



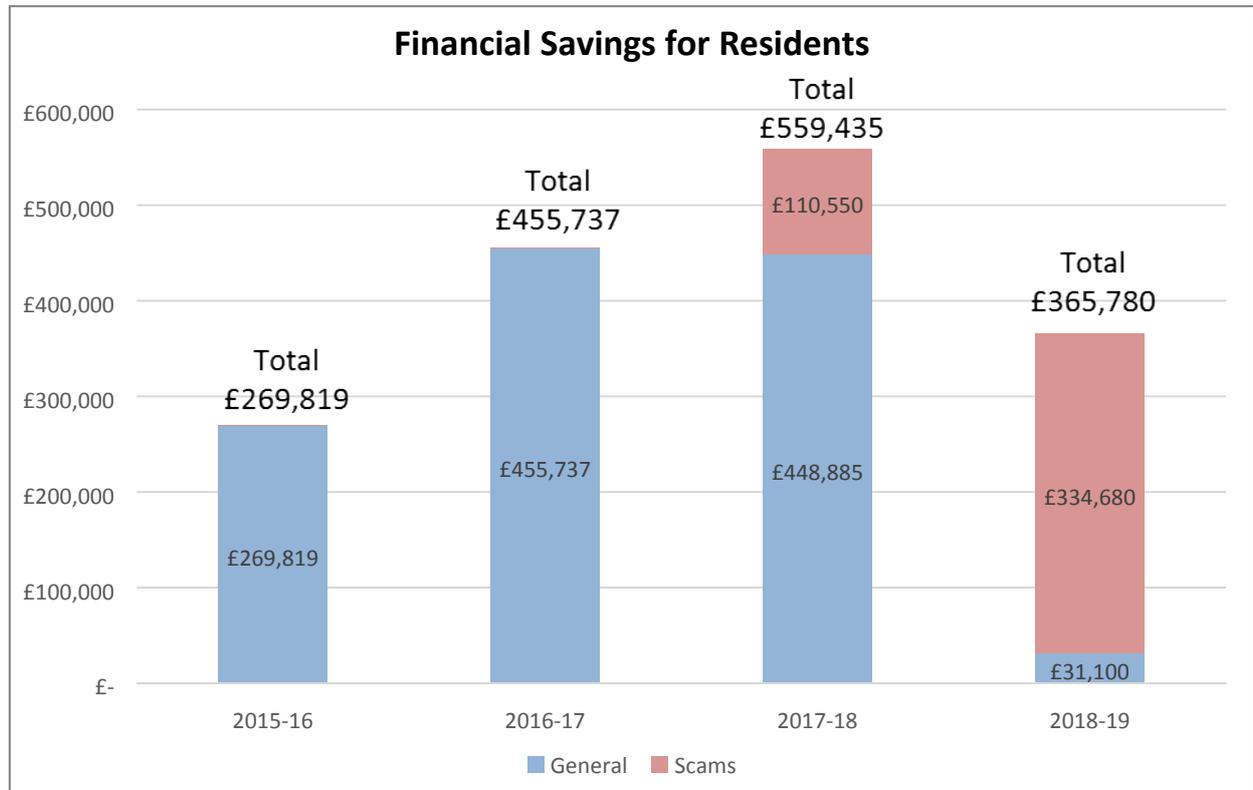
**KEY PERFORMANCE INDICATORS
FULL YEAR REPORT 2017/18
& Q1 2018-19**



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	<p>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.</p> <p>Use and deployment of Truecall call blockers continued to grow and Friends Against Scams has continued to grow strongly.</p>	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	<p>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.</p> <p>Our work on Eat Out Eat Well has been shortlisted for a national Public Health award.</p>	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.

