

Draft  
**Haringey**  
**ENFORCEMENT SERVICE**  
**TRADING STANDARDS**

**Business Plan**

**2007/2008**

**Confident Consumers – Trusted Traders**

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## 1.0 Introduction to Trading Standards

The population of Haringey currently stands at 225,000. The purpose of Haringey Trading Standards (TS) is to protect and promote the health, safety and well being of all communities within the Borough. It enforces over 100 pieces of UK and European legislation to encourage fair, safe and honest trading. Such legislation aims to control factors such as the production, distribution and supply of goods and services.

In order to provide effective and appropriate enforcement of consumer legislation, Trading Standards carry out inspections at retail premises such as small shops, markets, public houses, supermarkets and petrol outlets. Additionally, visits are made to industrial units such as packers and importers, food and non-food manufacturers and cash and carry warehouses. The Service's inspection plan ensures all high risk premises are visited each year and medium risk premises every two years on a rotational basis. Further, the service carries out some food standards inspections and food is sampled to ensure that it is as described.

In addition to planned inspections, Trading Standards deal with some matters by investigations which arise out of complaints. They process complaints and enquiries from members of the public and traders, relating to both civil and criminal matters. Trading Standards works to ensure that all criminal complaints are investigated, that unsafe items are kept from the market place, and that deception and fraud are minimised.

The Service is also responsible for enforcing and advising on a wide range of legislation controlling a variety of age restricted products. The products that are dealt with include cigarettes, fireworks, knives, alcohol, spray paint, cigarette lighter gas canisters, glue and other solvents. Shops that sell age-restricted products are advised of the law and their obligations. Shops are usually visited in person and given educational material which can help with staff training.

In Haringey, Trading Standards is responsible for overseeing a number of the Council's Licensing functions. Responsibility for liquor licensing was transferred from Magistrates Courts to Local Authorities in 2005. The Licensing Act 2003 radically changed existing arrangements by bringing together, under local authority control, the licensing of alcohol, public entertainment, cinemas, theatres, late night refreshment houses and night cafes.

The Act has four fundamental objectives:-

- Prevention of Crime and disorder
- Public Safety
- Prevention of nuisance and
- Protection of children from harm.

Trading Standards Licensing processes licence applications and checks the suitability of the applicants. The Service arranges for planned and unannounced inspections (to licensed and unlicensed premises) to be carried out in order to ensure compliance with the law and enable the objectives to be met. The Service deals with around 400 applications, transfers and variations a year.

2007 sees the introduction of the Gambling Act. This is new legislation controlling future gambling and provides a unified regulator for gambling, the Gambling Commission which replaces the existing Gaming Board. The Act gives responsibility for the licensing of gambling premises to local authorities who will be required to produce a Statement of Licensing Policy. As a Licensing Authority, the Council's decisions will be made in accordance with the following licensing objectives:

- Preventing gambling being a source of crime and disorder
- Ensuring that gambling is conducted in a fair and open way
- Protecting children and the vulnerable from being harmed or exploited by gambling

The Gambling Commission will issue personal and operating licences while the Local Authority will issue premises licences for casinos in their areas.

As far as advice to consumers is concerned, there is a specialised telephone and e-mail call centre, known as Consumer Direct, which is sponsored by the Office of Fair Trading. This deals with basic enquiries about consumers' rights and refers on any allegations of criminal breaches to Trading Standards. Consumer Direct also provides information to us electronically about all cases it has dealt with.

It is also possible to pass information to Trading Standards by ringing the Council's Customer Service Call Centre. The Call Centre will take details which will be forwarded to Trading Standards. Callers are encouraged to use this facility to report criminal allegations and to seek business advice. Trading Standards also provides information to other organisations such as Consumer Support Network to help them advise their clients.

