

# **REGENERATION SERVICES COMMITTEE AGENDA**



**Tuesday 24 October 2017**

**at 2.00 pm**

**in Committee Room B,  
Civic Centre, Hartlepool**

**MEMBERS:** REGENERATION SERVICES COMMITTEE

Councillors S Akers-Belcher, Cook, Cranney, Lindridge, Loynes, Moore and Vacancy

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

- 3.1 Minutes of the meeting held on 15 September 2017 (*previously circulated and published*)

**4. BUDGET AND POLICY FRAMEWORK**

No items.

**5. KEY DECISIONS**

No items.

**6. OTHER ITEMS REQUIRING DECISION**

- 6.1 Trading Standards Service Plan 2017/18 – *Interim Director of Public Health*  
6.2 Departmental Annual Procurement Report – Regeneration Services  
Committee – *Director of Regeneration and Neighbourhoods*

**7. ITEMS FOR INFORMATION**

No items.



**8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

**FOR INFORMATION:**

Date of next meeting – Monday 13 November 2017 at 2.00 pm in the  
Civic Centre, Hartlepool



# REGENERATION SERVICES COMMITTEE

24th October 2017



**Report of:** Interim Director of Public Health

**Subject:** TRADING STANDARDS SERVICE PLAN 2017/18

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key Decision

## 2. PURPOSE OF REPORT

2.1 To approve the Trading Standards Service Plan for 2017/18.

## 3. BACKGROUND

3.1 Trading Standards operates within the Public Protection Service and has a wide range of enforcement responsibilities including product safety, underage sales, weights and measures and counterfeiting. It also plays a significant role in, amongst other things, the detection and prevention of doorstep crime, illicit tobacco, cowboy roofers and builders and other scams and cons.

3.2 The Trading Standards Service publishes an annual service plan detailing the previous performance of the Service, the main challenges facing it and a plan of work to be undertaken in the forthcoming year.

3.3 The Service Plan details the Service's priorities for 2017/18 and highlights how these priorities will be addressed.

3.4 The Service Plan for 2017/18 is attached as **Appendix 1**.

## 4. PROPOSALS

4.1 The Service Plan for 2017/18 has been updated to reflect last year's performance.

4.2 The Plan covers the following:

- (i) Service Aims and Objectives;

- (ii) The scope and demands on the Trading Standards Service;
- (iii) Service delivery, including intervention programmes, service requests, complaints, advice, liaison and promotion;
- (iv) Resources, including financial allocation, staff allocation and staff development;
- (v) A review of performance for 2016/17.

## 5. SUMMARY OF MAIN ISSUES RAISED IN THE PLAN

- 5.1 Prioritising Service Delivery - Resources will continue to be allocated according to identified priorities. In 2017/18 these priorities are: -

### High Priority

*Rogue Traders* – Doorstep crime, cowboy builders and other types of scam can cost local residents hundreds or even thousands of pounds. Trading Standards work closely with a number of agencies to help protect the vulnerable from this type of crime.

*Tackling Underage Sales* - The illegal sale of alcohol and other age-restricted products to children not only contributes significantly towards anti-social behaviour in Hartlepool but can also represent a serious risk to the health and well-being of the children involved.

*Product Safety* – Consumers are entitled to assume that all products they purchase will be safe. Trading Standards is responsible for the monitoring, sampling and testing of consumer products to ensure they do not pose a risk.

### Medium Priority

*Scams and Cons* – Unscrupulous traders routinely prey on the vulnerable and elderly by taking advantage of their goodwill. Most people regularly receive unsolicited letters or e-mails offering services that are 'too good to be true'. Sadly, on some occasions, consumers are drawn into these scams and pay for goods or services that either never arrive or are not what was initially described. In many cases, making one purchase opens up the consumer to many, many other scams and problems can escalate. Trading Standards aims to identify common scams and notify consumers through press releases and other mass media such as the internet and 'Ringmaster'.

*False Descriptions* – Most consumer purchases are made on the basis of the description they are given by either the manufacturer or retailer. In some cases descriptions are deliberately or negligently misleading – causing consumers to make purchase decisions that they may not have made

otherwise. Once money has been handed over it can, on occasion, be very difficult to get back other than to go through the court system. Trading Standards investigates complaints about traders who falsely describe goods and look for the accuracy of descriptions during routine interventions.

