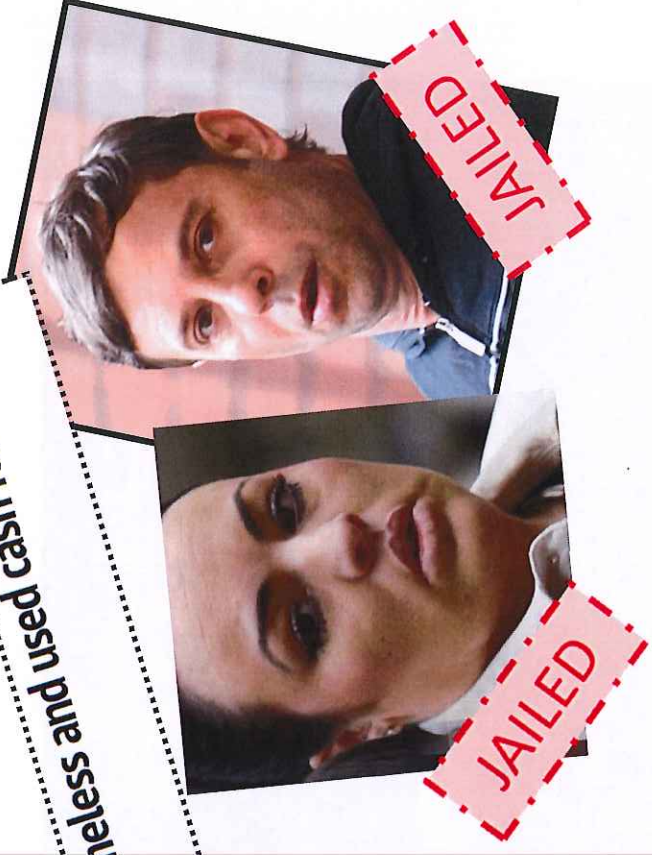
Al Hashmi Hajj and Umrah Tours Ltd found guilty of Fraud Act and consumer protection offences in relation to false claims to be ATOL protected. Sentencing will follow a Proceeds of Crime investigation.





TING AGENTS

Couple left clients homeless and used cash for £600k gambling spree



Amy Williams of Walmley, Sutton Coldfield and her partner **Glen Austin** from Erdington, ran a letting agency scam, stealing hundreds of thousands of pounds from landlords and tenants. The money was gambled away.

- Amy Williams**
- Admitted theft and 24 counts of fraud
- Jailed for 4.5 years

- Glen Austin**
- Pledged guilty to theft
- Jailed for 2.5 years



HALLMARKING



Under the Hallmarking Act 1973, all jewellery that is described as being gold, silver, platinum or palladium, must carry a legally recognised hallmark.

Recent Prosecution Cases...

Shiza Gold Jewellers:

- 23 items seized with no hallmark
- 2 items under carat
- Fined £2,000
- £3,340 costs ordered

Ayan Jewellers Limited:

- 72 pieces of jewellery seized
- None were hallmarked
- 20 pieces sent to the Assay Office for examination – all failed
- Fined £5,000
- £2,300 costs ordered

Illicit Alcohol



Most bottles contained the genuine product but had a counterfeit UK Duty Paid stamp

- 15 premises inspected
- 395 bottles of vodka seized
- 220 bottles of whiskey seized
- Market value of £7,500
- 4 premises had their alcohol licence revoked
- 1 licence review pending
- Prosecution cases submitted for the most serious cases



Partnership working with West Midlands Police saw suspected counterfeit alcohol seized from premises in Kingstanding.



