

Business Regulation (TS)
Six month update (01/04/2023 - 30/9/2023) Performance against Priorities 2023/24

TRADING STANDARDS

Table 4.0 - Trading Standards - Performance against Service Key Performance Indicators 2023-24 - 6 month update (01.04.23- 30.9.23)

KPI	Frequency of Reporting	Target	RAG
High Risk Inspections	Monthly	100% by 31 st March 2024	
Upper Medium Risk Inspections	Monthly	100% by 31 st March 2024	
Complete all Animal Feed inspections by the end of year. (Statutory visits under Food Standards Agency)	Monthly	100% by 31 st March 2024	
Minimum 6 Weights and Measures inspections (Statutory requirement from National Measurement Office)	Monthly	100% by 31 st March 2024	

Table 5.0 - Trading Standards Performance against Service Service Plan 2023/24 - 6 months update

Item no	What are the priorities?	Where to intervene?	Update	RAG								
1	High Risk Visits	To visit 100% of the high risk inspections by 31st March 2024. Monthly reporting.	<p>Trading Standards have visited 100% of the high risk inspections in Q1 & Q2.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>42</td> </tr> <tr> <td>Q2</td> <td>52</td> </tr> <tr> <td>Total</td> <td>94</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	42	Q2	52	Total	94	
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2	Upper Medium Risk Visits	To visit 100% of the Upper Medium risk premises by 31st march 2024. Monthly reporting.	<p>Trading Standards have visited 100% of the Upper Medium risk inspections in Q1 & Q2.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46</td> </tr> <tr> <td>Q2</td> <td>66</td> </tr> <tr> <td>Total</td> <td>112</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	46	Q2	66	Total	112	
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3.	Underage sales programme	Maintain the reduction in underage drinking to combat anti-social behaviour and to promote the health and well-being of young people. The target is to conduct 4 operations a year. One a quarter.	From 1/4/2023 to 30/9/2023 there have been 4 test purchase operations conducted. The products ranged from alcohol, knives and tobacco and vaping goods. There were more sales this period, 3 alcohol, 5 vapes, one knife and 1 tobacco and 1 sale of a Vape item to a minor. This completes the annual target of 4 operations. However, more operations are planned.									

4.	Tobacco Control	<p>Reduction in illegal sales and the use of tobacco in support of government efforts to encourage smoking cessation.</p> <p>To participate in appropriate/related health initiatives.</p>	<p>Trading Standards alongside partners in Public Health joined forces in the fight against illegal tobacco. Public Health currently funds one post to combat illegal tobacco and alcohol.</p> <table border="1" data-bbox="792 320 1720 1214"> <thead> <tr> <th data-bbox="792 320 1395 379">KPI</th> <th data-bbox="1395 320 1581 379">Q1</th> <th data-bbox="1581 320 1720 379">Q2</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 379 1395 475">No of premises from which tobacco was seized per quarter and advice given to retailers</td> <td data-bbox="1395 379 1581 475">6</td> <td data-bbox="1581 379 1720 475">3</td> </tr> <tr> <td data-bbox="792 475 1395 534">No of cigarettes seized</td> <td data-bbox="1395 475 1581 534">15,000</td> <td data-bbox="1581 475 1720 534">2500</td> </tr> <tr> <td data-bbox="792 534 1395 593">Volume of hand rolling tobacco seized in kg</td> <td data-bbox="1395 534 1581 593">1.5</td> <td data-bbox="1581 534 1720 593">0.3 kg</td> </tr> <tr> <td data-bbox="792 593 1395 652">Volume of shisha seized</td> <td data-bbox="1395 593 1581 652">2.5</td> <td data-bbox="1581 593 1720 652">0.5 kg</td> </tr> <tr> <td data-bbox="792 652 1395 748">Value of hand rolling kg</td> <td data-bbox="1395 652 1581 748">£1712.50</td> <td data-bbox="1581 652 1720 748">£832.00</td> </tr> <tr> <td data-bbox="792 748 1395 903">Volume of alcohol seized</td> <td data-bbox="1395 748 1581 903">1.5(L)</td> <td data-bbox="1581 748 1720 903">3(L)</td> </tr> <tr> <td data-bbox="792 903 1395 1123">Value of alcohol seized</td> <td data-bbox="1395 903 1581 1123">Counterfeit £16.00</td> <td data-bbox="1581 903 1720 1123">£27.00</td> </tr> <tr> <td data-bbox="792 1123 1395 1214">No of test purchases for under age sales of tobacco and alcohol</td> <td data-bbox="1395 1123 1581 1214">45</td> <td data-bbox="1581 1123 1720 1214">32</td> </tr> </tbody> </table>	KPI	Q1	Q2	No of premises from which tobacco was seized per quarter and advice given to retailers	6	3	No of cigarettes seized	15,000	2500	Volume of hand rolling tobacco seized in kg	1.5	0.3 kg	Volume of shisha seized	2.5	0.5 kg	Value of hand rolling kg	£1712.50	£832.00	Volume of alcohol seized	1.5(L)	3(L)	Value of alcohol seized	Counterfeit £16.00	£27.00	No of test purchases for under age sales of tobacco and alcohol	45	32	
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5	Animal Feed	Ensure any animal feed issues are dealt	Trading Standards have visited 16 out of 29 registered premises up to the end of Q2.																												