## 2.0 Vision, Mission Statements and Key Service Objectives

<i>Item</i>		<i>Content/ Output</i>
2.1	<b>Service Vision</b>	Sustaining Communities, helping where we can, being tougher when we need to be, improving all the time
2.2	<b>Mission Statement</b>	To provide a fair and safe trading environment in line with our user's needs.
2.3	<b>Key Service Objectives</b>	<ol style="list-style-type: none"> <li>1. To provide an efficient, cost effective and improving Trading Standards and Licensing</li> <li>2. To promote and provide a Trading Standards Service which is accessible and meets the needs of the local community.</li> <li>3. To increase the level of compliance with legal standards by enforcing legislation effectively (in line with the Service's Enforcement Policy) and to ensure a level playing field for local business, through the provision of transparent enforcement procedures.</li> <li>4. To continue carrying the Council's duties under the Licensing Act 2003 which reformed licensing laws and moved responsibility for liquor licensing from Magistrates to local authorities  To exercise the Council's functions under the Gambling Act 2005 which gives the council as Licensing Authority new powers</li> <li>5. To ensure that premises licensed by the Council are operated and maintained in accordance with statutory requirements and licensing conditions</li> <li>6. To work with the Police to undertake projects aimed at protecting the more vulnerable in the community and genuine businesses.</li> <li>7. To inspect, enforce and monitor legal controls on weighing and measuring equipment, goods and services, thus ensuring protection of consumers and traders alike at a level appropriate to the resources available and to the degree of protection required</li> <li>8. To monitor the pricing of goods and services (e.g. through inspections and response to complaints) to ensure that price indications are not misleading.</li> <li>10 To carry out effective consultation with service stakeholders so that there can be a reflection of community needs and priorities to ensure a meaningful delivery of the service.</li> </ol>

## 3.0 Service Overview

### 3.1 Service Description

#### **Weights and Measures, Composition and Labelling**

- Checking work relating to the accuracy of new and repaired weighing and measuring equipment before it is used by traders
- Visiting trade premises such as shops, pubs, and petrol stations to ensure that equipment used to weigh and measure goods remain accurate
- Monitoring the composition and labelling of food
- Preventing illegal substitutions of meat and drinks
- Providing advice and guidance to local businesses on the composition and labelling of their products.

#### **Fair Trading**

Enforcing legislation on

- Unfair contract terms and unfair practices
- Trade Descriptions and Trade Marks
- Price marking and price comparisons

#### **Product Safety**

- Checking the safety of consumer and other products (e.g. second-hand items and equipment for hire)
- Ensuring fireworks and other explosives are safely stored on premises and that the premises have been registered/licensed.

#### **Business Support**

- Providing quality advice and information by
- Making officers available to give expert advice on all aspects of trading standards legislation.
- Providing advice and education through visits to premises and web-based advice leaflets
- Auditing product labels for legal compliance on request by businesses

	<b>Advice &amp; Education</b>	<ul style="list-style-type: none"> <li>• Help Haringey consumers with complaints and enquiries</li> <li>• Make available leaflets and fact sheets</li> <li>• Supporting other members of the Consumer Support Network</li> </ul>
	<b>Projects</b>	See 9.10
<b>3.2</b>	<b>How is the Service Delivered?</b>	
	<b>Personal Callers</b>	Trading Standards are based at the Civic Centre, High Road, Wood Green, London N22 8LE and is open to the public from 09.00 to 16.45 hours Monday to Friday excluding Tuesdays
	<b>Telephone</b>	Consumers can contact Customer Services on 020 8489 5134 during the hours above ; their enquiries will be forwarded to Trading Standards
	<b>E-mail</b>	Consumers may email the service 24/7 on <a href="mailto:enforcement@haringey.gov.uk">enforcement@haringey.gov.uk</a> or <a href="mailto:tradingstandards@haringey.gov.uk">tradingstandards@haringey.gov.uk</a> and the enquiry will be processed during times when a duty officer is available.
	<b>Fax/Post</b>	Consumers may fax the service on <b>020 8489 5554</b> , 24/7. Fax and mail enquiries will similarly be processed during office hours.
	<b>Inspections/ Investigations/ Projects</b>	Trading Standards work is carried out in the form of inspections, investigations, projects and through publicity and information. This involves visits to trade and other premises. In addition, information and advice is given to businesses and consumers in writing (by post, fax or e-mail) and over the telephone.
<b>3.3</b>	<b>Nature of Clients</b>	
		<ol style="list-style-type: none"> <li>1. Residents of Haringey</li> <li>2. Consumers doing business in Haringey</li> <li>3. Businesses in Haringey</li> <li>4. Businesses connected with or affected by trading in Haringey</li> <li>5. Other stakeholders inside and outside Haringey including official bodies and all other TS Departments</li> </ol>

