

**ROYAL BOROUGH OF  
KINGSTON UPON THAMES**

**ANNUAL REPORT**

**CHIEF TRADING STANDARDS OFFICER**

**2004/2005**

**COMMUNITY SERVICES DIRECTORATE**

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**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 2005 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.

## **Introduction**

*Informed confident consumers*

*Informed successful businesses*

*A fair and safe trading environment*

*Efficient, effective and improving Trading Standards Service*

These are the Government's four key objectives for Trading Standards Departments that complement Kingston Council's aims of:

*Working in Partnership*

*Caring for the Environment*

*Enhancing the Quality of Life*

*Putting People first*

*Providing Best Value*



Councillor Simon James, Executive Member with responsibility for Trading Standards

The Trading Standards Department helps meet these by ensuring that a system of fair and safe trading operates in this Borough. During the year 2004–2005, the key areas of work that this Department has undertaken to meet these aims continued to be:-

- routine inspection of trade premises
- improved access to consumer advice services
- individual projects carried out with neighbouring authorities to address specific issues
- national campaigning work

However, the Department has also been heavily involved in high profile issues of anti-social behaviour - the continuing work to help combat sales of alcohol to underage children and the campaign to press the Government to legislate for quieter, less powerful fireworks.

This Annual Report reviews in narrative how Kingston's Trading Standards Department has addressed both National and Local aims and provides the statistical information required under the National Performance Framework.

## Working in Partnership

Partnership working nowadays is not an option but a necessity especially for small Departments such as this. Partners are many and varied and include Police, Town Centre Management, Citizens Advice Bureaux, South West London colleagues and the new Department of Trade and Industry (DTI) funded Consumer Direct.



Partnership working  
Police, Trading Standards and the local business community  
combat pirate DVDs  
(Photograph – Surrey Comet)

The Department's links with the local Police has covered many areas of work including backup on raids and sharing intelligence on underage sales of alcohol and counterfeit goods. An example of working together is shown by an incident in Chessington. Officers from this Department were aware that counterfeit DVDs were being sold door to door in the Chessington area but had been unable to apprehend the seller. Copies of leaflets explaining the links between organised crime / terrorism and the supply of counterfeit goods were obtained and issued to the Police who included them in a pack issued to members of the newly formed Chessington Business Watch. A couple of hours after the first meeting of this new Business Watch where Community Police Officers distributed the pack and spoke of the problem, they received a call that the suspect was in the area. Police responded immediately, a man was arrested, DVDs with cash seized and the whole incident reported to the afternoon meeting of the new Business Watch scheme. A good demonstration of partnership work in action.

In order to obtain maximum use of resources, projects are planned and implemented with colleagues from the six neighbouring South-West London boroughs. Each year a series of projects is agreed in January for implementation during the year and include safety, fair trading and metrological issues that have been identified as necessary by field officers. During the past year these projects have included checks for safety of ethnic cosmetics, free flow spirits and “R18” videos that should only be sold in licensed sex shops. In Kingston these have resulted in the seizure and destruction of hundreds of packs of cosmetics, a joint prosecution with Wandsworth for the supply of “R18” videos in newsagent shops, and cautions for short measure whiskey.

The proposed introduction by the DTI of the new national consumer helpline “Consumer Direct” is probably the most important single improvement in consumer protection in a decade. When implemented in London in the late Spring of 2005 it will free up officer time to deal with more in depth problems of local consumers, whilst offering a first level service that is planned to assist around 80% of callers. In Kingston, all calls will be automatically switched to this new service that should be able to initially deal with around 95% of them.

The DTI is, of course, one of the Departments key partners. Trading Standards enforces legislation that is the responsibility of most central government departments, however the DTI is seen as the main one. For the first time this year, the DTI, having consulted with other central government departments and issued their list of priority issues for Trading Standards. They included the introduction of Consumer Direct, implementation of new Consumer Credit legislation, anti social behaviour connected with fireworks, anti social behaviour connected with alcohol, peer review, counterfeit goods, rogue traders/cold callers, graffiti, scams in general, health issues connected with tobacco, violent computer games and enforcement of weights and measures legislation. The DTI suggests that to assist, fewer routine inspections should be carried out to low risk premises. In Kingston the vast majority of these issues have already been identified as important and have been included in the Departmental work plan for a number of years. However it is helpful that the DTI have highlighted the importance of Trading Standards work to the Department of Health, Home Office, Patent Office, National Weights & Measures Laboratory, Office of Fair Trading and the Department for Culture, Media and Sports.