*Counterfeiting and illicit tobacco* – The illegal copying of DVD's, computer software, designer clothing and jewellery continue to be a significant issue in Hartlepool. Counterfeiting is bad for business – it takes money away from local retailers who sell genuine products and puts it into the hands of local and national criminals – with little or no local benefit for the town. Counterfeiting is often carried out by large organised crime units who are also engaged in other types of criminal activity such as drugs and smuggling.

Trading Standards works closely with HMRC, the Police and trade mark holders to identify and prosecute those who sell counterfeit products.

### Low Priority

*Loan Sharks* – Working in partnership with the National Illegal Money Lending Team Trading Standards identifies and prosecutes those who prey on the vulnerable by illegally lending money at extortionate interest rates. This is categorised as a low priority as there is a bespoke National enforcement team that now exclusively targets illegal money lending and, as such, the need for direct local resourcing has been reduced.

*Weights and Measures* – Many products are still sold by either weight or by length and consumers expect that they will receive the quantity stated. For some products, such as petrol, the value of goods is so high that even a small error in the accuracy of a measuring machine may lead to significant consumer loss.

Trading Standards officers are 'Weights and Measures Inspectors' and routinely carry out checks on weighing and measuring equipment.

*Misleading Pricing* – Most products are now sold with no price marking on them – bar codes having replaced price stickers. This has made it extremely difficult to check whether the price stated on a shelf is actually the price charged at the checkout. For some purchases, there may be 'hidden extras' that can significantly inflate the final price of goods or services.

## 5.2 Responding to Change

- 5.3 As the retail environment continues to change, Trading Standards is required to remain vigilant and respond to new threats and challenges. The continued growth of internet sales means that Trading Standards must now monitor the virtual High Street and ensure that consumers remain protected.

The Trading Standards Service has a 'stand alone' computer that can be used to monitor websites without giving away their identity. Where problems

are identified traders are contacted and, where appropriate, test purchases can be made to establish whether legal requirements are being complied with.

#### 5.4 Social Media

5.5 Whereas counterfeit goods were once only found at car boot sales or from the 'back of a lorry', social media is now becoming a significant source of illegal goods.

5.6 Trading Standards in Hartlepool has adopted a unique approach to this problem and has created a 'Facebook' profile whereby sites that are suspected of selling counterfeit goods receive a Trading Standards 'post' informing the account holder, and anyone visiting the site, that Trading Standards are monitoring the site.

5.7 This approach has had an immediate and significant impact on Social Media sites selling counterfeit goods in Hartlepool and is something that is receiving positive interest from other enforcement bodies around the country.

#### 5.8 Protecting the Vulnerable

5.9 Trading Standards has continued to promote No Cold Call Zones as a means of reducing the number of traders that visit people on their doorsteps. In 2016/17 the number of zones increased from 7 to 24 and almost 6000 'Say No to Doorstep Traders' stickers were issued, free of charge, to local residents.

5.10 The Service has been working closely with other Council departments and external organisations such as banks and post offices, to ensure that they are aware of the risks that rogue traders can pose to their clients and what can be done to help them.

5.11 A significant amount of work has also been undertaken in relation to mail order and telephone scams with free 'call blockers' being supplied to those considered most vulnerable.

#### 5.12 Underage Sales

5.13 During 2016/17 22 premises were visited to test a store's compliance with age restricted sales legislation. The legal age to buy cigarettes, electronic cigarettes or alcohol in a pub, off-licence or shop, is 18.

Two sales of alcohol were made to 14 year old volunteers, which resulted in the issue of Simple Cautions and one sale of an electronic cigarette was made to a 16 year old that led to a written warning.

**6. RISK IMPLICATIONS**

- 6.1 There are no risks associated with the approval of this Trading Standards Service Plan.

**7. FINANCIAL CONSIDERATIONS**

- 7.1 There are no financial considerations associated with this report.

**8. LEGAL CONSIDERATIONS**

- 8.1 There are no legal considerations associated with the adoption of this Trading Standards Service Plan.

**9. CONSULTATION**

- 9.1 There is no requirement to undertake specific or general consultation during the preparation of the proposals set out in the report.

**10. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 10.1 There are no child and family poverty implications for this report.

**11. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 11.1 There are no equality and diversity implications for this report.

