

**ROYAL BOROUGH
KINGSTON UPON THAMES**

ANNUAL REPORT

CHIEF TRADING STANDARDS OFFICER

2001/2002

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 2002 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 (together with numerous Regulations and Orders) 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 Stamp0.s 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 aim of Kingston's Trading Standards Department is to ensure that a system of fair trading operates in this borough. The reason for this is not only to protect local consumers, but also to protect local businesses wishing to trade fairly from being placed at a financial disadvantage from unscrupulous traders.

The introduction by the Department of Trade and Industry (DTI) of the Trading Standards National Performance Framework, means that this will be the last Annual Report in this format. Future statistical returns will provide more detailed and relevant information than that currently required and produced at the end of this report.

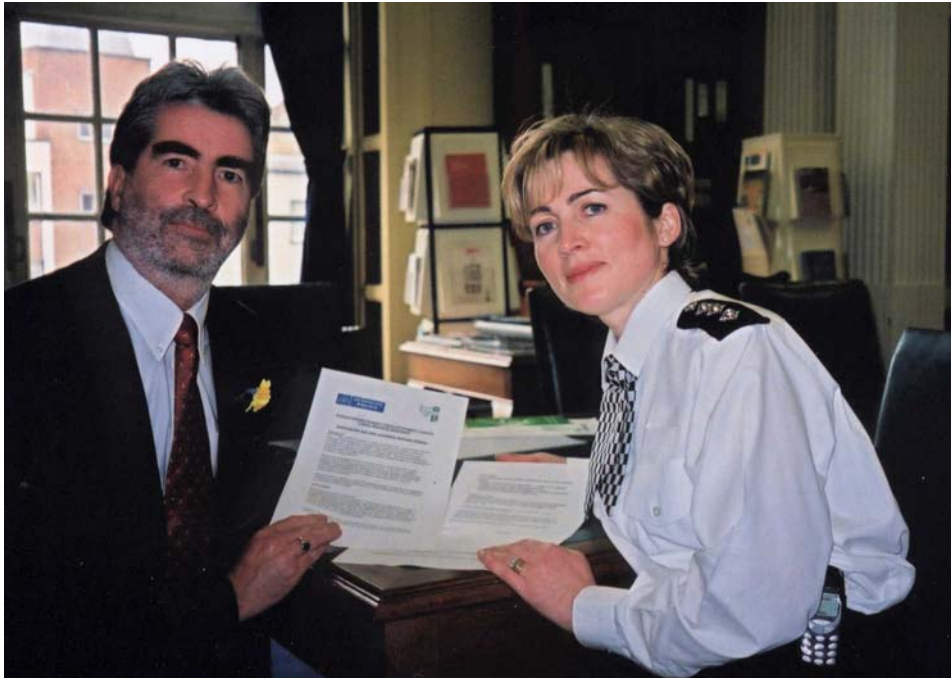
During the year 2001 – 2002, the focus of the Department's work has been on protecting young people and enhancing the Consumer Advice and Assistance Service. As described later in this report, both of these issues have demonstrated the benefits of working with partners.

Working in Partnership

The strategic and campaigning work of the Trading Standards Department is probably most noticeable in its work to help reduce the supply of alcohol to young people. The campaign to amend the law to allow Trading Standards Officers and Police to arrange for test purchasing to be carried out was successful and was introduced during the winter of 2001. It is believed that this Department was the first in the country to make use of these new powers when a survey of Off licences and supermarkets were undertaken one Saturday in early December. Of the eleven premises visited, only one made a sale of alcohol to the young volunteer and this provided Officers with an overview of compliance. Subsequent test purchases in early 2002 unfortunately resulted in two sales and at the time of writing reports are being prepared for consideration.

Officers were keen that with this new legislation, national best practise guidelines were introduced and, at a local level, there was no duplication of effort with the Police. Officers were also very keen to help provide local retailers with the resources to help them comply with this law.

In order to meet these aspirations, Kingston Officers took a leading role in producing national best practice guidelines and have publicly signed a Protocol with Kingston Police agreeing to share information and training as well as agreeing that Trading Standards would have responsibility for Off licences and supermarkets, leaving pubs and clubs to the Police.

