



Trading Standards Joint Advisory Board

Wednesday 13 November 2019 at 6.30 pm

Board Room 3 & 4 - Brent Civic Centre, Engineers Way,
Wembley HA9 0FJ

Membership:

Members
Councillors:

Miller
Long
Kennelly
Ferry
Mithani
Murphy-
Strachan

Representing

First alternates
Councillors:

S Choudhary
Chohan
Dar
Assad
Osborn
Parmar

Second alternates
Councillors:

For further information contact:

(LB Brent) Joe Kwateng, Governance Officer

0208 937 1354 joe.kwateng@brent.gov.uk

(LB Harrow) Miriam Wearing, Senior Democratic Services Officer,

0208 454 1542 miriam.wearing@harrow.gov.uk

For electronic copies of minutes, reports and agendas, and to be alerted when the minutes of this meeting have been published visit: **www.brent.gov.uk/committees**

The press and public are welcome to attend this meeting

Notes for Members - Declarations of Interest:

If a Member is aware they have a Disclosable Pecuniary Interest* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest** in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also a Prejudicial Interest (i.e. it affects a financial position or relates to determining of any approval, consent, licence, permission, or registration) then (unless an exception at 14(2) of the Members Code applies), after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

***Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

****Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:

- To which you are appointed by the council;
- which exercises functions of a public nature;
- which is directed is to charitable purposes;
- whose principal purposes include the influence of public opinion or policy (including a political party or trade union).

- (b) The interests a of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the electoral ward affected by the decision, the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who employs or has appointed any of these or in whom they have a beneficial interest in a class of securities exceeding the nominal value of £25,000, or any firm in which they are a partner, or any company of which they are a director
- any body of a type described in (a) above.

Agenda

Introductions, if appropriate.

Election of Chair for the meeting (from amongst the Brent members)

Apologies for absence and clarification of alternate members

Item	Page
1 Election of Chair	
2 Declarations of personal and prejudicial interests	
Members are invited to declare at this stage of the meeting, any relevant financial or other interest in the items on this agenda.	
3 Minutes of the previous meeting - 26 June 2019	1 - 4
4 Matters arising	
5 Deputations (if any)	
6 Proposed Product Safety Incident Management Plan	5 - 20
The Office for Product Safety and Standards in conjunction with the British Standards Institution (BSI), the UK's National Standards Body, has published the first government-backed Code of Practice (PAS 7100) for product safety recall and corrective action in the UK. The Code, which will apply to the activities of the Trading Standards consortium, sets out guidance and advice local authorities should make available to enable businesses to meet their legal responsibilities and act in the public interest.	
7 London Responsible Retailers Agreement on the Safe Storage, Sale of Knives and Other Age Restricted Products	21 - 24
The purpose of this report is to provide members with information concerning an initiative to help retailers who sell knives to comply with the law which prohibits the sale of these to minors. The initiative has been developed in partnership between the Mayor's Office for Policing and Crime (MOPAC), the Metropolitan Police Service and London Trading Standards (LTS) in response to reducing knife crime in London.	

The purpose of this report is to bring to Board Members' attention, four men involved in a roofing fraud and subsequent money laundering which cheated vulnerable residents out of more than £750,000 and who were sentenced on 11th October 2019 to 18 years' imprisonment following Brent and Harrow Trading Standards largest ever investigation.

9 **Date of next meeting**

The next will be held on 18th March 2020 at Harrow Civic Centre.

10 **Any other urgent business**

Notice of items to be raised under this heading must be given in writing to the Head of Executive and Member Services (London Borough of Brent) or his representative before the meeting in accordance with the constitutions of both councils.



- Please remember to **SWITCH OFF** your mobile phone during the meeting.
- The meeting room is accessible by lift and seats will be provided for members of the public.



MINUTES OF THE TRADING STANDARDS JOINT ADVISORY BOARD **Wednesday 26 June 2019 at 6.00 pm**

PRESENT: Councillors Long (London Borough of Brent), Miller (London Borough of Brent), Murphy-Strachan (London Borough of Harrow) and Councillor V Parmar (London Borough of Harrow).

Apologies were received from: Councillor Ferry (London Borough of Harrow) and Councillor Mithani (London Borough of Harrow).

1. Election of Chair

RESOLVED:

That Councillor Parmar be elected as Chair for the meeting.

2. Declarations of personal and prejudicial interests

None.

4. Minutes of the meeting held on 13 March 2019

RESOLVED:

That the minutes of the meeting held on 13 March 2019 be approved as an accurate record.

5. Matters arising

The following matters were raised under the notes of the meeting held on 13 March 2019:

Minute 5 – Matters Arising – Harrow's Use of Website

Simon Legg (Head of Regulatory Services) reported that the website issues had been resolved and thanked Richard LeBrun (Head of Community and Public Protection) for his assistance in this matter.

