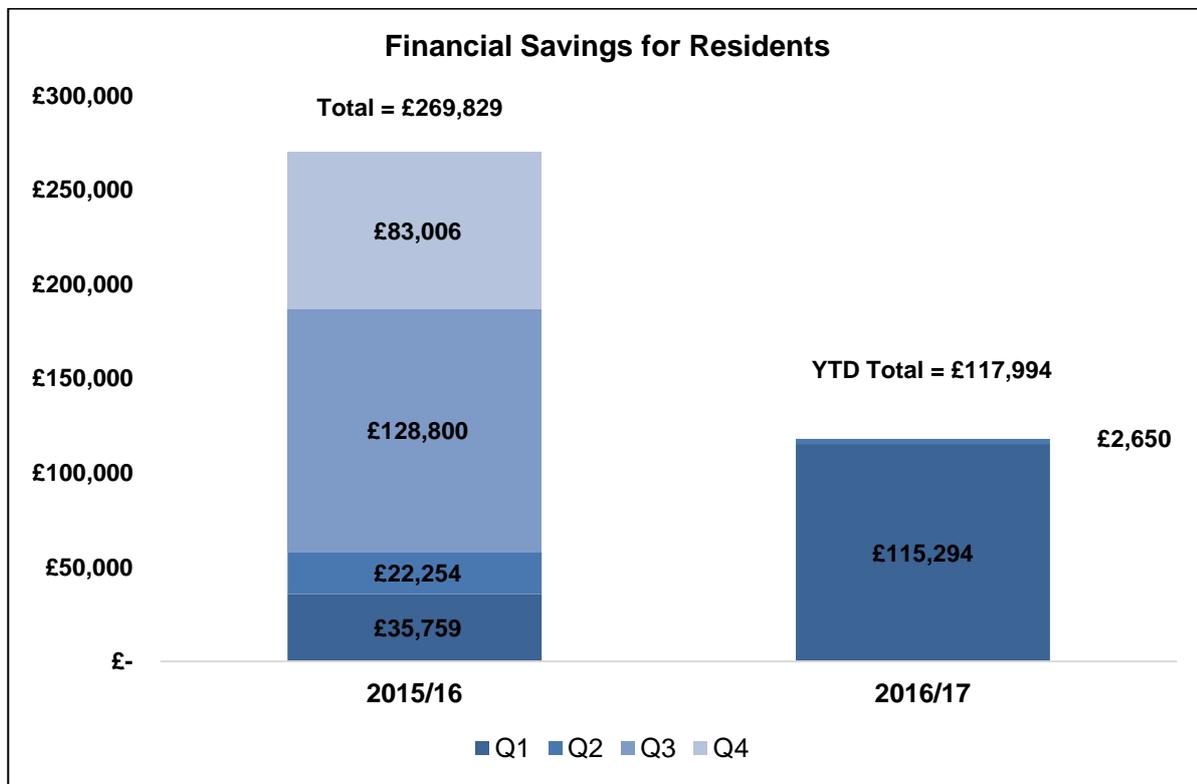




KEY PERFORMANCE INDICATORS
QUARTER 2
2016/17

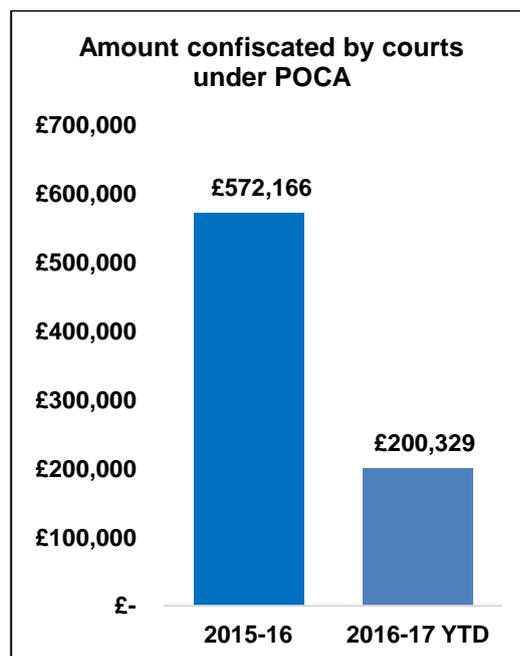
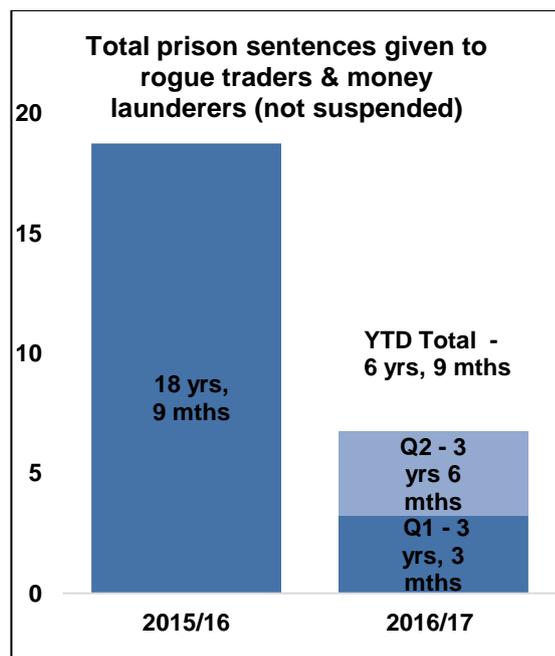