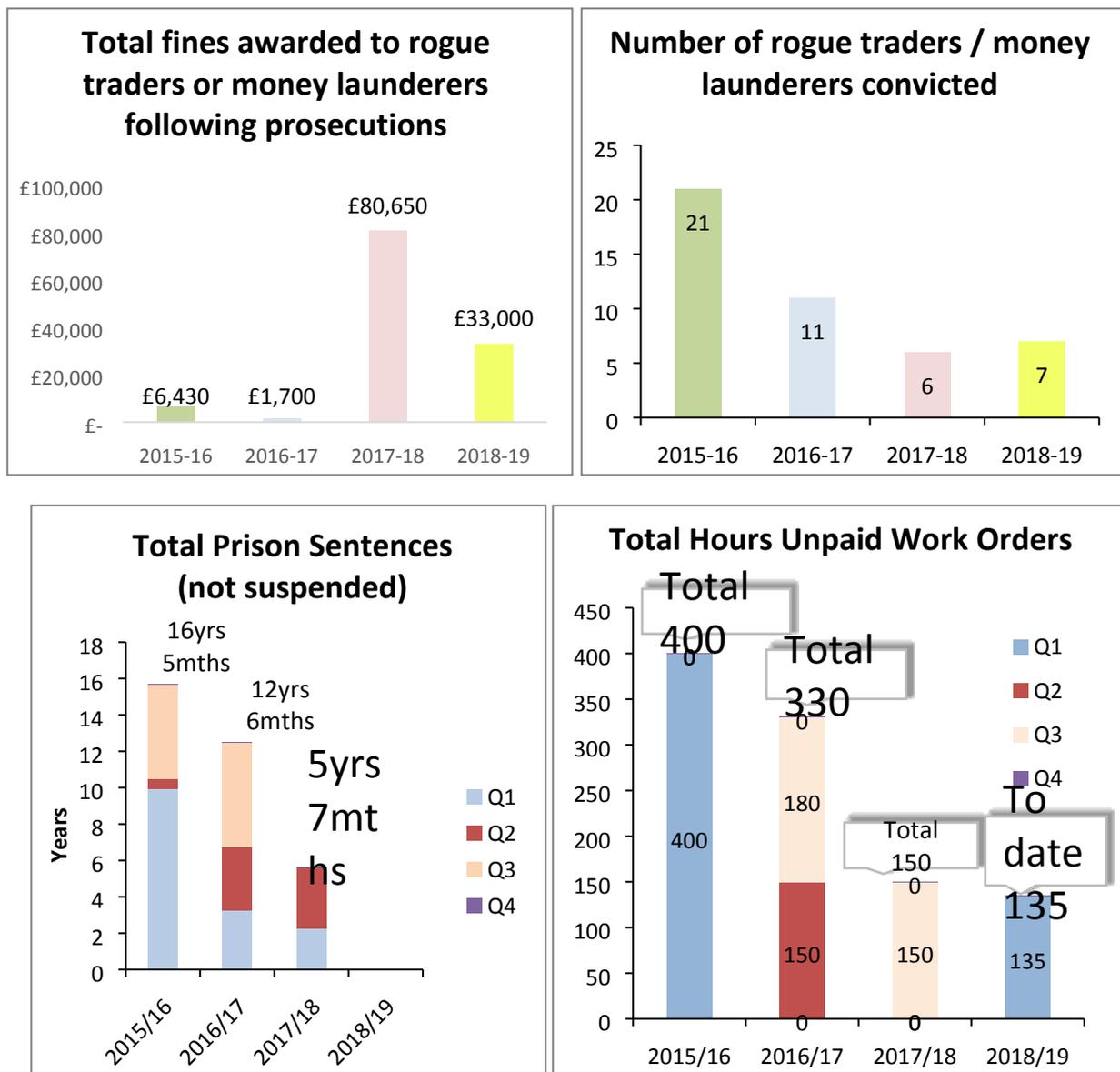
In 2017-18 the Service began to robustly record the amounts saved by its interventions with known victims of scams, the vast majority of whom are identified to us by the National Scams Team.

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 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

