

**SERVICE PLAN 2017/18****CONTENTS**

1. Our Role and Purpose
2. The Key Challenges Facing the Service
3. Current Medium Term Priorities
4. Key Risks
5. Equalities Issues
6. Environmental Issues
7. Service Budget Plans
8. Monitoring Arrangements

**Appendices:**

- a. Service Plan for the Enforcement of Food and Animal Feed Standards
- b. Enforcement Programme for Tobacco Products
- c. Enforcement Programme for Aerosol Paint Products
- d. Enforcement Policy

## **1. Our Role and Purpose**

The aim of the service is to ensure a fair and safe trading environment which protects the well-being of Leicestershire people and supports legitimate businesses to grow.

The Trading Standards Service is a consumer protection and fair trading enforcement service. It deals with a wide range of criminal and civil laws designed to protect consumers and safeguard legitimate businesses.

The service is part of Regulatory Services. The core functions of the Trading Standards Service are:

### **Business and Consumer Services**

- (i) Ensure compliance with legislation at business premises liable for an inspection including importers and fulfilment houses.
- (ii) Reduce unsafe goods being imported through East Midlands Airport.
- (iii) Provide business advice to support business growth and in particular SMEs within their first 18 months.
- (iv) Protect consumers from unsafe goods.
- (v) Provide a Primary Authority relationship to businesses.
- (vi) To reduce the number of complaints received by identified businesses.
- (vii) Ensure compliance with the sales of age restricted products.

### **Food Chain and Metrology**

- (i) Safeguard the human food chain.
- (ii) Help to prevent, control and eradicate disease in farm livestock.
- (iii) Provide a safe environment for those living or working near to where petroleum and explosives are stored.
- (iv) Ensure that farmed livestock welfare standards are maintained.
- (v) Check the safety and legality of animal feed.
- (vi) Provide confidence to businesses and consumers that metrological equipment is accurate and weight indications on products are not misleading.

### **Unfair and Rogue Trading**

- (i) Prevention and detection of rogue trading and take enforcement action to prevent and disrupt illegal trading.
- (ii) Safeguarding vulnerable consumers from financial exploitation.
- (iii) To be the initial contact point within the service, handling and distribution of complaints, enquiries and low level advice/signposting.
- (iv) The gathering and analysis of intelligence.
- (v) Ensuring a reduction in the prevalence of illicit tobacco and alcohol.

## **2. The Key Challenges and Issues Facing the Service:-**

- (i) Ensuring that expenditure and income for the service is within the approved budget allocation and that savings and efficiency targets are met.

- (ii) Responding appropriately to staffing pressures to enable the continued effective operation of the service.
- (iii) Responding to the County Council's Transformation agenda.
- (iv) A reducing budget requires a more 'intelligence led' approach in which the Service focusses on those unfair trading practices which present the highest risk of collective harm to consumers and seek to undermine the economic wellbeing of legitimate businesses. There is a continuing need to balance the available resources between preventive strategies, such as providing business advice, and proactive enforcement, for example, tackling rogue traders who seek to prey on vulnerable members of society
- (v) The National Audit Office has reviewed the consumer landscape and a report with recommendations was published in December 2016. This report examined how the current system for protecting consumers is working and made some recommendations. Despite diminishing resources the Service will need to respond positively to these recommendations. It is likely the Service will need to ensure it is best placed to meet any new national key performance indicators set by Government.
- (vi) The service is partly funded by the National Trading Standards Board (NTSB) to undertake market surveillance at East Midlands Airport (EMA) to ensure products imported are safe. EMA is the second UK's busiest cargo airport handling over 320,000 tonnes of flown cargo every year. As detection methods and enforcement processes improve the Service is required to provide a greater enforcement response to prevent unsafe and non-compliant products from entering the market via EMA. The service is currently funded by NTSB for this work, however, funding is reviewed annually and the sustainability of the project remains uncertain.

### 3. Current Medium Term Priorities

The priorities for the Trading Standards Service have been informed by the Leicestershire County Council's vision in its Strategic Plan for 2014 – 18 is to:

**“Lead Leicestershire by working with our communities and partners for the benefit of everyone”**

This statement is underpinned by six strategic imperatives:-

- (i) Leading Leicestershire.
- (ii) Supporting and protecting the most vulnerable people and communities.
- (iii) Enabling and supporting communities, individuals and families.
- (iv) Making Leicestershire a better place.
- (v) Managing public sector resources effectively.
- (vi) Having the organisational structures and behaviours to deliver this approach.

The priorities for the Trading Standards Service have also been informed by the National Trading Standards Board and The Trading Standards East Midlands Regional Enforcement threats for 2016/17, which are:-

- (i) Doorstep crime: Home improvements, Energy and personal goods.
- (ii) Doorstep crime: Distance scam.
- (iii) Food fraud.
- (iv) Illicit tobacco and alcohol.
- (v) Product Safety.
- (vi) E-crime.
- (vii) Illegal Money Lending.
- (viii) Intellectual property infringement.

Taking into account all of the above priorities, the following are the objectives for the service for 2017/2018:-

#### **Objective 1:**

**We will tackle rogue traders who exploit vulnerable consumers and provide support to scam mail victims and develop a cohesive approach to financial safeguarding.**

We will achieve this by:-

- Committing to the Trading Standards East Midlands Regional Control Strategy for Doorstep Crime, Home improvements, Energy and personal goods.
- Committing to the Trading Standards East Midlands Regional Control Strategy for Distance Scams.
- Working with partner agencies to provide a coordinated approach to financial safeguarding.

We will measure success by:-

- Reporting against the measures given in the respective regional control strategies which includes areas such as the number of victims supported, the number of referrals received from banks and partner agencies and the number of enforcement outcomes.

#### **Objective 2:**

**We will support the growth of Leicestershire businesses and ensure they are informed and compliant with Trading Standards legislation. We will prioritise our resources to tackle those traders that cause the most harm and detriment to consumers and businesses.**

We will achieve this by:-

- Working with other regulators to achieve best practice and joined up working.
- Provide advice in accordance with our Business Advice Policy.
- Only visiting businesses where there is a need and on a risk assessed basis.
- Tackle unsafe and unfair trading practices that seek to undermine the prosperity and growth of business and enterprise.

We will measure success by:-

- Evaluating the % satisfaction with the Trading standards service through regular surveys with businesses.
- The number of interactions with businesses and formal outcomes achieved.

### **Objective 3:**

**We will contribute to the National Trading Standards UK Ports and Borders Project to prevent unsafe and non-compliant products from entering the market via East Midlands Airport.**

We will achieve this by:-

- Contributing to the strategic direction of the project.
- Collaboration with Trading Standards Services across the UK working in partnership with UK Border Force to ensure enforcement resources are allocated to tackling those goods that cause the most significant risk to consumer safety.

We will measure success by:-

- Submission and evaluation of statistical returns relating to the identification, analysis and seizure of products.

### **Objective 4**

**We will undertake our statutory obligations to enforce standards for food and animal feed to maintain the integrity of the food chain. We will ensure that farmed animal welfare standards and disease control measures are maintained throughout the supply chain.**

We will achieve this by:-

- Adhering to our separate Service plan for the Enforcement of Food and Animal Feed Standards. This specifies the work we will do in relation to all aspects of undertaking enforcement activities with food and animal feed.