		with effectively and efficiently.	<table border="1"> <thead> <tr> <th>Quarter</th> <th>No of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>8</td> </tr> <tr> <td>Q2</td> <td>8</td> </tr> <tr> <td>Total</td> <td>16</td> </tr> </tbody> </table>	Quarter	No of Visits	Q1	8	Q2	8	Total	16	
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6.	Weights & Measures	Ensure a minimum of 6 Weights & Measures inspections. (Statutory requirement from National Measurement Office)	<p>Trading Standards have visited 44 premises to the end of Q2 with respect to weights & measures inspections. This program is ahead of the minimum of 36 for this period.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>21</td> </tr> <tr> <td>Q2</td> <td>23</td> </tr> <tr> <td>Total</td> <td>44</td> </tr> </tbody> </table>	Quarter	Number of Visits	Q1	21	Q2	23	Total	44	
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7.	Consumer Advice and Education	<p>Promote the Service and deliver advice to residents and businesses.</p> <p>Respond to consumer complaints and service requests.</p>	<p>Officers have undertaken Operation Liberal visits on building sites. Officers spoke to both householders and builders checking on consumer rights and information provided.</p> <p>Two outreach events have been held as part of the tobacco project with the stop smoking service to highlight illegal tobacco.</p> <p>Trading Standards will provide advice to minimise the risk of our elderly citizens from becoming victims of scams and rogue traders. TS will conduct a specific safety project this winter.</p>									
8.	Product Safety	Target of one project.	TS will be undertaking a safety project aimed at older residents this year. The main focus of the campaign will be on products pertinent to the autumn/winter period such as portable heaters, electrical blankets and Christmas lights, and the target audience will be consumers who may be particularly vulnerable to product safety risks, including but not restricted to those with protected characteristics, the digitally excluded and those impacted by the cost-of-living crisis. The team has received £10,000 funding from NTS for this work.									

			The team continues to receive and act on OPSS referrals regarding goods imported by companies within the borough have been actioned. A number of these are for businesses based at Mail Forwarding/registered office addresses, which makes it very difficult to take action or advise the trader as they are based abroad mainly in China.	
9.	LTS week	Participation in London Trading Standards(LTS) week	All members of the team were involved in parts of the work during the LTS week. The week consisted of the following areas of work:- <ul style="list-style-type: none"> • Visit areas in the borough at building sites with scaffolding which historically there have been issues with rogue traders to ensure traders were aware of consumer cancellation rights and had provided appropriate paperwork. • Visits to premises for illegal tobacco and vapes, leading to the seizure of illegal products. • Ten letting agents were visited as well as five agents' websites to ensure legal compliance. • Checks were carried out at garages selling used tyres as part of the cost of living work to ensure the goods supplied were safe as well as checking descriptions and pricing in premises around the borough. 	
10.	Lettings	Conduct three visits to lettings agents per quarter and to deal with any complaints regarding letting agents	This target has been achieved. Visits and revisits have been undertaken with possible action being taken against a number of agents who were non compliant. Client Money Protection schemes protect client money (such as rent and deposit monies) which is received by agents. These schemes make sure landlords and tenants are compensated if an agent cannot repay their money, for example if an agent goes into administration. Work is ongoing to cover client money protection legislation and to ensure all memberships required are renewed.	
11	Tackling Counterfeit Goods	Reduce the level of non-compliance and raise awareness through appropriate publicity.	Project/Monitoring of traders in Ridley Road and Hackney Road is ongoing. Traders have been checked to ensure licences are displayed as well as them showing ownership details. In addition traders were asked to ensure all prices are displayed. Traders are checked to ensure no illegal counterfeit or unsafe items are displayed. Those traders who do not comply are subject to longer term investigation. Multi Agency Operation seizure of counterfeit/unsafe electrical chargers from three premises have been planned for Q3 and Q4 and will be arranged with brand representatives. These will be intelligence led.	