Minute 5 - Matters Arising – Outstanding Delegations

Clarification was sought as to the progress made in seeking a delegation from Harrow Council to allow Trading Standards to enforce the relevant legislation in relation to registration of letting agents in a redress scheme. Simon Legg (Head of Regulatory Services) advised that whilst Harrow did have the authority to enforce the legislation, it would assist Trading Standards if they also had the authority as they dealt with the letting agents in regards to enforcement of various other pieces of legislation. In addition, there was a statutory requirement to enforce the display of energy certificates at Council owned premises and Councils were required to enter in to a reciprocal agreement with an authority of its choice for this purpose. Permission from Harrow Council was therefore required in order enter such an agreement and to enforce the legislation. He added that there had also been long standing discussions in relation to Brent offering Harrow its financial investigation services to assist with planning enforcement and that a response from Harrow Council was outstanding.

In response, Councillor Varsha Parmar, Portfolio Holder for Environment, Harrow Council requested that the Head of Regulatory Services forward the details of the outstanding issues so that she could follow up with officers.

6. Deputations (if any)

None.

7. Trading Standards 2018/19 Annual Report

Members received the report Trading Standards Annual report for the year 2018/19.

Anu Prashar (Senior Prosecutor, Brent & Harrow Trading Standards) outlined the content of the report, advising that the format had been amended. In response to a question about the number of business investigations in Harrow compared to Brent, she advised that the team carried out intelligence led investigations and that the Harrow figure may be lower due to the number of staff being lower owing to a vacancy in the Harrow Team. There was now, however, a new additional officer in the Harrow team.

In terms of the procedure for database updates, Members were advised that this was done by officers following a visit to premises. Simon Legg (Head of Regulatory Services) reported that a risk measure was applied to each premises and officers aimed to visit those that were high risk annually. Some information could also be gleaned from business rates to help identify new business opening up.

A Member expressed the view that, in terms of weighing machines, it was the corner/local shops that required inspection rather than the large supermarket chains. Anu Prasher confirmed that this had been given consideration and may be taken forward without there being a national programme in place.

Responding to a question in relation to the identification of illegal House of Multiple Occupation (HMOs), the Proceeds of Crime Act (POCA) may be used by the team to confiscate funds and that cases tended to be received by referral. Simon Legg advised that the team were setting new national precedents in terms of dealing with such cases and that other London Boroughs were coming on board with this new

area of work. He made particular reference to working with other local authorities conducting POCA enquiries in regards to planning infringements.

A Member sought clarification in terms of the reduction in the number of year on year enforcement actions and was advised that this was due to the reduction budgets that had resulted in fewer officers. The six trading standards officers did, however, continue to deliver a good service.

The Chair thanked the Trading Standards staff for the work they had delivered during 2018/19 as described in the annual report.

RESOLVED

That the report be noted

8. Update concerning Advice and Enforcement around Lettings and Property Management Businesses

Members received a report which provided the Board with an update on the progress made by the Trading Standards Service in delivering the Lettings and Property Management Project and two new statutory duties for the service, namely enforcement of the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc) Regulations 2019 and the Tenant Fees Act 2019.

Denise Power (Senior Enforcement Officer) outlined in detail the content of the report and confirmed that any financial penalties received, were retained by the Trading Standards Service. She confirmed that letting agents and property management businesses had been informed by letter of this new legislation and that the Service would target those that did not comply.

In terms of identifying letting agents, Simon Legg (Head of Regulatory Services) advised that rogue landlords and agents were more likely to 'hide' online rather than occupy high street offices. There was potentially sufficient work in this area of law to employ an additional officer in order to address this issue, with some London authorities teaming up with their Housing Teams to deliver this area of work. It was explained that tenants could use online redress scheme providers websites to check whether letting agents were bona fide being correctly registered with a redress or client money protection scheme and it was necessary to educate people to do these checks before parting with money.

RESOLVED:

That

- i. the report be noted;
- ii. the two new statutory duties for the service, enforcing the provisions of the Client Money Protection Schemes for Property Agents Regulations 2019 and the Tenant Fees Act 2019 be noted.

10. Date of next meeting

RESOLVED:-

That the next meeting be held at **6.00pm** on **13 November 2019** at Brent Civic Centre.

11. Any other urgent business

None.

The meeting closed at 19.32.

COUNCILLOR VARSHA PARMAR
Chair

**London Boroughs of Brent & Harrow
Trading Standards Joint Advisory Board
13 November 2019
Report from the Senior Service Manager**

FOR INFORMATION

PROPOSED PRODUCT SAFETY INCIDENT MANAGEMENT PLAN

1.0 Purpose of the Report

- 1.1 The Office for Product Safety and Standards in conjunction with the British Standards Institution (BSI), the UK's National Standards Body, has published the first government-backed Code of Practice (PAS 7100) for product safety recall and corrective action in the UK. The Code sets out guidance and advice local authorities should make available to enable businesses to meet their legal responsibilities and act in the public interest.
- 1.2 It is proposed the plan will apply to the activities of the Trading Standards consortium.

2.0 Recommendations

- 2.1 That Joint Advisory Board Members consider the report and make comments where appropriate including to adopt this plan.