We will measure success by:-

- Reporting against the criteria agreed in the Service Plan which includes areas such as the number of visits undertaken, samples taken and complaints handled.

### **Objective 5**

**We will reduce the availability of illicit (non duty paid and counterfeit) tobacco and deter the sale of age restricted products e.g. cigarettes and alcohol to underage purchasers.**

We will achieve this by:-

- Conducting intelligence led enforcement activities throughout the supply chain.
- Undertake media campaigns to increase the awareness of the issues around illegal tobacco.
- Adhering to our Enforcement Programme relating to tobacco products.
- Undertaking test purchasing exercises for non tobacco age restricted products on an intelligence led basis.

We will measure success by:

- The number of enforcement activities undertaken and the amount of tobacco seized.
- Monitoring the number of complaints received following media campaigns.
- The percentage compliance with the law in premises surveyed dealing with age restricted sales of tobacco products.
- The percentage compliance with the law in premises surveyed dealing with age restricted sales of alcohol.

#### **Objective 6:**

**We will improve service delivery by developing staff in order to maximise flexibility and match changes in the services we provide and the communities we serve.**

We will achieve this by:-

- Ensuring we have appropriately qualified staff to undertake the work.
- Supporting staff to undertake formal qualifications.
- Provide bespoke training and development opportunities for staff in order to meet all the objectives set out above.
- Ensuring that all qualified staff retain their statutory qualification and adopt best practice by providing appropriate continuous professional development opportunities.
- Undertake an organisational transformation to ensure staff are empowered to deliver high quality services, enable specialisms to be developed and removal of barriers to undertaking work.

We will measure success by:-

- Undertaking customer satisfaction surveys.
- Workforce profiling.

#### 4. Key risks to the service

The following risks are identified in the Regulatory Services Risk register for the Trading Standards Service:-

Identified risk	Current controls/activities
<b>Management of the budget</b>  If the service does not spend within budget then it will not be able to meet its target.	Managers manage budget and record any variances.  Take action if budget overspending by deciding how to rectify the situation.  Service to take action if budget overspending by deciding how to rectify the situation.
<b>Deliver Competent service</b>  If the service fails to enforce a trading standards case satisfactorily its public protection statutory duty will not be fulfilled.	Competent well trained staff with good management support supplemented with appropriate ICT hard and software.  Monitor procedures, review customer complaints and encourage staff to suggest improvements with a view to reducing the risk by learning from and improving on current experiences.

#### 5. Equalities issues

The County Council recognises the importance of fair treatment (eliminating discrimination, harassment and victimisation) and promoting equal access to services and employment. For this reason we have committed to maintaining the 'Excellence' level of the Equality Framework for Local Government which will act as a tool to assist us in embedding good quality and diversity practice.

Our main equality objectives are:-

- (i) Ensuring that Equality and Human Rights Impact Assessments are undertaken and managed and monitored for all service areas. Where an EHRIA is not required, the reasons for this are assessed and understood.
- (ii) That the service works towards meeting the Chief Executive's Departmental Equality Monitoring Targets in particular the service will aim to achieve a fully representative workforce.
- (iii) Ensuring that any changes in legislation or corporate policy are implemented within the Service.
- (iv) Ensuring that due regard has been paid to equality and human rights issues in the decision making process and in undertaking regulatory activities.

## **6. Environmental issues**

Leicestershire County Council is committed to good environmental practice and being one of the best performing county councils in England on environmental issues.

The service will support all environmental targets set for the authority and is monitored against the Chief Executive's departmental targets for:-

- Total waste
- Green Recycling
- Business mileage
- Paper use
- Reduce Computer inactivity

We will achieve this by ensuring that all staff:

- Complete the Environmental Awareness E-learning module.
- Reduce paper usage.
- Manage all PC's to reduce inactive time.
- Reduce business mileage.
- Recycle as much waste as possible within our office.
- Subject to legal considerations the Service will aim to minimise the environmental impact when disposing of forfeited goods.

## **7. Service Budget plans**

The net revenue funding for Trading Standards is £1.47 Million. This does not include 'support services'. There is no capital allocation for the Trading Standards Service in 2017/18.

## **8. Monitoring arrangements**

Progress with the Service's priorities and objectives will be monitored through progress review meetings of the Service Management Team.

Progress on the Illicit Tobacco Enforcement Plan will be assessed and monitored through quarterly reporting and performance meetings with Public Health.



## Trading Standards Service

# SERVICE PLAN FOR ENFORCEMENT OF FOOD AND ANIMAL FEED STANDARDS 2017/18

## 1. Introduction

- 1.1 This Plan outlines how Leicestershire County Council, through its Trading Standards Service (the Service), intends to fulfil its statutory obligations to enforce standards for food and animal feed.

## 2. Trading Standards – ‘Role and Purpose’

- 2.1 The Service's aims, objectives and priorities are described on pages 2 to 3 of the Trading Standards Service's "Role and Purpose" business plan 2017/18.

## 3. Links to Corporate Objectives and Plans

- 3.1 The County Council has produced its "strategic plan" 2014 – 18. Food and animal feed standards enforcement and advice will contribute to two of the priority outcomes:
- Economic Growth
  - Safer communities and a better environment

## 4. Background

- 4.1 **Profile.** Leicestershire County Council is the largest council in Leicestershire, providing a wide range of services directly to local people, or through other organisations on its behalf.

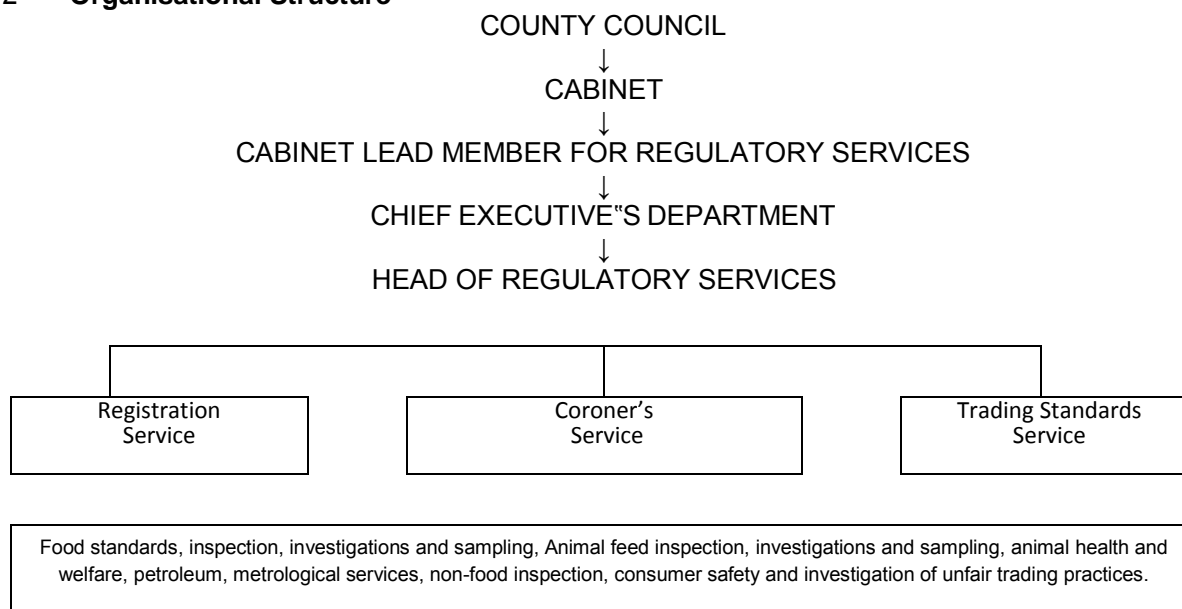
Around 661,575 people (Source: Annual Mid-Year (2013) Population Estimates for the UK, Office for National Statistics © Crown Copyright 2014) receive these services, which impact on almost every aspect of daily life and include the provision of education, social care, roads, libraries, museums, and consumer protection.

