

**ROYAL BOROUGH
KINGSTON UPON THAMES**

ANNUAL REPORT

CHIEF TRADING STANDARDS OFFICER

1999 / 2000

COMMUNITY SERVICES DIRECTORATE

The Annual Report
of
E R Forsyth
Chief Trading Standards Officer
Royal Borough of Kingston upon Thames

This report is a commentary of the work of this Department for the year ending 31st March 2000 for the information of members and as a report to the Secretary of State for Trade and Industry as required by section 70(1) of the Weights and Measures Act 1985.

LEGISLATION

This Department enforces the following Acts of Parliament either by a duty imposed by the Act itself or by virtue of its adoption by Committee for enforcement by the Department.

Accommodation Agencies Act 1953	Prices Acts 1974 and 1975
Administration of Justice Act 1970(s.40)	Property Misdescriptions Act 1991
Business Names Act 1985	Protection of Children (Tobacco) Act 1986
Consumer Arbitration Agreements Act 1988	Road Traffic Act 1988
Celluloid and Cinematograph Film Act 1922	Road Traffic Act (Consequential Provisions) Act 1988
Children & Young Persons Act 1933	Road Traffic Offenders Act 1988
Children & Young Persons (Protection from Tobacco) Act 1991	Sale & Supply of Goods Act 1994
Clean Air Act 1993 (section 30)	Sale of Goods Act 1979
Companies Act 1985	Sale of Goods (Amendment) Act 1994 & 1995
Consumer Credit Act 1974	Supply of Goods (Implied Terms) Act 1973
Consumer Protection Act 1987	Supply of Goods and Services Act 1982
Control of Pollution Act 1974	Scrap Metal Dealers Act 1964
Copyright Act 1956	Torts (Interference with Goods) Act 1977
Copyright, Designs and Patents Act 1988	Telecommunications Act 1984 & 1972
Courts and Legal Services Act 1990	Timeshare Act 1992
Criminal Justice Act 1988	Trade Descriptions Act 1968
Development of Tourism Act 1969	Trade Marks Act 1994
Education Reform Act 1988 (Section 214 & 215)	Trading Representations (Disabled Persons) Act 1958
Energy Conservation Act 1981	Trading Stamps Act 1964
Environmental Protection Act 1990	Unfair Contract Terms Act 1977
Estate Agents Act 1979	Unsolicited Goods and Services Acts 1971 & 1975
European Communities Act 1972	Video Recordings Act 1984 & 1993
Explosives Acts 1875 and 1976	Weights and Measures Acts 1976 and 1985
Fair Trading Act 1973	
Fireworks Act 1951	
Greater London Council (General Powers) Act 1984	
Hallmarking Act 1973	
Health and Safety at Work (etc) Act 1974	
Intoxicating Substances (Supply) Act 1985	
London Local Authorities Act 1990	
Minors Contracts Act 1987	
Misrepresentation Act 1967	
Mock Auctions Act 1961	
Motor Cycle (Noise) Act 1987	

Introduction

The importance of the Consumer Advice and Assistance section of the Trading Standards Department cannot be over emphasised. It is the main point of contact with the public as well as acting as eyes and ears for trading standards officers. This role has been highlighted in both the Government's White paper on Consumer Protection, "Modern Markets: Confident Consumers" and the Audit Commissions paper also published in 1999 on Trading Standards "Measure for Measure".



