

# **Trading Standards**

## **Service**

## **Plan**

**2007/2008**

*Incorporating the*  
***Taxi Licensing Service***

## 1. **Service Aims and Objectives**

The Trading standards Section delivers the Departmental objective 2 to 'Ensure Fair Trade and Consumer Protection' and 5 'Ensure community benefit from local licensing regimes'

The aim of the Trading Standards service is to

**Ensure that goods and services produced, manufactured, sold and consumed within the Borough are safe and equitable.**

More particularly the objectives of the service are to:

- **Ensure fair-trading and adequate consumer protection within the Borough.**
- **Ensure goods and services supplied within the Borough are safe and correctly described.**
- **Provide assistance to consumers and traders in the event of civil disputes related to the purchase of goods and services.**
- **Contribute to the provision of a fair, safe and reliable Hackney Carriage and Private Hire transport system throughout the Borough**
- **Work with partners and seek new opportunities to create confident consumers and compliant businesses.**

Sefton has identified 8 themes or corporate objectives that underpin its strategic plan. They are as follows

- Creating a Learning Community
- Creating safe Communities
- Jobs and prosperity
- Improving health and well being
- Environmental sustainability
- Creating inclusive communities
- Improving the quality of Council services and strengthening local democracy
- Children and young people

All of these objectives have quite clear links with Trading Standards activities:

- Creating a learning community

The Consumer Advice Service and Consumer Support Network contribute to creating a learning environment through proactive consumer and business awareness programmes. This area is one to be developed further this year to making a greater impact by expanding the remit of the Consumer Advice Service to include 'financial literacy'.

- Creating safe communities

The work carried out in partnership with the local police in relation to the restriction of age related products to young persons and the prevention of doorstep crime contributes to making the community a safer place in which to live. This work includes the Underage Sales Enforcement Exercises, the distribution of education material such as the Section's successful 'Stop – Think Twice' Information pack and projects supported by the Taxi Licensing Section such as 'Operation Trojan'

- Jobs and prosperity

The provision of free impartial advice to local businesses, the publication of twice yearly Business newsletter that is distributed free and the provision of a consumer website linked with a statutory proactive risk based trader inspection program ensures fair competition throughout the Borough helping legitimate business to prosper contributes to the creation of jobs and prosperity.

- Improving health and well being

The rationale behind the Consumer safety legislation enforced by the Section is to prevent injury from potential harmful goods and poor quality. Achieving a reduction in the number of unsafe products sold and the sale of alcohol, solvents and cigarettes to children will in turn contribute to improving health and well being.

- Environmental sustainability

Monitoring the use of excessive packaging is a relatively new addition to the Trading Standards portfolio. The Essential Requirements Regulations regulate the amount of packaging used in an attempt to help conserve valuable resources. The Section also monitors the validity of environmental claims. These activities contribute to environmental sustainability.

- Creating inclusive communities

The Trading Standards Service is a key member of the Council's Community Legal Service Partnership (CLSP); the provision of the Partnership is a Corporate Performance Indicator. The Consumer Advice Service holds the prestigious Community Service Quality Mark and has been awarded a 'Partnership Innovation Budget Grant' worth £45,000.00 over two years, to develop a multi lingual advice spoken word advice pack on behalf of Sefton CLSP. The Section regularly seeks the views of service users via questionnaire, local working groups for example the Hackney & Private Hire Trade or feedback from elected members. The Section will continue to develop its commitment to the social inclusion agenda and is now able to provide 'spoken word' advice to those with visual impairment. The award winning Trading Standards website is Disability Discrimination Act compliant.

- Improving the quality of Council services

The Department constantly seeks ways to improve the quality of the service it provides. Performance is regularly reviewed against agreed standards, customers and staff are canvassed for ideas of how to do things better. The Sefton Citizen Community Panel has been used to aid service development and ensure the Section focuses on issues that matter to the local community. Regular consultation is undertaken with service users. Internal development is

by a self-assessment scheme based on the EFQM model of Business Excellence. This will facilitate Peer Review later in 2007. The Section also regularly services the Council Committee Cycle and reports performance and new projects to the elected members. The Taxi Licensing Service services a quarterly trade working group which facilitates a fair and frank exchange of views between officers and trade representatives.