**12. STAFF CONSIDERATIONS**

- 12.1 There are no staff implications for this report.

**13. ASSET MANAGEMENT CONSIDERATIONS**

- 13.1 There are no asset management implications for this report.

**14. RECOMMENDATIONS**

- 14.1 That the Regeneration Services Committee approves the Trading Standards Service Plan for 2017/18.

**15. REASONS FOR RECOMMENDATIONS**

- 15.1 The Trading Standards Service Plan sets out the priorities for, and methods of, service delivery in 2017/18.

**16. BACKGROUND PAPERS**

- 16.1 There are no background papers for this report.

## 17. CONTACT OFFICER

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# **Hartlepool Borough Council**

## **Trading Standards Service Plan**

**2017/18**

# **TRADING STANDARDS SERVICE PLAN 2017/18**

## **INTRODUCTION**

### **1. SERVICE AIMS AND OBJECTIVES**

- 1.1 Service Aims and Objectives
- 1.2 Links to Corporate Objectives and Plans

### **2. BACKGROUND**

- 2.1 Profile of the Local Authority
- 2.2 Organisational Structure
- 2.3 Scope of the Trading Standards Service
- 2.4 Demands on the Trading Standards Service
- 2.5 National Intelligence Model
- 2.6 Enforcement Policy

### **3. SERVICE DELIVERY**

- 3.1 Proactive Work
- 3.2 Trading Standards Interventions
- 3.3 Advice & Guidance
- 3.4 Acting as Statutory Consultee
- 3.5 Local programmes/initiatives
- 3.6 E-Crime
- 3.7 Sampling
- 3.8 Reactive Work
- 3.9 Complaints and Requests for Service
- 3.10 Liaison Arrangements
- 3.11 Regional Enforcement
- 3.12 Primary Authority Scheme

### **4. RESOURCES**

- 4.1 Financial
- 4.2 Staffing Allocation
- 4.3 Staff Development
- 4.4 Equipment and Facilities
- 4.5 Working with Others

### **5. QUALITY ASSESSMENT**

### **6. PERFORMANCE REVIEW 2016/17**

- 6.1 Overview
- 6.2 Trading Standards Interventions
- 6.3 Tobacco Control
- 6.4 Underage Sales
- 6.5 E-Crime
- 6.6 Sampling
- 6.7 Promotional / Campaign Work

- 6.8 Weights & Measures
- 6.9 Doorstep Crime
- 6.10 Formal Enforcement Action
- 6.11 Responding to Complaints
- 6.12 Complaints against our Staff
- 6.13 Compliments

## **7. AREAS FOR IMPROVEMENT / KEY CHALLENGES FOR 2017/18**

## **INTRODUCTION**

This Service Plan details how the Trading Standards Service will be delivered by Hartlepool Borough Council.

Whilst focussing primarily on the year 2017/18, longer-term objectives are identified where relevant. Additionally, there is a review of performance for 2016/17 and this aims to inform decisions about how best to build on past successes and address performance gaps.

The Plan is reviewed annually and previous plans have been approved by the Regeneration Services Committee.

## **1 SERVICE AIMS AND OBJECTIVES**

### **1.1 Service Aims and Objectives**

Hartlepool Borough Council aims:

- To carry out our enforcement duties and deliver high quality services through the efficient and effective use of resources;
- To supplement our enforcement role by providing targeted education and advice;
- To encourage innovation through actively seeking out best practice and working in partnership with other agencies;
- To actively contribute towards achieving nationally agreed strategic aims and objectives; and
- To ensure our actions are consistent, proportionate and targeted and that we are transparent and open about what we do.

In its delivery of the service the Council will have regard to directions and examples of best practice as disseminated by Local Government Regulation, Chartered Trading Standards Institute and Central Government.

### **1.2 Links to Corporate Objectives and Plans**

This service plan fits into the hierarchy of the Council's planning process as follows:

- Hartlepool's Community Strategy - the Local Strategic Partnerships (the Safer Hartlepool Partnership) and the Health and Wellbeing Board
- Public Protection Service Plan
- Trading Standards Service Plan - sets out how the Council aims to deliver this statutory service and the Trading Standards Service's contribution to corporate objectives.

