

# Trading Standards Service

## Service Operational Plan 2006 – 2007



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# Part 1

# Service Operational Plan

## **INTRODUCTION & CONTEXT**

This operational plan covers the period 2006-2007. It outlines how the Service will tackle the current workload, the new opportunities and the demands on the Service over the period of this plan. It is assumed that there will be organisational and financial stability during this period and the plan will be reviewed throughout the year.

The requirements of the Department of Trade and Industry Service Delivery Plan are incorporated into this Model.

### **1) Team Functions and Purpose**

The Trading Standards Service is unique in London operating as a consortium partnership between Brent and Harrow. It is a front line service, with Brent and Harrow working together, both Authorities having joint responsibility, and with the staff employed by Brent. The Service is a regulatory unit within the Environment and Culture Directorate, and carries out the statutory obligation placed on the two Authorities to enforce over 45 different pieces of criminal consumer protection legislation, numerous EEC Directives, subordinate legislation, Codes of Practice and guidelines. The Service also gives "prioritised" civil advice, with a Consumer Advice Officer (for each borough) who offers practical assistance to vulnerable residents seeking civil law redress through the County Courts.

The Service is well established, having been operating as a consortium since 1965 with tried and tested operational procedures and practices. Brent and Harrow confirmed their commitment to working together in an agreement operating from 1 April 1995 under Section 101(5) of the Local Government Act 1972 with the Joint Advisory Board being the relevant body to discharge the functions of the Service. The structure of the Service and its position within the Corporate structure can be seen in Appendix 1.

The Service covers a geographical area of 9,361 hectares, (Brent: 4325 hectares; and Harrow: 5,036 hectares), with a population of 479,602 (Brent: 267,741 (56%) and Harrow: 211,861, (44%) – ONS, 2004 mid year figures). Brent has an ethnic population of 54.7% and Harrow 41.2%.

The Service is accessible by telephone (including minicom), fax, e-mail, web-site, videophone and personal visit. Opening hours are 9.00 – 5.00, Monday to Friday, with a facility to contact the Service outside of these times and leave a message.

The Service's objectives are documented in 'Objectives' below and reflect the Corporate Strategy of each borough as defined in the E&C Service Development Plan, the priorities defined both nationally and locally by consultation with stakeholders. They are designed to promote the economic well-being and quality of life in the community by ensuring:

- Confident and knowledgeable consumers and businesses
- Support for competitiveness and enterprise in the community
- A fair and safe trading environment

### **2) Objectives**

The following objectives have been set to reflect national and local strategies, Service Development Plans and consultation with stakeholders :-

- (i) To enforce the legislation assigned to the Service.
- (ii) To provide training and development for all staff within the resources available, which reflect both the needs of individuals and the goals and objectives of the Service.
- (iii) To ensure that effective communication systems are in place, both internally and externally.
- (iv) Ensure external accreditations are maintained and that best value services are provided through continuous improvement in service delivery
- (v) To provide an advice, information and educational service and to promote the Service within the consortium area.
- (vi) To achieve wider participation of these objectives by reference to both Councils' corporate policies, Directorate policies, and by promoting these objectives to existing and potential stakeholders.

#### Service Policy Statement

The Trading Standards Service Policy Statement is: -

*"The Trading Standards Service for the London Boroughs of Brent and Harrow aims to provide its customers with the highest quality of service in support of the to serve the community".*

#### Service Aim

The overall aim of the Trading Standards Service is **"to ensure a safe, fair and equitable trading environment exists for consumers and commerce alike."** This aim will be achieved by enforcement of the legislation assigned to the Service, carried out with due regard to our policy statement and within the terms of our overall objectives.

#### Service Priorities:-

These have been set following consultation with our stakeholders and customers.

National Priorities: -

- i) Informed Confident Consumers.
- ii) Informed Successful Businesses.
- iii) Enforcement of a Fair and Safe Trading Environment.
- iv) Efficient, Effective and Improving Trading Standards services.

Local priorities (key result areas) for the Service are: -

- i) Investigation and speedy resolution of consumer complaints.
- ii) Advice to traders and consumers.
- iii) Inspection of relevant trade premises to achieve compliance.
- iv) Partnership working with other organisations.
- v) Promotion of these objectives to the community.
- vi) Verification of trade equipment.
- vii) Warning and prosecuting offenders where appropriate.

Performance Management has been introduced for all staff, who have regular assessments to ensure that our targets and objectives are met. Appraisals of all staff are carried out twice a year. Each officer's Key Result Areas and Success Criteria reflect the above priorities and objectives.

### **3) Context/Strategic Framework**

Brent's vision is:

*“Brent will be a borough where all its communities enjoy a high quality of life and will be able to fully participate in society. Brent Council will have a reputation for good democratically accountable leadership, strong partnerships and excellent services. Brent will be a borough proud of its diversity, served by an ambitious, progressive and outward looking council. Brent will be a home of choice for its diverse population and businesses.”*

Brent's values are:

- i) Achieving service excellence.
- ii) Raising the quality of life.
- iii) Serving all our communities.
- iv) Developing and motivating our staff.

Brent's Corporate Strategy is:

- i) Supporting children and young people.
- ii) Promoting quality of life and the green agenda.
- iii) Regeneration and priority neighbourhoods.
- iv) Tackling crime and community safety.
- v) Achieving service excellence.

Harrow's Vision is:

In Harrow we will strive for a community:

- where everybody is able to enjoy healthy and happy lives in an environment which is clean, safe and secure
- which is cohesive and strong
- where all have the widest range of opportunities to succeed and the capacity to achieve their aspirations
- where no-one feels excluded
- where young people have a strong voice and are heard

Harrow's Strategic Corporate Priorities are:

To achieve our vision, we will focus on the following key strategic corporate priorities which will make a real difference to living and working in Harrow:

- Strengthening Harrow's Communities
- Putting Harrow on the map
- Valuing Harrow's customers
- Impact through Harrow's partnerships
- Harrow, a true learning community

The Service plays its part in contributing to the Corporate Strategic Strategy of both Councils' when enforcing legislation by:

◆ **Promoting quality of life and the green agenda (Brent)**

◆ **Impact through Harrow's partnerships (Harrow):**

Protecting the public from illegal trading including the sale of unsafe or falsely described goods and services is the main function of this Service. All enforcement activities are designed to improve the quality of life for the community within our area. Educational talks given to local groups empower them to become safe, confident consumers. The Trading Standards Service is committed to playing its part in meeting the Environmental & Culture Service's

green agenda objective of reducing enviro-crime across the borough. This will be carried out by taking action against traders in the following areas:

- Sale of vehicles from public highways
- Reduction of graffiti through enforcement of legislation controlling the sale of paint spray cans
- Provision of advice to the public and local business on energy efficiency labelling for domestic appliances, and
- Provision of advice to local business on passenger car fuel consumption and CO<sub>2</sub> emissions

◆ **Supporting children and young people (Brent)**

◆ **Harrow, a true learning community (Harrow)**

◆ **Impact through Harrow's partnerships (Harrow):**

Through our under-age test purchasing programme, and extensive publicity relating to this work we will seek to reduce the number of traders that supply age restricted products to children. These products include fireworks, cigarettes, butane, knives, alcohol, lottery tickets, videos, and spray paint. Current work involves the introduction of a good trader scheme relating to the sale of age restricted goods. We continue working with local schools and colleges to develop greater understanding of consumer education and we provide four work experience placements each year.

◆ **Regeneration and priority neighbourhoods (Brent)**

◆ **Impact through Harrow's partnerships (Harrow):**

We support this corporate objective through working with local businesses to ensure rogue traders are dealt with and bona fide businesses are given support through help and advice. We have introduced a good trader scheme for motor traders to encourage fair competition and to redress the economic balance. Particular attention is paid to priority areas where our Officers are working jointly with other agencies as part of the 'Safer Kilburn Project' and to tackle illegal street sales in Harrow. Local businesses are consulted through the Local Business Partnership Groups. The Wembley Stadium opening next year will present a particular enforcement challenge to the Service

◆ **Tackling crime and community safety (Brent)**

◆ **We will strengthen Harrow's local communities (Harrow):**

A key priority for the Service is to ensure that all products for sale are safe, particularly electrical goods, toys, cosmetics, furniture (including that supplied in rented accommodation), bicycles, car tyres, etc. Consumer Safety enforcement is high on the proactive enforcement agenda, and criminal offences are processed whenever appropriate. We intend to work together with the EnviroCrime Co-ordinator and other Units in Brent and Harrow to identify ways in which we can help to reduce crime. Our under age sales work further supports this objective by ensuring that children do not have ready access to alcohol and other similar products which are linked to teenage crime. We regularly conduct a multi-agency approach to enforcement and work alongside other law enforcement agencies both internal and external to the Council.

◆ **Achieving service excellence (Brent)**

◆ **We will develop a customer focussed Council (Harrow):**

Continued use of the EFQM excellence model helps underpin our external accreditations and provides continuous improvement and opportunities for further development. We have already achieved and maintained IIP, UKAS, ISO14001, Charter mark, Notified Body Status, and the CLS Quality Mark. We are a founder member of the Trading Standards Service Development Group, and have been instrumental in developing a number of best practice guidance documents in Trading Standards. We have undertaken a peer review and achieved a UK Business Excellence Award. Further developments nationally in

Trading Standards are linking in the National Performance Framework and a number of other Government returns into an EFQM web based Peer Review site, which will allow comparisons to be made with other Trading Standards Services throughout the Country.

### Environment & Culture's Service Development Plan

Our contribution to the Environment Service Development Plan can be seen above under the heading context/strategic framework. We intend to ensure that we work towards the aims within this plan.

### Cross Cutting Work and Partnerships

The Service has moved from being largely autonomous to working increasingly on projects which involve cooperation with a wide range of Services on cross cutting themes. This often involves working in partnership with a variety of partners often on a multi agency basis.

The aspirations of the Corporate Improving Brent Programme have been translated into the E&C Local Improvement Plan. Some of the actions from this plan have been translated into specific actions for our unit to contribute towards. We will provide a staff member to assist with the role of facilitating the IB programme.

Electric blanket testing, child car seat testing, Wembley market enforcement, alcohol licensing, underage test purchasing, doorstep crime, Consumer Support Network, Community Legal Service, Consumer Direct, illegal street trading, attendance at the E&C Regulatory Services management and Enforcement groups and dual submission for the Public Protection Achievement award are just some of the examples of partnership working carried out last year which we will be continuing or extending throughout 2006/7.

Our partners include, in addition to a number of Council units in both boroughs, other Trading Standards Services, the Police, Fire Service, Benefits Agency, Immigration, Customs and Excise, Patents Office, Fact and BPI.

## **PRESSURES FOR CHANGE**

### **1) New Legislation and Government Initiatives**

New legislation relating to fireworks enforcement has been introduced, which changed the registration/licensing regime significantly. Licenses can now be for restricted sales at certain times of the year or for all year round sales. The Service enforces this in Harrow and now has to carry out an inspection programme all year round.

The new Licensing Act has had an impact on the Service as it is a nominated "statutory consultee", which means Trading Standards has an input into licensing applications/renewals because of our knowledge/experiences with off-licences and public houses. The necessary work is likely to have an extra ongoing cost of about £5000 per annum. The Act allows TS Officers to carry out test purchasing of alcohol to underage children for the first time. A programme of enforcement has taken place in partnership with the Police throughout the year, which will continue next year.



“Home Seller packs” legislation is still due to come into force towards the end of 2006/7. This requires estate agents to ensure that packs, giving certain property purchase information, are made available to prospective purchasers prior to purchase.

The legislation changed last year in respect of clamping firms and these changes are beginning to take affect now. The Security Industry Authority (SIA) is now fully set up and operating training schemes for clampers and a licensing regime. We have a role to play in liaison with them, and for us to educate consumers. We have taken strong action against illegal clampers last year with several being prosecuted. This will continue this year.

Consumer Credit Advertising legislation is being overhauled and likely changes this year are a removal of the old categorisation of credit advertisements that put them into simple, intermediate or full categories and controlling what information could/should be included for each. It is likely that consumer protection will be increased by the changes, and we will have a role in ensuring local business compliance and consumer education.

The new Proceeds of Crime legislation will have an impact due to the extra demand on officers to consider the monetary gains made by a defendant in conducting the illegal activity, and secure evidence of earnings. It provides us with further opportunities to impose an extra penalty on the defendant. One officer has received extensive training and is now qualified to do this work, not only in the consortium but across London.

The Regulation of Investigatory Powers Act has placed a further burden on the Service in relation to resources required to comply with “access to communications data” requests. The Service has had to nominate a qualified “Single Point of Contact” officer and a “Designated Person” to oversee and approve every application. These applications and the Service are subject to external audit by the Commisioner.

The Government are keen to tackle “Doorstep crime” and have encouraged Police and other agencies to work with Trading Standards to make an impact. This Service is already dealing with this and will continue next year.

### Consumer Direct

Consumer Direct is a new national helpline which has been set up with funding from the Department of Trade and Industry. The Service went live in London during 2005. This helpline will work in conjunction with Trading Standards Departments and provide initial ‘next step’ advice to consumers. This will empower consumers by providing an alternative option to receive clear, practical consumer information and advice. Consumer Direct will be a first point of call for consumers, providing first tier advice on a range of consumer matters, including pre-shopping advice, information on consumer rights and practical guidance on individual problems and how to gain redress. The aim is to give people the knowledge, tools and confidence to be able to resolve matters themselves. The Service introduced an interception telephone facility in December, which gives customers the choice of speaking either to Consumer Direct or to the Service.

Any matters that require further assistance or investigation are referred to the local Trading Standards Department for action. This has increased the work of the Service due to 268 referrals being passed to us for action during 2005/6, (154

for Brent and 111 for Harrow). A national advertising campaign for the single Consumer Direct helpline number, has been very successful.

### Peer Review

CIPFA, DTI, OFT, and others require performance monitoring data annually. Last year Brent and Harrow Trading Standards Service volunteered to be part of a new 'Peer Review' scheme that will lead to reducing the administration of all these separate returns. This will be done by entering the details on a national secure web site and allowing access to the various organisations. This will eventually involve all Trading Standards authorities throughout the Country and the data will also be used for benchmarking and comparison purposes.

### Good Trader Schemes

We launched a Good Trader Scheme for the retail sale of motor vehicles during 2004. This scheme has been extended to seek more members, and there is pressure from Government to utilise such schemes fully to prevent consumer detriment. Another government led 'quality mark' scheme for the building trade and home improvement sector is being rolled out regionally, there will be a role for us to promote this scheme when the launch in our region occurs.

During 2005 we began work on a scheme in relation to the reduction of sales of age restricted goods to children. This is a very large scheme and the number of traders involved will potentially be quite large, given the wide variety of harmful consumer goods that have the potential of being sold to children. The approach that we are taking is to pilot the scheme in two wards in each borough first and then roll it out right across the consortium once any problems have been solved.

### Comprehensive Performance Assessment

Trading Standards are now included in each Council's CPA rating, with effect from 2005. There are five Performance Indicators on which the Service will be judged. We have adjusted our performance targets, methodology of working and IT systems to ensure these are met.

### DTI Review of Trading Standards nationally

The DTI are committed to ensuring the Trading Standards Service for the UK is the best in the world. They are currently producing a report on the current levels of service nationally and looking at recommendations to ensure improvements where possible. This may well be linked eventually to the Hampton report.

### Ward Working

There is a pressure to move to ward working driven by central government. The Service has been developing this approach for a year by linking the database to wards in each borough. It is our intention to have a nominated enforcement officer for each ward to ensure continuity and local knowledge. We are also introducing a good trader scheme for underage sales and will be rolling this out ward by ward.

## **2) Customer Surveys and Consultation**

There are a number of surveys that have been conducted during 2005/6, including a telephone survey, a general survey of 500 consumer users, a business satisfaction survey of 500 businesses, (both CPA PI's), the Environment and Culture customer survey and a mystery shopping survey. The two CPA surveys are still to be analysed, but the headline issues to arise from these are:-

a) Only 46% of customers contacted us by telephone compared with 73% last year. Surprisingly contact by e mail has doubled from 16% to 32%. We will need to consider the implications of this.

b) The number of times customers have got through to the Service by phone on the first occasion has decreased from 76% to 57%. We need to improve on this rate during 2006/7. Yet the percentage of customers who said it was very easy to find out who to contact about the Service has risen from 43% to 84%.

c) It is very pleasing to note that the satisfaction ratings questions all produced improved responses, with the overall satisfaction with the Service rising from 68% to 75%. The number of customers who felt they had been treated fairly and were satisfied with the outcome, both rose to 86% and 95% respectively.

The Environment & Culture Customer survey highlights some strengths and issues:

Strengths:

- 94% responded that our staff are polite
- 92% responded that our staff are helpful
- 100% were satisfied with the initial response time
- 89% were satisfied with the accuracy of information
- Overall 75% were satisfied with the Service
- The quality of information and advice given has improved
- The accuracy of information given has improved
- Satisfaction with the outcome has increased
- 90% knew how to complain about the Service

Issues:

- Only 57% got through by phone on their first attempt
- Fewer customers are contacting us by phone

In 2005, a survey conducted as part of the Consumer Support Network development plan showed that Asian respondents in Harrow were least happy with the Service, and the responses from the black community in Brent were disproportionately low. As a result of the findings an improvement plan was created, and two project bids were submitted to the DTI for funding. Funding for these projects was agreed, they commenced during 2005/6 and will continue into 2006/7. One of these projects has a mainly Harrow focus to consult with the large Asian community via community representatives on improving accessibility, and finding ways to better manage expectations and improve our service in line with any specific/tailored requirements identified. The other project is to particularly target the black community of Brent to improve accessibility and to address the main area of consumer concern for this area which is home maintenance/repair services offered via doorstep sales.

Trading Standards are now included in the Council's Comprehensive Performance Assessment. The five indicators are BV 166; business satisfaction; consumer satisfaction; high risk premises contacted and total business

compliance. During 2004/5 the Service achieved scores of 100%; 86.9; 78.7; 95.2%; and 97.5% respectively. The 2005/6 results have still to be analysed.

### **3) Changes in Demand**

#### *Community Legal Service*

We are continuing support for both Boroughs' Community Legal Service partnerships during this plan. The CLS partnerships are a useful forum for local legal advice providers to work more collaboratively and to provide consistency of approach.

#### *Freedom of Information*

The Service Unit Director has received full training on the new Freedom of Information Act, and most staff have taken the on-line test. The few remaining staff members yet to do so will be encouraged to take it in the near future. In the forthcoming weeks we are intending to contribute to a new FOI database on the intranet. We need to add to this resource to assist others in the authority with identifying who holds which information.

#### *Access to Civil Help Services*

Through the Consumer Advice Officer for each borough, customers place an increased demand and expectation for our civil law intervention service. This has been a great success story for the Service with 442 vulnerable local residents being helped with disputes with traders and £48,887 compensation or rectification has been negotiated for residents. Since the introduction of our civil help service, which links neatly with Consumer Direct, the satisfaction levels with the Service have increased and the number of corporate complaints have gone down.

#### *Customer Expectation Levels*

Where awareness of the Service improves and consumer confidence increases, it follows that there is increasing expectation. The introduction of the national consumer helpline 'Consumer Direct' has further raised demand on local services through both increased awareness and the number of referrals from the helpline to this Service for further action. Our satisfaction survey last year identified that certain sections of the community have a higher, and often unrealistic expectation of the Service. We are addressing this in our CSN project.

