

**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 2017 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, 28 September 2017.

**Elected Members:**

- \* Mr Richard Walsh
- \* Councillor Margaret Aston
- Councillor Kay Hammond (non-voting)

\*= in attendance

**In attendance**

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

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

Phil Dart, Service Director of Communities, Buckinghamshire County Council

Andy Tink, Senior Principal Accountant, Surrey County Council

**1/17 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from Cllr Kay Hammond.

**2/17 MINUTES OF THE PREVIOUS MEETING [Item 2]**

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

**3/17 DECLARATIONS OF INTEREST [Item 3]**

There were none.

**4/17 PROCEDURAL ITEMS [Item 4]**

**5/17 MEMBERS' QUESTIONS [Item 4a]**

None received.

**6/17 PUBLIC QUESTIONS [Item 4b]**

None received.

**7/17 PETITIONS [Item 5]**

There were none.

## **8/17 FORWARD PLAN [Item 6]**

### **Declarations of interest:**

None

### **Witnesses:**

Steve Ruddy, Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service  
Phil Dart, Service Director for Communities, Buckinghamshire County Council

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

1. The Head of Trading Standards introduced the item and informed Members that the Forward Plan would be a new standing item published with each agenda to track items for future meetings. The Officer highlighted that a Tackling Scams item and a Primary Authority and Business Partnerships item would be added to the Committee's Forward Plan for September 2017.
2. The Service Director for Communities suggested to Members that an item on the impact of Brexit be considered at a future meeting as it would be a relevant topic worth discussing. It was also suggested that an item regarding the unitary debate on the integration of regulatory services at Buckinghamshire County Council be discussed. Members agreed that this would be better discussed at a future private Trading Standards Board meeting.

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

1. **A1/17** - To add Tackling Scams and Primary Authority and Business Partnerships to the Forward Plan for September 2017.

### **RESOLVED;**

that the Buckinghamshire County Council and Surrey County Joint Trading Standards Service Committee review and agree the Committee's Forward Work Programme

## **9/17 ACTION REVIEW [Item 7]**

### **Declarations of interest:**

None

### **Witnesses:**

Joss Butler, Committee Assistant, Surrey County Council

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

1. The Committee Assistant introduced the item and informed Members that the actions tracker was a new standing item which aim was to follow up and track any future actions that arise from meetings.

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

None.

**RESOLVED:**

that the Buckinghamshire County Council and Surrey County Joint Trading Standards Service Committee review and agree the Committee's Action Tracker

**10/17 PERFORMANCE AND JOINT SERVICE BUDGET [Item 8]**

**Declarations of interest:**

None

**Witnesses:**

Steve Ruddy, Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service  
Amanda Poole, Assistant Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service  
Phil Dart, Service Director for Communities, Buckinghamshire County Council  
Andy Tink, Senior Principal Accountant, Surrey County Council

**Key points from the discussion:**

1. Officers introduced the item and summarised for Members the performances relating to each Key Performance Indicator (KPI) from Annex 1 of the report. Relating to KTP 1, an updated annex was tabled at the meeting and attached to these minutes which updated the compensation and savings figures. A further £250,000 had been secured in compensation for victims and a further £160,000 in direct savings for residents had been achieved to date in the 4<sup>th</sup> quarter. Members stressed their appreciation to officers as these savings would not have been achieved without the work of the Trading Standards team. In particular in one Financial Investigation in excess of £100,000 had been recouped from the perpetrator and repaid to the Adult Social Care service which had been the victim of the scam, in addition to compensation paid to both DWP and to Reigate and Banstead Borough Council. Officers went on to make clear that the service would always prioritise compensation back to the victims. Members noted that the vast majority of compensation had been obtained under the Proceeds of Crime Act 2002.
2. Members discussed KPI 3 in the report and noted that the Trading Standards Twitter account had received over 300,000 impressions during a 91 day period. Members made clear that it was excellent to see that the Twitter account was having an impact on residents by raising awareness of scams, rogue traders and unsafe products. A Member of the Committee sought clarification on the number of volunteers that had signed up to assist with Trading Standards

projects. Officers confirmed that the number of volunteers had increased but could not give the exact figure. It was agreed for details to be circulated after the meeting.

