

Response to Request for Information

Reference FOI 002880
Date 18 October 2018

Trading Standards and Environmental Health Services

Request:

1. TRADING STANDARDS SERVICES

Please tell us what budget your authority allocated for Trading Standards services per head of local population (i.e. net cost per head of local population) for each of the following financial years:

a) 2015/16	£1.46 per head of population	b) 2016/17	£1.57 per head of population	c) 2017/18	£1.65 per head of population
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Please tell us the number of posts (headcount) which have been deleted in your authority's Trading Standards service in:

a) 2015/16 = 0	b) 2016/17 = 0	c) 2017/18 = 1
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Please tell us the number of Trainee/Student Trading Standards Officer posts (headcount) which have been deleted in your authority's Trading Standards service in:

a) 2015/16 = 0	b) 2016/17 = 0	c) 2017/18 = 0
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Note we had no posts for this category of officer in the structure during this period.

Please tell us which of the following services your authority currently provides and any you have ceased providing at any time since January 2014 by ticking the relevant boxes:

[NOT PROTECTIVELY MARKED]

SERVICE	Currently providing	Ceased providing at any time since January 2014
Weights and measures	Yes-but only reactive enforcement	Yes -prior to this date this was provided proactively
Fair trading	Yes – mainly reactive	No
Product safety	Yes-but with only limited market surveillance	No
Food standards	No -dealt with by EH	N/A
Consumer credit	Yes-but almost exclusively dealt with by Illegal Money Leading team	N/A
Animal health and welfare	No -dealt with by EH	N/A
Agriculture	Yes	No
Licensing and age restricted sales	Yes	No
Consumer advice – 1 st tier	No	Yes
Consumer advice – 2 nd tier	Yes-for vulnerable consumers and those acting as witnesses in prosecutions	Yes-prior to 2014 we provided this service to all complainants who needed it
Consumer education	No-unless provided as part of an enforcement exercise	Yes
Business advice – home authority	Yes- principally via signposting thorough other agencies-unless advice is provided as part of a simple caution	Yes-to all requests by officers
Business advice – primary authority	N/A - no PA agreements in place	N/A
Laboratory services	Yes -metrology	No
Road traffic	No	No
Approved trader scheme	No	No
No Cold calling zones	No	No

Please provide figures for the following activities for each of the financial years identified by filling in the boxes below:

	2015/16	2016/17	2017/18
Number of enquiries and complaints requiring a response	354	269	208
Number of enforcement visits	69	73	63
Number of programmed inspections We do not have a programme of inspections-but respond to high risk matters as and when they occur	0		

Number of informal cautions, letters of advice and written warnings issued	39	29	25
Number of simple cautions issued	1	2	1
Number of prosecutions commenced	22	19	20
Number of age restricted test purchases (e.g. alcohol and tobacco, solvent, fireworks, knives etc)	15	26	9

Please note that with reference to inspection activity, the service is aiming to be intelligence led and so it does not act on every report or incident it receives. Information is considered, patterns of trading are looked at and enforcement action is conducted. As some indicative examples we have over the period:

- * Seized over 750000 illicit cigarettes
- * Seized 15 unsafe electrical goods
- * Suspended 400 pieces of unsafe baby furniture
- * Had a successful Proceeds of Crime Application
- * Conducted 4 premises licence reviews which have led to revocations
- * Secured 4 rogue traders imprisoned
- * Taken part in Operation Jasper-a national online counterfeiting operation
- * Assisted vulnerable traders in c20 successful small claims court hearings

Additionally we do not carry out routine(or programmed inspections) . We try and devise surveys/trade audits/ exercises in an attempt to respond to identified patterns of complaints or issues.

2. ENVIRONMENTAL HEALTH SERVICES

Please tell us what budget your authority allocated for Environmental Health services per head of local population (i.e. net cost per head of local population) for each of the following financial years:

a) 2015/16 £6.52 (based on a population of 254,406)

b) 2016/17 £6.52 (Population 254,406)

c) 2017/18 £5.80 (Population of 254,406)

Please tell us the number of posts (headcount) which have been deleted in your authority's Environmental Health service in the following years:

a) 2015/16 = 1

b) 2016/17 = 1

c) 2017/18 = 0

Please tell us the number of Trainee/Student Environmental Health Officer posts (headcount) which have been deleted in your authority's Trading Standards service in

a) 2015/16 = 0

b) 2016/17 = 0

c) 2017/18 = 0

Please provide details of any changes in the operation of environmental health out-of-hours services (including telephone help-lines) made over the past three years, using 2009/10 as a baseline

a) 2015/16

b) 2016/17

c) 2017/18

In respect of your above question, it has been established after careful consideration that the Council does not hold the above information as in 2012/2013 our Out of Hours Noise Service was reduced. There used to be three Out of Hours noise officers who responded to complaints about noise nuisance. The Service was initially re-designed but then stopped in 2013.

Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

Please provide details of any changes in the charges payable for environmental health pest control services made over the past three years, using 2009/10 as a baseline

a) 2015/16

b) 2016/17

c) 2017/18

Please provide figures for the following activities for each of the financial years identified by filling in the boxes below:

	2015/16	2016/17	2017/18
Number of enquiries and complaints requiring a response	8,100	8,487	8,256
Number of notices issued	243	282	287
Number of enforcement visits	**	**	**
Number of programmed inspections	524	581	853
Number of food safety premises inspections	565	577	839
Number of incidents of fly tipping reported	1,554	1,883	1,553
Number of noise complaints received	758	657	437
Number of prosecutions commenced	0	0	0
Total revenue earned from fees and charges levied by the Environmental Health service	0	13	6

** In respect of your above question concerning number of enforcement visits, it has been established after careful consideration that the Council does not hold the above information as this information is not recorded.

Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".