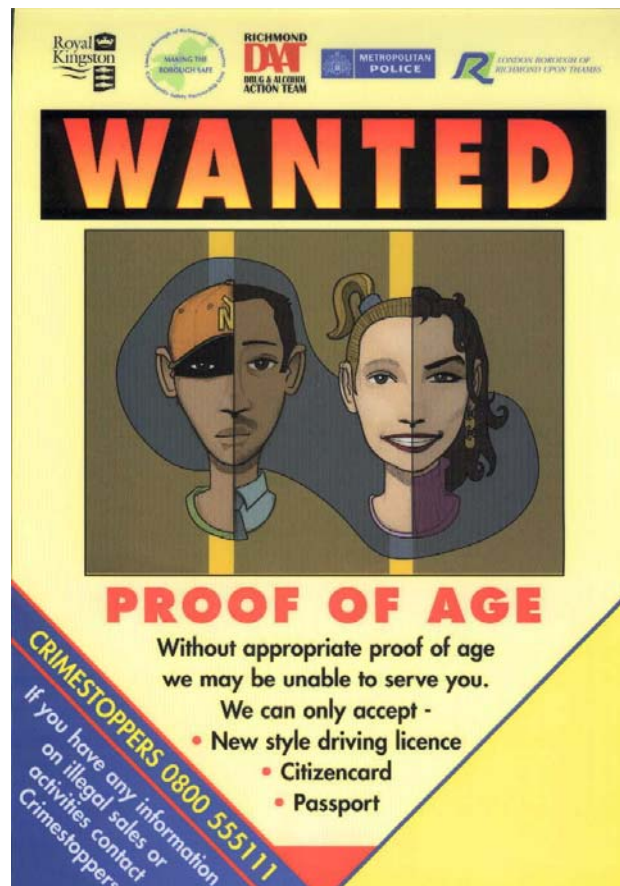


Chief Trading Standards Officer Ted Forsyth and Chief Inspector Bernie Verrier sign the enforcement protocol to combat sales of alcohol to underage children

A partnership between Trading Standards, Police, Richmond and Kingston Councils Drug & Alcohol Action Teams (DAAT) resulted in the production of a pack for retailers that was distributed by the Police Licensing Officer, to every Off licence in the borough. The pack, which consisted of a best practice guide, a poster, leaflets and a "refused sale book", and was funded by DAAT money.

The best practice guide, which was endorsed by the Council's Chief Executive, the Police Commander, the Chamber of Commerce and Town Centre Manager, recommended that retailers in Kingston instruct their staff to be vigilant when serving alcohol and if in any doubt whatsoever as to someone's age, to ask for a document proving their age. Also, because of the number of false ID's in circulation, the only documents acceptable would be a Passport, new style photo driving licence or "Citizencard". No proof – no sale. In order that managers could check that staff were carrying out these instructions, they were issued with a "refused sale book" for staff to enter brief details of all instance when they refused a sale. This would allow managers to review what their staff were doing. It would also allow Police and Trading Standards Officers to monitor what was happening in licensed premises.

The scheme was launched by "Nasty Nick" from Eastenders and is currently being taken up by a number of other London Boroughs.



Posters delivered to all licensed premises in Kingston as part of the retailer pack designed to combat sales of alcohol to underage children

Another area of successful partnership working, is in the Kingston Community Legal Services Partnership (KCLSP). This is a partnership of providers of social welfare type legal advice, such as Debt, Welfare benefits and Consumer advice, from the private, voluntary and public sectors. It was created to provide a network of quality assured local advice providers where clients can be seamlessly referred to other agencies where necessary. To help local residents find such local advice providers a website has been created at www.kingstonadvice.org.uk with identical information available on a pre-recorded telephone information site at 08451 22 11 12. Again this project has produced significant interest from other local authorities as well as the Legal Services Commission (who funded the project) and who were keen that this be demonstrated at a central Government Beacon event promoting partnership working.



Members of the Kingston Community Legal Services Partnership steering group, launching the information telephone service and website with 20,000 bookmarks.

Caring for the Environment

There is significant concern about Graffiti crime in this borough and research has shown that most graffiti is carried out by males under the age of 18. Although not a duty, this Department has willingly played its role in trying to reduce supplies of aerosol cans of paint and indelible jumbo marker pens to such people. A local voluntary code has been drawn up whereby retailers agree not to supply such products to underage people. Posters and codes of practice have been prepared and distributed to all local retailers of spray paints and officers have carried out follow up visits in order to promote the project and to encourage retailer to comply. Overall support by local retailers for this project has been high and again, other authorities are looking to replicate this project.