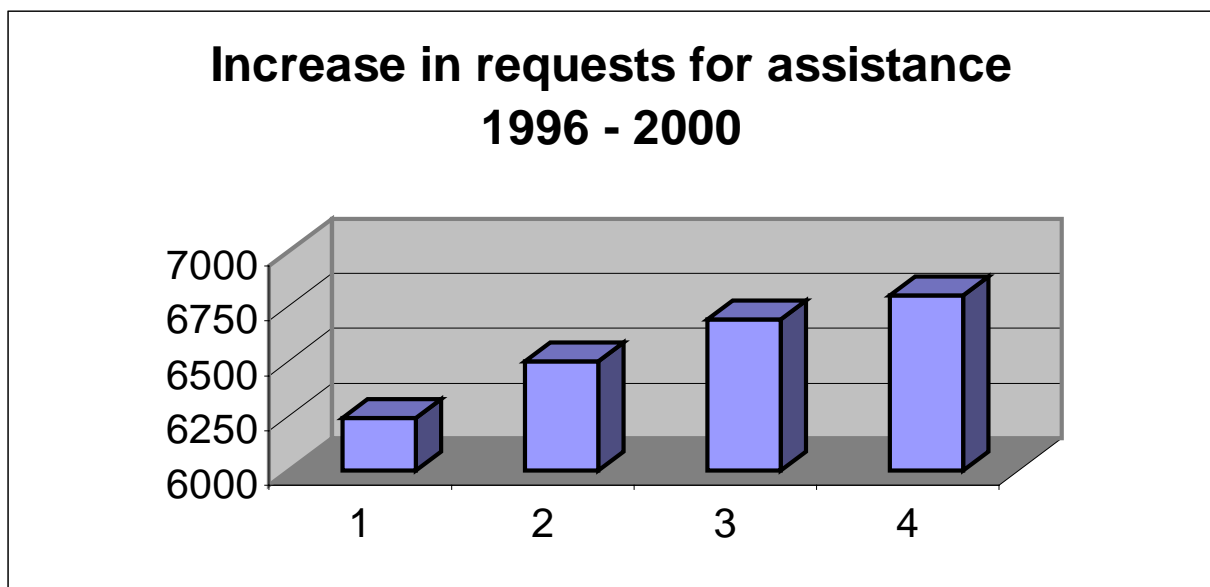
This report will show the year on year growth in take up by the public of this local service, which is now the highest in London. Its importance is demonstrated by the action taken when residents of specific areas of Kingston were deluged in September 1999 with bogus demands for payment of a fictitious debt.

The action taken by this department to address this problem demonstrates one of the benefits of a small organisation, the ability to move very quickly when circumstances dictate. The problems of a small organisation are also highlighted when with one officer being on sick leave for 6 months whilst another post remained vacant for some time meant the Department was running over the year at 10% below establishment. Whilst agency staff did provide some cover, the shortfall resulted in officers working under great pressure.

During the year a significant amount of the department's time was spent on apprehending a manufacturer of computer software, advising local people of the debt letter scam, and persuading the Department of Trade and Industry to highlight the problems with faulty electric blankets used by older people. Whilst addressing these important issues with 10% fewer staff, officers still carried out routine inspections at 31.5% of high and medium risk retail premises in the Borough. We cannot know how many trading malpractices were prevented because of the continued, regular presence of trading standards staff in local shops.

Consumer Advice and Assistance

Requests from both the public and local businesses for assistance with consumer protection matters has continued to rise year on year.



The importance of the consumer advice and assistance section was demonstrated when hundreds of Kingston residents received through the post bogus demands for payments of £176.52 with the instructions to telephone a stated number for further information. The number was in fact, a premium rate 0906 number with charges in the range of £1 a minute. Officers were deluged with requests for help from the public and, having identified the issues, put out advise by way of local radio as well as recorded telephone advice and direct person to person advice from the Guildhall, local Police and Citizens Advice Bureau (CAB). Co-ordination was undertaken with other authorities, the 0906 telephone number was blocked, and payments for calls to that number were stopped as were profits being transferred to bank accounts. Officers from this Department arranged a national meeting at the Office of Fair Trading of interested parties to agree a strategy and at the time of writing a man is being held on remand in Bristol.

Also during the year, the Government launched the Community Legal Services (CLS) initiative. This set up local Partnerships to provide a local network of quality assured providers of social welfare type legal advice. Clearly Trading Standards would be one of the key players in this initiative and Kingston's was equal first Trading Standards Department in London to be awarded the Legal Services Commission Quality Mark. The Department is also taking a lead role in the Kingston Community Legal Services Partnership. This partnership of funders, users and providers of advice from the private, voluntary and local authority sectors will identify needs in the Borough, identify current suppliers and then report to the Council and Legal Services Commission on future provision of service. Current research indicates that at least 11% of local residents will be confronted with a significant consumer problem within the next five years.