3.0 Details

- 3.1 On the 7 March 2018, the Office for Product Safety and Standards (OPSS) and the British Standards Institution (BSI) launch 'PAS 7100- Code of Practice on consumer product safety related recalls and other corrective actions,' to make sure that businesses understand what they need to do if a product safety issues arise with an item which they have manufactured and/or are marketing or have sold.
- 3.2 The Code of Practice is the first ever Government-backed Code of Practice for Product Safety recalls in the UK and reflects Government's commitment to ensuring the safety of the products we use are a high priority.
- 3.3 The Code of Practice includes details on how a business can monitor the safety of products and plan for a recall, and how Market Surveillance Authorities, (a statutory role carried out by local authority Trading Standards) can support businesses in their monitoring of incidents and their implementation of corrective action.
- 3.4 The Code details how manufacturers, importers and distributors can plan for

product safety incidents. It also sets out guidance and advice that local authorities should make available to businesses to help them meet their legal responsibilities and take any action needed to protect consumers.

- 3.5 The Code of Practice was created to ensure that businesses can react in a proactive rather than reactive manner when dealing with product safety issues. The emphasis is on businesses to plan for potential corrective action and not to wait until there is a product safety issue.
- 3.6 The Code of Practice consists of two parts. The first part focuses on non-food consumer products and is for use by manufacturers, importers and distributors. It details:
- How businesses can plan for a recall, including determining methods to deal with any identified product safety issue
 - How to manage a possible safety related product recall or other corrective action
 - How to create methods to monitor the safety of products
 - How to investigate any potential product safety issue
 - Reviewing corrective action programmes to make sure that product safety responsibilities are met

The second part is aimed at regulators, such as Trading Standards. It sets out how we can help businesses to meet their responsibilities around consumer product safety issues by:

- Monitoring incidents and analysing data
 - Supporting businesses in the preparation of a Product Safety Incident Plan (PSIP)
 - Supporting business in their monitoring of incidents and the implementation of appropriate corrective action.
 - Having our own incident management plan in place for response to serious product safety incidents.
- 3.7 We have drafted a Product Safety Incident Management Plan reference above, which is attached as Appendix 1 to this report. Please note that corporate styling will be applied to this document once the content is agreed and finalised.
- 3.8 The plan provides guidance to officers which should be followed when dealing with a serious product safety incident which has been reported to us. The report may come from the business itself, a consumer or by us via market surveillance.
- 3.9 The plan ensures that the Trading Standards Service acts in a manner proportionate to the seriousness of the risk and to take due account of the precautionary principle.
- 3.10 The Trading Standards Service has a duty to inform OPSS of any consumer product that presents a serious risk in need of urgent intervention or presents a non- serious risk requiring Trading Standards intervention.
- 3.11 The plan is written using the template provided by OPSS and whenever possible,

retaining the same headings and format to ensure the documents cover all the Plan's requirements and to provide some uniformity and consistency with those used by other local authorities.

- 3.12 The plan will be reviewed periodically or following any lessons learnt after an incident and it is proposed that the Head of Regulatory Services will give approval for all adjustments that are required.

4.0 Financial Implications

- 4.1 The staffing resource required to implement the processes and procedures, will be met from existing budgets within the Trading Standards service.

5.0 Legal Implications

- 5.1 There is no legal requirement for this plan, though having a plan supports businesses to meet their responsibilities around consumer product safety issues and will evidence both the London Borough of Brent and the London Borough of Harrow's compliance with the Code of Practice as described in paragraph 1.1 above.

6.0 Equality Implications

- 6.1 The proposals in this report have been screened to assess their relevance to equality and were found to have no equality implications.

7.0 Consultation with Ward Members and Stakeholders

- 7.1 There is no requirement to specifically consult Ward Members about this report as it affects all wards across both Boroughs.

8.0 Human Resources Implications

- 8.1 There are no current staff implications

Contact Officer

Any person wishing to obtain more information should contact Anu Prashar, Acting Senior Regulatory Service Manager Brent Civic Centre, Engineers Way, Wembley Middlesex HA9 0FJ. Telephone: (020) 8937 5515, anu.prashar@brent.gov.uk

ANU PRASHAR
ACTING SENIOR SERVICE MANAGER

APPENDIX 1

1) Product Safety Incident Management Plan



Brent & Harrow Trading Standards

Product Safety Incident Management Plan

Foreword.

This incident management plan (IMP) has been developed to demonstrate compliance with PAS (Publicly Available Specification) 7100:2018 (Code of Practice on Consumer Product safety related recalls and other corrective actions) and support businesses with managing the recall or required corrective actions of non-food products. The IMP is to assist businesses managing a product safety incident, ensuring informed decisions are made and accurate information is collected.

The IMP supports Brent & Harrow Trading Standards Service (B&HTS) in assisting a business to manage a product safety incident and ensure informed decisions are made and accurate information is collected.

This plan is not a standalone document and must be used and read in conjunction with a copy of the PAS 7100. Part II of the Code is aimed specifically for Regulators.

PAS 7100 is not intended to conflict with existing sector specific schemes (e.g. automotive, medicines, medical devices) which should be referred to in respect of the product categories covered.

