

## Notice of Meeting

# Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service Committee

**Date & time**

Wednesday, 10  
October 2018 at  
10.00 am

**Place**

County Hall,  
Aylesbury, HP20 1UA

**Contact**

Sharmina Ullah  
Room 122, County Hall  
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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Sharmina Ullah on 020 8213 2838.**

**Members of the Committee**

Ms Denise Turner-Stewart (Cabinet Member for Community Services, Surrey County Council) (Co-Chairman) and Noel Brown (Cabinet Member for Community Engagement and Public Health, Buckinghamshire County Council) (Co-Chairman)

**Advisory Members:**

Mr Richard Walsh (Surrey County Council) and Jean Teesdale (Buckinghamshire County Council)

## **AGENDA**

### **1 APOLOGIES FOR ABSENCE**

To receive any apologies for absence and substitutions.

### **2 MINUTES OF THE PREVIOUS MEETING 29 MARCH 2018**

(Pages 5  
- 10)

To agree the minutes of the previous meeting, held on 29 March 2018, as an accurate record of proceedings.

### **3 DECLARATIONS OF INTEREST**

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

#### **NOTES:**

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

### **4 PROCEDURAL ITEMS**

#### **MEMBERS' QUESTIONS**

The deadline for Member's questions is 12pm four working days before the meeting (Wednesday 3 October 2018).

#### **PUBLIC QUESTIONS**

The deadline for public questions is seven days before the meeting (Tuesday 2 October 2018).

### **5 PETITIONS**

The deadline for petitions was 14 days before the meeting.

- 6 FORWARD WORK PROGRAMME** (Pages 11 - 14)  
To review and agree the Committee's Forward Work Programme.
- 7 ACTION REVIEW** (Pages 15 - 18)  
The Committee is asked to monitor responses, actions and outcomes against actions and recommendations from previous meetings.
- 8 PERFORMANCE AND JOINT SERVICE BUDGET** (Pages 19 - 50)  
The Buckinghamshire County Council and Surrey County Council Trading Standards Service Joint Committee is asked to note the performance of the service for financial year from April 2017 to March 2018, and quarter one of the current financial year from April 2018-June 2018. The information provided covers performance against the seven high level indicators agreed by this Joint Committee and in relation to the service budget.
- 9 TRADING STANDARDS TOBACCO WORK** (Pages 51 - 58)  
This report considers the Service's work in relation to tobacco and associated products and is not restricted to the potential sale to children and young people.
- 10 POTENTIAL IMPACT ON TRADING STANDARDS WORK OF THE UK LEAVING THE EU** (Pages 59 - 62)  
This report summarises the issues and challenges facing Trading Standards as the key local government regulator charged with enforcing consumer protection legislation post Brexit. The report is based on the outcomes of the work of the Chartered Trading Standards Institute (CTSI) Brexit Thinktank.
- 11 DATE OF THE NEXT MEETING**  
The next meeting of the Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service Committee will be held on 28 March 2019.

**Joanna Killian**  
**Surrey County Council Chief Executive**  
Published: Friday 28 September 2018

## **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

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*Thank you for your co-operation*

**MINUTES** of the meeting of the **BUCKINGHAMSHIRE COUNTY COUNCIL AND SURREY COUNTY COUNCIL JOINT TRADING STANDARDS SERVICE COMMITTEE** held at 11.30 am on 29 March 2018 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 Thursday, 27 September 2018.

**Elected Members:**

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

**In attendance**

Steve Ruddy, Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service

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

David Pickering, Public Health and Compliance Manager, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service

**1/18 APOLOGIES FOR ABSENCE [Item 1]**

There were no apologies or substitutions.

**2/18 MINUTES OF THE PREVIOUS MEETING: 28 SEPTEMBER 2017 [Item 2]**

An error was highlighted in paragraph 2 on page 5 of the previous minutes. The wording should be amended to read "In regards to KPI 7, a discussion was had relating to partnership working with residents at 'street level' in order to provide community care and protection to the most vulnerable."

Subject to this amendment, the minutes were agreed as a true record of the meeting.

**3/18 DECLARATIONS OF INTEREST [Item 3]**

There were none.

**4/18 PROCEDURAL ITEMS [Item 4]**

**a MEMBERS' QUESTIONS [Item 4a]**

There were none.

**b PUBLIC QUESTIONS [Item 4b]**

There were none.

**5/18 PETITIONS [Item 5]**

There were none.

**6/18 FORWARD WORK PROGRAMME [Item 6]**

**Declarations of interest:**

None

**Witnesses:**

Steve Ruddy, Head of Trading Standards

**Key points from the discussion:**

1. The Head of Trading Standards explained that the performance and budget item on the forward work programme was a standing item for every meeting.
2. The other two items on the Forward Work Programme were proposals based on items in the pipeline.
3. It was explained that the Consumer green paper had in fact been expected in 2017, however was delayed. The paper is now expected sometime in April 2018 and dependent on its content, it may be reasonable to discuss the potential implications of the paper on the service at the next Joint Committee meeting in September, or, if feedback is required, an additional informal meeting may need to be arranged.
4. Officers explained that it was also suggested that Members consider the potential implications for the Joint Committee of the proposed creation of a unitary authority in Buckinghamshire from 2020.
5. Members enquired whether the impact of Brexit would be factored into future reports or whether officers would consider providing an update. Officers explained that the Chartered Trading Standards Institute (CTSI) were due to issue a policy statement in June 2018 regarding potential impact on consumers and businesses, and this could be shared with the Joint Committee upon receipt.

**RESOLVED:**

The Joint Committee noted the Forward Work Programme.

**7/18 ACTION REVIEW [Item 7]**

**Declarations of interest:**

None

**Witnesses:**

Steve Ruddy, Head of Trading Standards

**Key points from the discussion:**

1. Members noted that most of the actions on the tracker had been completed.
2. Officers explained that with reference to action A7/17, the figures provided in the action response were estimated as teams were not divided up in that way and it would involve some additional work to calculate these accurately.
3. The Chairman enquired as to whether the additional work could justifiably be undertaken. It was explained that every hour worked on income generation activities was measured and monitored. However, other tasks including inspections, advice and support provision were not measured in the same way. With staffing pressures within the service, the approval to recruit to a number of frontline income generation vacancies had been approved, two further externally funded posts are needed to deliver a new contract and a business case to recruit to the additional posts would be submitted for approval. Further, it was explained that the potential income generated by the new posts would be significantly more than the cost of employment, therefore it was considered justified.
4. With reference to action A8/17, officers explained that despite attempting to webcast and tweet about the Joint Committee meetings, there continued to be a lack of public engagement or attendance. It was suggested that there was potential to link to the CTSI hero awards and recognise individuals for their contribution to the service. Members were in agreement that this was a good suggestion and would generate more engagement and publicity.
5. There was some discussion around scams and events to promote awareness. The Head of Trading Standards suggested that if Members wanted to hear more about the initiative with the national scams team, the lead officer could attend the next Board meeting to provide an update on this piece of work.
6. With reference to action A3/17, a Member sought clarification on the impact of the changes to the Workplace Wellbeing Charter model on the service. It was explained that it had resulted in one potential avenue of business no longer being pursuable but that overall, it was not largely detrimental to the service.

**RESOLVED:**

Members noted the actions tracker.

The Chairman informed the Committee that Item 9 would be taken ahead of Item 8 due to officer availability.

**8/18 OFFICIAL FOOD STANDARDS AND FEED CONTROLS SERVICE PLAN 2018-2019 [Item 9]**

**Declarations of interest:**

None

**Witnesses:**

David Pickering, Public Health and Compliance Manager  
Steve Ruddy, Head of Trading Standards

**Key points from the discussion:**

1. The officer introduced the report, explaining that this was a statutory plan to comply with Food Standards Agency (FSA) guidance and that it had been published on the service website.
2. A Member suggested that as this was an annual plan, with minimal changes from year to year, any changes should be highlighted to make it easier for the Committee to see what has been amended or added. Officers noted the suggestion.
3. Members noted that there was nothing hygiene-related in the plan as this was predominantly managed by the districts and boroughs, whilst the plan contained a lot of information about animal feed.
4. There was some discussion around the Eat Out, Eat Well scheme which encouraged catering establishments to provide healthier meal options. Members learned that officers were working to adapt the Eat Out, Eat Well scheme for Early Years settings to help achieve the healthy weight strategy.
5. Members noted that the Eat Out, Eat Well scheme was funding through Public Health rather than through the service's main funding stream.
6. Members enquired about the relationship between both Councils working on the Eat Out, Eat Well scheme. Officers explained that currently, due to funding cuts, the scheme was not funded by BCC and therefore, last year, further work and promotion focussed on SCC rather than BCC. The Public Health lead from SCC had however, invited BCC representatives onto the scheme's steering group.
7. Members noted that Public Health England advocate the Eat Out, Eat Well scheme and that given the links to obesity, it should be a higher priority. Officers agreed that they could provide a separate briefing on this subject at a future Board meeting or through circulating a written update.
8. Officers explained that whilst the animal feed areas were dealt with by a project approach, food premises were managed by a combination of using the risk based assessment and through complaints where officers are alerted to an incident. Factors such as language, cultural barriers and allergens not being recognised as such were discussed.
9. Officers explained that whilst food hygiene was a district and borough focus, there were links to incidents of allergen cases. An example of this would be if a premises used peanut oil to cook food and didn't clean the pan properly, traces of peanut oil could cause issues to a customer with a peanut allergy.
10. Members noted that the environment was changing and there was more awareness of allergens, but that there was still work to do. Officers explained that they had been working with Coeliac UK to promote awareness and diagnosis of intolerances and allergies.
11. Officers explained that they identify high risk businesses and focus on them rather than taking a blanket approach as this made the service more efficient.
12. Members noted Officer plans to create a simplified, shorter document with pictures and key information in a leaflet format to be more accessible to residents.

## **RESOLVED**

Members noted the report and approved the plan.

### **9/18 PERFORMANCE AND JOINT SERVICE BUDGET [Item 8]**

#### **Declarations of interest:**

None

#### **Witnesses:**

Amanda Poole, Deputy Head of Trading Standards  
Steve Ruddy, Head of Trading Standards

#### **Key points from the discussion:**

1. The Officer introduced the report and explained that that there was no proposal to change the budget, since the Committee had previously agreed a 1.5% saving each year and further savings were added last year.
2. Both the Joint Committee and the Board had made no suggestions of changes to the Medium Term Financial Plan (MTFP) agreed by each authority for 2018/19.
3. Members noted that the service was currently forecasting to be £75k underspent by the end of the financial year. Officers explained this was broken down in the allocation of £25k BCC and £50k SCC.
4. Officers highlighted that most of the underspend was due to significant vacancies having been held, however the service had now got the green light to recruit to frontline service positions that would contribute to income generation.
5. Members noted the performance of the service by reviewing each Key Performance Indicator (KPI).
6. Officers highlighted the performance of KPI 1, Financial Savings for Residents, was volatile from quarter to quarter due to compensation received related to prosecutions under the Proceeds of Crime Act (POCA).
7. Members were informed that similarly, with KPI 2, the total fines awarded following prosecutions, there was a large spike in the graph due to an £80k fine imposed on a double glazing company for unfair trading practices under the Consumer Protection Regulations.
8. Members enquired as to whether court costs are recovered. Officers explained that it depended on the circumstances of the case, but that in some instances full or partial costs were recovered and often, in cases that lead to a custodial sentence, no costs were recoverable.
9. Members sought clarity to a statement made in paragraph 10 of the report regarding debt never expiring and questioned how this was tracked. Officers explained that as part of a confiscation order, court service debt collectors and insolvency practitioners aid with debt recovery processes. Officers also informed Members that it was possible to revisit a confiscation order to update it to reflect a change in circumstances for example following a lottery win or receipt of inheritance.

10. Officers explained to Members that the tracking of debt was done by the service and there was opportunity to improve the way it is done. Financial investigators are trained to check for hidden assets and are able to stop sales of property as a way of realising assets.
11. Officers highlighted that the service was aided by volunteers and that over 1700 volunteer hours had been given since April 2017. Members acknowledged that some volunteers had previously fallen victim to scams and were using their negative experience to help raise awareness and prevent future scams from taking place.
12. Members noted the work the service had done with the Street Associations and the creation of a framework of national best practice.
13. Members requested an update of the uptake of Friends Against Scams. Officers advised Members that feedback on this would be provided at the next Board meeting rather than the Joint Committee meeting.
14. Officers informed Members that a lot of work had been conducted recently at Heathrow. An example was a consignment of 50,000 counterfeit cosmetics stopped at Heathrow. Officers explained that port work is funded by the National Trading Standards.
15. There was some discussion about the delivery of Scam Champion training sessions and the need to continually be able to retrain people due to the churn of people. Officers noted the point and explained that the need to train was constant and that this was an area where volunteer involvement was utilised due to resources being stretched.
16. Members questioned the success of the training and enquired if any feedback had been received. Officers gave some examples of feedback from people saying they had prevented a doorstep crime or scam as a result of the training.
17. Officers further added that some training was underway for postal delivery staff to help identify people who may be receiving lots of scam mail.

**RESOLVED:**

Members noted the service's performance, joint service budget for 2018/19-2020/21 and thanked officers for their work.

