



## TRADING STANDARDS SERVICE DELIVERY PLAN 2018/19

### Introduction

Trading Standards Services enforce Consumer Protection legislation and other measures to reduce consumer detriment and assist honest businesses.

Our practitioners provide protection from unsafe, unfair and illegal practices carried out locally and nationally, in the retail environment, online and in consumers' homes.

We focus on delivering responsive, high quality services to employers, employees and the general public, in line with the Council's Priority 3:

**'Clean and Safe' - A clean, well maintained and safe borough where people are proud to live and work.**

We will contribute to these priorities by:

- Prevention and early intervention.
- A fair and equal borough.
- Working with our communities.
- Working in partnership.
- Customer focus.
- Value for money.

The Trading Standards Team consists of 2.8 FTE Enforcement Officers. See Fig 1 for illustration of how this resource was used in 2017-18.

### Our Key Achievements in 2017/18

**Consumer Complaints and Enquiries:** We investigated 164 consumer complaints and enquiries concerning breaches of consumer protection legislation.

**Age Restricted Sales:** We carried out 99 attempts to purchase age restricted goods with the assistance of young volunteers and Police Cadets. Attempts were made in relation to alcohol, cigarettes and fireworks resulting in 6 illegal sales to young people. The rate of sales in 2017/18 reduced to 4% against a rate of 13% positive sales in 2016/17. This reduction is thought to be due to the successful implementation of the Responsible Retailers Scheme.

**Joint Operations with Her Majesty’s Revenue and Customs (HMRC):** We carried out 14 joint enforcement sessions with our partners: HMRC, visiting a total of 83 premises. Together 12.41kg of hand rolling/chewing tobacco, in excess of 4380 cigarettes and almost 43.16 litres of spirits were seized because they were either non-duty paid and/or counterfeit.

**Inspections:** We completed 486 enforcement inspections, including 36 Supermarkets for weights and measures, 7 high-risk businesses licensed to sell fireworks for their storage safety, 9 Jewellery shops to check on hallmarking and 283 businesses to encourage them to join the Responsible Retailers Scheme.

**Responsible Retailers Scheme:** The team signed up 58 new businesses to the scheme and completed 209 compliance visits to ensure new and existing members continued to comply with the schemes criteria.

**Prosecutions and Formal Action:** We had 5 successful prosecutions and issued 16 Simple Cautions to traders during the year for a range of offences including the sale of counterfeit cigarettes and alcohol and sales of knives, alcohol and cigarettes to children. The above action resulted in fines, compensation & costs amounting to approximately £10,900.00.

