



London Borough of Hackney

Trading Standards Law Enforcement Service Plan 2021/2022



INVESTOR IN PEOPLE

Table of Contents

1 Introduction	page 2
1.1. The Pandemic and Cyber Attack.....	page 2
2.Core Functions	page 4
2.1 Trading Standards Aims & Objectives.....	page 4
3.National Priorities	page 5
3.1NTSB National Strategic Assessment.....	page 5
3.2 Mayoral Priorities.....	page 6
3.3 Enforcement Policy.....	page 9
4.0 Service priorities	page 9
5.0 Performance Indicators	page 15
6.0 Resources	page 17
7.0 Allocation of resources to deliver the plan	page 19
8.0 Authorisation and competencies in line with new requirements of code of practice	page 19
9.0 Staff development plan new requirements of the code of practice	page 19
10.0 Quality Assessment	page 20

1.0 Introduction

This plan sets out the activities identified for the Trading Standards Service in 2021/22.

The Trading Standards service provides advice and regulatory services that protect both consumers and businesses as well as creating safer communities and a safe and fair economic environment for Hackney businesses.

The Service is currently staffed by a Team Leader who fulfils the role as the Chief Trading Standards Officer/Chief Inspector of Weights & Measures and an Accredited Financial Investigator, three Senior Trading Standards Officers and one Business Standards Officer.

The Trading Standards Service as with other council services faces real challenges to meet the demands placed on it. The number of officers employed by the service has reduced from eleven in 2011 to five in 2020/21. With the continued budget reductions by the Central Government alongside the growing demands for its services, this will provide significant challenges in the delivery of the Trading Standards service.

1.1 Effect of Pandemic and Cyber Attack

The pandemic had serious consequences for the Trading Standards Service.

- **Problem of service continuity**

Several staff were sheltering which left only a skeleton team with two officers assigned to ensure businesses were observing lockdown restrictions.

- **Price Increases**

With the onset of the Covid-19 pandemic and the threat of lockdown, panic buying of some items related to health and hygiene was witnessed. With these essential items disappearing fast from the supply chain, it was seen by some as an easy way to increase profits.

This activity of putting up prices to the disadvantage of consumers is known as Price Gouging and it is where prices are increased dramatically for essential everyday items. An example would be a pack of toilet rolls costing £1.50 suddenly increasing to £10.00.

This was not only happening on the online marketplace, where it is still to a certain degree, but also in small local independent shops who are at the heart of some communities, and at this time sought to take advantage of their customers.

Trading Standards locally and nationally became very aware of these issues and the current legislation was looked at for a way to tackle these businesses. The only legislation that truly covered these matters was the Competition Act which is enforced by the Competition and Markets Authority(CMA).

Trading Standards have been collating the information regarding these complaints from across Hackney, writing to advise the businesses on the issues and ensuring that the CMA database has been updated with businesses who are unfairly treating our residents.

The CMA have also written to all the businesses including online traders seeking an explanation for their actions, and it is being considered whether further legislation is required to allow Trading Standards to tackle these traders at a local level.

- **Creation of the Covid Response Team**

In response to the demands placed on Hackney Council in terms of Covid 19 and Health and Safety requirements the Environmental Health Team formed a Covid Response Team. Trading Standards has one officer seconded to this team for the duration of the crisis.

- **Radio programme aimed at vulnerable elderly residents**

During the coronavirus (COVID-19) outbreak, the Service recognised that keeping businesses afloat was a major concern. However it also led to a large number of scams. Trading Standards teamed up with the Strategy, Policy and Economic Development team to discuss the new 'Ageing Well Strategy' on Hackney Community Radio.

The discussion focused on safeguarding, safety, and security focusing on covid-19 scams, with reference to phishing emails that are targeting older people, asking them to complete a fake vaccine booking form requesting bank details. Listeners were also informed of the most popular covid-19 scams.