**10/18 DATE OF THE NEXT MEETING [Item 10]**

The Committee noted that its next meeting will be held on 27 September 2018 at County Hall, Aylesbury.

Meeting ended at: 13:06

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**Chairman**

Buckinghamshire CC and Surrey CC  
Trading Standards Joint Committee

10 October 2019

**Trading Standards Joint Committee  
Forward Work Programme**

**Purpose of the report:**

For Members to consider and comment on the Committee's Forward Work Programme.

**Introduction:**

A Forward Work Programme recording agenda items for consideration at future Trading Standards Joint Committee meetings is attached as **Annex 1**.

**Recommendations:**

The Committee is asked to review and agree the Forward Work Programme (Annex 1) for the Trading Standards Joint Committee.

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**Report contact:** Sharmina Ullah, Democratic Services Assistant

**Contact details:** 020 8213 2838, Sharmina.ullah@surreycc.gov.uk

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This forward plan is subject to ongoing review and may be amended depending on external events and Government policy

## Forward Work Plan

### October 2018 – Formal public meeting

Item title:	Budget Setting
The Committee will be asked to:	The Trading Standards Joint Committee to agree the joint service budget.

Item title:	Performance Update
The Committee will be asked to:	The Trading Standards Joint Committee to note the Service's performance.

Item title:	Tobacco Work
The Committee will be asked to:	Consider the report as a reflection of activity over the financial year 2017 – 2018 and consider enforcement activities which may be undertaken in 2018– 2019

Item title:	Potential impact on Trading Standards work of the UK leaving the EU
The Committee will be asked to:	Note the potential impact on the work of Trading Standards raised by the UK leaving the EU and the contents of the CTSI Brexit policy document.

### March 2019 – Formal public meeting

Item title:	Budget Setting
The Committee will be asked to:	The Trading Standards Joint Committee to agree the joint service budget.

Item title:	Performance Update
The Committee will be asked to:	The Trading Standards Joint Committee to note the Service's performance.

Item title:	Official Food standards and Feed controls plan 2018-2019
The Committee will be asked to:	For the Trading Standards Joint Committee to approve the 2018-2019 Official Food Standards and Feed Controls Service Plan (the FSA Plan).

This forward plan is subject to ongoing review and may be amended depending on external events and Government policy

Item title:	Potential impact on Trading Standards work of the UK leaving the EU
The Committee will be asked to:	Note the potential impact on the work of Trading Standards raised by the UK leaving the EU and the contents of the CTSI Brexit policy document.

Buckinghamshire CC and Surrey CC  
Trading Standards Joint Committee

10 October 2018

**Action Review**

**Purpose of the report:**

For Members to consider and comment on the Committee's action tracker.

**Introduction:**

An action tracker recording actions and recommendations from previous meetings is attached as **Annex 1**, and the Committee is asked to review progress on the items listed.

**Recommendations:**

The Committee is asked to monitor progress on the implementation of actions and recommendations from previous meetings (Annex 1).

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**Report contact:** Sharmina Ullah, Democratic Services Assistant

**Contact details:** 020 8213 2838, Sharmina.ullah@surreycc.gov.uk

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## Buckinghamshire CC and Surrey CC Joint Trading Standards Committee Actions and Recommendations Tracker

The recommendations tracker allows Joint Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Joint Committee meeting. Once an action has been completed and reported to the Joint Committee, it will be removed from the tracker.

### Actions

Reference	Date of Meeting	Recommendations/ Actions	Responsible Officer/ Member	Response	Status
A8/17	28/09/17	To consider new ways of promoting public engagement with the Committee.	Chairman	We have tried webcasting previously but that is quite a passive approach and has had little success. We did tweet during the last Joint Committee with again no visible impact. One possibility could be to use future meetings to make Awards for individuals who have made a major impact in protecting and supporting residents. The CTSI "Hero" awards have proved very successful in the past and we could consider something similar for future Joint Committee or Board meetings. We have several volunteers who have made a big impact and this is an opportunity to recognise that.	Ongoing

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**BUCKINGHAMSHIRE COUNTY COUNCIL AND SURREY COUNTY COUNCIL  
TRADING STANDARDS JOINT COMMITTEE**

**DATE: 10 OCTOBER 2018**

**LEAD OFFICER: AMANDA POOLE  
ASSISTANT HEAD OF TRADING STANDARDS**

**SUBJECT: PERFORMANCE AND JOINT SERVICE BUDGET**

**1.0 SUMMARY OF ISSUE:**

- 1.1 The Buckinghamshire County Council and Surrey County Council Trading Standards Service Joint Committee is asked to note the performance of the service for financial year from April 2017 to March 2018, and quarter one of the current financial year from April 2018-June 2018. The information provided covers performance against the seven high level indicators agreed by this Joint Committee and in relation to the service budget.
- 1.2 The information provided shows that:
- a) Overall the Service is performing well across the range of indicators and delivered some excellent results against key performance indicators in 2017-18.
  - b) The Joint Service budget is underspending currently, and is anticipating a total underspend of £94,000 at the end of the current financial year (which equates to around 3% of the planned budget).

**2.0 RECOMMENDATIONS:**

- 2.1 It is recommended that:
- 2.1.1 The Trading Standards Joint Committee note the Service's performance.
  - 2.1.2 The Trading Standards Joint Committee notes the Service's current financial position.



### **3.0 REASON FOR RECOMMENDATIONS:**

- 3.1 The Joint Committee is required by the Inter Authority Agreement which underpins the service to:
- a) Ensure effective performance of the Service. This includes formally reviewing performance annually by considering performance against the agreed measures and agreeing performance measures for the Service in advance of the start of each financial year.
  - b) Maintain financial oversight of the Service and ensure sound financial management.

### **4.0 PERFORMANCE DETAILS:**

- 4.1 The performance of the joint service is measured through seven key performance indicators which are detailed in the attached full year performance report.
- 4.2 There are no statutory performance indicators for Trading Standards and there is no performance benchmarking data available for comparison. Following the National Audit Office report on “Protecting consumers from scams, unfair trading and unsafe goods” published in December 2016 the Association of Chief Trading Standards Officers (ACTSO) have developed a new national Impacts and Outcomes Framework for Trading Standards. The joint service has helped to lead this development and has participated in a pilot collection of the data required. This has helped us to identify areas where we do not currently record the data in an easy way to report, and we are now streamlining our data collection around these requirements. Services who wish to use the framework will provide data for the current, 18-19, year onwards.
- 4.3 The Joint Committee are invited to note the volatility of the performance outcomes, particularly in relation to KPI’s 1, 2 & 7. This volatility is illustrated in the quarterly breakdowns of the first KPI but is relevant across each of these measures. Individual case outcomes, which often have been preceded by months or years of work, significantly affect the overall performance.
- 4.4 All the Key performance Indicators with numerical targets were met. These include:
- KPI 1 – increasing the financial savings for residents as a result of our interventions and investigations, which moved from £455,737 in 2016-17 to £559,435 in 2017-18, showing a 23% increase.
  - KPI 4 – increasing the number of Primary Authority Partnerships, which moved from 88 at the end of 2016-17 to 90 at the end of 2017-18, in spite of significant change and upheaval in the legislation governing Primary Authority Partnerships.
  - KPI 5 – increasing the number of trader approval schemes which moved from 3062 at the end of March 2017, to 3361 at the end of March 2018 – an 9% increase.

- 4.5 A key priority for the Service is protecting the most vulnerable, increasing the financial savings for residents and stopping rogue traders operating in Buckinghamshire and Surrey. KPI 2 relates to stopping rogue traders operating and is a combination of indicators which may help the Committee to understand the level of work being undertaken in this area. This indicator shows that there has been a drop compared to the previous years in some areas such as prison sentences awarded and rogue traders convicted. However, other areas, such as fines showed a sharp increase in 2017-18 compared to previous years. The number of rogue traders convicted in the first quarter of 2018-19 is already higher than the total for 2017-18, and so we are not concerned that there is an overall steady decline, rather that there can be wide volatility in this indicative data depending on the length and complexity of investigations, which regularly span across more than one financial year. It should also be noted that whilst there have been 7 convictions, they have not yet all been sentenced. KPI's 1, 3, 5 & 7, which are positive, also relate to this priority area.
- 4.6 The growth in the use of volunteers has been particularly strong. The Service now has around 165 volunteers, from a wide range of ages and backgrounds who supported the Service with over 2200 hours of their time during 17-18, a 239% increase compared to 919 hours in 2016-17. This increase has been maintained and in the first quarter of 18-19 volunteers have already contributed 747 hours to supporting the Service's priorities.
- 4.7 Our second key priority is to helping businesses to thrive and supporting economic growth. Our Primary Authority Partnerships continue to grow in number gradually, but more significantly in the depth of some of our partnerships. 2017-18 saw the Service develop some of its partnerships to deliver a variety of new work for and with partners including licensing support and brand enforcement where this links to the services priority areas.
- 4.8 Improving the health and wellbeing of communities is the third key priority for the Service, and KPI 6 discusses some of the work that the Service does to support this, and particularly highlights the work carried out at transit sheds linked to Heathrow to prevent unsafe and non-compliant goods reaching the market place. There has been a very significant increase in this work in the last three months of 2017-18 and the first quarter of 2018-19.

## **5.0 BUDGET 18/19:**

- 5.1 The budget for the joint service was set out in the original joint service business case and set out planned savings of 12% over the first 4 years of the new shared service. This was adjusted by the Joint Committee in March 2016 to include an additional 1.5% 'marginal efficiency savings' each year from 16/17 for four years.
- 5.2 To date the Service has delivered all the savings and additional income targets set out in the original business case.
- 5.3 In March 2017 the Joint Committee agreed a revised budget for the Service, to include new additional income generation targets of 3.8% (£109,000) in 2017/18; 3.5% (£96,000) in 2018/19; and 1.1% (£31,000) in 2019/20. The

detail of this budget is set out in Annex B for information. Overall this results in overall savings targets for the shared service of approximately 27%.

- 5.4 It is currently projected that the budget will be around 3% underspent at outturn this year. The underspend has occurred due to a combination of challenges in recruitment to professional posts and holding vacancies whilst the service underwent a restructure. Overall therefore the savings projected in the joint service business plan for 2018/19 will be achieved.
- 5.5 The appropriate proportions of this (34% Buckinghamshire, 66% Surrey) will be available to the partner Local Authorities to use as they consider appropriate.
- 5.6 In the Trading Standards budget there are a number of factors which introduce volatility to the budget. It is challenging to accurately predict income and its timing especially where costs are recovered from prosecutions. Some cases go through the legal process in a matter of weeks and others can run into years. Conversely the timing and amount spent on prosecutions varies depending what approach is taken by the defence, what arguments are made and whether the defendant pleads guilty at an early opportunity.
- 5.7 The Service manages its' budget closely to even out the most volatile factors where it is possible. Future income growth targets have some associated risk which has previously been discussed by the Trading Standards Board, and where these risks escalate to become high risk these will be brought back to the Trading Standards Board for oversight.
- 5.8 A further budget update will be shared with Members of the Joint Committee at the next Joint Service Board meeting on Wednesday 21<sup>st</sup> November. This will provide an opportunity to discuss and shape budget plans for future years. The budget will then be formally considered and agreed by the Joint Committee on 28<sup>th</sup> March 2019.

## **6.0 CONSULTATION:**

- 6.1 No external consultation has taken place.

## **7.0 RISK MANAGEMENT AND IMPLICATIONS:**

- 7.1 All significant risks affecting the service (which include items beyond budget and performance) are considered by the management team each quarter.
- 7.2 Where risks become higher, these are shared with the Trading Standards Board for awareness and discussion.

## **8.0 FINANCIAL & VALUE FOR MONEY IMPLICATIONS**

- 8.1 The Service is delivering all elements of the business case and is anticipating an underspend, as discussed above, at the end of the financial year.

- 8.2 The strong foundation created by the shared service will enable it to achieve the additional income without damaging service delivery.

## **9.0 LEGAL IMPLICATIONS**

- 9.1 The Inter-Authority Agreement provides the legal framework within which the Service operates. As set out in paragraph 3.1 of the report, the Joint Committee is responsible for ensuring the effective management of the Service and maintaining financial oversight. The Service's performance is then subject to scrutiny in the participating authorities in the normal way.
- 9.2 The report makes a number of references to relevant legal processes and proceedings that the Service has been involved in over the last year. There are no other specific legal issues that need to be drawn to the attention of the Committee.

## **10.0 EQUALITIES & DIVERSITY**

- 10.1 The performance being reported will not impact on residents or staff with different protected characteristics, as such an Equality Impact Assessment has not been included.

## **11.0 WHAT HAPPENS NEXT:**

- 11.1 Performance continues to be reviewed by the Service Management team and by the Joint Service Board.