#### *Pressure from Bona Fide Businesses*

Legitimate businesses continually apply pressure for us to maintain high profile enforcement work. This is to prevent unfair competition by discouraging illegal trading and by curbing the activities of rogue traders. This pressure usually increases following publicity of major operations we have carried out like at Wembley market or DVD sellers in Harrow.

### **4) Improving Brent Action Plan**

For this forthcoming financial year, we will continue to contribute to the Corporate Improving Brent Programme.

We are providing a staff member to the cross-cutting Improving Brent Facilitators Group (IBFs). This group, made up of various Service Unit and Directorate representatives, will be ensuring that some of the priorities set out in the Improving Brent Programme and our Local Improvement Plan are delivered.

### Customer Comes First

The elements where we can have an input in this initiative have been transferred into our action plan.

### **5) EFQM Priorities**

During 2005/6, the Service was externally audited twice using the EFQM model. Once was by means of a Peer Review and the second time following an application to the British Quality Foundation for the UK Business Excellence Award. On the latter we were in competition with major businesses and achieved a "Recognised for Excellence" award, the only Trading Standards Service to ever achieve this. The improvements identified have been compiled into an action plan which will form part of our holistic action plan in Part 2 of this Service Operational Plan. The full report is in Appendix 7

### **6) Staff Survey**

We are still awaiting the results from the 2005 staff survey. Action from the 2004 survey has been completed and included away days (facilitated by HR), for all staff to highlight and document all the issues. These were then discussed at away days by the Middle Management Team, and solutions agreed. The results were then fed back to all staff, and actioned. One of the main outcomes was a new communications strategy for the Service, which has been agreed by all staff.

### Equality & Diversity

During the course of this plan, we will continue to support the Service Area equality initiatives and the Council's requirement to achieve level three of the Equality Standard for Local Government by September 2006. This will be supported by having a nominated officer to lead on this initiative. All staff have received equalities training and the equalities representative has also been trained on carrying out impact assessments. In addition;-

- We are participating in the equality action planning process
- We have embarked on an INRA process
- We are developing self-assessment scrutiny and auditing mechanisms
- We have information and monitoring systems
- We are consulting with the community, staff and stakeholder groups

The Service has carried out four assessments during 2005/6 in line with the Department's action plan, and will be carrying out a programme of further assessments during 2006/7. We have introduced diversity monitoring of the traders that are subject to inspection visits by us, and of customers using the Service. This year's results are currently being analysed. Last year's results identified issues in each borough which are currently being addressed through Consumer Support Network grants.

### *Work completed*

- 1 Conducted 4 Impact Needs/Requirements Assessments (High Priority):-

- Raising Awareness of the Service
- Internal Communications Strategy
- Reduction in sale of Underage Products
- Reduction in Doorstep Sales

2 All members of staff trained on delivering equalities at work

*Work to be completed by June 2006*

- 1 Impact Needs/Requirements Assessments on the following (Medium Priority):-
  - Formal action of offenders
  - Home Authority Business Partnership Work
  - Counterfeiting Crime Enforcement

*Work to be completed by December 2006*

- 1 Impact Needs/Requirements Assessments on the following (Low Priority):-
  - Verification of Trade Equipment
  - Inspection of Trade Premises
  - Licensing storage of explosives

*Other aims for this year*

- 1 Standardise equalities information on all survey forms used in the department.
- 2 Ensure all recommendations made in the INRA are put in place by December 2006.

*Health and Safety*

A range of personal protective equipment is available to staff including stab proof vests to give Officer's a level of stab and ballistic protection. The personal issue stab vests are supported by a work instruction. A new risk assessment and guidance document for enforcement activities with street traders, markets and entry warrants has been introduced.

When we returned to Quality House, health and safety consideration was given to the positioning and adequacy of workstations ensuring enough space is available for staff to comfortably move around the workstations and ensure no tripping hazards are created from the new layout. Workstation self assessments will be made available for staff to set up and assess their own layout and chair positions.

We will continue to ensure that all new staff are given health and safety training during their induction, including manual handling. A regular programme of audits will be carried out of our health and safety procedures during the course of this year.

**PERFORMANCE**

The Service now has five major Performance Indicators to report on, which feed into the overall CPA rating for each Council. These are :-

- %compliance with BV166
- customer satisfaction
- business satisfaction
- % of high risk premises inspected

- % of premises non compliant at end of year

## **1) Performance in the Current Year against Existing Targets**

From 1<sup>st</sup> April 2004, the criteria for carrying out risk analysis of trade premises underwent a fundamental change in an attempt to achieve consistency at a national level. A great deal of work has been carried out to upgrade our computer system to comply with this and to cleanse the data held.

We are currently scheduled to achieve our overall targets in both Brent and Harrow as set down in last year's work programme. By way of example, we are expecting to meet 100% of our target for programmed inspections in Brent, and over 100% of our target for criminal complaints investigated. We have maintained 100% compliance with BV166, a 90+ % record of invoice payment within target and a sickness absence level of 2.7%.

Highlights include the maintenance of an approved motor trader scheme; the development of a good trader scheme for underage sales; two CSN projects being worked on (improving satisfaction rates in Harrow and encouraging interaction with black residents in Brent); starting a project on tackling doorstep crime in Brent with police help; tackling illegal street trading in DVD sales in Harrow; high profile enforcement at Wembley market; joint enforcement of underage sales of alcohol with Police; programme of underage sales on a range of products.

We managed to retain accreditation of ISO14001 (as part of E&C ), achieved another Charter Mark, retained UKAS (laboratory) accreditation, maintained notified body status for EC verification, achieved a UK Business excellence award.

We had national recognition from the Anti-Counterfeiting Group (ACG) in relation to excellence in anti-counterfeiting work. Two individuals and a team received Brent staff achievement awards during 2005 for 'achievement in adversity'.

Several large investigations have been successfully concluded during the course of the year and have resulted in some high profile publicity for the Service and each Council. Other high profile media coverage has included regular articles in the Brent Magazine, Harrow People Magazine, and local newspapers, radio and TV interviews (often live).

Despite having to leave our accommodation at Willesden at very short notice and relocating to Brent House, this was achieved without disruption of service to our customers, including relocating back in May 2005.

A high level of appreciation exists amongst our customers, as evidenced by 'thank-you' letters received and feedback from our surveys.

Our civil help service to vulnerable consumers has gone from strength to strength, resulting in the satisfaction levels with the Service increasing and the number of corporate complaints having gone down.

A high level of training has been maintained for staff, particularly those leading to professional and vocational qualifications and legislation awareness.

We have progressed two Environmental Improvement Programmes :- 1) Monitoring compliance by businesses with the Energy Labelling Regulations on new electrical appliances, and 2) Testing compliance by businesses for “ green claims”. Both of these are ongoing.

### 2005/2006 Performance Results

Ideally the Service should visit all high-risk premises once a year, all medium risk premises every 2 years and all low risk premises every 5 years. At 1 April 2005, there were 9121 premises in the consortium liable for inspection (5404 in Brent and 3717 in Harrow). Of these 362 (4.0%) were high-risk premises (199 in Brent and 163 in Harrow) and 4500 (49.3%) were medium risk premises (2619 in Brent and 1881 in Harrow). The Service therefore aimed to inspect 1509 high and medium risk premises in Brent and 1103 high and medium risk premises in Harrow.

	TOTAL PREMISES	HIGH RISK	MEDIUM RISK	LOW RISK	OTHER S
Brent	5404 (59.2 %)	199	2619	2564	22
Harrow	3717 (40.8 %)	163	1881	1643	30
Consortium	9121 (100%)	362 (4.0%)	4500 (49.3%)	4207(46.1%)	52(0.6)

During 2005/2006 the Service agreed to deliver the following work:

#### Brent 2005/6

	<u>Planned</u>	<u>Actual</u> (10mths)	<u>2006/7</u>
Requests for action (criminal)	1100	1336	1100
Civil Investigations	130	245	130
Trader Enquiries (including HA work)	130	140	130
Enterprise Act Investigations	2	5	2
Announced Comprehensive Primary High Risk Insp.	199	143	199
Announced Comprehensive Primary Medium Risk Insp	896	490	791
Announced Comprehensive Primary Low Risk Insp	148	347	100
Announced Secondary High Risk Inspections	20	3	20
Announced Secondary Medium Risk Inspections	164	39	164
Other Inspection/Test Purchase Visits	450	1453	450
Home Authority Referrals	300	370	300
Average Quantity Visits	45	37	45
Criminal Reports of Infringement	65	79	65
Civil Reports and Action	12	1	12
Prosecutions completed	36	46	36
Formal Cautions	20	15	20
Letter of Warning	10	5	10
Projects completed	5	3	5
Verification Visits	25	24	25



Multi-Agency Operations	16	14	16
Mileage checks (each car)	54		54
Web sites (per check)	54		54
Publications(per check)	54		54
Safety Lab tests (per batch)			
Alternative enforcement action	4*		4*
Mobile Display Unit Visits	13	11	13
Electric Blanket Safety Work	1	1	1
Child Car Seat Safety Work	1	1	2days
Talks to external Bodies/Organisations	6	6	6

### Brent Projects

#### Lead

- 1 Child Accident Prevention Week    4 Furniture
- 2 Door step crime                            5 Distance selling
- 3 Metrication

#### Contribution to North West London Projects

- 1 Flyboarding                                    4 Safety of elec fans
- 2 Distance selling
- 3 Goods sold from bulk

#### Contribution to London-wide Projects

\*Alt enf action :- 120Estate Agents;53 Travel Agents;140 Chemists;22 Opticians

In addition, Brent will carry out test purchasing of age restricted goods on a minimum of twelve occasions.

1 Team Leader

Met & Safety:-

1 PTSO (0.75)  
2 TSO

Fair Trading:-

1 PEO (0.75)  
4 EO

= 16217  
units

1.1 EO (1 mat=0.9)  
1 AEO (0.5)

1 Civil Advisor  
1 AEO (0.5)

### Harrow 2005/6

	<u>Planned</u>	<u>Actual</u> (10mths)	<u>2006/7</u>
Requests for action (criminal)	730	1157	730
Civil Investigations	180	190	170
Trader Enquiries (including HA work)	160	219	120
Enterprise Act Investigations	4	0	3
Announced Comprehensive Primary High Risk Insp.	163	95	135
Announced Comprehensive Primary Medium Risk Insp	488	393	898
Announced Comprehensive Primary Low Risk Insp	278	264	316
Announced Secondary High Risk Inspections	45	35	30
Announced Secondary Medium Risk Inspections	90	74	50
Other Inspection/Test Purchase Visits	499	1160	400
Home Authority Referrals	120	134	110
Average Quantity Visits	15	4	15
Criminal Reports of Infringement	63	107	63
Civil Reports and Action	12	9	12
Prosecutions completed	33	29	32
Formal Cautions	11	16	11
Letter of Warning	14	21	14
Projects completed	5	0	5
Verification Visits	10	7	10
Multi-Agency Operations	5	6	5
Mileage checks (each car)	50		50
Web sites (per check)	40		40

Publications (per check)	40		40
Safety Lab tests (per batch)			
Alternative enforcement action	4*		4*
Mobile Display Unit Visits	13	11	13
Electric Blanket Safety Work	2	2	2
Child Car Seat Safety Work	1	1	1
Talks to external Bodies/Organisations	5	14	5

### Harrow Projects

#### Lead

1 Child Accident Prevention Week	4
2 Door step crime	5
3	

#### Contribution to North West London Projects

1 Flyboarding	4 Safety of elec fans
2 Distance selling	
3 Goods sold from bulk	

#### Contribution to London-wide Projects

\* Alt enf action :- 120Estate Agents; 53 Travel Agents; 140 Chemists; 22 Opticians

In addition, Harrow will carry out test purchasing of age restricted goods on a minimum of twelve occasions.

1 Team Leader

Met & Safety:-  
1 PTSO  
1 TSO

Fair Trading:-

1 PEO  
2.3  
EO(1mat=0.7)  
1 Civil Advisor  
1 AEO (0.5)

= 13767  
units

### Customer Services Team 2005/6

	<u>Planned</u>	<u>Actual</u>	<u>2006/7</u>
Requests for action (non criminal)	3800	2936	3700
Mobile Display Unit visits	26 (1 officer)	22	26(1 officer)
Talks to external Bodies/Organisations (general)	24		24
Work Experience students	Max 4 p.a.		Max 4 p.a.
Initial contacts by Telephone/personal visits*	38,300		38,300

\*Telephone calls received service wide.

	Brent	Harrow	Consortium
Number of premises affected by consumer legislation (at 1/4/05)	5404	3717	9121
Proportion of visits made to high and medium risk premises	?%	?%	?%

### Comparisons with other Boroughs

Trading Standards Comparison Table with audit "family" authorities 2004/2005:

Authority	Net Expend	Net Expend per 1000 pop	Staff at 1.4.05	Consumer led enquiries	Request from business	Total all enforcement activities	Letters of caution	Formal Cautions	Formal Undertakings	Prosecutions
Harrow	784,133	3702	15.6	2982	228	3927	37	22	0	50
Brent	889,424	3322	16	3086	172	5202	13	18	0	60
Barnet	537,000	1644	10.1	4937	155	457	67	8	0	8

Ealing	744,000	2454	9.1	1528	155	477	21	11	0	2
Hounslow	596,000	2817	11.5	2994	241	920	79	0	0	0
Newham	859,000	3468	14.1	2371	105	1051	32	29	1	48
Waltham Forest	828,000	3733	10.8	1865	41	1068	9	12	0	38

### Where we are in terms of quartiles

When we compare ourselves to other local Trading Standards Departments it appears that our Service is better resourced than some of the “family” Services, but it is also apparent that the work output is considerably higher. In addition we engage ourselves in more service improvement activities, hold more accreditations, have a higher profile through media contact and undertake more partnership and co-operative functions.

### **2) Benchmarking**

Officers regularly attend a benchmarking club, which covers all London Trading Standards Authorities. Twenty-five best practice matrices have been developed by club members to benchmark against each other and to share best practice. The best practice guides will be examined to find improvements to the service we offer in the boroughs.

Nationally, a new web site has been developed to allow self assessment and comparison with other Trading Standards Services based on the EFQM model. This is likely to include CIPFA and NPF data as well.

The cost of our Service is compared against neighbouring Trading Standards Services, and CIPFA statistics are currently used for this. Although the cost of the Service is higher than some other authorities, it is clear that the level of enforcement activity and protection we offer to residents and genuine businesses is far more comprehensive than those other authorities.

### **3) Targets for Coming Year**

Targets for next year are based on the same rationale as in previous years. The resources are matched to demand led activity, new legislation, demands from customers and prioritization of remaining workloads.

#### *Target setting*

National targets are set and contained within the National Performance Framework for Trading Standards. The work programme is set with reference to the core functions for Trading Standards as they reflect statutory obligations, the Corporate strategies for each Council, the Directorate Service Development Plan and CPA requirements.

Quantifiable targets for each individual area of work are set in line with historic data, budgets, Government initiatives, local objectives, the priorities of our stakeholders and staff resources. We will be carrying out a programme of underage test purchasing throughout the year, (subject to financial resources); we will be investigating all requests for action notified to us; we will be carrying out an inspection programme that will place us in upper quartile in CPA rating; we will be working with partners on a range of enforcement activities and projects; we will be providing advice and help through talks, publicity and leaflets; we will introduce a level of ward working; we will continue with our good trader schemes; we will finalise our CSN projects; we will maintain our accreditations and our

recognition of excellent working among our peers; and we will pursue new ways of working through alternative enforcement actions. The targets to achieve this can be seen in appendix 6, which includes a priority hazard matrix.

In order to reach the upper limit for CPA, we will comply 100% with BV166; we will visit 100% of our high risk premises; we will achieve a satisfaction score of at least 75 for both consumers and businesses and a 95% compliance rate for businesses visited.

## **HOW WE WILL IMPROVE**

### **1) How Significant Changes/Priorities will be Implemented**

The Service achieved initial registration to ISO9002 in November 1994, which has been subsequently maintained annually. It was upgraded to the tougher ISO9001:2000 standard during 2003. As part of the Environmental Services department, the Service was accredited to ISO 14001 In November 2001. It has retained "Notified Body" status from the Department of Trade and Industry for the purpose of verification of EC metrology equipment every year since 1992. It achieved Investor in People Status three consecutive times from 1996 and now holds IIP status as part of a collective accreditation within the Environment Directorate. In November 1995 we were successful in being awarded our first Charter Mark. Our second Charter Mark was awarded in 1998, followed by a third in 2001, and a fourth during 2005. UKAS accreditation has been granted for the laboratory, initially in November 1995 and each year subsequently. We achieved the Community Legal Service Quality Mark in November 2001 which was subsequently upgraded to 'general help with casework' level in 2003. We have also received two national awards from The Anti Counterfeiting Group, the most recent in 2004. The Service has been recognised as having the first "Local Business Partnership" in either Brent or Harrow and facilitates focus groups for small/large businesses. One of our teams and two individuals received a Brent staff achievement award for 'achievement in adversity' in 2005,

The Service works closely with other Trading Standards Services in London (including a benchmarking club), other departments in Brent and Harrow and with many other organisations, including Police, Customs and Excise, Benefits Agency; Anti Counterfeiting Group; Community Legal Service; Local Courts, etc.

This Service has undergone a Best Value Review with other Regulatory Units and an action plan is currently being addressed. Further work on seeking these improvements and conducting these improvement actions is continuing during the period of this plan and is overseen by the Regulatory Services Management Group.

#### **Indicators to measure improvement**

##### ***Comprehensive Performance Assessment***

Trading Standards are now included in the Council's Comprehensive Performance Assessment. The five indicators are BV 166; business satisfaction; consumer satisfaction; high risk premises contacted and total business compliance.

##### ***Local Indicators***

There are a number of such indicators used to judge performance and therefore improvement. These include payment of invoices on time, response to telephone

calls and correspondence on time, sickness absence statistics etc. These can be seen in appendix 12.

### *Peer Review*

A peer review and a UK Business Excellence audit have been carried out over the last year, utilizing the EFQM Excellence Model to identify strengths and Areas for Improvement. An action plan has been devised on the basis of these, to make future improvements. Improvement opportunities identified from other sources, such as equality impact assessments and staff and customer survey results and ISO14001 audits will be incorporated into our overall Service action plan contained within this SOP.

### *Performance areas for improvement*

We are currently introducing a good trader scheme for underage sales, on a trial basis in specific wards in each borough. We are also conducting a project on doorstep crime, and other similar projects which will have an impact on the Council's core objectives and will contribute in reducing crime, particularly amongst the young, and encouraging businesses to flourish (attracting business to the area).

The Service has improved partnership working over the last year and will need to continue this throughout 2006/7. This has included enforcement action at Wembley market with Police, Patents Office, Immigration Service, Benefits Agency and other partners. We have also worked closely with internal Council units on projects around Brent and Harrow. In both boroughs we have worked closely with other agencies in dealing with illegal sales of DVD'S and other goods sold on the streets.

The new licensing regime has involved the Service as a statutory consultee and in addition to inspecting applicant premises, officers have worked with Police on a Government initiative in combating underage sales of alcohol. This will continue during 2006/7. We have also have ongoing high profile work with the Police in dealing with doorstep crime/distraction burglary. The use of CCTV and cooperation with colleagues running the service in Harrow has proved to be of great value with hand held radios to link with them being funded externally. It is anticipated that the new control centre in Brent will prove equally valuable to us.

