

**MINUTES** of the meeting of the **BUCKINGHAMSHIRE COUNTY COUNCIL AND SURREY COUNTY COUNCIL JOINT TRADING STANDARDS SERVICE COMMITTEE** held at 11.30 am on 28 March 2019 at Committee Room C, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 25 September 2019.

**Elected Members:**

\*in attendance

- \* Ms Denise Turner-Stewart (Co-Chairman)
- \* Noel Brown (Co-Chairman)
- \* Richard Walsh (non-voting)
- Jean Teesdale (non-voting)

**In attendance**

Amanda Poole, Deputy Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service

David Pickering, Trading Standards Manager - Regulation, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service

**1/19 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from Cllr Jean Teesdale.

**2/19 MINUTES OF THE PREVIOUS MEETING [10 OCTOBER 2018] [Item 2]**

The minutes were agreed as a true record of the meeting.

**3/19 DECLARATIONS OF INTEREST [Item 3]**

There were none.

**4/19 PROCEDURAL ITEMS [Item 4]**

**5/19 MEMBERS' QUESTIONS [Item 4a]**

There were none.

**6/19 PUBLIC QUESTIONS [Item 4b]**

There were none.

**a PETITIONS [Item 4c]**

There were none.

**7/19 FORWARD WORK PROGRAMME [Item 5]**

**Key points from the discussion:**

1. Officers noted that the 'Trading Standards Tobacco Work' item recorded for the next meeting was a legal requirement to be considered. It was further noted that the Buckinghamshire County

Council (BCC) and Surrey County Council (SCC) inter-authority agreement stated that an item on 'Budget and Performance' should be considered regularly.

**RESOLVED:**

The Committee agreed the Forward Work Programme.

**8/19 ACTION REVIEW [Item 6]**

**Key points from the discussion:**

1. In regards to action A8/17, Members felt it was reasonable to assume that the lack of public attendance to Committee meetings were due to the lack of contentious items being considered. It was agreed that officers should concentrate of encouraging public engagement outside of Committee meetings by communicating the service's key messages, including providing advice around the avoidance of rogue traders, to members of the public at the various officer-run 'roadshows'.
2. In regards to action A2/18, officers informed Members that, due to the ongoing national negotiations related to 'Brexit', it would be appropriate to reconsider performance indicators once stability had resumed and any impacts of the EU Exit on the Service were clearer. .

**RESOLVED:**

The Committee agreed the actions tracker.

**9/19 PERFORMANCE AND JOINT SERVICE BUDGET [Item 7]**

**Witnesses:**

Amanda Poole, Assistant Head of Trading Standards  
David Pickering, Trading Standards Manager – Regulation

**Key points from the discussion:**

1. Officers introduced the report and provided a brief summary. Members noted the following details:
  - That the data included in the report was correct up to two weeks before publication.
  - The service's performance was positive against key performance indicators.
  - That all key performance indicators with numerical goals were met.
  - That the confiscations through the Proceeds of Crime Act were lower than in recent years.
  - That the number of convictions of Rogue Traders and Money Launderers was currently 12 and was expected to rise to 14 by the end of the year.
2. In regards to convictions, Members asked if it was usual practice for officers to publicise convictions with the aim of deterring future crime. Officers stated that the service worked closely with communication teams in each Authority and that it aimed to encourage press

coverage where possible. Some examples of press coverage could be found on page 29 the report.

3. The Committee discussed opportunities to increase volunteering in the service. It was noted that volunteering hours had decreased from 2,282 hours in 2017/18 to 1,756 hours in the first three quarters of 2018/19. Members further discussed the opportunity to cooperate with Fire & Rescue services in each Authority with the aim of encouraging further volunteer engagement. Members also suggested encouraging public volunteering by providing information at the various officer-run 'roadshows'.
4. Members discussed the 'Ports Project' which involved the detention of unsafe goods at the point of entry where it was noted that it was an efficient and effective way to protect consumers from potentially harmful products. When considering the graphs in the report, it was noted that the chart on page 37 presented the number of individual items inspected, and that the chart on page 38 presented the number of inspection visits to ports. Members further noted that fulfilment centres may not be accountable for non-compliant products passing through their services.
5. Members noted that the number of nuisance calls blocked had increased due to the increased number of call blocking units installed.
6. Members discussed the service's key performance indicators where it was raised that the indicators may not accurately reflect the development and progress of the service due to the overarching goals being out of the service's control. The Committee asked that this be considered when assessing the key performance indicators in the future.
7. The Committee agreed that a report on 'emerging issues' for the service be considered at a future meeting.

**Actions/ further information to be provided:**

A1/19 - Officers to consider the opportunity to link with the Fire & Rescue services in each Authority to create a joint volunteer recruitment programme and for progress to be reported at the next meeting of the Committee. Officers to also consider how the service could encourage public volunteering at the various officer-run 'roadshows'.

A2/19 - The Committee agreed that a report on 'emerging risks' for the service be considered at a future meeting.

**RESOLVED:**

The Trading Standards Joint Committee:

- i. Noted that Service's performance
- ii. Noted the Service's currently financial position

**10/19 BUCKINGHAMSHIRE AND SURREY TRADING STANDARDS SERVICE ENFORCEMENT POLICY [Item 8]**

**Witnesses:**

Amanda Poole, Assistant Head of Trading Standards

David Pickering, Trading Standards Manager – Regulation

**Key points from the discussion:**

1. Members noted the report and its contents.

**RESOLVED:**

The Trading Standards Joint Committee endorsed the amended Enforcement Policy.

**11/19 OFFICIAL FOOD STANDARDS AND FEED CONTROLS SERVICE PLAN 2019-2020 [Item 9]**

**Witnesses:**

Amanda Poole, Assistant Head of Trading Standards

David Pickering, Trading Standards Manager – Regulation

**Key points from the discussion:**

1. Officers introduced the report and provided Members with a brief summary. It was noted that officers were currently working on infographics with the aim of better presenting the data in the Plan.
2. The Committee discussed the Trading Standards service cooperation with the National Food Crime Unit of the Food Standards Agency. Members noted that the process for the service and unit collaboration would become clearer once the unit had become more established.
3. When discussing the Staff Development Plan, Members asked for details of apprenticeships taking place in the service. It was noted that there were currently two filled apprentice posts who were both undertaking the Regulatory Services Apprenticeship. It was asked that information relating to apprenticeships in the service be included in future reports.
4. Officers informed the Committee that the Trading Standards service sometimes worked in cooperation with Public Health to share best expertise and ensure a coherent message.
5. It was noted that the Animal Feed external audit, which had been ongoing for the last three years, had recently come to a close.

**RESOLVED:**

The Committee approved the Official Food Standards and Feed Controls Service Plan 2019-20.

**12/19 DATE OF THE NEXT MEETING [Item 10]**

The Committee noted that its next meeting will be held on 25 September 2019.

The Committee recognised that this was Cllr Richard Walsh's last meeting as a member of the Joint Trading Standards Committee and thanked him for his commitment to the Committee's work over the four years that he was a member.

Meeting ended at: 1.00 pm

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**Chairman**