			Further monitoring of Hackney markets will continue as the festive season approaches.	
12.	Operation Liberal	Conduct visits at various building sites	Operation Liberal visits were conducted during LTS week looking for rogue traders speaking with businesses. Scams team referrals within Hackney for local residents being taken in by scam mail and sending of payments to these companies. Victims will be visited for advice and guidance. Ensure information for residents is updated and current scams are advised and leaflet on cash back scams notified.	
13.	Use of communications to raise awareness of the work of the service and provide improved information for residents and businesses.	Contribute articles to suitable internal publications. Website information to be maintained and updated as necessary. Suitable information for press releases to be passed to the Communications Team.	<p>One article has been published on the council website, another article is with them to be sent out.</p> <p>The team has been sending information to the press team and social media coverage.</p> <p>The TS team has also been involved with the BBC news service appearing on the news in an article on youth vaping.</p> <p>The team has also been involved in meetings with the Office for Health and Disparities(OHID) around a ministerial visit, which could not take place due to restrictions associated with the Mayoral election.</p>	
14.	Carry out Licensing checks	Ensure compliance with licensing principles.	The service continues to process Licensing applications as a Responsible Authority. Licensing applications and variations received have been responded to on time, five voluntary variations to application have been submitted and accepted by the applicant. Most applications now have terms required included in initial documents. The 'reduce the strength' condition is now being requested for off licences now.	
15.	Intel gathering	Prepare IDB intelligence reports where appropriate	IDB stands for Intelligence Database. This system is used by most Trading Standards authorities. These IDB reports are uploaded by officers throughout the country from complaints received from the public. Most of these are received from the citizen advice service. At regional managers meetings the number of reports generated are reported and they analyse these reports to drive regional priorities. This is an ongoing request to officers to increase the intelligence so that the team using CitA Data and IDB data can take a full intelligence led approach.	

16.	Enforcement actions	One Formal action per officer	Investigations are ongoing. Cases related to Trade Marks offences have an unlimited time limit but staff are on target to submit at least one report within one year.													
17.	POCA	Complete two financial investigations. Train three financial investigation officers	<p>The three trainees are completing the work required to obtain their qualifications and complete their Personal Development Plans to obtain authorisation. The officers have completed the Financial Investigation section of their training.</p> <p>Two Stoke Newington landlords have been hit with a £49k confiscation after building two flats illegally and renting them out to tenants The two flats at 63 Stoke Newington High Street, London N16 8EL, were constructed outside of the requisite planning permission obtained.</p>													
15.	Complaints and service requests	Respond to complaints and service requests.	<p>To the end of Q2 2022 there were a total of 195 consumer complaints received from members of the public.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Referrals*</th> <th>Other**</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2023-2024 Q1</td> <td>169</td> <td>657</td> <td>826</td> </tr> <tr> <td>2023-2024 Q2</td> <td>138</td> <td>678</td> <td>816</td> </tr> </tbody> </table> <p>*Consumer Direct referrals are sent to the service for action by the service if necessary. They may also be used for intelligence.</p> <p>**Notifications are sent to the service for intelligence only. They are reviewed and may lead to follow up work if there are any patterns found. Most of the complaints described as Other are notifications.</p>	Year	Referrals*	Other**	Total	2023-2024 Q1	169	657	826	2023-2024 Q2	138	678	816	
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16.	No of scam victims supported	Total no of victims identified in the month by the NTS National Scams Team	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>13</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Total</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number	Q1	13	Q2	0	Total	13					
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