We will continue to enforce legislation controlling the sale of certain items to children underage. It is recognized as an extremely important role for the Service and a programme of test purchases with children will be arranged. This will cover the full range of items restricted such as cigarettes, alcohol, butane, knives, videos, spray paints, fireworks, lottery tickets and video games. Amendments to some of this legislation are due during the year. The challenge for the Service is that the majority of this work has to be carried out outside normal working hours, no growth has been given for the work and the overtime budget is restricted.

We will improve our initial response time for requests for action from 3 days to 2 days. We will also improve our performance in keeping customers informed of progress of requests for action by ensuring they are contacted and given an update at least every month.

### *Environmental Management/Audits*

As a unit we are committed to continually improve our performance, which

means addressing our economic, social and environmental responsibilities. In order to improve our environmental performance we will participate wherever possible in annual environmental audits and use the findings to improve the Service. We will ensure our commitment to ISO14001 continues throughout 2006/7, by addressing the Environmental Policy where appropriate and resources allow, as it relates to the Service in the following way:-

- enforcing all relevant environmental legislation
- raising awareness of, and providing information on, issues affecting the environment
- working with partners to promote the sustainable development agenda

The action plan details our aspects and how we will progress them. We currently have two E IP's – one relating to Energy Labelling Regulations and the other to checking "green claims". Details of these are in appendix 13. We will continue to monitor environmental inspections and complaints carried out by the Service and aim to improve the number of such inspections..

## **2) Achieving Savings and Growth**

In 2005/6 the Service budget was reduced by £40,000 in Brent to reflect savings required over two years (to include 2006/7). This resulted in one enforcement officer post being deleted. In Harrow a budget cut of £30,900 was imposed, which resulted in an enforcement officer post being held vacant. Full details of the budgetary position are contained within appendix 2. This has created extra pressure on remaining staff and will require greater prioritisation of workloads for both reactive and proactive work, with some work not being carried out. The work programme and targets have been amended to reflect this. There has been no growth in the budget for two years.

## **3) Key Risks**

A risk management analysis has taken place and the risks identified have been addressed as far as possible. The full assessment is in Appendix 10.

A key challenge for the Service is attempting to contain imposed increased central charges on the budget, without the compensatory growth. These include £7K for a receptionist at 249, and £6.2K for Comms and HR officers. The cost of carrying out Licensing duties will cost a further £5K, and the cost of additional secure storage space for evidence will cost £1.5K. In addition, the traditional source of income from metrology fees is reducing due to Government deregulation.

Part 2

Action Plan

## Trading Standards Action Plan

Ref	Team	Detail	Person responsible	Timescale	Source
<b>EFQM Excellence Model Self Assessment</b>					
EFQM1		To utilise benchmarking information fully to improve Service	SMT	Ongoing	TS Self Assessment 2005
EFQM2		Analysing survey data more effectively to build improvements	SDO		
EFQM3		Review all partners to ensure work with each one adds value to the Service	SDO		
EFQM4		To introduce a stakeholder strategy	SDO		
<b>Equalities &amp; Diversity – Impact Assessment, etc.</b>					
E&D1	-	Unit rep to carry out INRA's during the year in accordance with agreed plan	SAN	March 2007	Environment Service Development Plan 2005-2008
E&D2	-	Unit to comply with level 3 of Equality Standards For Local Government by September 2006	SAN	Sept 2006	
E&D3	SMT	Unit to ensure equalities data collection and monitoring continues throughout year	SAN	Ongoing	
E&D4	SMT	Information from monitoring to be analysed and used to inform improvements	SMT	April 2006	
E&D5	SMT	Ensure better use is made of forums for consultation and consult hard to reach groups	SMT	Sept 2006	
E&D6	SMT	Ensure consultation feedback is provided	SMT	Sept2006	



## Trading Standards Action Plan

Ref	Team	Detail	Person responsible	Timescale	Source
Staff Survey					
SS1-SS10	S/MMT	Still awaiting analysis			ES Staff Survey 2004
Customer Satisfaction Analysis					
CC1	CST	Ensure Consumer survey is completed by year end	Serv Dev Off	March 2007	ES Customer Survey
CC2	SMT/MMT	Improve survey results in terms of our 3 day first response target.	all	Sept 2006	
CC3	SMT/MMT	Improve the survey result on keeping customers informed of progress	all	Sept 2006	
CC4	SMT/MMT	Improve the survey result relating to where we were not able to give the help required that we have offered viable alternative solutions and clearly explained our role. We intend to closely examine individual cases of dissatisfaction.	all	Sept 2006	
CC5	CST	Ensure Business survey is completed by year end	SDO	March 2007	ES Customer Survey
CC6	SMT	Ensure staff give name when answering phone	all	May 2006	
CC7	CST	Ensure web site/relevant leaflets are offered to customers who phone in	all	April2006	
Customer Comes First					

## Trading Standards Action Plan

Ref	Team	Detail	Person responsible	Timescale	Source
CCF1 & CCF2	CST				ES Customers Come 1 <sup>st</sup> Action Plan (Appendix 17)
DEV1	CST	Develop service information and contact details on intranet	SDO	Sept 2006	
DEV1	CST	Document procedures/processes for publication on intranet	SDO	Sept 2006	
DEV2	CST	Develop/implement SMS Facilities	MB	Sept 2006	
Org Iss	SMT	Completion of online awareness training for Freedom of Information Act for new staff.	SMT	June 2006	
Org Iss	QT	Inclusion of CCF policy in induction pack	Quality Team	June 2006	
<b>Improving Brent/Local Improvement Plan</b>					
IBF1	SMT	Short Term 1: BV199 Local Environmental Quality score:- to consider if the Service can contribute to this.	SMT	May 2006	Identified by Improving Brent Facilitators from Improving Brent Action Plan 2004 – 2006
IBF2	SMT	Nominate a new IB representative	SMT	May 2006	Identified by Improving Brent Facilitators from Improving Brent Action Plan 2004 – 2006
LIP1	SMT	Review our business processes and identify those where technology can deliver cost savings.	SMT	Sept 2006	

## Trading Standards Action Plan

Ref	Team	Detail	Person responsible	Timescale	Source
LIP2	CST	Review our FAQ's and web site to ensure these are kept current	SDO	June 2006	
LIP3	SMT	Improvement Area: Management Training. "Continue with existing programmes of training as required.	SMT	Ongoing	
LIP4	SMT	Improvement Area: Licensing Act. – we will continue to carry out duties as a consultative body on applications/renewals and objections, and contribute through the enforcement group.	NBB/HS	Ongoing	Environment Local Improvement Plan 2004-2005
<b>IT related improvements</b>					
IT 1	CST	Publicity of new SMS contact availability – leaflets	MB/WB	Sept 2006	ES Customers Come 1 <sup>st</sup> Action Plan
IT 2	CST	Publicity of new SMS contact availability – article	MB/WB	Sept 2006	
IT 3	CST	Improvements in use of 'ward' data	MB/WB	June 2006	Internally identified improvement opportunities
IT 4	CST	Feasibility of use of 'tablets' within Regulatory Services	MB/WB	September 2006	
IT 5	CST	Improve within ES at sharing information electronically via the intranet	MB/WB	November 2006	
IT 6	CST	Improve sharing of information on databases with a view to amalgamating them within ES&C	MB/WB	Sept 2006	
IT 7	CST	Investigate feasible methods of accessing the databases from remote locations	MB/WB	July 2006	
<b>ISO14001 Environmental Management System</b>					

## Trading Standards Action Plan

Ref	Team	Detail	Person responsible	Timescale	Source
EMS1	CST	Review of aspects register and risk scoring	SDO	December 2006	ES ISO14001 Co-ordinator
EMS2	CST	Ensure all appropriate control measures are in place for high scoring aspects	SDO	April 2007	
EMS3	CST	Review our two Environmental Management Programmes (see appendix13)	SDO	August 2006	
EMS 4	CST	Prepare for internal audit and act on findings	SDO	October 2006	

# Part 3

## Appendices

# Appendix 1

## Corporate, Environmental and Trading Standards Organisational Charts

## Brent – A Borough of Contrasts and Challenges

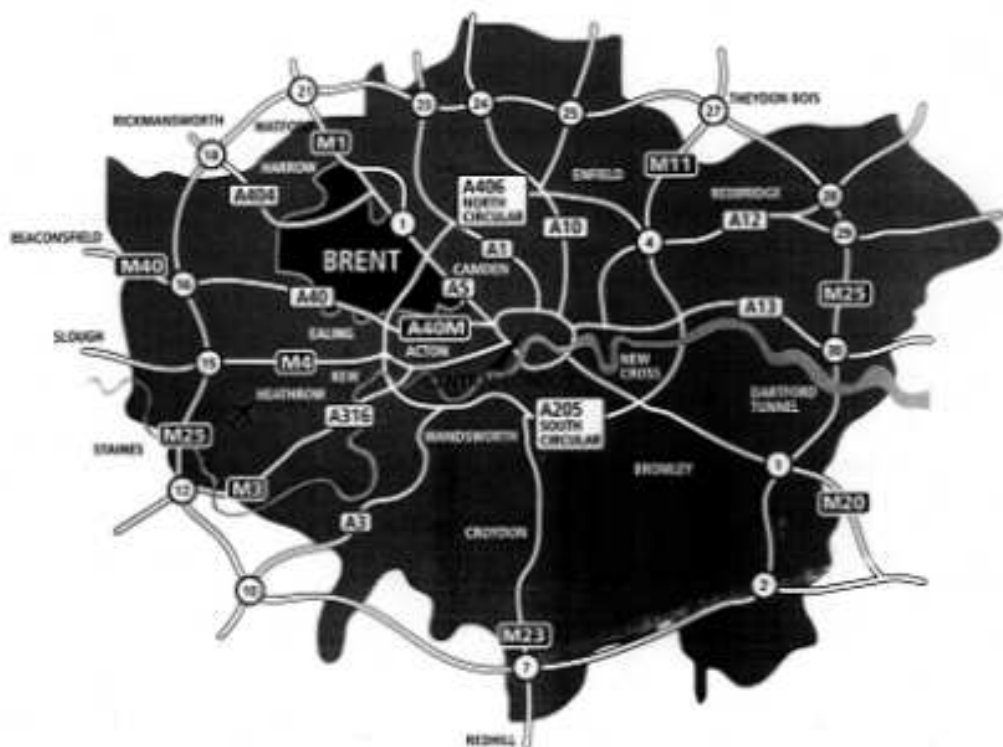
### The Borough

Brent, with a population of over 247,000, is one of London's most diverse Boroughs. It straddles inner and outer London, stretching from Kilburn and Park Royal in the south to Colindale in the north and Northwick Park in the north-west. The Borough is highly developed and consists of 2 distinct areas, in terms of age of development and the local environment. The south of the Borough was substantially developed between 1890 and 1910 with a number of high-density comprehensive development schemes taking place in the 1960s and 70s. Development of the north of the Borough primarily occurred in the 1920s and 30s. This essentially suburban nature largely survives today.

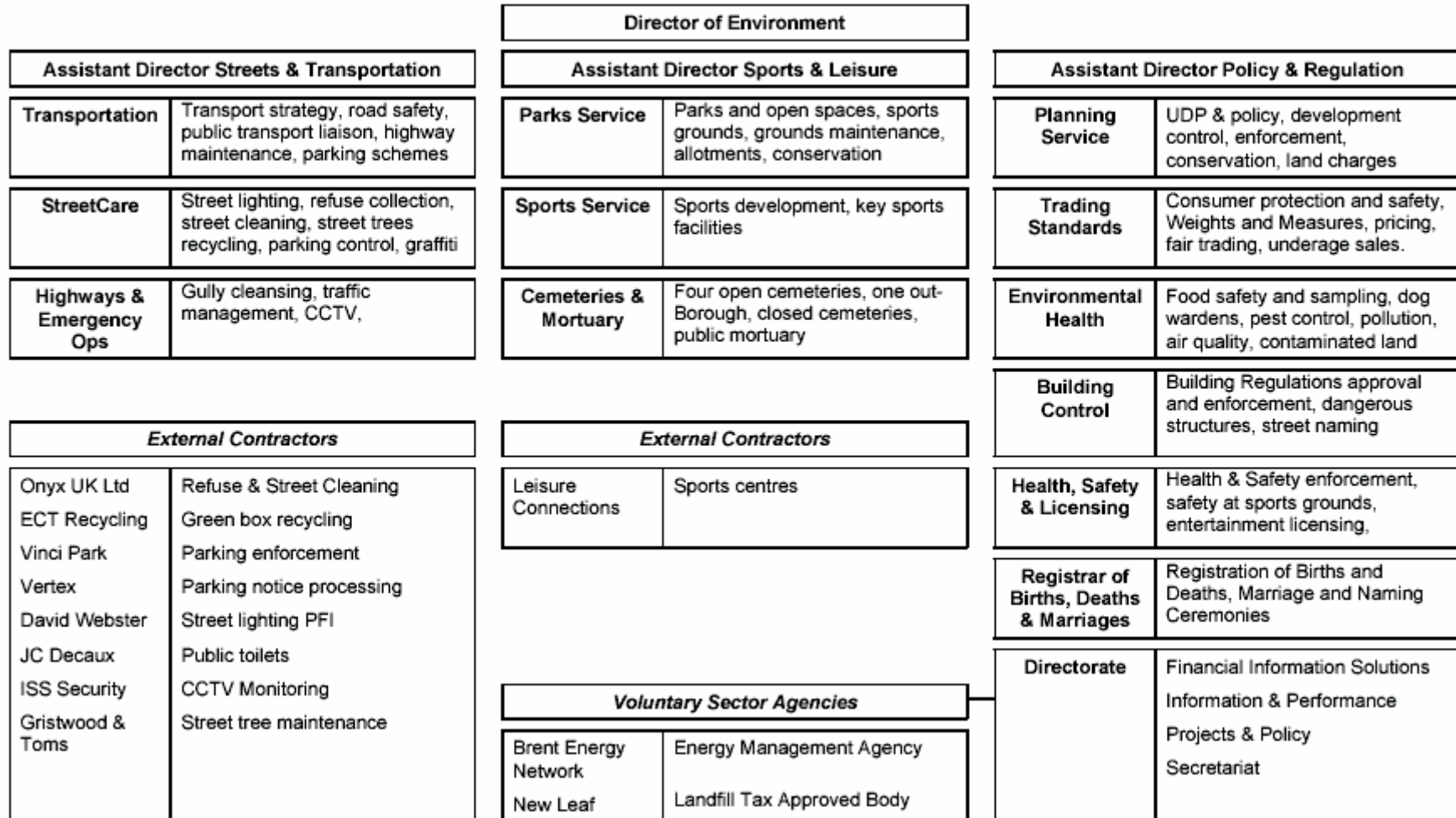
Brent is a complex Borough. Its most striking feature is, without doubt, the contrasts which exist in its economic, environmental, ethnic, and social make-up. Its population is the most culturally and racially diverse of all the authorities in England and Wales. We already have an ethnic majority community, with the white UK population accounting for less than 50% of all residents. The Black and Asian communities account for over 40% of the local population and almost one in ten residents are Irish.

Poverty, particularly in the south of the borough, is still a significant issue, however as a business location Brent has much to offer and makes an important contribution to London's economic well-being. It is well located with good road and rail links to Central London, Europe and the rest of the UK, and a market of 7 million people within a 45 minute drive. In addition it contains two of London's largest industrial estates – Park Royal and Wembley – and some of the country's foremost industrial concerns such as Guinness, Heinz and United Biscuits.

Notwithstanding a comprehensive regeneration programme using over £1.2 billion of new resources, much is required to be done to re-shape the economic base of the borough. A major challenge for Brent Council therefore, in partnership with the Government and private industry, is to ensure the successful implementation of plans to rejuvenate the area, encourage inward investment and create jobs.



## OUR SERVICES & THEIR ORGANISATION

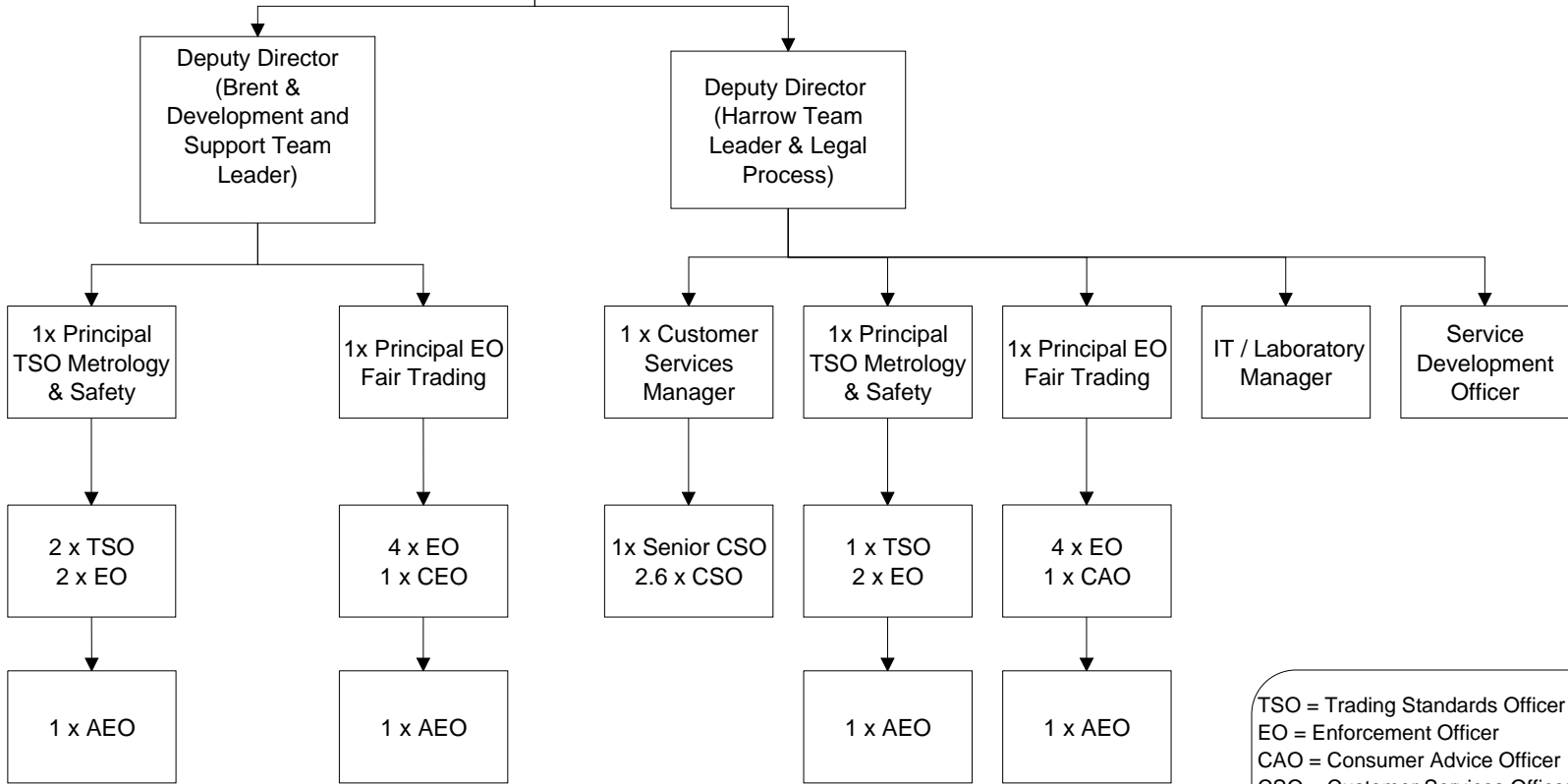




**Brent & Harrow  
Trading Standards  
Service**

Director

Total Establishment 34.6  
From 1st April 2005



TSO = Trading Standards Officer  
EO = Enforcement Officer  
CAO = Consumer Advice Officer  
CSO = Customer Services Officer  
AEO = Assistant Enforcement Officer

