



# TRADING STANDARDS

2010 - 2011  
Work Plan

## Key Targets

The annual 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 programme of risk based inspections of trade premises during 2010/2011. The work programme also takes account of the corporate strategies of both Councils and addresses the national agenda as well as the concerns of local consumers and businesses.

For 2010/2011, the Service will produce 12,600 units of output work for Harrow and 14,700 units for Brent: - a total of 27,300 units. Both borough totals reflect a full establishment based on a complement of 30.5 FTE staff.

The main activities of the Service are based on units of work set out in the table on the following page. Each unit equates to 1 hour's work and each day equates to 7 units. Based on 260 working days that are available during the year –

- 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 Assistant Enforcement Officer is expected to contribute 700 units of work to their respective team's targets.

Inspections of trade premises are carried out in line with the 'Hampton Principle', namely, "*No inspection should take place without a reason*". This purpose behind this principle is to reduce burden on businesses by conducting inspections based on risk and, whenever possible, by making joint visits with other regulators. A Statutory Code of Practice for Regulators has been published by the Department for Business Enterprise & Regulatory Reform and every local authority is expected to abide by this code.

Based on the above, our aim is to inspect high risk premises, visits to medium and low risk premises will not be made unless they are the subject of a complaint or part of a project that the Service is conducting. At the time of writing this report, there were 10,045 premises in the consortium area liable for inspection, of these 179 (1.8%) are high-risk premises.

	Total number of premises	High Risk	Medium Risk	Low Risk
Brent	5,956(59.3 %)	104	2,856	2,984
Harrow	4,089 (40.7 %)	75	2,094	1,910
Consortium	10,045	179 (1.8%)	4,950 (49.3%)	4,894 (48.7%)

## Allocation of units for different activities

<b>Activity</b>	<b>Number of units</b>
Requests for action (criminal) completed	3.5
Requests for action (non criminal) completed	1
Civil Investigations	6.5
Trader Enquiries (including HA work)	5.25
Enterprise Act Complaints completed	14
Announced Primary High Risk Inspections	3
Announced Primary Medium Risk Inspections	2
Announced Primary Low Risk Inspections	0.5
Announced Secondary High Risk Inspections	1.5
Announced Secondary Medium Risk Inspections	1
Underage Test Purchase Visits	3
Home Authority Referrals	1.75
Average Quantity Visits	5.25
Criminal reports of Infringement	> 7 (depending on complexity)
Financial Investigations under Proceeds of Crime	> 40 (depending on complexity)
Civil reports and action	> 10 (depending on complexity)
Enterprise Act investigations	> 40 (depending on complexity)
Prosecutions completed (Magistrates Court)	35
Prosecutions completed (Crown Court)	70
Simple Cautions	7
Letters of Warning	2
Projects completed	> 20 (depending on complexity)
Approved Trader Scheme audits	3.5
Verification Visits	3.5
Doorstep Crime Multi-agency Operations	21
Doorstep Crime Rapid response actions	14
Local Partnership Working	10
Mileage checks (each car)	2
Web sites (per check)	2
Exhibitions & Displays	14
Electric Blanket Safety Work	42
Talks to external Bodies/Organisations	3.5
Press Releases issued	2

## Harrow Enforcement Team 2010/2011

The following staff contribute directly to Harrow's work:-

Assistant Head of Service (0.5)

- 2 x Team Leader
  - 4.5 x (Senior) Enforcement Officer
  - 2 x Assistant Enforcement Officer (1.0)
- Financial Investigator (0.5)
- Civil Advisor

	<u>Planned</u>	<u>Units</u>
Requests for action (criminal)	960	3360
Requests for action (non criminal)	350	350
Civil Investigations	80	520
Trader Enquiries (including HA work)	168	882
Enterprise Act Complaints completed	4	56
Announced Primary High Risk Insp.	75	225
Announced Primary Medium Risk Inspections	121	242
Announced Primary Low Risk Inspections	62	31
Announced Secondary High Risk Inspections	10	15
Announced Secondary Medium Risk Inspections	80	80
Test Purchase Visits	190	570
Home Authority Referrals	84	147
Average Quantity Visits	12	63
Criminal Reports of Infringement	59	3540
Financial Investigations under Proceeds of Crime	6	420
Enterprise Act Reports	4	240
Civil Reports and Action	5	120
Prosecutions completed	30	1400
Simple Cautions	12	84
Letters of Warning	24	48
Projects completed	1	30
Approved Trader Scheme audits	80	280
Verification Visits	8	28
Doorstep Crime Multi-Agency Operations	6	126
Doorstep Crime Rapid response actions	6	84
Local Partnership Working	2	20
Mileage checks (each car)	40	80
Web sites (per check)	50	100
Electric Blanket Safety Work	1 day	46
Exhibitions & Displays	2	28
Talks to external Bodies/Organisations	14	49
Press Releases issued	18	36
<b>Total</b>		<b>13,300</b>