The organisation includes a range of departments, responsible for ensuring that services are delivered to local people. Most departments provide customer facing services, but some provide the support necessary to enable these services to operate effectively. Many areas of service delivery involve several departments working together.

With regard to food standards, the Authority is part of a two-tier arrangement for local government in Leicestershire. Food hygiene is the responsibility of the District and Borough Councils.

The Service works closely with the Citizens Advice Consumer Service, which is the first point of contact for consumer complaints and enquiries. Those complaints and enquiries, which involve potential breaches of criminal law within Leicestershire, are referred to the Service.

## 4.2 Organisational Structure



- 4.3 **Scope.** Food and animal feed standards enforcement is a function carried out by the Trading Standards Service through Regulatory Services, part of the Chief Executives Department. Responsibility for enforcement of legislation relating to animal health and welfare, weights and measures and fair trading including misleading descriptions and pricing, is complementary to food and animal feed standards enforcement in providing a "one stop" service for businesses.

Analytical services for animal feed are provided by Public Analyst Scientific Services Ltd (Eurofins), Minton, Treharn and Davies Ltd (MTD) with Worcestershire Scientific Services and Kent and Hampshire Scientific Services under a contractual framework agreement. These contractors are also Agricultural Analysts appointed under the provisions of the Agriculture Act 1970.

Analytical services for food are provided by Minton, Treharne and Davies Ltd (MTD) with Worcestershire Scientific Services, Public Analyst Scientific Services Ltd (PASS), Staffordshire Scientific Services, Kent and Hampshire Scientific Services and West Yorkshire Scientific Services. These contractors are appointed as Public Analysts under the Food Safety Act 1990.

- 4.4 **Demand.** In Leicestershire there are 3676 premises risk-assessed for food standards inspection. Of these 13 have been risked assessed as high, 1090 within the medium category of risk (186 as upper medium and 904 as lower medium) and 2573 as low. These include non-retail premises e.g. major manufacturers, packers and importers. Many premises previously subject to animal health and welfare inspection and to animal feed inspection are now subject to food hygiene inspection under the Food Safety and Hygiene (England) Regulations 2013.

For animal feed there are 2139 premises that are registered with the Service. No premises have been approved by the Service.

- 4.4.1 Staff and facilities are located at County Hall, a large office complex centrally located within the County of Leicestershire. The office is open to personal callers Monday to Thursday from 8:45hrs to 17.00hrs and on Fridays 8:45hrs to 16.30hrs. The Service can also be accessed by businesses through a "Duty Officer" telephone line between 10:00hrs and 16:00hrs Monday to Friday. A call back system is in operation when the "Duty

Officer" is unavailable and access to the Service can also be gained by e-mail using the address [tradingstandards@leics.gov.uk](mailto:tradingstandards@leics.gov.uk).

4.4.2 Consumer enquiries are received by the Citizens Advice Consumer Service, which refers potential criminal breaches to the Service.

4.5 **Enforcement Policy.** The Service's Enforcement Policy is described at Appendix 3 of the Trading Standards Service Plan 2017/18.

## 5. Service Delivery

5.1 **Inspection Programmes.** The premise profile for food and animal feed is described in 4.4 ante.

5.1.1 The level of inspection and intervention at both food and animal feed businesses has been set to make best use of available resources and in the light of the Government report "*Reducing Administrative Burdens: Effective Inspection and Enforcement*". This concluded that (amongst other findings):

- Comprehensive risk assessment should be the foundation of all regulators' enforcement programmes.
- There should be no inspections without a reason, and data requirements for less risky businesses should be lower than for riskier businesses.
- Resources released from unnecessary inspections should be redirected towards advice to improve compliance.

A further report has been published by an independent farming regulation task force (McDonald Review) entitled: "Striking a balance: reducing burdens; increasing responsibility; earning recognition".

One of the key outcomes within the report was to ask Regulators to: "*Develop and demonstrate a new targeted and fairer approach to inspection and enforcement*" and risk based targeting of inspection.

5.1.2 The food standards inspection programme is based on the objective of carrying out inspections at high-risk premises at least once a year, at upper medium risk premises at least once every two years and at lower medium risk premises every five years. All premises may be the subject of some form of appropriate intervention when relevant intelligence is received. Low risk premises may be subject to other enforcement activities, which will help to assess the degree of statutory compliance by businesses. Risk assessments (or inspection ratings) have been carried out using the national scheme provided by the National Trading Standards Board Risk Assessment Scheme (Sept 2012). Risk assessments are regularly updated, particularly when an intervention is carried out.

The Food Standards Agency has revised the Food Law Code of Practice ("the Code"). Food standards enforcement work during 2017/18 will be carried out substantially in accordance with the Code. The Code requires high risk premises to be subject to some sort of intervention every year and medium risk premises once every two years. In Leicestershire the five-yearly intervention programme for low-risk premises will be supplemented by intelligence-led or project-based interventions.

These will be one or more of the following, as defined in the Code:-

- Monitoring
- Surveillance
- Verification
- Audit
- Sampling

- 5.1.3 The animal feed standards inspection programme is based on the objective of carrying out inspections in accordance with the scoring system contained in the current Code of Practice on Feed Law enforcement and will include consideration of earned recognition, where business meeting the relevant requirements will be visited less frequently. All feed inspection work undertaken by the Service will have regard to the relevant provisions of this Code and the Food Standards Agency's Guidance on Enforcement Priorities for Feed Authorities in Great Britain 2015/16

The Food Standards Agency has also issued a Code of Practice on Feed Law Enforcement under the Official Feed and Food Controls (England) Regulations 2009. The animal feed inspection work undertaken by the Service will have regard to the relevant provisions of this code and will take into consideration the Agency's National Feed Enforcement Priorities 2017/18.

## 5.2 **Intervention Programme 2017/18**

- 5.2.1 The food standards intervention programme for 2017/18 will involve the inspection of 13 high risk premises and interventions at 274 medium-risk premises. The intention is to use four of the "official control" interventions defined in the Code.

