

Appendix A



Brent & Harrow Trading Standards

Team Work Plan 2026-2027

Contents

Introduction	3
Priorities	3
Work Volumes.....	7

Introduction

This work plan has been developed to outline the key proposed work-streams of Brent and Harrow Trading Standards for the period of the 1 April 2026 to the 31 March 2027.

Brent & Harrow Trading Standards exists to protect consumers, support responsible businesses and uphold a fair, safe and competitive marketplace across both boroughs. Our joint service model enables us to pool specialist expertise, coordinate investigations and deliver targeted projects on issues that cause the greatest detriment—from unsafe and counterfeit goods to illicit tobacco and vapes, unfair trading, underage sales, weights and measures, lettings and estate agency enforcement, and e-commerce compliance.

Trading Standards work is central to maintaining a confident marketplace supporting businesses to develop and the local economy grow. The Service fulfils the local authority's statutory role of a 'weights and measures authority' tasked with enforcing more than 250 pieces of legislation.

This work plan aims to set out some of our priority areas for the coming year and provides a guide to the expected levels of performance for each of the boroughs' teams. The plan offers flexibility to assist in meeting unexpected demands and to adapt service delivery as required, to meet emerging threats or respond to major investigations.

The ongoing move towards new and emerging online markets remains a significant issue for the Service and we will continue to explore the most effective ways to tackle consumer issues within these new markets.

Last year the Digital Markets, Competition and Consumers Act 2024 (DMCC) which strengthen enforcement of consumer protection laws mainly came into force in April 2025. It is expected that the elements dealing with subscriptions will come into force no earlier than Spring this year.

The government this year, has set an intent to harden controls on online knife sales (two-step age verification, suspicious order reporting, tougher penalties), signalling expanded Trading Standards engagement with platforms, couriers and large retailers.

The Service continues to employ two Financial Investigators who conduct investigations generated not only from within our own councils, but also on behalf on various other external agencies. Their duties and outputs are measured differently and are outside the scope of this work plan.

The Service's leadership team currently includes Anu Prashar and Samuel Abdullahi.

Priorities

The Trading Standards Service aim is for a safe, fair and legal marketplace, that supports and benefits local businesses and which helps the local economy grow.

The Service fulfils the local authority's statutory role of a 'weights and measures authority' and is tasked with enforcing more than 250 pieces of legislation.

Our Service priorities for the year are influenced by the following:

The National Trading Standards Board (NTSB) has identified the following areas in its Strategic Assessment dated October 2025, which it considers to be priority areas of work:

- Doorstep crime and cold calling (including energy fraud).
- Lettings (England only).
- Mass marketing fraud/scams.
- The importation of illicit vapes (England only).
- Used cars.
- Illicit tobacco.
- Other fair trading issues.
- Intellectual property.
- Estate agency.
- Animal feed work

NTSB also has the following as cross cutting themes and enablers, as they impact on each of their priority areas:

- eCrime and the use of social media/online platforms.
- Serious and organised crime.
- The cost-of-living crisis.

London Trading Standards (LTS), who represent the 33 local authority Trading Standards Services across London, have identified their priority areas of work for members.

LTS thematic priority areas are as follows:

- Lettings – focus on intelligence gathering/sharing and identifying non-compliant traders.
- Doorstep crime – assists protection and safeguarding; to include Scams issues.
- Fair trading and Scams – assists protection, advice for consumers and safeguarding business; this includes other Scams issues.
- Intellectual property crime – Assists in Safeguarding legitimate business (which has a cross over into)-
- Product safety – assists in Safeguarding from unsafe products available to consumers and IP Crime.
- Illicit Tobacco and Alcohol – Assists in Safeguarding, IP Crime and can include Product Safety – focus on intelligence gathering, identifying traders and lawful sharing with partners.

The sub- thematic priorities are;

- Doorstep Crime – focus on Services, Construction, and all Home Maintenance traders.
- Fair Trading – particularly all Investments; Enablers i.e. - Virtual Offices / Boiler rooms etc; Identifying rogue traders, (Cost-Of-Living Crisis); and Fake / Copycat websites.
- Intellectual Property – focus on intelligence gathering / sharing and identifying traders including the supply and *more so*; the storage of illicit goods.

- Product Safety – focus on MOT’s Servicing and Repairs; Beauty treatments and cosmetics; Electrical Services and Installations; and identifying traders and importers.
- Underage sales – focus on intelligence gathering / sharing and identifying traders.
- Lettings – Money and Tenancy protection schemes, Redress schemes and Tenants Fees Act 2019

The Office of Product Safety and Standards (OPSS) work and fund some of our product testing. OPSS inform us when a product safety and recalls. OPSS no longer produces a Product Safety Strategic Intelligence assessment report but publish a Product Safety Database (PSD) report 2024 to 2025 dated July 2025.

The PSD is a core dataset for OPSS, providing insight into the market surveillance activity of regulatory officers across the UK and highlighting where the greatest levels of activity are taking place in terms of product sectors, as well as providing an oversight of the most reported hazards and corrective actions taken. Analysis of PSD data can also highlight where there may be emerging safety issues for novel products and within certain sectors, which can feed into and drive OPSS’s regulatory activity and decision making to target market surveillance activity, reduce risk and protect consumers.

The report sets out high level findings from the PSD incorporating product safety and non-compliance notifications from local authorities and national regulators.