## **Care for the Environment & Enhancing the Quality of Life**

A recent MORI survey has shown that in Kingston, fear of crime is of high concern to a significant percentage of residents. Officers identified some years ago that anti social behaviour linked to alcohol and fireworks are two key areas to be addressed.

### **Alcohol**

Having successfully participated a few years ago in persuading the Government to amend legislation to allow Trading Standards Officers to organise test purchasing to check for sales to underage children, a series of test purchases have again been made with the assistance of young volunteers. Whilst pleasing to report that no sales have been made to the test purchasers, officers are not complacent and are working with the Police, identifying premises where it is believed that sales are still taking place for Police Officers to use alternative enforcement methods.

One of the reasons for the reduction in sales to underage children is the educational enforcement visits made to every licensed premise in the Borough during the year to promote the “No ID – No Sale” message, encouraging continued use of posters, refused sale books whilst also pressing the message that those caught selling to underage children would be reported for prosecution and if found guilty, requested that their license be reviewed. This enforcement method was included in the information provided to the Police for inclusion in their returns to the Home Office during the summer blitz on alcohol.

Licensing of premises to sell alcohol is a function that is transferring from the Magistrates to local Councils and very recently Trading Standards have been included as a body that must be consulted when considering issuing a license. Officers are setting up protocols and procedures to address this which is seen as an important tool in combating anti social behaviour.

### **Fireworks**

It is not always young hooligans who are responsible for anti social behaviour with fireworks as the setting off of loud fireworks at celebrations late at night can be very distressing for older people and pets.

This Council’s “Lavinia’s Law” campaign called for the banning of the sale of the most powerful category 3 fireworks, reducing the noise levels to 95db, reducing the allowable debris weight of rockets and the introduction of curfews. Despite a highly successful local media campaign and an extremely well supported Early Day Motion in the House of Commons presented by Edward Davey MP and Bill Cash MP, to date the Government has only introduced a curfew and reduced the noise level but to only 120db; the other matters are being kept under review.

In order to measure the success of these limited actions, during November, Officers organised and co-ordinated across South West London test purchasing and testing for noise of large category 3 fireworks. The results showed that these types of fireworks complied with the new noise levels.

In order to ascertain the public’s perception of fireworks and their use following the legislative changes, research was commissioned to be carried out by Kingston University between Monday 8<sup>th</sup> and Monday 15<sup>th</sup> November.

The University was tasked to find:-

- did the public perceive that this year Category 2 and 3 fireworks were quieter than last year?
- did the public find this new maximum noise level of 120 db acceptable?
- were the public aware of the curfew?
- was the curfew, in general, complied with?
- did the public think the times of the curfew acceptable?
- what evidence was there for injury to the person or to property or animals?

The research demonstrated that:-

43% felt that the noise level of the loudest “non-professional” firework (Category 2 & 3) was louder this year than last even though the allowable noise level had been reduced.

33% felt that the noise level of the loudest “non-professional” firework (Category 2 & 3) was unacceptable.

44% were not aware of the curfew

39% did not believe the curfew had been complied with

68% thought the times of the curfew about right.

26% reported that a household pet had been frightened by a firework this year.

A report on these findings was sent immediately to the DTI but to date no response has been received.

For a number of years this Department has been organising the very popular free electric blanket safety check day for older people. Yet again a high percentage of blankets did not meet the safety standards however this percentage of 28% was lower than the previous years 45% and Officers hope this is an indication that the message is getting through that if the electric blanket is over 12 years old it is unlikely to have a thermal fuse and should be replaced. Those with blankets that did not meet the standard were issued with a coupon entitling them to a discount and the offer to safely dispose of their unsafe blanket.

### **Putting People First**

During the past year, UK residents have been subjected to an almost unprecedented level of scams. These have been attempted in person, by telephone, by mail and electronically. They range from rogue traders/cold callers knocking at doors and offering to fix roofs that do not need mending or putting down drives and then using substandard methods and material; prize draw letters that result in paying £10 or so for goods worth pence and being added to a “mugs list”; emails from abroad offering vast sums of money to move funds to different locations and telephone calls with promises of great wealth following alleged wins on foreign lotteries.