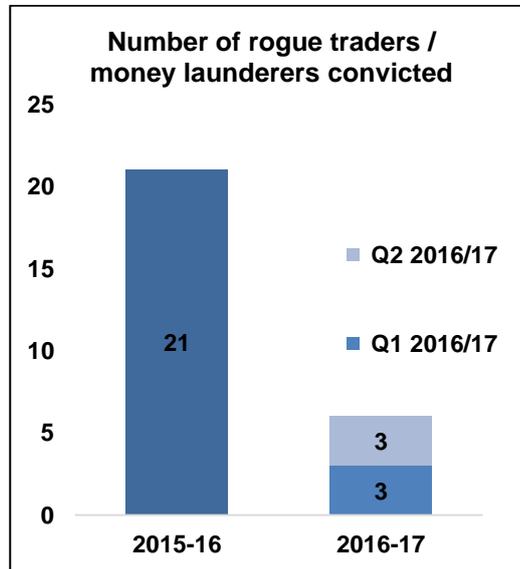
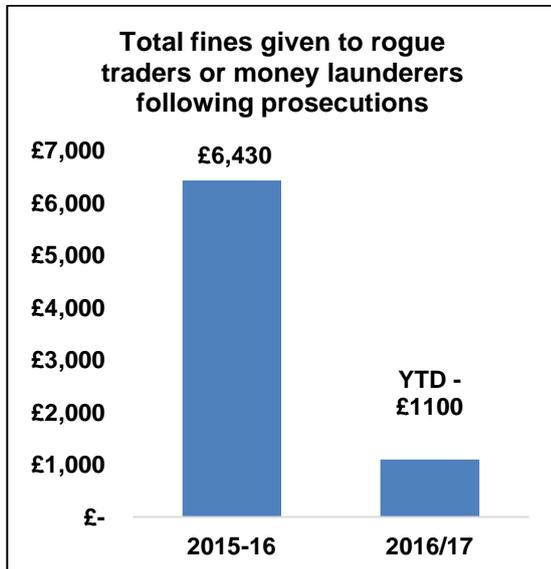
KPI -1 Increase the financial savings for residents as a result of our interventions and investigations.



