

APPENDIX 1

REPORT ON INCOME PERFORMANCE OF THE TRADING STANDARDS AND COMMUNITIES SERVICE

Purpose of the Report

1. To provide a quarterly update on the progress made by Trading Standards following the Services involvement in the Authority's commercial development programmes.
2. This report covers the period up to and including Quarter 1 of 2019-20.

Information and Advice

3. **Cumulative Overall Income** - Because commercial income is only one part of the total income generated by the Service, this report gives detail of both commercial income and total income.
4. The Service has already secured commercial contracts for the full year of £280k. Total income required for the year is £729k.
5. Total income earned in the period 1/4/19 to 31/7/19 amounted to £250k, putting the service slightly ahead of profile (£243k) for this point in the year.
6. **Packages for Small and Medium Enterprise's (SME's)** – During the current climate it can be difficult for businesses to budget for and access affordable business advice.
7. To offer appropriate support to local businesses the Service has developed some discounted packages of business advice for SMEs based within Nottinghamshire. These packages will not only provide benefit to the businesses but also the local economy as it will support investment and growth.
8. **One Stop Regulatory Support** - The collaboration with Rushcliffe Borough Council to provide businesses with single point access to "Primary Authority" (PA) regulatory advice and support across both Trading Standards and Environmental Health continues to develop well.
9. As previously reported, one joint-partnership has been established with a trade association for the pest control industry and we are in discussion with several other organisations that are interested in a concept that is clearly appealing to businesses.
10. The first partnership is acting as a proving ground for the processes of how the combined offer will work in practice. We also are looking to include other regulatory functions in the arrangement and to find a suitable authority in Wales to work with to cater for devolved regulatory responsibilities that impact the businesses that we are working with.
11. **Business Feedback** – In order to ensure that we are offering the best possible services for the businesses we support, we recently sought feedback from our existing PA partner businesses by means of a questionnaire. Approximately a third of businesses responded.

12. All felt they were getting the appropriate frequency of contact to meet their needs and almost all felt that we delivered the right standard of work. All businesses saw the formal advice that we offer as being a key benefit, with almost all seeing our expertise and availability when needed, as being other main benefits.
13. The questionnaire does however suggest that we can do more to understand the plans businesses have and the commercial issues they face. We believe this will enable us to further improve our services.
14. **Office for Product Safety and Standards (OPSS)** – OPSS is a division with the Department for Business Energy and Industrial Strategy (BEIS) which is the government department with responsibility for most Trading Standards legislation. Apart from its responsibility for consumer safety matters, OPSS administers the Primary Authority Partnership (PAP) scheme and is effectively its custodian.
15. Ministers had set an ambitious and challenging target for OPSS to grow the number of organisations that are in a PA partnership. Improving our links to OPSS has seen us benefit from being put forward by OPSS as a suitable potential partner for organisations that are seeking to join PAP.
16. Recent new partnerships include trade associations in the pest control sector (as mentioned above) the construction sector and the kitchen and bathroom installation sector as well as partnerships with individual businesses in the angling and on-line dating sectors. We are also waiting to hear more on potential partnerships in the funeral care sector and retailing.
17. OPSS operates a group for participants in PAP that is attended both by local authorities and businesses. It is intended to enable all parties to share experiences, issues and best practice with the aim to shape the development of the scheme. As a major player in PAP, Nottinghamshire is invited to its meetings.
18. The most recent meeting included a presentation from another authority, that is also strongly committed to the PAP scheme, on that authority's charging model. This provided a useful opportunity to validate our own charges and the approach that was adopted in our CDU process.
19. OPSS is keen to share understanding in this area as it has concerns that some authorities' PAP charges may not truly reflect their full cost in delivering the service, or is in some cases, based on arbitrary reference points such as the charges private consultants might levy