



London Borough of Hackney

Trading Standards Law Enforcement Service Plan 2022/2023



INVESTOR IN PEOPLE

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1.0 Introduction

This plan sets out the activities identified for the Trading Standards Service in 2022/23.

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 Trading Standards Manager 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, one Business Standards Officer and one Senior Trading Standards Officer funded by Public Health for the Alcohol and Tobacco project.

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 since 2011. With the continued budget reductions by the Central Government alongside the growing demands for this service, this continues to be challenging in the delivery of the Trading Standards service.

The purpose of this plan is to provide a recovery plan to reestablish and return to pre-pandemic activities.

1.1 Effect of Pandemic and Cyber Attack

The Covid-19 Pandemic had serious consequences for the Trading Standards Service.

- **Problem of service continuity**

Several staff were sheltering which left only a skeleton team of two officers assigned to ensure businesses were observing lockdown restrictions. However this only applied at the start of the pandemic for about three months.

- **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, 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 occurring on the online marketplace, where it continues to a certain degree, but also in small local independent shops who are at the heart of some communities.

Trading Standards locally and nationally became very aware of these issues and the current legislation was consulted for a way to tackle these businesses. The only legislation that 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 has 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 had one officer seconded to this team for the duration of the pandemic.

- **Proactive action via Radio programme aimed at vulnerable elderly residents to protect them from Covid 19 scams**

The service recognised an emerging trend of criminals taking advantage of the increasing concern around the spread of COVID-19. The criminals then targeted the fears of the older people who may be less aware of potential scams and therefore more vulnerable to them. Trading Standards teamed up with the Strategy, Policy and Economic Development team to discuss the new 'Ageing Well Strategy' on Hackney Community Radio and Covid 19 scams.

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.

During the radio programme the service was able to provide advice on certain scams which needed to be avoided .

Key things older people were advised to remember:

Never give a stranger your personal information or bank details, no matter who they claim to be, charities or authorities will never ask for bank details over the phone. If someone visits you in person, always ask to see their ID. Know who's on your doorstep. Check before you open your door, and don't feel bad about asking someone to leave if you don't know them. If someone refuses to leave, you can call the police- Never share any account log in details with people e.g. usernames or passwords.

- **Cyber attack**

This attack affected many critical systems including the Civica database which stored 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 was unable to calculate or provide annual performance data due to Cyber Attack and no access to the Civica App database. The service used spreadsheets as a workaround.

2.0 Core Functions - Trading Standards Aims & Objectives

2.1 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 practises;
- 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 feedstuffs and feed registrations.

3.0 National Priorities

3.1 NTSB National Strategic Assessment

The National Trading Standards Board 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.

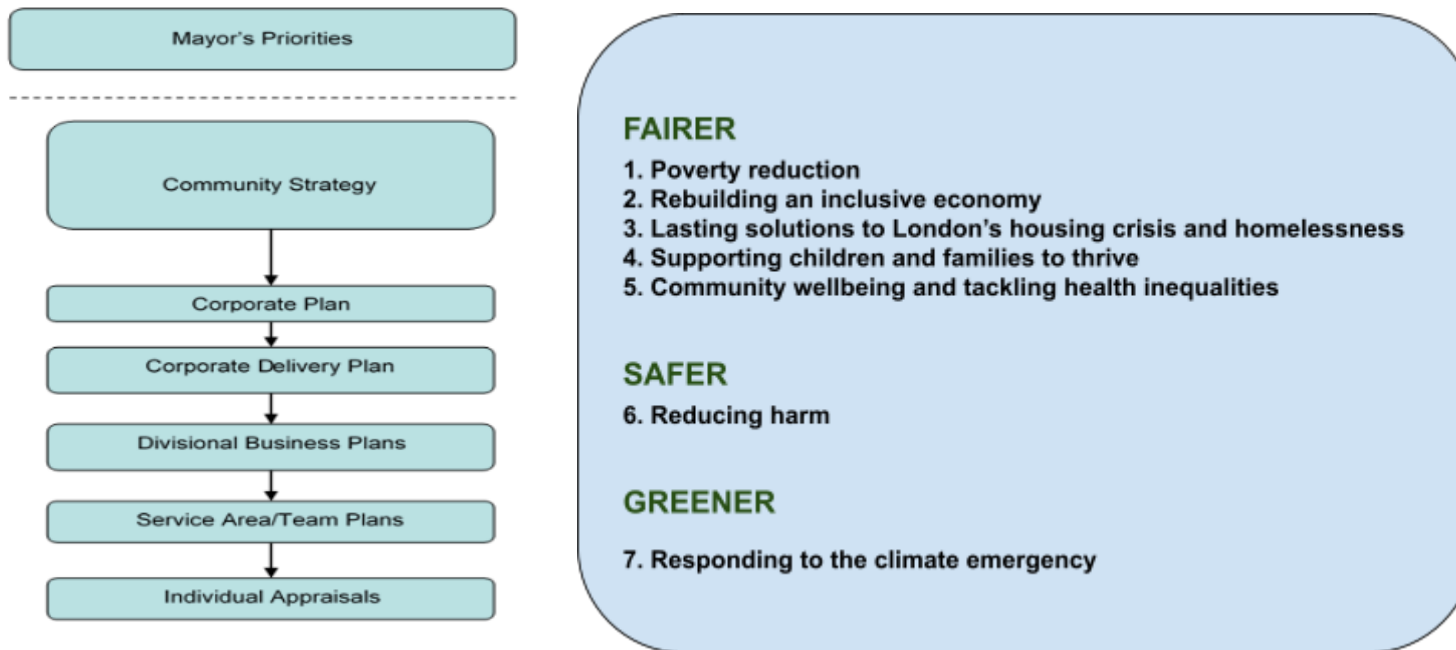
For 2022/23, NTSB has identified the following key priority areas:

- **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 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. The group has 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

How the Service Links to Corporate Priorities

Hackney's Vision: A place for everyone



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

3.3 ENFORCEMENT POLICY

An Enforcement Policy was implemented for the Service and was approved by Cabinet on 21 January 2019 and remains highly relevant.

Officers recognise that whilst businesses want to maximise margins, they also seek in most instances to be on the right side of legal requirements, without incurring excessive expenditure and administrative burdens. So, in considering enforcement action, the service will assist businesses to meet their legal obligations in the first instance, whilst taking firm action that may include prosecution or other formal action, where appropriate, against those who knowingly disregard the law or act irresponsibly.

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 2022/2023

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. 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 	<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 2022.
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 targeted operation in 2022/23. 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 2022/23
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. 	<ul style="list-style-type: none"> Detection and disruption of sales of illegal and counterfeit tobacco. Itinerant sellers of illegal and counterfeit tobacco Q1, Q2 and Q4 events. Targeted visits with the sniffer dogs. At least 3 Action Days. 	<ul style="list-style-type: none"> To measure the effectiveness of the project at the start and end of Q1,Q2 and Q4 to measure improvement. To maintain Service Level Agreement with Public Health. 	Start Q1 2022/23

	<ul style="list-style-type: none"> Compliance in retail establishments with relevant legislation. 	<ul style="list-style-type: none"> 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. Participation in regional project work as appropriate. 		
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 2022/23
Community Outreach	<ul style="list-style-type: none"> To undertake a Winter Warmer Event.(Subject to cancellation) Conduct Chartered Trading Standards Institute 'Do you PASS?' training to traders who infringe legislation as alternative enforcement action. (Subject to sales and previous history) 	<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(subject to sales and previous history) 	<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 2022/23 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. Complete project plan 	By end of Q3 2022/23
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-based approach to targeting rogue traders 	<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 2022/23
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 2022/23
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"> Measures will be taken each month and quarterly to ensure the targets are achieved. 	By end Q4 2022/23
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 Check 3 premises online per month. 	Non - compliance will be addressed by a graduated approach to enforcement	Ongoing from Q1 April 2022.
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 	Non - compliance will be addressed by reference to the enforcement policy	Ongoing from Q1 April 2022.

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 publications. 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 1 Article in Press. Website update 	By end Q4 2022/23
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 2022/23
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 2022/23
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 engaged 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 of intelligence reports submitted to the IDB Intel database. Minimum 1 submission per quarter per officer. 	By end Q4 2022/23
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/confiscations. 	By end Q4 2022/23
Reporting	<ul style="list-style-type: none"> Maintain and improve reporting systems. Monthly Report Inputs and Outcomes 	<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 Monthly Report Inputs and Outcomes 	By end Q4 2022/23
New work Stream				

<p>Training for Traders who sell Age Restricted Goods</p>	<ul style="list-style-type: none"> • To help reduce the number of traders supplying age restricted goods to minors 	<ul style="list-style-type: none"> • To train a minimum of 10 people. 	<ul style="list-style-type: none"> • At least 10 people trained by end of financial year 	<p>By end Q4 2021/22</p>
<p>Enforcement Actions</p>	<ul style="list-style-type: none"> • Min 1 formal action per officer 	<ul style="list-style-type: none"> • Min 1 formal action per officer 		

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 2023
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2023
Minimum 6 Animal Feed inspections per month until all completed (Statutory visits under Food Standards Agency)	Monthly	100% by end Q3
Minimum 72 Weights and Measures inspections(Statutory requirement from National Measurement Office)	Monthly	Minimum 72 inspections by 31 st March 2023

5.2(i) LPI

Local Performance Indicators	Frequency of reporting	2022/23 Target
Percentage of complaints investigated concerning serious illegal trading practises in relation to - counterfeit goods responded within 5 working days	Monthly	90%
Percentage of complaints investigated concerning serious illegal trading practises in relation to - sales of unsafe goods responded to within 5 working days	Monthly	90%
Percentage of complaints investigated concerning serious illegal trading practises 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

5.2(ii) New Impacts and Outcomes Framework

Indicator	Frequency of reporting	2022/23 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	Quarterly/Yearly	Reporting only
Number of scam victims supported	Quarterly/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	Quarterly/Yearly	Reporting only
Tackling the availability of illicit tobacco	Quarterly /Yearly	Reporting only
Tackling the availability of illicit alcohol	Quarterly /Yearly	Reporting only