<b>4.0 Policy and Strategic Framework</b>		
<b>4.1</b>	<b>Links to Council Priorities</b>	
	<p><b>Creating a Better Haringey: cleaner, greener and safer</b></p>	<ul style="list-style-type: none"> <li>• Trading Standards, as part of crime reduction, are involved in work to reduce sales of age-restricted products to young people. This can involve Test Purchasing projects as well as advice to traders to help them comply with the law. The projects are sometimes carried out in conjunction with the Police and the advice-giving may be done in association with other organisations. This will lead to the reduction of anti social behaviour by youngsters.</li> <li>• Crime Reduction - Trading Standards will use legal powers to respond to new trading malpractices. This will include the use of Enforcement Orders under the Enterprise Act. The service will get involved in inter authority projects designed to protect older and vulnerable people against rogue traders and distraction burglary.</li> <li>• Trading Standards will deal with complaints concerning unsafe goods and take part in surveys organised by the North West London Chief Trading Standards Officers Group (NWLCTSO). Intelligence will be referred to relevant organisations (such as CORGI and the Health and Safety Executive concerning unsafe gas installations).</li> <li>• Reducing anti social behaviour associated with spray paints (e.g. graffiti) by restricting the sales of these products</li> <li>• Licensing will consider representations in respect of licensed premises</li> </ul>
	<p><b>Encouraging lifetime well being at home , work , play and learning</b></p>	<ul style="list-style-type: none"> <li>• Trading Standards give individual advice to consumers who have problems with goods, services and credit so that they are well informed</li> <li>• We refer consumers to websites which are educational</li> <li>• We are partners in CSN whose member organisations advise their clients</li> </ul>

		<p>We also aim to:</p> <ul style="list-style-type: none"> <li>• provide an individual response to consumer problems of a criminal nature.</li> <li>• Support new businesses to be more successful thus increasing employment.</li> <li>• Ensure that good trading standards are maintained in the markets where the most vulnerable shop.</li> <li>• Encourage healthy living by ensuring that food composition and labelling is accurate</li> </ul>
	<p><b>Delivering excellent, customer focused, cost effective services.</b></p>	<ul style="list-style-type: none"> <li>• Trading Standards' staff undertake training to keep skills to a high level in order to offer excellent services</li> <li>• Current consumer satisfaction with TS stands at 95%</li> <li>• Trading Standards will contribute to the Council's overall Comprehensive Performance Assessment (CPA) by ensuring Business Compliance through inspections. This in turn will ensure that traders offer excellent services to Haringey consumers.</li> </ul>
<p><b>4.2 Links to Statutory and Other Plans</b></p>		
	<p><b>DTI National Performance Framework Service Delivery Plan (NPF)</b></p>	<p>The NPF came into effect in April 2002 and is intended for all Trading Standards Authorities. The framework introduces performance standards for Trading Standards and aims to help individual Services develop; while working towards national and local priorities, in a coherent way. The key impetus for developing a performance framework is to improve the service provided to consumers and businesses. The NPF aims to:</p> <ul style="list-style-type: none"> <li>• Provide clear priorities and care standards for a modern Trading Standards Service.</li> <li>• Support the role of Trading Standards in the community and contribute to key local priorities.</li> <li>• Improve performance - develop a system of measurement and sharing good practice.</li> <li>• Facilitate a more coherent and consistent approach to enforcement and service delivery.</li> </ul>

		There is no specified format for the Plan. In Haringey it is combined with the Service Business Plan. The NPF must be submitted to the “appropriate member forum” for approval.
	<b>Food Standards Plan</b>	<ul style="list-style-type: none"> <li>• The Food Standards Agency requires the publication of an annual food standards plan. This specifies the business profile of the Council, and Trading Standards is a contributor to the Food work undertaken by the Authority.</li> <li>• The plan also reviews the activities carried out in the previous year, thus highlighting areas of good practice as well as indicating areas for improvement.</li> </ul>
	<b>Crime &amp; Disorder Reduction Partnership (CRDP)</b>	CDRP support the work by Trading Standards and the Police with regard to Underage Sales projects.
	<b>Anti Social Behaviour Partnership Board (ASBPB)</b>	Trading Standards will focus safety resources on age-restricted products to protect the health of the young and reduce anti-social behaviour, particularly in relation to cigarettes and alcohol.
<b>4.3</b>	<b>Risk Management</b>	
	<b>Key Risk</b>	<b>Actions to manage the risks</b>
	<b>Resources Management for increased pro active work</b>	Review and allocate resources appropriately to ensure that the overall plan is achievable (i.e. resource planning)
	<b>Failure to implement the Gambling Act.</b>	Provide resources and training to ensure that the Act is implemented
	<b>Health and safety implications for officers carrying out of hours duties</b>	Train relevant staff in risk management and maintain Business Continuity plans

