



ROYAL BOROUGH OF
KINGSTON UPON THAMES

ANNUAL REPORT

HEAD OF ENVIRONMENTAL HEALTH
&
TRADING STANDARDS

2009/2010

COMMUNITY SERVICES DIRECTORATE

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The Annual Report

of

E R Forsyth

Head of Environmental Health

&

Trading Standards

Royal Borough of Kingston upon Thames

This report is a commentary of the work of this Department for the year ending 31st March 2010 for the information of members and as a report to the Secretary of State for Business, Innovation and Skills.

Introduction

The Council is going through a period of fundamental change in the way it delivers its services and the Environmental Health & Trading Standards Service is closely involved in this change. The time invested to make this happen has impinged on the work of the Service and will continue in the coming year, however this change is necessary and is designed to bring longer term benefits.

The new combined Service is working well with Officers only too ready to assist their new colleagues. A prime example of this was when a Trading Standards Officer came across a significant quantity of counterfeit goods which had to be seized and Environmental Health colleagues readily volunteered to help move it. This year has shown officers willing and able to work with colleagues but without the Service losing professional expertise.

Working in Partnership

For a modestly sized service such as this, partnership working is not desirable, it is essential. The Service works closely with a number of other organisation including Police, Food Standards Agency, Health and Safety Executive, neighbouring authorities, Citizens Advice, Consumer Direct, LACORS to the benefit of all.

Environmental Health pollution section set up a ground breaking partnership with the Police to combat noisy parties over the summer period. In previous years the noise patrol ran on a Saturday night and had consisted of two members of staff who would attend an event when a complaint was made by a member of the public. However, often action was not possible as dealing with large parties would require Police assistance which was not always readily available. In order to provide a cost effective but more efficient service, a meeting with the Police led to a pilot project where a single Environmental Health Officer was embedded within a mobile police operational unit containing half a dozen Specials under an experienced Police Sergeant, between midnight and 3pm each Sunday morning over the summer period. Service requests received at the Council's CCTV were telephoned to the Environmental Health Officer who would then pass on the details to the Sergeant in charge of the police transport who was tasked to respond wherever possible. This meant that the Environmental Health Officer could deal swiftly with any noise eventuality having whatever support was necessary readily to hand. When there were no noise complaints to investigate, routine Police patrolling, including visits to licensed premises, were undertaken.

Over the ten week period 70 service requests were received 56 of which warranted a visit. A total of 7 abatement notices were served with 15 written or verbal warnings. No prosecutions or simple cautions were necessary. A subsequent survey indicated that 75% of respondents believed we had responded quickly enough or made no comment; 70% were satisfied with our response or made no comment and 75% said that this action had helped reduce their fear of crime. In view of these most encouraging results it is intended to continue this service in the same way during the summer of 2010.

Trading Standards has for many years worked closely with Police, particularly when investigating matters such as the supply of counterfeit goods, and has also started working more closely with the Health agencies. Funding was obtained from NHS Kingston to help combat sales of tobacco and alcohol to underage children which resulted in increased levels of test purchasing and the production and distribution to retailers of a self help pack. Funding was also obtained from the Department of Health to carry out checks on new tobacco delivery products such as electronic cigarettes. The results of these are expected soon.

The Department of Health have also been approached to fund a pilot project to encourage small and medium sized businesses to promote smoking cessation with their staff. The proposal is that following their inspection visit, Environmental Health Officers would spend a few minutes pointing out to the business proprietor that it would be in their financial interest to encourage their staff to give up smoking as overall it should reduce sick leave. Documentation would be provided to signpost the proprietor to the relevant organisation for those wishing to give up smoking. Whilst not directly related to core Environmental Health work, this self funding project is designed to assist Health colleagues with one of their key targets but at minimal cost. Initial signs from the Department of Health were hopeful.