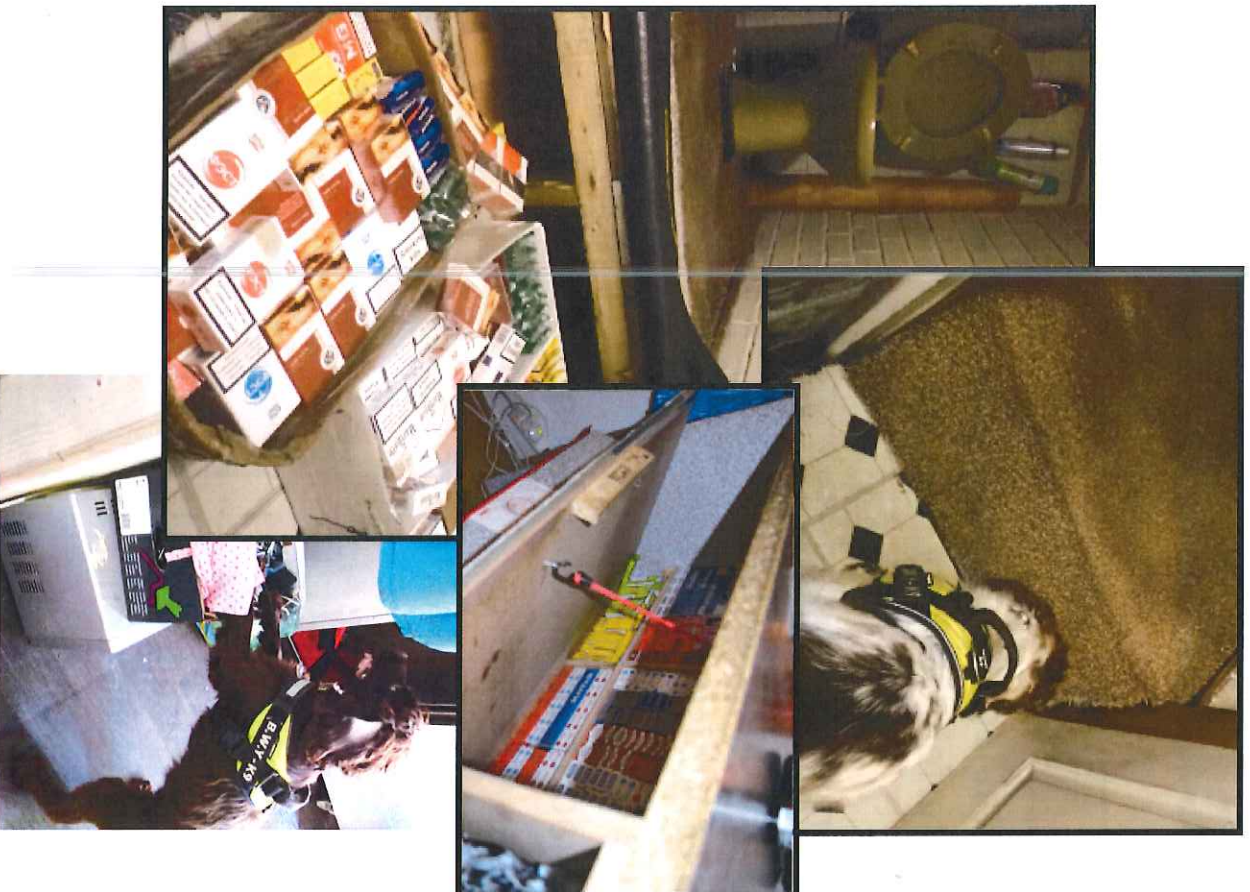
Illicit Tobacco

- 82 premises inspected
- 115,540 cigarettes seized
- Estimated Street Value £22,500

Pritpal Khurana trading as M&S News given an 8-month suspended prison sentence and 250 hours unpaid work after officers seized over 6,000 packets of illicit cigarettes from his Washwood Heath store.

Salim Salih trading as Supersam given a 10-month suspended sentence and 100 hours unpaid work after 1,000 packets of cigarettes and 200 pouches of tobacco seized from his Handsworth store.

Proceeds of Crime investigations to follow for both cases.



Premises Licence Reviews & Representations



Birmingham Trading Standards is a Responsible Authority under the Licensing Act 2003.

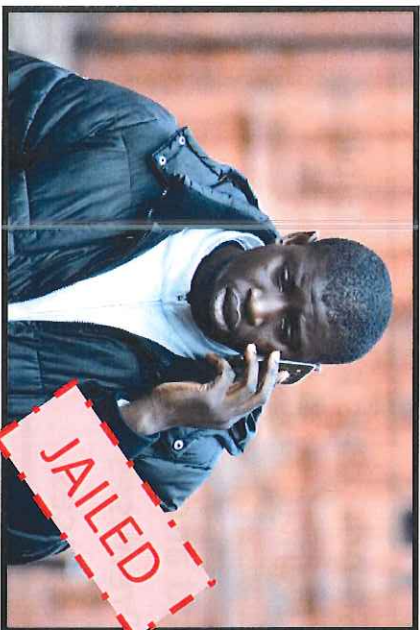
In 2015/16 we received and assessed over 300 applications for new Premises Licences or variations to existing licences.



Where licensed premises were found in possession of illicit alcohol or tobacco, Trading Standards called for reviews of their licence.

In 2015/16, Trading Standards called for 10 licence reviews. Of these 9 have been concluded and have resulted in the licences being revoked.