A particularly despicable type of crime is that deliberately perpetrated on the elderly and the “Canadian lottery” scam, where the elderly are targeted by gangs operating from telephone call centres or “boiler houses” in Canada is one. Older people, particularly women, in the UK are telephoned from Canada, befriended and then told they have won the Canadian lottery. They are then conned out of cash supposedly for taxes, administrative fees, air fares and so on, and any resistance to paying out more is met with abuse. Officers from this Department readily agreed to join an OFT working party looking at ways of tackling this issue and have helped organise a nationwide test of a money mailing service to prove that they were not warning consumers of this type of scam, contrary to what they had told the OFT.

In order to try to protect local residents, officers have publicised these scams in the local media and have worked with colleagues in Social Services to create and distribute leaflets to those caring for older people.



Social Service help warn older people of scams

Routine inspection of trade premises is seen as the bedrock work of this Department. Inspections rectify minor non-compliances immediately, educate retailers of new issues, provide intelligence and help ensure a good working relationship with local retailers. The vast majority of matters are dealt with immediately and on-site; fewer result in written “traders notices” informing that matters must be rectified; fewer still will receive formal warnings and fewer still will be prosecuted when serious matters are discovered.

Two large national companies, Woolworths and Carpetright, were prosecuted and found guilty in separate cases involving misleading price indications. Woolworths were found guilty and fined £2500 following an advertisement comparing their prices to Tesco’s in the run up to Christmas. The court heard that the advertisement compared the Tesco price of £9.77 for CDs by a number of musicians including Kylie and Sheryl Crow, with a Woolworth “offer price” of £6.49. However the low Woolworth price only applied when purchased as part of a “buy one, get one for half price” promotion. The saving when buying any 2 of these CDs from Woolworth turned out not to be of the significant levels indicated in the advert but to be only 0.3%, or in other words 6p.

Carpetright plc were fined a massive £9499 having pleaded guilty to two offences of giving misleading prices at their New Malden Store following a lengthy investigation by Trading Standards staff where officers had seen that carpet prices remained the same despite various promotional notices and a notice outside the shop stating that the sale “must end 8pm Tuesday”.

This was the largest fine for a misleading price ever in Kingston with £4500 for the first offence and £4999 for the second. Magistrates normally give a reduced fine for a plea of guilty and as the maximum fine for each offence was £5000, the reduction of £1 for pleading guilty to the second offence was very modest indeed.

Another very lengthy investigation carried out over a two year period, concerned the supply of counterfeit goods from an industrial park in Kingston. Officers had raided premises and found evidence that illegal copies of Microsoft licences had been advertised and sold throughout the country. The matter was listed for a contested hearing at Kingston Crown Court but a late plea of guilty to two offences was eventually made and lengthy mitigation resulted in a fine of £2000. This type of investigation is almost inevitably lengthy and resource consuming, however it is important it is carried out to help protect the intellectual rights of large companies and the ability of smaller traders not to lose business to those prepared to sell illegal copies of goods at cut prices.

### **Education and Lifelong Learning**

The benefits of the Government's objective of "Informed Confident Consumers" are self evident and much work has been carried out during the year to help meet this, including talks to groups, press releases, provision of an informative website. Officers also assisted in a BBC TV Watchdog programme in National Consumer Week on scams. But a large amount of work has also been carried out to help inform others.

As has been mentioned previously, there are close working relations with the local Police. Officers were therefore delighted to be able to assist put on a joint training session at the Police premises at Imber Court to alert local Police Officers to the issues arising from rogue traders preying on the elderly. The services of a former Senior Police Officer, Brian Steel, who currently works with North Yorkshire Trading Standards Department as an expert in this field, was obtained and gave a highly motivating presentation. Trading Standards staff will now attend if possible immediately whenever it is learnt that traders such as cold-calling builders or roofers, may be at the premises of an elderly person.

Officers have also been asked to assist educate and inform traders, one such instance being when an Officer was invited to attend a round table discussion on underage sales being held by the national publications Independent Retail News. The subsequent article that was distributed to small retailers nationwide, promoted the "No ID – No Sale" culture that Kingston's Officer was suggesting.