- As the Service deals with increasingly serious cases, a large proportion of redress to consumers so far this year has come from money confiscated by the courts under the Proceeds of Crime Act. This leads to significant variability in the savings each quarter, depending on whether confiscation proceedings have concluded in that quarter or not.
- In confiscation proceedings heard in April, the courts ordered that £97,650 be awarded in compensation to the victims of a rogue trader who had been prosecuted by the Service last year and had been sentenced to three and half years in prison. In addition to the amount allocated to victims as compensation, a further £202,000 was confiscated from the defendant and will be put into the Home Office's Asset Recovery Incentivisation Scheme.
- There are a number of other cases where convictions have been secured, where financial investigation is ongoing, or confiscation proceedings have begun with a view to seeking compensation for victims from the defendant's proceeds of their crimes.
- KPI 7 records additional savings from other scam interventions and are not included here in KPI 1. This is because the Service started recording KPI 7 savings in this way from April 2016. Combining KPI 1 and KPI 7 gives a broader perspective of overall savings achieved for residents in 2016/17.

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

Note: These 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 vary but they provide useful context as to the extent of offending that the Service is dealing with.



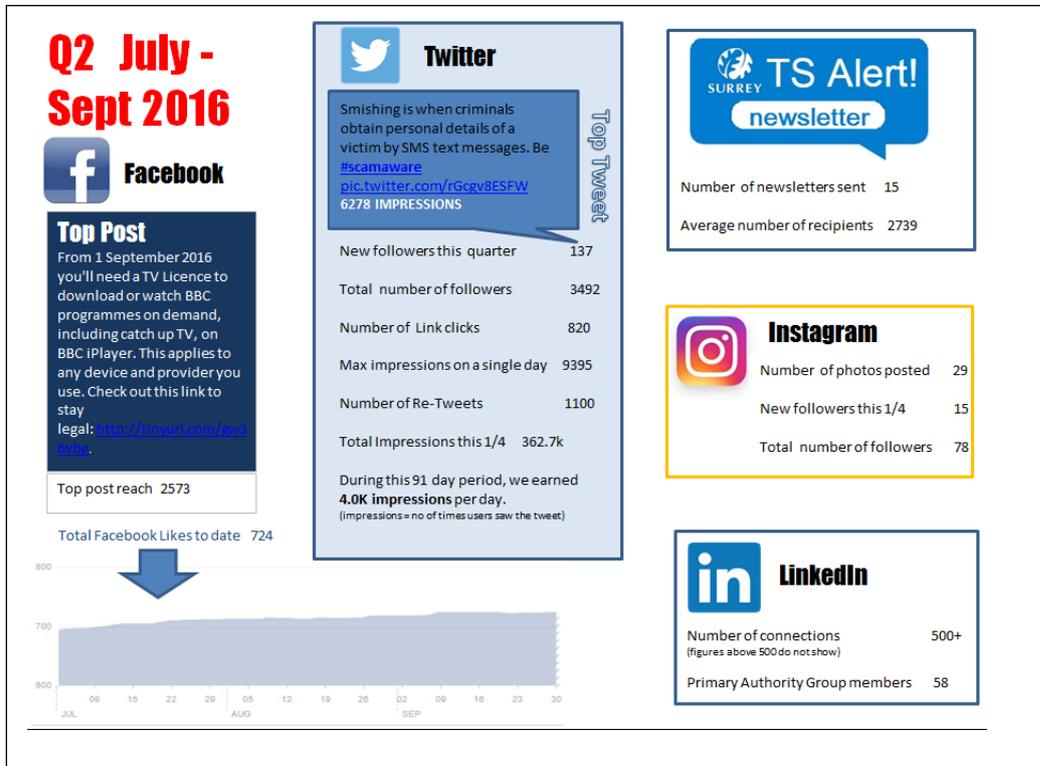
Numbers of doorstep stickers/packs sent out so far this year = **12,013**

- Convictions so far this year relate to money laundering and fraud linked to doorstep crimes, welfare of animals, and illicit tobacco.