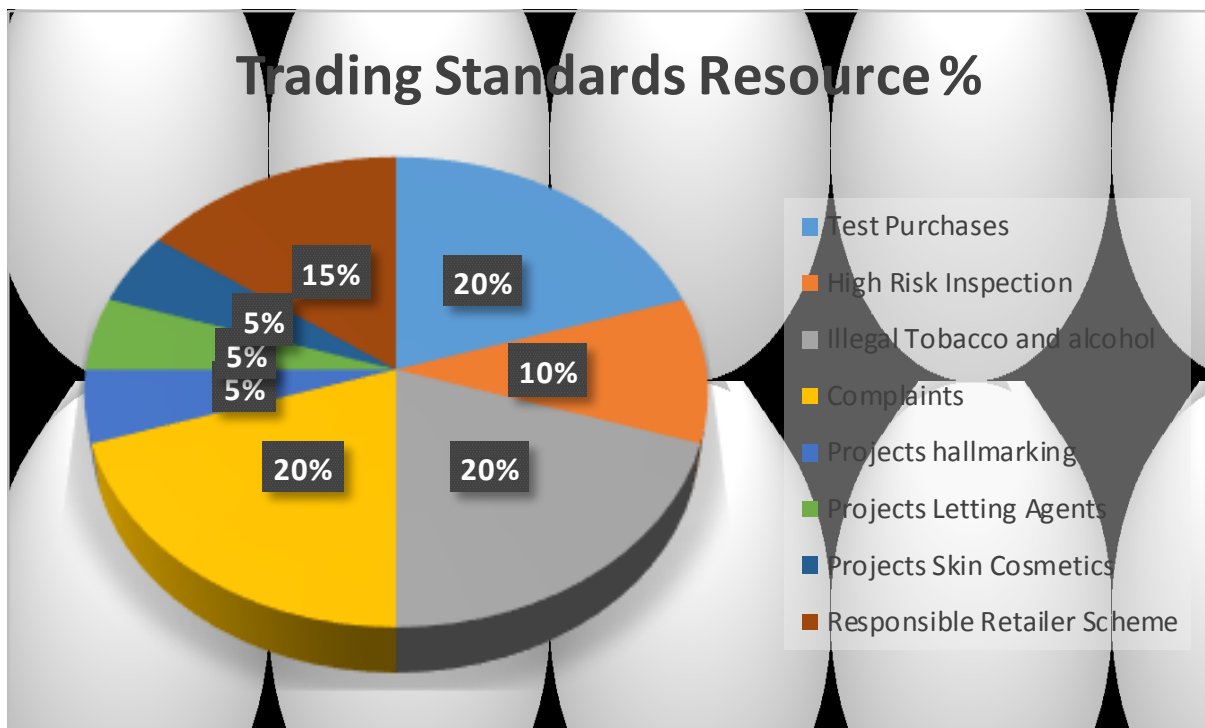


Fig 1. Illustration of the resource taken to deliver each project:

### Our Priorities for 2018/19

**Age Restricted Sales:** We will continue to carry out test purchase attempts at 100 businesses in order to reduce the incidence of sales of dangerous products to young people, including alcohol, tobacco, e-cigarettes, fireworks and knives. We aim to maintain the current level of sales at 4%, and will continue to take enforcement action such as a Licensing Review, Simple Caution or Prosecution where positive sales are made.

**Responsible Retailer Scheme:** The scheme aims to improve business compliance with respect to age restricted sales, supply of illicit tobacco and alcohol and to promote associated public health messages. We will continue introducing the scheme in the Tottenham, Noel Park and Haringey Areas to coincide with joint partnership work as well as widening it to include Fortis Green and Highgate Road. We will attempt to recruit up to 80% of licensed premises within the identified areas. We also aim to carry out compliance checks at all premises which have been members of the scheme for more than a year, all newly signed up businesses to ensure that they are fulfilling their obligations as well as revisiting those that refuse to sign up.

**Product Safety:** We will respond to all referrals relating to sales of unsafe products within the borough of Haringey with a view to ensuring they are swiftly removed from sale. We will take enforcement action in accordance with our enforcement policy against anyone found to have a blatant disregard for consumer safety.

**Joint Operations with Her Majesty's Revenue and Customs (HMRC):** We will carry out a minimum of eight operations with HMRC in order to reduce the amount of counterfeit and non-duty paid alcohol and tobacco available in the borough.

**Inspections:** We will carry out comprehensive trading standards inspections at a number of premises that represent the highest level of risk to the public. This may include food composition and labelling work that will contribute to the Food Standards Plan.

**Weeks of Action:** We will participate in weeks of action, the council's area based initiatives, working in conjunction with other regulatory services such as Environmental Health and the Neighbourhood Action Team.

**Projects based work:** We will execute proactive projects based work in the following themes: Letting Agents, Skin Lightening Cosmetic and Jewellery Hallmarking.

**Fireworks Safety:** We will inspect all newly registered outlets to ensure that goods are stored safely and appropriately. We will also carry out compliance visits and a programme of targeted test purchases aimed at preventing the sale of fireworks to children.

**Counterfeiting:** We will act upon all complaints and enquiries we receive about counterfeit goods, giving priority to cases concerning an imminent risk to the public. We will consider legal action against offenders where appropriate and pursue recover of proceeds of crime wherever possible.

**Formal Actions:** We will take formal action i.e. Simple Cautions and Prosecutions where appropriate in accordance with the current enforcement policy. We will seek to recover the proceeds of crime from offenders where possible to demonstrate that our service is value for money.

## **Our Partners**

We will participate in partnership working in order to enhance the effectiveness of our actions. Our current partners include:

**Police** - working with Police Cadets to carry out underage sales operations

**HMRC** - Carrying out joint operations to reduce illicit and counterfeit alcohol and tobacco in Haringey

**Public Health** – to contribute towards an agreed action plan with respect to reducing negative impacts of tobacco and alcohol

**North West London Trading Standards Authorities** - to carry out agreed projects throughout the region for example, product safety

**London Trading Standards (LTS)** - to participate in London-wide projects – accessing funding as and when available.