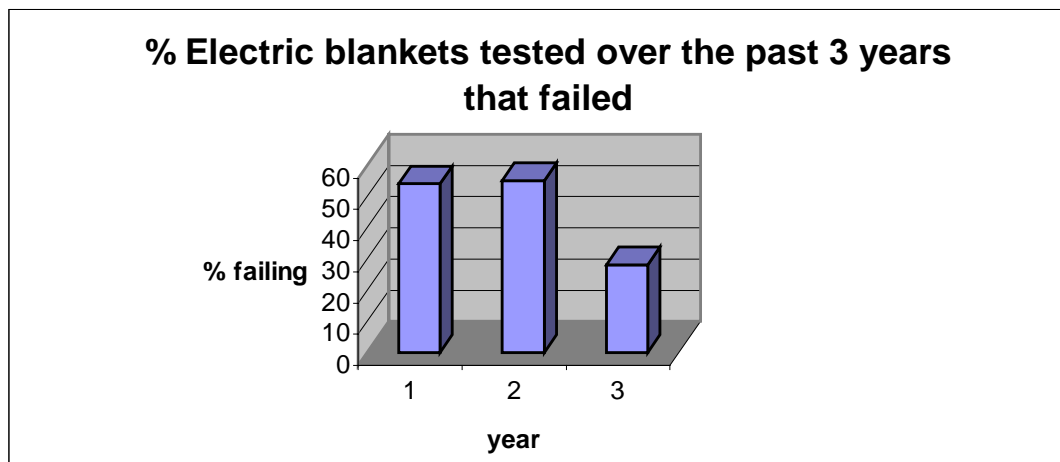
Kingston's Chief Executive Bruce McDonald and Hilary Garner from Kingston Voluntary Action at the launch of Kingston's Community Legal Services Partnership

Following the CLS initiative, the Department of Trade and Industry (DTi) have announced their intention to produce a quality standard for Trading Standards Departments. Consultants from the DTi have been in contact with this Department to discuss areas of best practice.

The increased need for consumer advice and assistance has meant a review of the way this service is provided. The Trading Standards web site <http://www.kingston.gov.uk/trading> has been updated and discussions are underway on a Londonwide basis to explore the setting up of a partnership between Trading Standards and Citizens Advice Bureaux to provide a pre-recorded telephone advice line. If successful this would provide information to frequently asked consumer questions 24 hours a day, 365 days a year.

Safety

Enforcement of safety legislation has been correctly highlighted in the Audit Commission paper "Measure for Measure" as of the highest importance in trading standards work. Work in Kingston during the year has also included our Community Leadership role, which include identifying consumer safety issues where legislation or other forms of addressing them are lacking. Examples of these are unsafe electric blankets and the sale of age restricted goods to children.



Each autumn for the past few years this Department has organised a free test day for electric blankets. This popular service has been targeted at the elderly, who are especially vulnerable. This year the Mayor, Cllr Jane Smith, attended the test day which added to the profile of the event making it more newsworthy. This event was covered in all the local newspapers with the intention of spreading the message that local people should check their electric blankets for safety. Another visitor to the event was Assistant Director at the DTi Mr. Chris Parish. The previous year a report had been sent from this Authority to the DTi following the results of our earlier test days, urging them to take action. Mr Parish said "We are grateful to Kingston Trading Standards for bringing this to the attention of the DTi. As a result of the concerns raised by Kingston and others, the DTi have carried out this investigation and the Minister will be making an announcement in the very near future".

Shortly after Mr Parish's visit, Consumer Affairs Minister, Dr. Kim Howells, launched an electric blanket awareness campaign and a leaflet recommending that if an electric blanket was over 10 years old, it should be replaced. The graph above shows the decrease in the percentage of faulty blankets found at the test days and indicates the success of Kingston's campaign and that such test days may not be necessary within a few years time.

