



SERVICE DELIVERY PLAN 2019

The purpose of Trading Standards is “to support and protect a fair and competitive trading environment for consumers and businesses alike.”

A healthy economy is driven by consumers who are willing to trade with businesses which provide goods and services of an appropriate standard and at prices which are seen to be fair. It is therefore important that the States contributes to the creation of a market place which meets these expectations. The Trading Standards Service contributes to this aim through the administration and enforcement of Trading Standards laws and regulations, specifically weights and measures, and by encouraging best practice where no law applies. Modern consumers are at risk from criminals who pretend to be legitimate traders and defraud them using a wide variety of scams. In order to protect consumers and legitimate traders, Trading Standards aims to address this problem through positive action against the scammers and, as our contribution to the aims of the Committee for Home Affairs Cyber Security Strategy, by a programme of relevant, timely and accurate education for consumers to minimise the risk.

The Service provides consumers with comprehensive and consistent advice and information to assist them in avoiding or resolving consumer disputes, and investigates the sale of unsafe consumer products brought to its attention by consumer complaints or product safety notices. Advice is provided to businesses supplying goods or services to ensure that they comply with current legislation and “best practice” policies.

Strategic Objectives:

1. Informed and confident consumers
2. Informed and knowledgeable traders who trade fairly and meet their legal obligations
3. Measuring equipment used for trade is compliant
4. Goods and services are purchased or supplied as agreed
5. Minimise the risks arising from unsafe consumer products

Operational Objectives (2017-2022):

1. Deliver a weights and measures regulatory service
2. Deliver a support service on fair trading matters
3. Develop and administer fair trading legislation
4. Review, update and administer weights and measures legislation.
5. Maintain staff competency and knowledge sharing appropriate to delivering the strategic objectives, and
6. Anticipate succession risks by identifying skill gaps against the needs of the strategic plan, undertaking training and development activities to ensure continuous professional development



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The activities of the Trading Standards Service are prioritised through the application of the Intelligence Operating Model (IOM) in a proportionate and relevant way and include:

- verification of weighing and measuring equipment;
- providing consumer advice;
- work addressing the problems caused by scams in their various forms;
- providing business advice, including provision of web based guidance material;
- weights and measures inspections and other visits to businesses;
- test purchasing, sampling and testing;
- investigation and formal enforcement action;
- delivery of, and signposting to, material to educate consumers and businesses, and;
- proactive use of the media to promote key trading standards messages.

The application of the IOM gives advantages in that information sources are reviewed each quarter, and the intelligence derived from the information is used to direct activities in the subsequent quarter. This means operational activities are more responsive to emerging threats, while long-term initiatives to reduce risks in the future can be undertaken.

Trading Standards is within the mandate of the Committee *for* Home Affairs, in particular Bailiwick Law Enforcement. The Chief Trading Standards Officer reports to the Deputy Chief Officer (Guernsey Border Agency). The 2017-2020 Law Enforcement Service Delivery Plan is aligned to the four themes identified in the States of Guernsey Policy and Resources Plan, namely:



We have aligned our activities for the coming year to contribute to the delivery of the four themes and the delivery of our Strategic Objectives.

Our 2019 Operational Plan gives details of specific projects for the year. Progress against the Key Performance Targets for each active project is monitored at the end of every quarter using a Red/Amber/Green system. Performance is reported to the Law Enforcement Senior Management Team, highlighting achievements and the challenges faced by the Service.



		POLICY AND RESOURCES PLAN THEMES			
		<p>OUR QUALITY OF LIFE</p>  Safe and secure place to live  Healthy community	<p>OUR COMMUNITY</p>  Inclusive and equal  Lifelong learning	<p>OUR PLACE IN THE WORLD</p>  Centre of excellence and innovation  Mature international identity	<p>OUR ECONOMY</p>  Strong, sustainable and growing  Sustainable public finances
TS Strategic Objectives	TS Operational Objectives 2017-2022	TS Operational Priorities for 2019			