- Children and young people

The Section also contributes to the well being of children and young people. In addition to its contribution to the crime and disorder agenda, initiatives such as Underage Sales Enforcement, the innovation 'Knock Back' Scheme aimed at preventing the sale of alcohol to children.

Definition of the Key Service Objectives, linked to the Corporate Objectives:

<b><u>Key Service Objective</u></b>	<b><u>Links to Corporate Objective:</u></b>	<b><u>Links to BVPI or Local PI</u></b>
Inspection of 'High' and 'Medium' risk premises	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Verification and Inspection of Weighing & Measuring Equipment	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Targeted and responsive investigations and where appropriate the prosecution of violations of Trading Standards or Hackney Carriage / Private Hire Legislation	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Age Restricted Products Initiatives: Underage Test purchase, Development of a Proof of Age Card, Education of Businesses	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Implementing Doorstep Crime Initiative	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Projects Aimed at educating the local community in Trading Standards Issues, eg Radio Show, Newsletters	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Requests for Service on Civil Law Matters	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Community legal Services partnership Development	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Consumer Support Network (CSN) Development	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Use of EFQM Model of Business Excellence, Staff Consultation and Review of Service to enhance service delivery	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Implement 'Flare' & 'Lalpac' Computer Systems	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Implementation of National Performance Framework (NPF) for Trading Standards	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>
Requests for Service on Taxi Licensing Matters	Co 9 /Co 23 /Co 27 /Co 29 /Co31	<i>BVPI 166b</i>

### Analysis of Performance Indicators:

- *BVPI 166 – Inspection of High & Medium Risk Premises, Verification of Weighing & Measuring Equipment, Targeted and responsive investigations and where appropriate the prosecutions of violations of Trading Standards legislation – **Current score 10/10***
- *Corporate Plan Objective 9 Statutory inspection regimes*

## 2. **A Description of the Services Provided:**

### Organisational Structure

An organogram showing where the Trading Standards service fits is attached as Appendix 1

### **Scope of Trading Standards Service including the Taxi Licensing Team** and (management of the Department's Administrative Support).

The Trading Standards Service is provided by the Environmental Protection Department. The Department also ensures links are maintained with relevant external agencies which assist in the delivery of a fully rounded service. Notable examples include the Department for Environmental & Rural Affairs (Defra) with respect to developing the Council's Animal Health & Welfare Strategy), Local Authority Coordinators of Regulatory Services (LACORS), 'Trading Standards North West' (TSNW), the Legal Services Commission (LSC), Merseyside Police and the various local trade organizations. The Trading Standards Team are also responsible for:-

- The Statutory Weights and Measures Service.
- Advice and Enforcement with respect to consumer law issues (both statutory and discretionary).
- Animal Welfare and licensing (with respect to livestock) and liaison with DEFRA
- The provisions of the Agriculture Act 1970 including the regulation of Animal Feeding Stuffs
- Providing the Consumer Advice Service that holds the Legal Services Commission's Quality Mark for general help and casework in the field of consumer law. The Service also provides 'back office' support to Consumer Direct – the national consumer helpline.
- Administering Sefton's Consumer Support Network, which includes the local CABx

### **The Taxi Licensing Team is responsible for:-**

- Enforcement of the legislation appertaining to the hackney and private hire trade.
- Liaison with Sefton Plus regarding the Licensing function

The Trading Standards manager is also responsible for Departmental Administrative Support including information management and storage.

The Trading Standards and Taxi Licensing Services are delivered via a contact centre and one stop shops and throughout the Borough from two administrative centres.