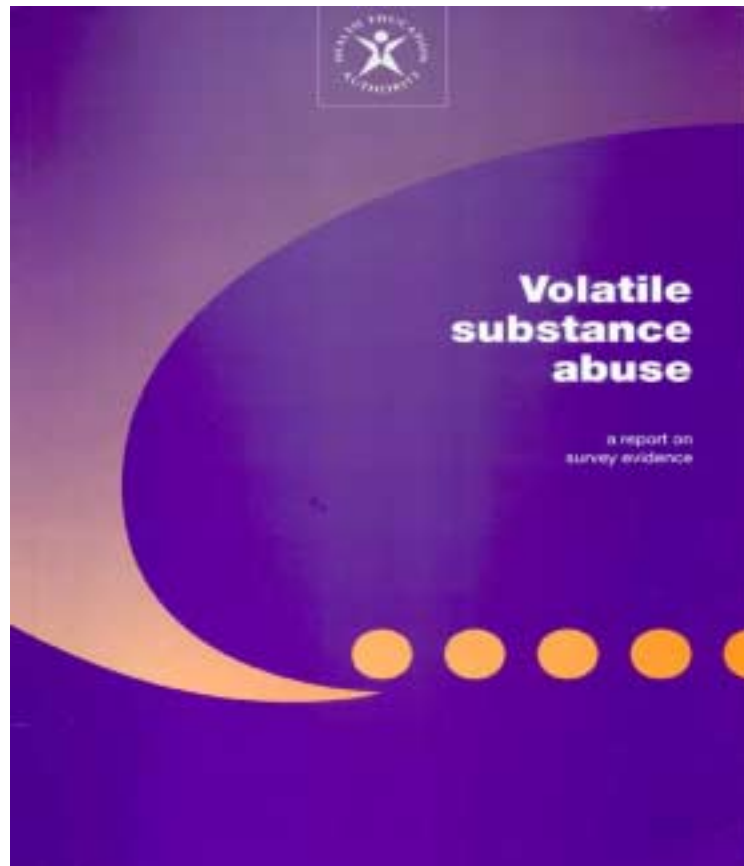


Electric Blanket safety leaflet

Another area of work in which the Department was very active was in enforcing age restricted sales legislation. Prosecutions during the year included those for sales of cigarettes and fireworks.

This authority has been pressing for reform of legislation to allow us to undertake checks for sales of alcohol and butane lighter fuel to children. Although the Government has indicated its desire to allow trading standards officers to organise test purchases of alcohol, there has, to date, been no new legislation. The story with butane lighter fuel is

different. Over the past 20 years there have been around 1,000 deaths associated with solvent abuse by young people and the majority of deaths are associated with butane lighter fuel. Current legislation designed to combat sales of solvents to children is very difficult to enforce due to technical legal issues. Following pressure from this and a number of other authorities, new, simple to understand legislation has been introduced making it illegal to sell butane lighter fuel to anyone under 18. Trading Standards Officers have carried out a survey to find out the level of compliance in Kingston and this has come out at around 90%. Whilst this can be greeted with a level of congratulation to local retailers, even one sale could cause a death and follow up work will be undertaken.



Solvent abuse involving products such as butane lighter refills has killed over 1000 young people in the last 20 years

Metrology

The bedrock of consumer protection legislation in this country is ensuring that weighing and measuring equipment in use for trade is accurate and that quantity of goods sold are the same as that demanded. The need for this is amply demonstrated when one considers the price of petrol.

During the year the Department has been working closely with local business to ensure that the final element of the transition to the metric system was as smooth as possible. Last autumn most supermarkets changed almost unnoticed to the metric system and at

the turn of the year, despite less than accurate reporting in some of the national newspapers, the transition in Kingston has to date proceeded reasonably smoothly.

The Department has continued to work with local business to help them remain competitive. One local business, John Artis Ltd, produces stamped beer glasses. Officers have assisted that company become the second in the country to be approved by the National Weights and Measures Laboratory (NWML) as competent to self verify the accuracy of their measures.

Officers have also been able to help NWML when they requested Kingston's expertise to audit a company in France for self-verification. Officers were pleased to be able to assist, ensuring that all the authority's costs were fully recovered from the French company. This money was used to employ agency staff to cover for the two days the Kingston Officer was away.

Fair Trading

Firm enforcement of fair trading laws can produce some unexpected benefits. One such bonus during the year was the Departments computer system being upgraded following seizure of computers from a software counterfeiter.

While on routine inspection, a Trading Standards Officer spotted a small ad in a shop window offering computer software at a price that seemed too good to be true. Having followed a trail of false names, addresses and accommodation addresses, Terence Brown was finally arrested in London and a large quantity of pirate software together with computers was seized from his home in Portsmouth on three separate occasions. Brown was sentenced to 2 years imprisonment and the seized equipment and some cash was forfeited to this Department in lieu of costs. The software industry organisation ELSPA praised the Department for smashing the racket, estimating the street value of software both offered for sale and seized to be £250,000.



Computer equipment seized and now re-used by Trading Standards Officers
(Photograph by kind permission of the Informer)

During the year officers have worked with a number of different organisations including Kingston Police and have participated in a number of joint ventures including multi-agency checks on commercial vehicles to ensure they were not overladen and checks on unlicensed street traders in Kingston town centre. The Department is also part of the Police “Ringmaster” system so that local neighbourhoods could be alerted if, for example, tarmac gangs (who would offer to replace a driveway but would, in fact, just skim it with old, reworked tarmac) were working a particular area.