## **REPORT DETAILS**

### **Contact Officer(s):**

Mrs Amanda Poole, Assistant Head of Trading Standards 07984 458 679  
Mr Steve Ruddy, Head of Trading Standards 01372 371730

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### **Consulted:**

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### **Annexes:**

Annex A: Key Performance Indicators Full Year Report 2017/18 and Q1 of 2018/19  
Annex B: Trading Standards Budget 2017/18 onwards

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### **Sources/background papers:**

**ENDS**

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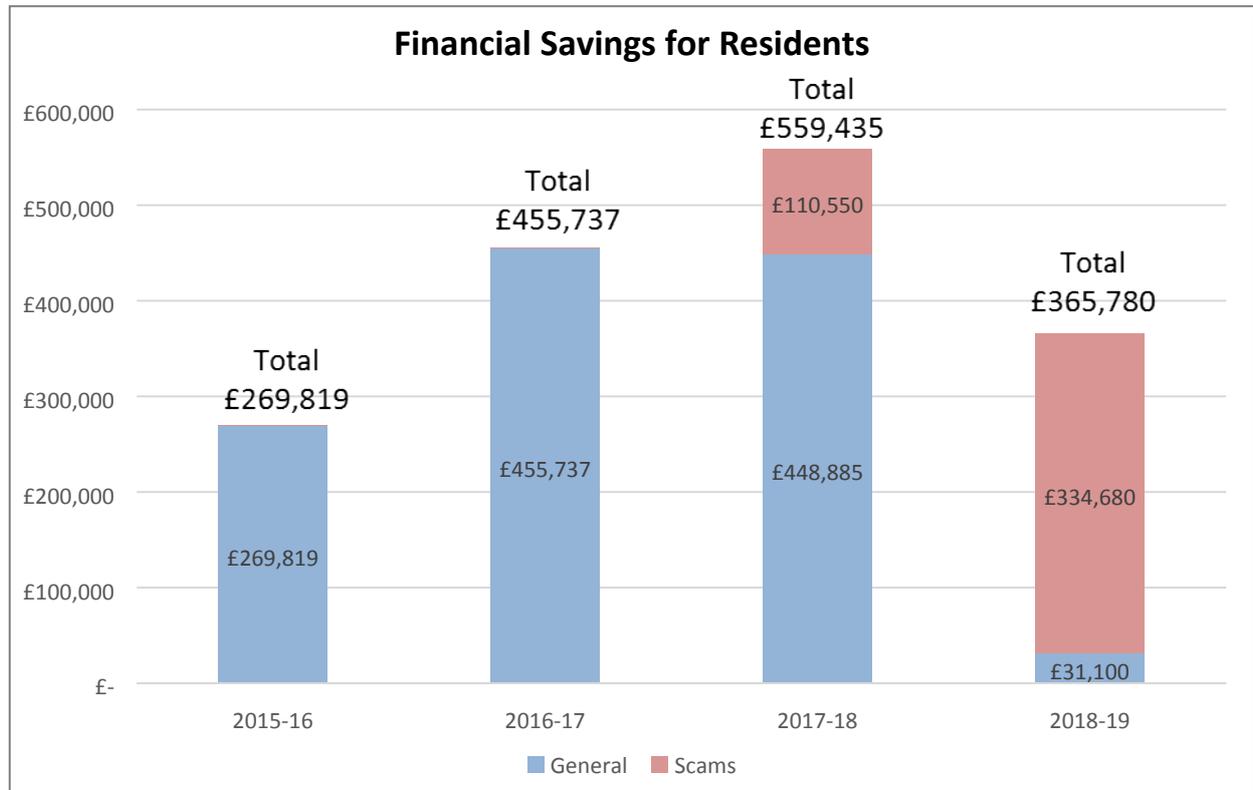
**KEY PERFORMANCE INDICATORS  
FULL YEAR REPORT 2017/18  
& Q1 2018-19**



## SUMMARY (2017/18)

Key Performance Indicator	Comments	RAG status
1. Increase the financial savings for residents as a result of our interventions and investigations	Savings for residents as a result of our interventions and investigations have continued to increase. There was a 23% increase between 16/17 and 17/18, to a total of £559,435 in that year. This measure is volatile from quarter to quarter.	Green
2. Protect residents by stopping rogue traders operating in Buckinghamshire and Surrey	We have successfully stopped rogue traders and rogue trading in a wide range of ways with many types of interventions, including but not limited to formal enforcement work and prosecution. The data is volatile from quarter to quarter. For the first quarter of 18/19 we have already seen more convictions than in all of 17/18.	Green
3. Prevent residents becoming victims through expanding the use and reach of social media alerts, TS Alert! Volunteers, and other preventative initiatives to raise awareness of scams, rogue traders and unsafe products	Volunteer hours contributed have continued to increase and are on track to increase again during 18/19. Social Media presence and engagement remains strong. TSAAlert however saw a drop in subscribers with the introduction of GDPR this year.  Use and deployment of Truecall call blockers continued to grow and Friends Against Scams has continued to grow strongly.	Green
4. To increase the number of Primary Authority Partnerships	The service continues to successfully grow Primary Authority Partnerships both in terms of absolute numbers and in depth and quality. Latest information from Government BEIS / OPSS is included in the narrative below and demonstrates how the service continues to lead in this area of work nationally.	Green
5. Increase membership of trader approval schemes	The service has succeeded in delivering this in partnership with Checktrade, TrustMark and with Health partners. There is a pressure for next year on which Members have been briefed previously.	Green
6. Work with partners to tackle illegal sales of age restricted products; to explore new ways to reduce harm from the use and consumption of unsafe products; and to tackle poor food quality and nutrition	Work tackling illegal supplies of Tobacco is summarised in a separate report for consideration by the Joint Committee. Our work on tackling unsafe products at Heathrow continues to grow.  Our work on Eat Out Eat Well has been shortlisted for a national Public Health award.	Green
7. Scams (including activities related to this area carried out by volunteers)	Truecall deployment and Friends Against Scams and Mail Marshall initiatives all continue to grow. New initiatives in partnership with the National Scams Team are also planned. The report summarises some recent interventions.	Green

**KPI -1 Increase the financial savings for residents as a result of our interventions and investigations**



General financial savings for residents consists of compensation awarded by the Courts to victims of crimes where the Service has prosecuted; compensation awarded as part of Proceeds of Crime Act confiscation proceedings; redress which the Service has obtained for customers when intervening in trading disputes; compensation which has been agreed under the new ‘enhanced measures’ provisions of the Enterprise Act; and money which the Service has stopped reaching a potential criminal through its intervention.

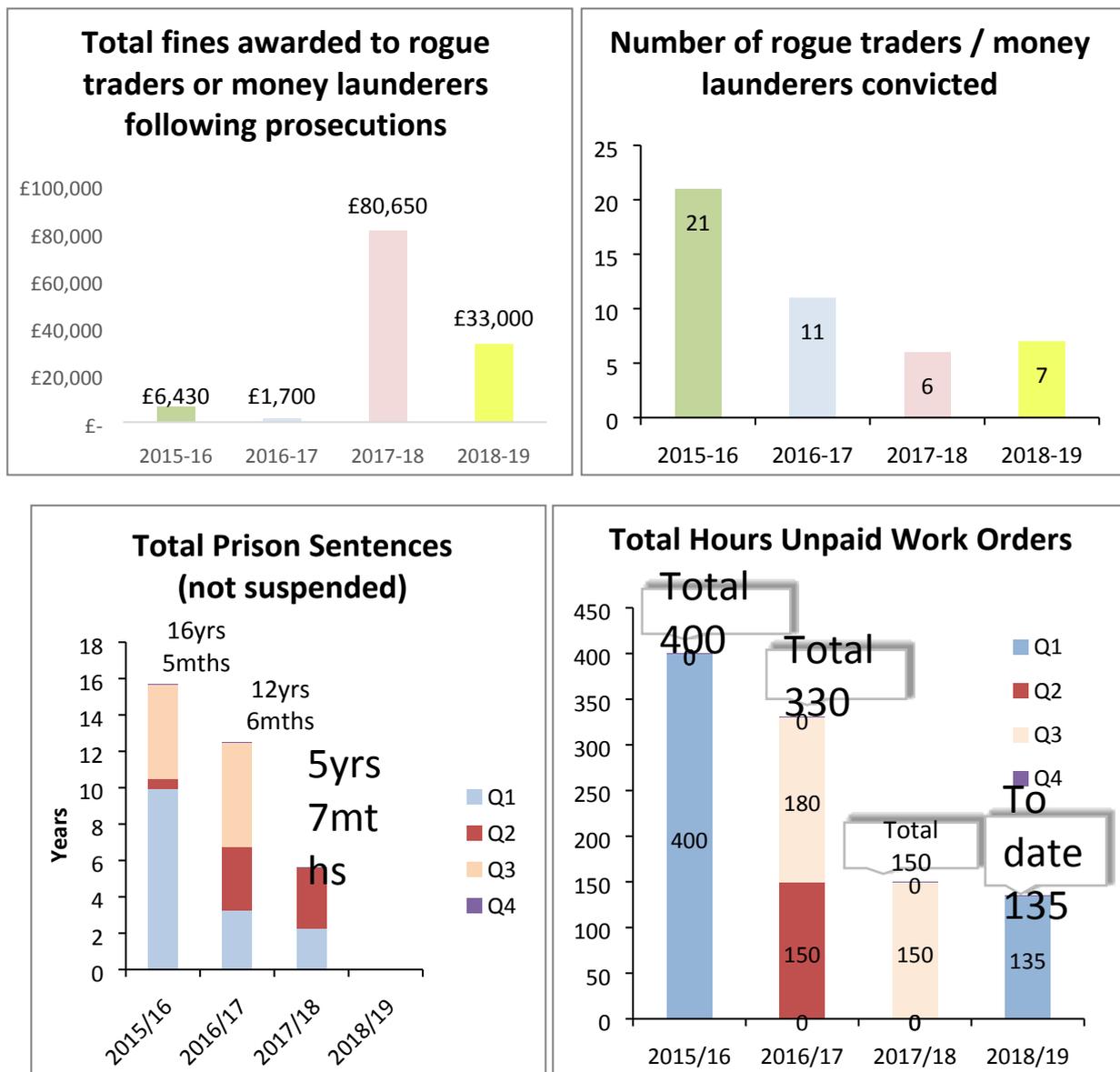
In 2017-18 the Service began to robustly record the amounts saved by its interventions with known victims of scams, the vast majority of whom are identified to us by the National Scams Team.

Data shown in 2018-19 relates to quarter 1 only.

## **KPI -2 Protect residents by stopping rogue traders operating in Buckinghamshire and Surrey**

The Service undertakes a variety of interventions to stop rogue traders operating – including investigations, projects, civil and criminal proceedings. The target means we need to identify how we have done that, and one element of that is convictions and the data below. However that alone doesn't determine whether the Service has been successful.

It should also be noted that the data below are indicators only. There are no targets set in relation to these as it is for the courts to decide convictions and the appropriate penalties. We expect the figures to fluctuate, and there may be considerable variations, but they provide useful context as to the extent of offending that the Service is dealing with. In some graphs the quarters have been separately highlighted to show the variation in amounts.



During 2017-18, the convictions related to: 1 x the sale of unsafe goods (amber teething necklaces and bracelets, see press headline below); 4 x fraud, linked to home improvement work. Three of these were cold calling their victims, the fourth was a long standing building company who the victims approached; and 1 x selling counterfeit goods and committing Trade Mark offences (see

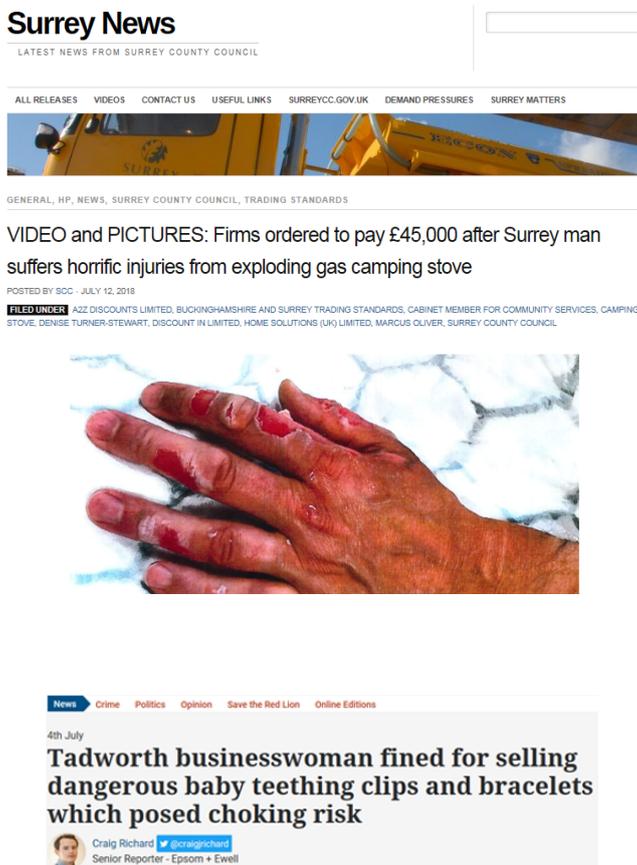
Annex A

press below). During the year the sentencing of a national double glazing firm saw the conclusion of a long running investigation and prosecution into their practices which had previously seen them convicted of ten offences for their unacceptable trading practices (see press below).

During the first quarter of 2018-19 the convictions secured related to: the supply of dangerous gas camping stoves (see press below); the possession of illicit tobacco (further explained under KPI 6 below); causing unnecessary suffering to animals; money laundering; and fraud and money laundering together.

The defendant convicted of both fraud and money laundering is currently awaiting sentencing and we anticipate that this is likely to be a custodial sentence given the nature and seriousness of the crimes.