## Brent Enforcement Team 2010/2011

The following staff contribute directly to Brent's work:-

Assistant Head of Service (0.5)

- 2 x Team Leader
  - 5 x (Senior) Enforcement Officer
  - 2 x Assistant Enforcement Officer (1.0)
- Financial Investigator (0.5)
- Civil Advisor

	<b><u>Planned</u></b>	<b><u>Units</u></b>
Requests for action (criminal)	1000	3500
Requests for action (non criminal)	275	275
Civil Investigations	100	650
Trader Enquiries (including HA work)	240	1260
Enterprise Act Complaints completed	4	56
Announced Primary High Risk Inspections.	70	210
Announced Primary Medium Risk Inspections	100	200
Announced Primary Low Risk Inspections	50	25
Announced Secondary High Risk Inspections	6	9
Announced Secondary Medium Risk Inspections	20	20
Test Purchase Visits	190	570
Home Authority Referrals	76	133
Average Quantity Visits	16	84
Criminal Reports of Infringement	65	3575
Financial Investigations under Proceeds of Crime	6	420
Enterprise Act Reports	4	240
Civil Reports and Action	8	192
Prosecutions completed	36	1680
Simple Cautions	10	70
Letters of Warning	10	20
Projects completed	1	30
Approved Trader Scheme audits	72	252
Verification Visits	10	35
Doorstep Crime Multi-Agency Operations	6	126
Doorstep Crime Rapid response actions	6	84
Local Partnership Working	2	20
Mileage checks (each car)	50	100
Web sites (per check)	30	60
Exhibitions & Displays	1	14
Talks to external Bodies/Organisations	12	42
Press Releases issued	24	48
	<b>Total</b>	<b>14,000</b>

## Infringement Reports

The units allocated for infringement reports are based on the complexity of the investigation, both in terms of legislation being enforced and length of time taken to fully investigate/report each individual case (as shown below).

<u>Category</u>	<u>Time taken for investigation (in days)</u>	<u>Minimum number of units</u>
0	1	7
1	2.5	17.5
2	5	35
3	7.5	52.5
4	10	70
5	15	105
6	> 16	@ 7 units per day

The criteria for assessing each category is detailed below:-

### Category 0

Very brief report, unlikely to involve an interview. No other witnesses and resulting in no further action or a letter of warning.

### 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

- a) This level of investigation will contain the elements of a category 2 report plus at least two of the following elements:-
- b) 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.
- c) Interviews - multiple interviews requiring preparation or single interview of an

- d) Statements - several witness statements from non Trading Standards Officers required.
- e) Evidence - large quantities of evidence involved or smaller quantities of evidence of a diverse nature requiring considerable analysis.
- f) Report - large and complicated report required to fully explain the investigation and the nature of the offences.
- g) Other enquiries - significant problems encountered during investigation, large amount of non standard correspondence required (for example solicitor's 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 Regulations, and
- d) "Code of Practice Guidance" advice is given, and
- e) Details of the above are recorded on an Average Quantity inspection form.

## **Enforcement Priorities**

The priorities below are based on the hazard that a particular type of trading activity poses to the local community, the impact that the activity will have on local consumers and the likelihood of the activity occurring. The greater the hazard, impact and likelihood of an activity, the more resource this Service will put into combating this type of crime. Lower priority is given to those activities that are less likely to occur and have little hazard or impact. However, all complaints concerning breaches of the law are investigated and vulnerable customers are treated as a higher priority.

### **High Priority**

Underage Sales – knives	Underage Sales – alcohol
Doorstep Crime	Underage Sales – tobacco
Unsafe Goods	Clocked Cars
Most Complained About Traders	Counterfeit Goods
Underage Sales – fireworks	Proceeds of Crime
Car Clamping	Misleading Claims
Distance Selling	

### **Medium Priority**

Storage of Fireworks	Copyright
Misleading Prices	Weights and Measures
Underage Sales – butane	Price Marking
Furniture and Furnishings	Un-roadworthy Cars
Underage Sales – spray paints	Video Recordings – Unclassified DVDs
Package Travel	Underage Sales – DVDs / games
Harassment of Debtors	Business Names
Consumer Credit	Bogus Colleges
Essential Packaging	Hallmarking
Energy Performance Certificates	Incorrectly Labelled Goods (safety)

### **Low Priority**

Energy Labelling of Goods	Restrictive Notices
Misleading Descriptions (low value goods)	Underage Sales – lottery
Property Misdescriptions	Estate Agents
Mock Auctions	Timeshares
Road Traffic – Overloaded Vehicles	Underage Sales – crossbows
Metrication	Motorcycle Exhaust Silencers