It is also pleasing to note that despite shortages of staff and important, but time-consuming projects, the percentage of inspections to high and medium risk premises reduced only slightly on last year's figures from 33% to 31.5%.

On a lighter note, Kingston Principal TSO Martin Ingram was a member of a nation-wide Trading Standards Group that issued a musical CD “The Twelve Cons of Christmas” last December with the dual aim of warning consumers of common “cons” around Christmastime and raising funds for the British Heart Foundation. It is understood it was played once on local radio.

Conclusion

Kingston's is a high profile Trading Standards Department and its work is not restricted to enforcing legislation but also must encompass a Community Leadership role. In the coming year, as well as planning for the Best Value review, work will continue in this area. There will be more voluntary partnership working both within Kingston and across London, with Government initiatives such as Community Legal Service Partnerships coming on stream, as well as the new Consumer Bill. Whilst providing increased protection both to consumers and honest businesses will place even more pressures on one of the smallest Trading Standards Departments in London which costs local residents the equivalent of less than 1p a day each.

WORK PLAN FOR 2000 - 2001

(Synopsis)

1. **Inspect :**
 - 80% high risk premises
 - 45% medium risk premises
 - 15% low risk premises
2. Respond to circa 6,800 requests for advice and assistance
 - i. Target initial response 3 working days
 - ii. Target completion time : Criminal 50% within 50 working days
Civil 50% within 35 working days
 - iii. Ensure complainants are updated at least once every 40 working days
 - iv. Ensure witnesses are advised of outcome of cases within 20 working days
3. Continue to combat the supply of age restricted goods to children
4. Provision of free electric blanket test day
5. Project work in partnership with neighbouring authorities
6. Continue to provide a high profile service
7. Respond to new legislation - Level dependent on resource provision
8. Process through the courts, Trading Standards prosecutions - estimated 10 cases (NB. This is NOT a target but an estimated out turn)
9. Respond to statutory requests to verify and stamp weighing and measuring equipment prior to trade use
10. Apply for Community Legal Services Quality Mark and DTI Quality Mark
11. Re- apply for Investors In People

(A percentage of Departmental time will also be used in the management of the Registration of Births, Deaths and Marriages Service. This work will be performed by the Chief Trading Standards Officer and his costs have been allocated accordingly)

HUMAN RESOURCES

This section identifies the resources, both financial and people, required to meet the work objectives, training and development needs of the Department.

Financial

A training budget for external courses has been obtained of £2,600.

It is envisaged that South West London Chief Trading Standards Office Group will provide approximately 20 training days.

It is envisaged that internal Departmental training will provide approximately 10 training days.

Work Objectives

The Departments work is divided into the following sections of work :-

- * Advice and Assistance
- * Enforcement
- * Verification

The work plan (see previous page) will be achieved as follows :-

Item 1	Enforcement
Item 2	Advice & Assistance
Item 3	Enforcement
Item 4	Enforcement
Item 5 - 8	All
Item 9	Verification
Item 10	Advice & Assistance
Item 11	All

ADVICE AND ASSISTANCE - CRIMINAL AND CIVIL COMPLAINTS

Full Time Equivalent : 4.6

Areas of Responsibility

Provision of a service of consumer advice, assistance and education for the consumers and traders of this Borough.

Expenditure (pro rata)

£(181,215) £194,280

	Objectives	Responsible Officer
1.	Provide a duty officer service to receive complaints/enquiries from consumers and traders Monday to Friday 8.45am to 12.30pm and 1.30 to 5.00pm (4.45pm Friday)	SCAO
2.	Provide an answerphone service when duty officer engaged and for all other times	PTSO
3.	At all times to respond to telephone calls within 20 seconds	PTSO
4.	To complete investigations under civil law on average within 35 working days	SCAO
5.	To complete investigations criminal law on average within 50 working days	PTSO
6.	To receive and action 6,800 complaint and enquiries	PTSO
7.	Respond to consumer protection complaints and requests for assistance within 3 working days	PTSO
8.	Institute legal proceedings in instances according with Department guidelines	CTSO
9.	Appraise all full time staff	PTSO
10.	Give pre-emptive educational talks to traders and businesses	SCAO
11.	Give educational talks to local groups	CTSO only
12.	Issue 12 press releases on relevant issues	CTSO

ENFORCEMENT

Full Time Equivalent : 4.4

Areas of Responsibility

To enforce the fair trading laws which are mandatory on or which have been adopted by this authority.