Below are some examples of press coverage of the cases taken by the Service:



**Surrey News**  
LATEST NEWS FROM SURREY COUNTY COUNCIL

ALL RELEASES VIDEOS CONTACT US USEFUL LINKS SURREYCC.GOV.UK DEMAND PRESSURES SURREY MATTERS

GENERAL, HP, NEWS, SURREY COUNTY COUNCIL, TRADING STANDARDS

**VIDEO and PICTURES: Firms ordered to pay £45,000 after Surrey man suffers horrific injuries from exploding gas camping stove**

POSTED BY SCC - JULY 12, 2018

**FILED UNDER** AZZ DISCOUNTS LIMITED, BUCKINGHAMSHIRE AND SURREY TRADING STANDARDS, CABINET MEMBER FOR COMMUNITY SERVICES, CAMPING STOVE, DENISE TURNER-STEWART, DISCOUNT IN LIMITED, HOME SOLUTIONS (UK) LIMITED, MARCUS OLIVER, SURREY COUNTY COUNCIL



News Crime Politics Opinion Save the Red Lion Online Editions

4th July

**Tadworth businesswoman fined for selling dangerous baby teething clips and bracelets which posed choking risk**

Craig Richard @craigrichard  
Senior Reporter - Epsom + Ewell

# Bucks Free Press

HIGH WYCOMBE  
11th December 2017

**Chanel Lee, of Cock Lane, High Wycombe, sentenced after 120 fake designer items seized in raid from her home**

By Shruti Sheth Trivedi | @Shruti\_BFP  
Senior Reporter



24-year-old woman sentenced after 120 fake designer items seized in raid

**A 24-year-old woman from High Wycombe was handed a suspended jail sentence for selling fake designer gear online.**

## Rogue trader from Great Billington is jailed



Published: 17:05  
Monday 10 July 2017



**A scammer from Great Billington has been jailed for nine months alongside his partner-in-crime after exploiting two elderly residents.**

John O'Reilly, of Stanbridge Road, and his cohort Tommy Fury, of Chipping Norton, gave a £100 quote for repairs to an elderly man's roof in April 2016.

**Surrey Mirror** FBI 13.9 °C Cloudy

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## Double-glazing company fined £80k for targeting the 'vulnerable' with 'inflated' prices

By **Surrey Mirror** | Posted: June 26, 2017

8+ Share Tweet f Share Email 0 COMMENTS 8 SHARES



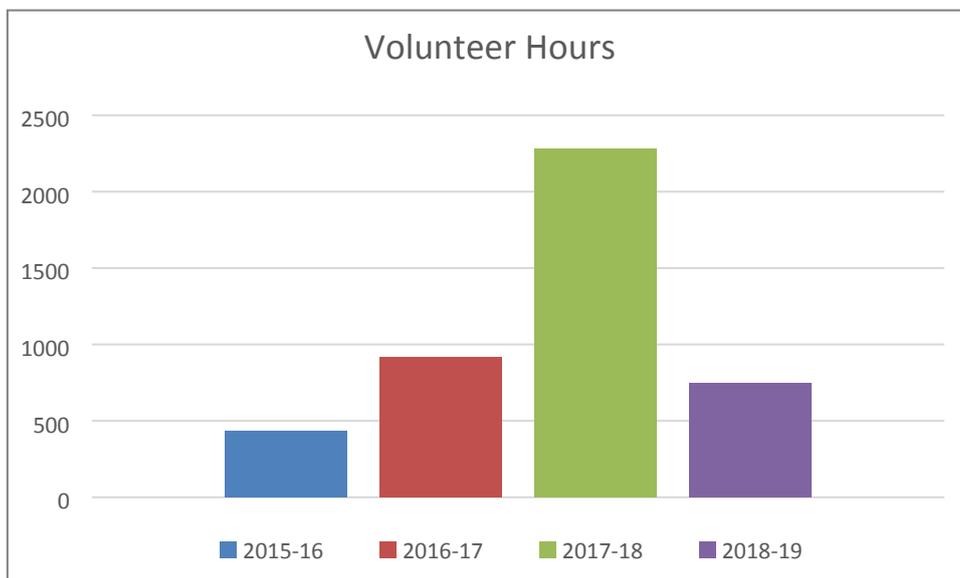
Zenith Staybrite Ltd was fined at Guildford Crown Court on Friday (June 23)

Comments (0)

A double-glazing firm has been handed an £80,000 fine after offering customers inflated deals and preying on "vulnerable" clients.

**KPI -3 Prevent residents becoming victims through expanding the use and reach of social media alerts, TS Alert! Volunteers, and other preventative initiatives to raise awareness of scams, rogue traders and unsafe products**

**Volunteers**



The Service has around 165 volunteers, from a wide range of ages and backgrounds who supported the Service with over 2200 hours of their time during 17-18, and in the first quarter of 18-19 have already contributed 747 hours to supporting the Service’s priorities.

The volunteers undertake a variety of different work for the service, including taking informal samples and checking whether traders have acted on advice given by officers. One of the main areas they assist with is supporting our work in relation to scams and the victims of scams, and some more in depth examples of this work are given under KPI 7.

**Social Media**

The Service has a strong social media presence, making frequent use of Twitter (with 3751 followers and total impressions regularly reaching over 300,000 throughout the year); Facebook (with 766 followers and the most popular post during the year reaching 11,814 people) and Linked In (with over 500 connections). During the year the Service started to use Instagram to widen its social media audience and has been steadily growing its followers, standing at 114 at the end of the year.

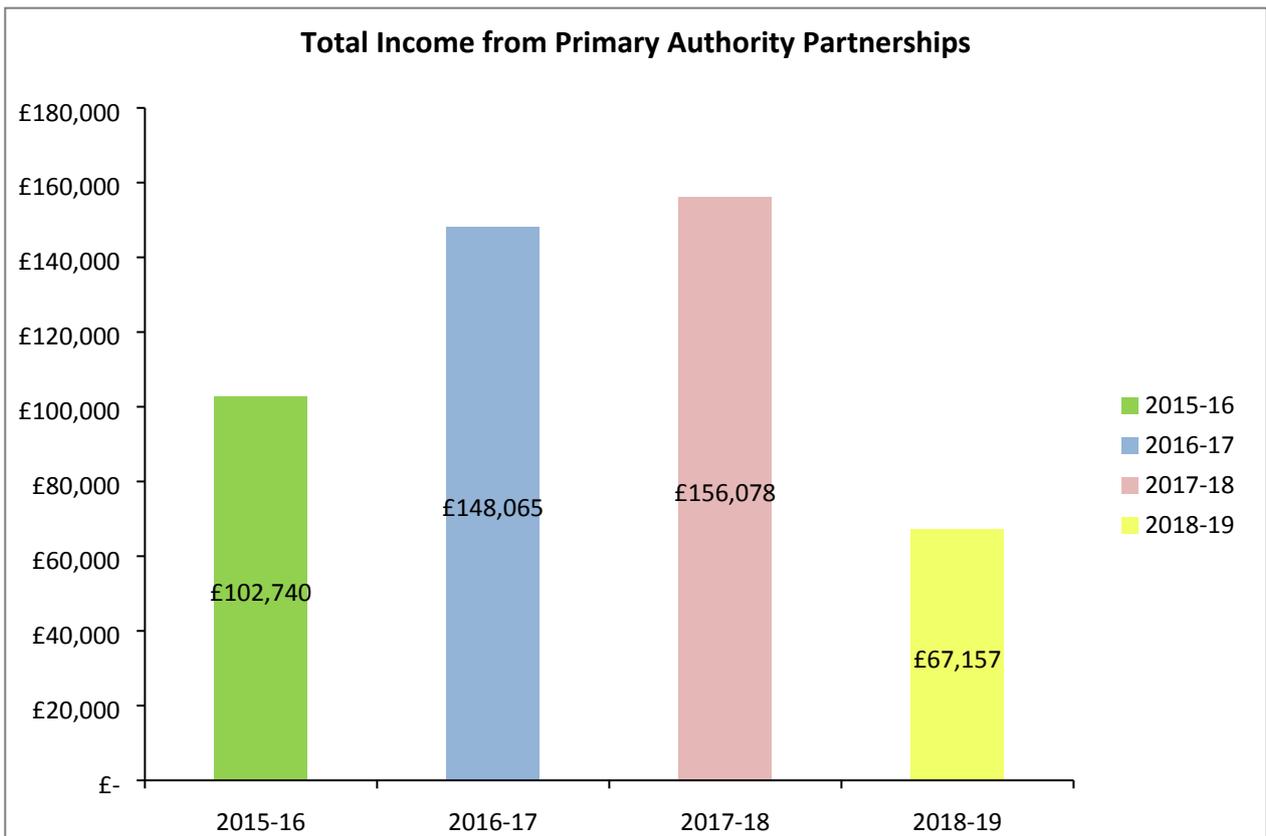
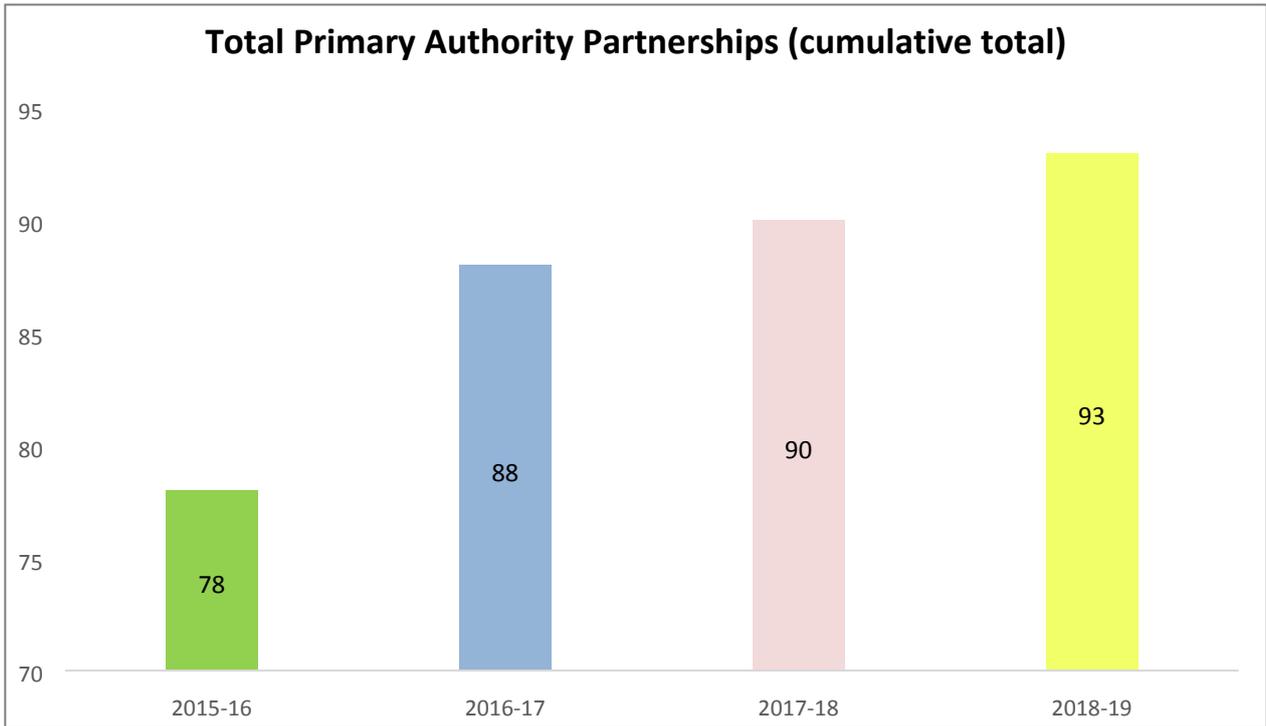
**Weekly Newsletter**

The Service also has a weekly email newsletter (TS Alert!) which has been regularly sent to over 2,500 subscribers throughout the 17-18 year and updates subscribers on the latest work of the service, scams and product recalls to keep themselves safe. However changes required by the General Data Protection Regulations (GDPR) in May 2018 (which required subscribers to re-subscribe) saw the number of subscribers drop sharply to around 830. The number has

gradually risen since, and it does lead to greater confidence that the current subscribers are actively engaged with the newsletter.

The banner features a collage of four images at the top: a hand using a smartphone, a man reading a newspaper, a worker in a high-visibility vest, and a woman talking to a man. Below the images is a blue bar with the Buckinghamshire County Council logo, the Surrey logo, the text 'TS Alert!', and the date '31 August 2018'. To the right of the blue bar is a white circle with the text 'NEW! Click here for our business page' and four red arrows pointing towards it. Below the blue bar is an orange navigation bar with five buttons: 'Issue archive', 'Subscribe', 'Update your profile', 'Print newsletter', and 'Visit our website'. Below the navigation bar is a white bar with the headline 'Fake cosmetics found to contain 'toxic' chemicals'.

**KPI - 4 To increase the number of Primary Authority Partnerships**



The Service continues to provide excellent and varied support to businesses through our 93 Primary Authority Partnerships. Growth in numbers has been consistent although has slowed both to allow for a focus on maximising the benefits of each partnership and due to depleted staff numbers in the team due to vacancies. Below are the logos of the companies we are partnered with, demonstrating the range of partners we have.