### 3 **Enforcement Policy**

The Department has signed up to the Government's Enforcement Concordat initiative and developed a documented enforcement policy that reflects its principles. The policy has been ratified by Elected Members and received the backing of the Local Chamber of Commerce. Copies are available for businesses and members of the public and the policy is publicised in a number of ways, e.g. [www.sefton.gov.uk](http://www.sefton.gov.uk), newsletter and letters sent to businesses.

### 4 **Risk Analysis**

All elements of Trading Standards Service are 'statutory' and the service risks are consistent with those issues highlighted in the Departmental Plan

Service currently operates at minimum level and currently struggles to deliver all the criteria in the National Performance Framework for Trading Standards. Vacancy management has a negative impact.

A failure to attract appropriately qualified staff can impact on service delivery, for example all weights & measures duties must be carried out by a qualified Weights & Measures Inspector, this is a statutory requirement.

The Risk Matrix

Ref	Risk	Assessment of Risk			Risk Control Measures	Assessment of Residual Risk			Next Review
		Impact	Likelihood	Risk		Impact	Likelihood	Residual	
No		(Assume no controls in place)				(Control measures in place)			Date
		Severity	Probability	Rating		Severity	Probability	Risk	
								Rating	
<b>1</b>	<b>Improper Action</b>								
	Legal Action	3	3	9	Training, performance management system,	2	2	4	
	Press coverage	2	3	6	Written procedures	1	2	3	on-going
	Ombudsman	2	3	6	good management practice, communication with staff.	1	2	2	2006
	Equipment failure	2	3	6		2	2	4	
	Inadequate training	2	4	8		2	2	4	
<b>2</b>	<b>Non-compliance with stat. Duties &amp; Failure to meet NPF</b>								
	Vacancy management	2	3	6	Manage vacancies, reprioritise duties	2	2	4	on-going
	Loss of trained staff	2	3	6	Report difficulties that arise at an early stage,	2	2	4	2006
	Criticism of LA	3	2	6	Robust management system.	2	2	4	

<b>3</b>	<b>Inadequate Financial Management</b>								
	Unable to maintain programmes	3	3	9	Section financial management system	3	1	3	on-going
	Inadequate QA & QC	2	3	6	Report budgetary shortfalls ASAP	2	2	6	2006
	Non compliance with H&S	3	3	9	Consider H&S issues as priority	3	1	3	
<b>4</b>	<b>Staff accident or incident</b>								
	Legal Action	3	3	9	Ensure H&S is properly managed on the section	3	1	3	
	Insurance claim	4	3	12	Staff are trained and properly equipped	3	1	3	on-going
	Sickness absence	2	3	9	Written procedures and risk assessments	2	2	4	
	Press coverage								
<b>5</b>	<b>Loss of staff expertise</b>								
	Vacancy management	2	3	6	Manage vacancies re-prioritise duties	2	2	4	on-going
	Recruitment difficulties	2	2	6	Report difficulties that arise at an early stage,	2	1	2	2006
	Non-compliance with stat. & other duties	3	2	6	good management practice, communication with staff.	3	2	6	
<b>6</b>	<b>Unauthorised Action</b>								
	Powers of officers	3	3	9	Review Council's delegated powers & constitution	3	1	3	6 months
	Seizure of equipment	3	3	9	Training, performance management system,	3	1	3	

## 5 **Results of any inspections or reviews:**

Report on National Performance Framework for Trading Standards as required by DTI submitted annually to Institute of Public Finance, includes Statutory Weights & Measures statistical return and CIPFA return.

The last feedback report on Sefton's compliance with National Performance Framework for Trading Standards is available. Report includes comparator with other Trading Standards Services and was reported to Cabinet Member on 17<sup>th</sup> December 2003.

Consumer Advice element of service holds the Community legal Services Quality Mark and is subject to regular external audits by the Legal Services Commission.