- Quarter Two has seen the successful prosecution of two rogue traders for doorstep crime related offences and a retailer for illicit tobacco offences. This is in addition to a caution and two formal warnings relating to a doorstep crime incident, a mis-described take away meal and the illicit sale of a dog respectively.
- Both the rogue trader prosecutions involved the money laundering of funds, sourced from targeted cold calling of vulnerable Surrey, Bucks and Kent residents, for work conducted not of a reasonable standard and gross over charging for work and materials.
- Following investigation by Trading Standards into 17 counts of money laundering relating to roofing work and impersonation of a Trading Standards Officer, Trader One was sentenced to three and half years on each count, to run concurrently. Confiscation proceedings under the Proceeds of Crime Act are now underway to address the potential criminal benefit associated with these offences and to seek compensation for the victims.
- Trader Two was facilitating the laundering of money on behalf of various illegitimate enterprises across Surrey and Kent, relating mainly to gardening and driveway work. Following investigation by Buckinghamshire and Surrey Trading Standards Service and supported by Kent Trading Standards. The trader was sentenced to fourteen months imprisonment for each offence suspended for two years. The trader was also sentenced to carry out 150 hours of unpaid community work and subject to a curfew enforced by the wearing of an electronic tag. Compensation for the victims will now be sought via Proceeds of Crime proceedings.
- Prosecution Three relates to the supply of illicit tobacco. Following a proactive, intelligence lead operation, Trading Standards Officers discovered counterfeit cigarettes and hand rolling tobacco with a potential street value of approximately £800. The Trader was fined and a forfeiture order issued for the destruction of the contraband material.
- The investigation and prosecution of illicit tobacco remains a priority for Buckinghamshire and Surrey Trading Standards. Working with other agencies such as Surrey Fire and Rescue and Smoke Free Surrey operations are continuing, including work currently underway with Her Majesties Revenue and Customs (HMRC) and UK Border Force.
- As part of a national trading standards initiative Buckinghamshire and Surrey Trading Standards Service works with HMRC and Border Force to police Enhanced Remote Transit Sheds (ERTS), maintaining effective border controls of non-food consumer products arriving in the UK via London Heathrow.
- Since the program began various products identified as posing a potential risk to public safety have been intercepted prior to entering the UK market place. As an example in quarter 2, 500kg of powdered tobacco product in the form of oral snuff was intercepted and seized entering the UK via London Heathrow. As the investigation proceeded Buckinghamshire and Surrey Trading Standards secured a court order for the forfeiture and destruction of the illicit product.
- Following a major investigation into the sales tactics of a double glazing firm, two Directors and four Sales Agents signed undertakings not to use unfair trading practices in future. A breach of these undertakings could lead to legal action. The business itself was convicted of 10 offences in July and is awaiting sentence (more details will appear in the performance report following their sentencing).