# Appendix 2

## Budget Details

UNIT NAME :

TRADING STANDARDS

## BUDGET MATRIX - SUBJECTIVE ANALYSIS

ITEM	YEAR 1	YEAR 2					YEAR 3				YEAR 4				YEAR 5			
	2005/2006 Approved Budget £'000 (1)	Budget Virements & Technical Adjustments £'000 (2)	Agreed Growth £'000 (3)	New Savings £'000 (4)	Inflation £'000 (5)	2006/2007 Budget Forecast £'000 (6)	Budget Virements & Technical Adjustments £'000 (7)	New Savings £'000 (8)	Inflation £'000 (9)	2007/2008 Budget Forecast £'000 (10)	Budget Virements & Technical Adjustments £'000 (11)	New Savings £'000 (12)	Inflation £'000 (13)	2008/2009 Budget Forecast £'000 (14)	Budget Virements & Technical Adjustments £'000 (15)	New Savings £'000 (16)	Inflation £'000 (17)	2009/2010 Budget Forecast £'000 (18)
<b>Employee Expenses</b>																		
Direct – staff on payroll	1548				60	1,608			62	1,670			67	1,737			70	1,807
Direct - Staff not on payroll – Agency staff	0					0			0				0					0
Indirect - pensions payroll	0					0			0				0					0
Indirect – not through payroll - training, PRC	14				2	16			1	17			2	19			3	22
<b>Total</b>	<b>1562</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>62</b>	<b>1624</b>	<b>0</b>	<b>0</b>	<b>63</b>	<b>1687</b>	<b>0</b>	<b>0</b>	<b>69</b>	<b>1756</b>	<b>0</b>	<b>0</b>	<b>73</b>	<b>1829</b>
<b>Premises Related Exp.</b>																		
Repairs & Mtce of buildings, plant & grounds	0					0			0				0					0
Energy costs and water	0					0			0				0					0
Rents	127				5	132			3	135			3	138			5	143
Rates	0					0			0				0					0
Others	1					1			1				1					1
Insurance	0					0			0				0					0
<b>Total</b>	<b>128</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>133</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>136</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>139</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>144</b>
<b>TOTAL c/fwd</b>	<b>1690</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>67</b>	<b>1757</b>	<b>0</b>	<b>0</b>	<b>66</b>	<b>1823</b>	<b>0</b>	<b>0</b>	<b>72</b>	<b>1895</b>	<b>0</b>	<b>0</b>	<b>78</b>	<b>1973</b>

## Notes:

1. Item - the items of expenditure per Appendix 2
2. 2006/2007 Budget = Column 1 + 2 + 3 + 4 + 5
3. 2007/2008 Budget = Column 6 + 7 + 8 + 9
4. 2008/2009 Budget = Column 10 + 11 + 12 + 13
5. 2009/2010 Budget = Column 14 + 15 + 16 + 17

UNIT NAME:

TRADING STANDARDS

## BUDGET MATRIX - SUBJECTIVE ANALYSIS

ITEM	YEAR 1	YEAR 2					YEAR 3				YEAR 4				YEAR 5			
	2005/2006 Approved Budget £'000 (1)	Budget Virements & Technical Adjustments £'000 (2)	Agreed Growth £'000 (3)	New Savings £'000 (4)	Inflation £'000 (5)	2006/2007 Budget Forecast £'000 (6)	Budget Virements & Technical Adjustments £'000 (7)	New Savings £'000 (8)	Inflation £'000 (9)	2007/2008 Budget Forecast £'000 (10)	Budget Virements & Technical Adjustments £'000 (11)	New Savings £'000 (12)	Inflation £'000 (13)	2008/2009 Budget Forecast £'000 (14)	Budget Virements & Technical Adjustments £'000 (15)	New Savings £'000 (16)	Inflation £'000 (17)	2009/2010 Budget Forecast £'000 (18)
TOTAL B/fwd	1690	0	0	0	67	1757	0	0	66	1823	0	0	72	1895	0	0	78	1973
Transport Related Expenses																		
Direct transport costs	58				(5)	51			1	52			1	53			1	54
Supplies & Services																		
Equipment, Furniture & Materials	28				1	29			1	30			1	31			1	32
Clothing, uniforms & laundry	1					1			1				1				1	
Printing, stationery & office expenses	18				1	19			1	20			1	21			1	22
Services - test purchase etc	51				1	52			1	53			2	55			2	57
Communications & Computing	17					17				17				17			1	18
Miscellaneous expenses	9					9				9				9				9
Total	124	0	0	0	3	127	0	0	3	130	0	0	4	134	0	0	5	139
Third Party Payments																		
External contract payments	0				0	0			0	0			0	0			0	0
Capital Financing Costs																		
Leasing charges	0				0	0			0	0			0	0			0	0
TOTAL EXPENDITURE	1870	0	0	0	65	1935	0	0	70	2005	0	0	77	2082	0	0	84	2166

## Notes:

- Item - the items of expenditure per Appendix 2
- 2006/2007 Budget = Column 1 + 2 + 3 + 4 + 5
- 2007/2008 Budget = Column 6 + 7 + 8 + 9
- 2008/2009 Budget = Column 10 + 11 + 12 + 13
- 2009/2010 Budget = Column 14 + 15 + 16 + 17

UNIT NAME:

TRADING STANDARDS

BUDGET MATRIX - SUBJECTIVE ANALYSIS

ITEM	YEAR 1	YEAR 2					YEAR 3				YEAR 4				YEAR 5			
	2005/2006 Approved Budget £'000 (1)	Budget Virements & Technical Adjustments £'000 (2)	Agreed Growth £'000 (3)	New Savings £'000 (4)	Inflation £'000 (5)	2006/2007 Budget Forecast £'000 (6)	Budget Virements & Technical Adjustments £'000 (7)	New Savings £'000 (8)	Inflation £'000 (9)	2007/2008 Budget Forecast £'000 (10)	Budget Virements & Technical Adjustments £'000 (11)	New Savings £'000 (12)	Inflation £'000 (13)	2008/2009 Budget Forecast £'000 (14)	Budget Virements & Technical Adjustments £'000 (15)	New Savings £'000 (16)	Inflation £'000 (17)	2009/2010 Budget Forecast £'000 (18)
Income																		
Internal contract income	0					0			0				0					0
Fines	31				2	33			33				33					33
External Fees and Charges	20				(4)	16			16				16					16
Other internal income						0			0				0					0
Other external income - Harrow	820				24	844			27	871			28	899			29	928
<b>Total</b>	<b>871</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>893</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>920</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>948</b>	<b>0</b>	<b>0</b>	<b>29</b>	<b>977</b>
<b>NET EXPENDITURE</b>	<b>999</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>1042</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>1085</b>	<b>0</b>	<b>0</b>	<b>49</b>	<b>1134</b>	<b>0</b>	<b>0</b>	<b>55</b>	<b>1189</b>

- Notes:
1. Item - the items of expenditure per Appendix 2
  2. 2006/2007 Budget = Column 1 + 2 + 3 + 4 + 5
  3. 2007/2008 Budget = Column 6 + 7 + 8 + 9
  4. 2008/2009 Budget = Column 10 + 11 + 12 + 13
  5. 2009/2010 Budget = Column 14 + 15 + 16 + 17

ITEM	TOTALS PER SUBJECTIVE ANALYSIS	Service Expenditure Analysis							TOTAL (excluding non apportioned)	Check should equal Zero
		£000	£000	£000	£000	£000	£000	£000		
<b>SECTION 1 to be completed by Service Unit</b>	£000	£000	£000	£000	£000	£000	£000	£000	£000	
<b>EXPENDITURE</b>										
Direct Employees								0	0	
Agency & other staff not on the payroll								0	0	
Indirect Employees Expenses (Training, Redundancy)								0	0	
Indirect Employees Expenses - PRC costs non payroll		DO NOT APPORTION								
Indirect Employees Expenses (Pension Payroll PRC)		DO NOT APPORTION								
Premises								0	0	
Transport								0	0	
Contract Payments - Internal								0	0	
Contract Payments - External								0	0	
Other Supplies and Services (excluding contract payments)								0	0	
Third Party Payments								0	0	
Leasing/Debt Charges								0	0	
Joint Arrangements								0	0	
<b>TOTAL EXPENDITURE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	







EXPENDITURE	TOTALS	Apportionment to Service Units					Service Expenditure Analysis			TOTAL (excluding non apportioned)	Check should equal Zero
	PER										
	SUBJECTIVE ANALYSIS										
<b>SECTION 1 to be completed by Service Area</b>	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
<b>EXPENDITURE</b>											
Direct Employees										0	0
Agency & other staff not on the payroll										0	0
Indirect Employees Expenses (Training, Redundancy)										0	0
Indirect Employees Expenses - PRC costs non payroll		DO NOT APPORTION									
Indirect Employees Expenses (Pension Payroll PRC)		DO NOT APPORTION									
Premises										0	0
Transport										0	0
Contract Payments - Internal (outside Service Area only)										0	0
Contract Payments - External										0	0
Other Supplies and Services (excluding contract payments)										0	0
Third Party Payments										0	0
Leasing/Debt Charges										0	0
Joint Arrangements										0	0
<b>TOTAL EXPENDITURE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

SECTION 1 Continued





Service Area:

**ANALYSIS OF GROWTH - SERVICE PRIORITIES**

Item (Full Description and Details) (1)	2006/2007 £'000 (2)	2007/2008 £'000 (3)	2008/2009 £'000 (4)	2009/2010 £'000 (5)
	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Notes:

1. The totals for columns 2, 3, 4 and 5 should be matched with the additional savings identified

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Service Area:

**ANALYSIS OF ADDITIONAL SAVINGS TO MEET GROWTH**

Item (Full Description and Details) (1)	2006/2007 £'000 (2)	2007/2008 £'000 (3)	2008/2009 £'000 (4)	2009/2010 £'000 (5)
	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Notes:

1. The totals for columns 2, 3, 4 and 5 should be matched with the service priority growth identified
-



Budg2006-2007

ACCOUNT CODE	ACCOUNT DESCRIPTION	TOTAL COSTS	SHARED COSTS	VARIABLE COSTS	Variable costs split (Apportionment based on 14staff B +12staff H)						
					Brent	Harrow					
	T.S.BUDGET-2006/007										
	<b>TOTAL GROSS EXPENDITURE</b>	<b>1,873,484</b>									
	<b>TOTAL GROSS FIXED COSTS</b>		<b>580,489</b>								
	<b>TOTAL GROSS VARIABLE COSTS</b>			<b>1,292,995</b>	<b>690,365</b>	<b>602,630</b>					
	<b>INCOME</b>										
NR13	GRANT-DTI QUALIFICATION										
NR11	OTHER INCOME etc										
NR11	WEIGHBRIDGE LICENCE FEES	-1,200	-1,200								
NR11	WEIGHTS & MEASURES FEES	-15,000	-2,300	-12,700	-9,200	-3,500	(based on history)				
NR11\V551	FINES & COSTS RECOVERED	-32,500		-32,500	-12,500	-20,000	(based on history)				
	<b>INCOME-SUB TOTAL</b>	<b>-48,700</b>	<b>-3,500</b>	<b>-45,200</b>							
	<b>TOTAL NET VARIABLE COSTS</b>			<b>1,247,795</b>	<b>668,665</b>	<b>579,130</b>					
	<b>TOTAL NET FIXED COSTS</b>		<b>576,989</b>		<b>312,036</b>	<b>264,953</b>	(based on 54,088,45.92% H - 2005/6 fixed costs apportionment)				
	<b>CONSORT NET EXPENDITURE</b>	<b>1,824,784</b>					(sum variable+fixed costs)				
NR11\V401	CONTRIBUTION-LB HARROW	-844,083									
NR11	CONTRIBUTION-LB BRENT	-980,701									
	<b>CONSORTIUM CONTRIBUTION</b>	<b>-1,824,784</b>									
	<b>Brent Notional Rent</b>	<b>-32,684</b>									
	<b>Total Brent Consortium Contribut</b>	<b>-1,013,385</b>									
	<b>Harrow notional rent</b>	<b>-28,484</b>							paid by Brent		
	<b>Total Brent Contribution</b>	<b>-1,041,869</b>									
	<b>TOTAL SERVICE COST</b>	<b>1,885,952</b>									
	brent contribution=53.46% ,harrow contribution=46.54% , (before notional rent is added) brent contribution= 54.98 % ,harrow contribution= 45.02 % (including notional rent) variable salary costs:- brent =£631,508(53.02%); harrow = £559,506(46.98%) harrow essential car user costs:- brent = £17,292(51.46%); harrow £16,308(48.54%) accommodation costs:-£100,687 core rent+ £41,459 tenant rent = £142,146 - £61,168 notional rent = £80,978 fixed costs:- total (ex notional rent) = £576,989; brent = £312,036(54.08%); harrow = £264,953(45.92%) variable costs:- total = £1,236,795; brent = £657,665(53.17%); harrow = £579,128(46.83%) Budget based on inflation of 2.95% salaries + oncosts; employers super annuation of 21.6%; 9.6% accom; and 2% for other budgets This draft includes increased employers contribution of 21.6%,										

# Appendix 3

## Fees and Charges



**TRADING STANDARDS SERVICE**  
**LONDON BOROUGHS OF BRENT AND HARROW**  
SCALE OF FEES 2006/2007

		Price £	
<u>Fees for the purposes of Section 11 of the Weights &amp; Measures Act 1985</u>		<u>Full</u>	<u>Discount</u>
<b>A. <u>MEASURES</u></b>			
(i)	Linear Measures (with or without divisions or sub-divisions), the scales not exceeding 10 ft (if imperial) or 3m (if metric), each scale .....	10.00	9.50
(ii)	Capacity Measures (without divisions or sub-divisions), not exceed 1 qt (if imperial) or 1l (if metric), each measure .....	8.00	7.50
(iii)	Cubic Ballast Measures (other than Brim measures), each measure .....	140.00	126.00
(iv)	Liquid Capacity Measures for making up and checking average quantity packages .....	23.00	21.50
(v)	Templets		
(a)	Per Scale - first item .....	39.00	36.00
(b)	Second and subsequent items .....	16.00	15.00
<b>B. <u>WEIGHTS</u></b>			
(i)	Exceeding 10 lb/5 kg/100 oz troy or not exceeding 5 grain/500 mg/2C.M./0.01 oz troy .....	10.00	9.50
(ii)	Otherwise .....	8.00	7.50

		Price £	
C.	<u>WEIGHING INSTRUMENTS</u>	<u>Full</u>	<u>Discount</u>
(i)	Instruments calibrated to weigh only in imperial or metric units (other than automatic or totalising weighing machines, or machines designed to weigh loads in motion) - each instrument or (if fitted with two or more weigh tables or platforms connected to one or more indicating mechanisms, each weigh table.		
	Capacity, as marked on the machine:-		
	Not exceeding 34lb (if imperial) or 15kg (if metric) .....	27.50	25.50
	Exceeding 34lb but not exceeding 224lb (if imperial):		
	exceeding 15kg but not exceeding 100kg (if metric) .....	36.00	33.50
	Exceeding 224lb but not exceeding 560lb (if imperial):		
	exceeding 100kg but not exceeding 250kg (if metric) .....	49.50	45.50
	Exceeding 560lb but not exceeding 1 tons (if imperial):		
	exceeding 250kg but not exceeding 1 tonne (if metric) .....	86.50	80.00
	Exceeding 1 ton but not exceeding 10 tons (if imperial):		
	exceeding 1 tonne but not exceeding 10 tonnes (if metric) .....	138.50	128.50
	Exceeding 10 tons but not exceeding 30 tons (if imperial):		
	exceeding 10 tonnes but not exceeding 30 tonnes (if metric) .....		) At the rate per officer hour spent
	Exceeding 30 tons but not exceeding 40 tons (if imperial):		) at the place of submission of
	exceeding 30 tonnes but not exceeding 40 tonnes (if metric) .....		) £62.00 plus the hire cost of any
	Exceeding 40 tons but not exceeding 60 tons (if imperial):		) equipment.
	exceeding 40 tonnes but not exceeding 60 tonnes (if metric) .....		)
(ii)	Instruments as in (i) above, but calibrated to weigh in both imperial and metric units -		
	150 per cent of the fee which would be payable if the instruments were calibrated to weigh only in the imperial system or only in the metric system, or, where those fees differ, 150 per cent of the higher, rounded, where appropriate to the nearest 50p.		
(iii)	Instruments as in (i) and (ii) above, but incorporating remote display or, in the case of counter machines, printing facilities –150 per cent of the fee which would otherwise be payable, rounded, where appropriate, to the nearest 50p.		

		Price £	
		<u>Full</u>	<u>Discount</u>
D.	<u>MEASURING INSTRUMENTS FOR INTOXICATING LIQUOR</u>		
(i)	Not exceeding 5 fl oz .....	16.00	15.00
(ii)	Other .....	19.00	18.00
E.	<u>MEASURING INSTRUMENTS FOR MEASURING LIQUID FUEL OR LUBRICANTS</u>		
(i)	Container types, (unsubdivided) .....	64.00	59.00
(ii)	Multi-grade types single outlets (with a price-computing device and displays common to all grades):		
	(a) for retesting solely on the occasion of an adjustment in the price-computing-device .....	91.00	84.00
	(b) otherwise .....	163.50	151.00
(iii)	Other types - single outlets:		
	(a) for retesting solely on the occasion of an adjustment in the price computing device	71.00	65.50
	(b) otherwise .....	98.00	91.00
(iv)	Other types - multi outlets:		
	1 meter tested .....(see CO 12 93 2) .....	107.00	99.00
	2 meters tested .....	169.50	157.50
	3 meters tested .....	235.00	217.00
	4 meters tested .....	296.50	273.50
	5 meters tested .....	353.00	325.00
	6 meters tested .....	410.00	377.00
	7 meters tested .....	476.00	438.00
	8 meters tested .....	536.00	493.00
(v)	A charge to cover any additional costs involved in testing ancillary equipment which requires additional testing on site, such as credit card acceptors, will be based upon the basic fee given above plus additional costs at the rate of £62.00 per extra officer/hour.		
(vi)	A charge to cover the testing of a consul only, will be at the rate of £62.00 per officer/hour		

		Price £	
		<u>Full</u>	<u>Discount</u>
F.	<b><u>ROAD TANKER LIQUID FUEL MEASURING EQUIPMENT (ABOVE 100 LITRES)</u></b>		
This Service is only available at present with the Director's permission and will be subject to a hire fee of a bulk fuel meter etc.			
(i)	Meter measuring systems -		
	(a) wet hose type, based on two liquids being used for testing .....	155.50	143.00
	(b) dry hose type, based on two liquids being used for testing .....	170.00	156.00
	(c) following a Regulation 65 or 66 occurrence - per officer hour spent at the place of submission for the purposes of examination, testing or stamping of the equipment .....	62.00/hr	
(ii)	Dipstick measuring systems -		
	basic fee (for calibration of each compartment and production of chart):		
	(a) up to an including 7600 litres .....	134.00	123.00
	(b) over 7600 litres - for any compartment over 7600 litres the fee should be based on the standard fee given above, <u>plus</u> an allowance at the standard officer/hour rate for extra time taken on testing i.e. £62.00.		
	(c) initial dipstick .....	17.00	16.00
	(d) spare dipstick .....	16.00	15.00
	(e) replacement dipstick (including examination of compartment) .....	35.00	32.50
G.	<b><u>SPECIAL WEIGHING &amp; MEASURING EQUIPMENT</u></b>		
For special equipment listed below; per officer/hour spent at the place of submission of the equipment for the purposes of examining, adjusting, testing, certifying, stamping, authorising or reporting on the equipment .....			
(i)	Automatic or totalising weighing machines.	62.00/hr.	
(ii)	Equipment designed to weigh loads in motion.		
(iii)	Weighing or measuring equipment tested by means of statistical sampling.		
(iv)	The establishment of calibration curves for templets.		
(v)	Templets graduated in millilitres.		
(vi)	Testing or other services in pursuance of a community obligation other than EEC initial or partial verification.		