- **Cyber attack**

This attack affected many critical systems including the Civica database which stores details of complaints and visits. As such it has made analysis of quantitative data stored on these systems challenging. In addition it has affected the ability to answer Mayoral and other enquiries. To conclude the service are unable to calculate or provide annual performance data due to Cyber Attack and no access to the Civica App database

2.0 Core Functions - Trading Standards Aims & Objectives

Trading Standards broadly aims to:

- ensure fair trading with respect to consumer credit, counterfeiting, misleading prices, advertising and the description of goods, services and property; ensure that weighing and measuring equipment used in the Borough meets legal requirements;
- protect consumers from unsafe goods and unfair trade practices;
- support businesses through education and advice;
- protect young people from sales of age-restricted products;
- identify and enforce legislation against “rogue traders” in the borough using a range of sanctions including advice, warnings, simple cautions and prosecutions; work in partnership with members of the business community and with external agencies such as the police and HMRC to enforce a fair trading environment;
- utilisation of an accredited financial investigator.

The main areas of criminal law that we enforce are as follows:

- safety of consumer goods,
- false or misleading descriptions relating to goods and services,
- product counterfeiting,
- failure to display selling prices of goods and misleading price indications,
- consumer credit malpractice and age restricted sales and
- animal feeding stuffs and feed registrations.
-

3.0 National Priorities

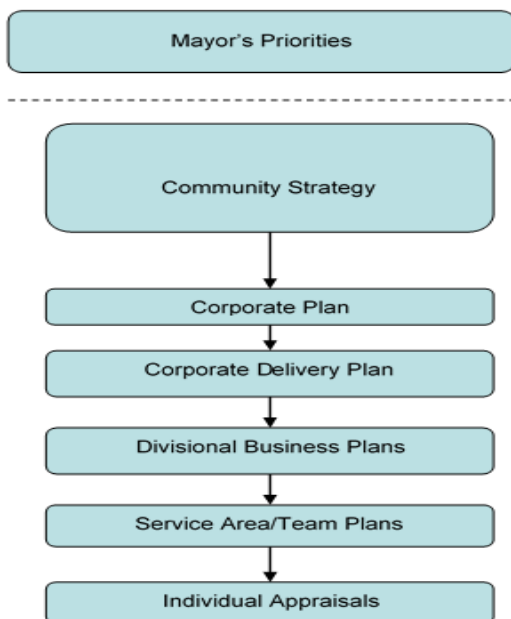
3.1 NTSB National Strategic Assessment

The NTSB is a group of senior and experienced local government Heads of Trading Standards, representing all regions across England and Wales. The Board has been set up by the Government as part of changes to the consumer protection landscape and an enhanced role for Trading Standards.

For 2021/22, NTSB has identified the following key priority areas:

- **Mass marketing scams** - This area of work is delivered primarily by the NTS Scams Team through its disruption work and by supporting local authorities to engage with victims across England and Wales.
- **Doorstep crime** - As well as the work of our Regional Investigation Teams and the NTS Scams Team, we have produced training and guidance for Local Authority trading standards officers to assist them with tackling this wide ranging crime.
- **Product safety** - This work is primarily delivered at local level with a number of investigations supported by NTS; focussing on regional most complained about traders. Market disruption activities are focussed on market enablers, for example mileage adjustment service providers. We have developed guidance for Local Authority trading standards officers on sources of data on mileage and vehicle history.
- **Illegal tobacco** - The impact of the illegal tobacco trade is far reaching. It is often part of wider criminality including drug smuggling, people trafficking and illegal alcohol production. The availability of cheap tobacco significantly undermines the effect of higher taxation on efforts to reduce the number of people that smoke.
- **Intellectual property** - This work tackles the suppliers of counterfeit products to disrupt supply chains to markets of illicit goods.

3.2 MAYORAL PRIORITIES



Mayor's Priority 1: Working and campaigning to keep Hackney a place for everyone with genuinely affordable homes, job opportunities and excellent schools; where everyone can play a part and where tackling inequality is at the heart of what we do.

Mayor's Priority 2: Making Hackney a place where everyone can feel healthy and safe, at home, at work, and on streets, parks and estates.

Mayor's Priority 3: Making Hackney an economically and environmentally sustainable place, with strong, cohesive and diverse communities.

