

Policy and Resources Select Committee

**Jane Edsell
Head of Trading Standards**

22 January 2018



Hampshire
County Council

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?

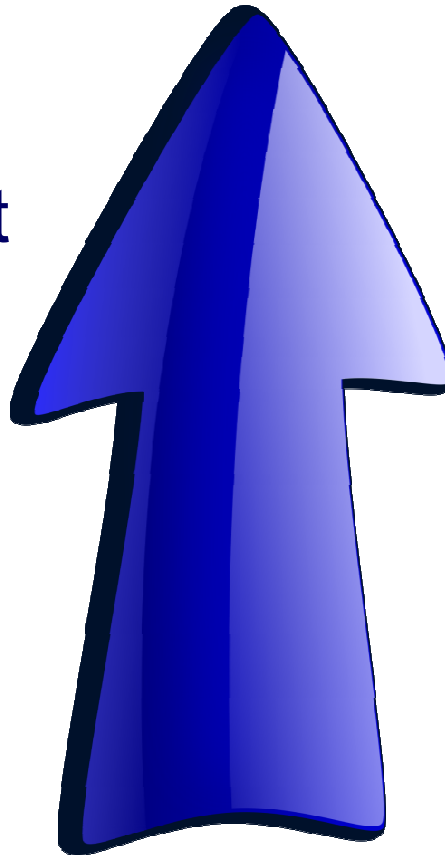
- Use intelligence and networks; covertly and overtly investigate offences; focus on and support the most vulnerable through enforcement and advice.



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



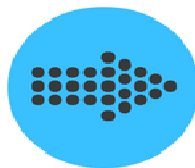
£30 K
BUY WITH CONFIDENCE
MEMBERSHIPS



£51 K
GRANT RELATED
WORK



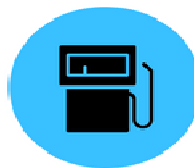
£4.6 K
NEW PRIMARY
AUTHORITY PARTNERS



£8 K
BROUGHT FORWARD
FROM 2016/17



£5 K
LEASE CARS



£3 K
MILEAGE



£10 K
STORAGE & PRINTING

NEW
(OCT - JAN):
£37.5K



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What is Success?



- ✓ 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

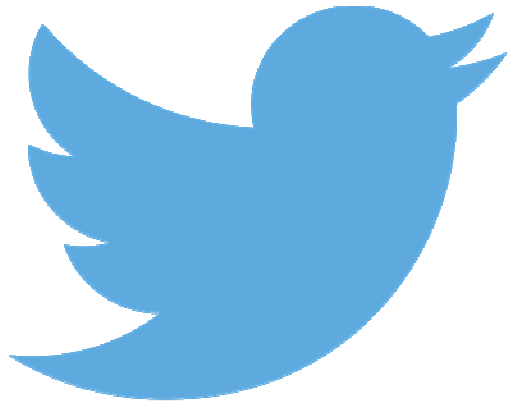
Dream Coastal homes fraudster Barry Leigh jailed for six years after laundering £620,000

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



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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*



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The Future

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