		Price £	
		<u>Full</u>	<u>Discount</u>
2	<b><u>FEES FOR THE PURPOSES OF SECTION S74 OF THE WEIGHTS &amp; MEASURES ACT 1985</u></b>		
	Per officer/hour spent at the place of submission of the equipment for the purpose of examination, adjustment testing or reporting of the equipment; for the weighing or measuring of goods .....	62.00 +VAT	

**NOTES:** The appropriate fee should be payable whether or not the equipment is passed as fit for use for trade, or receives the stamp of EEC partial or initial verification as the case may be.

These Fees with the exception of those put forward for the purposes of Section 74, are NOT subject to Value Added Tax, since the work is a statutory monopoly of the Local Authorities, and is considered by the Customs & Excise as a "non business" activity.

**DISCOUNTS**

Weights

May be given off the second and subsequent weights if two or more of the same denomination are submitted at the same time.

Equipment other than weights

- (i) May be given off the second and subsequent items if two or more are submitted at the same time.
- (ii) May be given off each item where equipment is submitted for stamping at the Trading Standards Department or where facilities are provided by prior arrangement by the person submitting the equipment.

All equipment: bulk submission

A discount may be given off each item where by prior arrangement with the Director of Trading Standards, sufficient number are submitted at the same time. The discount to be agreed by the Director.

**NOTES:** With the exception of bulk submission, the maximum discount on any item will be that detailed above.

**PUBLIC WEIGHBRIDGE FEE:** £5 per weighing.

£

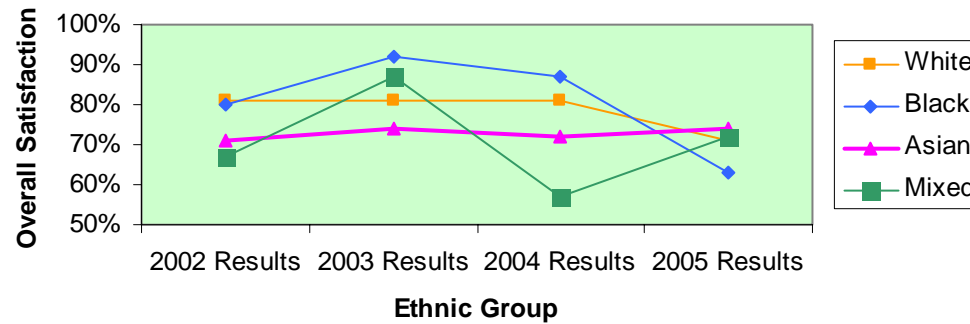
**3. OTHER FEES**

- (i) Where officers carry out EC verifications work outside the boundaries of the consortium a charge shall be made on the basis of the rate per officer/hour quoted above for the total time spent travelling and verifying the equipment. No separate verification charge shall be made.
- (ii) Where officers carry out duties before 8.00 am and after 7.00 pm Monday - Friday and at weekends a charge equivalent to the overtime incurred may be charged as agreed by the Director.

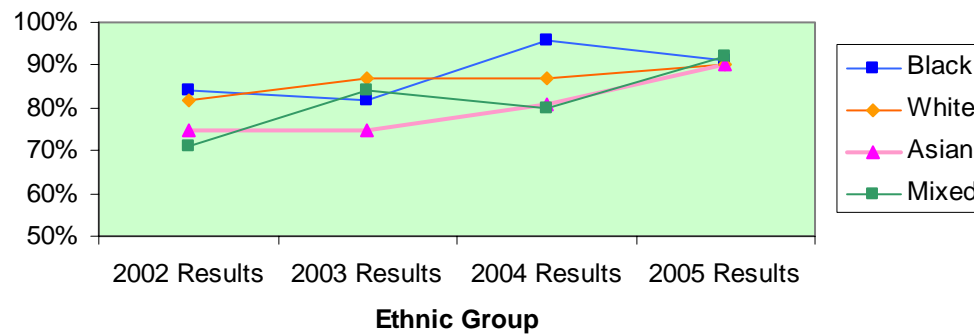
# Appendix 4

## Customer Survey Results

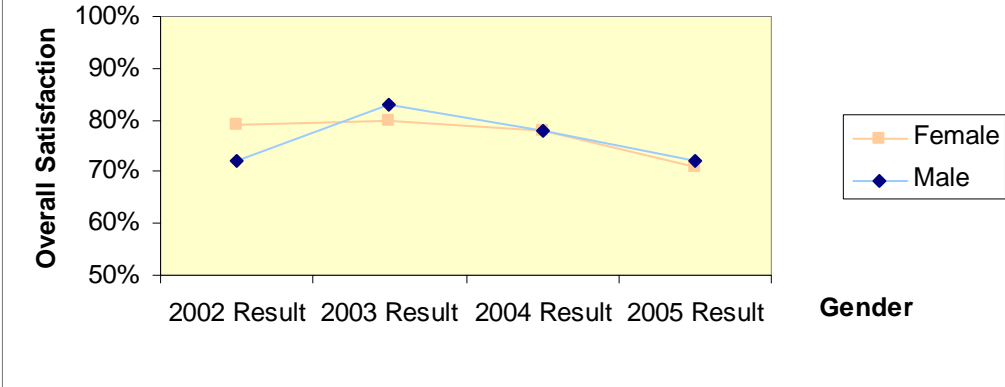
**Graph showing the overall satisfaction rate for Environment and Culture by Ethnic Group**



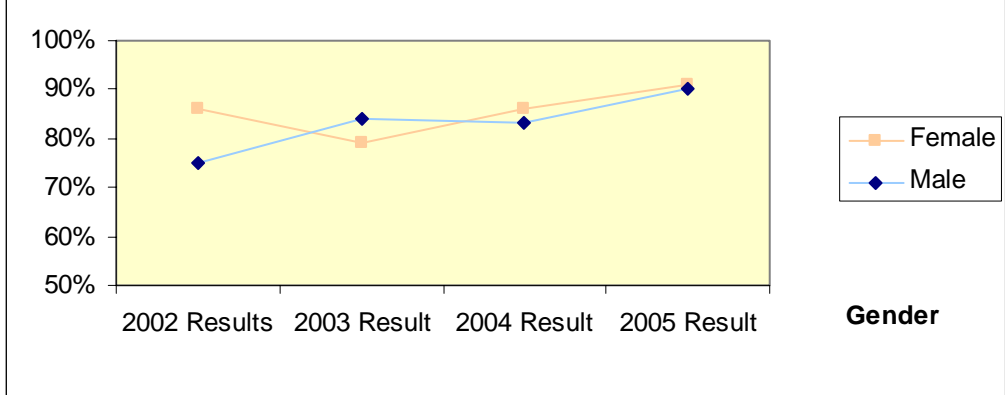
**Graph showing whether customers felt fairly treated by Environment and Culture - by Ethnic Group**



**Graph showing the overall satisfaction rate for Environment and Culture by Gender**

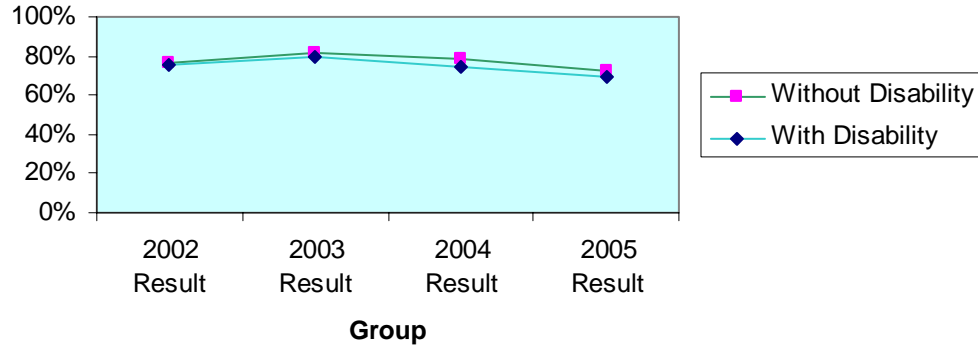


**Graph showing whether customers felt fairly treated by Environment and Culture by Gender**

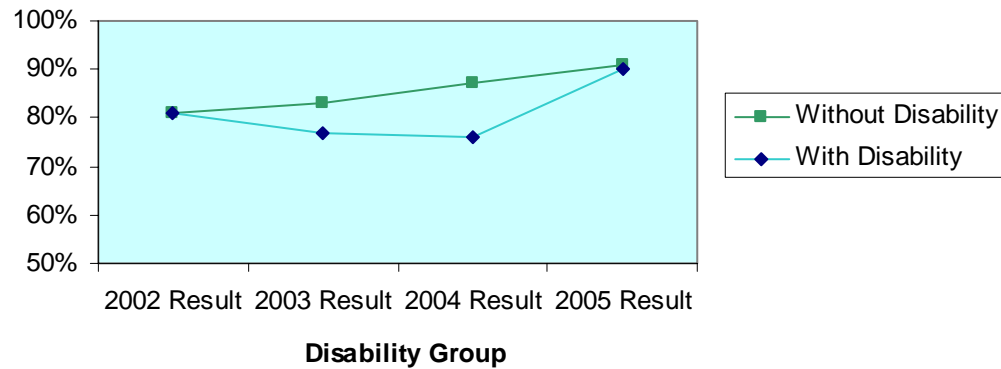




**Graph showing the overall satisfaction rate for Environment and Culture by Disability Group**



**Graph showing whether customers felt fairly treated by Environment and Culture - by Disability Group**



## Environment and Culture Customer Survey 2005

4. How satisfied were you with? (VERY SATISFIED/FAIRLY SATISFIED)	BUILDING CONTROL CONSULTANCY	CEMETERIES AND MORTUARY	ENVIRONMENTAL HEALTH	HEALTH SAFETY AND LICENSING	PARKS	PLANNING SERVICES	REGISTRAR OF BIRTHS DEATH AND MARRIAGES	SPORTS SERVICE	STREET-CARE	TRADING STANDARDS	TRANSPORTATION	LIBRARIES	BACES	CREATIVE DEVELOPMENT	HERITAGE	ENV & CULTURE AVERAGE
The politeness of staff	93%	100%	95%	91%	97%	90%	97%	72%	97%	94%	88%	92%	95%	90%	91%	92%
The helpfulness of staff	93%	94%	91%	83%	77%	95%	97%	65%	90%	92%	95%	92%	93%	100%	91%	91%
The time taken to respond to initial request	99%	100%	100%	100%	100%	100%	100%	N/A	100%	100%	100%	100%	N/A	100%	97%	100%
The time taken to respond fully to the matter	97%	100%	95%	100%	100%	97%	91%	N/A	99%	97%	100%	93%	N/A	91%	97%	97%
Being kept informed of progress / outcome	87%	89%	87%	98%	83%	83%	97%	N/A	92%	85%	78%	90%	N/A	92%	81%	88%
The quality of information or advice given	85%	87%	85%	87%	89%	85%	84%	N/A	84%	81%	95%	85%	81%	81%	89%	80%
The accuracy of information given	85%	88%	88%	91%	89%	85%	94%	N/A	89%	71%	87%	85%	89%	95%	81%	81%
Overall, how satisfied were you with the service provided	78%	82%	75%	85%	86%	78%	75%	62%	73%	75%	78%	77%	79%	71%	91%	71%
5. Did you feel that you had been treated fairly by the service?																
Yes	91%	94%	92%	98%	100%	91%	89%	N/A	89%	88%	95%	91%	91%	95%	97%	91%
No	9%	6%	10%	4%	0%	9%	13%	N/A	11%	14%	5%	9%	9%	5%	3%	9%

This is only a summary of the information. The full results are now available on the internet/intranet . For more information contact Sandra Worrall: [sandra.worrall@brent.gov.uk](mailto:sandra.worrall@brent.gov.uk)

### Results:

#### Contact with the Service Area

Overall 48% of customers contacted Environmental Services by telephone. This is the main method used by the public to contact us but is a significant drop from last year's 65%. E-mail contact has risen substantially from 7% last year to 28% this year. It is therefore very important that staff answer the phones quickly and efficiently in a polite manner, but it is clearly becoming increasingly important to respond to e-mails in an equally prompt and polite way.

62% of customers got through on the telephone at the first attempt.  
 17% of customers took two or three calls to get through.  
 no of customers took more than three calls to get through.  
 (Note: total is less than 100% as "not applicable" and "can't remember" were also options)

Training on effective use of the telephone system has been undertaken by approximately half the staff from Environment and Culture in 2005 as part of the Customer First initiative.

#### Sampling Method and Previous Years

The previous annual customer surveys have been by postal surveys. In 2005 the survey was instead done by telephone.  
 2003: 4859 customers were sent forms of which 585 replied (11.8%)  
 2004: 4500 customers were sent forms of which 657 replied (14.6%)  
 2005: 5300 customers were called of which 2483 were successfully contacted ( 46.8%)

#### Customer/Staff Interaction

There were some very positive results regarding contact with staff.

92% of customers were very/fairly satisfied with the politeness of staff  
 81% of customers were very/fairly satisfied with the helpfulness of staff  
 80% of customers were very/fairly satisfied with the quality of information/advice given  
 88% of customers were very/fairly satisfied with how well they were kept informed of the progress/outcome of requests. This is a great improvement as it was identified as the area needing most improvement last year when the result was 65%.

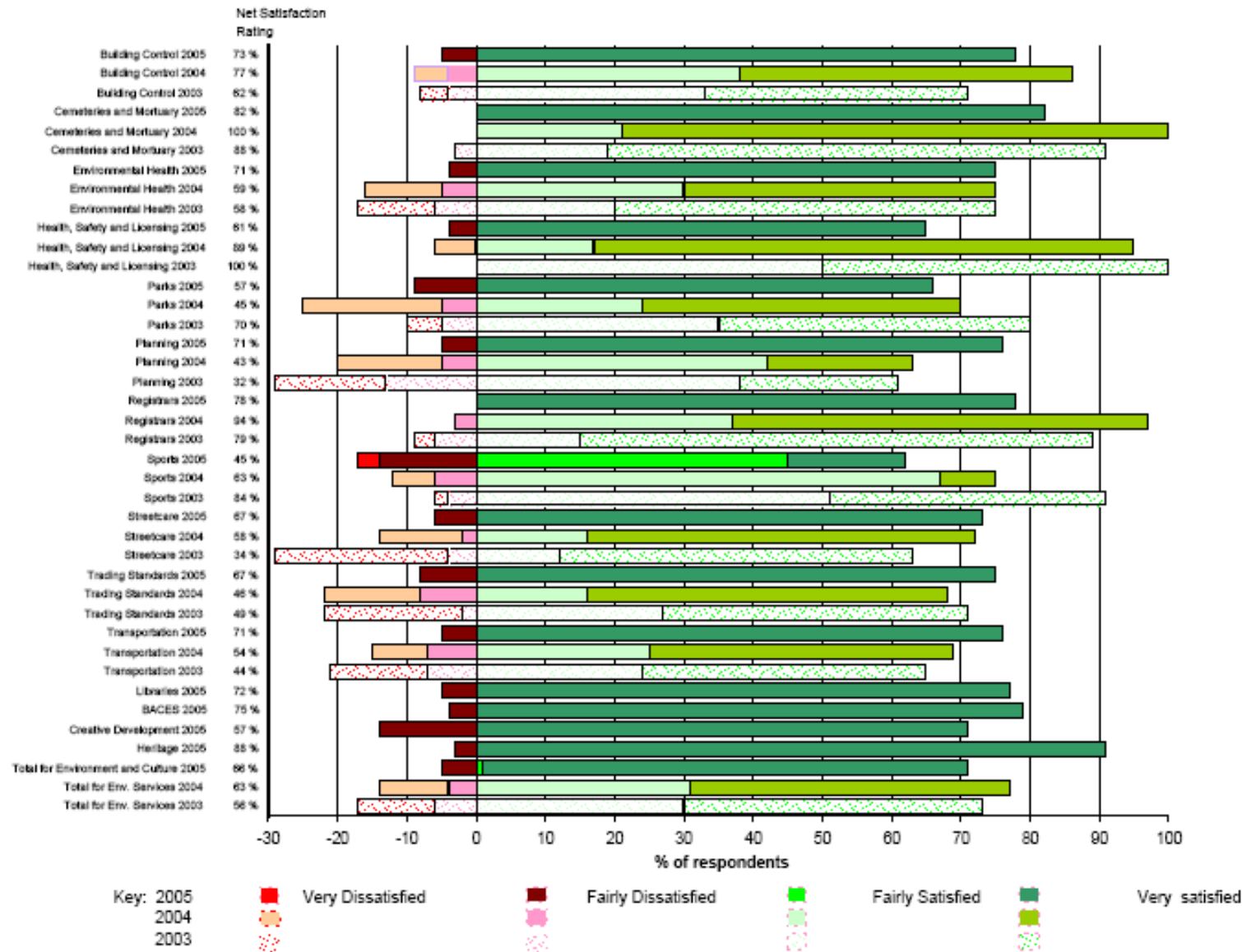
The main area where the public felt Environment and Culture could improve was in the overall level of service provided. However even in this lowest area, there were still 71% of customers who were very/fairly satisfied.

Where units are engaged in enforcement activities we would expect the satisfaction ratings to be lower than for service units without any enforcement activity.

#### Fair Treatment

91% of customers felt that they had been fairly treated. An improvement on last year's 84%.

## Overall Satisfaction for Environment and Culture Units 2003-2005



Source: Environment and Culture Customer Survey 2003-2005 - Question 4: "Overall how satisfied or dissatisfied were you with the service provided?"  
 Note: Libraries, BACES, Creative Development and Heritage joined the newly formed Environment and Culture in 2005, no figures are therefore available before this year for these units.