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

Social Media



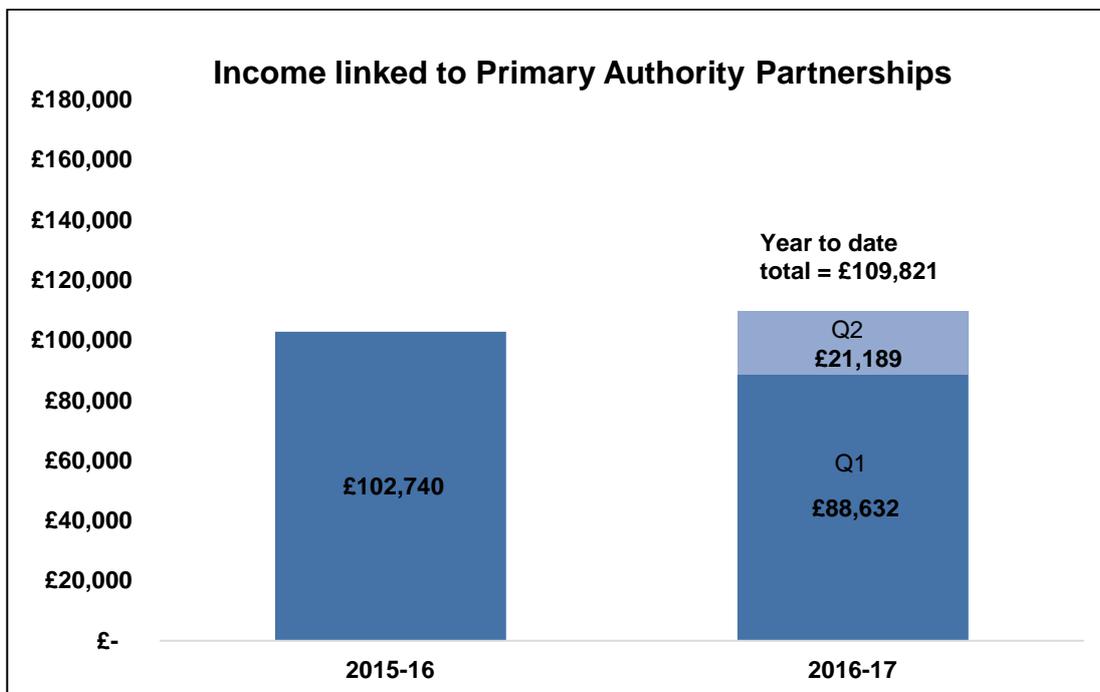
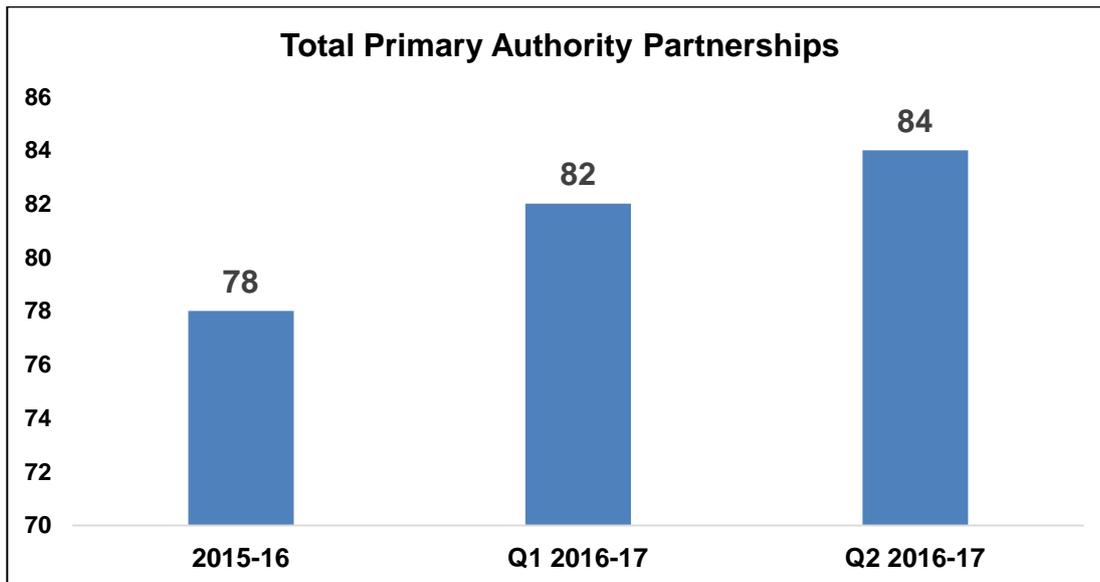
Volunteers

A total 57 volunteers ranging from 14-85 years of age work with the service.

Loneliness and isolation are often key elements in the lives of scam victims. Three volunteers assist with the socialisation and wellbeing aspects of victims that have been subject to scams. This includes 'befriending', accompanying the victims to social activities and acting as a conduit between the victim and the service.

Volunteers also accompanied officers on client visits, taking notes and engaging with clients, carers and other professionals and updating records. This was particularly beneficial to young volunteers as it helps with the development of socialisation and communication skills, better understanding of issues such as dementia, infirmity and other vulnerabilities. It was equally beneficial to the clients who are often anxious and defensive in the face of 'officialdom'; a school/college age volunteer can be reassuring to victims. Without exception clients were keen to talk to young volunteers thus enabling the officer to better assess the client's holistic issues including, for example, cognition, hoarding and personal hygiene and enable them to make sound referrals.