Extract from National performance Framework highlighted in (b) above:

**“CONCLUSIONS:**

- ***How well has Sefton Trading Standards met the planning requirements of the National Performance Framework?***

***The overall score for completion of the planning process Parts One to Three shows that Sefton lies above the upper quartile. 38 other authorities were in the same score band. The median was 106 and the overall range was 43 to 159.***

- ***Is Sefton a modernising and improving authority?***

***The assessment team considered those aspects of the Service Development Plan that relate specifically to the modernisation agenda set by central government and has looked for indications of continuous improvement and review, ..... The development of partnership working including the evaluation of joined up and regional working; consideration of E-governance and E-commerce issues; and the adoption of good practice have been seen as particularly important. Best Value principles and the application of consultation, comparison and challenge have also been assessed.***

- ***Sefton is one of 43 authorities with a modernisation and improvement score between the median and the upper quartile. The median was 11 and the overall range was 0 to 27.***
- ***Sefton has produced a detailed and comprehensive plan and has considered very carefully its plans to achieve the national priorities for the trading standards service. It appears to be both energetic and innovative. It may find it helpful to consider a format for its plan that makes greater use of tables and charts for cross referencing.”***

**6 Key Service Issues in the next one/three years**

- Attaining the standards and level of service required by the National Performance Framework for Trading Standards, maintaining the Community Legal Services Quality Mark, and also satisfying the Framework Agreement for the delivery of Animal Health & Welfare services now required by Defra, following the recent national Foot & Mouth Outbreak.
- Also equalities issues such as the Disability Discrimination Act will place greater pressures on the service because much of the current advice materials will have to be translated / converted into spoken word format, large text, etc.
- The Modernisation agenda (Hampton et al) and the e-government agenda

**7 Improvement Objectives**

The Section utilizes the EFQM model of business excellence to identify service improvement objectives. The Service has signed up to the Trading Standards Peer Review Process and has recently carried out a self assessment exercise in preparation for the Peer Review Inspection in June 2007.

**8 Benchmarking**

The Service has recently benchmarked itself against the LACORS Guide to Good Practice in Trading Standards.

**9 Equality Impact Assessment**

	Race	Gender	Disability	Sexuality	Age	Religion
Does this policy involve 'face to face' contact?	Y	Y	Y	Y	Y	Y
Does this policy involve decisions based on someone's life or wellbeing?	N	N	N	N	N	N
Is it likely this policy will have a significant impact on someone's life or wellbeing?	Y	Y	Y	Y	Y	Y
Is there a history etc of unequal outcomes in this area of work	N	N	N	N	N	N

## 10 Consultation

The Section utilizes the Sefton Citizens Community Panel and a monthly program of customer satisfaction surveys commenced in January 2005. Latest results are available upon request.

A example of Consumer Needs (identified as a result of local consultation):

Consumer Need	How Addressed
Information on how to contact services, office hours, and service remit. Also the provision of consumer advice is considered important.	Publication of Consumer Charter, details published on website and Sectional documents. Consumer Advice available via Sefton Contact Centre.
Greater knowledge of consumer rights, presented in a plain easy to understand format. Also information about debt and financial literacy particularly consumer credit.	Creation and publication of newsletters and advice materials. Project addressing debt and financial literacy under consideration.
Effective enforcement of problem areas of trade such as the prevention of the sale of age restricted products, mis-described cars and holidays, cowboy traders.	Proactive enforcement program and investigation of consumer complaints
Warnings about scams, unsafe products and protection from unscrupulous traders and greater publicity about the work of Trading Standards.	Via Press releases, weekly radio show and own promotional literature.
Information and advice on the risks involved in buying second hand cars, home maintenance, repairs and improvement	Creation and publication of newsletters and advice materials. Via Press releases, weekly radio show and own promotional literature.
Greater knowledge of other advice agencies and networking arrangements.	Via Consumer Support Network

A example of Business Needs (identified as a result of local consultation)

Business Need	How Addressed
Greater advice from the Trading Standards Service to aid compliance with consumer law.	Publication of Consumer Charter, details published on website and Sectional documents. Consumer Advice available via Sefton Contact Centre.
The development of positive working relationship between Trading Standards, Chamber of Commerce and Industry, Southport Business Village and other trade organizations.	Regular contact and joint working. Trade endorsement of TS projects
The development and distribution of business advice pack and other support materials	Ongoing publication of Business Advice Pack and Business newsletter
The development of Approved Trader Schemes or some form of self regulatory scheme to assist legitimate business.	'Knock Back' and generic approved trader scheme being developed
Consistent use of the LACORS Home Authority scheme by all Trading Standards Authorities, ie a level playing field for all business.	Participation in TSNW.