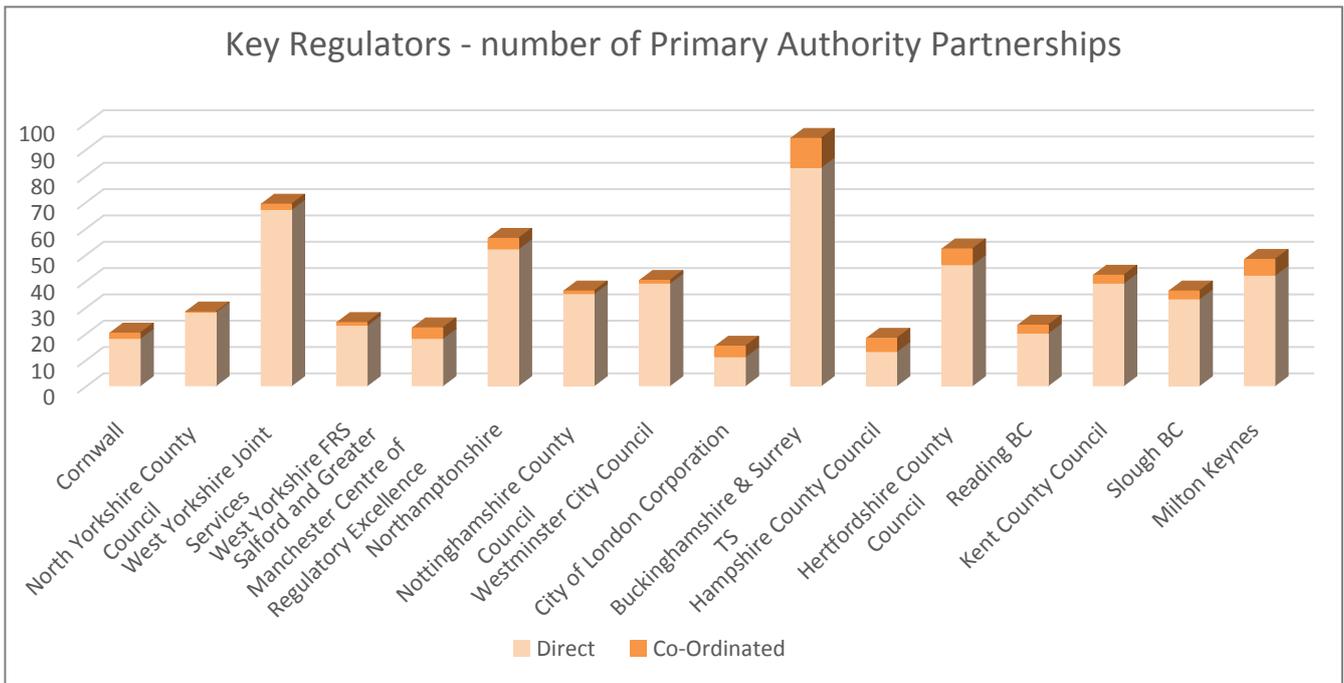
In June the Service won a national award for its work to cut red tape for businesses and boost the economy. The service was recognised by the Government’s Office for Product Safety and Standards for its partnership work with dozens of businesses to help them comply with regulations, supporting their growth.

This includes the ‘single point of contact’ offer which enables businesses to work with a single trading standards service but to get advice on a regulations which apply across areas beyond England (Scotland, Wales and the Channel islands) and bodies including Environmental Health and Fire.

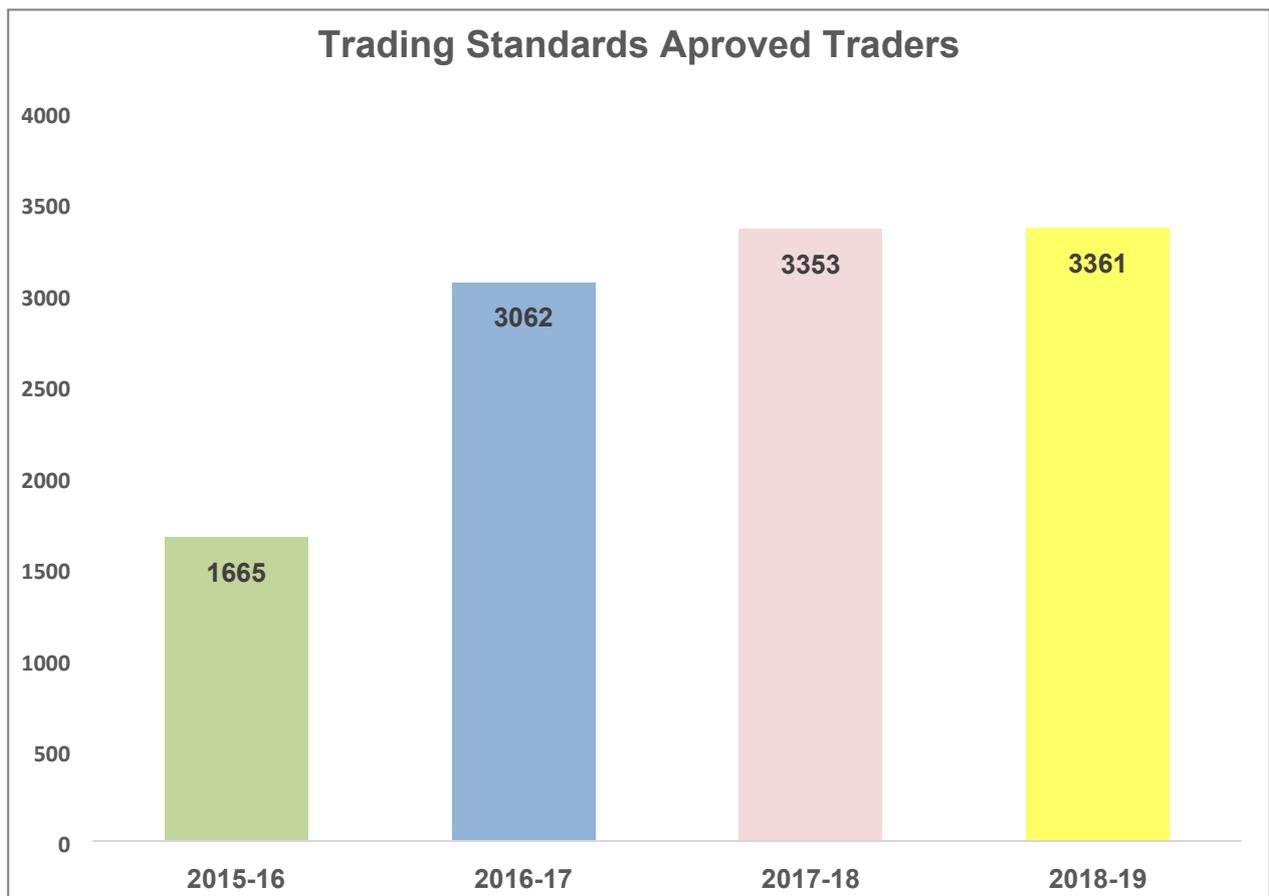
The award was given for “Outstanding Achievement in Primary Authority Leadership”.







**KPI -5 Increase membership of trader approval schemes**



The Service is involved in providing several different trader approval schemes: Checktrade Trading Standards Approved (approx. 2900 members); Trust Mark (approx. 80 members); and Eat Out Eat Well (approx. 370 members, 120 in Bucks and 250 in Surrey). The first two are

trader approval schemes provided in partnership with commercial providers. The latter is a scheme developed by Surrey County Council, between Trading Standards and Public Health.

The Eat Out, Eat Well scheme has recently been shortlisted for an award in the Healthy High Street Category by the Royal Society for Public Health (RSPH) which will be decided in October 2018. More details are given on the scheme later in this report.



**KPI -6 Work with partners to tackle illegal sales of age restricted products; to explore new ways to reduce harm from the use and consumption of unsafe products; and to tackle poor food quality and nutrition**

Work carried out under the Food and Feed Enforcement Plan and is covered in detail in that report (last considered at the March 2018 Joint Committee). A summary of our Food and Feed Plan related work carried out in 2017-18 is in the Food and Feed Plan for 2018-19.

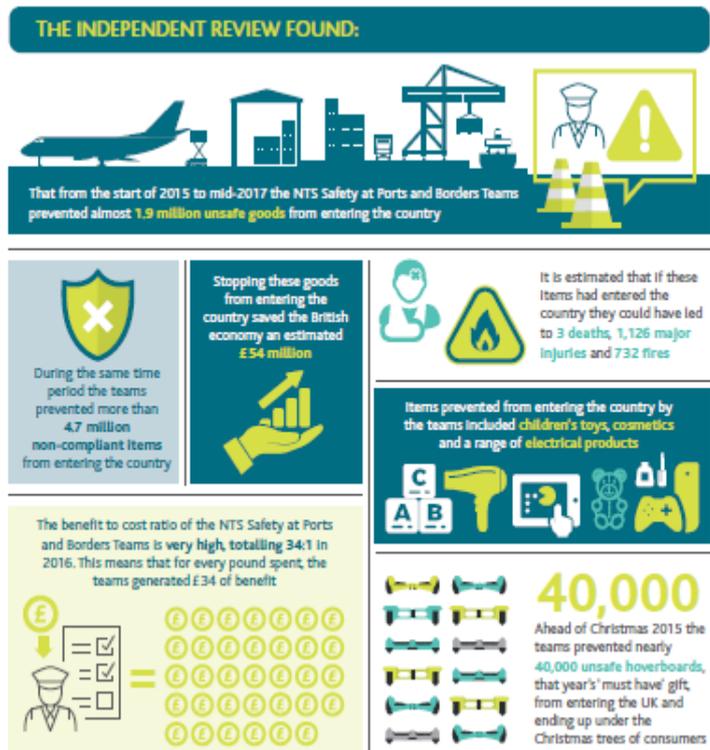
**Ports Project**

Detaining unsafe goods at the point of entry saves considerable additional work once unsafe or non-compliant goods are spread across multiple wholesalers or retailers nationwide, and is an efficient and effective way to protect consumers from potentially harmful products. Because of the national impact of the work, funding is allocated by National Trading Standards.

National Trading Standards (NTS) allocates approximately £1.2 million each year to fund the Safety at Ports and Borders Teams. This money funds trading standards teams located at 12 sea ports, airports and postal hubs across England, including the transit sheds located in Surrey for Heathrow.

Our role as part of the Safety at Ports and Borders Teams is to prevent unsafe and non-compliant goods coming into the country. The work helps protect consumers by preventing injuries, deaths and fires, and safeguards reputable business.

NTS commissioned an independent review into the Safety at Ports and Borders programme to identify the cost benefits and the wider challenges and opportunities facing the programme. Below are some extracts from the highly positive report:

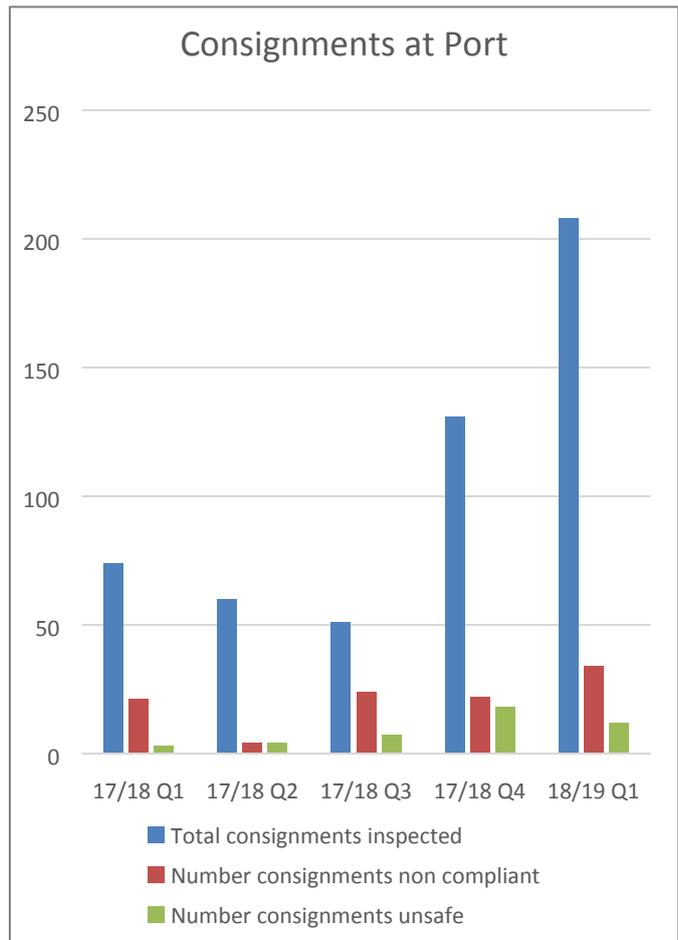
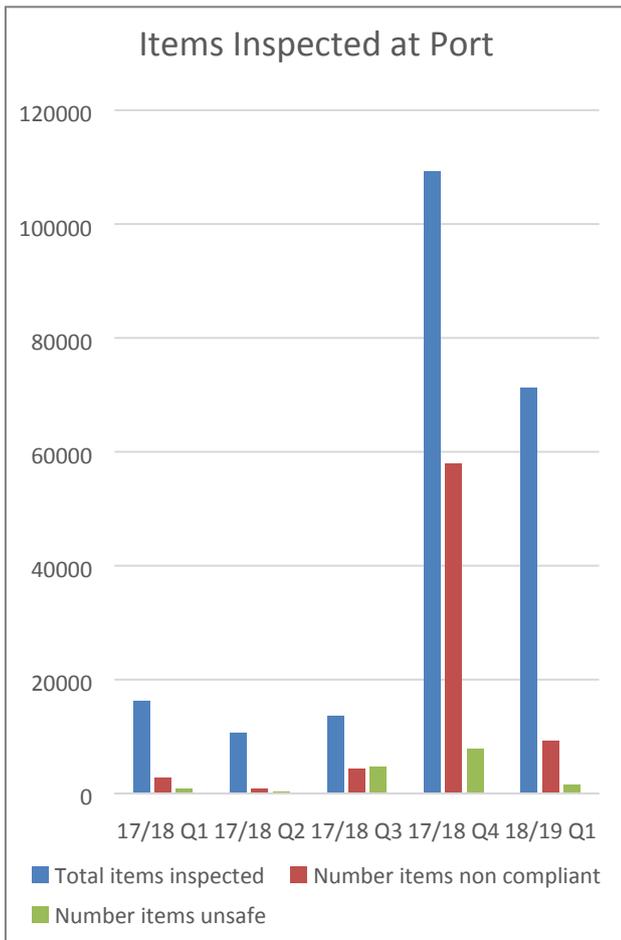