FAITH HEALERS



Abdoulie Gassama

- Claimed he could cure personal problems using 'Black Magic'
- Claimed to be sacrificing cows and crocodiles in rituals
- Claimed to have 40 years' experience, despite being only 34 years old
- Conned vulnerable victims out of £150,000
- Prosecuted for 20 offences of fraud and money laundering
- Jailed for 7.5 years



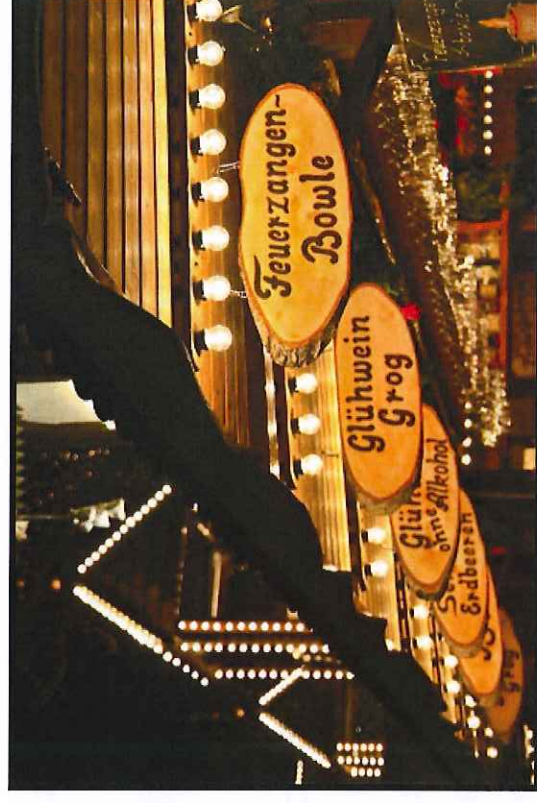
Searches of Gassama's home found evidence of 'spells' and purchases of lavish properties abroad.

Proceeds of Crime investigation underway.

WEIGHTS & MEASURES

- Officers inspected stalls at the Birmingham Christmas Market to ensure compliance with UK legislation.
- Weighing Machines and Spirit Measures tested for accuracy.

- 40 enquiries received, 26 relating to suspected short-measures
- 3 pubs were visited following short measure beer complaints and test purchases made – 1 formal warning issued



Proceeds of Crime



Trading Standards has two Accredited Financial Investigators. Alongside Trading Standards cases, they also conduct Proceeds of Crime investigations for the Corporate Fraud Team, Planning Enforcement and the Waste Enforcement Unit.

- 30 cases were referred to our Accredited Financial Investigators to consider confiscation of assets.
- 35 applications to Crown Court for Production Orders to obtain financial information.
- 3 Restraint Orders issued to prevent dissipation of assets.



- 5 Proceeds of Crime Act hearings at Crown Court – all found in favour of BCC.
- A total of £146,442 confiscated from convicted criminals.
- Trading Standards receives 37.5% under the Asset Recovery Incentivisation Scheme.



National Consumer Week

This year's theme was...

... 'Know Your New Rights'

- 11 events were held across the City to raise awareness of the new Consumer Rights Act 2015.
- Extensive new legislation giving enhanced rights to consumers when shopping on the high street and online.



REGISTER OFFICE

From 1 April 2015 to 31 March 2016 we registered...

- 22,278 births
- 9,894 deaths
- 151 stillbirths
- 585 birth re-registrations
- 1,742 marriages



From 1 April 2015 to 31 March 2016 we...

- Performed 8 civil partnerships
- Performed 109 Conversions under the Marriage (Same Sex Couples) Act 2013



From 1 April 2015 to 31 March 2016 we...

- Checked 925 naturalisation applications
- Greeted 2,584 new citizens



- Issued 104,606 certificates
- Generated income in excess of £1.5m

We have touched the lives of over 65,500
primary customers

LICENSING SERVICE

Licensing Section

The licensing service is responsible for licensing:

- Alcohol, Entertainment and Late Night Refreshment Premises
- Gambling Premises
- Sex Establishments
- Sexual Entertainment Venues
- Massage and Special Treatments
- Charitable Collections
- Skin Piercers
- Scrap Metal Dealers
- Hackney Carriage and Private Hire Drivers
- Hackney Carriage and Private Hire Vehicles
- Private Hire Operators