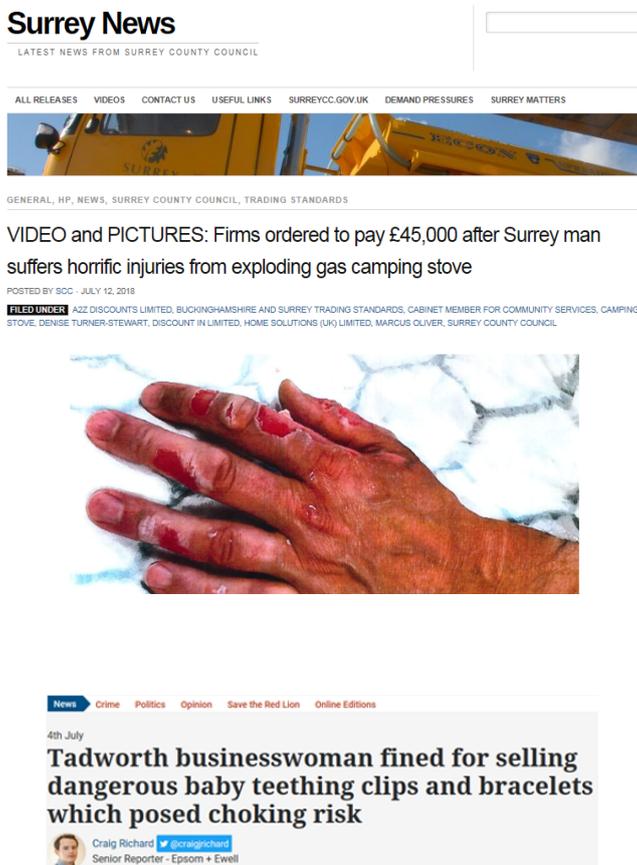
Annex A

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

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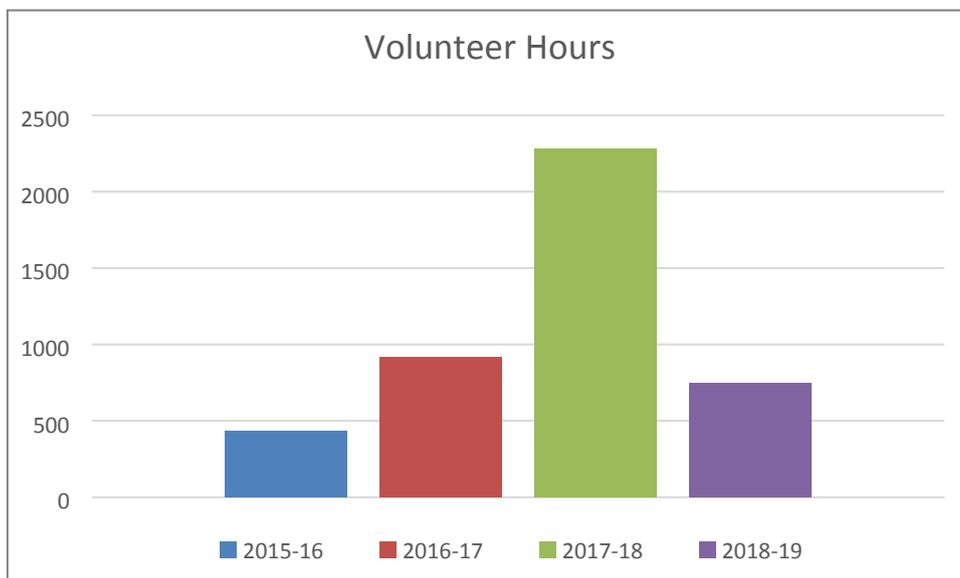
Zenith Staybrite Ltd was fined at Guildford Crown Court on Friday (June 23)

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.