The **2018-2028 Community Strategy** has five cross-cutting themes:

1. A Borough where everyone can enjoy a good quality of life and the whole community can benefit from growth.
2. A Borough where residents and local businesses fulfil their potential and everyone enjoys the benefits of increased local prosperity and contributes to community life.
3. A greener and environmentally sustainable community which is prepared for the future.
4. An open, cohesive, safer and supportive community.
5. A Borough with healthy, active and independent residents.

FAIRER

- 1. Poverty reduction**
- 2. Rebuilding an inclusive economy**
- 3. Lasting solutions to London's housing crisis and homelessness**
- 4. Supporting children and families to thrive**
- 5. Community wellbeing and tackling health inequalities**

SAFER

- 6. Reducing harm**

GREENER

- 7. Responding to the climate emergency**

The corporate plan refresh document can be found at the following link: <https://hackney.gov.uk/corporate-plan>.

Practical implementation of Mayoral priorities

Priority	Outcome	Measure
A borough where everyone can enjoy a good quality of life and the whole community can benefit from growth.	Conduct Age Restricted Test Purchases	Conduct 4 test purchase operations
A greener and environmentally sustainable community, which is prepared for the future.	Remove illegal tobacco and alcohol from Hackney	Conduct 2 action days
Connecting with Hackney's communities; a visible, engaging, and listening Council, working in partnership with local people to shape services, and promoting community cohesion.	Support vulnerable elderly residents	To participate in the Winter warmer event. To take part in LTS doorstep crime project.
A campaigning Council that speaks up for Hackney and actively intervenes to protect and promote the well-being of the borough and its citizens	Participate in 1 London Trading Standards (LTS) safety project.	Take part in the LTS used car project
Tackling inequality; making Hackney a place that works for everyone, with affordable homes, job opportunities and first class schools, where no one is left behind.	To investigate complaints regarding Letting and Estate Agents.	Visit both Letting and Estate agents in Hackney.

3.3 ENFORCEMENT POLICY

The Trading Standards Service is committed to the principles of good enforcement and takes account of the principles of the Enforcement Concordat, the Regulator’s Code, and London Trading Standards guidance, and has regard to Crown Prosecution Service guidelines and Equality Impact issues. The Plan will allow the use of resources more effectively in assessing high risk activities whilst delivering benefits to low risk and compliant businesses.

The Service performs its duties in various ways including: inspection, sampling, test purchasing, testing, investigation and prosecution but also by informing, advising and educating businesses and consumers.

A key element of the activities carried out by the service is to facilitate and encourage economic growth and wherever possible the service will work in partnership with businesses, particularly small traders and the voluntary/community organisations to assist them with meeting their legal obligations without unnecessary expense.

In addition the service provides a Proceeds of Crime service to the Council and external boroughs.

4.0 SERVICE PRIORITIES

Trading Standards Priorities 2021/2022

Work activity	Desired Outcome	Target	Performance Indicator / Measure	Timescale
Projects				
Tackling Counterfeit Good	<ul style="list-style-type: none"> Reduce the level of non-compliance and raise awareness through appropriate publicity. 	<ul style="list-style-type: none"> A minimum of three visits to Hackney markets to carry out market surveillance and robust action to address non-compliance. All cases to be considered for financial investigation. Sampling, testing and enforcement including licence review. 	<ul style="list-style-type: none"> Non-compliance will be addressed by a graduated approach to enforcement. Minimum 3 targeted visits to markets. 	Ongoing from April 2021

