

Appendix B

The table below shows our current, high, medium and low priority areas of work which have been taken from our annual work plan.

High priority

Most Complained About Traders	Underage Sales – alcohol, tobacco, knives
Doorstep Crime and Scams	Estate Agents/Letting Agents
Unsafe Goods (Manufacture /wholesale)	Clocked & Insurance ‘write off’ Cars
Business Advice and Primary Authority	Counterfeit Goods (Large Scale Operation)
Niche and Illicit Tobacco Products	Proceeds of Crime Investigations
Large Scale or High Value Frauds	

Medium Priority

Misleading Prices/Price Marking	Incorrectly Labelled Goods (safety)
Consumer Credit/illegal lending*	Counterfeiting and Copyright (low level)
Furniture and Furnishings	Un-roadworthy Cars
Road Traffic – Overloaded Vehicles	Harassment of Debtors
Package Travel holiday complaints	Storage of Fireworks (unless critical safety implication)
Inaccurate Weights and Measures	Hallmarking
Underage Sales – fireworks (as seasonal)	Unsafe Goods (Retail Level)

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

Low Priority

Energy Labelling of Goods	Restrictive Notices
Misleading Descriptions (low value goods)	Underage Sales – lottery, , spray paints, DVDs, computer games and butane
Energy Performance Certificates	Essential Packaging
Mock Auctions	Motorcycle Exhaust Silencers
Market Sales	Business Names
Metrication	Bogus Colleges
Video Recordings – Unclassified DVDs	