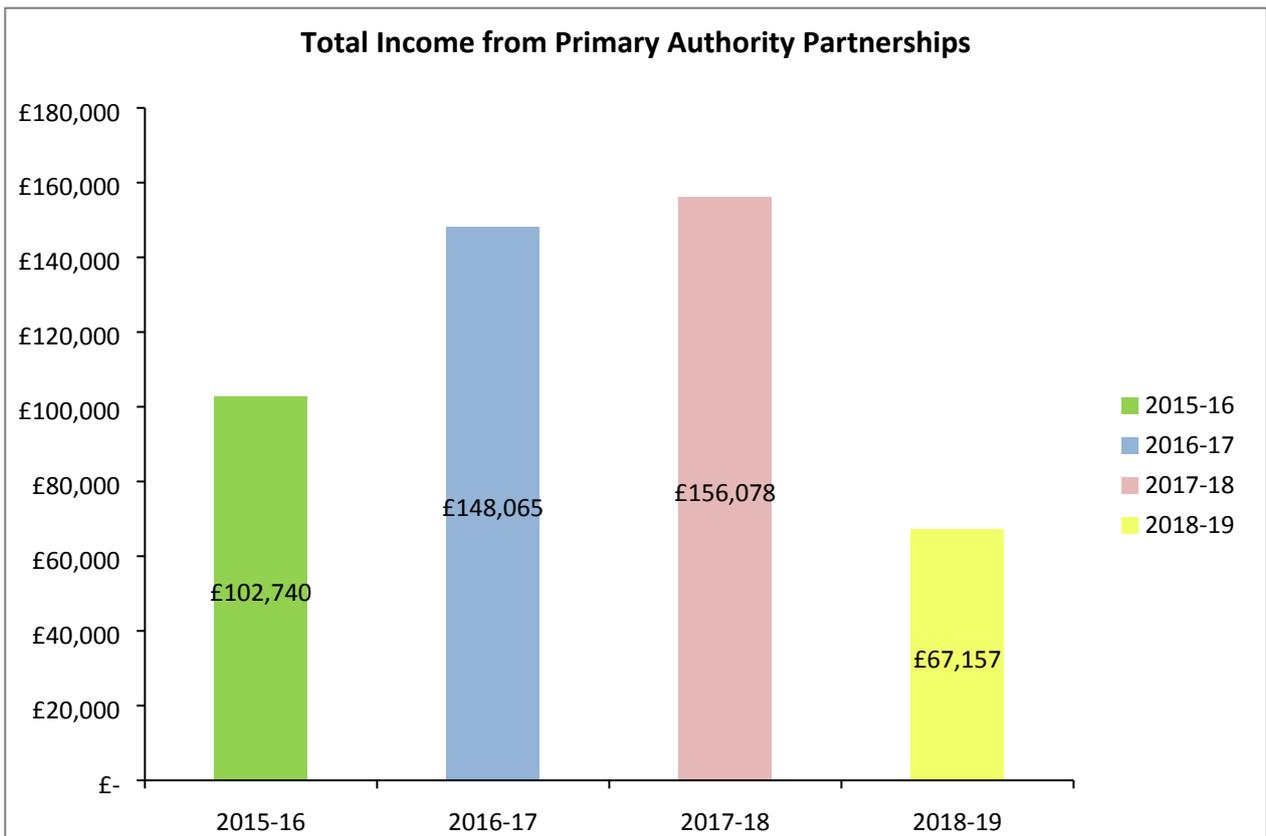
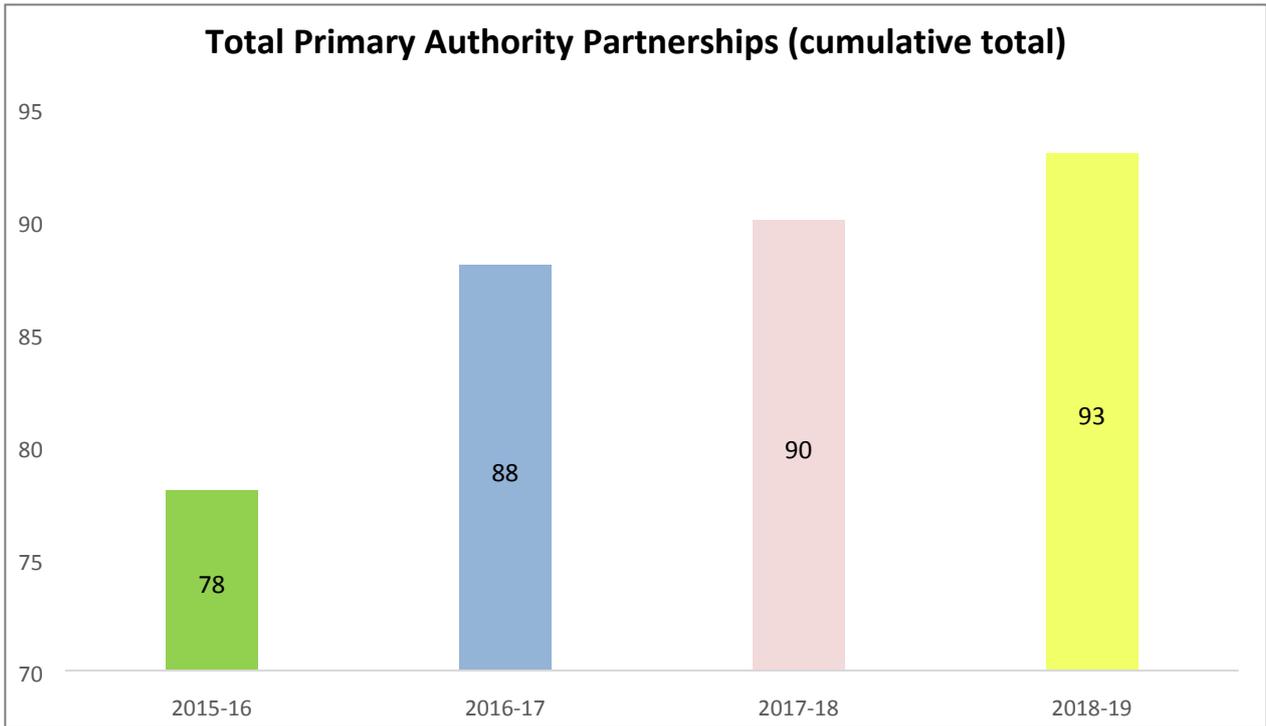
Weekly Newsletter