While the voluntary code has been widely taken up in this borough, not all retailers in London are willing to comply and so a section has been added to the London Local Authorities Bill, that would make it an offence to supply such product to underage children. Officers from Kingston have identified possible problems with the draft wording and have recommended amendments which are being considered by the Association of London Government (ALG).



Putting People First

This Department is primarily an enforcement agency with a duty to ensure local businesses comply with criminal legislation that the Council has a duty to enforce. The main method of ensuring compliance with these laws is by routine, regular inspection of trade premises. It is not easy to measure the success that routine inspections have in deterring non compliance with legal requirements, however officers are of the view that they have a significant effect on maintaining the high level of compliance that exists in this borough. All retail premises in this borough have been risk assessed and placed into one of four categories : high, medium, low and no inspectable risk. The Department has a target of inspecting 80% of high risk and 45% of medium risk premises each year. During the year we inspected 79% of high risk and 44% of medium risk premises.

During this period a number of projects were also carried out, mostly in conjunction with colleagues in the neighbouring six South West London Boroughs of Croydon, Merton, Sutton, Hounslow, Richmond and Wandsworth. The projects included checking the quality of repair to electrical goods, safety of childrens clothing and safety glass in furniture.

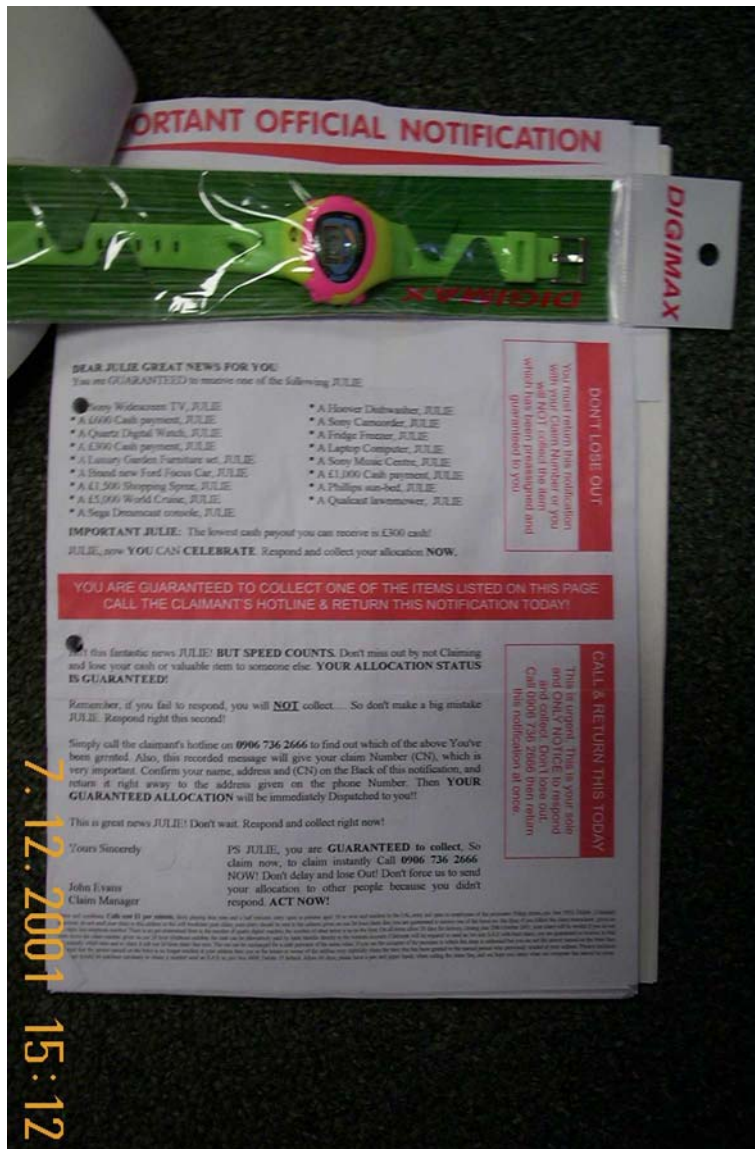
A number of other projects were carried out by Kingston alone. One of these included carrying out research and publicity into one of the many "prize letters" that regularly arrive through the letterboxes of Kingston residents. For some months the number of complaints about these "prize letters" posted from abroad had been increasing. Last summer, Officers invested £10 to find out what happened when someone responded to one of these offers. The letter chosen stated that the recipient would receive a prize and listed a number of them including cash, a cruise, or a TV. To get their prize the consumer first had to phone a number to find out what they had won and how to claim it. The phone number was, of course, a premium rate number with call charges of about £1 a minute.