		<ul style="list-style-type: none"> To try social media scanning to identify local suppliers (desktop). Participation in LTS Intellectual Property projects including Self-Storage Investigation of referrals from brand representatives 		
Operation Liberal (doorstep crime)	<p>This project / initiative will have the following outcomes:</p> <ul style="list-style-type: none"> To disrupt the activities of doorstep criminals operating within the Borough. To gather further intelligence for future investigations. Take a graduated approach to enforcement against persistent offenders. To raise the level of business compliance To raise awareness around the issues of doorstep crime 	<ul style="list-style-type: none"> To gather Intel and progress any cases. Investigating domestic building sites with a view to disrupt the activities of rogue traders. Identify residential addresses in N16 and E5, concentrating in and around Stoke Newington common, Lower Clapton and Chatsworth which may be subject to possible doorstep(areas selected looking at historical complaints data) crime/ rogue trader offences To generate intelligence reports for further analysis 	<ul style="list-style-type: none"> Minimum 1 targeted operation in 2021/21. Reactive responses will be made in line with the current Complaints Investigation procedure. Summary report to be produced after analysis of intelligence reports and receipt of result of enquiries Minimum 10 properties viewed 	By end Q1 2021/22
Tobacco Control Work	<ul style="list-style-type: none"> Reduction in illegal sales of tobacco in support of government efforts to encourage smoking cessation. To participate in appropriate/related health initiatives. Compliance in retail establishments with relevant legislation. Trailer parked in the Narrow Way. 	<ul style="list-style-type: none"> Detection and disruption of sales of illegal and counterfeit tobacco. Itinerant sellers of illegal and counterfeit tobacco Q2 and Q4 events. An outreach and education event with the aim of generating intelligence regarding the supply of illicit tobacco. Targeted visits with the sniffer dogs. At least 2 Action Days. A twitter and social media campaign with the aim of generating intelligence about the retail and wholesale supply of alcohol and tobacco. Councillor engagement and press release. 	<ul style="list-style-type: none"> To measure the effectiveness of the project at the start and end of Q2 and Q4 to measure improvement. To maintain Service Level Agreement with Public Health. Trailer in Narrow Way. Public event held in partnership with Public Health. 	Start Q1 2021/22

		<ul style="list-style-type: none"> Participation in regional project work as appropriate. Outreach event in Narrow Way. 		
Product Safety Work	<ul style="list-style-type: none"> To ensure products sold in Hackney are safe and meet the relevant legislative requirement. 	<ul style="list-style-type: none"> Develop 1 intelligence-led safety project for the area. Participate in regional and sub-regional safety specific projects that are relevant to the area such as the LTS Used Car safety project. Inspections of premises which sell fireworks to ensure storage safety. Investigation of consumer complaints and referrals from OPSS and Port Authorities To provide advice to businesses on new legislative requirements following Brexit. 	<ul style="list-style-type: none"> Test purchases carried out based on an INTEL report. At least 1 test purchase. This project is part of a London Trading Standards joint initiative. The theme to be determined by a regional group. 	By end Q3 2021/22
Community Outreach	<ul style="list-style-type: none"> To undertake a Winter Warmer Event. Conduct Chartered Trading Standards Institute 'Do you PASS?' training to traders who infringe legislation as alternative enforcement action. 	<ul style="list-style-type: none"> Trading standards will provide advice to minimise the risk of our elderly citizens from becoming victims of scams and rogue traders. Supply training to at least 10 traders 	<ul style="list-style-type: none"> Conduct outreach event at Hackney Town Hall. Conduct tests for traders following training. Follow up test purchases to be carried out to check compliance levels. 	By end Q3 2021/22 By the end of Q4.
LTS week	<ul style="list-style-type: none"> Participation in LTS week 	<ul style="list-style-type: none"> To set up project plan once subject areas are chosen 	<ul style="list-style-type: none"> Participate in at least one LTS project 	By end of Q3 2021/22
Ongoing work streams				
Education of identified vulnerable groups in conjunction with partner agencies	<ul style="list-style-type: none"> Education of residents thereby reducing the impact of scams and doorstep crime. 	<ul style="list-style-type: none"> Q1 Operation Liberal. A week of partnership work with the police Attendance at events giving an opportunity to carry out consumer education. Liaison with partner agencies and implementation of an intelligence- 	<ul style="list-style-type: none"> Consumer education events attended Resources directed at most significant identified problems. Meetings attended with relevant partners 	By end Q1 2021/22