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 image shows a newsletter banner. At the top, there are four small images: a hand holding a smartphone, a man looking at a newspaper, a man in a high-visibility vest talking to a woman, and a close-up of a keyboard. Below these is a blue banner with the Buckinghamshire County Council logo (a swan) and the Surrey logo (a tree). The text on the blue banner reads "TS Alert!" in large white letters, with "31 August 2018" below it. To the right of the blue banner is a white circle with the word "NEW!" in blue, and "Click here for our business page" in black. Four red arrows point towards this circle. Below the blue banner 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 section 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.

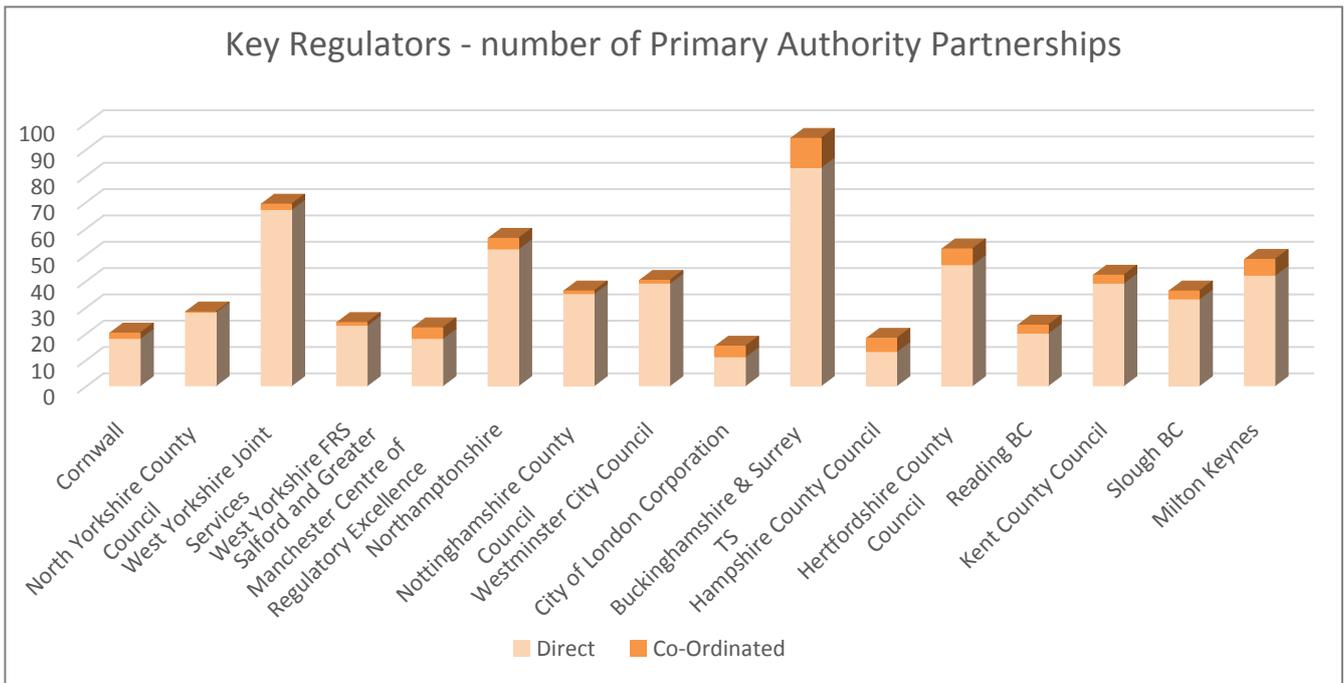


In June the Service won a national award for its work to cut red tape for businesses and boost the economy. The service was recognised by the Government’s Office for Product Safety and Standards for its partnership work with dozens of businesses to help them comply with regulations, supporting their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