257 low risk premises will have their current risk "low" risk status re-assessed using a self-assessment questionnaire (known as "Alternative Enforcement Action"). It is anticipated (based on 16/17 figures) that approximately 350 new food establishments will require a risk assessment. Each new food establishment will be individually risk assessed and various checks made before a visit commences. If a visit is not undertaken, a telephone compliance check ('Desk Based Review') will be made or tailored questionnaire sent to the business which will be recorded as an alternative enforcement action against the premise.

- 5.2.2 For animal feed the intention is to inspect 88 premises as part of the National Trading Standards funded work. Non-Farm feed businesses will be inspected in accordance with the risk assessments applied to them. Previous experience shows that more than fifteen per cent of food and animal feed inspections will result in a breach of statutory requirements.

It is anticipated that there will be a minimum 75 comprehensive inspections of primary producers for food hygiene purposes. These will be carried out alongside and at the same premises as animal health and welfare visits where there is food producing livestock.

- 5.2.3 Interventions to feed premises, which include farms, are undertaken following a risk based assessment. Interventions can be physical or via alternative enforcement approaches such as questionnaire or telephone calls.

- 5.3 **Monitoring Performance.** The matrix at Annex 1:1 will be used to monitor performance of the programme set out in this plan. Performance during 2014/15 is shown at Annex 1:2.

- 5.4 **Specialists.** Food specialists (2.75 fte) and agricultural standards specialists (2 fte) carrying out routine food and agricultural standards enforcement. As in previous years,

contractual arrangements can be agreed with a neighbouring local authority Trading Standards Service to provide trained and competent officer resource as and when required or we have officers who are qualified but would require CPD hours before being operational. Officers also have access to the expertise, in food and animal feed technology, of the Public and Agricultural Analysts, appointed by Leicestershire County Council (see ante, section 4.3). The Public and Agricultural Analysts may participate in appropriate food or animal feed standards inspections and assist with the investigation of complaints and the development of sampling programmes.

- 5.5 **Complaints.** Complaints about food and animal feed will be dealt with in accordance with standards set by the Service. In addition account will be taken of the requirements of the Code in respect of complaints, which may be more appropriately dealt with by the District or Borough Councils and where complaints involve receipt by the Trading Standards Service of complaint samples from consumers. The Service has agreed a protocol with District and Borough Councils to complement the Code.

It is likely that there will be in the region of 7,000 referrals and enquiries dealt with by the Service in 2017/18. There will be approximately 450 complaints received about defective food and approximately 20 relating to animal feed.

- 5.6 **Primary Authority Partnership Scheme.** The Service adheres to the Better Regulation Delivery Office's Primary Authority Partnership Scheme (PAP) and has in place documented procedures, to ensure that officers comply with the PAP scheme when enforcing food and animal feed standards.
- 5.7 **Advice to Business and the Public.** The Service is proactive in providing advice to businesses and monitors the success of this using satisfaction surveys. In 2017/18 it is likely that there will be approximately 75 food standards and 15 animal feed enquiries from businesses. Advice will also be provided to businesses notified to us as new food businesses as they may not be aware of the information they need to ensure they trade in compliance with the law. There are approximately 900 feed businesses that need to register for feed hygiene. It is the intention to begin the process of registering as many of these as possible. The aim will be to achieve a target of 400 completed applications processed.
- 5.8 **Sampling and Inspection.** The Service has in place documented procedures for the establishment of sampling programmes.
- 5.9 **Food sampling.** This will underpin much of the work done with individual businesses, since not only does a visit for the specific purpose of taking samples amount to an intervention, but samples may also be taken in the course of monitoring and surveillance interventions. Sampling is pre-planned to include products or categories of trade where there are perceived problems and is also reactive i.e. samples chosen "on the day" to complement visits to businesses. Other factors that may cause the taking of samples include the effective use of analytical resources and regional and national sampling programmes. The Service is a member of Trading Standards East Midlands (TSEM), a regional Trading Standards co-ordinating group, and it attends both its Food Standards and Agriculture sub-groups, which may organise sampling projects. In 2017/18 it is anticipated that the Service will take up to 300 food samples.
- 5.9.1 **Animal feed sampling.** 25 animal feed samples may be taken for analysis. Samples will be targeted in accordance with a sampling plan, which will be reviewed quarterly. The plan will be devised using intelligence provided by the Agricultural Analysts and will also take into consideration the Food Standards Agency's national priorities. Some samples will be taken in accordance with the regional sampling plan by National Trading Standards, and others based on local intelligence and trend analysis.

- 5.10 **Investigations.** When appropriate, breaches of food and animal feed standards legislation are investigated for enforcement action. The Service will pursue enforcement action in appropriate circumstances and in accordance with its enforcement policy. This may mean an adjustment to inspection and sampling programmes, should there be a need to devote increased resources to this area of work. Compliance may also be obtained through the use of Improvement Notices. These are statutory notices that require a business to address the detailed matters to become compliant with the law within a specified period of time.
- 5.11 **'Alerts'.** These are dealt with in accordance with the relevant Codes. "Food alerts" direct from the Food Standards Agency are referred, via e-mail, for the urgent attention of the Team Leader, Food Chain and Metrology Team and in their absence, other food standards specialists.

When a potential food safety problem occurs the Service will, as appropriate, use voluntary means or statutory powers concerning inspection and seizure of food, so that unsafe food is promptly withdrawn from the distribution system. It will liaise, as appropriate, with the Public Analyst, District or Borough Council food hygiene services (through the food liaison group described in 5.12 post), the Food Standards Agency (FSA) and, in the case of animal feed incidents, with the Food Standards Agency Animal Feed Unit and through liaison with the Animal and Plant Health Agency.

Animal feed incidents and hazards are dealt with in accordance with the Code. They are referred directly from the Food Standards Agency to the Team Leader, Food Chain and Metrology Team, who has specialist responsibility for animal feed enforcement, and in their absence other animal feed qualified officers.

- 5.12 **Liaison.** The Service is a member of Trading Standards East Midlands, a regional Trading Standards co-ordinating body for local authority Trading Standards Services. This body has sub-groups that deal with food and agricultural standards and the Service is an active member of both of these. At a local level, three times a year, there are meetings of the Leicestershire Food Liaison group (consisting of the District and Borough Councils, the Trading Standards Service, Public Analyst Laboratories, Public Health England and the Animal and Plant Health Agency), to co-ordinate enforcement of food hygiene and food standards. There is also collaboration with health authorities concerning food standards issues that affect them and, locally with the regional Animal and Plant Health Agency, part of the Department for Environment, Food and Rural Affairs (DEFRA), as regards animal health and welfare and animal feed.

The Service has also registered with the "Assured Food Scheme portal for Local Authorities". Details of the premises registered with Assured Food schemes are used to update the Service's records of businesses.

- 5.13 **Promotion.** The Service provides advisory leaflets and guides businesses to other sources of information as appropriate. Media releases will also be used to promote food and animal feed standards issues. The Service also has a website that is part of the County Council's main website.

## **6. Resources**

- 6.1 **Financial Allocation.** Resources allocated to the Service are detailed on page 3 of the Trading Standards Service's "Role and Purpose" business plan 2015/16. Food and animal feed standards enforcement is an integral part of the Service and therefore it is not possible to accurately detail financial expenditure for it.

