

10<sup>th</sup> July 2012**Agenda Item: 11****REPORT OF GROUP MANAGER TRADING STANDARDS****CHANGES TO THE TRADING STANDARDS STAFFING ESTABLISHMENT****Purpose of the Report**

1. The purpose of the report is to seek approval to make adjustments to the staffing establishment within the Trading Standards Service to address recent developments and emerging needs within the Service.

**Information and Advice****The Main Trading Standards Service**

2. On 31<sup>st</sup> May 2011, a new Trading Standards structure was implemented to realise staff efficiency savings for 2011/12 of £520,000; whilst continuing to deliver key business objectives. The changes were approved by delegated authority; ref AH/2011/00015.
3. A previously approved voluntary redundancy request from a 0.4 fte level 2 Trading Standards Officer took effect at the end of a period of maternity leave on 31<sup>st</sup> March 2012 and was a planned saving to contribute £11.9k to the £520k. An additional request from a level 2 Trading Standards Officer to reduce hours from 1 fte to 0.8 fte was approved and took effect from November 2011, generating an additional £6,000 saving.
4. The Service Director, Promoting Independence and Public Protection approved, under delegated authority, a request for voluntary redundancy from a level 4 Trading Standards Officer in anticipation of savings to be required in 2012/13. This took effect from 31<sup>st</sup> December 2011 (ref: AH 2011/000057), and generated a £41.4k saving.
5. A Level 2 Trading Standards Officer issued notice to retire from the authority on 31<sup>st</sup> May 2012, creating an additional vacancy.
6. The Service was subsequently asked to find a further £49,000 efficiency savings for 2012/13.

**Current Establishment**

7. A Level 2 Trading Standards Officer has recently achieved the Diploma in Consumer Affairs and Trading Standards, and the necessary Quality Assurance competency, to be in a position to advance to Level 3 in the Trading Standards career scheme. Two other officers are also on course to achieve the same within the current financial year. Advancement to Level 3

under this scheme is subject to a post being available, and the officer satisfying an internal recruitment process.

8. The Service lost a number of senior positions to voluntary redundancy, to meet previous staff savings targets.
9. As part of the previous restructure in May 2011, management capacity was reduced in the Service, from 3 fte Trading Standards Managers, 5.8 fte Team Leaders, 1 fte Legal Services Manager, and 2 fte Office Coordinators, to 4 fte Team Managers.
10. The legal duties of the Legal Services Manager role, including processing complex case files and presenting them in court, were absorbed by one of the Team Manager roles, on top of extensive additional operational and strategic management roles. The last several months have identified a pressing need for specialist legal support for that Team Manager in order to cope with this expanded role.
11. Certain legal roles such as processing case files, preparing papers for court and other associated duties could be delegated to a suitably competent and trained support person. The proposed amended structure, therefore, includes an additional 1 fte Intelligence Support Officer post to undertake these duties, and to also provide additional specialist support to the Intelligence Manager and Accredited Financial Investigator to bolster the Service's Intelligence and Financial Investigation capabilities.

### **Proposed Structure**

12. The proposed amended structure therefore includes the disestablishment of 4 Level 2 TSO posts, and the establishment of 4 Level 3 TSO posts to help to redress that balance. The proposal is to recruit to one post; initially considering redeployment candidates.
13. Table 1 below outlines the proposed new structure to meet the needs of the service within available resources, as compared to the previous structure which took effect on 31<sup>st</sup> May 2011.

**TABLE 1-TRADING STANDARDS MAIN SERVICE PROPOSED ESTABLISHMENT CHANGES**

<b>Structure 31 May 2011</b>			<b>Proposed Structure</b>	
<b>ROLE</b>	<b>FTE</b>	<b>Cost (including oncosts) £k</b>	<b>FTE</b>	<b>Cost (including oncosts) £K</b>
Level 1/2 TSO	24.2	719.4	19.6	582.8
Level 3 TSO	2.8	101.0	6.8	245.3
Level 4 TSO	8.6	356.0	7.6	314.9
Team Mgrs	4	201.8	4	202.1
Group Mgr	1	69.4	1	69.5
Office Co-ord	1	25.2	1	25.2
Fin Invest. Officer	1	41.4	1	41.4
Intelligence Mgr	1	36.1	1	36.1
Information Mgr	1	36.1	1	36.1
Intelligence Support Officer	1	21.3	2	42.6

ROLE	FTE	Cost (including oncosts) £k	FTE	Cost (including oncosts) £K
Business Support Admin	2	38.2	2	38.2
Technical Assts	3	57.3	3	57.3
<b>TOTAL FTE</b>	<b>50.6</b>	<b>1703.2</b>	<b>50</b>	<b>1691.5</b>

*NB/ The above proposed figures incorporate the higher 2012/13 N.I rates.*

## Scambusters Team

14. The Scambusters Team was set up in 2008, initially on a contract until March 2011. This arrangement has subsequently been extended twice and the current contract runs until March 2013 (DDR ref: AH/2012/00033). Previous employment contracts have been on a temporary basis, which has caused recruitment and retention issues within the team. The turnover of staff has inevitably at times impacted on the team's efficiency and morale, as major complex investigations require sustained officer commitment and continuity.
15. The national funding and government regime for Trading Standards is also changing. As a result the Scambusters team is now regarded as a permanent fixture within the national Trading Standards landscape. The proposal therefore is that the five core roles (outlined in Table 2 below) be made permanent.