11 **Action Plan 2006/07**

Corporate Objective	Action	Standard	Success Factor	Target	Responsible Officer/s
Co 9, Co 23, Co 27, Co 29, Co 31	Inspection of ' High Risk' and 'Medium Risk' business.	LACORS Risk Assessment Scheme <b>(BVPI 166b)</b>	<i>All premises inspected and any remedial action taken</i>	<b>76 High Risk and 664 Medium Risk premises inspected</b>	<b>Andrew Naisbitt</b> Enforcement Officers
Co 9, Co 23, Co 27, Co 29, Co 31	Verification and Inspection of Weighing & Measuring Equipment	Weights & Measures Legislation <b>(BVPI 166b)</b>	Within stated timescales and in accordance with relevant legislation	<b>50 requests and 32 weighbridge tests</b>	<b>Andrew Naisbitt</b> Enforcement Officers
Co 9, Co 23, Co 27, Co 29, Co 31	Targeted and responsive investigations and where appropriate the prosecution of violations of Trading Standards legislation	<i>Projects Completed and Investigations carried out in accordance with the enforcement policy.</i> <b>(BVPI 166b)</b>	Violations detected and addressed within stated timescales.  All cases taken to Court successfully prosecuted	<b>Investigation into an anticipated 1000 criminal complaints and 5 or 6 projects:</b> <i>'Agriculture'; 'Animal Health'; 'Environmental'; 'Fireworks'; 'Copyright (Subject to funding)'; and 'Approved Trader Scheme'</i>	<b>Andrew Naisbitt</b> Enforcement Officers Simon Evans Simon Evans Helen Shaw Tony Jackson Patrick Daly Helen Tobin
Co 9, Co 23, Co 27, Co 29, Co 31	Age Restricted Products Initiatives: <b>Underage Test Purchases;</b> <i>Promote 'Knock Back' Educate Businesses</i>	Exercises completed;  <b>(BVPI 166b)</b>	Violations detected and addressed within stated timescales.  All cases taken to Court successfully prosecuted.  Increased Awareness of Knockback	<ul style="list-style-type: none"> <li>• <b>6 test purchasing exercises</b></li> <li>• <b>Promote the 'Knock Back' Scheme by</b></li> </ul> - Two half day seminars to promote Knock Back in 2007/08 - Issue One Knock Back Newsletter at strategic time eg lead up to Xmas - Write to all license holders asking them to join the scheme	<b>Tony Jackson</b> Enforcement Officers
Co 9, Co 23, Co 27, Co 29, Co 31	Implementing Doorstep Crime Initiative	<i>Sefton Doorstep Crime Projects</i>  Trading Standards North West (TSNW) <b>(BVPI 166b)</b>	Carry out Sefton Doorstep Crime project  Assist in TSNW Trading Standards Doorstep project plan	To provide targeted assistance to vulnerable residents of Sefton	<b>Andrew Naisbitt</b>  Mark Toohey Patrick Daly Enforcement Officers
Co 9, Co 23, Co 27, Co 29, Co 31	Projects aimed at educating the local community in Trading Standards Issues	Projects Completed <b>(BVPI 166b)</b>	All projects implemented with the tangible benefits of the project activity identified	<ul style="list-style-type: none"> <li>• <b>6 Consumer Education Projects</b></li> <li>• <b>2 Young Persons Education Projects</b></li> <li>• <b>3 Business Education Projects</b></li> </ul>	<b>Tony Jackson</b> <b>Mark Toohey</b> Helen Shaw Alison McCalmont-Woods Enforcement Officers Consumer Advisers
Co 9, Co 23, Co 27, Co 29,	Requests for Service on Civil law	CLS Quality Mark and service standards	Assistance provided to all eligible clients as per specified standards	Anticipated <b>1500+ civil requests for service</b>	<b>Alison McCalmont-Woods</b>