During the year Trading Standards joined colleagues nationally in support of the 'TrustMark' approved traders scheme. Finding someone reputable to do home maintenance work should never be left to chance, or simply a case of accepting help from the first person who knocks on people's door offering their services. The 'TrustMark' scheme has been set up to enable consumers to locate reputable traders who have had their work checked and who have the backing of the scheme and its complaint procedures should anything go wrong. Complaints about poor workmanship can be made to the scheme and will be investigated. The scheme is supported by Trading Standards as well as the building industry and is monitored by an independent quality assurance process.



TrustMark scheme to find reputable trade people

According to the Royal Society for the Prevention of Cruelty to Animals, calls regarding sick puppies purchased from pet shops have almost doubled in the past two years. This follows high profile cases where dogs bred at puppy farms, both in the UK and Europe, have developed serious medical problems. The RSPCA has recommended that Local Authorities consider imposing three conditions to help ensure the welfare of puppies before they are sold.

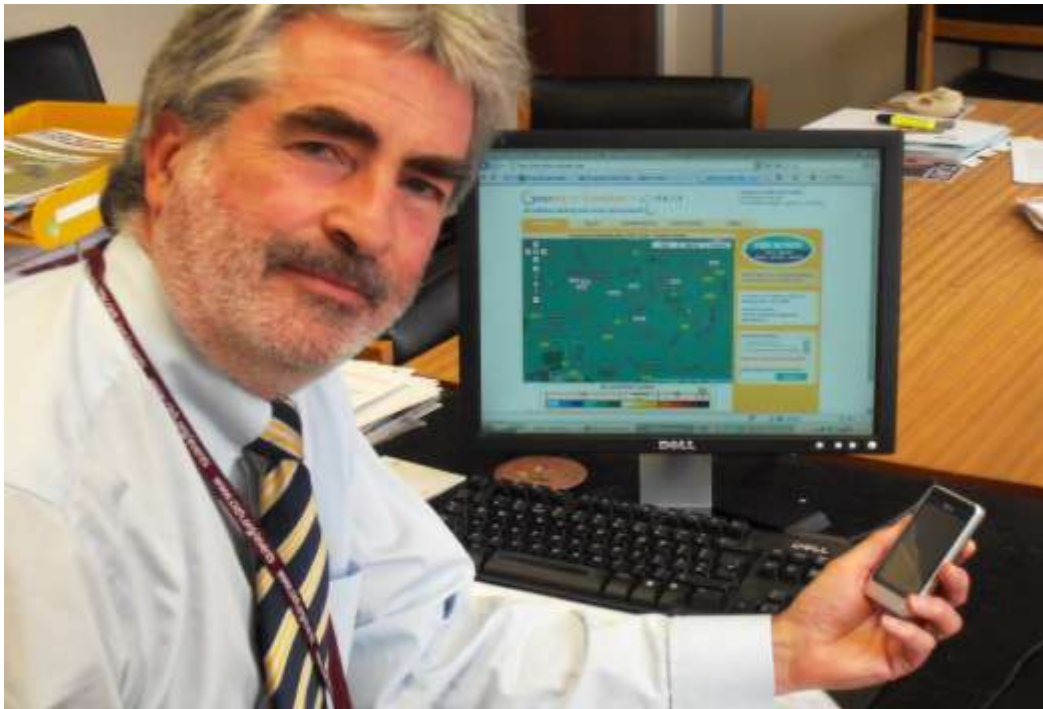
This Service is responsible for licensing pet shops and these three conditions will be applied to all new and renewed pet shop licences issued by Kingston Council. They state that puppies should be sold with a vet issued vaccination certificate and with details of the breeders name and address. Shops will also be required to quarantine any puppies for seven days before selling them in order to ensure that they are healthy when handed over to the new owner.

Caring for the Environment

As has been described above, noisy parties are an environmental nuisance which cause distress to an increasing number of people and fireworks are another area of noise concern. The work of this Council in recent years helped highlight the issue of firework noise and also assisted bring in legislation outlawing the sale of fireworks (apart from fully licensed premises) outside of the normal Guy Fawkes, Diwali and New Year periods. Test purchases are routinely carried out to ensure such sales are not made, however this year three sales were made and legal proceedings are pending.