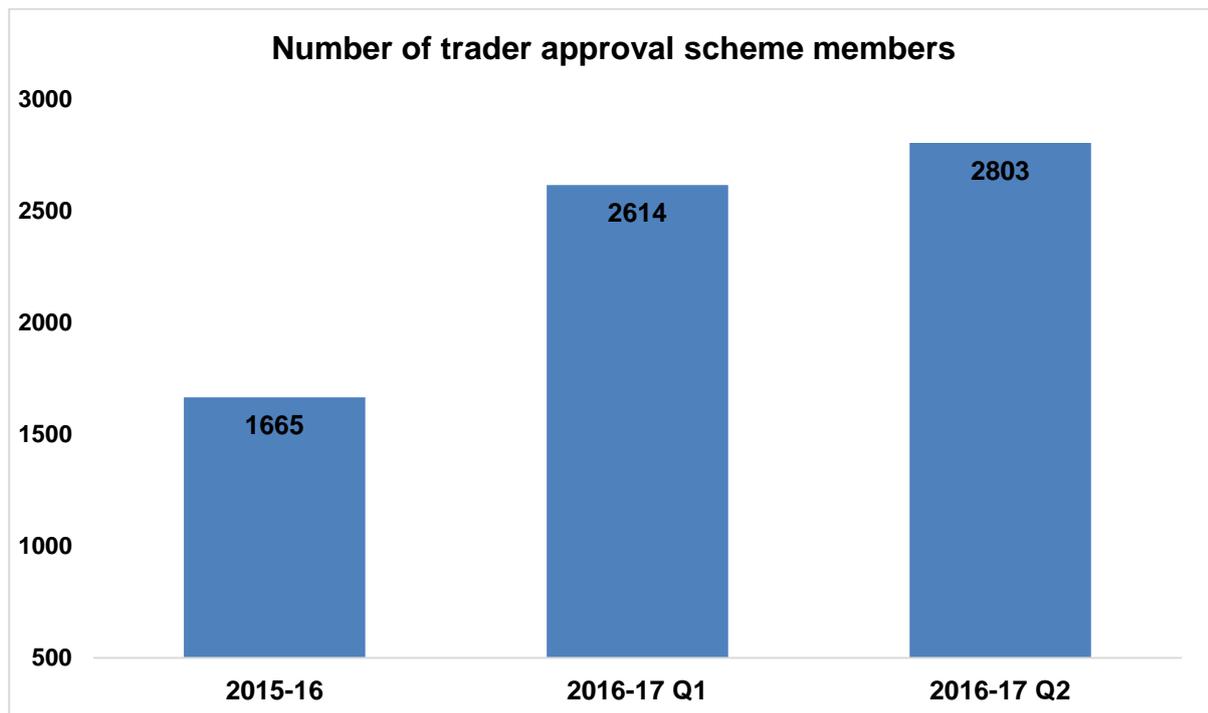
During their school/college holidays five volunteers worked with and provided support to officers both in the field and office. The work included; test purchasing and sending for analysis potentially unsafe projectile firing toys as part of a nationwide project, visits to local restaurants, cafes and takeaways to assess levels of compliance with food allergen legislation, and desktop research into Bucks based used car sellers.

KPI -4 To increase the number of Primary Authority Partnerships

The Service is providing some excellent support and consistency to businesses through our 84 Primary Authority Partnership. We have recently provided specific support to some PAPs to work more effectively with OFCOM, the ASA and the FSA.

Work has been underway on some larger contracts, both new and existing, to develop the services and value of each existing partnership offered. In order to ensure our service maintains high quality, productive partnerships we withdrew from a partnership this quarter which was not working despite our best efforts. This is the first time we have found it necessary to initiate a cancellation.

This quarter we formed new primary authority partnerships with The Health Food Manufacturers Association (HFMA) and Merisant UK. HFMA is a coordinated PAP with approximately 120 businesses divided between 12 categories of business activities and manufacturing, marketing or contract production.

KPI -5 Increase membership of trader approval schemes.