**TABLE 2 – PROPOSED PERMANENT SCAMBUSTERS TEAM STAFFING**

FTE by ROLE: 1 June 2012	FTE	Rounded figure (£k)
Team Manager	1	50.5
Scambusters Investigator	3	108.3
Intelligence Support Officer	1	21.3
<b>Total</b>	<b>5</b>	<b>180.1</b>

16. **Financial Implications – Main Service Proposals** - Taking all proposed changes above into account, the new structure would save £11.7k. The shortfall of £49.2k required to meet the total required £60.9k savings (£11.9k remaining from 2011/12, £49k 2012/13) can be found from further efficiency savings to the Trading Standards supplies and services budget.
17. **Financial Implications – Scambuster Team Proposals** there are no financial implications for the Authority as the costs of the Scambusters team are fully met by external grant funding (DDR Ref: AH/2012/00033). As outlined above the financial consequences of redundancy would not alter once the post-holder has worked for the Authority for more than 12 weeks.

## Reason/s for Recommendation/s

18. In order to realise the required efficiencies and provide Nottinghamshire with an effective Trading Standards service, it is recommended that the changes to the staffing structure be approved.

## Statutory and Policy Implications

19. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

1) It is recommended that the existing Trading Standards staffing structure be disestablished with effect from 10<sup>th</sup> July 2012 and the amended staffing structure for the Trading Standards Service be confirmed as follows with effect from 10<sup>th</sup> July 2012:

- (a) 19.6 fte (725.2 hours) Trading Standards Officers, level 1 / 2 (Grade 4/5 scp 19-28) and the posts be allocated an approved car user allowance
- (b) 6.8 fte (251.6 hours) Trading Standards Officers, Level 3 (Band A, scp 29-34) and the post be allocated an approved car user allowance
- (c) 7.6 fte (281.2 hours) Trading Standards Officers, Level 4, (Band B, scp 34-39) and the post be allocated an approved car user allowance
- (d) 4 fte (148 hours) Team Managers, (Band D, scp 42-47), and the post be allocated an approved car user allowance
- (e) 1 fte (37 hours) Group Manager, (Band F, scp 56-61) and the post be allocated an approved car user allowance
- (f) 1 fte (37 hours) Officer Coordinator, (Grade 4, scp 19-23)
- (g) 1 fte (37 hours) Financial Investigation Officer, (Band B, scp 34-39) and the post be allocated an approved car user allowance
- (h) 1 fte (37 hours) Intelligence Manager, (Band A, scp 29-34) and the post be allocated an approved car user allowance
- (i) 1 fte (37 hours) Information Manager, (Band A, scp 29-34)
- (j) 2 fte (74 hours) Intelligence Support Officer, (Grade 3, scp 14-18)
- (k) 2 fte (74 hours) Business Support Administrators (Trading Standards), (Grade 2, scp 9-13)
- (l) 3 fte (111 hours) Technical Assistants, (Grade 2, scp 9-13)

2) It is recommended that the following roles within the Scambusters Team be established on a permanent basis with effect from 10<sup>th</sup> July 2012:

- a) 1 fte (37 hours) Scambusters Team Manager, (Band D, scp 42-47, subject to job evaluation) and the post be allocated an approved car user allowance

- b) 3 fte (111 hours) Scambusters Investigators, Level 3 (Band A, scp 29-34) and the post be allocated an approved car user allowance
- c) 1 fte (37 hours) Intelligence Support Officer, (Grade 3, scp 14-18).

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**Constitutional Comments (KK 21/05/2012)**

20. The proposals in this report are within the remit of the Community Safety Committee.

**Financial Comments (CLK 16/05/2012)**

21. The funding for the Scambusters posts is only confirmed until 31<sup>st</sup> March 2013. The funding is expected to continue beyond this date, however there is no formal confirmation of this. In the event that the funding ceases, the posts would have to be disestablished, which could incur costs to the authority.

22. The financial implications for the main trading standards team are contained within the body of the report.

**Background Papers**

None.

**Electoral Division(s) and Member(s) Affected**

All.

ASCH / DD3543