3. Officers asked the Committee to note that the figure showing the year to date total income linked to Primary Authority Partnerships in KPI 4 was now over £140,000.
4. A discussion took place around the WorkPlace Wellbeing Charter (WWC) which officers described as a scheme to encourage organisations to publicise health and wellbeing in the workplace. Members stressed that it was very important for Surrey and Buckinghamshire County Council to have a coordinated approach when supporting this scheme as each County Council would need to have a positive internal environment before promoting it to other organisations. It was agreed that the WWC for Surrey and Buckinghamshire County Council be circulated to the Committee.
5. Members highlighted that it was important to present information clearly in the report as it was a public facing document and asked that officers considered this further in the future.
6. Members had a discussion on the mitigation techniques for preventing illegal and unsafe products from entering the County. Officers explained that Trading Standards had various methods which included working closely with the Border Force and Customs to monitor and detect these illegal items and confiscate if necessary. Members also noted that Trading Standards worked with various importing organisations by providing advice and expertise on identifying unsafe products.
7. Members stressed the importance of having a strong relationship with the Police and the joint benefits of working together. After discussion it was asked that once the Q4 figures are available, a report be sent to the Office of the Police and Crime Commissioner highlighting work being done by Trading Standards to prevent crime and disorder.
8. Members were provided with a brief financial update which confirmed that Trading Standards had achieved a £100,000 under spend for the current year. Members noted that in terms of savings that the partnership between Buckinghamshire County Council and Surrey County Council was in a healthy place with a positive outlook.

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

1. **A2/17** - For details of the number of volunteers in Trading Standards to be circulated to the Joint Committee
2. **A3/17** - For an update on progress with the the Workplace Wellbeing Charter to be circulated to the Joint Committee.
3. **A4/17** – When the Q4 performance figures were available for a report to be sent to the Office of the Police and Crime Commissioner highlighting work being done to prevent crime and disorder.

**RESOLVED;**

that the Buckinghamshire County Council and Surrey County Joint Trading Standards Service Committee agree to:

- I. note the Service's performance.

- II. agree the Performance Indicators for 2017/18.
- III. agree the revised joint service budget to include additional savings over and above those previously agreed

**11/17 OFFICIAL FOOD STANDARDS AND FEED CONTROLS PLAN 2017-2018  
[Item 9]**

**Declarations of interest:**

None

**Witnesses:**

Steve Ruddy, Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service  
Amanda Poole, Assistant Head of Trading Standards, Buckinghamshire County Council and Surrey County Council Joint Trading Standards Service  
Phil Dart, Service Director for Communities, Buckinghamshire County Council

**Key points from the discussion:**

1. Officers provided Members with a summary of the 2017/18 Official Food Standards and Feed Controls Service Plan (FSA Plan) and highlighted its key points. It was noted that a further document would be published which concentrated on ensuring a more user friendly theme to allow for easier understanding by the public. It was also noted that significant work had been done with the Food Standards Agency (FSA) to improve how food regulation would work and how food services would be regulated in the future.
2. Members discussed the importance of labelling allergens on food products and the consequences of mislabelling. Members questioned how this was monitored which lead to officers providing details of a project with district and boroughs to ensure compliance with allergen labelling.
3. Members sought clarification of the fees set by Trading Standards and how it compared to other County Councils. Officers confirmed that many fees were set statutory so could not currently be changed but others did have the opportunity to be put under review in the future.

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

None.