Air quality is an issue of increasing concern and following a request for an investigation by the Malden and Coombe Neighbourhood Committee the results of monitoring for nitrogen dioxide using diffusion tubes in New Malden has indicated, not surprisingly for London Boroughs, that air quality near the boroughs main trunk roads at times fails to meet recommended standards. Tests will continue in that neighbourhood and a bid for funding has been submitted to DEFRA to enable the diffusion tube survey to be extended across the borough. Officers also contributed to report of the Health Overview Working Group which made several recommendations to improve action planning in improving air quality.

In order to alert the public at times of low air quality, this Service has signed up to air Text for Kingston. **AirTEXT** state "When you sign up to receive pollution alerts from **airTEXT**, you select a zone that you'd like to receive the alerts for. Twice every day at about 7am and 7pm, computers at CERC's forecasting office make a prediction of the air pollution on every street in London for the rest of today or all of tomorrow. When air pollution levels are predicted to reach MODERATE or higher levels over more than one tenth of your zone, we will send you an SMS message, a voice mail or an email, to warn you that pollution may be elevated. You can then take the advice offered in the alert, check the Health Advice section on the **airTEXT** website." It is envisaged that this simple system will assist Kingston residents gain access to good quality and up to date information about air quality in their particular area.



AirTEXT automatic text messages – air pollution

Another form of pollution the Council is working to reduce is the mercury released from its crematoria. In conjunction with Environmental Health, work is being carried out at the crematoria to reduce the amount of mercury released during cremations by around 75% and this work should be completed during the coming year. On a less complex but nonetheless significant environmental issue the Environmental Control Team dealt with almost 200 complaints concerning dust, odour and bonfire nuisance over the year.

Putting People First

The work of this Service is to protect both the public and honest businesses from those who chose not to or are careless to comply with the law. A hidden problem in this borough is believed to exist from unlicensed money lenders – loan sharks. A regionally funded trading standards organisation - Illegal Money Lending Team (IMLT) - has been created to attack this unscrupulous business while at the same time offering avenues of support to those affected. There is a misconception that the typical victim is a single mother with three or four children living in a Council tower block. While, unfortunately, this is true of a high percentage of victims, in areas such as Kingston the typical victim may well be a young, small business man, struggling to keep his business afloat during this recession and unable to access normal lines of credit. In 2010, the IMLT will be promoting its work in this area by way of advertising on buses and highlighting its work with Citizens Advice.

The “Bobby on the Beat” routine inspection work carried out by both Trading Standards and Environmental Health professions is of paramount importance to securing a high level of compliance with consumer and food safety legislation. The personal visit by an inspector is the preferred method of advice provision to small and medium sized businesses where minor non-compliance can be rectified on the spot, and other less serious matters dealt with immediately by way of a warning. As always, compared to the number of inspections carried out and service requests received from the public, the number of matters found to be serious enough to be dealt with by way of a formal warning letter, simple caution or in the final resort, prosecution is small. Nevertheless a number of such actions were necessary last year including a Mr Hudson who had, despite warnings, used the Royal Institution of Chartered Surveyors (RICS) logo when he was no longer a member.

It has been worrying that a small number of food premises believed that they could ignore instructions to improve their hygiene standards. The Environmental Health Service is now taking a more robust line in such matters, calling food business operators in for final warnings using translators when necessary to ensure the message is understood. However prosecutions are sometimes inevitable and have been taken against Mr Faiz of Waheeds Supermarket and Butchers in Kingston Vale and Mr Xhema trading as Village Cafe of 7A Coombe Road, New Malden, for failing to comply with food hygiene legislation and significant fines were imposed by the court.



Unhygienic food premises

The Scores on the Doors website www.yourlondon.gov.uk/foodscores is a means of easily finding the hygiene rating of a large number of food premises nationally and is seen by officers as a powerful tool to drive up standards. The A3 Transport Café in New Malden raised its score to 4 stars and officers were quick to praise the owners, issuing a press release that was picked up by local media. Press releases were also issued following the above successful prosecutions which were also used by the local media. This “carrot and stick” approach has been recognised by the Food Standards Agency and the “carrot” part highlighted in a best practice publication.



