

## Trading standards - FOI questions for LAs

What is the name of the Local Authority your Trading Standards Service covers?

If you operate as a combined service, please enter the names of all the Local Authorities that fall within your service.

### Section 1 - Resources

What was the total budget for your local authority Trading Standards Service for the 2023-24 financial year (1st April 2023- 31st March 2024)?

£605,778

What was the total budget for your local authority Trading Standards Service for the 2022-23 financial year (1st April 2022- 31st March 2023)?

£545,173

What was the total budget for your local authority Trading Standards Service for the 2021-22 financial year (1st April 2021- 31st March 2022)?

£503,257

In the 2023-24 financial year (1st April 2023- 31st March 2024), what proportion of your Trading Standards Service's funding came from the following sources?

*If you do not have the exact figure, please provide an **approximation***

Source	% of funding (please sum to 100%)
Central government local authority funding	43
Other central government or regulator funding for specific functions	51
Devolved government funding	0
Regional funding	5
National Trading Standards or Trading Standards Scotland funding	1
Primary Authority Partnership funding	0
Other, please specify	0

## Which?

How many full time equivalent staff, including contractors, work in your service? Please enter a numerical value next to each category.

Staff type	Permanent full time	Contractors	Part time
Professionally qualified staff undertaking Trading Standards work (this includes staff holding DCATS, CTSP, DTS or equivalent qualification).	2	2	0
Other professionally qualified staff undertaking Trading Standards work e.g. Environmental Health Officers	1	0	0
Other staff undertaking Trading Standards work e.g. apprentices	5	0	2
Administrative/support staff.	2		

For which of the following do you have Trading Standards officers with specialist competencies in the area?

Specialist competency	Yes/No
Unfair commercial practices	Yes
Consumer Rights Act breaches	Yes
Prices and pricing practices	Yes
Motor trade	YEs
Travel and holiday industry	N
Renewable energy and home improvements	N
Doorstep crime, including rogue trading	Yes
Product safety	Yes
Intellectual Property	N
Metrology / weights and measures	Yes
Age-restricted sales	Yes

## Which?

Food standards	Yes
Animal feed	Yes
Animal health and welfare	Yes
E-crime - this includes email scams, phishing, fake websites or copycat websites	N
Consumer Advice	N
Other (please specify)	N

Do you share any of the following services with Trading Standards departments in other local authorities? If so, who do you share with?

Area	Shared? Y/N	Who with?
Fair trading	N	
Product safety	N	
Intellectual Property	N	
Metrology / weights and measures	N	
Age-restricted Sales	N	
Food Standards	N	
Animal feed	N	
Animal health and welfare	N	
E-crime - this includes email scams, phishing, fake websites or copycat websites	N	
Consumer advice	N	
Other (please specify)	N	

## Section 2 - Demand and prioritisation

**[If you record these figures]** How many referrals and notifications did you receive to your services in the April 2023- March 2024 financial year in the following categories?

Category	Referrals	Notifications
Overall	465	1029

## Which?

**[If you record these figures]** How many of the referrals received in the financial year 2023-24 did you take forward / investigate?

*If you do not formally collect this information, please provide an estimate*

Category	Number of referrals investigated
Overall	465 estimated

Of those referrals that you did not take forward, **approximately** how often have the following been reasons why?

**N/A we look at all referrals and assess**

Reason	Always	Often	Sometimes	Rarely	Never
We did not have the staff hours required					
We did not have the relevant specialist skills					
The referrals did not merit investigation	X				
The referrals did not fall into our priority areas					
Other, please specify					

**Approximately** what proportion of your investigations pertain to the online activities of a business?

1. 0-10%
2. **10-20% X**
3. 20-30%
4. 30-40%
5. 40-50%
6. More than 50%

What are the top three priority issues for your service?

**Illicit vapes**

**Illicit tobacco**

**Underage sales**

Can you set out any aspects of your remit that you have had to de-prioritise over the past five years?

## Counterfeit goods

### Section 3 - Enforcement activities/outcomes

In the 2023-24 financial year (1st April 2023- 31st March 2024)...

We appreciate that you may not collect all of these figures – please answer for any you do collect

1. How many routine (i.e. not responding directly to a complaint) inspections on businesses did you carry out?  
**Approx 95**
2. How many seizures of unsafe/non-compliant products did you make?  
**Not collected**
3. How many hours of advice did you provide for businesses on their obligations under consumer law (excluding Primary Authority advice)?  
**Not collected**
4. How many hours of advice did you provide for businesses for which your service holds a Primary Authority relationship?  
**N/A**
5. How many voluntary undertakings did you secure from businesses?  
**None**
6. How many test purchases did you carry out?  
**74**
7. How many cautions did you issue?  
**Approx 2**

[If you record these figures] How many enforcement orders and formal warning notices did you serve in the following categories in the 2023-24 financial year?

What do you mean by a formal warning notice? We have given figures for departmental warning letters.

Category	Formal warning notices	Enforcement orders
<b>Overall</b>		
Food standards	82	
Motor vehicles (sales & repairs)		
Home improvements		
Travel and holiday industry		
Illegal tobacco & alcohol	5	
Property – including lettings and estate agents		

## Which?

Fair trading - including pricing, terms and conditions and descriptions of goods		
Product safety	8	
Other		

**[If you record these figures]** How many criminal prosecutions and civil enforcement actions did you bring forward in the 2023-24 financial year?

We often investigate cases but these are not concluded in the same financial year. It is not clear what this question means. Do you want the figures for cases submitted to legal or for the cases finalised? We opted for the cases submitted

Category	Criminal	Civil
<b>Overall</b>		
Doorstep crime - this includes all rogue trading that takes place at the consumer's home	2	
Scams - this includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud)		
E-crime - this includes email scams, phishing, fake websites or copycat websites		
Food standards	3	
Motor vehicles (sales & repairs)		
Illegal tobacco & alcohol	2	
Offensive weapons sales		
Property – including lettings and estate agents		
Fair trading - including pricing, terms and conditions and descriptions of goods		
Animal Health		
Product safety		

Please could you provide a copy of your latest enforcement policy?

[Enforcement policy](#) | [Environmental enforcement](#) | [Thurrock Council](#)

Please enter any other comments or additional information that you feel is relevant.

Thurrock Council  
Released Under FOI