General Licensing

Licences issued in 2015/16

- **149** Massage & Special Treatment Licences
- **223** Charitable Street Collection Permits
- **19** House to House Collection Permits
- **160** Skin Piercing Registrations
- **65** Society Lotteries
- **11** Sexual Entertainment Venue Licences
- **10** Sex Establishment Licences
- **24** Scrap Metal Collector Licences
- **4** Scrap Metal Site Licences

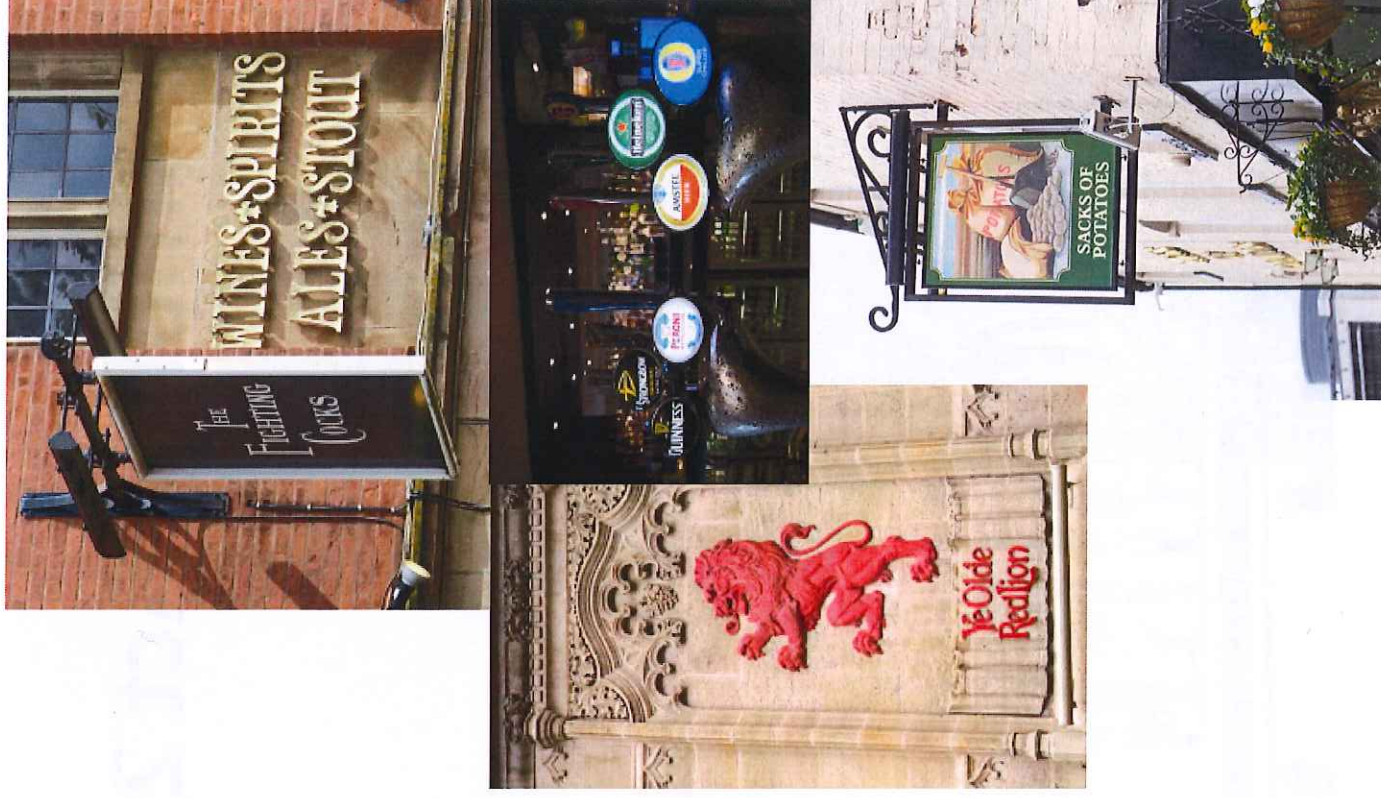


Licensing Act 2003

- **Key Statistics**

- New Premises/Clubs	189
- Variations	50
- Minor Variations	90
- DPS Variations	582
- Transfers	174
- TENS	1193
- Personals	652
	2930

- **74** Licensing Act 2003 cases heard by Licensing Sub Committees



Gambling Act 2005



Key statistics



- Premises Licences 8
- Gambling Permits 67
- OUNs 1

76



Hackney Carriage and Private Hire Licensing

Hackney Carriage & Private Hire Licences

- **9475** Hackney Carriage & Private Hire licences issued.
- **79** licensed Private Hire operators in Birmingham.
- Approximately **1300** Hackney Carriage and **4900** Private Hire vehicles licensed by the City.
- **327** Hackney Carriage and Private Hire cases referred to Licensing Sub Committees for consideration.