Informed and confident consumers	Develop and administer fair trading legislation.	Consumer advice Intelligence led activities Friends Against Scams Scam Awareness - Scam referrals	Scam Awareness Joint Working Group Friends Against Scams Postal Scam Initiative		
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			UK National Scam Team Scam referrals		
Informed and knowledgeable traders who trade fairly and meet their legal obligations	Maintain staff competency and knowledge sharing appropriate to delivering the strategic objectives Anticipate succession risks by identifying skill gaps against the		Scam Awareness Joint Working Group Banking Protocol		Business advice Intelligence led activities Personal Impact Programme (PIP) Identify and progress planned training and development of all staff



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	needs of the strategic plan				
Measuring equipment used for trade is compliant	Deliver a weights and measures regulatory service.		Website development and improvement Customer experience		Calibration/Maintenance of Bailiwick Standards, working standards and test equipment W&M Verification service Intelligence led activities
Goods and services are purchased or supplied as agreed	Develop and administer fair trading legislation. Review, update and administer weights and measures legislation.	Work with Law Officers to prepare draft legislation		Work with Law Officers to prepare draft legislation Progress proposals for amendment	Business advice and education Consumer advice and education
Minimise the risks arising from unsafe	Deliver a support service on fair		Intelligence led activities		Business advice and education



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consumer products.	trading matters.		Website development and improvement		
			Customer experience		



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Resources:

Staff:

The Trading Standards Service (TSS) is delivered by 4 members of staff (4 FTE):

- 1x Chief Trading Standards Officer
- 1x Trading Standards Officer
- 1x Fair Trading Officer
- 1x Trainee Trading Standards Officer

To meet our Operational Objective of anticipating succession risks and building resilience in the service we have an active programme of CPPD. In particular, our Fair Trading Officer is studying for the Diploma in Consumer Affairs and Trading Standards provided by the Chartered Trading Standards Institute (CTSI) and in 2019 our Trainee Trading Standards Officer will begin studying for the new professional qualification, the Trading Standards Practitioner Diploma provided by CTSI.

Other training and development needs are identified to support our strategic and operational objectives, and undertaken to ensure compliance with statutory obligations and continuous professional development.

Financial:

The 2019 TSS budget:

	£
Staff (incl. on costs)	199,639
Supplies and Services	60,834
Income from fees (estimated)	(4,000)
Net expenditure (estimated)	260,473

The TSS receives income from fees charged for the statutory testing and verification of weighing and measuring equipment which ensures the equipment is fit for trade use. The service also charges business for their use of working standard weights, usually the 1 tonne block weights used to test weighbridges. Total income is dependent on the demand for these services from business and therefore an estimate is made of the annual total, based on previous years.

Equipment:

The TSS requires specialist equipment to perform its statutory duties under the Weights and Measures (Guernsey and Alderney) Law 1991. This equipment includes the Bailiwick Standards of weight and measure, which are held in a controlled environment in dedicated premises, and working standards and test equipment which are used by TSOs in the course of their duties.



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To ensure the accuracy of weighing and measuring equipment the Bailiwick Standards are calibrated against the UK national standards by the UK Office of Product Safety and Standards at a frequency prescribed by legislation. The Bailiwick Standards are then used to calibrate the Service's working standards and test equipment using specialist, high accuracy weighing instruments.

Other critical equipment used by the TSS includes a forklift truck needed for moving 1t block weights and a van shared with the Guernsey Border Agency and used for operational activities. A risk to the uninterrupted delivery of the States' statutory duties lies in the age of the 1,300kg capacity Wohwa weighing instrument used to calibrate the 1t block weights. This instrument was purchased second-hand in 2000 and after exhibiting some reliability issues during 2016 was subject to a significant repair during 2017. The performance of the Wohwa weighing instrument will be kept under review.

Knowledge based resources are accessed by subscribing to a number of legal and professional on-line information sources which assist in the delivery of our services.

The TSS maintains an asset register which lists all specialist equipment and its supplier, together with details of other operational equipment.

Premises:

The TSS is located in a self-contained building with office, laboratory and storage facilities, on the Raymond Falla House site in St Martin.

The 2 laboratories provide a temperature controlled environment suitable for the storage, calibration and maintenance of the Bailiwick Standards and the calibration of working standards. Replacement of the two obsolete and unrepairable environment control units will take place during 2019 as a result of the failure of one unit in December 2018.

How to contact us:

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