		based approach to targeting rogue traders		
Animal Feed	<ul style="list-style-type: none"> Ensure any animal feeding stuff issues are dealt with effectively and efficiently. 	<ul style="list-style-type: none"> Register or approve premises as required Visit all registered premises 	<ul style="list-style-type: none"> List of registered premises created To visit 30 registered premises by the end of Q3. 	By end Q3 2021/22
Visits	<ul style="list-style-type: none"> To visit a range of premises including High; Upper Medium, Lower Medium and Low risk premises 	<ul style="list-style-type: none"> 100% of High risk premises 100% of Upper Medium Alternative Enforcement strategy for low risk premises 	<ul style="list-style-type: none"> Measure will be taken each month and quarterly to ensure the targets are achieved. 	By end Q4 2021/22
Lettings	<ul style="list-style-type: none"> To visit both Letting and Estate agents in Hackney. Both physical and website checks to reduce levels of non - compliance. 	<ul style="list-style-type: none"> Check for compliance with lettings and estate agents legislation Check for EPC compliance at residential and commercial premises to disrupt the activities of doorstep criminals operating within the Borough. Visit all agents 	Non - compliance will be addressed by a graduated approach to enforcement	Ongoing from Q1 April 2021.
Age Restricted Goods	<ul style="list-style-type: none"> To conduct at least 4 test purchase operations. 	<ul style="list-style-type: none"> Test purchase will be for alcohol, tobacco, fireworks and knives Test purchase operations will be subject to the extent of the pandemic 	<ul style="list-style-type: none"> Non - compliance will be addressed by reference to the enforcement policy 	Ongoing from Q1 April 2021.
Use of communications to raise awareness of the work of the service and provide improved information for residents and businesses.	<ul style="list-style-type: none"> Contribute articles to suitable internal publications. Website information to be maintained and updated as necessary. 	<ul style="list-style-type: none"> A minimum of 2 articles in identified local/internal publication. Website reviewed/updated. Participation in ongoing workshops to improve business experience of using Trading Standards webpage. 	<ul style="list-style-type: none"> Articles in publication. Min 2 Article in Press. 	By end Q4 2021/22

Partnership working – opportunities to be identified for joint working with external stakeholders.	<ul style="list-style-type: none"> Raise service profile by attending relevant meetings, improved stakeholder engagement and external/match funding achieved. 	<ul style="list-style-type: none"> 100% attendance at Inner London/London Trading Standards s group meetings. A minimum of 2 regional projects to be carried out. 	<ul style="list-style-type: none"> Highlights to be reported through the submission of the monthly reports 	By end Q4 2021/22
Carry out Licensing checks	<ul style="list-style-type: none"> Ensure compliance with licensing principles. 	<ul style="list-style-type: none"> All allocated visits completed and requests for information dealt with, within required timescales. 	<ul style="list-style-type: none"> Measurement of first response to a service request within 10 days. 	By end Q4 2021/22
Service Improvement	<ul style="list-style-type: none"> Improved internal processes 	<ul style="list-style-type: none"> Review and update Trading Standards procedures including property control Improve use of intelligence from both internal and external sources to prioritise proactive work of the service. Fully engage with London Trading Standards Regional Intelligence Officer. 	<ul style="list-style-type: none"> New Process/Procedure Resources directed at most significant identified problems. Increase in the number intelligence reports submitted to the Memex Intel database. Minimum 1 submission per month. 	By end Q4 2021/22
POCA / Financial investigating and confiscation	<ul style="list-style-type: none"> Completion of financial investigation 	<ul style="list-style-type: none"> To have conduct of financial investigations within regulatory services. Support planning confiscations 	<ul style="list-style-type: none"> Monthly reporting At least two financial investigations/confiscation. 	By end Q4 2021/22
Reporting	<ul style="list-style-type: none"> Maintain and improve reporting systems. 	<ul style="list-style-type: none"> Completion of statutory returns for the service. Section 70 WMA, Feeding Stuffs 	<ul style="list-style-type: none"> Reports produced 	By end Q4 2021/22
New work Stream				
Business Case	<ul style="list-style-type: none"> To obtain funding for pieces of work such as Lettings Operations coordinator. 	<ul style="list-style-type: none"> Make at least one business case. 	<ul style="list-style-type: none"> Bid application drafted and submitted. 	By end Q4 2021/22
Training for Traders who sell Age Restricted Goods	<ul style="list-style-type: none"> To help reduce the number of traders supplying age restricted goods to minors To provide assistance to the CRT 	<ul style="list-style-type: none"> To train a minimum of 10 people. To participate in Action Days and carry out visits on behalf of CRT 	<ul style="list-style-type: none"> At least 10 people trained by end of financial year 	By end Q4 2021/22