- As our partnership with Checkatrade continues to grow and becomes more established improvements in processes have helped to increase the robustness of the scheme. A number of businesses have been removed from the scheme as intelligence suggests they are not suitably fit to be endorsed with our approval.
- We continue to consider how best to support residents in finding good traders. This includes exploring developing partnerships with other trader approval schemes who would meet, as a minimum, the Trading Standards South East criteria for being Trading Standards Approved.

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.

Risk based work relevant to this indicator is carried out under the Food and Feed Enforcement Plan and is covered in detail in that report. The items below are in addition to this and can generally be considered 'non-routine'.

Joint New Psychoactive Substances (NPS) visits were carried out with police prior to the implementation of the Psychoactive Substances Act. Retail sales appear to have reduced to zero. The Service is developing intelligence as the supply may have shifted to hidden routes.

Additional visits have been carried out with Police and District and Borough Council Licensing officials with regard to alcohol licenses. Alcohol Licence reviews are routinely requested following the conviction of sellers of illicit tobacco.

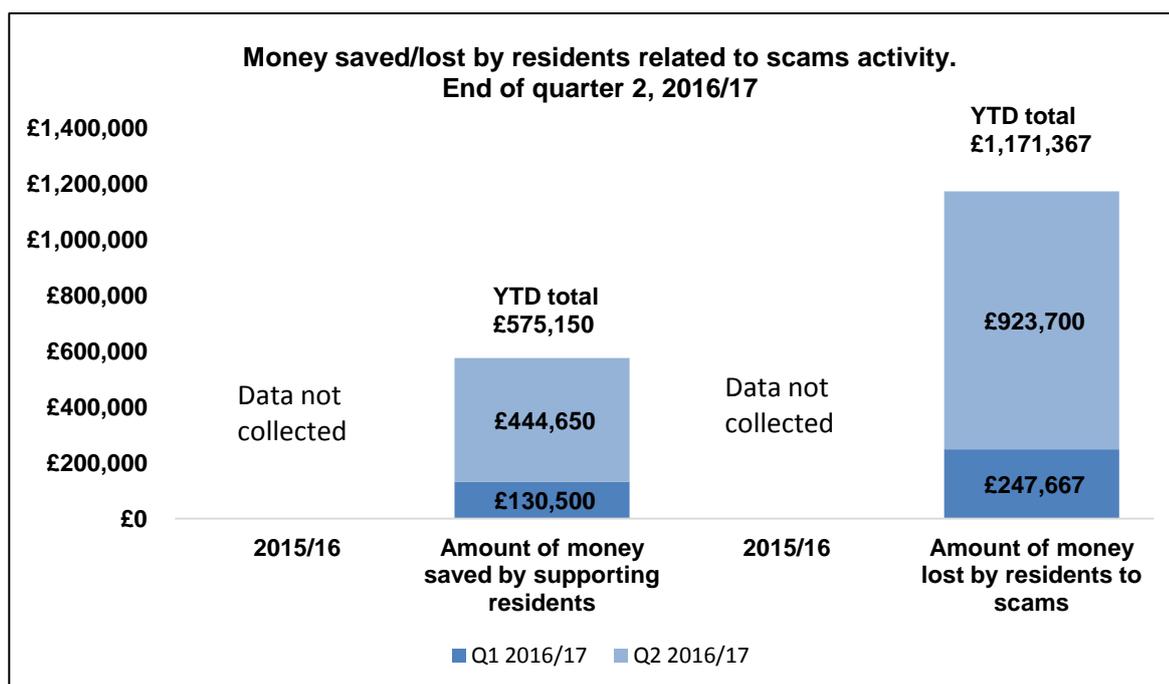
The Service has been working with partners to update and test contingency plans, particularly in relation to animal disease outbreaks.