Operational staff are supported with appropriate equipment, particularly for sampling and to protect their health and safety.

The Service uses the “Civica APP” software for planning and recording its food and animal feed standards activities. “FSSnet” software is used for the recording of food and animal feed samples.

- 6.2 **Staff Allocation.** There are 2.75 fte officers with appropriate qualifications and experience, in accordance with the requirements of the Code, who will be involved to a varying degree with food standards enforcement. This figure does not take account of support officers or managers. These resources may need to be supplemented by suitably qualified, recognised and experienced officers as per 5.2.5 above.

For animal feed enforcement the Service has 1 officer who is professionally qualified and complies with the requirements of the scheme for continuous professional development (CPD). One officer will undertake the professional qualification. 1.0 fte officer will maintain competence for inspections at primary producer level and one officer will become competent to do so during 2017/18. It is estimated that these resources will be sufficient.

- 6.3 **Staff Development Plan.** The Service has in place a learning and development plan. “Refresher” training will be delivered for staff returning to food or animal feed standards enforcement work and programmed “update” training will be undertaken by existing food or animal feed officers. The time allowed for officers to undertake this training will meet the minimum levels set down in the Codes. The training will be delivered either “in-house” or externally through recognised professional bodies or training centres. The Service subscribes to the Trading Standards Institute’s “e- learning College”, an on-line educational facility available to all members of staff.

Staff will not be issued with a warrant to undertake food or animal feed enforcement work until they have undertaken the necessary CPD hours required. The Service has a documented internal procedure for the designation of officer warrants.

- 6.4 **Quality Assessment.** There are auditing arrangements using appropriately qualified internal auditors for procedures concerned with “alerts” about food incidents. The Team Leader of the Food Chain and Metrology Team is responsible for monitoring food enforcement, with the assistance of a Trading Standards Officer. The Team Leader is a qualified internal auditor.

Animal feed sampling and inspection visits are documented on “reference process charts” for staff to refer to. These are not audited annually but are monitored and updated.

## 7. Review

- 7.1 **Review against the Service Plan** Procedures are in place to review this Service Plan. Annex 1:1 shows the matrix that will be used. This is carried out as part of a regular review of the Service's overall performance. It includes the identification of any variance from the plan and opportunities for improvement.
- 7.2 All programmes are monitored through quarterly reports and meetings. The Service's Management Team will also review the performance of the Trading Standards Service as a whole, including the fulfilment of its service plan and key outcomes.

**Annex 1:1 Progress on Commitments in the 2016-17 Plan**

FCM - Food Chain and Metrology Team, F&amp;M- Food &amp; Metrology Team, AHN – Animal Health Team

	<b>Commitment</b>	<b>Timescale (Where Stated)</b>	<b>Responsible Team/Officer/ Unit</b>	<b>Status</b>
1	<p>The food standards intervention programme for 2016/17 will involve the inspection of 8 high risk premises and interventions at 255 medium-risk premises. The intention is to use four of the “official control” interventions defined in the Code.</p> <p>282 low risk premises will have their current risk ‘low’ risk status reassessed using a self-assessment questionnaire (known as “Alternative Enforcement Action”). It is anticipated (based on 15/16 figures) that 350 new food establishments will require a risk assessment.</p>	31-03-16	FCM / F&M	<p>8 visits to high risk premises</p> <p>273 visits to premises initially risked as medium (including revisits to confirm compliance)</p> <p>71 visits were made to premises initially risked as medium but which are now risked as low</p> <p>93 premises risked as medium that were found to be closed when attempting to visit</p> <p>301 low risk premises reassessed using Alternative Enforcement Action (AEA).</p> <p>Approximately 140 new food establishments assessed for risk</p>
2	For animal feed the intention is to inspect 172 premises.	31-03-16	FCM (ANH from 06.07.16)	inspection visits, AEA questionnaires sent



Appendix A

	Commitment	Timescale (Where Stated)	Responsible Team/Officer/ Unit	Status
3	There will be approximately 450 complaints received about defective food and approximately 25 relating to animal feed.	31-03-16	FCM/FM  ANH (from 06.07.16)	425 complaints about defective food  14 enquiries/complaints relating to animal feed.
4	In 2016/17 it is likely that there will be approximately 100 food standards and 40 animal feed enquiries from businesses.	31-03-16	FCM / F&M	There were 70 requests for advice from established food businesses and 39 requests from new or start-up businesses.  There were 11 enquiries from animal feed businesses and 140 requests for feed hygiene registration
5	In 2015/16 it is anticipated that the Service will take 400 food samples of which approximately 10 will be taken at high and upper medium risk premises.	31-03-16	FCM	263 food samples taken  0 samples taken at high and upper medium risk premises
6	Up to 25 animal feed samples may be taken for analysis. Samples will be targeted in accordance with a sampling plan, which will be reviewed quarterly.	31-03-16	FCM	35 samples taken

Appendix A

7	When appropriate, breaches of food and animal feed standards legislation are investigated for enforcement action. The Service will pursue enforcement action in appropriate circumstances and in accordance with its enforcement policy.	31-03-16	FCM	For food law two simple cautions were issued. Six Improvement Notices were issued. These were all complied with  For feed law no written warnings or improvement notices were issued
8	<b>'Alerts'</b> These are ... referred, via e-mail, for the urgent attention of the Team Leader, Food Chain and Metrology Team, and in the absence, other food standards specialists.	31-03-16	FCM/URT	Food alerts were dealt with in accordance with the Code of Practice

**Trading Standards Service**

**ENFORCEMENT PROGRAMME FOR TOBACCO PRODUCTS  
2017/18**

*PENDING CABINET CONSIDERATION AND APPROVAL IN JUNE 2017*

**Trading Standards Service**

**ENFORCEMENT PROGRAMME FOR AEROSOL PAINT  
PRODUCTS 2017/18**

*PENDING CABINET CONSIDERATION AND APPROVAL IN JUNE 2017*

## Trading Standards Service

### Enforcement Policy

Status of this Policy:

Policy issue date: May 2015

Leicestershire County Council's published service standards can be found in Appendix 1

### Introduction

This document is about the approach of Leicestershire County Council Trading Standards Service to dealing with non-compliance. It provides information on:

- 1) The purpose of our enforcement policy.
- 2) Our principles of inspection and enforcement.
- 3) Provision of advice to businesses.
- 4) Compliance with the 'Primary Authority' principle.
- 5) Our approach to dealing with non-compliance.
- 6) Conduct of investigations.
- 7) The range of enforcement actions available to us.
- 8) What you can expect from us.
- 9) Complaints, compliments, appeals, and comments etc.

We are committed to the principles of good enforcement, as set out in the Legislative and Regulatory Reform Act 2006, the Regulators' Code, Food Law Code of Practice (England) 2015 and Powers of Entry Code of Practice 2014.

Within the context of this Policy, 'enforcement' includes any action taken by officers aimed at ensuring that businesses or individuals comply with the law. These actions may range from providing advice, information and issuing public warnings, to cautioning and instituting legal proceedings.