*“Our broad view is that NTS Safety at Ports and Borders is a highly effective operation. We estimate that, in 2016, it identified over 1.2 million unsafe or non-compliant goods, preventing approximately 500 fires, 1000 major injuries and 2000 minor injuries, with a net benefit to England and Wales of almost £7million, accruing largely to consumers and the government in costs to health, productivity and public services. The benefit to cost ratio of NTS Safety at Ports and Borders in 2016 was estimated at 34:1. In other words, the economy saved an average of £34 for each pound spent on the NTS Safety at Ports and Borders programme. This B/C is very high and well in excess of most government programmes.*

*NTS have described to us how product safety would be enforced in the absence of a national programme at points of entry. In this model, inland local authorities would need to be fully resourced to mitigate risk at a local level, through, for example, product testing at retail outlets, in line with the approach taken prior to the introduction of NTS Safety at Ports and Borders’. Our rough estimates suggest this would cost approximately £16 million per annum, over ten times the costs of the NTS Safety at Ports and Borders programme. According to expert opinion, the benefits would be lower.*

*Our impression of NTS Safety at Ports and Borders is that its success is due to the focus and simplicity of the operation, the knowledge, skills and enthusiasm of its small staff, and the development of the programme over time and, in particular, its use of data and risk-targeting tools to ensure scarce resources are most effectively used.”*

The following graphs show the recent increase in the work being carried out by our Officers at transit sheds for Heathrow, and the significant level of non-compliances and unsafe goods identified.



In 2016-17 the Service assessed 31,553 higher risk products at the point of entry, finding 2245 unsafe items and a further 1537 which were non-compliant in another way, for example with incorrect labelling or lack of instructions. This compares to 149,000 items assessed in 2017-18 and over 110,000 assessed so far in 2018-19.

The following are examples of some of the products stopped by Buckinghamshire and Surrey officers recently:



**Mini Drill**  
 Insufficient creepage distances pose a risk of electric shock to user



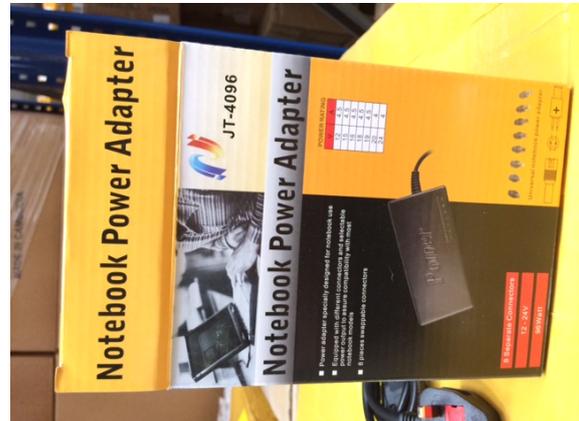
**LED Disco Light**  
 The plug does not comply with BS1363 and poses an electric shock and fire risk because of its poor design. Whole plug suspected to be counterfeit.



**Chargers: Risk of electric shock to users**



**Notebook Adapter: Risk of overheating and fire**



**Illicit Tobacco**

A significant concern for the service is the supply of illegal tobacco. This is often brought in illegally from other countries, does not bear the appropriate warnings or have the right packaging, may be infringing Trade Marks and is unlikely to have had the duty paid correctly. Illicit tobacco is usually significantly cheaper than legal tobacco, making its sale and use more accessible to children and generally more affordable. Public Health and HMRC also have an interest in reducing the amount of illicit tobacco available and we often work in partnership to try to reduce its availability.

During the year the Service ran town center roadshows in partnership with Public Health to increase awareness among the public of the issues (if no one were to buy it there would be no market) and to gather intelligence on where illicit tobacco was being sold.

## Surrey News

LATEST NEWS FROM SURREY COUNTY COUNCIL

ALL RELEASES VIDEOS CONTACT US USEFUL LINKS SURREYCC.GOV.UK DEMAND PRESSURES SURREY MATTERS



GENERAL, HP, KEEPING FAMILIES HEALTHY, NEWS, TRADING STANDARDS, YOUNG PEOPLE

### Sniffer dogs to take centre stage at roadshows highlighting illegal tobacco trade

POSTED BY SCC - AUGUST 8, 2017

**FILED UNDER** BUCKINGHAMSHIRE AND SURREY TRADING STANDARDS, CIGARETTES, DENISE TURNER-STEWART, DOGS, GUILDFORD, HELYN CLACK, ILLEGAL CIGARETTES, ILLEGAL TOBACCO, PUBLIC HEALTH, REDHILL, SNIFFER DOGS, STAINES, TRADING STANDARDS, WOKING

Specially trained sniffer dog Phoebe will showcase her skills at roadshows around Surrey to highlight the dangers of illegal tobacco.

Phoebe (pictured) will join trading standards and public health teams in Redhill, Woking, Staines and Guildford next week as part of a crackdown on the counterfeit tobacco trade.

The roadshows aim to raise awareness of the dangers of illegal tobacco and cigarettes and the ease with which young people can become hooked on products sold at "pocket money" prices.

Each event will highlight the damaging impact of the trade on local communities and encourage people to help stub it out by reporting shopkeepers and dealers who sell illicit tobacco.



## Bucks Free Press

NEWS

20th June

Shop owner Chandrasegaram Mughaya punished after £2.5k worth of illegal cigarettes and tobacco discovered at N&N Newsagent, Desborough Road, High Wycombe



Shop owner punished after £2.5k worth of illegal cigarettes and tobacco discovered

A shop owner has been handed a suspended jail sentence after illicit cigarettes and tobacco worth around £2,500 were found at his newsagents in High Wycombe.

In addition to tobacco detained and destroyed at the border, the Service concluded an investigation with the prosecution in April 2018 of a trader for illicit tobacco (both incorrectly labelled and trade mark infringing) in their retail premises. The illicit tobacco had been identified by using a specialist sniffer dog, targeting premises about which intelligence had been received. The trader received a suspended prison sentence, the first sentence of this severity given to a defendant that the service has investigated for this type of offence – reflecting the serious circumstances surrounding his offending. The defendant was also order to pay costs of £1,500. In addition to the conviction and sentence, an alcohol licence review following conviction has led to the trader having their alcohol licence revoked.



## **Eat Out, Eat Well**

Eat Out, Eat Well is an important part of the Service's work to tackle poor food quality and nutrition. Developed with colleagues in Public Health and supported by Environmental Health the Eat Out, Eat Well Award has been developed to reward caterers who make it easier for their customers to make healthy choices when eating out.

The Award aims to encourage food businesses to provide healthier options to customers, through the use of healthier catering practices, increasing fruit, vegetables, and starchy carbohydrates, and decreasing fat, especially saturated fat, sugar and salt. It also recognises provision of healthy options for children, and rewards staff training and promotion and marketing of healthier options.

The Eat Out Eat Well award is an integral part of the Surrey Healthy Weight Strategy, Whole Systems Approach; which is included in the Surrey Heartlands STP Prevention Plans. The award is available to any business providing food, however efforts are focussed in areas of greater need as identified by the JSNA and local area health profiles with a view to addressing health inequalities. Support is available for those working towards the award and includes guidance for menu adaptation for a range of different restaurants and food outlets including Chinese, Indian, Italian, & Mexican.

Eat Out Eat Well has recently been shortlisted for an award by the Royal Society for Public Health and we will hear the outcome in October.

To date there are over 220 members of the scheme in Surrey and Buckinghamshire, including an NHS Hospital, leisure centres, National Trust properties, prisons, non-local authority schools, workplace restaurants and chain and independent sandwich bars.

Twenty two local authorities now operate the scheme and the numbers of businesses achieving the award continues to increase and is currently 934 broken down as possible:

- Gold Members – 547
- Silver Members – 253
- Bronze Members - 134

The scheme continues to expand to incorporate new areas, currently a Registered Dietitian has been commissioned to develop Eat Out, Eat Well for Early Years settings based on Public Health England's Healthy Eating Guidelines for under 5's. Assessors will receive appropriate training, then the award will be piloted in a number of public and private nurseries with a view to roll out later in 2018.

Eat Out Eat Well is supported by a bespoke website which has been refreshed and re-launched in April 2018.

The scheme has potentially made healthier menu options more accessible to a large customer base in Surrey (over 17,000 local consumers). Participation in the award scheme had increased providers own personal interest in healthy eating and sense of responsibility towards their consumers

*“Carol Haime, Chef and co-proprietor of the Sandrock Pub & Restaurant, Farnham said that “on weekdays, mains from the healthy options section can account for 75% of food trade”.*

### **Food standards work**

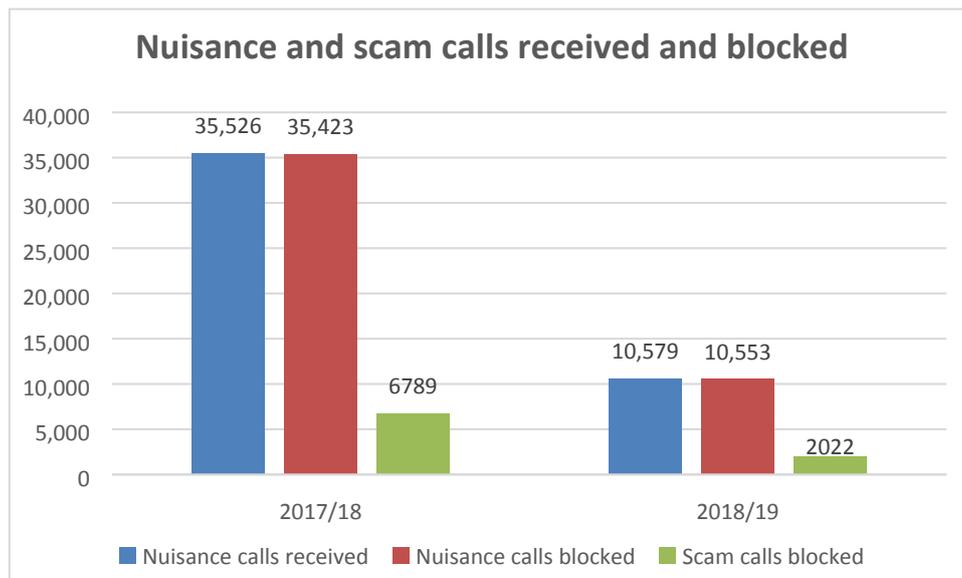
Work has commenced on several food projects. These include working with catering establishments to ensure they properly inform consumers about allergens. We are also looking at local food produce to support local businesses to comply. Another project is dealing with food supplements sold on the internet as we are aware that compliance levels are poor. A number of food sampling projects are also being undertaken to ensure food is what it says it is. These cover a variety of foodstuffs checking for levels of contaminants such as heavy metals and pesticides. We are also checking that claims relating to nutrition information are correct. We have found a number of non-compliances that have been on the whole dealt with by advising but a couple are being investigated further with regard to alleged misdescriptions and may result in formal action

**KPI -7 Scams (including activities related to this area carried out by volunteers)**



**Nuisance calls received and blocked**

160 trueCall units have been installed since 2013 to protect vulnerable residents from nuisance and scam phone calls. The following chart shows the numbers of nuisance calls received and blocked in 2017/18 and in the first quarter of 2018/19. The call blocking rate is over 99%.



Those using the equipment have been receiving an average of 34 nuisance calls per month compared to the average across the UK of 18 per month (according to OFCOM)).

One unit has been receiving 148 nuisance calls per month. 43% of all incoming calls received by the units were nuisance calls.

