

Trading Standards Service

Advice for Leicestershire Businesses

Leicestershire Trading Standards Service offers advice to businesses on all of the legislation that the Service enforces including weights and measures, food, safety and consumer protection.

We have two types of advice: 'Compliance Advice' is free, and there is a charging system for 'Comprehensive Advice' (See point 7 in our Terms and Conditions for definitions below).

Charged advice is calculated at £54.00 per hour. The hourly rate we charge has been calculated in accordance with guidance issued by HM Treasury.

Charities and not for profit organisations will receive unlimited free business advice.

Primary Authority Partnerships are formal arrangements suitable for businesses that operate across a number of authorities. The partnerships offer these businesses a key point of contact with the authority and co-ordination of issues that arise.

Our business advice policy is fully in accordance with the aims and principles of **Better Business for All** - A local partnership between Business and Regulatory Services which aims to encourage growth.

Fees for Environmental Information Regulation (EIR) enquiries are charged at £34.00 per hour, there are no exemptions from this charge as for other Business Advice.

Terms and Conditions for Trading Standards Business Advice

1. Trading Standards Business Advice is managed and administered by Leicestershire County Council, Trading Standards Service ("LCC").
2. Leicestershire County Council, Trading Standards Service can be contacted:-
 - By Post to County Hall, Glenfield, Leicestershire LE3 8RA
 - By phone to 0116 305 8000
 - By Fax to 0116 305 7353
 - By e-mail to tradingstandards@leics.gov.uk
3. Upon receipt of your request for advice a named officer will be nominated as your point of contact.
4. Our current charges are:-
 - Comprehensive Advice £54.00 per hour.
 - Environmental Information Regulation (EIR) enquiries £34.00 per hour.
5. We undertake to respond to requests for trading standards business advice within 3 working days

6. When seeking advice on trading standards matters from LCC, you and your business, undertake to confirm the name and address of your business and your nominated contact person before any advice can be given. Your enquiry will be dealt with by our nominated point of contact who will inform your nominated contact person of the timescale and format in which the trading standards business advice will be provided.
7. Our point of contact will give you the appropriate guidance and advice on Trading Standards legislation. We have two types of business advice:
 - Basic 'Compliance Advice', such as signposting to a website page, is not charged.
 - 'Comprehensive Advice' that is tailored to the facts of the request is chargeable, but please note that we cannot give Comprehensive Advice regarding civil law disputes. You are advised to consider independent legal advice for civil law dispute enquiries.
8. Businesses should be aware that LCC is subject to legal duties which may require the release of information under the Freedom of Information Act (FOIA) or the Environmental Information Regulations or any other applicable legislation or codes that govern access to information and that LCC may be under an obligation to provide such information on request. Such information may include matters relating to, or arising out of this Scheme.
9. As a general rule LCC will not keep information longer than is necessary and whilst in our possession LCC will safeguard your personal information according to the requirements of the Data Protection Act 1998 or any equivalent legislation.
10. LCC is empowered to enforce a variety of civil and criminal statutes. LCC has a duty to investigate any allegations of breaches of such legislation and the provision of advice under this Scheme does not affect this duty in any way whatsoever.
11. In asking for business advice you or your business, agree to pay any charges for officer time incurred by LCC within thirty (30) days of receiving an invoice from us for the services provided. Payment may be made to 'Leicestershire County Council'.
12. Unless otherwise stated all sums payable are exclusive of Value Added Tax and other duties and taxes and should any such Value Added Tax or other duties or taxes become payable in respect of the said sums they shall be payable in addition to the said sums. Our VAT registration number is GB115337102.
13. In the event that you do not pay LCC the outstanding amount within thirty (30) days of receiving an invoice then LCC may institute civil proceedings against you and/or your business to recover the cost and future services under the Scheme will cease to be provided until the outstanding amount is settled in full.
14. The use of the services under the Scheme does not entitle you or your business to use any of Leicestershire County Council's logos or claim any affiliation with Leicestershire County Council or the Trading Standard Service in anyway whatsoever.
15. If you or your business have any complaints or you are not satisfied with the quality of the services provided under the Scheme or the timeliness of the information provided to you or your business then please write to the Head of Regulatory Services, County Hall, Glenfield, Leicester LE3 8RA. Your complaint will be dealt with under the Leicestershire County Council Complaints Procedure.
16. Either party shall be entitled to terminate this agreement and to recover from the other party the amount of any loss resulting from such cancellation if that other party, its employees or agents with or without its knowledge:

- has offered, given or agreed to give any person any gift or consideration of any kind as an inducement or reward for doing or not doing anything in relation to the obtaining or carrying out of this agreement, or
- Has shown or not shown favour or disfavour to any person in relation to this agreement, or
- Shall have committed any offence under the Prevention of Corruption Acts 1889 to 1916 or the Bribery Act 2010 or shall have given any fee or reward, the receipt of which is an offence under Subsection (2) of Section 117 of the Local Government Act 1972.

17. These Terms and Conditions shall be governed by and interpreted in accordance with English law and the parties submit to the non – exclusive jurisdiction of the courts of England and Wales.

18. These Terms and Conditions will be subject to review from time to time.

Contact Details for further information:

Leicestershire County Council
Chief Executive's Department
Trading Standards Service

County Hall, Glenfield, Leicestershire LE3 8RA

Telephone: 0116 305 8000 **Fax:** 0116 305 7353

Email: tradingstandards@leics.gov.uk **Web:** www.leicestershire.gov.uk

**Calls to the above number may be recorded for accuracy and information.
Minicom and after- hours answering machine facility.**

**If you would like any of the information in this leaflet in an alternative version,
e.g. large print or an alternative language please telephone 0116 305 8000.**