Scores on the Doors

Such publicity is designed to help increase the business of those complying as well as acting as a financial stick to those who do not. Interestingly, the local media also reported the story that two council Departments (Chief Executives and Trading Standards) had changed their mind about where to hold their office Christmas meal having consulted the Scores on the Doors website.

Enhancing the Quality of Life

Health and Safety is an area of work often derided as petty and bureaucratic, however an incident in Chessington demonstrated the shattering effects on an individual of a business failing to meet its legal requirements.

Chessington shopkeeper Mr. Sathasivam Selvaratnam, the proprietor of SS Food & Wine, 346, Hook Road, Chessington, was fined £5,000 plus costs of £5382 following a prosecution by Kingston Council's Environmental Health Service in Kingston Magistrates Court on 20th October, following an incident in 2008 when a customer fell down an unprotected open manhole in the shop into 2 metres of raw sewage.



Health and Safety – unguarded open manhole

The court heard that a neighbouring shop had called in a drain clearance company to clear a blocked drain which had been traced to SS Food & Wine. The drainage engineer Mr Sharp arrived, traced the blockage and required access to a manhole in the shop to clear it. Mr S Selvaratnam was not at the shop by this time and had left his son Mr Uddin Selvaratnam in charge together with another man and they refused to close while the work was being carried out. The manhole was situated in a narrow aisle towards the rear of the shop and when opened revealed a chamber about 2.5 meters deep and about 2 meters full of raw sewage. The engineer failed to cordon off the site but asked Mr U. Selvaratnam to warn customers of the danger. He did not do this and one of his customers fell down the manhole and into the raw sewage. Afterwards, Mr U. Selvaratnam refused to allow her to use his telephone to call her brother and then charged her brother £1.50p for plastic bags to protect his car seats when taking his sister home. The lady involved is suffering post traumatic stress.

Slips and trips at work are estimated to cost society around £800 million every year and are the commonest form of accident at work. In order to highlight this issue and reduce the number of instances in Kingston, during February all Environmental Health and Trading Standards staff handed out a leaflet and had a short five minute discussion about slips and trips at every single premise they visited. The results are currently being evaluated, however, it is envisaged that this type of proactive approach will probably be repeated in order to maximise the effect.



Simple mistakes can shatter lives...

...your actions could help stop them from happening.

You might think you're doing everything you can to prevent trips in your workplace, but everyone could do a lot more. Remember:

- If you see a spill, get it cleaned up promptly.
- If you spot a trip hazard, make it safe.
- Wear shoes with good grip, so you don't slip.
- Help to keep your workplace clean and tidy.



HSE offers instant, practical guidance including the STEP tool, which provides online tutorials that will help you manage risk more effectively. Stay safe and go to www.hse.gov.uk/shatteredlives

This poster was produced in partnership with LACORS

In order to assist the understanding of what is happening in the Borough, Trading Standards regularly reviews the top ten businesses complained about by consumers. Property Professions + Ltd had featured in that list and work had been carried to investigate concerns. The company specialised in training people to undertake energy assessments for Home Information Packs (HIPs) - an area of the economy where the company claimed there were a large number of jobs available. Trading Standards has received more than 40 complaints about the company going into administration and in total around 200 complaints relating to this and other aspects of this company's trading. It is understood that nationally there have been as many as 1,000 complaints made about this company.

The company has gone into administration owing a large number of training courses to people, who had each taken out credit agreements for approx £10,000. The Police and Company Investigations Branch are aware of this issue and will take the appropriate action.

Investing in Children and Young People

A key area of work for Trading Standards is combating the supply of age restricted products, such as alcohol, tobacco, fireworks, knives and spray paints, to underage children. As mentioned earlier, a small grant was obtained from NHS Kingston to help combat sales of alcohol and tobacco.