5.0 Resources				
5.1	Financial			
	Key assets	<ul style="list-style-type: none"> <li>• Testing equipment</li> <li>• Weights and Measures calibration laboratory providing services in partnership with the London Boroughs of Enfield and Hackney</li> </ul>		
	Expenditure and Income summary	Expenditure (£000)	2006-7	2007-8
		Salaries	385.9	Tba
		Employee Insurances	16.2	Tba
		Training	4.2	Tba
		Car allowances	9.2	Tba
		Pool vehicle	3.8	Tba
		Supplies and Services	21.2	Tba
		Third party payments	7.9	Tba
		Licensing	210.3	Tba
		<b>Total Expenditure</b>	<b>658.7</b>	Tba
		<b>Income</b>		
		1. Licensing		Tba
		2. Weights and Measures Fees	1.1	Tba
			<b>210.3</b>	
		<b>Total Income</b>	<b>211.4</b>	Tba
5.2	Human Resources (see 7.1 & 7.2)			

<b>6.0 Improving Trading Standards Services- Planning for the Future</b>		
<b>6.1</b>	<b>Service Improvements</b>	<ul style="list-style-type: none"> <li>▪ Using the London Trading Standards Benchmarking Club, to identify and adopt good practice.</li> <li>▪ Encouraging and supporting officers through training to improve their knowledge and competence</li> <li>▪ Reviewing and maintain methods of communications and promote awareness of the service through media, publications and electronic means.</li> <li>• Regularly carrying out client satisfaction surveys in order to identify further service improvements</li> <li>• Following the authority's "Complaints and Compliments" procedures as a way of improving and valuing the service</li> </ul>
<b>6.2</b>	<b>Quality initiatives</b>	<p>The following measures are in place: -</p> <ul style="list-style-type: none"> <li>• Externally audited ISO 9001:2000 Quality Management System</li> <li>• Staff suggestion scheme</li> <li>• Enforcement Concordat compliance</li> <li>• Service standards monitoring</li> <li>• Management review</li> <li>• Assessment of enforcement best practice for Trading Standards &amp; Environmental Health (BVPI 166)</li> <li>• Consultation of consumers, businesses and stakeholders to identify priorities and assess satisfaction with the provisions</li> </ul>
<b>6.3</b>	<b>Consultation</b>	<ul style="list-style-type: none"> <li>• Using customer feedback forms for our external clients. Collate returns and use for business planning.</li> <li>• Referring equality information for expert analysis.</li> </ul>

6.4	<b>Partnership Working</b>	
	<b>Environmental Crime Group</b>	<ul style="list-style-type: none"> <li>Participating as appropriate in 'Tailgate' (Joint enforcement Initiatives between the Police, Enforcement personnel and other partners) and similar operations</li> </ul>
	<b>CDRP &amp; ASBPB</b>	<ul style="list-style-type: none"> <li>Reducing Anti Social Behaviour by continuing with a low tolerance policy towards underage sales backed by rigorous Enforcement Action</li> </ul>
	<b>North West London Chief Trading Standards Officers Group (NWLCOG)</b>	<ul style="list-style-type: none"> <li>NWLCOG is a partnership between the following six Trading Standards Authorities; Haringey, Enfield, Brent &amp; Harrow, Hammersmith, Barnet, Hillingdon and Ealing. Haringey TS will continue to play an active role in the service's professional bodies, The Trading standards Institute (TSI), The Society of Chief Trading Standards Officers (SOCTSO) and NWLCOG. TS will continue to provide officers to support the North West London Group, sharing best practice and implementing cross border projects.</li> </ul>
	<b>Haringey Police</b>	<ul style="list-style-type: none"> <li>Partnership working between the Police and Trading Standards will help improve the quality of life of Haringey's residents, particularly in the area of under age sales and doorstep selling by dishonest traders.</li> </ul>
	<b>Haringey Consumer Support Network (CSN)</b>	<ul style="list-style-type: none"> <li>CSN achieved registration in 2004. Trading Standards provides information and support to other member organisations. Their functions include the protection of, vulnerable consumers in the borough.</li> </ul>
	<b>Office of Fair Trading (OFT)</b>	<ul style="list-style-type: none"> <li>The service cooperates with the OFT on matters such as the Enterprise Act, Credit Licensing, Credit Advertisement Regulations, Scams etc</li> </ul>
	<b>Consumer Direct (CD)</b>	<ul style="list-style-type: none"> <li>Trading Standards will use intelligence from CD and Enforcement Orders under the Enterprise Act to improve the conduct of difficult traders</li> </ul>