## Overall Aim / Vision

The Council's overall aim is:

***“To take direct action and work in partnership with others, to continue the revitalisation of Hartlepool life and secure a better future for Hartlepool people.”***

The Council's aim is based on, and virtually identical to, the Hartlepool Partnership's long term vision, agreed in July 2008, looking 20 years ahead, which is:-

***‘Hartlepool will be a thriving, respectful, inclusive, healthy, ambitious and outward-looking community, in an attractive and safe environment, where everyone is able to realise their potential.’***

The Council has adopted eight themes that the Partnership has agreed forms part of the sustainable Community Strategy:-

- Jobs and the Economy
- Lifelong Learning and Skills
- Health and Wellbeing
- Community Safety
- Environment
- Housing
- Culture and Leisure and Community Learning
- Strengthening Communities

The Council has a ninth theme, which covers what the Council is doing to sustain its capacity to deliver excellent, value for money services in the future:-

- **Organisational Development**

To contribute to the Council's overall aim/vision, through this Trading Standards Service Plan, the team has made a commitment to protecting and improving the quality of life for residents of Hartlepool through effective promotion and enforcement of consumer protection legislation.

This Trading Standards Service Plan contributes towards the main themes in the following ways:

- **Jobs and the Economy**

By providing advice and information to new and existing businesses to assist them in meeting their legal requirements with regard to Trading Standards requirements, and avoid potential costly action at a later stage;

- **Lifelong Learning and Skills**

By providing advice and guidance to traders so as to ensure awareness and compliance with consumer protection legislation;

- **Health and Wellbeing**

By ensuring that businesses only provide safe products that comply with relevant safety standards and that age restricted products are not supplied to children;

- **Community Safety**

By ensuring that businesses only provide safe products that comply with relevant safety standards and that age restricted products are not supplied to children;

- **Environment**

By ensuring businesses comply with legislation and standards that are designed to reduce the impact on the environment;

- **Culture and Leisure and Community Learning**

By ensuring that businesses comply with their consumer protection responsibilities so as to ensure that those people visiting Hartlepool have a positive experience

- **Strengthening Communities**

By developing ways of communicating well with all customers, including business operators whose first language is not English, and ensuring that we deliver our service equitably to all.

- **Organisational Development**

To contribute towards the key outcomes of improving the efficiency and effectiveness of the organisation and to deliver effective customer focussed services, meeting the needs of diverse groups and maintaining customer satisfaction.

The Council is committed to the principles of equality and diversity. The Trading Standards Service Plan consequently aims to ensure that the same high standards of service are offered to all, and that recognition is given to the varying needs and backgrounds of its customers.

## **2 BACKGROUND**

### **2.1 Profile of the Local Authority**

Hartlepool is located on the north-east coast of England to the north of the River Tees. The Borough consists of the main town of Hartlepool, the seaside resort of Seaton Carew and a number of small outlying villages. The total area of the Borough is 9,390 hectares. The residential population is 92,028 of which ethnic minorities comprise 3.4% (2011 census).

Hartlepool is a unitary authority, providing a full range of services. To the south of Hartlepool is the wider Teesside conurbation which includes the boroughs of Middlesbrough, Stockton on Tees and Redcar and Cleveland, and which together with Hartlepool and Darlington makes up the Tees Valley sub-region. Bordering Hartlepool to the north is the administrative area of County Durham.

The borough has a long and proud history, with the original settlement of Hartlepool dating back to Saxon times. Originally an important religious settlement the town's early development resulted from the existence of a safe harbour and its role as a port for the city of Durham and subsequent grant of a Royal Charter from King John in 1201.

The main phase of Hartlepool's expansion took place from the mid 19<sup>th</sup> Century with the building of a new railway and docks to serve the export of coal. The town continued to expand over the next 100 years as port trade increased and the development of heavy industries including steel making, shipbuilding and manufacturing. Like most industrialised towns in the north of England, Hartlepool has suffered over the last half century from structural reform of these industries and the town has had to look for new opportunities to diversify the economy.

Over the past 20 years Hartlepool has experienced some transformational changes through public and private investment. This has included the transformation of the former South Docks area into a fabulous 500-berth marina where the town hosted The Tall Ships Race in 2010.

### **2.2 Organisational Structure**

Hartlepool Borough Council is a democratic organisation. Following a referendum held on 15th November 2012, Hartlepool Borough Council agreed a revised Constitution which sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people.