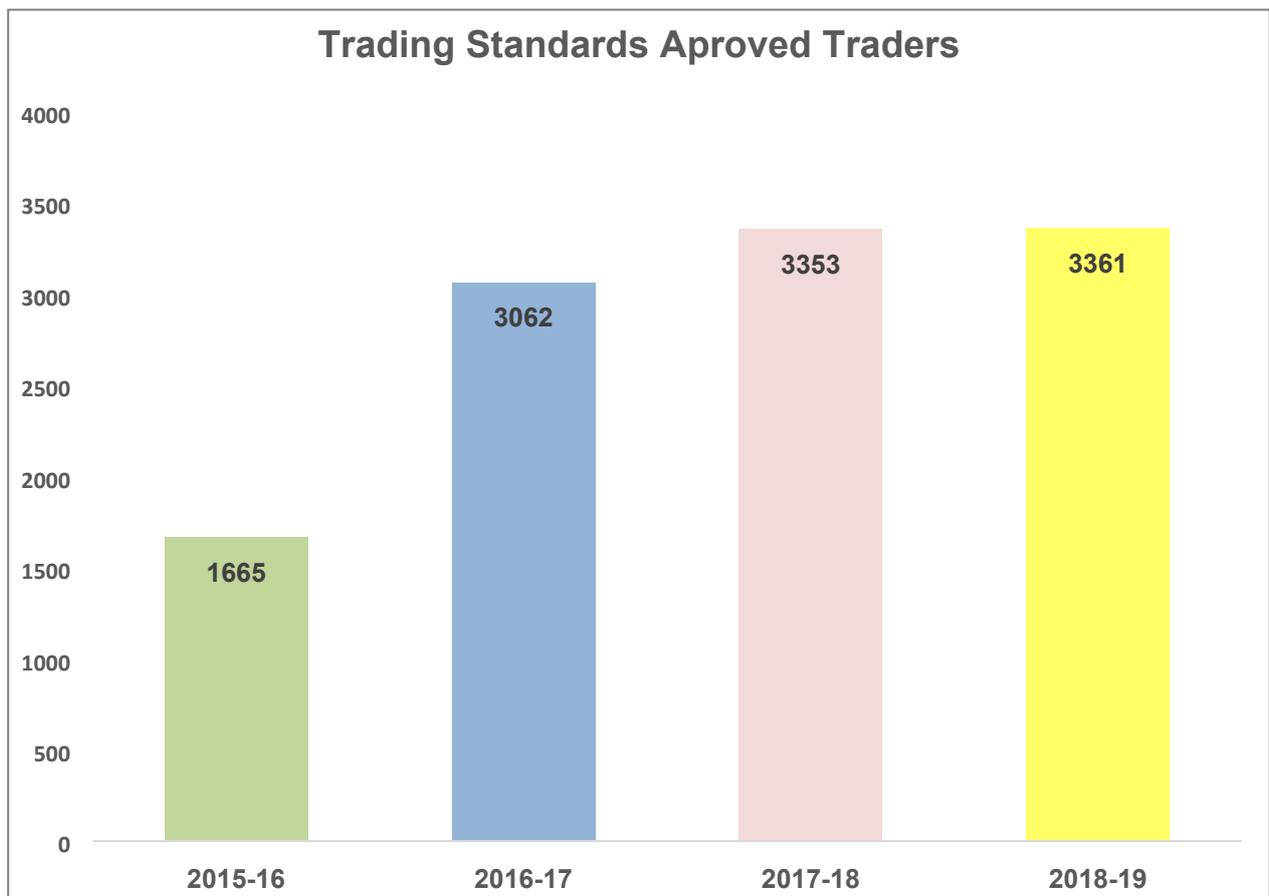
This includes the ‘single point of contact’ offer which enables businesses to work with a single trading standards service but to get advice on a regulations which apply across areas beyond England (Scotland, Wales and the Channel islands) and bodies including Environmental Health and Fire.

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.