<b>7.0 Smart Working</b>		
<b>7.1</b>	<b>Staffing structure</b>	<p>The team consists of:</p> <ul style="list-style-type: none"> <li>• 1 Team leader/ Chief Inspector of Weights and Measures</li> <li>• 0 Team Leader (post vacant)</li> <li>• 1 Lead Officer – Licensing</li> <li>• 1 Enforcement Officer – Licensing (2 posts vacant)</li> <li>• 1 Senior Trading Standards Officer (1 post vacant)</li> <li>• 0 Trading Standards Officer (1 post vacant)</li> <li>• 3 Senior Enforcement Officers</li> <li>• 1 Enforcement Officer – TSD</li> </ul>
<b>7.2</b>	<b>People Plan</b>	We operate within the terms of the Enforcement People Plan
<b>7.3</b>	<b>Work Methods</b>	See 8.0 below
<b>7.4</b>	<b>Technology</b>	<ul style="list-style-type: none"> <li>• All staff in the Service have access to IT services and are able to use word processing, spreadsheet and database facilities as appropriate.</li> <li>• Staff have access to the Internet and to the Intranet system. E-mail is available and staff are encouraged to use this form of communication for both internal and external contacts.</li> <li>• Mobile telephones are provided on a personal basis to officers , to improve communications, personal security and operational flexibility</li> <li>• Digital cameras and a camcorder are available to officers to record evidence and to facilitate e-communications between authorities</li> </ul> <p>IT training is provided to ensure an efficient and effective service</p>

## 8.0 Performance Indicators

8.0 Performance Indicators											
			England 2005-06		London 2005-06		Haringey		Target		
BV ref.	PAF/Local ref.	Description	Average	Top quartile	Average	Top Quartile		2005 /06 Actual	2006 /07	2007 /08	2008 /09
	CPA E30	Consumer satisfaction with trading standards service.	85.9%		82.6%			86.3%	87%	88%	89%
	CPA E31	Business satisfaction with trading standards service.	90.7%		87.4%			79.2%	80%	81%	82%
	CPA E32	Trading standards, visits to high risk premises.	96.8%		96.9%			99%	99%	99%	99%
	CPA E33	Trading standards, levels of business compliance, high-, medium- and low-risk premises.			H/M/L 93.8/ 92.2/ 92.3%			92%	99%	99%	99%

## 9.0 ACTION PLAN

		Output	Off.	Performance Measurement	Target/ Milestone
9.1	<b>Inspections of premises</b>	<ul style="list-style-type: none"> <li>• Inspections of High and of Medium Risk premises in accordance with the LACORS recommended guidance (High Risk premises to be inspected every year, medium every 2 years)</li> <li>• Actions (inspection or otherwise) in connection with 5% of Low Risk premises</li> <li>• Revisit traders to check compliance after issuing warning on trade practices.</li> </ul>	<b>All</b>	No of inspections 100% High-Risk (75 premises) 50% Medium-Risk (344 premises) Alternative Enforcement Actions to be considered in some cases. <i>There are 2078 Low Risk premises so 5% is 104 premises</i>	<b>March 08</b>
9.2	<b>Consumer Complaints &amp; Advice</b>	<ul style="list-style-type: none"> <li>• Give basic advice on all incoming civil complaints where there is a Haringey connection</li> <li>• Examine, respond to, and where appropriate investigate, all incoming criminal complaints where any offence takes place in Haringey</li> <li>• Provision of information and 1<sup>st</sup> step advice to consumers and</li> <li>• In partnership with other agencies such as Consumer Direct, the Consumer Support Network and the Community Legal Service Partnership</li> </ul>	<b>All</b>	Number of incoming complaints and enquiries	Approximately 1200 per year
9.3	<b>Business Support (Advice to 'start up' businesses)</b>	<ul style="list-style-type: none"> <li>• Meet the needs of businesses by responding to enquiries from traders based in Haringey</li> <li>• Trader advice to start up businesses</li> <li>• Continue to provide a verification service</li> <li>• Carry out a risk assessed programme of inspection and sampling and educate/ advise traders on how to comply with legislation.</li> </ul>	<b>All</b>	No of requests/contacts	20 - 30 per year