Having phoned the number and listened to a lengthy pre-recorded, nine minute explanation, Officers learnt that anyone whose "prize" letter bore a certain number would get not a Sony widescreen TV, nor £600 in cash or even a £5,000 world cruise. They would get a digital watch. It was noticed that every one of the letters sent in to this Department bore this same number so a press release was issued telling people this in order to save local residents from having to spend £10.

Officers then decided to see what the digital watch was like and so sent off for it. When the Consumers Association magazine Which ? asked for a picture of it for a warning article on these "prize" letters, Officers were unable to oblige as after a few weeks nothing had arrived. When a similar warning was printed a month later in Anna Tims' Consumer column in the national Guardian, Officers were also unable to assist with a description. However some 3 months after applying, the watch arrived just before Christmas looking as if it had come out of a cheap Christmas cracker.

The DTI were contacted concerning letters such as these and the Minister for Consumer Affairs Melanie Johnson has recently launched a campaign to combat scam promotions.

Officers advice to consumers remains the same, "If something looks too good to be true, then it probably is".



The "prize" letter and the "prize" watch that cost £10 to claim

Enhancing the Quality of Life

The Consumer Advice and Assistance section of the Department is that which most members of the public make contact. During the year a total of 5840 requests for assistance were made.

With a staff of only two Consumer Affairs Officers, it is not possible to provide a service outside of normal office hours, however, voicemail not only provides consumers with the ability to leave the messages but also with information on how to contact the telephone Consumer Advice service offered by the London Citizens Advice Bureau some weekday evenings and on Saturday morning. The Kingston Trading Standards website also provides access to a wide range of consumer information as well as draft letters. Officers are working with partner organisations with a view to improving liaison between other consumer protection organisations London-wide and it is hoped that in the near future, free access will be provided to the key "150 letters that get results" produced by the Consumer Associations.

One request for assistance was made by an older consumer of a nervous disposition and who had been referred by the Police. A couple of years ago he had been cold called by builders who expressed "concerns" about his roof and said for a few hundred £'s they could sort it out. The consumer ended up paying them about £25,000 for work of a dubious standard and the builders only left when the man said he had no more money.

During last year builders called again telling the man that he needed work doing to which he agreed. The man told officers that the builders were expecting payment that day.

Officers advised the consumer about not letting people he did not know into his house and decided to write a letter to the builder which the man could give him. When the builder was given the letter he ran away without any money. Not surprisingly, the business details were fictitious and the builder has not been seen since.

This incident demonstrates the importance of the "Distraction Burglary and Rogue Trader" Scheme that this Department is supporting the Police introduce in this area. Care workers have been identified as a key link in passing information to older people who may be targeted by unscrupulous traders, and information has been passed on to them.

Providing Best Value

This Department is not due to start a best value review until 2005, however on-going review of our work both internal and external, has been a feature of the Department for many years.

A report on the Customer Care survey was presented to Community Overview Panel in November last year. Overall Consumer satisfaction with the service provided by the Department remains very high at 81%. When asked to rank the broad areas of our work in order of priority, both consumers and traders agreed that "ensuring goods sold to the public were safe" and "ensuring that goods, services and prices were correctly described" should both be in our top three. However whilst consumers believed that "helping resolve disputes between consumers and businesses" was the most important thing we do, businesses scored this as least important. Whilst the hard to reach groups continue to be hard to reach, it is noted that the take up of use of our services by ethnic minorities continues to rise from 8.6% in 1997 to 9.5%, a continuing trend towards the GLA estimate of the ethnic population of the borough of 13.9%. It is hoped that work with the Kingston Community Legal Services Partnership (KCLSP) and the Kingston Consumer Support Network (KCSN) will continue to improve referrals between advice giving agencies in Kingston. Links via these networks to the University and College should assist in increasing the take up by younger people.

Kingston is also a founder and active member of the London Trading Standards Benchmarking club. This was set up to help Departments in London to share best practice. The club has now agreed standards of best practice in six key areas, (Inspections, requests for assistance, legal process, business advice, consultation, training and development) against which Departments can score themselves and compare overall scores.