The Council moved from operating under an Elected Mayor and Cabinet model of governance to an arrangement based on Committees of 33 elected Councillors who are responsible for agreeing policies about provision of services and how the Council's money is spent.

Under the Council's governance arrangements, most day-to-day decisions are taken by five Policy Committees. These Policy Committees cover the following main service areas

- Finance and Policy Committee
- Adult Services Committee
- Children's Services Committee
- Neighbourhood Services Committee
- Regeneration Services Committee

The Regeneration Services Committee provides political oversight for Trading Standards law enforcement.

The Council is made up of four Departments:

- Chief Executives
- Child and Adult Services
- Regeneration and Neighbourhoods
- Public Health

The Trading Standards Service Plan is delivered through the Public Protection section of the Public Health Department.

## **2.3 Scope of the Trading Standards Service**

Service delivery broadly comprises:

- Carrying out programmed interventions;
- Investigating complaints relating to consumer protection issues;
- Carrying out programmed test purchase exercises to monitor trader compliance with relevant legislation – including underage sales;
- Taking samples of consumer products for testing and analysis
- Providing advice and information to both consumers and traders;
- Taking action (formal and informal) to ensure compliance with legislation;
- Acting as a statutory consultee for applications made under the Licensing Act 2003; and
- Enforcing smoke free legislation in public places.

To achieve its strategic aims and objectives it is necessary to work in partnership with other organisations and agencies such as local authorities, Cleveland Police, Her Majesties Revenues & Customs (HMRC) and local businesses. The Council aims to ensure that these joint working arrangements are in place and that officers of the Service contribute, and are committed to, the ongoing development of these arrangements.

## **2.4 Demands on the Trading Standards Service**

The Trading Standards Service is the principal enforcing authority for approximately 500 statutory instruments relating to consumer protection.



In 2014, a Viewpoint survey was conducted to establish resident's views on a range of Trading Standards responsibilities. The results are detailed in the table below: -

		Very high priority %	High priority %	Medium priority %	Low priority %	Very low priority %	Overall score (Priority order) %
A	<b>Underage sales</b> (e.g. cigarettes, solvents, alcohol) (N=1362)	59	28	10	2	1	<b>85 (3)</b>
B	<b>Toy and product safety</b> (1338)	38	38	19	5	0.8	<b>77 (5)</b>
C	<b>Weights and measures</b> (e.g. short weights) (N=1307)	21	32	35	9	2	<b>65 (9)</b>
D	<b>Counterfeit goods</b> (e.g. pirate videos, computer games) (N=1347)	29	29	30	9	3	<b>68 (8)</b>
E	<b>Rogue traders</b> (e.g. cowboy builders, bogus charities & persistent problem traders) (N=1352)	72	23	3	0.5	0.6	<b>91 (1)</b>
F	<b>False description on goods and services</b> (e.g. car clocking & holiday brochures) (N=1358)	34	37	23	5	1	<b>75 (6)</b>
G	<b>Misleading prices and bogus sale events</b> (N=1349)	33	36	24	5	1	<b>74 (7)</b>
H	<b>Loan sharks and consumer credit</b> (N=1343)	66	21	9	3	1	<b>87 (2)</b>
I	<b>Phoney prize winning letters and home working scams</b> (N=1359)	54	25	14	6	1	<b>81 (4)</b>

It can be seen from the above that the majority of Trading Standards functions were considered by the general public to be either high or very high priority.

With a staff compliment of only five full time officers (plus a shared manager) it has been necessary to prioritise proactive work and this has been done by the development of a 'Resource Allocation Matrix'. This takes account of a range of factors including public concerns (as identified above), business concerns, degree of risk to the public, complaint trends, government concerns at a national level (as expressed through the National Trading Standards Board) and local councillors concerns – each of which helps establish which enforcement areas should take priority over others.

Using this matrix the current priority areas for the Trading Standards Service are: -

### High Priority

*Rogue Traders* – Doorstep crime, cowboy builders and other types of scam can cost local residents hundreds or even thousands of pounds. Trading Standards work closely with a number of agencies to help protect the vulnerable from this type of crime.

*Tackling Underage Sales* - The illegal sale of alcohol and other age-restricted products to children not only contributes significantly towards anti-social behaviour in Hartlepool but can also represent a serious risk to the health and well-being of the children involved.

Trading Standards and licensing officers work closely with Cleveland Police and other agencies to target premises that are thought to sell to children and uses underage volunteers to identify where offences are being committed.