Covid Response Team (CRT) - Support				
-------------------------------------	--	--	--	--

5.0 PERFORMANCE INDICATORS

5.1 KPI

Key Performance Indicators	Frequency of reporting	2021/22 Target
High Risk Inspections	Monthly*	100% by 31 st March 2022
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2022
Minimum 6 Animal Feed inspections per month until all completed (Statutory visits under Food Standards Agency)	Monthly	100% by 31 st March 2022
Minimum 6 Weights and Measures inspections(Statutory requirement from National Measurement Office)	Monthly	Minimum 72 inspections by 31 st March 2022

3.2(i) LPI

Local Performance Indicators	Frequency of reporting	2020/21 Target
Percentage of complaints investigated concerning serious illegal trading practices in relation to - counterfeit goods responded within 5 working days	Monthly	90%
Percentage of complaints investigated concerning serious illegal trading practices in relation to - sales of unsafe goods responded to within 5 working days	Monthly	90%
Percentage of complaints investigated concerning serious illegal trading practices in relation to - sales of restricted goods to children underage responded to within 5 working days	Monthly	90%
Percentage of licensing consultation comments made within targets	Monthly	95%
Number of Notifications	Monthly	Reporting only
Total Number of complaints received	Monthly	Reporting only
Total Number of referrals received	Monthly	Reporting only
Number of Service Requests received	Monthly	Reporting only
Number of Licensing service requests received	Monthly	Reporting only

3.2(ii) New Impacts and Outcomes Framework

Indicator	Frequency of reporting	2021/22 Target
-----------	------------------------	----------------

Outcomes of Investigations and Prosecutions	Yearly	Reporting only
Enterprise Act Undertakings	Yearly	Reporting only
Redress obtained for consumers or victims of crime by service actions	Yearly	Reporting only
Number of scam victims supported	Yearly	Reporting only
Number of businesses receiving advice	Yearly	Reporting only
Number of businesses found non-compliant when visited subsequently brought into compliance during the financial year	Yearly	Reporting only
Deal with problematic businesses where an intervention is made	Yearly	Reporting only
Support for legitimate businesses by trader approval schemes	Yearly	Reporting only
Support for legitimate businesses by removing counterfeit goods from the market	Yearly	Reporting only
Unsafe or non-compliant goods prevented from entering or removed from marketplace	Yearly	Reporting only
Businesses tested for compliance with the law using underage volunteers OR compliance with mandatory Challenge 21/25 conditions	Yearly	Reporting only
Tackling the availability of illicit tobacco	Yearly	Reporting only
Tackling the availability of illicit alcohol	Yearly	Reporting only

Programmed inspections April 2021-March 2022

Risk Category	Category A – High (to be Inspected 2021/22) (e.g. a premises selling products subject to safety legislation such as knives)	Category B1 – Upper Medium (to be Inspected 2021/22) (E.g. a car dealer or premises selling high value goods. There could be an associated consumer credit agreement)	Category B2 – Low Medium (Inspected every 5 years) (e.g. a trader which is a newsagent which is inspected with respect to pricing compliance)	Total
Total number of premises	125	172	Total 369 (170 visits and 199 by alternative enforcement action)	666 Annual target
Target for percentage of visits to be completed at end of March 2019	100%	100%*	N/A	

* Visits will include targeted project visits as set out 2.0 above.

6.0 RESOURCES

The table below is the estimation of a full time equivalent.