As well as helping inform the public, retailers and other enforcement colleagues, work was also carried out with local Magistrates. Following a request from their Clerk's office, three training sessions were provided for Kingston Magistrates on trading standards work and the type of offence that was likely to be brought before them. Magistrates can only make decisions on the information that is put before them, however knowledge of issues such as deaths caused by underage sales and problems with setting penalties when there are no guidelines can only assist JPs in their difficult job.



Filming for BBC's Watchdog programme

### **Best Value**

Methods of ensuring that Councils are providing value for money services are starting to change. This Department has a track record of challenging that it is providing such a service, being the first Trading Standards department in the country to meet the Investors In People standard, taking a leading role in the London Trading Standards Benchmarking club and, very recently, being one of the first Departments in London to voluntarily undergo Peer Review.

Peer Review is a new method of assessment that involves staff measuring the Department's performance against agreed national standards and producing an improvement plan for management. In order to confirm that this has been carried out accurately an external, trained team of assessors, comprising two trading standards professionals from other London boroughs and a Councillor, reviewed as a "critical friend" the results and the improvement plan. It is pleasing to note that the external assessors agreed the review had been carried out appropriately and were most complementary especially on the campaigning work carried out, in particular "Lavinia's Law".

Officers also supply a number of statistical returns and it is noteworthy that in most areas of work Kingston's returns indicate that the Department is among the higher achievers in London. For example, the DTI's measurement of consumer satisfaction with the way requests for assistance have been dealt with ranks Kingston in the upper quartile.



#### External assessors carrying out the Peer Review of Trading Standards

During the year satisfaction surveys were again undertaken from those consumers and businesses who had used our services. The results continued to demonstrate a high level of satisfaction.

The survey of consumers who had asked for assistance showed:-

83% of respondents who replied were satisfied with the overall level of service they received.

90% of respondents who replied were satisfied with the time taken to deal with their enquiry.

97% of respondents thought it was easy to make initial contact with Trading Standards.

68% of respondents who replied thought they were now better equipped to deal with future problems.

Helping resolve consumer disputes was seen as the most important priority for this Department

The survey of local businesses that had been inspected showed:-

All respondents were satisfied with the service they received and thought the officers polite and courteous

98% believed they were treated fairly at all times

84% thought Trading Standards an assistance to their business whilst only 8% believed it to be a burden

Checking sales of age restricted goods was seen as the most important priority for this Department

A Consumer Support Network funded street survey of consumers was also carried out by Kingston University. The interesting results included:-

20% of Kingston residents reported that they had had a significant consumer problem during the past 5 years.

80% of those who had contacted the Department for assistance reported that their problem was either fully or partially resolved – significantly higher than those who had sought assistance elsewhere or not at all.

62% reported that they felt better equipped to deal with future problems compared to 37% from those approaching other organisations.

Taken as a whole, these surveys, statistics and reviews seem to indicate no obvious significant problem with this Department.

## **Conclusion**

This has been a period of review and change for Kingston's Trading Standards Department. A new Trading Standards Officer post has been created and filled to help address the workload that has been increasing year on year. In preparation for new workloads Officers have also moved funding away from Agency staff and into a previously unfunded Enforcement Officer post, retaining a modest amount for appropriate agency work such as occasional support for the Trading Standards computer system FLARE. Individual Consumer Advice staff will see their work change for the benefit of those local consumers less able to help themselves with the introduction of the national consumer advice line Consumer Direct. Although there have been fewer prosecutions this year than normally, those that have been undertaken have been of significant complexity, something that is becoming more of the norm.

Officers have also commenced succession planning as the average age of Trading Standards Officers, as with almost all other professions, continues to rise, with other members of staff being encouraged to study for qualification by alternative routes.

Officers have been heavily involved in work to combat anti social behaviour linked to fireworks and alcohol.

It is envisaged that the coming year will be one where changes that have been identified under Peer Review will start to be implemented against a background of yet more issues that will emerge over the coming months. It promises to be yet another challenging but very interesting year to try to ensure that a system of fair and safe trading operates in this borough.