This document is not intended to instruct on how to undertake a full corrective action or to explain how to carry out a risk assessment. It is a template framework to guide officers through the process.

For terms and definitions please see pages 1-3 of PAS7100.

Contents.

Page	Title
3	Organisation's Key Contacts
4	Fact Finding & Risk Assessment
5	Risk Assessment Outcome
6	Decision Flow Chart
7	Monitor, Follow up & Review
8	Local Government Sign Off
9	Annex I - Fact Finding Questions Form (Print out version)
10	Annex II - RAPEX Information

Review.

Date	Nature of update	Updated by	Version Number

It is recommended this IMP is reviewed annually or after it has been used for a product safety incident.

Brent & Harrow Trading Standards Key Contacts

Fact Finding / Support		
Job Title	Name / contact details	Stage to Involve
Lead Safety Officer*	Paul Lee - paul.lee@brent.gov.uk	After fact finding
Line Manager*	Anu Prashar - anu.prashar@brent.gov.uk	After fact finding
Other Staff	Other Principal Officers/Colleagues trading.standards@brent.gov.uk	Once corrective actions agreed
Safety & Standards [⊙]	OPSS.enquiries@beis.gov.uk	
Reporting		
Job Title	Name / contact details	Stage to Involve
Head of Regulatory Services	Simon Legg simon.legg@brent.gov.uk	Local large scale high risk to local residents
Internal Communications	pressoffice@harrow.gov.uk press.desk@brent.gov.uk	
RAPEX [^]	rapex.unit@beis.gov.uk	
Internal Emergency Planning/Resilience/Risk	Emergency Planning Team- Brent emergency.planning@brent.gov.uk 02089371234 Emergency Planning Team Harrow emergency.planning@harrow.gov.uk 02084209490	Local large scale high risk to local residents

*Recommended to involve at an early stage.

⊙ A local authority should notify the Office for Product Safety and Standards (OPSS) when it becomes aware that:

- a producer has placed a product on the market, or
- where the producer is not based in the UK, a distributor has supplied a product that poses risks to the consumer that are incompatible with a safety requirement.

[^]Usually only required for serious risk products sold outside of the UK to EU/EEA Countries.

Fact Finding

The questions below are to ensure you have enough information to make an informed decision and also at which point the goods are within the supply chain. Ultimately, this will point you in the direction as to whether a product recall or other corrective action is required. This section also supports the information provided in **Annex D** of PAS 7100:2018.

- a) Name of person reporting
- b) Business details, including
 - a. Legal name
 - b. Address
 - c. Contact phone / email
- c) Details of product, including:
 - a. Nature of problem
 - b. Quantity affected
 - c. Location of product(s)
 - i. Retailed in UK only or also in Europe?
 - ii. Number of products under business control
 - iii. Number of products in retail
 - iv. Estimated number of products with end user
 - v. Has the product been sold online?
 - d. Any reported incidents?
 - i. Have any injuries been reported?
 - ii. Age group of people being injured and/or target market?
 - e. How problem was identified?
 - i. Traceability of products i.e. batch coding
 - f. Any identified solutions?
 - g. Has a risk assessment been carried out?

SEE ANNEX I for Printout version of the above questions to record the details obtained.

Risk Assessment

In order to inform the authority as to the severity of the risk, a risk assessment must be carried out by Trading Standards. **Annex B** of PAS 7100:2018 explains the process including typical hazards and injury scenarios, severity of injuries and sensitivity analysis. There is also an online Risk Assessment tool (RAG) available at: <https://ec.europa.eu/consumers/consumer-safety/rag/#/screen/home>

If it is identified that the business has not carried out a risk assessment, the above link should be sent to the business for them to complete (or risk assess ascertained by other methods).

All Risk Assessments undertaken by Trading Standards staff, must be reviewed internally by a senior manager to ensure consistency and proportionality.

Risk Assessment Outcome

Information required from a business will vary depending upon the type of business it is and their relationship with the local authority (e.g. is there a Primary Authority agreement in place for business concerned; does the authority act as Home Authority for the business; is the business known to the authority?) Officers will be aware of the limitations of the information provided and may need to use other sources if confidence is low in the data received - e.g. OPSS, online reviews.

The outcome of the risk assessment will either be serious, high, medium or low risk. The risk will then inform as to whether the incident requires a recall or other corrective action.

The business will be advised of the outcome of the risk assessment and the appropriate action to take.

If the incident requires an informative notice to consumers, there are template examples within **Annex G** of PAS 7100:2018. The business will be advised to identify relevant consumers and consider the best way to provide the incident information to the target audience e.g. internal sales records, newspapers, business website, social media, specialist publications.