Licensing Enforcement

Enforcement Activity

- **1520** requests for assistance responded to
- **839** licensing act 2003 inspections
- **111** gambling inspections
- **178** massage and special treatment inspections
- **85** private hire operator inspections

[illegible]

Hackney Carriage and Private Hire Enforcement

Key Statistics

- 22 stop check exercises
- 390 Hackney Carriages inspected
- 1165 Private Hire vehicles inspected

Compliance Rates

- Hackney Carriages – 83.6%
- Private Hire – 80.2%



Hackney Carriage and Private Hire Enforcement – Example Cases



- Two Private Hire Operators prosecuted for offences of operating unlicensed drivers.
- A private hire driver was found to be driving without insurance.
- Two private hire drivers were caught plying for hire and having no insurance using CCTV.
- Another private hire driver was convicted of Fraud on seven counts.

Hackney Carriage and Private Hire Enforcement Results

Numbers of Cases

- **35** prosecution reports submitted by Licensing Enforcement Officers
- **170** simple cautions administered
- **46** prosecution cases finalised at Court



Costs and Fines

- **£27,528** total fines imposed
- **£27,724** costs awarded to the City Council

Sentences

- **304** penalty points
- **68** months disqualification
- **7** months imprisonment

CORONERS AND MORTUARY

Coroners and Mortuary

Senior Coroner –
Mrs Louise Hunt



Area Coroner –
Ms Emma Brown



Coroners and Mortuary



Key Statistics

- 4,805 deaths notified to the Coroner
- 1,775 Post mortems carried out



**ENGLAND
ILLEGAL
MONEY LENDING
TEAM**

Illegal Money Lending Team

Key Statistics

- 66 arrests
- 26 charged
- 36 on Bail
- 10 cases finalised
- 16 Custodial Sentences
- Value of the loan books identified
£8,604,806.50



Are you using a loan shark or wanting to report one?
Call the National Illegal Money Lending team.

Tel: 0300 555 2222

Are you being bled dry?

For more information on the National Illegal Money Lending team, visit our website at www.niml.org.uk or call 0300 555 2222. We are a charity and our services are free of charge. We are not a financial institution and we do not provide financial advice. We are a registered charity with the Charity Commission for England and Wales (1125280) and the Scottish Charity Commission (SC045382).

Call: 0300 555 2222

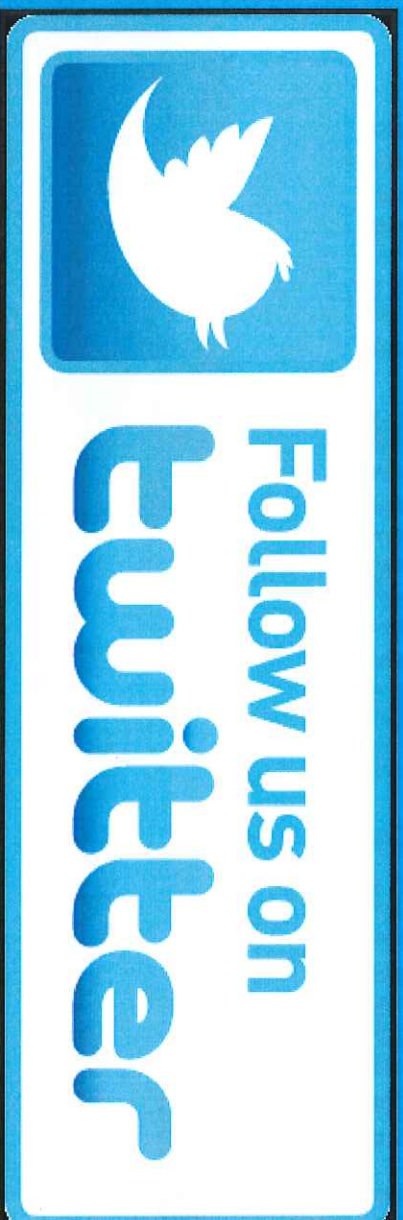


Illegal Money Lending Team

Continued...

- 1,768 victims identified
- 838 contacts with victims and witnesses
- 91 victims completed questionnaires regarding financial situation and were in total of...
- £838,000 legitimate (non loan shark debt)
- 13,000 frontline staff trained





@ehbham

@bhamnts

@BCClicensing

@loansharknews