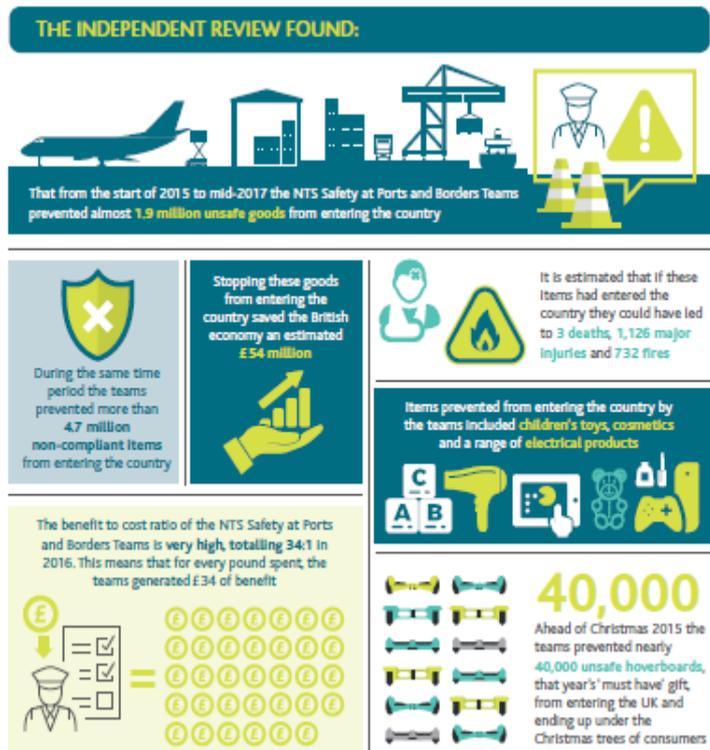
Ports Project

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:

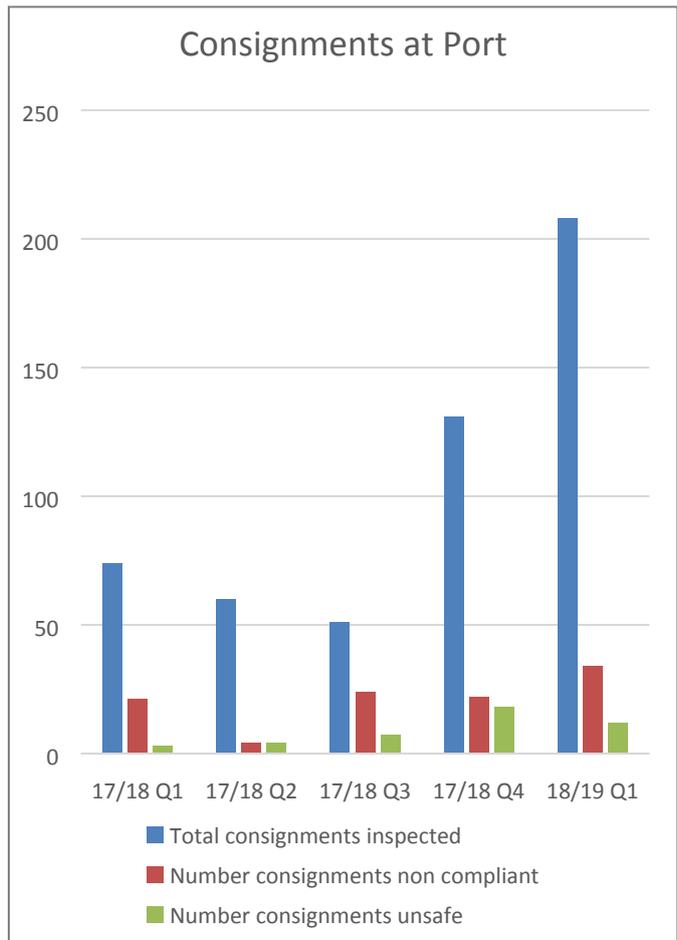
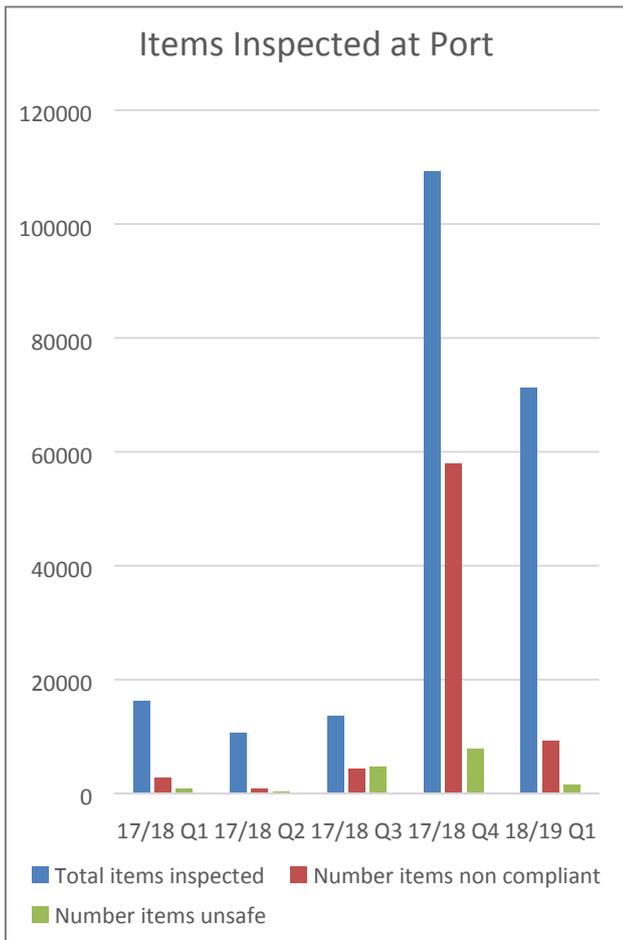