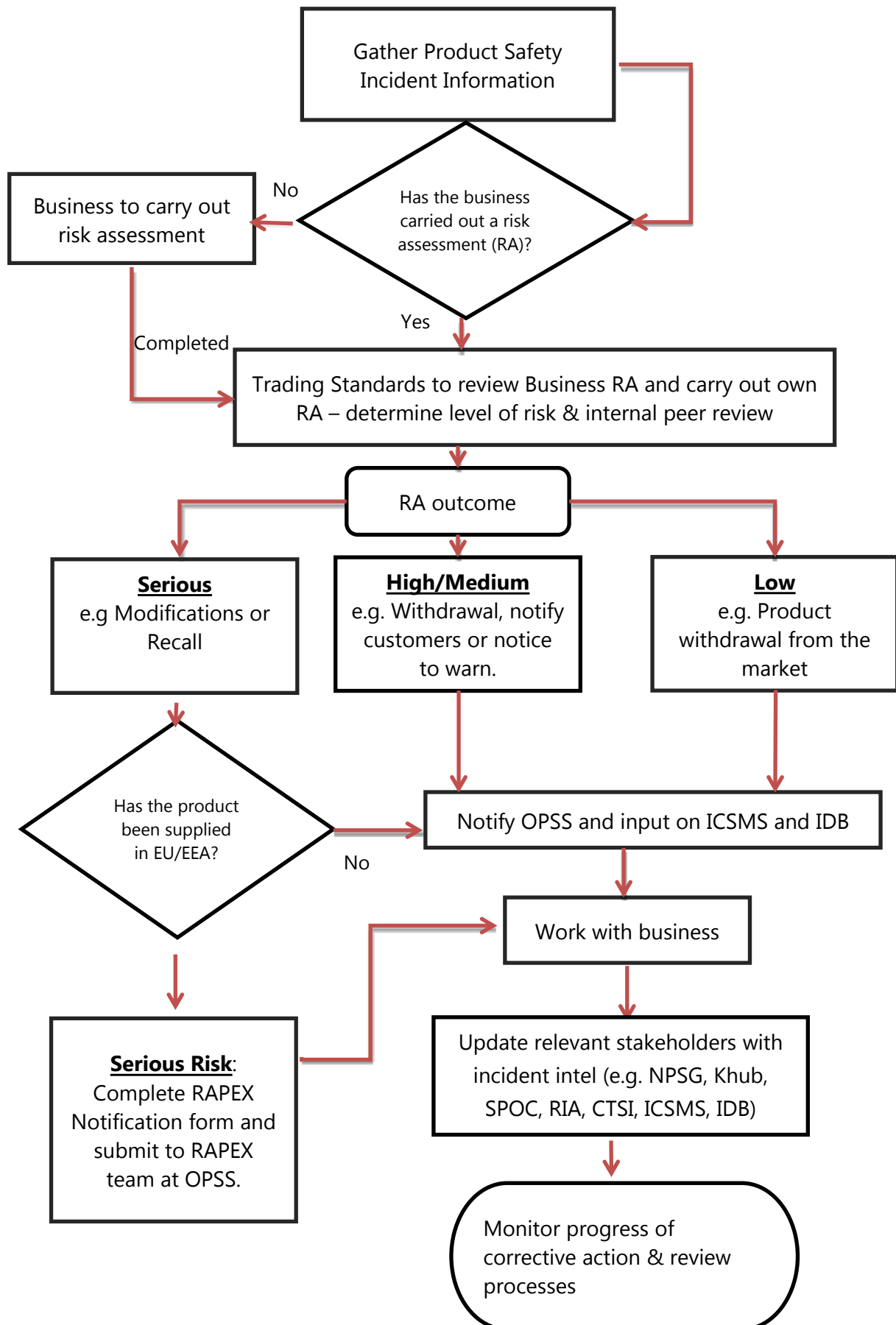
B&HTS will notify the OPSS about the incident, including the producer / UK distributor's name and address as well as sufficient information to identify the products affected, along with details of the action being taken to prevent risk to the consumer.

B&HTS will complete the RAPEX notification form where there is a **serious** risk and the business supplies the affected product outside of the UK. This includes the Republic of Ireland (ROI). The latest guidance from Department for Business, Energy & Industrial Strategy (BEIS) Rapid Alert System (Rapex) Team for Rapex Notifications is attached in **Annex II** (of this IMP).

Abbreviation key for the Decision Flow Chart

Abbreviation Key-Abbreviation	Word
RA	Risk Assessment
EU	European Union
EEA	European Economic Area
CTSI	Chartered Trading Standards Institute
ICSMS	Information and Communication System on Market Surveillance
IDB	Intelligence Database
NPSG	National Products Safety Group
Khub	Knowledge Hub
SPOC	Single Point of Contact
RIA	Regional Intelligence Analyst

1. Decision Flow Chart



Monitor, Follow up and Review

Monitor

This section should be undertaken in conjunction with Annex E and F of PAS 7100.

During the process of the recall (or corrective action) it is important to monitor the progress to ensure the maximum effectiveness of the actions agreed, this would include: -

- Obtaining updates on the numbers of product that has been returned/modified/replaced
- Review the numbers of further complaint data
- Carry out additional risk assessments based upon new complaints data and amend corrective action if required
- Review the actions and consider whether further actions are needed - such as additional consumer contacts such as second letters, further publications of the notice in other relevant media sources and websites.