Co 31	matters	<b>(BVPI 166b)</b>			Consumer Advisers
Co 9, Co 23, Co 27, Co 29, Co 31	Community Legal Services Partnership Development	Legal Services Commission <b>(BVPI 166b)</b>	Assist in Implementation of Sefton's Strategic Plan  PIB project	As per CSLP implementation timetable  As per PIB project timetable	<b>Andrew Naisbitt</b>  Andrew Naisbitt Val Roberts
Co 9, Co 23, Co 27, Co 29, Co 31	Consumer Support Network (CSN) Development	DTI & LACORS standards <b>(BVPI 166b)</b>	Operational CSN	Achieve targets set in CSN Action Plan	<b>Mark Toohey</b> Alison McCalmont-Woods Consumer Advisers
Co 9, Co 23, Co 27, Co 29, Co 31	Use the EFQM Model of Business Excellence, Staff Consultation and Review of Service to enhance service delivery	EFQM Model of Business Excellence, ISO 9000:2000, Charter Mark standard & Racial Equality Scheme <b>(BVPI 166b)</b>	<ul style="list-style-type: none"> <li>Positive EFQM development</li> <li>Quality System developed for routine operations</li> <li>Comprehensive Review of Service building on Hampton Report</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly EFQM reports</li> <li>Publish quality documents</li> <li>Publish report of review</li> </ul>	<b>Andrew Naisbitt</b> All Staff
Co 9, Co 23, Co 27, Co 29, Co 31	Implement 'Flare' Computer system	Flare & Statutory reporting requirements <b>(BVPI 166b)</b>	System Implemented and operational		<b>Andrew Naisbitt</b> All Staff
Co 9, Co 23, Co 27, Co 29, Co 31	Implementation of DTI National Performance Framework (NPF) for Trading Standards	NPF for Trading Standards <b>(BVPI 166b)</b>	External assessment against NPF for Trading Standards	Continued achievement of minimum standard of service required	<b>Andrew Naisbitt</b> All Staff

Taxi Licensing Service

Co 9	Review of Taxi Licensing Portfolio	Service reviewed by end 2007/08	Achieve standard	Provision of fully staffed facility by end 2006/07 (subject to trade & elected member approval)	<b>Andrew Naisbitt/ John Thompson</b>
Co 9.	Ensuring all vehicles insured throughout licence period	Checked at a minimum 3 times during 12 month licence period	LALPAC working to automate system of requests	5100+ requests p.a	<b>John Thompson</b> All Staff
Co 9	Provision of a proactive enforcement service-both inside & outside of office hours	Projects Completed and Investigations carried out in accordance with the enforcement policy.	Violations detected and addressed within stated timescales.  All cases taken to Court successfully prosecuted  All vehicles aimed to be checked once per annum	<ul style="list-style-type: none"> <li>Routine Inspections</li> <li>6 Targeted Enforcement Exercises</li> </ul>	<b>John Thompson/ Lorna Allen</b> Enforcement Officers

Co 9	Ensuring trade (& if appropriate public) consulted on changes to systems, licence conditions etc.	DfT published consultation criteria, Enforcement Concordat, Policies	Compliance with set standards, including customer surveys and review of pre-conditions	<ul style="list-style-type: none"> <li>'Driver handbook' approved by trade representatives and elected members</li> </ul>	<b><u>John Thompson</u></b>
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#### Administrative Duties