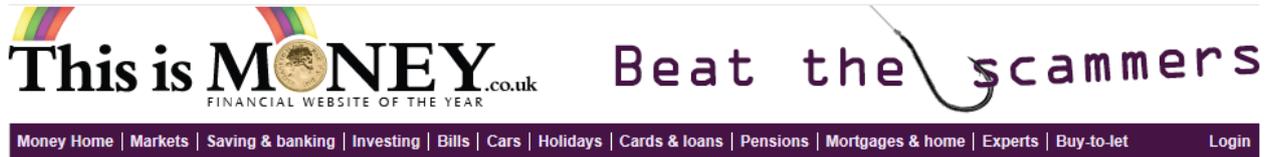
**Call Blocking - cost/benefit analysis\***

Data shows that the project has already prevented 97 scams, and made savings of £345,427. We estimate that over the 5 year life of these units they will have blocked 62,113 scam phone calls, prevented 366 scams, saved vulnerable households £682,360 and led to a reduction of £617,495 in NHS and health & social care costs. This will be total saving of £1,299,855 for a project cost of £24,800 – a payback of 52 times the cost.

\* Assumptions (updated May 2018): The cost of a trueCall unit with 5 years Internet Control Panel access is £155; 21% of nuisance calls are scam attempts; 1 in 169 scam calls are successful; average amount lost to a scam is £1,862; social care & medical costs to support a scam victim are £1,685.

## Mail Marshals

The Service currently has 38 Mail Marshals, the second highest total number recruited by a Local Authority in the UK. There are around 250 Mail Marshals across the UK so ours represent more than 15% of these.



# The Scambusters: Meet the secret army of OAPs who go undercover to catch mail fraud gangs tricking the elderly out of their life savings

- Band of enforcers, with average age of 75, have all been victims of postal fraud
- They are turning the tables on scammers who cheated them out of their savings
- They were recruited by Trading Standards and police forces to go undercover

By RUTH LYTHE FOR THE DAILY MAIL

**PUBLISHED:** 22:01, 3 July 2018 | **UPDATED:** 15:26, 4 July 2018

Share **246** shares **18** View comments

An undercover army of pensioners is catching the crooks behind scam letters and fake prize draws, Money Mail can reveal.

The band of secret enforcers - with an average age of 75 - have all fallen victim to postal fraud in the past.

Now they are turning the tables on the scammers who cheated them out of their life savings.

They have been recruited by Trading Standards officials and police forces to go undercover.

The goal is to provide the authorities with leads to catch international fraudsters who dupe vulnerable people out of their cash.

Earlier this year evidence gathered by the 250-strong group, dubbed Mail Marshals, led to hundreds of arrests by U.S. and Canadian authorities.

The U.S. Department of Justice alleges that the criminals have cheated mainly elderly victims in Britain and the U.S. out of at least £23million.

Since the Mail Marshals scheme was set up by National Trading Standards in 2015, recruits have aided in the arrests of scores of other crooks, Money Mail understands.



**Retired Army nurse Barry Atkins, 80, lost £1,000 after responding to a scam letter claiming he had won a Spanish lottery**

Retired Army nurse Barry Atkins, 80, lost £1,000 after responding to a scam letter claiming he had won a Spanish lottery.

He was told he just needed to pay an administration fee to access his winnings. But after he sent the money, the prize did not materialise.

His details were then sold to other fraudsters, who inundated him with up to 12 letters a day about similar scams and cost him a further £2,000.

Eventually a friend encouraged him to report his losses to National Trading Standards and he was recruited as a Mail Marshal.

Barry, a widower from Aylesbury, Buckinghamshire, says: 'If I can stop just one person being scammed, my work is complete.'

### **National Wellbeing Project**

The Prevention Team are currently participating in a national wellbeing project being led by the NTS Scams Team, with TSSE as the pilot area for this initiative. The purpose of the project is to measure the wellbeing of identified scam victims, before and after a Trading Standards intervention, with the aim of providing additional evidence that Trading Standards interventions have a positive affect on a person's wellbeing, thereby assisting to fulfil the Local Authorities statutory (Care Act) duty to promote wellbeing in their local community.

In Bucks and Surrey we are currently working with 14 chronic scam victims who will receive repeat wellbeing visits over a two month period.

As part of this work, a member of the Prevention Team had arranged a follow up visit to a vulnerable repeat victim of direct marketing fraud. Upon arriving at the property the TSO became

concerned that all the doors were locked and music was playing loudly, this had not been the case at previous visits and appeared out of character.

Repeated knocks at the door went unanswered and with her concerns increasing the TSO decided to check around the property. Through the bedroom window she was able to see the resident on the floor, trapped between the bed and cabinet. She was able to speak with the resident, who was confused, dehydrated but conscious. She contacted adult social care and provide reassurance while she called for an ambulance. The TSO was also able to attract the attention of a neighbour who fortunately was able to gain access. The resident had fallen the day before and had been unable to get up. Our TSO remained with the resident until the ambulance arrived and the person transferred to hospital.

### **Other work of the Prevention Team**

In a previous report we highlighted an incident where a vulnerable couple in Epsom had been left in a potentially dangerous situation, with no running water, electricity and the demolition of load bearing walls by rogue traders. The Prevention Team have been working alongside partners to safeguard the couple in their 90's. The rogue traders attempted to obtain in the region of £75,000 and left the property in a dangerous state of disrepair. Following intervention by our Rapid Action Team, the property was assessed by Building Control and emergency work undertaken to make the building safe.

The condition of the property, following urgent work such as basic plumbing, can be seen in these photos:-



Annex A

This left the elderly couple with these living conditions:



As part of the safeguarding process the Prevention Team have been working closely to provide assistance and guidance with identifying Trading Standards approved builders capable to completing the necessary work. Both victims wanted to express their profound gratitude to Trading Standards for being so supportive and helpful, and intend to hold a tea party once the work has been completed.

## Annex B: Trading Standards Budget 2017/18 onwards

	2016/17 £000	2017/18 £000	2018/19 £000	2019/20 £000	
Trading Standards	3,039	2,850	2,724	2,696	
<b>Net budget<sup>2</sup></b>	<b>3,039</b>	<b>2,850</b>	<b>2,724</b>	<b>2,696</b>	
<u>Funding:</u>					
Fees & Charges	-290	-488	-626	-665	
Reimbursements and recoveries of costs	-346	-349	-354	-358	
<b>Total funding</b>	<b>-636</b>	<b>-837</b>	<b>-980</b>	<b>-1,023</b>	
<u>Expenditure:</u>					
Staffing	3,320	3,371	3,426	3,479	
Non Staffing	355	316	278	240	
<b>Total expenditure</b>	<b>3,675</b>	<b>3,687</b>	<b>3,704</b>	<b>3,719</b>	
<b>Net budget<sup>2</sup></b>	<b>3,039</b>	<b>2,850</b>	<b>2,724</b>	<b>2,696</b>	
<b>SCC Contribution</b>	<b>2,006</b>	<b>1,881</b>	<b>1,798</b>	<b>1,779</b>	
Buckinghamshire County Council Contribution	1,033	969	926	917	
Joint Budget	3,039	2,850	2,724	2,696	
<b>Summary budget movement</b>					
		2017/18 £000	2018/19 £000	2019/20 £000	<b>RAG</b>
<b>Prior year budget</b>		<b>3,039</b>	<b>2,850</b>	<b>2,724</b>	
<u>Pressures and changes</u>					
General Inflation		59	60	60	
Income Inflation		-7	-9	-11	
<u>Efficiency / service transformation</u>					
Further savings (marginal gains)		-46	-44	-44	G
Buckinghamshire Partnership		-86	-37	-2	G
Additional income generation		-109	-96	-31	G
Movements		-189	-126	-28	
<b>Revised budget</b>		<b>2,850</b>	<b>2,724</b>	<b>2,696</b>	

Trading Standards is run in partnership with Buckinghamshire County Council (BCC) and managed by a joint committee. SCC and BCC contribute towards the net costs of the service, in the proportion 66% and 34% respectively

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**BUCKINGHAMSHIRE COUNTY COUNCIL AND  
SURREY COUNTY COUNCIL**

**TRADING STANDARDS JOINT COMMITTEE**

**DATE: 10 OCTOBER 2018**

**LEAD OFFICER: DAVID PICKERING**

**SUBJECT: TRADING STANDARDS TOBACCO WORK**

**SUMMARY OF ISSUE:**

The Children and Young Person's (Protection from Tobacco) Act 1991 requires Local Authorities to consider, at least once in every period of twelve months, the extent to which it is appropriate to carry out enforcement action to ensure that the provisions of the Children and Young Persons Act 1933, are effected. This seeks to prohibit the sale of cigarettes and associated items, such as nicotine delivery systems, to persons under the age of 18. This duty relates to tobacco enforcement only.

The Service undertakes work in this area supporting the delivery of the Public Health improvement outcomes and responsibilities that relate to the use of tobacco in order to help people to live healthy lifestyles; make healthy choices and reduce health inequalities.

This report considers the Service's work in relation to tobacco and associated products and is not restricted to the potential sale to children and young people.

**RECOMMENDATIONS:**

It is recommended that:

The Joint Committee consider the report as a reflection of activity over the financial year 2017 – 2018 and consider enforcement activities which may be undertaken in 2018– 2019.

**REASON FOR RECOMMENDATION:**

1. The Children and Young Person's (Protection from Tobacco) Act 1991 requires Local Authorities to consider, at least once in every period of twelve months, the extent to which it is appropriate to carry out enforcement action to ensure that the provisions of the Children and Young Persons 1933 Act, are effected.

## **DETAILS:**

2. To ensure coherence and to maximise the impact of our work, Trading Standards link closely to Public Health led strategies to reduce tobacco consumption. The Trading Standards role is mainly in relation to tackling supply. However increasing levels of innovation in the e cigarette and alternatives to tobacco market continue to provide constant challenges to us when assessing how the legislation applies to them. The Service has also facilitated links to be made between Surrey and Buckinghamshire Public Health teams to share information and good practice.

3. In Surrey, Trading Standards chair the Tobacco Alliance. This group of partners oversee the delivery of the Public Health Tobacco Control Strategy for Surrey and reports back to the Health & Wellbeing Board. With the ambition for Surrey to have the lowest smoking prevalence in England, the Priorities include, among others; “helping young people to be tobacco free”; “tackling illicit tobacco” and “raising the profile of tobacco control”. The Strategy can be found at:

<https://www.healthysurrey.org.uk/your-health/smoking/smokefree-surrey/tobacco-control-strategy-for-surrey>

Progress against these priorities was reported to the Surrey Health and Wellbeing Board in September 2017:

[https://www.healthysurrey.org.uk/\\_data/assets/pdf\\_file/0019/144730/September-2017-Public-Update.pdf](https://www.healthysurrey.org.uk/_data/assets/pdf_file/0019/144730/September-2017-Public-Update.pdf)

4. The Trading Standards Service is coordinating with Buckinghamshire Public Health to ensure that potential supply of illicit tobacco can be tackled as effectively as possible and that this is recognised in the public health context.

5. The continued rise in retail sale and use of nicotine inhaling devices resulted in the Children and Family Act 2014 being amended to include two new important provisions (brought in by regulations): The Nicotine Inhaling Products (Age of Sales and Proxy Purchasing) Regulations 2015 make it a criminal offence for an adult to buy these items on behalf of a minor and also for a retailer to sell these items to a minor. A maximum fine of £2,500 is available to the courts and Trading Standards are responsible for enforcement. The Service has advised relevant businesses of the requirements. There were no complaints relating to proxy sales in 17/18 and no formal action has been taken under these Regulations to date.

6. Tobacco use among young people is considered as risk-taking behaviour (by themselves as much as anyone else) and may be seen therefore as gateway-behaviour for other risk taking activities. These would include experimenting with alcohol and new psychoactive substances (NPS), when this is combined with carrying offensive weapons and misuse of fireworks the resulting anti-social behaviour adversely affects how safe people feel in their own communities.

7. The programme for the financial year 2017/2018 was as follows:-

**7.1 Continue to participate in those new projects and initiatives that fit within our enforcement activities outlined above together with our own initiatives where they are felt necessary.**

We took part in a nationally coordinated project that checked E cigarettes and associated products compliance. Out of the 20 visits issues were found at 10 outlets mainly connected to labelling and old stock. Corrective action was taken at the time.

The Service participated a south east regional project looking at the contents and labelling of e cigarette liquids. Issues were found with one liquid containing non- permitted ingredients and about a quarter of the liquid refills were found to be incorrect mainly for labelling matters or being the incorrect size.

Reports on this work are being compiled by the Chartered Trading Standards Institute (CTSI) and will be available at the end of September 2018.

**7.2 Promote the education message about the harm illicit tobacco causes and the smoking cessation message and gather any intelligence about sales of illicit tobacco to identify sources.**

We ran four roadshows in August 2017 in Surrey at venues in Redhill, Staines, Woking and Guilford in partnership with our Public Health colleagues and a sniffer dog (see photo's below). As well as promoting messages about our work preventing the supply of illicit tobacco smoking cessation services gave advice to residents about the support available to help them stop smoking.



Publicity regarding the event can be found at these links:  
<https://news.surreycc.gov.uk/2017/08/08/sniffer-dogs-to-take-centre-stage-at-roadshows-highlighting-illegal-tobacco-trade/> and  
<https://www.youtube.com/watch?v=saJqJwkAl7Y>

The intelligence gathered will help to inform visits to potential suppliers of illicit tobacco in 2018.

