

# **Policy and Resources Select Committee**

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Head of Trading Standards**

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# Trading Standards

Who are we?

- Trading Standards Officers – range of qualifications and experience from a variety of backgrounds

What do we do?

- Uphold the Law, protect consumers, support the vulnerable and advocate fair trade.

How do we do it?

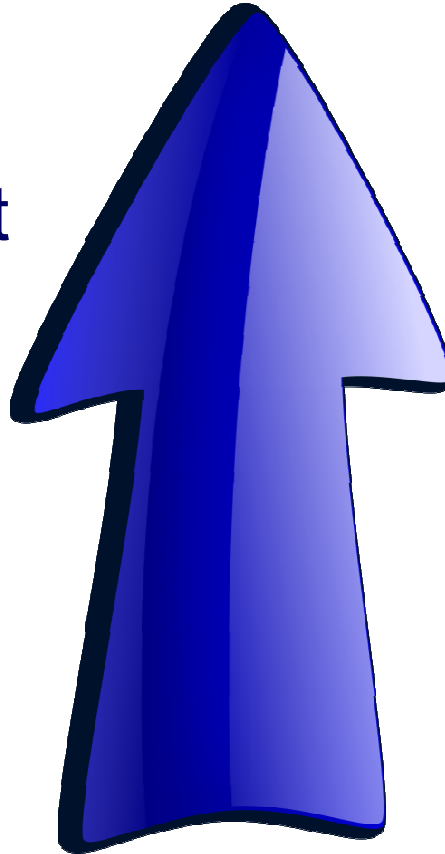
- Use intelligence and networks; covertly and overtly investigate offences; focus on and support the most vulnerable through enforcement and advice.



# Work so far..

## £450k Saving

- Reviewed activities and cost of delivery
- Detailed programme of activities started in 2016. Work ongoing



- Challenge everything – Why? How? What?
- Free up staff capacity and re-purpose to income generating



# Continuous Development



*Statutory /  
Non Statutory*

*Efficiency - LEAN  
Processes*

*Robotics Process  
Automation*



*Income  
Opportunity*

*Benefit to  
Residents*

*Digital / Self  
Help*

*Staff  
Productivity*



# Progress

OUR TARGET: £450K

PROGRESS TO  
OCTOBER: £281.6K



**£170 K**  
VACANCY  
MANAGEMENT



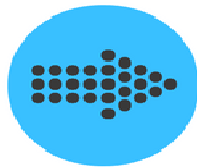
**£30 K**  
BUY WITH CONFIDENCE  
MEMBERSHIPS



**£51 K**  
GRANT RELATED  
WORK



**£4.6 K**  
NEW PRIMARY  
AUTHORITY PARTNERS



**£8 K**  
BROUGHT FORWARD  
FROM 2016/17



**£5 K**  
LEASE CARS



**£3 K**  
MILEAGE



**£10 K**  
STORAGE & PRINTING

NEW  
(OCT - JAN):  
£37.5K



# What is Success?

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- ✓ Save £450k
- ✓ Proactive & responsive service
- ✓ Sustainable Income Streams
- ✓ Flexible & energised workforce

**A great service that works with good business, tackles rogues, and supports the consumer**

# What is Success?



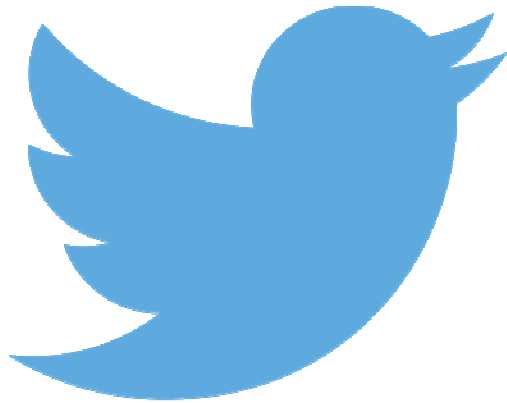
*Hampshire Trading Standards helped vulnerable residents recoup more than £2 million*

*Dream Coastal homes fraudster Barry Leigh jailed for six years after laundering £620,000*

*Burbage and Rudgley guilty and sentenced to 6 and 4 years for car clocking and fraud*



# Broadcasting our message



*Storm damage following  
#StormEleanor? Beware  
rogue traders use BWC*

*Seen flytipping  
in #Hampshire?  
Report it!*

*Farmer prosecuted for  
causing unnecessary  
suffering of animals*





# The Future

- A cost neutral model of delivery?
- T19 is a stepping stone in our 5 year plan



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