	Provide Admin support for Environmental Protection Department	As defined in Admin Charter	95% of work delivered and correct	As defined by Admin Charter	<b><u>Andrew Naisbitt</u></b> Debbie Parkinson Jackie Purcell All Technical Clerks
	Use the EFQM Model of Business Excellence, Staff Consultation and Review of Service to enhance service delivery	EFQM Model of Business Excellence, ISO 9000:2000, Charter Mark standard & Racial Equality Scheme <b>(BVPI 166)</b>	<ul style="list-style-type: none"> <li>Positive EFQM development</li> <li>Quality System developed for routine operations</li> </ul>	<ul style="list-style-type: none"> <li>Develop Admin Charter</li> <li>Manual of Admin procedures</li> </ul>	<b><u>Andrew Naisbitt</u></b> Debbie Parkinson Jackie Purcell All Technical Clerks

## 12 Resources

Financial Allocation – Trading Standards is an MTFP cost centre and has a budget of approximately £900,000 including overhead charges

This can be broken down as follows:

#### Trading Standards

Staffing Costs	417,150
Travel and Subsistence	16,100
Inspections	8,000
Enforcement	25,000
Animal Feeding	7,500
Local Standard Equipment	6,700
<b>Total</b>	<b>480,450</b>

The Council's Solicitor represents the Department in any legal action undertaken and all attempts are made to fully recover any costs incurred through the legal process.

The financial allocation for the Trading Standards service has been relatively static over recent years with any changes only taking account of inflation and annual pay awards.

#### Financial Allocation – Taxi Licensing

The Taxi licensing service is funded by revenue from hackney carriage & private hire License fees, any surplus generated is held in a ring fenced reserve account. Some estimates have been made as follows:

Staffing Costs	214,000
Travel and Subsistence	8,200
Supplies & Services	54,350
Capital Costs	1,000
Total	278,150

The Council's Solicitor represents the Department in any legal action undertaken and all attempts are made to fully recover any costs incurred through the legal process.

**NB - these figures are typical values for the service. Accurate figures of expenditure are reported annually by the Council's Finance Department.**

#### Staffing Allocation

The Trading Standards Section (including taxi Licensing Service) is has the following staff allocation:

Trading Standards manager 1 full time

The estimated time the Section Manager devotes to each service element is 70% Trading Standards, 20% Taxi licensing and 10% Departmental Administrative Management.

The Trading Standards service has the following staff available to contribute to the delivery of the Trading Standards Service.

Principal Trading Standards Officer	2 full time
Trading Standards Officer	2 full time
Technicians (Enforcement Officers)	5 full time and 1 at 0.5 FTE
Technicians (Consumer Advisers)	2 full time and 1 at 0.8 FTE

All of the staff are involved in the work programmed for the Trading Standards service. This continued involvement ensures the maintenance of competency for all team members thus allowing maximum flexibility at times of high demand, holiday, sickness and vacancies.

The Taxi Licensing Service has the following staff available to contribute to the delivery of the Taxi Licensing Service.

Principal Taxi Licensing and Enforcement Officer	1 full time
Senior Enforcement Officer	1 full time
Enforcement Officers	3 full time
Enforcement Assistant / Technical Clerk	1 full time
Licensing Service provided by Sefton Plus	

All staff are involved in the work programmed for the Taxi Licensing service. This continued involvement ensures the maintenance of competency for all team members thus allowing maximum flexibility at times of high demand, holiday, sickness and vacancies.

The Trading Standards Manager also manages the Departments admin team consisting of:

Senior Technical Clerk	1.5 FTE
Technical Clerk	7.5 FTE,

on behalf of the Department. Costs are apportioned across the individual service areas.

#### Staff Development Plan

The Environmental Protection Department has achieved the Investors in People award and therefore staff development is seen as an essential part of the service. Where possible, training opportunities are identified at the start of each financial year and money from the training budget committed accordingly. Also money has been ring-fenced to satisfy statutory requirements and the training of a Trading Standards Officer.

The training budget also contains a departmental allowance for Continuing Professional Development. This fund can be accessed opportunistically throughout the year, if appropriate, short courses are advertised.

The Section also has a comprehensive in-house training programme. At team and section meetings a training element will appear on the agenda if appropriate. This is will either be cascade training from attendees at external courses, be a briefing by staff involved in complex or unusual cases and/or refresher training on Sectional policies and procedures.