**RESOLVED:**

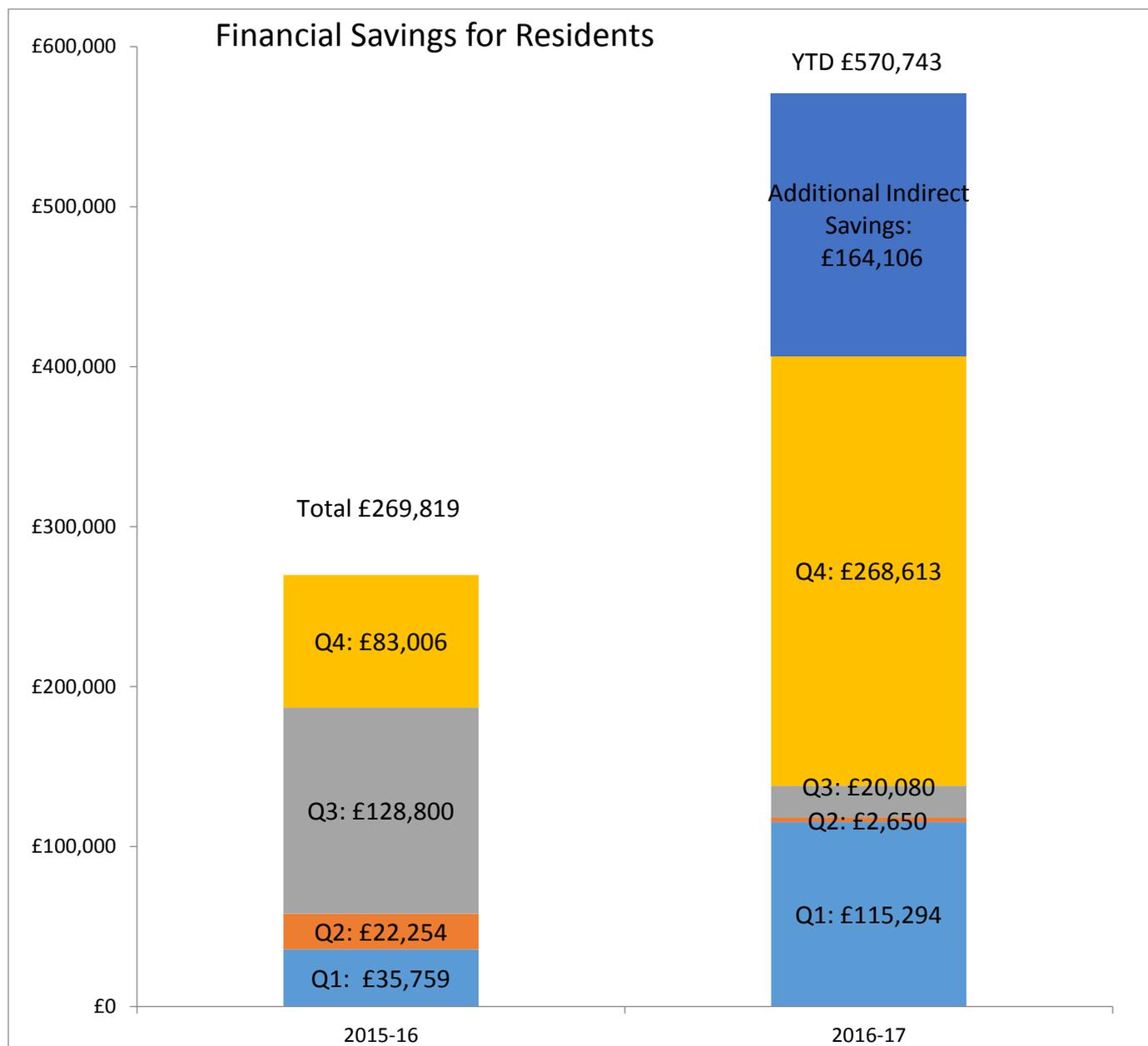
that the Buckinghamshire County Council and Surrey County Joint Trading Standards Service Committee approves the 2017/18 Official Food Standards and Feed Controls Service Plan (the FSA Plan).

Meeting ended at: 1.35 pm

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**Chairman**

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



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