Review

On conclusion of the corrective action review the process with Lead Safety Officer and update the IMP and ensure the business updates their Product Safety Incident Plan.

Local Government Sign Off

Position	Name	Signed	Date
Head of Regulatory Services	Simon Legg		
Senior Regulatory Manager	Anu Prashar		

Annex I
Fact Finding Questions^a

a) Name of person reporting	
b) Business details, including:	
a. Legal name	
b. Address	
c. Contact phone / email	
c) Details of product, including:	
a. Nature of problem	
b. Quantity affected	
c. Location of product(s)	
d. Location of product(s)	
<i>i. Retailed in UK only or also in Europe?</i>	
<i>ii. No. under business control</i>	
<i>iii. No. in retail</i>	
<i>iv. Estimated no. with end user</i>	
<i>v. Sold online?</i>	
e. Any reported incidents?	
<i>i. Have any injuries been reported?</i>	
<i>ii. Age group of people being injured and/or target market?</i>	
f. How problem was identified?	
<i>i. Traceability of products i.e. batch coding</i>	
g. Any identified solutions?	
h. Has a risk assessment been carried out?	

^a To be used in conjunction with page 4.

Annex II

RAPEX information and latest guidance from BEIS RAPEX Team.

Rapid Alert System Users (RAPEX)

We continue to see a year-on-year increase in the number of notifications received through the Rapid Alert System.

To help guide you on completing a notification we'd like to provide the following summary of what constitutes a 'RAPEX' notification and how to make one. This will ensure that the platform is used effectively and that our limited resources (both at BEIS, Trading Standards & other UK authorities) are focused on processing serious risk notifications.

Before making a notification, please:

- Check the European Commission's Rapid Alert System website [RAPEX search](#) to see if the product has already been notified. If it has, then a UK reaction form should be submitted instead if measures are taken on the UK market (reactions are not required for UK notifications). Reactions can also be submitted when there is a divergence in the risk assessment of UK supplied products notified by other EU/EEA Member States.
- When identifying whether a RAPEX is appropriate, attention should be paid to the following:
- The product must pose a **Serious Risk** to the consumer under **Article 12 of the GPSD**. Complete a [risk assessment](#) to show the level of risk. This must be saved and sent as a PDF attachment with each notification.
- Since 2010, and as a result of the entry into force of Regulation (EC) No 765/2008, measures taken against professional/industrial products and products posing risks other than those to consumer health and safety also need to be notified on RAPEX.
- It must be found (or is very likely to be found) in **more than one Member State** and indicate where possible which ones it is sold in.
- Voluntary or compulsory measures must have been taken (i.e. product recall, withdrawal etc.) where possible attach details of the measure taken.
- There should be a short description of the product and packaging, including the type of materials from which it is made etc. Provide clear photos of the product, packaging and labelling, these should be in jpg, jpeg or png format, no more than 2MB in file size, not have the date taken printed on the photo, or the officer's hands or market surveillance markings/documents visible in the background (i.e. crop and reduce size of photos using Microsoft Office Picture Manager or Paint option to edit if available). The photos should be separate and not simply be part of a test report.
- There should be as much information regarding the brand, model/batch/barcode numbers (**also provide clear photos showing these**), manufacturer, exporter, importer and distributor as possible. The lack of branding and traceability could invalidate a notification. Where possible always attach documents such as invoices showing full details of the economic operator(s).

- If the product is by a UK manufacturer, please provide details of the European distributors in a separate word or excel document.
- The test failure report should be summarised on the form to describe how the technical defect leads to the risk (if there is no test report please summarise the issue with the product and risk to user). This text is used for the Rapid Alert web publication, please use similar text to describe the risk as in the [Weekly reports](#) e.g. “The eyes of the toy can easily detach. A child could put them in the mouth and choke on them”.
- A notification should include the separate copies of a test report, risk assessment, photos of the product and packaging, a copy of the measure, where available a list of European distributors/retailers. **Please ensure the maximum size limit of each attachment is 2MB or less.**

We are unable to process notifications for products where there is no branding or other markings that will distinguish it from similar products on the market. (We regularly receive notifications for generic products such as adapters, chargers or lighting chains which we are unable to action). If in doubt please speak to the BEIS RAPEX unit before drawing up a notification.

We propose to no longer notify products on RAPEX that are submitted under **Article 11 of the GPSD (Non-serious risk)** and **“For Information”** as these can dilute the primary purpose of notifying serious risk notifications. These should be placed on ICSMS. The UK’s National Administrator is HSE, to access ICSMS contact: safety.unit@hse.gov.uk

To summarise:

Check the Commission’s web-page by using the Search tool to see if the product has already been notified [RAPEX search](#)

Product must pose a serious risk (only notified under Article 12).

Notifications will not be submitted for products which other member state market surveillance authorities would be unable to distinguish from similar products placed on the market.

The Rapid Alert System by its nature is a rapid information electronic platform to identify and remove unsafe products that pose a serious risk. Therefore, if the measures taken are more than 6 months previous to the notification it will not qualify.