For a number of years Officers have been addressing this by way of high profile test purchasing and prosecution of those selling. These tactics have been modified recently with those selling alcohol being called in and warned of their future behaviour by the Licensing Officer & Asst. Head of Trading Standards, additional licensing conditions being accepted and also licensing reviews. This year, officers wished to issue a pack to retailers to assist them meet their legal requirements. The grant from NHS Kingston meant officers were able to achieve this as well as contracting with an agency officer to deliver the packs, together with verbal advice, in person. The money was also used to purchase a card reader to help officer identify counterfeit cigarettes in the field and to fund a series of test purchasing exercises. It was felt this funding produced excellent value for money and is likely to be continued for a further year.



Testing for counterfeit cigarettes

Delivering Improvement

The post Head of Environmental Health and Trading Standards was created in 2008 by merging the two posts Chief Trading Standards Officer and Borough Environmental Health Officer as well as the four services, Environmental Health, Bereavement Services, Trading Standards, Register Births Deaths & Marriages. Since then for Trading Standards and Environmental Health, re-organisations have taken place to fully split off the Private Sector Housing and Public Health section to Housing, reduce the size of the Environmental Health Admin team to two; transfer the Environmental Health telephone call centre to the RBK contact centre (June 2010) and integrating Environmental Health and Trading Standards Services working as far as is professionally sensible. Common management procedures have been introduced as well as a common database system (FLARE) and the two teams have now also been physically co-located.

The management structure has also been significantly strengthened and resilience introduced throughout. Each service now has an exceptionally competent Assistant Head of Service in place with a slim but resilient structure beneath.

While these structural changes have been taking place, the front line work has continued and on-going surveys with both business and consumer users of the Service have revealed a continuing high level of satisfaction.

Further changes are to be expected with the One Council Business Process reviews recommending changes in line with those already taking place. Officers use of IT is to be further extended with a view to reducing reliance on administrative support and increasing business and consumer's ability to help themselves by way of improved website. In the same way that Trading Standards first level contacts are provided by Consumer Direct, Environmental Health's calls are now dealt with by the Council's Contact Centre. These changes will provide an enhanced service for our users whilst at the same time saving money.

Delivering improvements is a worthwhile and important exercise, however, local people do need to be aware of the services being provided by their Council taxes. A number of press releases have been picked up by the local media, in particular "Scores on the Doors" and unhygienic food premises. Professional publicity has also been addressed, in order to help attract the best Environmental Health professionals to work here, by a two page interview with the Head of Service in the professional publication "Environmental News". As mentioned earlier, our "carrot and stick" enforcement method also featured in a Food Standards Agency best practice guide.

Conclusion

Council Services are going through an unprecedented process of reform. However, it is felt that the Environment Health & Trading Standards Service is now starting to emerge from that process, a slimmer but fitter organisation, better structured in order to serve the future needs of our Community.

**Royal Borough of Kingston upon Thames
Environmental Health & Trading Standards Statistics 2009/10**

**Executive Summary
Environmental Health Business Survey 2009/10**

Returns

This report sets out a summary of the results of the Environmental Health Business Survey 2009/10.

Executive Summary

National Performance Indicators

- 93% of respondents who replied thought they were treated fairly at all times, with 30% strongly agreeing, compared to 99% in the 08/09 survey.
- 96% of respondents agreed that the contact with the Division was helpful, with 29% strongly agreeing, compared to 98% previously

Level of Service

- 99% of respondents who replied were satisfied with the overall level of service they received, with 60% saying they were very satisfied, compared to 98% being satisfied in the previous survey.

The Inspection

- 96% of respondents who replied thought the staff carrying out the inspections were polite, compared to 100% previously.
- 95% of respondents who replied thought the staff were helpful, compared to 98% in the previous survey.
- 98% of respondents who replied thought that the staff were professional compared to 99% previously.

After the Inspection

- At the end of the inspection 96% of respondents who replied said they were told the findings of the inspection, compared to 94% previously.
- 92% of respondents who replied said they were given the opportunity to discuss the findings, compared to 94% in the previous survey.

If your Business was not meeting its Legal Requirements

- 85% of respondents who replied thought that if they had been told their business was not meeting its legal requirements officers response to their problem was fair/reasonable, compared to 88% in the previous survey.