**TRADING STANDARDS COMPARISON 2002- 2005**

	2002	2003	2004	2005
<b>1. Contacts - How did you first make contact with the....</b>				
Telephone	73.80%	81%	73%	46%
Writing - post	9.50%	5%	14%	17%
Writing - e-mail	4.80%	7%	16%	32%
Submitted an application	2.40%	0%	2%	5%
Council contacted you	2.40%	0%	2%	0%
In person/OSS	7.10%	7%	0%	0%
Others	0.00%	0%	0%	0%
<b>2. If you contacted the service by phone, the number of times to get through to the service.</b>				
Once	51.20%	67%	76%	57%
2 or three times	26.80%	18%	16%	16%
More than 3 times	12.20%	15%	5%	0%
Can't remember	7.30%	0%	3%	16%
Not applicable	2.40%	0%	0%	11%
<b>3. How easy or difficult to find out who to contact about the service required?</b>				
Very easy	22.50%	49%	43%	84%
Fairly easy	52.50%	25%	36%	11%
Neither	5.00%	16%	11%	5%
Fairly difficult	7.50%	5%	2%	0%
Very difficult	12.50%	5%	7%	0%
<b>4. How satisfied were you with? (VERY SATISFIED/FAIRLY SATISFIED)</b>				
The politeness of staff	90.70%	86.0%	95%	94%
The helpfulness of staff	85.00%	80.9%	89%	92%
The time taken to respond to initial request	80.00%	75.6%	85%	100%
The time taken to respond fully to the matter	65.00%	64.1%	75%	97%
Being kept informed of progress / outcome	58.33%	44.1%	63%	85%
The quality of information or advice given	73.81%	76.3%	64%	81%
The accuracy of information given	68.42%	71.0%	73%	89%
Overall, how satisfied were you with the service provided	68.18%	70.8%	68%	75%
<b>5. Did you feel that you had been treated fairly by the service?</b>				
Yes	71.74%	85%	82%	86%
No	28.26%	15%	18%	14%
<b>6. Were you satisfied with the outcome of your request?</b>				
Yes	60.00%	73%	65%	95%
No	40.00%	27%	35%	5%
<b>7. If no, were the reasons for the outcome made clear to you?</b>				
Yes	46.67%	50%	31%	67%
No	53.33%	50%	69%	33%
Not applicable	0.00%	0%	0%	0%

# Appendix 5

## Staff Survey Results

Still awaiting Corporate staff survey results

# Appendix 6

## Performance Schedules

## Key Targets

The work programme is part of an ongoing review that has led to a change in policy with greater balance placed on a number of competing priorities as detailed below, including a targeted programme of inspection visits during 2006/2007.

For 2006/2007 the Service will produce 13,767 units of output work for Harrow, 16,217 units for Brent and 2200 from Customer Services: - a total of 32,184 units. Both borough totals reflect a full establishment based on the 2006/2007 complement of 34.6 staff, but one Enforcement Officer in Harrow and one in Brent being on maternity leave for eight and eleven months respectively. The main activities of the Service are based on the following average units of work: -

Requests for action (criminal) completed	3.5 units
Civil Investigations	6.5 units
Requests for action (non criminal) completed	0.5 units
Enterprise Act investigations	150 units
Trader Enquiries (including HA work)	5.25 units
Announced Comprehensive Primary High Risk Inspections	3.0 units
Announced Comprehensive Primary Medium Risk Inspections	2.0 units
Announced Comprehensive Primary Low Risk Inspections	0.5 units
Announced Secondary High Risk Inspections	1.5 units
Announced Secondary Medium Risk Inspections	1.0 units
Other Inspection/Test Purchase Visits	0.5 units
Home Authority Referrals	1.75 units
Average Quantity Visits	5.25 units
Criminal reports of Infringement	17.5 - 560 units (depending on complexity)
Civil reports and action	8 units
Prosecutions completed	31.5 units
Formal Cautions	7 units
Letters of Warning	2 units
Projects completed	119 units
Verification Visits	3.5 units
Multi-agency Operations	21 units
Mileage checks (each car)	2 units
Web sites (per check)	2 units
Publications (per check)	2 units
Safety Lab tests (per batch)	3.5 units
Alternative enforcement action	50% of normal units
Mobile Display Unit Visits	7 units
Electric Blanket Safety Work	126 units (91-H 2days, 35-B 1day)
Child Car Seat Safety Work	84 units (42 - 1day each)
Talks to external Bodies/Organisations	3.5 units

Each unit equates to 1 hour's work and each day equates to 7 units. Based on 260 days availability for work.

less	8 days bank holidays
less	30 days annual leave
less	6 days briefing sessions
less	4 days training
less	12 days meetings

A total of 200 days @ 7 hrs per day = 1400 hrs for enforcement work is available per officer per year. Each Enforcement Officer is therefore expected to produce a minimum of 1400 units of work per annum. Each Technical Assistant is expected to contribute 700 units of work to their team Targets. Service Development and IT Officers contribute 350 units to each borough. Each Principal Officer is allocated 25% of their time for management functions and each Team Leader allocated 50% for management functions.



Ideally the Service should visit all high-risk premises once a year, all medium risk premises every 2 years and all low risk premises every 5 years. At 1 February 2006, there are 8756 premises in the consortium liable for inspection (5204 in Brent and 3552 in Harrow). Of these 280 (3.2%) are high-risk premises (145 in Brent and 135 in Harrow), and 4289 (49.0%) are medium risk premises (2494 in Brent and 1795 in Harrow). The Service should therefore aim to inspect 1392 high and medium risk premises each year in Brent and 1033 high and medium risk premises in Harrow.

	TOTAL PREMISES	HIGH RISK	MEDIUM RISK	LOW RISK	OTHERS
Brent	5204 (59.4 %)	145	2494	2544	21
Harrow	3552 (40.6 %)	135	1795	1580	42
Consortium	8756 (100%)	280(3.2%)	4289 (49.0%)	4124(47.1%)	63(0.7)

For 2006/2007 the Service aims to complete the following work:-

HARROW TEAM 2006/7

	<u>Planned</u>	<u>Units</u>
Requests for action (criminal)	730	2555
Civil Investigations	170	1105
Trader Enquiries (including HA work)	120	630
Enterprise Act Investigations	3	450
Announced Comprehensive Primary High Risk Insp.	135	405
Announced Comprehensive Primary Medium Risk Insp	898	1796
Announced Comprehensive Primary Low Risk Insp	316	158
Announced Secondary High Risk Inspections	30	45
Announced Secondary Medium Risk Inspections	50	50
Other Inspection/Test Purchase Visits	400	200
Home Authority Referrals	110	192.5
Average Quantity Visits	15	78.75
Criminal Reports of Infringement	63	3347.5
Civil Reports and Action	12	96
Prosecutions completed	32	1008
Formal Cautions	11	77
Letter of Warning	14	28
Projects completed	5	595
Verification Visits	10	35
Multi-Agency Operations	5	105
Mileage checks (each car)	50	100
Web sites (per check)	40	80
Publications (per check)	40	80
Safety Lab tests (per batch)	0	0
Alternative enforcement action	4*	200
Mobile Display Unit Visits	13	182
Electric Blanket Safety Work	2	91
Child Car Seat Safety Work	1	42
Talks to external Bodies/Organisations	5	35
	<b>Total</b>	<b>13767</b>

Harrow Projects

**Lead**

- 1 Child Accident Prevention Week 4
- 2 Door step crime 5
- 3

**Contribution to North West London Projects**

- 1 Flyboarding 4 Safety of elec fans
- 2 Distance selling
- 3 Goods sold from bulk

**Contribution to London-wide Projects**

\* Alt enf action :- 120Estate Agents; 53 Travel Agents; 140 Chemists; 22 Opticians

In addition, Harrow will carry out test purchasing of age restricted goods on a minimum of twelve occasions.

1 Team Leader

Met & Safety:-	1 PTSO	Fair Trading:-	1 PEO	
	1 TSO		2.3 EO(1mat=0.7)	= 13767 units
	2 EO		1 Civil Advisor	
	1 AEO (0.5)		1 AEO (0.5)	

**CUSTOMER SERVICES 2006/7**

Requests for action (non criminal)	3700(1800 B, 1900H)	1850
Mobile Display Unit visits	26 (1 Officer)	182
Talks to external Bodies/Organisations (general)	24	168
Work Experience students	Maximum of 4 p.a.	
Initial contacts by Telephone/personal visits	38,300	
		<hr/> 2200

BRENT TEAM 2006/7

	<u>Planned</u>	<u>Units</u>
Requests for action (criminal)	1100	3850
Civil Investigations	130	845
Trader Enquiries (including HA work)	130	682.5
Enterprise Act Investigations	2	300
Announced Comprehensive Primary High Risk Insp.	199	597
Announced Comprehensive Primary Medium Risk Insp	791	1582
Announced Comprehensive Primary Low Risk Insp	100	50
Announced Secondary High Risk Inspections	20	30
Announced Secondary Medium Risk Inspections	164	164
Other Inspection/Test Purchase Visits	450	225
Home Authority Referrals	300	525
Average Quantity Visits	45	236
Criminal Reports of Infringement	65	3855
Civil Reports and Action	12	96
Prosecutions completed	36	1134
Formal Cautions	20	140
Letter of Warning	10	20
Projects completed	5	595
Verification Visits	25	87.5
Multi-Agency Operations	16	336
Mileage checks (each car)	54	108
Web sites (per check)	54	108
Publications (per check)	54	108
Safety Lab tests (per batch)		
Alternative enforcement action	4*	200
Mobile Display Unit Visits	13	182
Electric Blanket Safety Work	1	35
Child Car Seat Safety Work	2days	84
Talks to external Bodies/Organisations	6	42
	<b>Total</b>	<b>16217</b>

**Brent Projects**

**Lead**

- 1 Child Accident Prevention Week      4 Furniture
- 2 Door step crime                              5 Distance selling
- 3 Metrication

**Contribution to North West London Projects**

- 1 Flyboarding                                      4 Safety of elec fans
- 2 Distance selling
- 3 Goods sold from bulk

**Contribution to London-wide Projects**

\*Alt enf action :- 120 Estate Agents; 53 Travel Agents; 140 Chemists; 22 Opticians

In addition, Brent will carry out test purchasing of age restricted goods on a minimum of twelve occasions.

1 Team Leader

Met & Safety:-	1 PTSO (0.75)	Fair Trading:-	1 PEO (0.75)	= 16217 units
	2 TSO		4 EO	
	1.1 EO (1 mat=0.9)		1 Civil Advisor	
	1 AEO (0.5)		1 AEO (0.5)	

\*Infringement reports will be based on the following categories:

Category	No. of Reports		No. of Days Each	No. of Units Each	Total Units	
	Harrow	Brent			Harrow	Brent
1	22	5	2.5	17.5	385	87.5
2	10	26	5	35	350	910
3	11	18	7.5	52.5	577.5	945
4	10	10	10	70	700	700
5	7	5	15	105	735	525
6	3	1	more than 15	7 per day	600	687.5
<b>TOTALS</b>	<b>63</b>	<b>65</b>			<b>3347.5</b>	<b>3855</b>

The criteria for each category will be:-

#### Category 1

Very few background enquiries required, small amounts of correspondence (largely standard letters), few difficulties encountered, straight-forward and routine, investigation usually completed the same day. Investigation does not normally involve outside witnesses. Straight-forward interview.

#### Category 2

Usually one or two non Trading Standards witnesses. Some research and correspondence may be required. May involve seized or purchased evidence. Evidence straightforward to catalogue and analyse. Minor difficulties may be encountered during investigation. A simple supply chain may be documented and records usually one step back from the retailer. Usually one taped interview. Does not require substantial resources of officer time.

#### Category 3

Will contain the elements of a category 2 report plus one element from the criteria listed under category 4.

#### Category 4

This level of investigation will contain the elements of a category 2 report plus at least two of the following elements:-

- a) large teams of officers necessary over a shorter time scale or smaller teams of officers spending significant amounts of time on background enquiries or observations.
- b) Interviews - multiple interviews requiring preparation or single interview of an extremely complex and demanding nature.
- c) Statements - several witness statements from non Trading Standards Officers required.
- d) Evidence - large quantities of evidence involved or smaller quantities of evidence of a diverse nature requiring considerable analysis.
- e) Report - large and complicated report required to fully explain the investigation and the nature of the offences.
- f) Other enquiries - significant problems encountered during investigation, large amount of non standard correspondence required (for example solicitors letters). High profile investigation attracting media attention during the investigative process. Major financial impact (e.g. goods seized of high value, suspension notice especially of high value items).

#### Category 5

This level of investigation will contain the elements of a category 2 report plus at

least three elements from the list under category 4.

### Category 6

Will contain the elements of a category 2 report plus at least four elements from the list under category 4 including criterion (a).

### **Notes for Guidance**

- 1 All work must be meaningful and necessary.
- 2 Officers should make it clear in their reports what work they have carried out.
- 3 Recognition will be deducted for work which is not completed to a satisfactory standard or that which is put in late (without good reason), so as to leave the Department open to criticism for “abuse of process”.
- 4 Recognition will not be awarded in lieu of work which has not yet been completed

\*Each Average Quantity visit to an importer/packer will be on the basis that the following is carried out:-

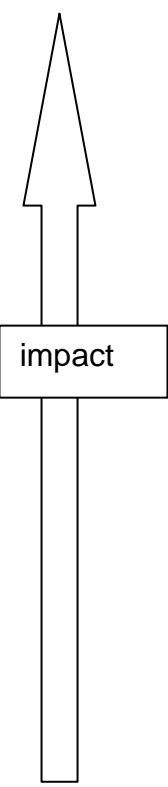
- a) The metrology control system is inspected and
- b) Records and documents are checked and
- c) Reference tests are carried out on a random sampling basis in accordance with the Packaged Goods Regs and
- d) “Code of Practice Guidance” advice is given and

details of the above are recorded on an A.Q. inspection form.

### **Enforcement Priorities**

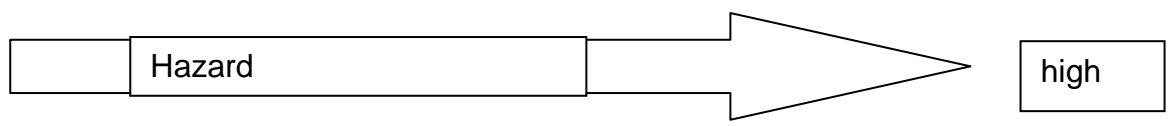
The grid below shows how the Service prioritises its work, based on the hazard a particular type of activity poses to the local community and the impact that the activity will have on the local consumers. Therefore, the bigger the hazard and impact, the more resource this Service will put into combating this type of crime. Conversely, certain types of legislation, if not complied with, have very little detrimental effect on the community at large with little or no hazard or impact, and therefore less resources are committed. All complaints concerning breaches of the law are investigated however, and vulnerable customers treated as a higher priority.

high



<p>Misleading Prices, Clocked Cars          Supermarkets/petrol sites          Goods not correctly packed to AQ          Inaccurate weights and measures          Price Marking, VRA,          Hallmarking'          Control of pollution          Restrictive notice, Consumer Credit,          TDA (Low value goods)          Energy Efficiency Regs,</p>	<p>Age restricted sales (alcohol, knives, butane, fireworks, tobacco)          Enterprise Act Unsafe Goods,          Storage of fireworks (Harrow)          Counterfeit Goods, un-roadworthy cars          Package Travel, Mock Auctions          Property Misdescriptions          Intox Subs Supply          Trade Descriptions Act (high value goods)</p>
<p>Broadcasting Act, Estate Agents Act          Education Reform Act, UA Lottery          Unsolicited goods          Development of Tourism Act          Incorrectly labelled goods (safety)          Energy Act, Motorcycle Noise Act          Trading Stamps Act, Crossbows Act</p>	<p>UATP Spray paints          Business Names Act          Road traffic (overloading)          Administration of Justice Act          Furniture and furnishings          Accommodation Agencies Act</p>