Expenditure (pro rata)

(£189,269) £190,834

	Objectives	Responsible Officer
1.	To carry out inspections as follows : High risk 80% (This will provide an audit commission performance indicator of approx 51%) Medium risk 45% Low risk 15%	PTSO
	Second-hand Car Dealers All premises 100%	SCAO
	Premises Storing Explosives All premises 100%	PTSO
2.	To carry out pre-arranged checks for overladen vehicles	SCAO
3.	To carry out projects, including those with neighbouring authorities, as agreed with CTSO	PTSO
4.	To carry out pre-arranged checks for sales of goods to underage children	PTSO
5.	Institute legal proceedings in instances according with Department guidelines	CTSO
6.	Appraise all staff	PTSO

VERIFICATION

Full Time Equivalent : 0.6

Areas of Responsibility

To provide the statutory service for local traders and businesses of verification and stamping of weighing and measuring equipment.

Expenditure (pro rata)

(£24,600) £20,000

Income Target

(£20,000) £20,000

	Objectives	Responsible Officer
1.	To respond to requests for verification within five working days	PTSO
2.	To ensure that equipment used for verification work is traceable to national standards	PTSO
3.	Ensure expenditure does not exceed income	CTSO
4.	To prepare for and implement self verification	CTSO

STATISTICAL TARGETS - CUSTOMER CARE

1999/2000

1.	Respond to telephone calls on 020 8547 4654 within 30 seconds (Voicemail out of hours, lunchtime and busy periods)	Achieved
2.	To publish statement of standards and results	Achieved
3.	Acknowledge receipt of complaints within 3 working days average	95% Achieved
4.	To investigate civil complaints on average within 35 working days and criminal within 50 working days	61% finalised within 35 working days
5.	To ensure that complainant is contacted at least once every 40 days	Achieved In the majority of instances
6.	All outstanding complaints reviewed monthly	Achieved
7.	Witnesses to be advised of prosecution result within 20 working days of outcome	Not Achieved on one occasion
8.	All staff appraised	Achieved
9.	Educational talks given to local groups	Four
10.	Press releases (target 12)	Twelve

INSPECTIONS

Premises Category	% Target		Outcome	
High Risk	(58%)	70%	(61.6%)	57.6%
Medium Risk	(22%)	30%	(21.8%)	26.5%
Low Risk	(12%)	15%	(10.9%)	9.4%

TRADING STANDARDS DEPARTMENT

NAME OF AUTHORITY : Royal Borough of Kingston upon Thames

REPORT FOR YEAR ENDED : 31 March 2000

NAME OF DEPARTMENT : Trading Standards Department

LOCATION OF DEPARTMENT : Guildhall, Kingston upon Thames,
KT1 1EU

POPULATION : Latest estimate 144,313

AREA (HECTARES) : 3,754

STATUS OF DEPARTMENT : Department within the
Community Services Directorate

Details at 31st March 2000 (Figures in brackets refer to the previous year)

A. STAFFING - Full Time	COMPLEMENT		IN POST	
	No. Officers Holding W & M Certificate (or DTS)	5	(5)	4
No. Other Enforcement Officers	3	(3)	3	(3)
No. Other Staff	2	(2)	2	(2)
	10	(10)	9	(10)

POST	NAME	STAMP	CERT	DATE APPT TO PRESENT POST
Chief Trading Standards Officer	E R Forsyth	1110	3563	10.3.1989
Principal Trading Standards Officer	D Booker	870	4026	1.6.1989
Principal Trading Standards Officer	M H L Ingram	1111	3660	1.4.1989
Senior Trading Standards Officer	I G Bellerby	1109	3295	1.8.1993
Senior Trading Standards Officer	L Livermore	1749	4741	1.4.1992 Resigned 8.8.1999
Senior Consumer Affairs Officer (Enforcement)	D King	-	-	27.10.1987
Senior Consumer Affairs Officer (Complaints)	Mrs E Farmer	-	-	3.5.1988
Consumer Affairs Officer	A Mackintosh	-	-	19.9.1994
Technical Assistant/Consumer Affairs Officer Post re-designated 1.10.99	J Chappell	-	-	23.10.1995
Administrative Assistant	Mrs A E Hales	-	-	6.1.1986