Assistance

- 98% of respondents replying thought the Division was of assistance to their business (compared to 99% previously), with 43% strongly agreeing.
- 8% of the respondents thought the Division was a burden to their business, compared to 17% previously.

Profile of Respondents

- 52% of respondents were from a small business (1-6 people), 24% were from a medium size business (7-20 people) and 23% were from a large business (20+ people).

Executive Summary

Trading Standards Inspection Survey 2009/10

Introduction

This report sets out a summary of the results of the Trading Standards Business Survey 2009/10. Total of 95 surveys were sent out, with 37 being returned, giving a response rate of 39%, higher than the previous year's 32%. The results of this year's survey have been compared with the previous 08/09 survey.

Executive Summary

National Performance Indicators

- 92% of respondents who replied thought they were treated fairly at all times, with 38% strongly agreeing, same as the 08/09 survey.
- 97% of respondents agreed that the contact with Trading Standards was helpful, with 36% strongly agreeing, higher than the 78% in the previous survey.

Level of Service

- 97% of respondents who replied were satisfied with the overall level of service they received, with 60% being very satisfied, compared to 95% the previous survey.

Trading Standards Staff

- All respondents who replied thought that the officers were courteous and polite at all times, compared to 95% in the previous survey.
- 97% of respondents who replied found the staff informative, with 69% saying they were very informative, compared to 90% previously.
- All respondents who replied continued to find the information/advice they received easy to understand, with 71% stating it was very easy.
- 81% of respondents thought that they were treated consistently if they had been contacted by Trading Standards on more than one occasion, compared to 88% previously.

If your Business was not meeting its Legal Requirements

- 86% of respondents who replied thought that if they had been told their business was not meeting its legal requirements officers had made it clear to them what they needed to do, compared to 100% in the previous survey.
- 81% of respondents who had been told their business was not meeting its legal requirements thought officers' response to their problem was fair/reasonable, compared to 100% previously.

Trading Standards Work

Respondents were asked to rate five areas of Trading Standard's work in order of their priority. The results are listed in priority order:

Ensuring goods sold to the public are safe
Checking that shops do not supply age restricted goods to children
Ensuring goods, services and prices are correctly described
Ensuring that weighing and measuring equipment is accurate
Helping resold disputes between consumers and businesses

- 89% of respondents replying thought Trading Standards was an assistance to their business, compared to 83% previously.
- Four respondents (13%) thought Trading Standards was a burden to their business, compared to only one in the previous survey.
- None of the respondents replying thought Trading Standards prosecution policy was too harsh, 3% thought it was too lenient, 62% thought it was about right and the remaining respondents did not know; this is a similar pattern of results to the previous survey.

Profile of Respondents

- 31% of respondents were from a small business (1-6 people), 26% were from a medium size business (7-20 people) and 43% were from a large business (20+ people).
- 84% of businesses were compliant and 16% were non-compliant.

Environmental Health Inspection Statistics

Food Hygiene	Total Premises	Annual Target	Inspections Achieved
A	5	10	17
B	108	108	85
C	643	502	271
Low Risk	604	Alternative enforcement	D-106 / E-37

Food Standards	Total Premises	Annual Target	Inspections To 31.3.10
A	3	3	5
B	100	41	46
Low Risk	1104	Alternative enforcement	C-106

Health & Safety	Total Premises	Annual Target	Inspections To 31.3.10
A	40	40	34
B	-	-	92
C	-	-	-

Licensing Income	
Annual Target	Actual to date(end May)
£184,693	£179,679

Pollution Response	Annual target to date (end March)		Last Month (March)		Preceding Month (Feb)	
	No SR's Rec'd	Respond on target	No SR's Rec'd	Respond on target	No SR's Rec'd	Respond on target
Projected: 2300/year						
Year = April to March	Est 1200	78.5%	162	93%	171	63%

National Performance Indicator		
NI 182	75%	Satisfaction of business with local authority Regulatory Service
NI 183	1.24	Impact of local authority Regulatory Services on the fair trading environment