Programmed inspections April 2022-March 2023

Risk Category	Category A – High (to be Inspected 2022/23) (e.g. a premises selling products subject to safety legislation such as knives)	Category B1 – Upper Medium (to be Inspected 2022/23) (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	163	209	Total 293 (220 visits and 73by alternative enforcement action)	665 Annual target
Target for percentage of visits to be completed at end of March 2023	100%	100%*	N/A	

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

Outcomes

Indicators	Key Performance	Frequency of reporting	2021/22 Target	Results
High Risk Inspections		Monthly*	100% by 31 st March 2023	Achieved
Upper Medium Risk Inspections		Monthly	100% by 31 st March 2023	Achieved
Minimum 6 Animal Feed inspections per month until all completed (Statutory visits under Food Standards Agency)		Monthly	100% by end Q3	Achieved by Q4

Minimum 72 Weights and Measures inspections(Statutory requirement from National Measurement Office)	Monthly	Minimum 72 inspections by 31 st March 2023	Achieved
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Local Performance Indicators	Frequency of reporting	2021/22 Target	Outcome
Percentage of complaints investigated concerning serious illegal trading practises in relation to - counterfeit goods responded within 5 working days	Monthly	90%	Achieved
Percentage of complaints investigated concerning serious illegal trading practises in relation to - sales of unsafe goods responded to within 5 working days	Monthly	90%	Achieved
Percentage of complaints investigated concerning serious illegal trading practises in relation to - sales of restricted goods to children underage responded to within 5 working days	Monthly	90%	Achieved
Percentage of licensing consultation comments made within targets	Monthly	95%	Achieved

Impacts and Outcomes Framework

	Impact	Description	Outcome Q1	Q2	Q3	Q4	Total
1.	No of scam victims supported	Total no of victims identified in the month by the NTS National Scams Team	0	0	0	0	0
2.	Businesses tested for compliance with the law using underage volunteers OR for compliance with mandatory Challenge 21/25 conditions using older individuals	Number of individual premises tested for Alcohol (Only include data for premises for which test purchases have been attempted.)	6	0*	15	16	31

3.	Tackling the availability of illicit tobacco	Number of premises from which products were seized Volume of tobacco seized (l) and value (£)	3 3000 sticks Cigarettes 2.5 KG Hand rolling Tobacco £2625.00	2 1200 Sticks Cigarettes 750g hand Rolling Tobacco £1245.00	3 2000 Sticks cigarettes 500g hand rolling tobacco £1350.00	2 780 Sticks Cigarettes 500g Hand Rolling Tobacco £680.00	10 6980 sticks 4250g £5900.00
4.	Tackling the availability of illicit alcohol	Number of premises from which products were seized Volume of alcohol seized (l) and value (£)	0 0	0 0	0 0	0 0	0 0

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 2021/22 were follows:-

0.3 FTE x Regulatory Services Manager
1.0 FTE x Trading Standards Team Leader
4.0 FTE x Senior Trading Standards Officers
1.0 FTE x Business Support Officer
1.0 FTE x Technical Business Support
r

Total staffing resources = 7.3 FTE

6.2 The staffing for Trading Standards function for 2022/23 is as follows:-

0.3 FTE x Regulatory Services Manager Manager
1.0 FTE x Trading Standards Manager
4.0 FTE x Senior Trading Standards Officers
1.0 FTE x Business Support Officer
1.0 FTE x Technical Business Support

Total staffing resources = 7.3 FTE

Activity	Calculation	FTE
Inspections	665 inspections at 5 hours including paperwork follow up actions plus inputting data in Arcus Global	$3480/1512 = 2.30$ FTE
Complaints and Service Requests	827 average 1 hour(Figure based on average of previous years data).	$827/1512 = 0.54$ FTE
Financial Investigations	5184 hours *	$5184/1512 = 3.43$ FTE
Projects	2592 hours	$2952/1512 = 1.71$ FTE
Simple Cautions	4 144 hours*	$144/1512 = 0.1$ FTE
Prosecutions	4 144 hours*	$144/1512 = 0.1$ FTE
Alternative Enforcement Actions	100 hours	$100/1512 = 0.07$ FTE
Technical Business Support	1512	1 FTE
Total requirement		9.25 FTE

***The ambitious target reflects the determination to increase the formal enforcement actions taken by the team. These will in turn be supported by financial investigations taken under the Proceeds of Crime Act 2002. To support this the service is training three further financial investigators.**

The resources required to fulfil the plan for 2022/23 is **9.25 FTE**, the actual FTE available is **7.3 FTE**. This service is under-resourced by **1.95 FTE** which will provide challenges in the delivery of the service plan for 2022/223

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

The Chartered Trading Standards Institute (CTSI) 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. CTSI 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.

8.0 STAFF DEVELOPMENT PLAN NEW REQUIREMENTS OF THE CODE OF PRACTICE

The Check In system is used 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).

9.0 QUALITY ASSESSMENT

9.1 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

9.2 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 2022
- Periodic review of practises 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.

9.3 Review against the 2022/23 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, Strategic Director and Cabinet Member.