Projects currently underway

- Allergens in catering establishments. Developing the work from last year in this area. The project now targets establishments most likely to endanger consumers by not declaring relevant allergens. Volunteers have carried out 73 visits.
- Dinitrophenol (DNP) issues. DNP is often used in weight loss and body building products. There have been a number of deaths associated with consumption of such products, notably connected to High Wycombe and Epsom, and the Service is aiming to raise awareness through higher education sites including by attending student welfare events. BBC Radio Surrey are currently producing a program on the dangers of DNP which includes interviews of the mother of the man who die in High Wycombe and with David Pickering.
- Traceability of the disposal of Surplus Food and Farm Waste Food – two projects to deal with food chain issues by looking at how waste food is disposed of and ensuring it isn't used as animal feed.
- National Trading Standards (NTS) feed funded sampling. This links to the Food & Feed Plan
- E-cigarette availability to under 18's.
- Tobacco control, in partnership with both Public Health teams and other partners - mainly focusing on illicit tobacco, which can adversely affect legitimate businesses, and potential sales of tobacco to under age children.
- A range of spices are being sampled to assess levels of aflatoxins (these can cause liver cancer)

Food Standards Agency (FSA) Audit

The FSA audited the Surrey area of the Services' work in relation to Feeding Stuffs in July. We are in the process of agreeing an action plan to respond to implement the recommendations agreed in the report. More detail of these is included in the Food & Feed Plan report.

KPI -7 Scams (including activities carried out by volunteers).

Two Scams Conferences have been arranged in Bucks (23rd November) and Surrey (25th January) to raise awareness of Scams and their impact on people whose situation is making them vulnerable to these types of fraud. The Conferences are aimed at existing and potential partner organisations that can have a role to play in reducing the impact of scams and are being run in conjunction with the National Scams Hub Team. The scams issue will be given context, in particular from the Social Care perspective, by Professor Brown from Bournemouth University.

During this quarter, Trading Standards have worked with the Fire Service to implement partnership working with respect to visits made to the vulnerable. Trading Standards distributes Fire Service "Safe and Well" cards to all the Scam and Doorstep Crime victims that are visited. Similarly, the Fire Service are advising us of any concerns they have with regards to potential Scam Victims so that we may carry out follow up visits.

The Service has met with the Vulnerabilities unit at the Head Office of British Gas. The purpose was to raise awareness of the work currently being carried out in respect of Scams and how their field staff could feed any concerns they may have about residents being scammed via the National Trading Standards Scam Team. British Gas will be joining the "Friends against Scams" programme and roll it out to all their employees next year.

Examples of working with victims of Scams include:

- A visit made to a gentleman who lives in the Caterham area. He says that he now realises how much he responded to Scams and how badly it affected his health and sense of wellbeing. He is very happy that we intervened and, at our request, has agreed to speak at the Surrey Scams Conference to relay his thoughts on the experience of responding to the mail.
- Working with a couple in High Wycombe who had been the victims of doorstep crime. The husband is physically fit but has secondary stage dementia. The wife has advanced Parkinson's and is physically frail. Follow up work, alongside colleagues in the police, fire and adult social care services included arranging for remedial work to be carried out by a Trading Standards Approved Checktrade trader and mediating this to completion;

installing a dummy CCTV camera; installing a call blocker; installing assistive technology in the form of a falls pendant alarm and a bogus caller button; referring the gentleman to Prevention Matters.

- A visit made to a couple of friends who lived together and were both in their 90,'s in Worcester Park, Surrey. The female had been responding to Scams and now has the onset of dementia as well as being almost bedridden. When the Officer attended the property she found the gentleman was very distressed and was not coping with his caring duties. He had had a severe headache for over a week. The Officer called the GP and a home visit was made that afternoon.
- A gentleman living alone in South Bucks, who has cerebral palsy and learning difficulties, a repeat victim of scams, cameras were installed at his property in 2014, which have reduced the number of doorstep visits. However, it has recently become apparent that he was now being targeted by phone, through mail and in the street. A call blocker has been installed and social workers from the MASH are involved. The Fire Service have done a home safety check. Loneliness has been identified as a contributory factor and a TS volunteer is assisting in taking him to local "Movers and Shakers" meetings and will be working with him to reduce the flow of incoming mail.