“Our broad view is that NTS Safety at Ports and Borders is a highly effective operation. We estimate that, in 2016, it identified over 1.2 million unsafe or non-compliant goods, preventing approximately 500 fires, 1000 major injuries and 2000 minor injuries, with a net benefit to England and Wales of 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



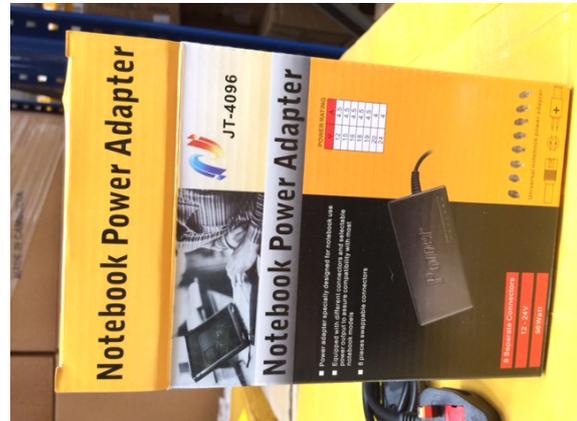
LED Disco Light
The plug does not comply with BS1363 and poses an electric shock and fire risk because of its poor design. Whole plug suspected to be counterfeit.



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

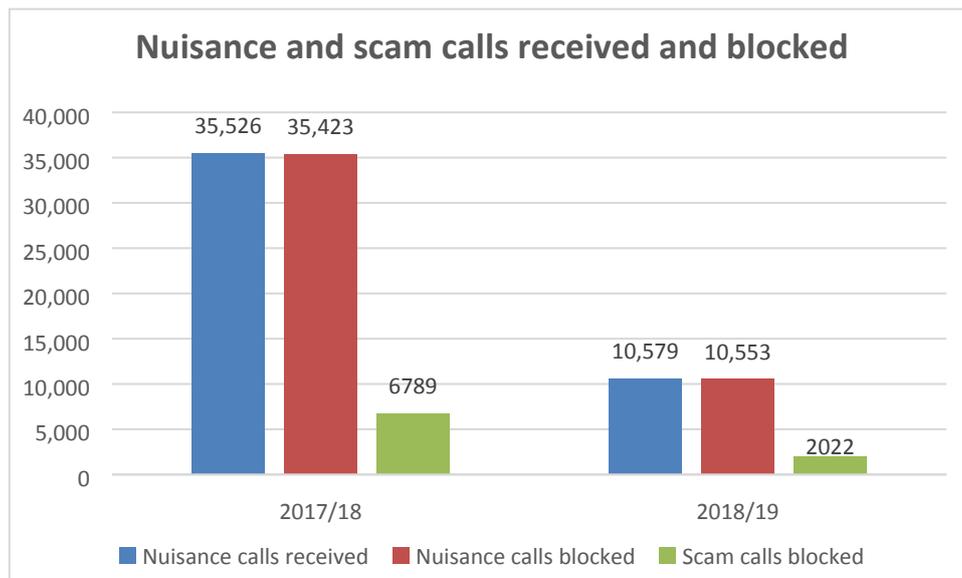
Work has commenced on several food projects. These include working with catering establishments to ensure they properly inform consumers about allergens. We are also looking at local food produce to support local businesses to comply. Another project is dealing with food supplements sold on the internet 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.

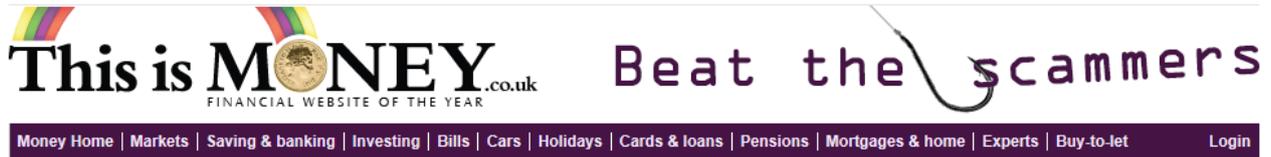
Call Blocking - cost/benefit analysis*

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.