Where products do not meet the above criteria, we suggest placing the information on ICSMS which can be accessed by other Member States’ authorities as well as those in the UK.

If in doubt contact The Office for Product Safety and Standards: 0121 345 1201 Email: rapex.unit@beis.gov.uk Rapex Unit, Office for Product Safety & Standards, Department for Business, Energy & Industrial Strategy, 1 Victoria Square House, Victoria Square, Birmingham B2 4AJ.

Please contact the above for the RAPEX notification and Reaction forms or for access to the RAPEX system in order to input notifications directly; you will first need to create an [EU LOGIN account](#).

Alternatively a RAPEX notification can be generated from ICSMS if users have the RAPEX creator credential as part of their user profile.

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**London Boroughs of Brent and Harrow
Trading Standards Joint Advisory Board
13 November 2019**

FOR INFORMATION

**LONDON RESPONSIBLE RETAILERS AGREEMENT ON THE SAFE
STORAGE, SALE OF KNIVES AND OTHER AGE RESTRICTED
PRODUCTS.**

1.0 SUMMARY

- 1.1 The purpose of this report is to provide members with information concerning an initiative to help retailers who sell knives to comply with the law which prohibits the sale of these to minors.
- 1.2 The initiative has been developed in partnership between the Mayor's Office for Policing and Crime (MOPAC), the Metropolitan Police Service and London Trading Standards (LTS) in response to reducing knife crime in London.

2.0 RECOMMENDATIONS

- 2.1 For Members to consider the report and make recommendations where appropriate.

3.0 DETAILS

- 3.1 On 11 September 2019 during the London Trading Standards Week of action a new Responsible Retailer Agreement on knife sales, an online training package developed by LTS, Metropolitan Police and MOPAC was launched. The objective behind this is to reduce and assist independent knives retailers from selling knives and other bladed items to those under the age of 18.
- 3.2 The Criminal Justice Act 1988 as amended by the Offensive Weapons Act 1996 creates a criminal offence for anyone to sell a knife, articles with blade or sharp point to a person under 18.
- 3.3 Section 3 of the Offensive Weapons Act 2019 requires that age verification takes place when the sale takes place and also when the item is delivered, this is to capture internet sales. These are important steps in reducing the risks of selling a knife to a person under the age of 18.
- 3.4 The toolkit provides businesses with access to training materials that would enable them to carry out their legal obligations in relation to the sale of knives. The training is easily accessible with an online training video covering 5 modules:

- 1 Safe storage and display of knives,
- 2 How to assess purchaser's age
- 3 How to challenge a purchaser for their age identification
- 4 How to check identification properly
- 5 When to call the Police

- 3.5 Businesses will be asked to sign a voluntary best practice agreement undertaking to follow the good practice guidance issued with the pack that they are given at the time of signing the agreement.
- 3.6 By signing the agreement, the business is stating that it is committed to being a responsible seller of knives and will comply with rules such as store and display knives safely and securely, operate a strict challenge 25 age verification policy and agree to display a Challenge 25 poster, ensure that all staff are trained in the selling of knives.
- 3.7 The pack also includes posters/stickers - indicating the business does not sell knives to anyone under the age of 18 and a reminder to staff to carry out their duties, training record and checklist for the owner/manager to ensure that staff are trained.
- 3.8 It is intended that the London Responsible Retailer Agreement on the safe storage and sale of knives will run alongside our own Responsible Trader Scheme (RTS) which has been in place for over 10 years.
- 3.9 The Brent and Harrow Trading Standards Responsible Trader Scheme is a valuable resource to assist businesses that sell any age restricted products such as alcohol, tobacco products, fireworks and knives to comply with the legal requirements.
- 3.10 The RTS also provides tools and materials on how to train staff and demonstrate steps on how to comply with the law in relation to age restricted products.
- 3.11 The main aim is to improve existing standards and promote best practice within a business.
- 3.12 Whilst the London Responsible Retailers Agreement focuses on businesses that sell knives only our RTS is for all businesses that sell age restricted products and will therefore capture other businesses within the boroughs that could benefit from such material
- 3.13 The London Responsible Retailers Agreement does not have any formal requirement for us to carry out a formal audit to check compliance, part of the RTS scheme terms and conditions is that the business agrees for Trading Standards to carry out an audit to ensure the materials supplied is being used as required by the scheme and the business will co-operate with the process.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The staffing resource required to implement this agreement would be contained within the existing Trading Standards budget.

5.0 LEGAL IMPLICATIONS

- 5.1 There are no legal requirements for businesses to sign up to either schemes although it will assist businesses meeting their legal due diligence requirements if they do adopt either or both schemes.

6.0 EQUALITY IMPLICATIONS

- 6.1 The proposals in this report have been screened to assess their relevance to equality and were found to have no equality implications.

7.0 Consultation with Ward Members and Stakeholders

- 7.1 There is no requirement to specifically consult Ward Members about this report as it affects all wards across both Boroughs.