**Royal Borough of Kingston upon Thames  
Trading Standards Statistics 2005**

**SECTION A – GENERAL DATA**

<b>Base Data</b>	
<b>Risk Assessment (Number at 1 April 2004)</b>	
High Risk Trading Businesses	<b>27</b>
Medium Risk Trading Businesses	<b>822</b>
Low Risk Businesses	<b>2357</b>
Total Number of Businesses with a Trading Standards Risk	<b>3206</b>

**SECTION B – STAFFING**

<b>Actual Staff Employed</b>	<b>FTE at 1 April 2004</b>	<b>FTE at 1 April 2005</b>
Managerial Staff	<b>0.7</b>	<b>0.7</b>
Staff employed directly on service provision	<b>7.7</b>	<b>9.2</b>
Administrative and Clerical (Direct Support)	<b>0.8</b>	<b>0.8</b>
<b>Total Number of Staff</b>	<b>9.2</b>	<b>10.7</b>
<b>Breakdown</b>	<b>FTE at 1 April 2004</b>	<b>FTE at 1 April 2005</b>
Number of Trading Standards Officers	<b>5.0</b>	<b>5.9</b>
Number of Trainee Trading Standards Officers	<b>0.0</b>	<b>0.0</b>
How many of those are undergoing APEL?	<b>0.0</b>	<b>0.0</b>

**SECTION C – EXPENDITURE**

<b>Expenditure</b>	<b>2004/05 Outturn</b>	<b>2005/06 Estimates</b>
<b>Employees</b>		
Direct employee costs comprising :	<b>£'000</b>	<b>£'000</b>
Managerial	<b>57</b>	<b>57</b>
Staff employed directly on service provision	<b>334</b>	<b>402</b>
Administrative and Clerical	<b>20</b>	<b>21</b>
<b>Indirect employee costs comprising :</b>		
Training	<b>3</b>	<b>3</b>
Other	<b>1</b>	<b>0</b>
<b>Total Employee Expenses</b>	<b>415</b>	<b>483</b>
Premise Related Expenses	<b>0</b>	<b>0</b>
Transport Related Expenses	<b>11</b>	<b>12</b>
Supplies and Services	<b>34</b>	<b>23</b>
<b>Third Party Payments</b>		
Sample Testing and Analytical Costs,		
Food Standards	<b>0</b>	<b>0</b>
Agriculture	<b>0</b>	<b>0</b>
Safety	<b>0</b>	<b>0</b>
Other sampling, testing and analytical costs	<b>2</b>	<b>2</b>
All Other Third Party Payments	<b>1</b>	<b>1</b>
<b>Total Third Party Payments</b>	<b>3</b>	<b>3</b>
Support Services	<b>108</b>	<b>142</b>
Capital Charges	<b>0</b>	<b>0</b>
<b>Total Expenditure</b>	<b>571</b>	<b>663</b>

<b>Expenditure continued</b>	<b>2003/04 Outturn</b>	<b>2004/05 Estimates</b>
	<b>£'000</b>	<b>£'000</b>
Income from Prosecution Costs	12	2
Income from specific grant	0	0
Income from grants received to undertake DEFRA service level agreement work	0	0
Other Income	30	39
<b>Total Income</b>	<b>42</b>	<b>41</b>
<b>Total Net Cost on Service</b>	<b>529</b>	<b>622</b>
<b>Memorandum :</b>		
<b>Net Total Cost on Service</b>	<b>529</b>	<b>622</b>

#### SECTION D – WORKLOAD DURING THE FINANCIAL YEAR 2004/05

<b>Consumer Contact</b>	<b>Number</b>
Number of consumer led advice enquiries and complaints	5,589
<b>Business Contact</b>	
Number of business registered for business rates	4,647
Number of business registered on your database	4,188
Number of requests for advice from business	17
Number of requests for advice from Home Authority businesses	15
Number of referrals made to Home Authority	169
<b>Total number of all enforcement activities</b>	<b>906</b>

