

**ANNUAL UPDATE FROM CAMBRIDGESHIRE & PETERBOROUGH TRADING STANDARDS SHARED SERVICE**

**To:** Economy and Environment Committee

**Meeting Date:** 13<sup>th</sup> September 2018

**From:** Graham Hughes, Executive Director Place & Economy

**Electoral division(s):** All

**Forward Plan ref:** Not applicable      **Key decision:** No

**Purpose:** To update the Committee in the form of an annual report on the work being delivered for the County Council by the newly merged Cambridgeshire and Peterborough Trading Standards Service.

**Recommendation:** The Committee is invited to comment on any aspect of the service being delivered by Cambridgeshire and Peterborough Trading Standards on behalf of Cambridgeshire County Council and to endorse the report.

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## **1. BACKGROUND**

- 1.1 On 1<sup>st</sup> April 2017 Cambridgeshire County Council's Trading Standards Service merged with Peterborough City Council's Trading Standards Service to become 'Cambridgeshire and Peterborough Trading Standards', overseen by Peterborough City Council's Head of Regulatory Services. This followed a unanimous resolution to approve this merger at the January 2017 meeting of this Committee.
- 1.2 It has been agreed that Cambridgeshire and Peterborough Trading Standards bring an annual update report to this Committee to keep Members informed of its activities, and to provide the opportunity for Members to steer priorities and direction of the service within Cambridgeshire. Appendix 1 contains the annual report.

## **2. MAIN ISSUES**

### **2.1 Merger update**

- 2.2 The merger of the services has proved tremendously successful, with all but one of the merger objectives achieved within 2017-18. The projected financial savings have been realised, performance objectives met and the service is led by a strong and cohesive single management structure working across both office bases.
- 2.3 Intelligence-led tasking is operating well across Cambridgeshire and Peterborough, giving a greater picture of trends and issues across both authorities, and with a greater 'pool' of officers to whom intervention work can be allocated. Cross-border projects are taking place to tackle issues affecting both local authority areas.
- 2.4 Skills have been mapped across the service and training needs identified and fulfilled. We have also identified single points of failure, most notably in financial investigations and the management of our database, and steps have been taken to address these.
- 2.5 Policies have been merged and refreshed, as have our Business Continuity Plans and Animal Disease Contingency Plan in order to underpin a streamlined, consistent approach to service delivery and any emergency response.
- 2.6 Opportunities for revenue generation and partnership working with other Authorities have been identified explored and pursued, with the service now providing financial investigation services as well as vapour recovery services to many of the District Council's in Cambridgeshire. We will continue to develop and expand these income generation streams, as well as pursuing future grant funding opportunities.
- 2.7 The Service was successful in attracting grant funding to support service delivery costs as well as funding from National Trading Standards to offset advocacy costs. Utilising in house legal resources also delivered savings, helping to mitigate against the risk of high legal costs.
- 2.8 Paid for business advice, the majority of which was delivered through Primary Authority Partnerships, remained an important revenue stream, with a number of new businesses forming partnerships during the year. Through a combination of increased revenue and efficiencies the service met and exceeded its budget savings target.

- 2.9 The final objective outstanding to fully cement and underpin the Shared Service is to implement a shared database. This has taken longer than anticipated due to a corporate directional change with regards to database providers. Preparatory work is progressing in anticipation of the systems merger in the autumn. In addition, we are looking to move this merged database to a web based platform, Civica CX, once this new platform has been launched. The benefit of Civica CX is that it will be better suited to agile working, will have enhanced functionality, and be more intuitive to use. The current Civica APP platform will be phased out within the next 5 years.
- 2.10 The Service continues to be recognised nationally for Excellence, as demonstrated in its awards for “Best service team of the year” at the prestigious Association for Public Service Excellence (APSE) Awards on 7<sup>th</sup> September in the category for Trading Standards, Environmental Health and Regulatory Services. The award recognised the impact the service was having, locally, regionally and nationally. It recognised the success of the merger in bringing about much needed resilience and efficiency at a time of austerity and significant population growth. Furthermore it highlighted the impact the Service is having within the regional Trading Standards partnership, EETSA, transforming the way the profession manages Intelligence, securing substantial investment for the partnership, initiating ground breaking initiatives and undertaking key roles within regional and national Trading Standards partnerships.
- 2.11 The end of year financial outturn for 2017/1 delivered savings of £76,000. There is an agreed savings target of £58,000 for 2018/19, which the Service is on track to meet.

### **3. ALIGNMENT WITH CORPORATE PRIORITIES**

#### **3.1 Developing the local economy for the benefit of all**

3.2 Section 2 of the annual report highlights Service contributions towards corporate priorities.

#### **3.3 Helping people live healthy and independent lives**

3.4 Section 2 of the annual report highlights Service contributions towards corporate priorities.

#### **3.5 Supporting and protecting vulnerable people**

3.6 Section 2 of the annual report highlights Service contributions towards corporate priorities.

### **4. SIGNIFICANT IMPLICATIONS**

#### **4.1 Resource Implications**

4.2 The annual report highlights future service demand pressures, however the 2018/2019 budget will cover service delivery costs during this period.

#### **4.3 Procurement/Contractual/Council Contract Procedure Rules Implications**

- 4.4 There are no significant implications within this category. Contractual implications were considered before the implementation of the Shared Service. The annual report does not result in any new implications.

#### **4.5 Statutory, Legal and Risk Implications**

- 4.6 There are no significant implications within this category. Legal implications and risks were considered before the implementation of the Shared Service. The annual report does not result in any new implications. Risks associated with pursuing complex legal cases through the court system are considered as and when such cases arise, and where necessary appropriate mitigation measures will be taken, such as securing Counsel's advice.

#### **4.7 Equality and Diversity Implications**

There are no significant implications within this category.

#### **4.8 Engagement and Communications Implications**

- 4.9 There are no significant implications within this category. Investigatory outcomes from the work of the Service are promoted to local and national media by the Council's Communications Team, both to deter criminal activity as well as help inform the public of potential risk and harm.

#### **4.10 Localism and Local Member Involvement**

- 4.11 There are no significant implications within this category.

#### **4.12 Public Health Implications**

- 4.13 There are no significant implications within this category, the work of the Service does however help promote public health outcomes.

<b>Implications</b>	<b>Officer Clearance</b>
<b>Have the resource implications been cleared by Finance?</b>	Yes Name of Financial Officer: Theresa Tilley
<b>Have the procurement/contractual/Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?</b>	Yes Name of Officer: Paul White
<b>Has the impact on statutory, legal and risk implications been cleared by LGSS Law?</b>	Yes Name of Legal Officer: Fiona McMillan

<b>Have the equality and diversity implications been cleared by your Service Contact?</b>	Yes Name of Officer: Tamar Oviatt-Ham
<b>Have any engagement and communication implications been cleared by Communications?</b>	Yes Name of Officer: Sarah Silk
<b>Have any localism and Local Member involvement issues been cleared by your Service Contact?</b>	Yes Name of Officer: Tamar Oviatt-Ham
<b>Have any Public Health implications been cleared by Public Health</b>	Yes Name of Officer: Tess Campbell