low

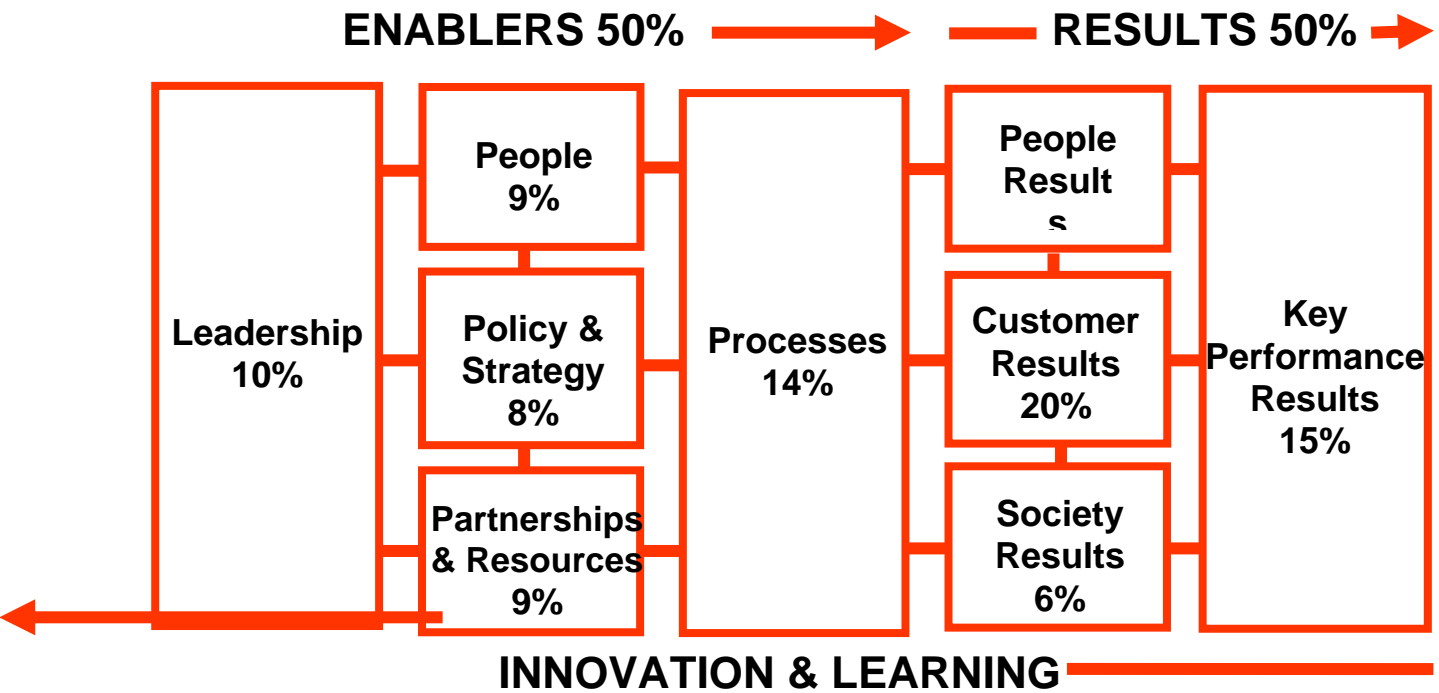


high

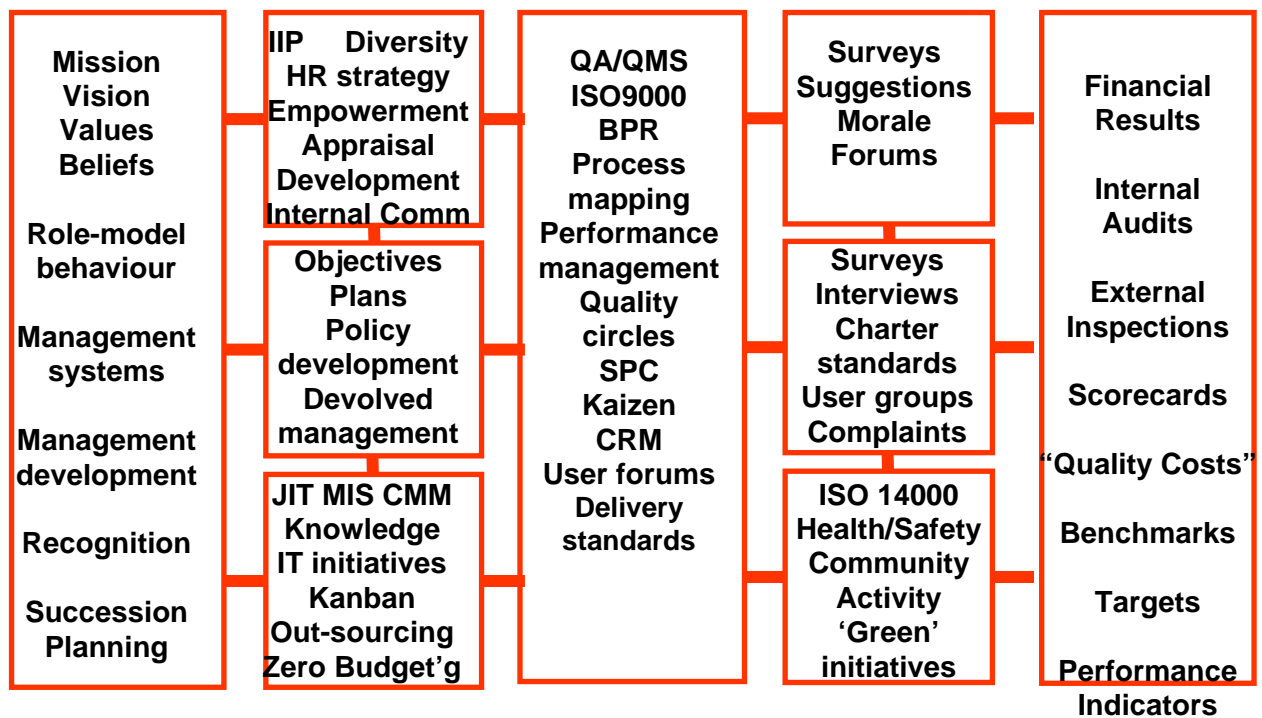
# Appendix 7

## EFQM Excellence Model

## EFQM Excellence Model



## EFQM How it Works in Practice





# Appendix 8

## Training Programme

TRAINING TOPIC	NUMBER OF PEOPLE	DATES OF TRAINING	SUCCESS CRITERIA	COST (£)
Diploma in Consumer Affairs Part 1	4	Aug 05 to June 06	Qualification to improve technical knowledge	
Diploma in Consumer Affairs and Trading Standards	2	Feb 06 to Oct 06	Qualification to improve technical knowledge	
ECDL	2	Feb to June 06	Qualification to improve IT performance and use of systems	
DCA Revision Course		April 05	Qualification to improve technical knowledge	
Equalities at work	All staff	TBA	Improve awareness of equality and diversity issues	
Capability Procedure	Middle management team	TBA	Provide awareness on using the corporate procedure	
Flare administration	1	TBA	Improve knowledge & skills	
Various professional courses	As required	When become available	To keep up to date with new and amended legislation.	
Accessing Communications Data	1	TBA	Improve knowledge & skills	
ISO9000 Lead Assessor	1	TBA	Allow effective involvement in quality management systems	
Presentation Skills	3	TBA	Improve presentation skills and confidence	
ISO 14001 Lead Assessor	1	TBA	Improve efficiency and professionalism	
MDU towing	2	TBA	Gain skills required to tow mobile unit safely	
RIPA update	15	TBA	Improve knowledge & skills	
EFQM understanding	1	TBA	Allow effective involvement in use of this quality tool	
Equality Impact Assessments	1	TBA	Ability to undertake effective impact assessments	
ISO14001 Internal Auditing	1	TBA	Allow effective involvement in use of this quality tool	
Corporate Induction	All new starters	Ongoing	Improved performance and efficiency	
Trading Standards Induction	All new starters	Ongoing	Improved performance and efficiency	
Introduction to Trading Standards & Consumer Advice	1	As required	Improved performance and efficiency	

The Service will provide a minimum of **336 days training during 2006/07**, which it is intended will include **205 person days** structured day/block release for DICATS and DCA qualification; in-house training for all staff of 2 hours per month; and other training as required. In-house training will be provided by our own staff wherever possible.

The Service's mission statement on training and development is:

*"The Brent and Harrow Trading Standards Service is committed to provide training and development for all staff within the resources available. Training will reflect the needs of individuals and ensure each member of staff is equipped to carry out their duties to their full potential and to reflect the goals and objectives of the service unit". These are: -*

- 1. To ensure all staff are fully trained on customer care issues and that staff are friendly, professional, efficient and helpful to users of the Service*
- 2. To ensure that all staff are competent in the use of information technology and the operation of the Service's systems and database*
- 3. To ensure staff are properly trained to carry out all their respective duties including enforcement, legal and administration*
- 4. To maintain, wherever possible, relevant qualification courses like DTS (APEL); DCA;DCATS; QA Lead Assessor; NVQ's; Management; ECDL, etc*

# Appendix 9

## Business Continuity

**Trading Standards Business Continuity Plan Questionnaire (v0.1 02-02-2005)**

**FORM - 1 ESSENTIAL INFORMATION** (Excluding Accommodation and IT as these should be given on Forms 2 and 3)

<b>Service Area:</b>	Environment	<b>Service Unit:</b>	Trading Standards
<b>Completed By:</b>	John Taylor	<b>Telephone:</b>	020 8937 5500
<b>Version:</b>	0.1	<b>Fax:</b>	020 8937 5544
<b>Date:</b>	02-02-2005	<b>Email:</b>	Trading.Standards@brent.gov.uk

QUESTION	0 - 48 hours	3 - 7 days	8 - 30 days
1.1 What are the essential parts of the service needed: <ul style="list-style-type: none"> <li>0 - 48 Hours</li> <li>3 - 7 days</li> <li>8 - 30 days</li> </ul>	<ol style="list-style-type: none"> <li>Telephone call receipt from public/ external and then prioritisation of work; dealing with urgent enquiries.</li> <li>Investigation of urgent customer complaints.</li> <li>Verifications (depending on urgency).</li> <li>Court Work (depending on the day).</li> <li>If required, resolution of some systems related issues by in-house expert.</li> <li>Management of issues.</li> </ol>	Same as 0 – 48 hours	Same as 0-48 hours plus <ol style="list-style-type: none"> <li>Laboratory work.</li> <li>Proactive Inspections.</li> <li>Displays/Talks/Exhibitions.</li> <li>Investigation of less urgent complaints.</li> <li>Project work.</li> <li>Civil Casework</li> </ol>
1.2 How many staff do these require?	<ol style="list-style-type: none"> <li>Telephone receipt: 2</li> <li>Urgent investigations: 1</li> <li>Verifications: 2 (if required).</li> <li>Court Work: 1-2 (depending on the day).</li> <li>Systems expert: 1</li> <li>Management 1</li> </ol> Total )depending on issues) up to <b>9</b>	<b>14</b>	<b>35</b>
1.3 Which staff (by name and position) is needed for the essential parts of the service?	John Taylor- Director Archna Petken- Customer Services Manager. Anuli Anyaegbunam- Customer Service Officer. Giles Speid- Principal Enforcement Officer. Hashith Shah- Principal Enforcement Officer. Michael Barnes- Inspector/IT Manager. Winston Brooks- Senior Enforcement Officer/Deputy IT Manager. Martin Grout- Deputy Director Bill Bilon- Deputy Director.	John Taylor- Director Archna Petken- Customer Services Manager. Anuli Anyaegbunam- Customer Service Officer. Giles Speid- Principal Enforcement Officer. Hashith Shah- Principal Enforcement Officer. Michael Barnes- Inspector/IT Manager. Winston Brooks- Senior Enforcement Officer/Deputy IT Manager. Martin Grout- Deputy Director Bill Bilon- Deputy Director. Rapinder Johal- Senior Customer Services Officer. Simon Martin- Principal Inspector	John Taylor- Director Archna Petken- Customer Services Manager. Anuli Anyaegbunam- Customer Service Officer. Giles Speid- Principal Enforcement Officer. Hashith Shah- Principal Enforcement Officer. Michael Barnes- Inspector/IT Manager. Winston Brooks- Senior Enforcement Officer/Deputy IT Manager. Martin Grout- Deputy Director Bill Bilon- Deputy Director. Rapinder Johal- Senior Customer Services Officer. Simon Martin- Principal Inspector Michael Squire- Principal Enforcement

		Michael Squire- Principal Enforcement Officer. David Price- Senior Enforcement Officer.	Officer. David Price- Senior Enforcement Officer. <b>Plus rest of staff.</b>
1.4 Which other Units of the Council (if any) are dependent on the services you provide?	None	None	None
1.5 Which other Units of the Council (if any) do the essential parts of <b>your</b> service depend upon?	<ul style="list-style-type: none"> <li>• <b>ITU</b> to maintain computer network systems and communications systems and restore lost systems.</li> <li>• <b>Corporate Support/Facilities Management</b> to deal with accommodation and house issues.</li> <li>• <b>Support for self help:</b> experience of Quality House (2005) showed need for bodies to move equipment and materials.</li> <li>• <b>Information and Performance:</b> systems support.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• <b>As for 0 - 48 hours.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>As for 0 - 48 hours.</b></li> <li>• <b>Financial Information Solutions.</b></li> </ul>
1.6 Which external contractors (if any) do the essential parts of <b>your</b> service depend upon?	<ul style="list-style-type: none"> <li>• <b>Building Services</b></li> <li>• <b>IT Suppliers</b> <ul style="list-style-type: none"> <li>○ Flare Software</li> </ul> </li> </ul>	<b>As for 0 - 48 hours</b>	<ul style="list-style-type: none"> <li>• <b>As for 0 - 48 hours</b></li> <li>• <b>Many external Contractors use to analyse/investigate</b> (no single point dependency identified).</li> </ul>
1.7 Which utilities (if any) do the essential parts of <b>your</b> service depend upon?	<ul style="list-style-type: none"> <li>• <b>Accommodation Utilities:</b> <ul style="list-style-type: none"> <li>○ <b>Electricity</b></li> <li>○ <b>Water and Sewage</b></li> <li>○ <b>Telecomms</b></li> </ul> </li> </ul>	<b>As for 0 - 48 hours</b>	<b>As for 0 - 48 hours</b>
1.8 What manual data (if any) do the essential parts of <b>your</b> service depend upon?	<b>Prosecution Files</b> <b>Evidence</b> <b>Complaint Forms (in progress)</b> <b>Legal Books/Legislation</b> <b>Financial Ledgers</b> <b>Diaries (for appointments)</b>	<b>Prosecution Files</b> <b>Evidence</b> <b>Complaint Forms (in progress)</b> <b>Legal Books/Legislation</b> <b>Financial Ledgers</b> <b>Diaries (for appointments)</b>	<b>Prosecution Files</b> <b>Evidence</b> <b>Complaint Forms (in progress)</b> <b>Legal Books/Legislation</b> <b>Financial Ledgers</b> <b>Diaries (for appointments)</b>

**FORM 2 – ESSENTIAL ACCOMMODATION**

<b>Service Area:</b>	Environment	<b>Service Unit:</b>	Trading Standards
<b>Completed By:</b>	John Taylor	<b>Telephone:</b>	020 8937 5500
<b>Version:</b>	0.1	<b>Fax:</b>	020 8937 5544
<b>Date:</b>	02-02-2005	<b>Email:</b>	Trading.Standards@brent.gov.uk

REQUIREMENT	0- 48 hours	3 - 7 days	8 - 30 days
2.1 Number of Staff	Up to 9 (2 TAs, 4 CSOs, 1 PEO DAS[Development And Support], 1 IT)	14 (4 CSOs, 1 PEO DAS, 1 IT, 8 enforcement team staff)	35
2.2 Number of desk, chairs	<b>6</b>	<b>14</b>	<b>35</b>
2.3 Telephone requirements (number of units): <ul style="list-style-type: none"> <li>• Normal office phones</li> <li>• Mobile phones</li> <li>• Radio System</li> </ul>	<b>1 Fax; 4 normal phones, 1 mobile</b>  Not required	<b>1 Fax; 8 normal phones, 5 mobile</b>  Not required	<b>1 Fax, 22 Normal phones, 25 Mobiles</b>  6 Walkie Talkies
2.4 Office equipment:	Fax	Fax Copier	Fax 3 Copiers
2.5 Public access requirements	Not required	Not required	Not required
2.6 Wheelchair access requirements	Not required We would visit disabled customers and do not have any registered disabled staff.	Not required We would visit disabled customers and do not have any registered disabled staff.	Not required We would visit disabled customers and do not have any registered disabled staff.
2.7 Special provision e.g.: <ul style="list-style-type: none"> <li>• Confidential interview area.</li> <li>• Floor loading for a safe.</li> <li>• Secure area.</li> <li>• Additional Power.</li> <li>• Goods/in out provision.</li> <li>• Unit Vehicle parking</li> </ul>	<ul style="list-style-type: none"> <li>• Provision to store weights and measures equipment (or obtain from Barnet or Ealing).</li> </ul>	<ul style="list-style-type: none"> <li>• Confidential interview room.</li> <li>• Provision to store weights and measures equipment.</li> <li>• Secure area (10m<sup>2</sup>) to store seized evidence.</li> <li>• 1 van required if we can not get access to our existing vehicle and a space to park it.</li> </ul>	<ul style="list-style-type: none"> <li>• Confidential interview room.</li> <li>• Provision to store weights and measures equipment.</li> <li>• Secure area (10m<sup>2</sup>) to store seized evidence.</li> <li>• 1 van required if we can not get access to our existing vehicle and a space to park it.</li> </ul>
2.8 Office accommodation (allow 5 sq metres per person)	• <b>30m<sup>2</sup></b>	<b>90m<sup>2</sup></b>	<b>175m<sup>2</sup></b>
2.9 Storage space (m <sup>2</sup> )	Not required	<b>See above</b> Secure area 10m <sup>2</sup>	<b>See above</b> Secure area 10m <sup>2</sup>
2.10 Yard space (m <sup>2</sup> )	Not required	Not required	Not required

**FORM 3 – ESSENTIAL IT AND MANUAL RECORDS**

(Note: all users require access to all stated systems so **only one form to cover all systems has been used** and not one form for each essential system)

<b>Service Area:</b>	Environment	<b>Service Unit:</b>	Trading Standards
<b>Completed By:</b>	John Taylor	<b>Telephone:</b>	020 8937 5500
<b>Version:</b>	0.1	<b>Fax:</b>	020 8937 5544
<b>Date:</b>	02-02-2005	<b>Email:</b>	Trading.Standards@brent.gov.uk

REQUIREMENT		0- 48 hours	3 - 7 days	8 - 30 days
3.1 Essential application name		1. Lotus Notes 2. Microsoft Word 3. Flare Database	1. Lotus Notes 2. Microsoft Word 3. Flare Database 4. MS Access	1. Lotus Notes 2. Microsoft Word 3. Flare Database 4. MS Access 6. Full MS Office. 7. CD burning software
3.2 Minimum number of users required access		<b>1</b>	<b>3</b>	<b>7</b>
3.3 Hardware./ Networking requirements:	Server	<b>Access to servers that provide the above listed applications.</b>	<b>Access to servers that provide the above listed applications.</b>	<b>Access to servers that provide the above listed applications.</b>
	Number of networked workstations	<b>1</b>	<b>3</b>	<b>7</b>
	Number of local PCs	<b>0</b>	<b>0</b>	<b>0</b>
	Access to other systems	<b>0</b>	<ul style="list-style-type: none"> <li>• <b>Intranet</b></li> <li>• <b>Internet</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Intranet</b></li> <li>• <b>Internet</b></li> </ul>
	Printing requirements	<b>1 printer</b>	<b>2 printers</b>	<ul style="list-style-type: none"> <li>• <b>3 printers</b></li> </ul>



3.4 Essential Computer Data	What computer data is essential?	<b>All of the information contained on the above listed applications</b> Including: Flare Database. WII2NT™ File server inc staff folders; quality manual and evidence store.		<b>All of the information contained on the above listed applications.</b>
	How/where is the essential data backed-up? Identify: <ul style="list-style-type: none"> <li>• when (time and day) data is backed up,</li> <li>• when (time) and to where is the back up taken,</li> <li>• On what server would it be loaded;</li> <li>• When would staff have access to the backed up data</li> </ul>	<b>For Flare Database/Lotus Notes/File Server.</b> Nightly back up with DAT tape going to fire safe. Monthly storage of tape off site by unit Director (accessible by Unit Director only). Tape would be loaded and functional within 12 hours of acquiring a server. ITU have told Trading that a new server could be acquired and installed and available within 24 hours.	<b>As for 0 – 48 hours</b>	<b>As for 0 – 48 hours</b>
	3.5 Essential manual data: <ul style="list-style-type: none"> <li>• What manual data is essential</li> <li>• How/where is the essential manual data backed-up</li> <li>• Who has access to it?</li> </ul>	Prosecution Files – <b>not backed up</b> Evidence – <b>cannot be backed up</b> Complaint Forms (in progress)- <b>not backed up</b> Legal Books/Legislation - <b>can be obtained from other sources.</b> Financial Ledgers - <b>not backed up</b> Diaries – <b>not backed up</b>	<b>As for 0 – 48 hours</b>	<b>As for 0 – 48 hours</b>

**FORM 4 – KEY CONTACTS (Staff, Other Internal contacts, external contact) (Confidential, held by John Taylor and nominated other staff)**

<b>Service Area:</b>	Environment	<b>Service Unit:</b>	Trading Standards
<b>Completed By:</b>	John Taylor	<b>Telephone:</b>	020 8937 5500
<b>Version:</b>	0.1	<b>Fax:</b>	020 8937 5544
<b>Date:</b>	02-02-2005	<b>Email:</b>	Trading.Standards@brent.gov.uk

<b>Name of Contact:</b>			
<b>Service Unit:</b>			
<b>Title/Position:</b>			
<b>When to Contact (and by whom):</b>	<b>Action to be taken when contacted:</b>		
•	○		
<b>Contact address:</b>	<b>Contacts telephone numbers</b>		
<b>Email address</b>	<b>Work:</b>		
	<b>Home:</b>		
	<b>Mobile:</b>		
	<b>Pager:</b>		
	<b>Fax:</b>		
	<b>Other:</b>		
	<b>Can work home based using laptop: Yes/No</b>		

**Date updated/confirmed:**.....

**Signed:**.....

**Form 5 – Register of Unit Staff**

<b>NAME</b>	<b>POSITION/ROLE</b>	<b>KEY CONTACT</b>	<b>ADDRESS</b>	<b>PHONE (HOME)</b>	<b>PHONE 2 (MOBILE)</b>

# Appendix 10

## Risk Management

Risk Assessment Template TRADING STANDARDS

<b>Risk description: Insufficient Budget</b>				<b>Date: 13/01/06</b>	
<b>Evaluation</b>	<b>Size:</b> 4	<b>Likelihood:</b> 3	<b>Risk score:</b> 12	<b>Priority:</b> 4	
<b>Significance</b>	<b>Council:</b>	<b>Service area:</b>	<b>Service unit:</b> /	<b>Other:</b>	
<u>Background/issues/related risks</u>					
Insufficient budget will lead to insufficient numbers of staff which will mean an inability to enforce current or new statutory legislation. Failure to enforce the law will lead to it not being complied with and consumers and bona fide businesses being unprotected					
<b>Controls</b>				<u>Control owner</u>	
To transfer the risk to the ES Management Team				M Read	
<u>Insurability of risk</u>					
None					
<u>Residual risk</u>	<b>Size:</b> 3	<b>Likelihood:</b> 3	<b>Risk score:</b> 9	<b>Priority:</b> 4	
<u>Risk management record</u>					
<u>Task</u>	<u>Task responsibility</u>		<u>Timescale</u>	<u>Status</u>	