Compliance with this policy will help to ensure that we are fair, impartial, independent and objective and we will not be influenced by issues such as ethnicity or national origin, gender, religious beliefs, political views or the sexual orientation of the suspect, victim, witness or offender. Decisions will not be influenced by improper or undue pressure from any source.

We will wherever possible avoid placing unnecessary regulatory burdens on businesses.

## 1. The Purpose of our Enforcement Policy

**1.1** The purpose of our enforcement policy is to provide a framework to make sure that we work in an equitable, proportionate and consistent manner. The role of Trading Standards is to promote and maintain a fair and safe trading environment and to protect the interests of consumers and businesses. We enforce a wide range of business and consumer protection legislation relating to the quality, quantity, safety, unfair trading practices, misleading business marketing, commercial animal welfare and the prices of goods and services. We carry out our duties in various ways including: inspection, sampling, test purchasing, investigation and prosecution, but also by informing, advising and educating businesses and consumers.

**1.2** We recognise that prevention is better than cure and that most businesses want to comply with the law. We will endeavour to help businesses and others to meet their legal obligations without unnecessary burdens. When a business does break the law, we will consider all the surrounding circumstances before deciding whether formal action is appropriate.

## **2. Our Principles of Inspection & Enforcement**

### **2.1 Targeting**

We aim to prioritise and direct our regulatory effort effectively using intelligence and relevant risk assessment schemes. We will give due consideration to the combined effect of the potential impact and likelihood of non-compliance – this approach will enable us to focus our resources on the areas that need them most and to ensure that persistent offenders are identified quickly.

### **2.2 Proportionality**

We will ensure that enforcement action is proportionate to the risks involved and the sanctions applied are meaningful.

### **2.3 Accountability**

We will be accountable for the efficiency and effectiveness of our activities, as outlined in the Regulators' Code. This will include an appeal process and complaints procedure.

### **2.4 Fairness and Consistency**

We will treat all businesses fairly. The compliance record of those we regulate will be taken into account when making a decision on appropriate action. We aim to give positive feedback to businesses where it is due.

We will ensure that our enforcement practices are consistent; this means that we will adopt a similar approach in similar circumstances to achieve similar ends. We will have regard to national guidelines in our decision-making processes.

### **2.5 Openness and Transparency**

We are committed to the open provision of information and advice in a format that is accessible and easily understood. We will publish relevant information including our service standards; performance targets and information; charges; and enforcement action taken.

We will ensure that there is always a clear distinction between those actions necessary to comply with the law and those which we recommend as best practice, as best practice advice is not compulsory for a business to follow.

Where businesses have acted against the law we may use publicity, in order to raise awareness, to increase compliance and to improve the monitoring of trade practices.

Where there is any non-compliance by the County Council, we will ensure that our compliance and enforcement decisions are free from any conflict of interest. The County Council cannot take enforcement action against itself. However, on rare occasions, where regulatory breaches have been identified, the matter will be pursued with the relevant Director. If any breach remains unresolved, the matter will be referred to the County Council's Monitoring Officer, to consider what further action may be appropriate.

### **2.6 Supporting the local economy**

We recognise that a key element of our activity will be to facilitate and encourage economic growth, whilst ensuring protection for consumers and legitimate businesses.

Wherever possible, we will work in partnership with businesses, particularly micro and small businesses and with voluntary/community organisations, to assist them with meeting their legal obligations without unnecessary expense.

## **2.7 Sharing information with other regulators**

If there is a shared enforcement role with other agencies, e.g. Department for Environment, Food and Rural Affairs (Animal Health) Food Standards Agency (Food and Animal Feed standards), Environmental Health Officers, Fire and Rescue Service or the Police, we will consider co-ordinating with these agencies, to minimise unnecessary overlaps or time delays and to maximise our overall effectiveness. We work with other regulators and local businesses under the Better Business for All partnership.

## **3. Provision of Advice to Businesses**

**3.1** We will provide advice to businesses based in Leicestershire in accordance with our Business Advice Policy. Basic “Compliance Advice” will be offered free of charge to all businesses regardless of size, as required by the Regulators’ Code. More detailed ‘Comprehensive Advice’ may be subject to a fee.

**3.2** In appropriate cases, the advice provided to businesses will be given or confirmed in writing.

**3.3** We will respect any advice that has been given by another regulator or enforcement agency, which could lead to an amendment of our advice in appropriate cases. We are always prepared to open up dialogue, in order that we may try to resolve any difference in advice and/or problems being caused.

**3.4** We welcome requests for advice from businesses and if you are found to be non-compliant, this will not always mean we will take enforcement action against you, although consideration will need to be given in respect to the seriousness and the effects of any non-compliance, which may mean we will need to take enforcement but your approach to us will be a mitigating factor.

## **4. Compliance with the Primary Authority Principle**

**4.1** The Regulatory Enforcement and Sanctions Act 2008 introduced Primary Authority Partnerships. A Primary Authority is a local authority registered by Regulatory Delivery (RD), as having responsibility for providing advice and guidance to a particular business or organisation and this business is subject to regulation by more than one local authority.

**4.2** We will give due consideration to any business, that wishes to enter into Primary Authority Partnership arrangement with Leicestershire Trading Standards Service.

**4.3** We are committed to communicate with other Primary Authorities at an early stage whenever the circumstances require it.

**4.4** If we come to a decision to take enforcement action against a business that has a Primary Authority Partnership with another regulator; we will notify the Primary Authority of the action we propose to take or have taken.

**4.5** The Primary Authority has the right to object to our proposed action and they or we may refer the matter to the Regulatory Delivery for their adjudication.

## **5. Our approach to dealing with non-compliance**

**5.1** In deciding what action to take in regards to a non-compliance, we will try and achieve one or more of the following outcomes:

- To change the behaviour of the business.
- To eliminate any financial gain or benefit from non-compliance.
- To restore the harm caused by regulatory non-compliance, where appropriate.
- To deter future non-compliance.

- To deal firmly with those that deliberately or consistently fail to comply.
- In suitable cases refer breaches to another enforcement body.

**5.2** We will clearly explain the non-compliance, we will provide an opportunity for dialogue and/or appeal in regards to any advice provided, action required, or decisions taken. We will be proportionate, when considering what is the most appropriate sanction for any non-compliance and we will consider such factors as the harm caused or the risk of harm and the size and nature of the business.

## **6. Conduct of Investigations**

**6.1** Where it is necessary to carry out a full investigation, the case will be progressed without undue delay. There may be powers of arrest, which we may utilise in conjunction with the Police. All investigations into alleged breaches of legislation will be conducted in compliance with our statutory powers and all other relevant legislation (and relevant Codes of Practice), including the requirements of:

- Police and Criminal Evidence Act 1984 (PACE)
- Criminal Procedure and Investigations Act 1996 (CPIA)
- Regulation of Investigatory Powers Act 2000 (RIPA)
- Human Rights Act 1998 (HRA).
- Protection of Freedoms Act 2012 (Code of Practice Powers of Entry)

**6.2** Some legislation permits our officers to seize goods and documents that may be required as evidence. When we seize goods, we will give a receipt to the person from who they are taken. On some occasions we may ask the person to voluntarily surrender the goods.