**Performance Measure 1 – Informed Confident Consumers**

	<b>No of Responses</b>
<b>How satisfied were you with our overall level of service?</b>	
Very satisfied	29
Fairly satisfied	16
Fairly dissatisfied	4
Very dissatisfied	3
Don't know	0
<b>Did we give you information/advice that was easy to understand?</b>	
Very satisfied	38
Fairly satisfied	13
Fairly dissatisfied	0
Very dissatisfied	0
Don't know	1
<b>How informative did you find our staff?</b>	
Very satisfied	38
Fairly satisfied	10
Fairly dissatisfied	2
Very dissatisfied	0
Don't know	1
<b>Did we treat you fairly at all times?</b>	
Yes	43
No	1
Don't know	4
<b>Were our officers courteous and polite at all times?</b>	
Yes	43
No	0
Don't know	5
<b>Were you aware of the Trading Standards Service before you had this contact with us</b>	
Yes	46
No	5
Don't know	2
<b>How easy was it to make initial (your first) contact with us?</b>	
Very easy	27
Fairly easy	23
Fairly difficult	2
Very difficult	0
<b>Did you know it is possible to complain about Council services, including Trading Standards, through our service complaints procedure?</b>	
Yes	21
No	27
Don't know	4

## Performance Measure 2 – Informed Successful Business

	No of Responses
<b>How satisfied were you with our overall level of service?</b>	
Very satisfied	14
Fairly satisfied	9
Fairly dissatisfied	1
Very dissatisfied	1
Don't know	0
<b>Did we give you information/advice that was easy to understand?</b>	
Very satisfied	15
Fairly satisfied	8
Fairly dissatisfied	0
Very dissatisfied	1
Don't know	1
<b>How informative did you find our staff?</b>	
Very satisfied	14
Fairly satisfied	8
Fairly dissatisfied	2
Very dissatisfied	0
Don't know	0
<b>Did we treat you fairly at all times?</b>	
Yes	2
No	2
Don't know	0
<b>Were our officers courteous and polite at all times?</b>	
Yes	23
No	2
Don't know	0
<b>How easy was it to make initial (your first) contact with us?</b>	
Very easy	0
Fairly easy	0
Fairly difficult	0
Very difficult	0
<b>Did you know it is possible to complain about Council services, including Trading Standards, through our service complaints procedure?</b>	
Yes	9
No	18
Don't know	2

**If we said that your business was not meeting its legal requirements :**

**a Did we make it clear to you what you needed to do to meet the legal requirement**

Yes	14
No	2
Don't know	0

**b Was our response to this problem fair/reasonable?**

Yes	14
No	2
Don't know	0

**If we have been in touch with your business on more than one occasion, have you been treated consistently on different occasions?**

Yes	12
No	5
Don't know	3

**Were you aware of the Trading Standards Service before you had this contact with us?**

Yes	0
No	0
Don't know	0

<b>Formal Enforcement Action</b>	
Number of informal caution and advice issued in writing	<b>5</b>
Number of formal cautions issued	<b>4</b>
Number of formal undertakings received under Stop Now Orders	<b>0</b>
Number of Stop Now Orders issues	<b>0</b>
Number of prosecutions commenced in period	<b>4</b>

### **PERFORMANCE MEASURE 3 : FAIR & SAFE TRADING ENVIRONMENT**

#### **3.1 Compliance Tables**

##### **(a) Inspection**

<b>Risk Level</b>	<b>No of Businesses assessed as being high risk</b>	<b>No of Businesses inspected within year</b>	<b>No of Businesses found to be compliant on first inspection</b>	<b>No of Businesses brought to a state of compliance by the end of the year</b>	<b>Total number of businesses compliant</b>
<b>High</b>	27	25	13	3	16
<b>Medium</b>	822	373	353	7	360
<b>Low</b>	-	158	146	2	148

##### **(b) Other Enforcement Activities**

<b>Risk Level</b>	<b>No of Businesses assessed as being high risk</b>	<b>No of Businesses inspected within year</b>	<b>No of Businesses found to be compliant on first inspection</b>	<b>No of Businesses brought to a state of compliance by the end of the year</b>	<b>Total number of businesses compliant</b>
<b>High</b>	27	14	7	0	7
<b>Medium</b>	822	168	123	0	123
<b>Low</b>	-	48	48	0	48