B.	FINANCE (Provisional)		£ 1998/99	£ 1999/00
	FEE INCOME	Passing as fit/initial verification and other metrological activities	(37,172)	30,533
		Licensing	(708)	683
		Other	(10,866)	17,602
		TOTAL	(48,746)	48,818

EXPENDITURE : (£418,010) £445,285

NET COST : (£369,264) £392,166

ENFORCEMENT DUTIES

C.	PREMISES INSPECTED	METROLOGICAL PURPOSES		ALL ENFORCEMENT PURPOSES (Including Metrological)	
	No. premises liable to inspection	(998)	756	(2741)	2465
	% visited	(9.7)	16.3	(24.2)	23.2
	TOTAL VISITS	(97)	123	(664)	728

D. EQUIPMENT TESTED AND EXAMINED (For Metrological purposes)

	Passing as fit/initial Verification			
	Number Submitted		% Incorrect	
	Measures and Weights	(409,303)	399,569	(0.05)
Other Equipment	(73)	66	(19.2)	24.2

	Inspection in Service			
	Number Inspected		% Incorrect	
	Measures and Weights	(55)	2133	(0)
Other Equipment	(134)	825	(3)	6.1

E. ITEMS TESTED AND EXAMINED

	Tested by Department				Tested Externally				Examined by Department			
	Total		% Incorrect		Total		% Incorrect		Total		% Incorrect	
Sample Tests	(7)	238	(0)	0	(0)	0	(0)	0	(-)	0	(-)	0
CHECKS ON INDIVIDUAL ITEMS												
Part IV WMA	(499)	427	(3)	2	(0)	0	(0)	0	(131)	200	(11.5)	10
Part V WMA	(1965)	2027	(0.3)	1.1	(0)	0	(0)	0	(1965)	2027	(0.3)	1.1
Safety	(60)	1643	(1.7)	0.9	(216)	10	(60.2)	10	(1357)	1154	(10.4)	2.7
Other	(167)	184	(7.2)	5.1	(628)	501	(99)	2	(9697)	8527	(1.4)	1.6

WEIGHTS AND MEASURES ACT 1985 - PART V

AUTHORITY : ROYAL BOROUGH OF KINGSTON UPON THAMES YEAR 1998/99

SECTION 1 : VISITS								
Importer :	(0)	0	Small Packer :	(60)	64	Other Premises :	-	0

SECTION 2 : TESTS BY TYPE OF PACKAGE		
Type	Number of Tests	
Packed in UK	(109)	121
Imported (As defined in s.54.(3))	(10)	4

SECTION 3 : TEST BY CATEGORY OF GOODS		
Category	Number of Tests	
Bread	(64)	73
Fish & Fish Products	(8)	9
Sugar & Sugar Confectionery	(3)	2
Other Foods	(34)	41

SECTION 4 : INFRINGEMENTS					
Section	Large Packers		Small Packers		
50 (5) (6) Number of instructions issued under S.63(2)	(0)	0	Number of Cases :	(0)	0
	(0)	0	Number of Charges :	(0)	0

SECTION 5 : CHECKS AT RETAIL LEVEL								
Packages Checked :	(1965)	2027	Incorrectly Labelled :	(6)	23	Inadequates :	(0)	0

SECTION 6 : MEASURING CONTAINER BOTTLES					
	Batches Failed For				
Batches Tested	Capacity		Marks		Both
(0)	0	(0)	0	(0)	0

ANNUAL REPORT ON EC VERIFICATION OF NON-AUTOMATIC

WEIGHING INSTRUMENTS

Class of Accuracy		Subject to EC Type Approval		Not Subject to EC Type Approval	
		Passed	Failed	Passed	Failed
Class I	N/A	-	-	-	-
Class II	N/A	-	-	-	-
Class III		(0) 27	-	(3) 0	(0) 0

WORK CARRIED OUT				
	Subject to EC Type Approval			
	Passed		Failed	
In Authority's own area	(0)	27	(0)	0
Outside own area but in UK	(0)	0	(0)	0
Outside UK but in Europe	-	-	-	-
Outside Europe	-	-	-	-

OTHER ENFORCEMENT DUTIES

EXPLOSIVES ACT 1875	1998/99	1999/00
Number of Inspections	(60)	54
% Incorrect	(13.4%)	22.2%
Number of premises registered	(62)	62