*Product Safety* – Consumers are entitled to assume that all products they purchase will be safe. Trading Standards is responsible for the monitoring, sampling and testing of consumer products to ensure they do not pose a risk.

### Medium Priority

*Scams and Cons* – Unscrupulous traders routinely prey on the vulnerable and elderly by taking advantage of their goodwill. Most people regularly receive unsolicited letters or e-mails offering services that are 'too good to be true'. Sadly, on some occasions, consumers are drawn into these scams and pay for goods or services that either never arrive or are not what was initially described. In many cases, making one purchase opens up the consumer to, many other scams and problems can escalate. Trading Standards aims to identify common scams and notify consumers through press releases and other mass media such as the internet and 'Ringmaster'.

Where a company can be identified, formal action would be commenced against them.

*False Descriptions* – Most consumer purchases are made on the basis of the description they are given by either the manufacturer or retailer. In some cases descriptions are deliberately or negligently misleading – causing consumers to make purchase decisions that they may not have made otherwise. Once money has been handed over it can, on occasion, be very difficult to get back other than to go through the court system. Trading Standards investigates complaints about traders who falsely describe goods and look for the accuracy of descriptions during routine interventions.

*Counterfeiting and illicit tobacco* – The illegal copying of DVD's, computer software, designer clothing and jewellery continue to be a significant issue in Hartlepool. Counterfeiting is bad for business – it takes money away from local retailers who sell genuine products and puts it into the hands of local and national criminals with little or no local benefit for the town. Counterfeiting is often carried out by large organised crime units who are also engaged in other types of criminal activity such as drugs and smuggling.

Trading Standards works closely with HMRC, the Police and trade mark holders to identify and prosecute those who sell counterfeit products.

In April 2010 the Trading Standards Service appointed a tobacco control enforcement officer funded by grant monies made available for two years from the Department of Health. This post has subsequently been continued using non-recurring funding made available through public health grants. The postholder's responsibilities include working with regional and sub-regional organisations to identify sources of illicit and counterfeit tobacco and to prevent its supply.

### Low Priority

*Loan Sharks* – Illegal money lending is now the responsibility of the newly created Financial Conduct Authority which works alongside the National Illegal Money Lending Team – an enforcement body that is to be funded via a levy on the banking industry.

As a consequence, local enforcement is now a *low* priority as the work is undertaken by other agencies. Any information/intelligence received at a local level is passed on to the appropriate external agency.

*Weights and Measures* – Many products are still sold by either weight or by length and consumers expect that they will receive the quantity stated. For some products, such as petrol, the value of goods is so high that even a small error in the accuracy of a measuring machine may lead to significant consumer loss.

Trading Standards officers are 'Weights and Measures Inspectors' and routinely carry out checks on weighing and measuring equipment.

Due to the specialist nature of weights and measures compliance, an arrangement has been entered into with Durham County Council for them to undertake inspections at factory sites and other premises in Hartlepool where specialist testing equipment is required.

*Misleading Pricing* – Most products are now sold with no price marking on them bar codes having replaced price stickers. This has made it extremely difficult to check whether the price stated on a shelf is actually the price charged at the checkout. For some purchases, there may be 'hidden extras' that can significantly inflate the final price of goods or services.

Trading Standards staff routinely check the accuracy of price indications in shops and respond to complaints about misleading price indications.

## **2.5 Intelligence Operating Model**

In addition to the identification of local priorities, the Trading Standards Service also contributes towards the development of regional and national priorities through Regional and National Tasking Groups.

The purpose of these groups is to identify those specific areas of concern that have a cross border impact and which, if tackled on a regional or national level, can benefit consumers everywhere.

The Intelligence Operating Model introduces a national intelligence framework to support regional and national enforcement through the collection and utilisation of information and data to inform work planning processes. Hartlepool Trading Standards will be both contributing and benefiting from this Model.

## **2.6 Enforcement Policy**

The Public Protection Enforcement Policy was updated and revised in 2011.

The Trading Standards Service will take account of the 2014 Regulator's Code when carrying out its interactions with the business community.

## **3 SERVICE DELIVERY**

### **3.1 Proactive Work**

### **3.2 Trading Standards Interventions**

Traditionally Trading Standards services would routinely inspect premises based on a national risk assessment model.