**PERFORMANCE MEASURE 4**

**EFFICIENT, EFFECTIVE AND IMPROVING TRADING STANDARDS SERVICE**

<b>For Staff employed directly on service provision</b>	<b>%</b>
Percentage of staff who undertook some TS professional development in the last year	90.0
Average number of hours training per officer on professional development	14.0
<b>For all Staff</b>	
Percentage of staff who undertook other skills training in the last year	60.0
Average number of hours of training per officer on professional development	3.0

<b>Measuring Compliance with Fair Trading and Safety</b>		
Categories		Number of inspections or other enforcement activities carried out within the year for each category where non compliance was noted
Fair Trading	Trade Descriptions	<b>9</b>
	Pricing	<b>37</b>
	Credit	<b>14</b>
	Other	<b>37</b>
	<b>Total</b>	<b>97</b>
Safety	Product Safety	<b>12</b>
	Underage Sales	<b>3</b>
	Other	<b>13</b>
	<b>Total</b>	<b>28</b>

<b>Measuring Compliance of Weighing and Measuring Equipment</b>					
<b>* Category of equipment</b>	<b>Actual or estimated no of pieces of equipment</b>	<b>No of individual pieces of equipment inspected</b>	<b>No of pieces of equipment found incorrect and a 28 day notice issued</b>	<b>No of pieces of equipment found incorrect and verification mark removed</b>	<b>No of pieces of equipment related to prosecutions or cautions</b>
<b>A</b>	250	75	6	0	0
<b>B</b>	4	0	0	0	0
<b>C</b>	700	87	9	0	0
<b>D</b>	0	0	0	0	0
<b>E</b>	0	0	0	0	0
<b>F</b>	0	0	0	0	0
<b>G</b>	0	0	0	0	0
<b>H</b>	0	0	0	0	0
<b>OTHER</b>	426226	1045	102	0	0

\* The category is represented by each letter code is defined by in the guidance.

The table lists categories of equipment :

- |   |  |
|---|--|
| <b>A</b> Liquid fuel measuring instruments                      | <b>E</b> Automatic weighing machines all types     |
| <b>B</b> Weighbridges and scales over 5000kg                    | <b>F</b> Weights                                   |
| <b>C</b> Non-automatic weighing machines $\leq$ 30kg            | <b>G</b> Length measures                           |
| <b>D</b> Non automatic weighing machines $>$ 30kg $\leq$ 5000kg | <b>H</b> Intoxicating Liquor Measuring Instruments |

**Other** List on return only 1 or more failed : other categories may include : water meters, bulk fuel meters, sand and ballast measures, simple capacity vessels etc. There may be some aspect of double counting as some equipment that is initially subject to a 28 day notice may later have the verification mark removed. The numbers concerned will not affect the national picture.

<b>Measuring Metrological Compliance in Transactions</b>			
<b>Type of Business</b>	<b>No of businesses liable to inspection</b>	<b>No of businesses visited</b>	<b>Total no of businesses compliant</b>
<b>Packaging Plants</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>Importers of packaged goods</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Business selling bulk products by weight/volume</b>	<b>300</b>	<b>50</b>	<b>25</b>
<b>Retail Outlets</b>	<b>800</b>	<b>375</b>	<b>350</b>

## TRADING STANDARDS PROSECUTIONS

2004 - 2005

Infringe No.	Name	Offence	Fine	Costs
I.104	<b>J E Lowe</b>	Supply of and possession for distribution of counterfeit Microsoft software. Trade Marks Act 1994 x 2 offences (5 x offences withdrawn)	£1,000 x 2	£2,500  £299 compensation
I.135	<b>Carpetright</b>	Gave an indication to consumers that was misleading as to the price at which a carpet was available for sale Consumer Protection Act 1987 x 2 offences. (Prices Act 1974 x 6 offences – withdrawn 1 offence x Formal Caution)	1. £4,500 2. £4,999 = £9,499	£7,475
I.177	<b>Woolworth</b>	By means of a full page advert in a newspaper did give an indication which was misleading as the price at which CDs were available. Consumer Protection Act 1987 s.20(1)	£2,500	£2,720
I.178	<b>C Hammerton T/a F P Turner &amp; Sons</b>	Falsely claiming membership of the National Association of Goldsmiths Trade Descriptions Act 1968 s.14(1)(b) 2 offences	£4,000 x 2 = £8,000	£1,644

Royal Borough of Kingston upon Thames  
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