To date the Department has scored itself against all of the six categories, coming in the upper quartile in all. Officers are also now required to produce a Best Value Performance Indicator score. This Department has self assessed itself as scoring 89% which again is believed to be in the upper quartile in London.

Life Long Learning

This Department's work on "Lifelong Learning" is focused on helping consumers help themselves. During the year there were a number of talks given to local groups, more information was linked to the website and the granting of the Legal Service Commission Quality Mark confirmed that systems were in place to ensure that our information databases were up to date. Most importantly, however, we issued around 30 press releases. Items in the local press are viewed as a vital enforcement and information tool. As well as warning the public of current scams, such as bogus prize letters and mobile phone text message scams, they are also used to inform the public of their rights and of the work of the Department. These included information of prosecutions, such as that of The Officers Club Ltd. whose "last day sale" had continued for at least a week, and also of the work we were doing with the Police and Richmond Council to help retailers reduce the sale of alcohol to children.

A bid the previous year by the Chief Trading Standards Officer group for South West London to the Department of Trade and Industry (DTI) modernisation fund for £55,000 had been successful. This project is to improve Consumer Education in South West London with particular emphasis on areas of social deprivation. The objectives are :

- To map the socially excluded areas of SW London
- Identify their consumer education needs
- Identify most appropriate methods of meeting those needs
- Implement
- Report on project

Better informed consumers will be more able to obtain their legal rights. It is accepted by the Legal Services Commission that specific areas within South West London have high levels of social exclusion and that living in relatively prosperous areas exacerbates their problems through relative under provision of advice services. Also the socially excluded are less well able to accept financial losses through being unable to obtain their consumer rights. Identifying and implementing the best way of providing consumer education in this multicultural area of London will help pre-empt consumer problems for the most needy. The project is now well under way and it is envisaged that the results will be reported in the next Annual Report.

Conclusion

The work of the Trading Standards Department is, in one respect, one of continuing change and improvement. The Department needs to continue to "punch above its weight" and so must react quickly to new circumstances, seize new initiatives and be actively campaigning where necessary to protect the interests both of consumers and honest businesses. In another respect however, the core work remains the same; regular "Bobby on the beat" visits to retailers to ensure compliance with fair trading type legislation and providing local residents with the best consumer advice and assistance service affordable.

WORK PLAN FOR 2002 - 2003

(Synopsis)

1. **Inspect :**
 - 86% high risk premises
 - 47% medium risk premises
 - 15% low risk premises
2. Respond to approx. 5,700 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 particular emphasis on alcohol
4. Provision of free testing of electric blankets on one 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

(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 £2,700.

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

ADVICE AND ASSISTANCE - CRIMINAL AND CIVIL COMPLAINTS

Full Time Equivalent : 4.8

Areas of Responsibility

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

Expenditure (pro rata)

£(202,823) £229,248

	Objectives	Responsible Officer
1.	To 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.	To 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 requests for assistance under civil law on average within 35 working days	SCAO
5.	To complete investigations under criminal law on average within 50 working days	PTSO
6.	To receive and action 5,600 complaint and enquiries	PTSO
7.	To respond to complaints and requests for assistance within 3 working days	PTSO
8.	To institute legal proceedings in instances according with Department guidelines	CTSO
9.	To appraise all full time staff	PTSO
10.	To give educational talks to traders and businesses	SCAO
11.	To give educational talks to local groups & societies	CTSO only
12.	To issue 12 press releases on relevant issues	CTSO

ENFORCEMENT

Full Time Equivalent : 4.2

Areas of Responsibility

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

Expenditure (pro rata)

(£185,224) £207,592

	Objectives	Responsible Officer									
1.	<p>To carry out inspections as follows :</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">High risk</td> <td style="width: 20%;">86%</td> <td style="width: 60%;">(This will provide an audit commission performance indicator of approx 51%)</td> </tr> <tr> <td>Medium risk</td> <td>47%</td> <td></td> </tr> <tr> <td>Low risk</td> <td>15%</td> <td></td> </tr> </table>	High risk	86%	(This will provide an audit commission performance indicator of approx 51%)	Medium risk	47%		Low risk	15%		PTSO
High risk	86%	(This will provide an audit commission performance indicator of approx 51%)									
Medium risk	47%										
Low risk	15%										
	<p>Second-hand Car Dealers</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">All retail premises</td> <td style="width: 20%;">100%</td> <td style="width: 60%;"></td> </tr> </table>	All retail premises	100%		TSO						
All retail premises	100%										
	<p>Premises Storing Explosives</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">All premises</td> <td style="width: 20%;">100%</td> <td style="width: 60%;"></td> </tr> </table>	All premises	100%		PTSO						
All premises	100%										
2.	To respond to a 250 requests for advice – local businesses										
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 – particular emphasis on alcohol	PTSO									
5.	To institute legal proceedings in instances according with Department guidelines	CTSO									
6.	To 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)