1 year	52 weeks (260 days)
Annual Leave / Bank holidays	7 weeks (35 days)
Training / briefings etc.	2 weeks (10 days)
Sick leave / dependency / special leave etc.	1 week (5 days)
Number of working weeks	42
Number of working days	210 days
1 FTE	210 days (1512 hours)

6.1 The staffing for Trading Standards function for 2020/21 were follows:-

- 0.3 FTE x Business Regulation Manager
- 1.0 FTE x Trading Standards Team Leader
- 3.0 FTE x Senior Trading Standards Officers
- 1.0 FTE x Business Support Officer
- 1.0 FTE x Technical Business Support

Total staffing resources = 6.3 FTE

5.2 The staffing for Trading Standards function for 2021/22 is as follows:-

- 0.3 FTE x Business Regulation Manager
- 1.0 FTE x Trading Standards Team Leader
- 3.0 FTE x Senior Trading Standards Officers
- 1.0 FTE x Business Support Officer
- 1.0 FTE x Technical Business Support

Total staffing resources = 6.3 FTE

5.3 Total Resource Required:-

Activity	Calculation	FTE
----------	-------------	-----

Inspections	696 inspections done at 5 hours including paperwork follow up actions and Civica actions	3480/1512 = 2.30 FTE
Complaints and Service Requests	827 assuming average 1 hour	827/1512 = 0.54 FTE
Financial Investigations	5184 hours	5184/1512 = 3.43 FTE
Projects	2592 hours	2952/1512 = 1.71 FTE
Simple Cautions	2 anticipated 72 hours	72/1512 = 0.05 FTE
Prosecutions	2 anticipated 72 hours	72/1512 = 0.05 FTE
Alternative Enforcement Actions	100 hours	100/1512 = 0.07 FTE
Technical Business Support	1512	1FTE
Total requirement		9.08 FTE

7.0 ALLOCATION OF RESOURCES TO DELIVER THE PLAN

The resources required to fulfil the plan for 2021/22 is **9.08 FTE**, the actual FTE available is **6.3 FTE**. This service is under-resourced by **2.78 FTE** which will provide significant challenges in the delivery of the service plan for 2021/22.

8.0 AUTHORISATION AND COMPETENCIES IN LINE WITH NEW REQUIREMENTS OF CODE OF PRACTICE

The Chartered Trading Standards Institute (TSI) is committed to empowering members of the profession, through the Continuous Personal and Professional Development (CPPD) scheme. All Trading Standards Officers are part of the scheme and have a personal responsibility to maintain their competences. TSI has a responsibility to invest resources in assisting staff to meet these development commitments. The scheme is inclusive of all trading standards professionals. In addition, a training needs analysis is carried out with all staff to identify individual development needs.

All officers are authorised in accordance with the Authorisation, Induction and Training Procedure and their competencies assessed against the framework.

9.0 STAFF DEVELOPMENT PLAN NEW REQUIREMENTS OF THE CODE OF PRACTICE

Annual Appraisal and Development scheme will be completed at the start of the year. At the same time, a personal development plan, comprising the main objective for the year with targets will be developed.

Records of all identified training needs are recorded and incorporated into a training plan. In addition, staff also receive regular one-to-ones/supervision meetings whereby competencies and development needs are discussed and assessed and adjustments are made to the training plan where possible and appropriate.

All training records are maintained in accordance with the Authorisation, Induction and Training procedure.

Officers will be assisted in achieving 20 hours' Continual Professional Development (minimum 20 hours).

10.0 QUALITY ASSESSMENT

10.1 Internal Arrangements

Arrangements include:

- Monitoring arrangements to assess the Trading Standards enforcement work and compliance with the guidance from the Chartered Trading Standards Institute;
- Minuted 6 weekly team meetings;
- Development needs assessments and training plan as part of the check-in process and completion of competency framework
- Cascade training and team briefings;
- Accompanied/validation inspections;
- 4-6 weekly Check-In meetings.
- Completion of individual competence framework questionnaires

10.2 External Arrangements

- The service will submit the annual Weights and Measures and Animal Feed returns to the National Measurement Office and the Food Standards at the beginning of September 2021

- Periodic review of practices and procedures will be discussed at the regional London Trading Standards meetings held three to four times a year respectively.
- Periodic reviews of Trading Standards procedures as compared to peers in London.

10.3 Review against the 2021/22 Service Plan

- Performance is reviewed through a variety of mechanisms which include regular check-in meetings, and 6 weekly team meetings. Monthly and six monthly performance reports are produced for review by the Head of Service, Corporate Director and portfolio holder.