### 7.3 Promote the smoke free homes initiatives in Surrey.

This promotion was largely be through our social media channels. The Service regularly re-tweets messages from Public Health to support and extend the reach of their messages.

### 7.4 Support the development of the tobacco reduction strategy with Public Health in Buckinghamshire by providing input around tackling supply routes.

We continue to work with colleagues in Public Health to develop appropriate interventions.

### 7.5 Continue to use local, regional and national intelligence to ensure we target our interventions and resources appropriately by: exploring ways to improve intelligence sharing between relevant partners; upgrading intelligence from all viable sources; and exploring alternative means of detecting sales (other than by test purchases).

A targeted visit with a sniffer dog, to a trader in High Wycombe in December 2017 resulted in legal proceedings. The Magistrates Court imposed a sentence of 12 weeks custody, reduced to 8 weeks for the trader's early guilty pleas, which was suspended for 12 months. He was also ordered to pay £1,500 towards the prosecutions costs and was subject to a £150 victim surcharge. Forfeiture of the 218 packs of 20 cigarettes and 19 50g pouches of hand rolling tobacco was also granted. This was the most stringent sentence given for this type of offence that the Service has seen, reflecting the court's view of the severity of the circumstances surrounding the case.

## *Bucks Free Press*

NEWS  
20th June

Shop owner Chandrasegaram Mughaya punished after £2.5k worth of illegal cigarettes and tobacco discovered at N&N Newsagent, Desborough Road, High Wycombe



Shop owner punished after £2.5k worth of illegal cigarettes and tobacco discovered

A shop owner has been handed a suspended jail sentence after illicit cigarettes and tobacco worth around £2,500 were found at his newsagents in High Wycombe.

The South East region commissioned a report on public attitudes to the supply and use of illicit tobacco. We attended the conference that disseminated the findings and are discussing how we can use the data with our Public Health colleagues in both authorities to target our interventions more effectively.

We are also a virtual member of the national tobacco focus group which gives us access to information about developments in the trade sector and an insight into national issues.

We continue to ensure intelligence opportunities with potential partners are explored as well as maintaining existing channels.

**7.6 Seek licence reviews through the relevant District Council when appropriate.**

Prosecutions for illicit tobacco can be used to add additional conditions onto the premises licence including the installation of CCTV at the premises, price labels on the alcohol to include the name of the shop, or the imposition of clear and stringent stock control measures. We did not seek any such reviews in 2017-18.

**7.7 Continue to support retailers by promoting the use of the Challenge 25 Training Pack and advising traders about legislative requirements in this area.**

This was done in response to requests for advice on underage sales legislation and also promoted proactively during visits to traders for other reasons.

**7.8 Continue to ensure that the restrictions of both price marking and visual display requirements of tobacco products in retail premises are adhered to.**

These were checked when visiting relevant premises and no issues were found.

**7.9 Use all complaints to provide intelligence to target resources correctly.**

Following guidance contained in 'challenge 25 training pack' combined with in-shop training, retail premises continue to improve their own precautionary procedures. This increasing diligence has seen the level of complaints received by this service concerning underage sale of cigarettes (including sales of illegal tobacco products) fall to be less than 1 per month on average. Such intelligence (if deemed reliable) is added to our database for intelligence led work.

Information received about alleged supply of illicit tobacco will be used to target premises for future visits with a tobacco sniffer dog.

With regard to tobacco products and e-cigarettes we received 119 complaints in 2017-18. 58 of these related mainly to the alleged supply of illicit tobacco. 39 related to issues with e-cigarettes and liquid refills and 20 to alleged supply of illicit loose tobacco.

8. For 2018-19 we will:

**8.1 Continue to participate in those new projects and initiatives that fit within our enforcement activities outlined above together with our own initiatives where they are felt necessary.**

These will include, in relation to e-cigarettes, new labelling requirements and stipulations on the size of the containers have also recently come into force. We will participate in any nationally coordinated projects as well as using local intelligence to target tobacco related issues. We will also be using tobacco sniffer dogs to target potential suppliers.

**8.2 Promote the education message about the harm illicit tobacco causes and the smoking cessation message and gather any intelligence about sales of illicit tobacco to identify sources.**

This will include running a series of four illicit tobacco roadshows across Surrey, and two in Buckinghamshire, these being jointly funded by Trading Standards and SCC and BCC Public Health.

Using intelligence gathered from the roadshows and other intelligence that has come into the service, Trading Standards plans to carry out operations in both Bucks and Surrey using the tobacco sniffer dogs to inspect identified premises for illicit tobacco.

**8.3 Support the development of the tobacco reduction strategy with Public Health in Buckinghamshire by providing input around tackling supply routes.**

**8.4 Continue to use local, regional and national intelligence to ensure we target our interventions and resources appropriately by: exploring ways to improve intelligence sharing between relevant partners; upgrading intelligence from all viable sources; and exploring alternative means of detecting sales (other than by test purchases).**

**8.5 Seek licence reviews through the relevant District Council when appropriate.**

Prosecutions for illicit tobacco can be used to add additional conditions onto the premises licence including the installation of CCTV at the premises, price labels on the alcohol to include the name of the shop, or the imposition of clear and stringent stock control measures.

**8.6 Continue to support retailers by promoting the use of the Challenge 25 Training Pack and advising traders about legislative requirements in this area.**

This would be done in response to requests for advice on underage sales legislation and also will be promoted proactively during visits to traders for other reasons.

**8.7 Continue to ensure that the restrictions of both price marking and visual display requirements of tobacco products in retail premises are adhered to.**

**CONSULTATION:**

**9. No external consultation has occurred.**

## **RISK MANAGEMENT AND IMPLICATIONS:**

10. We are supporting an important strand of tobacco reduction strategies by seeking to reduce the supply of tobacco products. If we are unable to carry out this work the effectiveness of this will be reduced and it is more likely that such products will be available to children and young people.

## **Financial and Value for Money Implications**

11. The work in this area is carried out by a number of officers as a small part of their wider role. At times work in this area, such as advice to businesses, is combined with other visits that officers are carrying out to the same premises or area to maximise efficiency. Overall approximately 0.5 FTE per year is spent on this work in total. This report is suggesting that the Service broadly maintains its approach to this work and therefore there is no additional financial implication beyond that which is already committed.

## **Legal Implications**

12. The legal implications are as set out in the main body of this report

## **Equalities and Diversity**

13. Tobacco consumption is disproportionately prevalent in particular socio economic groups; tackling tobacco consumption is likely to have a positive impact in helping tackle health inequalities. There is no likely negative disproportionate impact arising from the work described in this report on people with protected characteristics.

## **WHAT HAPPENS NEXT:**

14. This is set out in section 8 above.

### **Contact Officer:**

David Pickering 01372 388779

### **Consulted:**

**Annexes:** None

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**BUCKINGHAMSHIRE COUNTY COUNCIL AND  
SURREY COUNTY COUNCIL**

**TRADING STANDARDS JOINT COMMITTEE**

**DATE: 10 OCTOBER 2018**

**LEAD OFFICER: DAVID PICKERING, REGULATION MANAGER**

**SUBJECT: POTENTIAL IMPACT ON TRADING STANDARDS WORK OF  
THE UK LEAVING THE EU**

**SUMMARY OF ISSUE:**

The potential position of the UK after leaving the EU is still unclear. Most of the legislation dealt with by Trading Standards is based on EU law. Despite the commitment to simply transfer this into UK law there are many references and links to EU bodies and it has not been clarified which bodies in the UK will take over these roles. For instance the EU wide product safety alert (RAPEX) system will potentially be no longer available to the UK but it is not clear what steps will be taken to deal with the issue.

This brief report summarises the issues and challenges facing Trading Standards as the key local government regulator charged with enforcing consumer protection legislation post Brexit. The report is based on the outcomes of the work of the Chartered Trading Standards Institute (CTSI) Brexit Thinktank.

**RECOMMENDATIONS:**

It is recommended that:

The Committee note the potential impact on the work of Trading Standards raised by the UK leaving the EU and the contents of the CTSI Brexit policy document.

**REASON FOR RECOMMENDATIONS:**

The Service is assessing the potential impact on priorities and resource allocation as the post EU UK situation becomes clearer especially if no new funding from central government is allocated. The views of the Committee on this issue at this stage would be helpful



## **DETAILS:**

1. Despite apparent progress towards establishing how the UK will leave the EU and the possible future relationship, there remains much uncertainty and it is difficult to foresee how, given the scale and complexity of the situation, this will be resolved before March 2019.
2. Given this it is our view that in the joint service over the coming months and possibly years will need to deal with, amongst other things:
  - Increased demand from businesses for advice on uncertainties caused by Brexit
  - Increased pressure on ports work
  - Government departments seeking advice about how regulatory systems will work in practice and what legislation will need amending
  - Less centralised support in managing cross-border issues
3. The Government strategy so far to cope with the work leading up to the UK leaving the EU and shaping the Post Brexit regulatory framework seems to be to centralise rather than support existing frameworks in the regulatory landscape. eg the Food Standards Agency has set up the National Food Crime Unit on the face of it duplicating existing local arrangements. There seems to be little recognition in terms of financial support that Local Authorities are ideally placed to support consumers and businesses.
4. BEIS (The Department for Business, Energy and Industrial Strategy) has been working towards clarification of the application of product safety standards post Brexit and has commissioned the development of a stand-alone product safety database. This is unlikely to be resolved prior to March 2019.
5. The LGA has stated that “As EU law is incorporated into the domestic statute, local government has a central role to play in deciding which should be kept, amended or scrapped” but there has been no new funding forthcoming for this role.
6. The Chartered Trading Standards Institute (CTSI) has produced a policy paper outlining the issues raised in the various areas of work carried out by Trading Standards services. The service was represented on the working group creating the policy paper by David Pickering, one of our Trading Standards Managers. David’s area of national expertise relates to Food legislation.
7. A copy of the CTSI report is available via the link highlighted below as Annex 3 and a hard copy will be available on request and at the Joint Committee meeting.
8. The paper focuses on a wide range of different consumer protection areas including:
  - Fair Trading
  - e-Commerce
  - Product Safety
  - Animal Health and Agriculture
  - Food Standards

- Intellectual Property
  - Travel
  - Cross Border Access to Justice, and
  - Weights and Measures / Legal Metrology
9. The paper identifies the threats and opportunities in each area and summarises the key findings.
  10. Some cross cutting themes emerge. Withdrawal will have an all-pervading effect on the work of Trading Standards, both as regulators and consumer protection specialists, since it has become so heavily intertwined in the single market and harmonised rules. Much depends on the nature of the final deal and how much harmonisation continues post Brexit.
  11. Post Brexit we will need a new regulatory environment that meets the needs of modern businesses and consumers. The system urgently needs reform and investment. Significant investment is already beginning to be seen in central government departments but not in front line local authority regulators tasked with making the system work. Some examples of that necessary investment in central government departments are summarised below:
    - DEFRA has seen the largest increase in its spending, with almost £100m approved by the Treasury for its EU exit work in 2017/18. Staff numbers have gone up by 65% since June 2016.
    - HMRC, which will play a critical role in preparing the border for Brexit, expects to need up to £450m for 2018/19 alone.
    - The Home Office is using around 50% more agency staff per month now than it was before the referendum. If this continues, the department will spend almost £40 million more on agency staff in 2017/18 than it did in the year leading up to the referendum.

#### **CONSULTATION:**

12. The Service had a representative on the CTSI group that produced the Brexit policy paper and a representative on the Department of Business, Energy and Industrial Strategy (BEIS) Primary Authority Users Group which discusses issues relating to business although no Brexit consultation has yet taken place

#### **RISK MANAGEMENT AND IMPLICATIONS:**

13. If the service does not stay abreast of developments and takes appropriate actions it may be faced with a lack of capacity to deal with the issues raised by businesses and consumers
14. Primary Authority is a significant income stream for the service. Whilst the changes to the regulatory structure may generate increased requests for support from smaller enterprises, it has been noted that some businesses have already established or moved to European bases in preparation for

Brexit. There is a risk that the final exit agreement may affect the perception of benefit from Primary Authority causing a decrease in engagement from larger businesses

#### **Financial and Value for Money Implications**

15. The service faces significant challenges in monitoring, adjusting and resourcing demand in the future, particularly any potential increase in demand from businesses.

#### **Legal Implications**

16. Significant uncertainty remains concerning the practical impacts of Brexit on UK legislation. As highlighted in the report, in the event of “no deal Brexit” while existing EU rules and regulations will be transposed into UK law at the point of exit, central government will need to put in place alternative regulatory/supervisory arrangements in a number of key areas. Trading Standards authorities will be required to continue discharging their statutory functions in any event.

#### **Equalities and Diversity**

17. There are no implications from the Plan

#### **WHAT HAPPENS NEXT:**

- The service will continue to discharge its statutory functions as the practical implications of Brexit on regulation and consumer protection become clearer.

#### **Contact Officer:**

Steve Ruddy 01372 371730

#### **Consulted:**

#### **Annexes:**

Links to background information

Annex 1 <https://www.nao.org.uk/report/exiting-the-eu-consumer-protection-competition-and-state-aid/>

Annex 2 <https://www.instituteforgovernment.org.uk/news/latest/new-report-reveals-cost-brexit>

Annex 3 <http://www.journaloftradingstandards.co.uk/ctsi-brexit-think-tank-summary-booklet/>