(£17,600) £21,656

Income Target

(£17,600) £22,130

	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.	To ensure expenditure does not exceed income	CTSO

STATISTICAL TARGETS - CUSTOMER CARE

2001/2002

1.	Respond to telephone calls on 020 8547 4654 within 30 seconds (Voicemail out of hours, lunchtime and busy periods)	Achieved (Test calls)
2.	To publish statement of standards and results	Achieved (Annual Report)
3.	Acknowledge receipt of complaints within 3 working days average	94% Achieved
4.	To investigate civil complaints on average within 35 working days and criminal within 50 working days	80% civil in 35 working days 85% criminal in 50 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	Achieved
8.	All staff appraised	Achieved
9.	Educational talks given to local groups	Four
10.	Press releases (target 12)	Thirty three

Key Performance Indicators 2001 - 2002

Results

Compliance levels

Target to inspect 51% high & medium risk premises	Achieved	49%
Number of formal actions per 10,000 population (weighted)	2.69	

Inspections and visits

Percentage of risk assessed premises that have received a primary visit based on standardised visit frequencies

	Target	Achieved
High	80%	79%
Medium	45%	44%
Low	15%	13%

Business Advice

Number of Home Authority referrals per premise rated as high, medium or low on current risk assessment system	0.1
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Enforcement complaints

Number of traders per 10,000 population about whom 5 or more enforcement complaints have been made.	0.92
Target of 97% response to first enquiry within 3 working days	Achieved 90%

Consumer Advice

Number of Complaints and Enquiries	5732
Target of 97% response to first enquiry within 3 working days	Achieved 98%

Costs and Staffing

Departmental costs per net of income per member of staff	£52,941
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Satisfaction Levels

Percentage of users who felt they were better equipped to deal with future problems	57%
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TRADING STANDARDS DEPARTMENT

NAME OF AUTHORITY : Royal Borough of Kingston upon Thames

REPORT FOR YEAR ENDED : 31 March 2002

NAME OF DEPARTMENT : Trading Standards Department

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

POPULATION : Latest estimate 151,900

AREA (HECTARES) : 3,754

STATUS OF DEPARTMENT : Department within the
Community Services Directorate

Details at 31st March 2002
(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)	5
No. Other Enforcement Officers	3	(3)	3	(3)
No. Other Staff	1	(1)	1	(2)
	9	(9)	9	(9)

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	A Fenner	1750	4912	10.4.2000
Senior Trading Standards Officer	B Ironmonger	1109	4139	1.4.2001
Senior Consumer Affairs Officer (Complaints)	E Farmer	-	-	3.5.1988
Consumer Affairs Officer	A Mackintosh	-	-	19.9.1994
Technical Assistant/Consumer Affairs Officer	J Chappell	-	-	23.10.1995
Administrative Assistant	A E Hales	-	-	6.1.1986

B.	FINANCE (Provisional)		£ 2000/01	£ 2001/2002
	FEE INCOME	Passing as fit/initial verification and other metrological activities	24,444	21,628
		Licensing	688	660
		Other	18,074	19,761
		TOTAL	43,206	42,049

EXPENDITURE : (473,650) £487,690

NET COST : (434,700) £450,138

ENFORCEMENT DUTIES

C.	PREMISES INSPECTED	METROLOGICAL PURPOSES		ALL ENFORCEMENT PURPOSES (Including Metrological)	
	No. premises liable to inspection	1472	(1647)	2849	(2401)
	% visited	17.7%	(19.6%)	33.2%	(44.9%)
	TOTAL VISITS	260	(323)	947	(1078)

D. EQUIPMENT TESTED AND EXAMINED (For Metrological purposes)

	Passing as fit/initial Verification			
	Number Submitted		% Incorrect	
	Measures and Weights	294,699	(310,094)	0
Other Equipment	105	(94)	6.67	(13.83)