ROAD TRAFFIC ACT 1972	1998/99	1999/00
Number of Vehicles checked	(21)	46
Number of Vehicles weighed	(8)	3
Number of Vehicles overladen	(0)	0

COMPLAINTS AND ADVISORY SERVICE

	1998/99	1999/00
Complaints investigated under : Criminal legislation	(289)	243
Civil legislation	(436)	334
TOTAL	(725)	577

Classification of Complaints Investigated and Passed to the Office of Fair Trading

Goods & Services			Trading Practices	1998/99	1999/00
a House fittings and appliances	(236)	175	1 Defective goods or substandard services	(175)	153
			2 Non delivery of goods or non completion of services	(68)	35
			3 Selling techniques, misleading claims, or advertisements, availability, presentation of goods/services	(347)	259
b Other household requirements	(138)	99	4 Difficulty in getting faults put right	(63)	30
c Personal goods & services	(153)	107			
d Other services	(42)	45	6 Unfair terms and conditions	(7)	12
e Transport	(74)	69	P Price complaints	(5)	51
f Leisure	(82)	76	8 Health & Safety	(44)	54
2 No goods or services code		6	A Mail Order/ prepayments	0	1
	(725)	577		(725)	577

In addition to these (725) 577 complaints, there were a further (6075) 6223 enquiries where advice was given.

PROSECUTIONS

Number of Cases (Summary)	(11)	10
Number of Informations/Offences	(13)	11
Number of Cases (Indictments)	(0)	1
Number of Indictments/Offences	(0)	9
Number of Appeals	(0)	0
Formal Caution/Written Warnings	(24)	10
Civil Actions	(-)	1

TOTAL PENALTIES

Imprisonment	(0) (2yrs conditional discharge)	1 (2yrs) 1 conditional discharge
Fines	(£6,550)	£1640
Total Costs Awarded	(£7,032)	£1544
Total Compensation Awarded	(£838)	£53
Forfeiture Orders	(0)	1 criminal 1 civil

Serial No.	Infringe No.	Name	Offence	Fine	Costs
136	2464	Stuart Kelly	Sold fireworks to person under 18years Fireworks (Safety) Regs 97 Section 6(1) & Consumer Protection Act 1987 Section 12(1)	Conditional Discharge for 1 year	£100
137	2464	Retailer A & Retailer B	Did sell by the hand of their servant fireworks to a person under 18 years. Fireworks (Safety) Regs 97 Section 6(1) & Consumer Protection Act 1987 Section 12(1)	Not Guilty Not Guilty	
138	2459	Landmark Home Furnishing (Southern) Ltd	Gave misleading price indication for settee. Consumer Protection Act 1987 section 20(1) 2 x Offences	£500 1 x offence 2nd offence withdrawn	£312
139	20	Mr Shah Mrs Shah	Mr Shah : Did sell by the hand of his servant cigarettes to a person under 16 Children & Young Persons Act 1933 Sect 7(1) Mrs Shah : Sold cigarettes to a person under 16 Children & Young Persons Act 1933 Sect 7(1)	£60 £60 TOTAL = £120	£39 £39 TOTAL = £78
140	21	Mr P Patel	Did sell by the hand of his servant cigarettes to a person under 16 Children & Young Persons Act 1933 Sect 7(1)	£120	£78

Serial No.	Infringe No.	Name	Offence	Fine	Costs
141	16	Trackform Ltd., t/a TFL Motor Group	Supplied motor vehicle with false trade description (odometer reading). Trade Descriptions Act 1968 s.1(1)(b)	£500	£520
142	24	A G Plowman	Made a false statement contained in adverts that his company was CORGI registered & that this was due to his neglect as a company director. Trade Descriptions Act 1968 s.14(1)&20(1)	£250 + £52.88 compensation	£371
143	2466	T R Brown	Supplying & having in possession for supply infringing software. Trade Marks Act 1994 s.107(1)(a)(c)(d) Copyright Designs & Patents Act 1988 s.92(1)(b)(c) 9 offences	2 years prison + forfeiture of equipment & cash + destruction of illegal software	
144	0030	Mrs C Patel	Did sell by the hand of her servant fireworks to a person under 18 years. Fireworks (Safety) Regs 97 Section 6(1) & Consumer Protection Act 1987 Section 12	£150	£85
		Mr W Hardwick	Possession of counterfeit clothes Trade Marks Act 1997 sec 97(1)	Civil forfeiture order of counterfeit goods	N/A