Risk Assessment Template TRADING STANDARDS

<b>Risk description: Building Failure</b>				<b>Date: 13/01/06</b>	
<b>Evaluation</b>	<b>Size:</b> 5	<b>Likelihood:</b> 1	<b>Risk score:</b> 5	<b>Priority:</b> 2	
<b>Significance</b>	<b>Council:</b> /	<b>Service area:</b>	<b>Service unit:</b> /	<b>Other:</b>	
<u>Background/issues/related risks</u>					
Major problems with, or destruction of ,249 Willesden Lane could result in the Service not being able to function if equipment and records are not available or destroyed or if evidence is destroyed					
<b>Controls</b>				<u>Control owner</u>	
All normal controls to avoid fire, explosion, theft etc. Back up of IT system is kept away from the building. Arrange to share equipment/facilities with neighbouring TS Service				Core property J Taylor	
<u>Insurability of risk</u>					
Building and some equipment insured					
<u>Residual risk</u>	<b>Size:</b> 3	<b>Likelihood:</b> 1	<b>Risk score:</b> 3	<b>Priority:</b> 2	
<u>Risk management record</u>					
<u>Task</u>	<u>Task responsibility</u>		<u>Timescale</u>	<u>Status</u>	

Risk Assessment Template TRADING STANDARDS

<b>Risk description: Giving Incorrect Advice/help</b>			<b>Date: 13/01/06</b>	
<b>Evaluation</b>	<b>Size: 2</b>	<b>Likelihood: 1</b>	<b>Risk score: 2</b>	<b>Priority: 2</b>
<b>Significance</b>	<b>Council:</b>	<b>Service area:</b>	<b>Service unit: /</b>	<b>Other:</b>
<u>Background/issues/related risks</u>				
Giving incorrect legal advice which leads to a consumer or business taking action which is wrong, could lead to the Council being sued for the consequences of that advice				
<b>Controls</b>			<u>Control owner</u>	
Ensuring all staff are correctly trained and have a senior officer to consult if necessary			J Taylor	
<u>Insurability of risk</u>				
Covered by general Core Insurances				
<b>Residual risk</b>	<b>Size: 1</b>	<b>Likelihood: 1</b>	<b>Risk score: 1</b>	<b>Priority: 2</b>
<u>Risk management record</u>				
<u>Task</u>	<u>Task responsibility</u>	<u>Timescale</u>	<u>Status</u>	

Risk Assessment Template TRADING STANDARDS

<b>Risk description: Issuing Suspension Notices under Consumer Protection Act</b>		<b>Date: 131/01/06</b>	
<b>Evaluation</b>	<b>Size:</b> 4	<b>Likelihood:</b> 1	<b>Risk score:</b> 4 <b>Priority:</b> 2
<b>Significance</b>	<b>Council:</b>	<b>Service area:</b>	<b>Service unit:</b> / <b>Other:</b>
<b>Background/issues/related risks</b>			
If a suspension notice is issued that prevents sale or movement of goods but is incorrectly issued or if a subsequent court case is lost the Council could be liable for compensation if sued.			
<b>Controls</b>		<b>Control owner</b>	
Only certain officers can authorise giving a suspension notice. Specific insurance cover is in place		J Taylor	
<b>Insurability of risk</b>			
Specific insurance in place			
<b>Residual risk</b>	<b>Size:</b> 2	<b>Likelihood:</b> 1	<b>Risk score:</b> 2 <b>Priority:</b> 2
<b>Risk management record</b>			
<b>Task</b>	<b>Task responsibility</b>	<b>Timescale</b>	<b>Status</b>



Risk Assessment Template TRADING STANDARDS

<b>Risk description: Court Costs Awarded against the Service</b>			<b>Date: 13/01/06</b>	
<b>Evaluation</b>	<b>Size: 4</b>	<b>Likelihood: 2</b>	<b>Risk score: 8</b>	<b>Priority: 3</b>
<b>Significance</b>	<b>Council:</b>	<b>Service area:</b>	<b>Service unit: /</b>	<b>Other:</b>
<u>Background/issues/related risks</u>				
If a prosecution case is unsuccessful in court, costs could be awarded against the Council. If these follow a Crown Court or High Court case, the costs could be substantial, leading to an overspend in the budget.				
<b>Controls</b>			<u>Control owner</u>	
Contingency budget is currently kept for such an occasion. Consortium agreement addresses the matter			J Taylor	
<u>Insurability of risk</u>				
None				
<u>Residual risk</u>	<b>Size: 1</b>	<b>Likelihood: 2</b>	<b>Risk score: 2</b>	<b>Priority: 3</b>
<u>Risk management record</u>				
<u>Task</u>	<u>Task responsibility</u>	<u>Timescale</u>	<u>Status</u>	

Risk Assessment Template TRADING STANDARDS

<b>Risk description: Loss/Destruction of Evidence</b>			<b>Date: 13/01/06</b>	
<b>Evaluation</b>	<b>Size: 3</b>	<b>Likelihood: 1</b>	<b>Risk score: 3</b>	<b>Priority: 3</b>
<b>Significance</b>	<b>Council:</b>	<b>Service area:</b>	<b>Service unit: /</b>	<b>Other:</b>
<u>Background/issues/related risks</u>				
Evidence seized for court cases is stored at Willesden Lane or in other secure storage. This remains the property of the defendant until the case is heard. Loss or destruction before the hearing could lead to the Council being sued for the value plus loss of earnings				
<b>Controls</b>			<u>Control owner</u>	
Tight security whilst in our possession with procedures for depositing, removing and destruction			J Taylor	
<u>Insurability of risk</u>				
Specific Insurance to cover this risk				
<u>Residual risk</u>	<b>Size: 1</b>	<b>Likelihood: 1</b>	<b>Risk score: 1</b>	<b>Priority: 3</b>
<u>Risk management record</u>				
<u>Task</u>	<u>Task responsibility</u>	<u>Timescale</u>	<u>Status</u>	

Risk Assessment Template :- TRADING STANDARDS

<b>Risk description: Failure to Recruit and Retain Staff</b>		<b>Date: 13/01/06</b>	
<b>Evaluation</b>	<b>Size: 4</b>	<b>Likelihood: 4</b>	<b>Risk score: 16</b>
<b>Significance</b>	<b>Priority: 5</b>	Council:                      Service area:                      Service unit: /                      Other:	
<u>Background/issues/related risks</u>			
There are shortages of qualified staff both nationally and in London. The Service is therefore competing with other London boroughs and home counties for staff. Need to keep the recruitment and retention package under review. A lack of staff means inability to carry out statutory duties, which leads to the law not being complied with and consumers and bona fide businesses being unprotected.			
<u>Controls</u>		<u>Control owner</u>	
To make the Service attractive with a generous r&r package		J Taylor	
<u>Insurability of risk</u>			
None			
<b>Residual risk</b>	<b>Size: 3</b>	<b>Likelihood: 3</b>	<b>Risk score: 9</b>
<b>Priority: 5</b>			
<u>Risk management record</u>			
<u>Task</u>	<u>Task responsibility</u>	<u>Timescale</u>	<u>Status</u>



# Appendix 11

## Accommodation

## **Accommodation**

The Trading Standards Service is housed at Quality House, 249 Willesden Lane and comprises two purpose built metrology laboratories, a safety laboratory, a public weighbridge, a purpose built interview room, a training room, a legal library, four high security evidence rooms, garage space for two Council vehicles, parking for car users and good quality office accommodation with a high level of security.

The metrology laboratories are essential to maintain UKAS accreditation. The weighbridge, although not essential, is the only public weighbridge left in Brent and Harrow and is used for Road Traffic purposes. A considerable amount of metrology equipment (i.e. weights, balances, measures of capacity and standards) are essential to carry out statutory functions. This equipment is regularly checked and calibrated in accordance with our procedures. Where replacement is required, this is funded from the revenue account. Most equipment has a minimum of 5 year life expectancy.

Before the Service returned to 249 during 2005/6, (following evacuation due to asbestos), much of the accommodation was decorated and new furniture installed.

## **Trading Standards Accommodation Specification Details (current facilities)**

### **General security**

The area occupied by the Service must be secure. Any outer doors leading directly into the unit must be self closing with push button security locks. The outside should be well lit at night with CCTV and where necessary, passive infrared lights to cover entrances and vulnerable windows etc. Any ground floor windows should be barred to prevent unauthorised access. Within the building, access to the unit should be restricted to staff (by use of push button security or swipe card) or other persons only if authorised. Car parking, as at present, for 21 spaces (minimum) for car user posts is required together with 3 garages to house the MDU, van and storage of some equipment.

### **Reception**

1) Can be shared, but must have holding area with seating for customers and space for display cabinets and leaflet racks. Reception to lead to:-  
2) Interview room, :- minimum of 9.5 sq m, without having to go into main unit area. The room should have two doors to allow easy escape for staff if necessary. The room should have some degree of sound proofing and carpeted, to avoid picking up other noise during tape recording of interviews. The room should have air conditioning (with heating facility) and panic alarm connected to customer services team and main team rooms.

### **Customer Services**

Room to accommodate 5 staff and must be near reception area to deal with "walk in" customers. Minimum area of 37 sq m. With air con unit (with heating facility) and carpeted. See also IT requirements below.

### **Storage**

1) Storage for seized evidence :- minimum of 113 sq m with high level of security, room/s to be shelved out and with a computer link to the server. Small safe is needed. No windows to room/s and one door entrance secured with push button lock access. Must be on ground floor with easy access to yard/parking area.  
2) Storage for controlled equipment :- minimum of 2 sq m, again with security and restricted access. Must be on ground floor and shelved.

- 3) Storage for leaflets:- minimum of 8.5 sq m. Access restricted, ideally on ground floor and shelved.
- 4) Storage for metrology and display equipment :- minimum 13.5 sq m with room partially fitted out with sturdy benching for working on and with lockable cupboards. Must be on ground floor and secure.
- 5) Storage for equipment and files etc :- minimum of 22 sq m. Must be secure and ideally on ground floor.
- 6) Area to house personal lockers (for protective clothing) :- minimum 11.4 sq m,
- 7) Storage of hazardous materials (eg petrol, fireworks etc) :- Single cupboard will do, but must have security, be housed outside of main building (could be in one of the garages) with proper health and safety requirements.

#### Reference and Legal Library

Room to be shelved out:- Minimum of 23 sq m with air con unit (with heating facility) and carpeted. Room to be lockable outside normal office hours.

#### Training Room

Minimum of 42.6 sq m with ceiling air con unit (with heating facility). To have lit display units, (floor and wall mounted) and facility for screen display, TV aerial point and carpeted. To have annexed a fitted kitchen :- minimum 9.5 sq m with instant boiling water unit, chilled drinking water unit, sink, cupboards (floor and wall), refrigerator, microwave, roller towel etc. Ground floor and lockable outside normal hours.

#### Director's Office

Minimum 27.6 sq m, with safe and outside BT telephone line. Air con unit (with heating facility) and carpeted. Must be secure.

#### Office Space

Minimum 160 sq m, with an additional 3 offices ( each 12 sq m ) attached. All carpeted and air conditioned (with heating facility). Must be lockable outside normal office hours. Also attached – a fully fitted kitchen area (12 sq m) with instant boiling water unit, chilled water unit, sink, fitted cupboards both floor and wall mounted, refrigerator, microwave etc.

#### Computer/copier Room

Minimum 15.5 sq m with air conditioning (and heating facility). Must be lockable outside normal hours. See IT requirements below.

#### Laboratories (Weights lab plus wet/safety lab)

Must be on ground floor or basement, with minimum total area of 59.6sq m. Must be air conditioned, humidity controlled with balances mounted in a vibration free environment and cabinets made of hard wood. Currently UKAS accredited for weights.

#### Public Weighbridge

Digital 40 tonne weighbridge for carrying out public weighings on request and for use in weighing vehicles when carrying out road traffic overloading enforcement.

#### I.T. Requirements

Server room,(see computer room above), with facility for 3 servers, 2x24 port switches and network connection to rest of Council. Cabling infrastructure to CAT5 or better to support 100MB/Sec network connections.

Network connections in office for 35 staff with their own PC's plus 3 extra PC's.

5 shared printers

Telephone Requirements

2 direct BT plus 1 ISDN line.

Council network connection for 5 lines for Superset phones plus a fax line in Customer Services

18 other lines with voice mail facility for officers.

Toilets etc -Access to male and female toilets and a shower.



# Appendix 12

## National and Local Performance Indicators

National Indicators – Target for 2006/7

Ref	Description	Brent Target 05/06
BVPI 166	Score against a checklist of enforcement practice for environmental health/trading standards  Trading Standards	100%
	<b><u>Written enforcement policies</u></b> 1. a) Does the authority have written and published enforcement policy/policies	Yes
	b) Is non-compliance with statutory requirements followed up in accordance with the enforcement policy/policies.	Yes
	c) Do the policy/policies confirm that the authority has signed the Enforcement Concordat?	Yes
	d) Do the policy/policies take into account the guidance set out in “The Code for Crown Prosecutors”?	Yes
	e) Do the policy/policies include the criteria to be met before formal enforcement by the authority?	Yes
	f) Do the policy/policies make provision for situations where there is a shared enforcement role?	Yes
	g) Do the policy/policies make provision for the particular interests of consumers within the authority’s including business owners, employees and the public?	Yes
	h) Are the policy/policies mentioned above followed, monitored, and reported on, and any variations addressed within a service plan or BVPP?	Yes
	<b><u>Planned Enforcement Activity</u></b> 2. Does the authority have risk-based inspection programmes, and sampling and surveillance regimes for regulatory services that: a) meet legal requirements: b) otherwise have regard to official guidance; c) otherwise have regard to other appropriate professional guidance and standards	TS- a) not applicable b) not applicable c) Yes
	3. Are the programmes and regimes mentioned above in point 2 followed, monitored, and reported on, and any variations addressed within a service plan or BVPP?	Yes
	4. Does the authority have targeted	Yes

	educational and information programmes?	
	5. Are the programmes mentioned above in point 4 followed, monitored, and reported on, and any deviations from the planned programmes addressed within a service plan or BVPP?	Yes
	<b><u>Reactive and responsive enforcement activity</u></b> 6. Does the authority have and implement policies , procedures and standards for: a) responding to and dealing with complaints made to the local authority about a third party and requests for services regarding statutory enforcement functions? b) supporting the provision of consumer advice, including participation in a Consumer Support Network?	a) Yes b) Yes
	7. Does the authority have and implement policies, procedures and standards for responding to and dealing with; a) statutory notifications (e.g. RIDDOR reports of accidents, occupational diseases and dangerous occurrence)? b) the referral to other regulators of relevant information received where there is wider regulatory interest?	a) Not applicable b) Yes
	8. Are the policies, procedures and standards mentioned above in points 6 and 7 followed, monitored, and reported on, and any variations addressed within a service plan or BVPP.	EH – Yes TS - Yes
	<b><u>Appropriate Resources</u></b> 9. Has the authority within the last five years benchmarked its resources for relevant services against similar local authorities or comparable service providers including private and voluntary?	EH – Yes TS - Yes
	<b><u>Consultation and satisfaction levels</u></b> 10. a) Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding the development of the enforcement policy? b) Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding satisfaction levels? c) and are the consultation responses considered and acted upon?	Yes  Yes  Yes
Local	The percentage of consumer protection complaints and requests for services	100%

	responded to within the target time (3 working days)	
--	--	--

**Corporate Indicators (corporate target in brackets)**

<b>Indicator</b>	<b>Description</b>	<b>Target 06/07</b>
BV8	The % of invoices of commercial goods and services that were paid by Trading Standards within 30 days of receipt.	100% (93%)
BV12	The % number of working days lost to sickness absence during the year.	2.5% (5%)
	% of correspondence answered within 15 days.	100%
	% of telephone calls answered within 5 rings.	98% (90%)
	% of stage 1 complaints responded to within 15 working days.	100% (85%)
BV177	Is the authority part of a Community Legal Service Partnership? Yes/No	Yes

**Other Quarterly Report Indicators**

<b>Other Local Indicators</b>	<b>Description</b>	<b>Consortium Target 06/07</b>
	The average number of visits per high and medium risk premises	Brent: 51% Harrow: 53%
	Complaints Received Completed (Request for Actions).	Brent: 5360 Harrow: 3030
	No. of infringement reports submitted	Brent: 65 Harrow: 63
	Total Prosecutions	Brent: 36 Harrow: 32
	% of business enquiries responded to within 2 working days	100%
	% of complaints responded to within 3 working days	100%
	% of verification tests on metrology equipment carried out within 10 working days	100%

## Local Indicators

### SERVICE UNIT NAME: Trading Standards

Indicator	Actual 2003/04	Projected outcome 2004/05	Target 2004/05	Target 2005/06	Target 2006/07	Target 2007/08	Environment Priority Number
<b>UNIT BEST VALUE INDICATORS</b>							
BV166 Checklist of enforcement best practice for Trading Standards	100%	100%	100%	100%	100%	100%	4
<b>UNIT LOCAL :</b>							
The average number of visits per high and medium risk premises	0.46	0.48	0.54	0.51	0.51	0.51	4
% complaints responded to within 3 working days	98%	98%	100%	100%	100%	100%	4
Complaints Received Complaints Completed	3113 3048	3153 3132	2996	3500	3800	4000	4
No. of infringement reports submitted	70	50	70	65	65	65	4
Total Prosecutions	25	30	40	36	36	36	4
% of business enquiries responded to within 2 working days	98.5%	96%	100%	100%	100%	100%	4
% of verification tests on metrology equipment carried out within 10 working days	100%	100%	100%	100%	100%	100%	4

### Environment Priorities:

1. Investing in our Public Realm
2. War on Waste
3. Transforming Transport
4. Protecting the Public
5. Delivering the Strategy for Sport
6. Making Wembley Work for us
7. Securing the Public Realm
8. Aiming for Beacon Standards

**SERVICE UNIT NAME:**

Indicator	Actual 2003/04	Projected outcome 2004/05	Target 2004/05	Target 2005/06	Target 2006/07	Target 2007/08
<b>CORPORATE INDICATORS</b>						
BV8 - % of invoices paid within 30 days	71% Corporate	100%	<b>90%</b>	<b>97%</b>	<b>100%</b>	100%
BV12 – The number of working days/shifts due to sickness absence	8 days Corporate	7.1 days	<b>8 days</b>	<b>8 days</b>	<b>8 days</b>	7days
<b>ENVIRONMENTAL SERVICES CROSS CUTTING INDICATORS:</b>						
% of telephone calls answered	86%	98%	<b>90%</b>	98%	98%	98%
% of stage 1 complaints responded to within 15 working days	71%	100%	<b>85%</b>	100%	100%	100%
% of correspondence answered within 15 working days		97%	<b>85%</b>	100%	100%	100%
% of Freedom of Information Act requests responded to within 20 working days		100%	<b>90%</b>	100%	100%	100%

Bold type – Corporate Target  
 Bold Italic type- Environment Target

# Appendix 13

## Environmental Improvement Programmes

The Service has two Environmental Improvement Programmes in operation:-

1) Monitoring compliance with Energy Labelling Regulations.

The objective in carrying out this monitoring, is to ensure that the sales of new electrical appliances, as prescribed under the energy labelling legislation, are accompanied by the requisite information on the energy efficiency of the product. Thus consumers will have an informed choice as to whether to choose an environmentally friendly product or not.

2) To test the level of compliance on “environmental benefit” claims by local businesses. The object of this programme is to ensure these claims can be relied on by consumers and thereby giving them an informed choice on which products to buy. We will complement this by raising awareness amongst businesses of the issues relating to the use of “green claims” for products and services.