	Inspection in Service			
	Number Inspected		% Incorrect	
	Measures and Weights	449	(2974)	8.02
Other Equipment	496	(1096)	7.06	(8.12)

E. ITEMS TESTED AND EXAMINED

	Tested by Department				Tested Externally				Examined by Department			
	Total		% Incorrect		Total		% Incorrect		Total		% Incorrect	
Sample Tests	768	(54)	2.34	(0)	0	(0)	0	(0)	0	(0)	0	(0)
CHECKS ON INDIVIDUAL ITEMS												
Part IV WMA	757	(301)	2	(2)	0	(0)	0	(0)	312	(400)	1.01	(5)
Part V WMA	757	(14,150)	0.9	(0)	0	(0)	0	(0)	812	(32130)	1.8	(0)
Safety	1568	(1205)	4	(3)	34	(7)	20.6	(57)	7983	(3019)	3.6	(6.29)
Other	216	(30)	3.8	(4)	175	(210)	22	(40)	25392	(28811)	6.5	(5.3)

WEIGHTS AND MEASURES ACT 1985 - PART V

AUTHORITY : ROYAL BOROUGH OF KINGSTON UPON THAMES YEAR 2000/01

SECTION 1 : VISITS			
Importer :	0	(0)	Small Packer : 1 (2) Other Premises : 21 (5)

SECTION 2 : TESTS BY TYPE OF PACKAGE	
Type	Number of Tests
Packed in UK	9 (0)
Imported (As defined in s.54.(3))	0 (0)
Other Packages	748 (72)

SECTION 3 : TEST BY CATEGORY OF GOODS	
Category	Number of Tests
Bread	91 (54)
Butter Cheese	53 -
Fish & Fish Products	6 (0)
Sugar & Sugar Confectionery	222 (0)
Other Foods	385 (12)

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	Number of Charges :	0 (0)

SECTION 5 : CHECKS AT RETAIL LEVEL					
Packages Checked :	812 (32130)	Incorrectly Labelled :	15 (0)	Inadequates :	6 (0)

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

ANNUAL REPORT ON EC VERIFICATION OF NON-AUTOMATIC3-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	(3)	-	-

WORK CARRIED OUT				
	Subject to EC Type Approval			
	Passed		Failed	
	In Authority's own area	0	(3)	-
Outside own area but in UK	-		-	
Outside UK but in Europe	-	-	-	-
Outside Europe	-	-	-	-

COMPLAINTS AND ADVICE SERVICE

		2000/01	2001/02
Complaints investigated under :	Criminal legislation	204	391
	Civil legislation	401	357
	TOTAL	605	748

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

<i>Goods & Services</i>	2001/02	<i>Trading Practices</i>	2001/02
a House fittings and appliances	181	1 Defective goods or substandard services	132
		2 Non delivery of goods or non completion of services	39
		3 Selling techniques, misleading claims, or advertisements, availability, presentation of goods/services	406
b Other household requirements	119	4 Difficulty in getting faults put right	55
c Personal goods & services	185		
d Other services	54	6 Unfair terms and conditions	16
e Transport	80	P Price complaints	41
f Leisure	103	8 Health & Safety	49
2 No goods or services code	20	A Mail Order/ prepayments	10
	748		748

In addition to these 748 (605) complaints, there were a further 5092 (4990) enquiries where advice was given.

PROSECUTIONS

Number of Cases (Summary)	(6)	4
Number of Informations/Offences	(18)	5
Number of Cases (Indictments)	(0)	0
Number of Indictments/Offences	(0)	0
Number of Appeals	(0)	0
Formal Caution/Written Warnings	(9)	9
Civil Actions	(1)	0

TOTAL PENALTIES

Fines	(£5950)	£4450
Total Costs Awarded	(£4293)	£1466

Serial No.	Infringe No.	Name	Offence	Fine	Costs
150	39	William Crittenden	Made false statements as to the membership of The National Federation of Roofing Contractors in an advertisement 2 Offences	1. £250 2. £250 = £500	£150
151	59	S King T/a Swift Services	Made a false statement as to the membership of CORGI on an invoice	£700	£303
152	53	The Officers Club Ltd	Misleading price indications Consumer Protection Act Part 3	£3,000	£849
153	79	Keith Glass	Sale of cigarette lighter refill canister containing butane to person under the age of 18u	£250	£164