Between 1 April 2024 and 31 March 2025, a total of 1,418 notifications were received on the PSD, covering 1,792 products. A single notification may relate to multiple products, and the same product may appear in more than one notification. Of the notifications received, 24% were reported as presenting a serious risk, 12% as high risk, 8% as medium risk, 10% as low risk, and 2% as inconclusive.

The most frequently notified product category on the PSD was electrical appliances and equipment (26% of products notified), followed by toys (19%) and cosmetics (12%).

Within the London Boroughs of Brent and Harrow each local authority has a corporate plan setting out what it is to accomplish in the future and how this will be achieved. Brent has a ‘Borough Plan 2023-2027’ and Harrow a plan entitled ‘Restoring pride in Harrow. These plans highlight the broad subject areas listed below as priority areas for each Council:

Brent:¹

- Prosperity and Stability in Brent
- A Cleaner, Greener Future
- Thriving Communities
- The Best Start in Life
- A Healthier Brent foundations

¹ [Brent Borough Plan 2023-27.pdf](#)

Harrow:²

- A council that puts residents first
- A borough that is clean and safe
- A place where those in need are supported.

These areas of work have each been given consideration including an assessment of the intelligence available. From this, we are able to focus where our resources should be deployed to achieve the biggest impact. This approach is in line with the IOM (National Trading Standards Intelligence Operating Model) as well as contributing to the relevant Borough objectives.

Whilst setting our work plan, the following assumptions have been made:

- Work will be reactive (complaint-driven) focusing on statutory responsibilities rather than proactive except for the purposes of supporting specific borough priorities or initiatives
- All complaints (service requests) received for investigation will be risk-assessed via our matrix and will only be investigated if the relevant threshold is reached
- We will continue to focus on steering business towards primary authority advice
- Any commercial activities which generate an income will be prioritised to maximise revenue
- We will seek to manage demand where possible by signposting service users to other resources and encouraging greater use of on-line advice and information
- We will publicise our work as much as possible to act as an educational resource or deterrent warning when applicable.

We have categorised the following areas of work to form the basis of our 2026/27 priorities:

High Priority

Most Complained About Businesses	Estate Agents/Letting Agents including partnership working
Doorstep Crime and Scams – vulnerable consumers	Counterfeit Goods (Large Scale Operation)
Unsafe Goods (Manufacture /wholesale) including Port referrals	Underage Sales – nicotine inhaling products, knives, alcohol, tobacco, fireworks
Primary Authority Partnerships	Energy related fraud investigations and enforcement
Illicit Tobacco Products and nicotine inhaling products (vape products) enforcement activity	Second hand car dealers / used car sales

² [Restoring Pride in Harrow 2024 - 26](#)

Medium Priority

Misleading Descriptions (higher value goods)	Incorrectly Labelled Goods (safety)
Consumer Credit/illegal lending*	Counterfeiting and Copyright (low level)
Online Terms and Conditions	Energy Labelling of Premises and Goods
Unsafe Goods (Retail Level)	Hallmarking
Package Travel holiday complaints	Storage of Fireworks (unless critical safety implication)

*High priority cases are also referred to Illegal Money Lending Team

Low Priority

Single use carrier bag charges	Restrictive Notices
Misleading Descriptions (low value goods)	Underage Sales – lottery, spray paints, games, butane
Mock Auctions	Essential Packaging
Market Sales	Provision of Advice re Credit Card Charges
	Business Names

Work Volumes

The tables below show the projected performance of the respective Brent and Harrow teams during 2026/27. It should be noted the nature of Trading Standard's duties is variable and therefore these figures are subject to change.

As a result, at year end some areas of work may have generated a higher than expected volume whereas other areas might see a decrease as a result of the need to respond to demands in other areas that arise during the year. Our work volumes will be kept under continuous review and reported quarterly to ensure that they are being implemented effectively and progress is being made.

The work volumes are based on a Harrow's number of enforcement staff of 2.5 and Brent's number of enforcement staff of 3.5.

<p>Brent Team 2026/27 Based on staff numbers:</p> <ul style="list-style-type: none"> 3.5 Enforcement Officers 	<p>Harrow Team 2026/27 Based on staff numbers:</p> <ul style="list-style-type: none"> 2.5 Enforcement Officers
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	Planned volume Brent	Planned volume Harrow
Complaints (Service Requests) Completed	366	250
Trader Enquiries / requests for advice	78	54
High Risk / Most Complained-about Trader Inspections	31	25
Port Referrals	5	1
Other Business Inspections	66	71
Weights & Measures, Average Quantity or Verification visits	4	3
Primary Authority Hours	117	36
Underage Test Purchase Visits	62	57
Infringement reports (average 40 work units per report)	31	21
eReports (average 7 work units per report)	9	7
Prosecutions completed – Crown Court	2	1
Prosecutions completed – Magistrates' Court	8	6
Licensing Reviews Completed	1	1
Simple Cautions Signed	6	4
Letters of Warning Issued	9	10
Fixed Penalty Notices Issued	8	7
Local and Regional Projects Completed	2	2
Service Improvement Work (Hours)	97	107
Approved Trader Scheme New Recruits or Audits	12	21
Doorstep Crime Rapid Response Actions	3	5
Number of Scam Victims Contacted c/o NTS Scams Hub	40	43
Partnership or Area Based Working Events / Weeks of Action	8	6
Samples, Mileage and Websites Checks	58	54
Number of Intelligence Logs Input on Regional Database	64	60
External social media including press releases issued	6	4