8.0 Human Resources/Property Implications

- 8.1 There are no significant staffing implications arising from this report.
- 8.2 There is a possibility that additional work may be generated through visits to businesses to ensure compliance and adherence to the terms and conditions that the business has signed up to.

Any person wishing to obtain more information should contact Anu Prashar, Senior Regulatory Services Manager, Regulatory Services, Brent Civic Centre, Engineers Way, Wembley Middlesex HA9 0FJ. Telephone: (020) 8937 5515 Email: anu.prashar@brent.gov.uk

ANU PRASHAR
ACTING SENIOR SERVICE MANAGER

Report sign off:

AMAR DAVE

Strategic Director of Environment and Regeneration

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**London Boroughs of Brent & Harrow
Trading Standards Joint Advisory Board
13 November 2019**

FOR INFORMATION

**OPERATION SNOWBALL: THE PROSECUTION OF A ROGUE
ROOFING GANG**

1.0 Purpose of the Report

On 11th October 2019, four men involved in a roofing fraud and subsequent money laundering which cheated vulnerable residents out of more than £750,000 were sentenced to 18 years' imprisonment following Brent and Harrow Trading Standards largest ever investigation.

The purpose of this report is to bring the matter to the Joint Advisory Board Members attention.

2.0 Recommendations

- 2.1 That Joint Advisory Board Members consider the report and make comments where appropriate.

3.0 Details

- 3.1 The investigation began in September 2017, after two Harrow residents, aged 84 and 86, were cold called by bogus roofers who claimed that minor repair work was required on their properties. The repairs and costs rapidly escalated with the vulnerable residents eventually making payments totalling £350,000 for the unnecessary works.
- 3.2 Trading Standards enquiries led to the discovery of three more elderly victims in Enfield, Havering and Bromley. In two cases, roofs were left exposed when the vulnerable victims refused to pay more money. Appendix 1 shows a photograph of how one of the properties was left after the victim refused to pay more money.
- 3.3 When our investigators analysed financial records they discovered that much of the money was transferred through a web of bank accounts before being funneled out of the UK to Dubai, China and Singapore in a sophisticated international money laundering operation.

- 3.4 Officers found that a further £400,000 sent to one of the company accounts in January 2018, was in fact payment for a fictitious investment bond, leaving a 92-year-old without his life savings, intended to pay for his wife's care.
- 3.5 Between September 2017 and March 2018, a total of £870,000 was taken from the six victims with £150,000 eventually being recovered by the banks.
- 3.6 Five dawn raids were executed by our Trading Standards Service across England and Wales during May 2018, leading to the arrest of two of the defendants on suspicion of conspiracy to defraud and money laundering. A further defendant was in Lithuania at the time and later interviewed.
- 3.7 Two further warrants were executed in London in September 2018 and a fourth defendant was interviewed for his role in the transfer of large sums of the money via various company bank accounts.
- 3.8 Mobile phones, laptops and diaries recovered from the defendant's homes provided crucial evidence of the offences along with prosecution witnesses which included building surveyors and a forensic accountant.
- 3.9 Sentencing followed unanimous guilty verdicts after a lengthy 6-week trial at Harrow Crown Court. Harpreet Singh Randhawa and Harinder Singh Arora were convicted of conspiracy to defraud and sentenced to 5 years and 2 ½ years respectively. Mahmoddun Nobi Siddique and Vytautas Glinskas were convicted of money laundering and sentenced to 6 years and 4 ½ years respectively.
- 3.10 His Honour Judge Cole called it a "systematic and callous roofing fraud which involved significant planning and deliberate targeting of vulnerable people" and stated "this was a very professional and well conducted case by Trading Standards".
- 3.11 The Judge also disqualified Randhawa, Siddique and Glinskas for being a director of a company for 8 years.
- 3.12 During the two-year investigation, the Trading Standards Service obtained 82 witness statements, over 2000 pages of exhibits, executed 7 entry warrants resulting in the seizure and analysis of 17 electronic devices, conducted 5 interviews under caution and carried out 24 communication data checks in relation to telephone, website and IP addresses relating to the defendants.

4.0 Financial Implications

- 4.1 A confiscation timetable has been set under the Proceeds of Crime Act for the recovery of assets from the defendants and an application will also be made for compensation for the victims. An application for the Service's incurred court costs will also follow.

5.0 Legal Implications

5.1 There are no legal implications.

6.0 Equality Implications

6.1 There are no equality implications.

7.0 Consultation with Ward Members and Stakeholders

7.1 There is no requirement to specifically consult Ward Members about this report.

8.0 Human Resources Implications

8.1 There are no current staff implications

Contact Officer

Any person wishing to obtain more information should contact Anu Prashar, Acting Senior Regulatory Service Manager Brent Civic Centre, Engineers Way, Wembley Middlesex HA9 0FJ. Telephone: (020) 8937 5515, anu.prashar@brent.gov.uk

ANU PRASHAR
ACTING SENIOR SERVICE MANAGER

APPENDIX 1

- 1) A photograph of how one of the properties was left after the victim refused to pay more money.

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Photograph of how one of the properties was left after the victim refused to pay more money

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