9.4	Licensing	<p>The Service will</p> <ul style="list-style-type: none"> <li>• implement the Council's Statement of Licensing Policy for the Gambling Act 2005 during 2007</li> <li>• review the Council's Statement of Licensing Policy for the Licensing Act 2003 following the implementation of revised section 182 Guidance from the DCMS</li> <li>• determine all applications for personal and premises licences under the Licensing Act 2003 within 2 months</li> <li>• acknowledge all representations on current applications within 3 working days, including an invitation, where relevant, to the Licensing Sub-committee</li> <li>• deal with all relevant complaints about licensed or unlicensed premises within 7 days.</li> <li>• process applications for Small Lotteries registrations within 4 weeks</li> <li>• process applications for Amusements with Prizes permits within 4 weeks</li> <li>• determine all applications for Massage and Special Treatments Licences within 21/2 weeks</li> <li>• introduce a risk based inspection scheme for licensed premises</li> </ul>	<p><b>PB- KB</b></p> <p>“</p> <p><b>DB</b></p> <p>“</p> <p>“</p> <p>“</p> <p>“</p> <p>“</p> <p>“</p> <p><b>KB/ PB</b></p>	See Output	
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		<ul style="list-style-type: none"> <li>process applications for Fireworks licences and registrations within 21 days</li> <li>As a 'responsible authority' under the Licensing Act TS will provide comments/ evidence relating to licence applications.</li> </ul>	PB “		
9.5	<p><b>Test purchase programme</b> Age-restricted products, aimed to reduce anti-social behaviour amongst the younger generation.</p> <p><b>products to be test purchased:-</b></p> <ul style="list-style-type: none"> <li>Tobacco Products</li> <li>Alcohol &amp; Solvents</li> <li>Knives</li> <li>Fireworks</li> <li>Aerosols (Spray Paint in Cans)</li> </ul>	<p>Continue and expand our test-purchasing programme to include cigarettes, solvents, fireworks, alcohol and spray cans.</p> <p>Continue with intelligence sharing and joint test purchasing operations with the police.</p>	PB	<p>a) Levels of underage sales or</p> <p>b) Reductions in these levels.</p>	<p>Investigate all complaints as a matter of priority.</p> <p>Rolling Program 6 visits</p> <p><b>March 08</b></p>
9.6	<p><b>Investigate serious breaches of legislation, misdescriptions and counterfeiting of goods.</b></p>	Routine work undertaken.	All	<p>No of inspections</p> <p>No of samples</p>	<p>Investigate Complaint s&amp; carry out sampling</p>
9.7	<p><b>Product safety</b></p>	Monitoring of goods supplied to consumer to ensure that they are safe and correctly labelled	All	No of goods checked	

9.8	<b>Verification &amp; calibration of weighing and measuring equipment through the Joint Metrology Service</b>	<ul style="list-style-type: none"> <li>• Maintain partnership for Weights &amp; Measures</li> <li>• Maintain a calibration laboratory</li> <li>• Continue to provide a verification service</li> <li>• Verify equipment as necessary</li> </ul>	<b>PB/ SB</b>		
9.9	<b>Projects</b>	<p>To participate in projects organised by the NW London Chief TSO Group</p> <p>Safety - Electrical items such as mobile phone chargers</p> <p>Fair Trading – Accuracy of advertising at travel agents' premises (relating to prices and availability of offers)</p>	<b>All</b>	Successful completion of projects	<b>March 08</b>

**Projects Undertaken in the 2006/07 Business Plan**

<b>Project</b>	<b>Results</b>
Project to check whether businesses are selling alcohol to people under 18	10 sales of alcohol after 45 visits – Further investigation being undertaken with a view to formal action (prosecution etc).
Project to check whether businesses are selling knives to people under 16	2 sales of knives after 3 test purchasing visits. Further investigation being undertaken with a view to formal action (prosecution etc).
Project to check whether businesses are selling aerosol spray paint to people under 16	2 sales following 4 test purchasing visits. Formal investigation being undertaken with a view to formal action (prosecution etc).
Fireworks Season 2006 project to check whether businesses are selling fireworks to people under 18	No sales of fireworks after 6 test purchasing visits.
Testing Cheap Electrical Goods	7 items purchased. 1 had a minor fault. Trader advised
Cosmetic Product Safety (To ensure that banned cosmetics are not on sale)	10 products purchased and sent to a testing laboratory. Results awaited

and that traders are aware of their responsibilities under the Consumer Protection Act and the Cosmetic Products Regulations )	
Sales of spirits in bars and public houses (checking for correct quantity)	3 purchases undertaken -2 deficient – traders warned
Vitamin and similar pills (checking for correct quantity on expensive items following problems in other parts of the country)	10 purchases – all correct
Availability of unclassified and R18 DVDs in newsagents following problems in other areas of London	107 premises visited; all correct