Regulatory Services Statistics 2009/10

Human Resources

	FTE at 1 April 2009	FTE at 1 April 2010
Managerial Staff	4.0	3.0
Staff employed directly on service provision	26.2	25.2
Administrative and Clerical (Direct Support)	7.5	6.6
Total Number of Staff	37.47	34.8
Breakdown	FTE at 1 April 2009	FTE at 1 April 2010
Number of Student Trading Standards Officers	2	2
Number of Student Environmental Health Officers	2	2
Contract/Agency Staff	0	0

Premises Subject to Local Authority Inspection at 1st April 2009

Housing Grants and Loans	
Food Premises	1,430
Hotels, Guest Houses and Boarding Houses	9
Premises licensed under the Licensing Act 2003	550
Special treatments	60
Temporary accommodation sites	2
Process authorised or permitted under Part 1 of the Environmental Protection Act 1990/IPPC	39

Trading Standards Risk Assessment (Number of Businesses at 1 April 2009)

Risk Assessment	
High Risk Trading Businesses	32
Medium Risk Trading Businesses	886
Low Risk Trading Businesses	2,325
Total number of businesses with a Trading Standards risk	3,243

Consumer contact	
Number of consumer and other general public led advice enquires and complaints	4,372

Business contact	
Number of business registered for business rates	7,825
Number of business registered on your database	4,008
Number of requests for advice from business	72
Number of referrals made to Home Authority	31
Total number of all enforcement activities	1,012

Formal Enforcement Action	
Number of written cautions	18
Number of simple cautions issued	0
Number of formal undertakings received under Enforcement Order procedure	5
Number of Enforcement Orders issued	0
Number of prosecutions commenced in period	2

Financial Summary

	2009/10 Outturn £'000	2010/11 Outturn £'000
EXPENDITURE		
Direct employee costs comprising:		
Managerial	314	244
Staff employed directly on service provision	1,244	1,286
Administrative and Clerical	175	158
Indirect employee costs comprising:		
Training	11	13
Other	0	1
Total Employee Expenses	1,744	1,702
Contract/Agency Staff	14	21
Premises related expenses	1	28
Transport related expenses	55	57
Supplies and Services	188	166
Third Party Payments		
Sample Testing and Analytical Costs		
Food Standards	0	
Safety	5	10
Other sampling, testing and analytical costs	10	0
All other Third Party Payments	167	199
Total Third Party Payments	182	209
Support Services	549	547
Capital Charges	25	24
Gross Cost of Service	2,758	2,754

Financial Summary

	2009/10 Outturn £'000	2010/11 Outturn £'000
INCOME		
Pest Control	6	10
Port Health	0	0
Health Education including Food Hygiene & Training	0	0
Income generated under Part 1 Environmental Protection Act 1990	0	0
Licensing Income		
Alcohol & Entertainment Licensing	138	200
Taxi Licensing	0	0
Licensing of houses in multiple occupation	56	13
Other Licensing Income including Act & Street Trading	79	41
Total Licensing Income	273	254
Income from recharges to other accounts of the authority	223	233
Income from Prosecution Costs	11	21
Income from Fines including Fixed Penalty Notices	6	0
Income from specific grant	0	0
Income from management of regional funding	49	16
Income from grants received to undertake DEFRA service level agreement	0	0
Other income	0	0
Total Income	568	534
Net Total Cost of Service	2,190	2,220
Cost of Environmental Health Out of Hours Standby Services	2	2

Financial Summary

	2009/10 Outturn £'000
Environmental Health	
Alcohol & Entertainment Licensing	250
Animal & Public Health	116
Environmental Protection	283
Food Safety	283
Health & Safety	166
Infectious Disease	33
Pest Control	100
Port Health	0
Private Sector Housing Standards	415
Taxi Licensing	0
Water Safety	17
Other	0
Net Total Cost of Service for Environmental Health	1,663
Trading Standards	
Consumer Pricing	105
Fair Trading	105
Food Labelling	0
Product Safety	132
Weights & Measures	52
Other	132
Net Total Cost of Service for Trading Standards	526
Net Total Cost of Service	2,189

Royal Borough of Kingston upon Thames
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www.kingston.gov.uk/trading

July 2010