**6.3** As part of the investigation process, persons suspected of breaching legal requirements will, wherever possible:

- Be formally interviewed in accordance with PACE.
- Be given the opportunity to demonstrate that a statutory defence is met.
- Have the opportunity to give an explanation or make any additional comments about the alleged breach.

**6.4** Before a decision to prosecute is taken, the alleged offence(s) will be fully investigated. A report will be compiled and it will reviewed by a senior manager within Trading Standards Service and the County Council's Legal Services section. We will have regard to any statutory time limits relating to the commencement of proceedings. We will also take into account the views of any victim, Primary Authority, injured party or relevant person, to establish the nature and extent of any harm or loss, including potential harm and loss.

**6.5** Our officers have a wide variety of powers, which include the power to enter premises and inspect goods, to require the production of books, documents or records, the power to seize and detain such goods, books and documents, which may be required as evidence. We will provide at least 48 hours written prior notice of an inspection, unless such a notice will defeat the object of such a visit.

**6.6** Officers may also take with them such other persons and/or equipment, as may be necessary when exercising powers of entry. In certain cases, they may exercise an entry warrant issued by a Magistrate, in order to gain access into premises. If individuals or businesses obstruct officers, they may well be liable to prosecution for such obstruction.

**6.7** Before any legal action is taken, there will be an opportunity to discuss the case, although if we are considering a prosecution, it will usually be discussed as part of a formal PACE interview. Where a right of appeal against a formal action exists (other than through the courts), advice on any appeal mechanism will be clearly set out in writing at the time the enforcement action was taken.



## **7. The range of enforcement options available to us**

### **7.1 Indirect action**

This is the referral to another Trading Standards authority and/or enforcement agency for their information or action.

### **7.2 Verbal or written warning**

Where an offence has been committed but it is not appropriate to take any further action, in which case the suggested corrective action and a timescale will be given.

### **7.3 Fee paid training**

We may request that the alleged offender undertakes training for a fee. This operates only in relation to sellers of age restricted products to children.

### **7.4 Penalty Notices for Disorder (PNDs)**

PND's are prescribed by certain legislation, as a method of enforcement by which the offender pays an amount of money to the enforcer in recognition of the breach. Failure to pay the PND will result in the offender being pursued in the County Court for non-payment of the debt. A PND does not create a criminal record and we may choose to issue a PND without first issuing a warning.

### **7.5 Statutory Notice**

These include improvement notices, prohibition notices and suspension notices (they usually require offenders to take specific action or to cease certain activities).

### **7.6 Forfeiture**

Some legislation allows us to apply to the court to seek forfeiture of goods, either in conjunction with a prosecution, or separately.

### **7.7 Undertakings & Injunctive action under the Enterprise Act 2002**

The range of actions under this legislation are as follows:

- Informal Assurances
- Formal Undertakings
- Enhanced Consumer Measures
- Interim Orders
- Court Orders
- Contempt Proceedings

### **7.8 Tobacco Restriction Orders**

Where an offender continually breaks the law by selling tobacco products to young people, we may make a complaint to the court and apply for a restricted premises order or a restricted sale order. The effect of such an order is to prohibit a premise or a person from selling tobacco for a period of time up to one year.

### **7.9 Review of Licences**

Where there is a requirement for a business to be licensed e.g. Licensing Act, a review of the licence may be sought where the activities and/or fitness of the licence holder is in question.

### **7.10 Taking animals into possession**

Under the Animal Welfare Act 2006, if a veterinary surgeon certifies that 'protected animals' are suffering or are likely to suffer if their circumstances do not change, we may consider taking them into

possession and applying for Orders for re-imbursement of expenses incurred and subsequent disposal.

### **7.11 Caution in accordance with the current Home Office circular**

To deal quickly and simply with some offences and to avoid any unnecessary appearances in criminal courts, a 'simple caution' may be issued. A written 'simple' caution is an admission of guilt but it is not a form of sentence, nor is it a criminal conviction, although it may be cited in court in certain circumstances.

### **7.12 Prosecution**

A prosecution will only be undertaken when the evidence passes the 'Evidential Test' and when it is in the public interest to do so – we will have regard to the Crown Prosecution Service Code of Practice which is available at: [www.cps.gov.uk/publications/docs/code\\_2013\\_accessible\\_english.pdf](http://www.cps.gov.uk/publications/docs/code_2013_accessible_english.pdf)

### **7.13 Proceeds of Crime**

The purpose is to recover the financial benefit the offender has obtained from their criminal conduct. Applications may be made under the Proceeds of Crime Act 2002 for the confiscation of assets in appropriate cases.

**We will continually review our position regarding the use of enforcement options and additional sanctions under the Regulatory Enforcement and Sanctions Act 2008.**

## **8. What You Can Expect of Us**

### **8.1 You are entitled to expect our staff to:**

- Adhere to Leicestershire County Council's published service standards, which can be found in Appendix 1.
- Be courteous and helpful.
- Give at least 48 hour written notice for visits unless this defeats the object of the visit.
- Identify themselves by name and produce identification if requested.
- Provide a contact point for any further dealings.
- Give clear and simple advice.
- Confirm advice in writing when appropriate and upon request.
- Clearly distinguish between what you must do to comply with the law and what is recommended as best practice.
- Try to minimise the cost of compliance by requiring proportionate action.
- Give you a reasonable time to comply (unless immediate action is necessary in the interest of health, safety or to prevent evidence being lost).
- Notify you if the matter is to be reported for legal proceedings.
- Advise you of the procedure for you to discuss matters further, appeal or to make a complaint.
- Maintain confidentiality (subject to exchange of information in accordance with statutory information disclosure gateways).

**8.2** This Policy and all associated enforcement decisions, take account of the provisions of the Human Rights Act 1998. In particular, due regard is had to the following:

- Right to a fair trial
- Right to respect for private and family life, home and correspondence

We are committed to providing open, equal and timely access to our services.

All officers will abide by this policy when making enforcement decisions.

The Enforcement Policy is freely available on request and published on Leicestershire County Council's website - [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)

## **9. Complaints, Compliments, Appeals and Comments etc.**

### **9.1 Complaints**

If you feel that you have not received the standard of service you expect, you may contact us to make your complaint, or discuss your concerns. If you would like more information on how to complain about our services you can ask us to send you further details, you can complete an on-line form via our website - [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk) or you can email, write or telephone us - see Appendix 2.

### **9.2 Appeals**

If you want to appeal against a decision we have taken, please contact us by any of the methods below.

### **9.3 Commenting on this policy**

Anyone wishing to make any comment about the content of this policy is invited to address them to us by any of the methods outlined below.

Your comments will assist us in monitoring and reviewing the effectiveness of the policy. Your comments are important, as they help us to ensure that the policy remains up to date and reflects the views of our communities and businesses. Please contact us if you require any further information on how we can carry out our work or can be of any further assistance to you.

