

**London Boroughs of Brent & Harrow  
Trading Standards Joint Advisory Board  
1 November 2023  
Report from the Senior Service Manager**

**FOR INFORMATION**

**Analysis of Service Requests Received by Brent and Harrow Trading Standards**

**1.0 Purpose of the Report**

- 1.1 To provide Members with an analysis of service requests received by Brent and Harrow Trading Standards Service which will assist further to help identify where the Service's resources should be deployed to achieve the biggest impact.

**2.0 Recommendations**

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

**3.0 Details**

- 3.1 The analysis is contained within Appendix attached to this paper and looks to identify the main source of service requests, which internally are referred to as 'complaints' along with the types of products and/or services being complained about to help identify any patterns.
- 3.2 The analysis also looks into identifying any hotspots within the Boroughs of Brent and Harrow where the Service can concentrate its enforcement actions to achieve the biggest impact.

**4.0 Financial Considerations**

- 4.1 There are no financial considerations arising from this report as the staffing resource to implement this will be met from the existing Trading Standards revenue budget.

**5.0 Legal Considerations**

- 5.1 There are no legal implications arising from this report.

**6.0 Equality Diversity and Inclusion Considerations**

- 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 Considerations**

- 8.0 There are no significant staffing implications arising from this report.

### **Contact Officer**

Any person wishing to obtain more information should contact Anu Prashar, Senior Regulatory Service Manager, Brent Civic Centre, Engineers Way, Wembley Middlesex HA9 0FJ. Telephone: (020) 8937 55215, [anu.prashar@brent.gov.uk](mailto:anu.prashar@brent.gov.uk)

ANU PRASHAR  
SENIOR REGULATORY SERVICE MANAGER