### **9.4 Contacting us**

By post:                   Leicestershire County Council, Trading Standards Service, County Hall,  
Glenfield, Leicestershire LE3 8RA  
By telephone:         0116 305 8000  
By fax:                 0116 305 7353  
By e-mail:             tradingstandards@leics.gov.uk  
Via our website:      [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)

### **9.5 We want everyone to understand us**

In appropriate circumstances we will arrange (so please ask):-

Language interpreters, including for sign language  
Translation of written materials into other languages  
Materials in large print, on tape or in Braille.

### **9.6 Review of the Enforcement Policy**

This Enforcement Policy will be reviewed regularly. Amendments will be made if there are any changes in legislation or in local needs.

## **List of Appendices**

Appendix 1 - Customer Service Standards  
Appendix 2 - Corporate Complaints Leaflet

# Customer service standards

These customer service standards tell you what you can expect when dealing with any member of our staff. The standards apply to all the services we provide.



# Our promise to you

## **All our staff will:**

- Treat you fairly and with respect.
- Be polite, helpful, open and honest when they deal with you.
- Provide easy-to-understand, useful and up-to-date information about our services, in a clear format.
- Respect your confidentiality and manage information we hold about you sensitively and securely.
- Acknowledge and cater for any needs you may have because of a disability.
- Provide translation services if you need them.
- Have had proper training to handle your enquiries.

## **We will always:**

- Make sure our public areas are clean, tidy and safe.
- Tell you if we need to cancel any appointments or visits to see you.

# Our relationship with you

## **What we need from you:**

- Help us to help you by giving us the information we ask you for.
- Let us know in good time if you need to cancel an appointment.
- Tell us about the service you have received, including where you think we can improve.

Our staff have the right to do their jobs without being verbally or physically abused. Most members of the public and visitors respect this right. Thank you for being one of them.

We will consider refusing to give, or withdrawing, a service to people who abuse our staff.

## Standards of customer service you can expect

### **When you contact us:**

- We will try, whenever possible, to answer your enquiry at your first point of contact.
- We will tell you where you need to go if you do not need our services, or if we cannot help you.
- We will, within three working days, let you know who will be dealing with your enquiry and when you can expect a full reply.

### **Departmental service standards**

On top of these standards, some of our services (for example highways, social care and libraries) have their own standards that they follow. These include, for example, how soon we will carry out a social-care assessment, or how quickly we will repair a pothole.

Some of these departmental standards will be set out by law. If so, we will follow these rather than the general standards given in this document. You can get a copy of these departmental standards from the member of staff working on your enquiry or case.

### **Compliments, comments and complaints**

Our Customer Relations Team would like to hear from you if you want to pass on a compliment, have a comment to make, or want to make a complaint. You can contact the team on 0116 305 7422 or at [customerrelations@leics.gov.uk](mailto:customerrelations@leics.gov.uk).

If you would like this information in another format, or help with understanding it in your language, please phone 0116 305 7422.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ  
ઈચ્છતાં હો તો 0116 305 7422 નંબર પર ફોન કરશો અને  
અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ  
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7422 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ  
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন  
সাহায্যের প্রয়োজন হয়, তবে 0116 305 7422 এই নম্বরে  
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں  
0116 305 7422 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，  
請致電 0116 305 7422，我們會安排有關人員為你  
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji  
w Twoim języku, zadzwoń pod numer 0116 305 7422,  
a my Ci pomożemy.



[www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)





# Your details

Name

Daytime telephone number or mobile

Address

Postcode

Are you: ☐ Male ☐ Female ☐ Transgender

What age group do you fit into:

☐ 10 or under ☐ 11 - 17 ☐ 18 - 24 ☐ 25 - 34

☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ 65 - 74

☐ 75 or over

Do you consider yourself to be from a black or minority ethnic background? ☐ Yes ☐ No

Do you consider yourself to have a disability? ☐ Yes ☐ No



Customer Relations Manager, County Hall,  
Glenfield, Leicester LE3 8XR

If you require this information in an alternative version such as large print, Braille, tape or help in understanding it in your language, please contact 0116 305 7422.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 7422 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા યત્ન કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7422 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 7422 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں 0116 305 7422 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 7422，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 7422, a my Ci pomożemy.

For general enquiries, please contact County Hall.  
Phone: **0116 232 3232**  
Email: [customerservices@leics.gov.uk](mailto:customerservices@leics.gov.uk)

Leicestershire County Council  
Customer Service Centre  
County Hall, Glenfield,  
Leicestershire LE3 8ST

# Tell us what you think

Listening to you about the services we provide.



P0557 NOVEMBER 2015

**75%** recycled  
When you have finished with this leaflet please recycle it



We hope you are happy with the services we provide. However, there may be times when you wish to raise a concern or make a comment or a compliment about the service you have received. Your feedback, positive or negative, will be taken seriously and we will use it to help improve the services we provide.

## Compliments and Comments



When you make a comment about the service you have received, it will be passed on to the relevant manager to see if it can help us do things better.

When we receive a compliment, we will pass your thanks on to the people concerned and see if there is anything we can learn from it.

# Complaints

There may be times when you feel unhappy with the service you receive and would like to complain. We take complaints seriously and are committed to dealing with them fairly and efficiently through our complaints procedure.

You should follow our complaints procedure when you are unhappy with:

- The standard of service you received from us.
- Our response to a request for service.
- Our actions.
- The behaviour of a member of staff.

- The way you have been treated - we take incidents of bullying, harassment or unfair treatment very seriously.

The procedure is not for when:

- You are making an initial request for a service such as reporting a faulty street light or a pothole. We need the chance put things right once you have brought a problem to our attention.
- A separate appeals procedure exists or a legal option is open to you, for example planning applications or schools admissions policy.
- Your complaint is solely about a political decision or Council policy.



Some services have special procedures for dealing with complaints or comments. We will let you know if these apply when you contact us.

Leicestershire County Council operates a single stage process that tries to resolve problems as quickly as possible to the satisfaction of everyone involved.

Your complaint will be passed to the person who is best placed to deal directly with it. Usually this will be a Team Manager, but can be someone higher depending on the nature of the complaint. We aim to resolve most complaints at this stage.

If you remain unhappy with the outcome, the Council will consider whether anything more can be done and will tell you if we believe the complaints process has been exhausted. At this point you can contact the Local Government Ombudsman

**Local Government Ombudsman**  
PO Box 4771, Coventry, CV4 0EH  
Tel 0300 0610614  
[www.lgo.org.uk](http://www.lgo.org.uk)

Please note the Ombudsman will generally expect you to have completed all stages of the complaints process before they are able to consider your complaint.

## Let us know

You can tell us about your comments or complaints by:



**Customer Relations  
Manager on  
0116 305 7422**



contacting any member  
of staff at any county  
council establishment;



**customerrelations@  
leics.gov.uk**



writing to us at:  
**Customer Relations  
Manager  
County Hall, Glenfield,  
Leicester LE3 8XR**

## Tell us what you think

Tick the relevant box and make your comment here.

☐ Compliment    ☐ Complaint    ☐ Comment

What service are you contacting us about

\_\_\_\_\_

Please give as much detail as possible, attaching extra sheets if necessary.