In 2015 this national model for calculating risk was withdrawn and, as such, it is now for individual Trading Standards Services to determine how often businesses should be inspected.

As pressure on the Service has continued to grow in areas such as doorstep crime, the ability to maintain a high level of routine inspections has been seriously challenged. It is therefore proposed that premises will, in future, be visited where consumer risk is considered to be high because of intelligence received; a high numbers of complaints etc; or where new businesses have been established that may well not be fully aware of their duties and responsibilities.

As on-line retailing has continued to flourish, it is now also necessary to monitor internet retailers to ensure consumers are receiving a fair deal and that products are safe.

Opening a line of communication with new businesses early will ensure that they can set up their operations as efficiently and effectively as possible without having to 'catch up' with their legal compliance at a later date.

This approach has been used by the Council's Licensing Team for a number of years and has proved to be very successful.

Businesses will continue to be categorised according to the previous national risk framework and those identified as being high or medium high risk will be visited within a target of 30 days from opening.

Inspections of other premises will continue where resources are available.

Information on premises liable to Trading Standards interventions is held on the APP computer system. An intervention programme is produced from this system at the commencement of each reporting year.

It is anticipated that consistent, high quality programmed interventions by the Service will, over time, result in a general improvement in standards, reducing the frequency for recourse to formal action.

Revisits will be carried out to check compliance where contraventions have been identified.

### **3.3 Advice and Guidance**

The Trading Standards Service works closely with the national Consumer Advice helpline which is now being operated by the Citizen's Advice Bureau, to provide a comprehensive advice and guidance service. Consumers in need of advice regarding the civil law will be serviced by Citizen's Advice but where issues are raised that may have a broader local impact the local Trading Standards Service will be alerted and, if appropriate, an investigation commenced.

In most cases the Trading Standards Service will look to work in partnership with local businesses to ensure they are fully aware of their legal obligations and how best to achieve legal compliance. Such advice is offered free of charge and can be made available at a time to suit the trader.

Trading Standards staff also regularly provide advice sessions to local community groups on issues such as doorstep crime, loan sharks/illegal moneylending, rogue traders and 'the work of Trading Standards'.

Recent surveys carried out by the Government have indicated that businesses and retailers value visits by Trading Standards staff as being an important source of up to date advice and information.

The Council considers that assistance to business, in order to help them to comply with the requirements of legislation, is one of our core activities. For Trading Standards issues the Council has a policy of offering comprehensive advice to any business for which it is, or is likely to become, the enforcing authority.

Advice will be available during the course of routine visits and interventions, through information leaflets and booklets, in response to queries and through the Council's website.

**3.4 Acting as Statutory Consultee** – Trading Standards is a statutory ‘Responsible Authority’ under the Licensing Act 2003. This means that every application for a licence to supply alcohol or offer other regulated entertainment must be submitted to the Trading Standards Service who will consider the application in terms of its likely impact on the Act’s ‘licensing objectives’. For Trading Standards this primarily means the protection of children from harm and officers use their expertise in detecting and preventing underage sales to work with prospective licensees and ensure operating procedures are put in place to prevent the sale of alcohol to children.

### **3.5 Local programmes/initiatives**

Trading Standards will be conducting a range of projects and surveys during 2017/18 in order to improve consumer protection and to raise consumer confidence. These will include: -

**Protecting the Most Vulnerable** – There has been a steady increase in complaints about rogue roofers, cowboy builders and telephone/postal scams that have targeted the elderly and vulnerable and scammed them out of money for poor quality or, sometimes, non-existent work and non-existent prize money.

Trading Standards officers will be working to raise awareness amongst targeted groups and identifying and prosecuting the traders involved.

Due to the significant impact on victims, public health grant funding has been secured until June 2018 to fund an officer who will develop a series of measures aimed at helping people to help themselves and to educate and inform agencies and organisations who can provide support.

This officer has already begun work with agencies and organisations such as the Police, Social Workers, banks, building societies and Post Offices.

The Trading Standards Team will also continue to promote No Cold Call Zones and set them up where there is an identified demand. At the end of 2016/17 Hartlepool had 24 NCCZ’s (an increase from seven in the previous year) and there is a target that ten more will be created during 2017/18.

Officers will continue to offer awareness raising presentations to neighbourhood and community groups and will promote the ‘No Cold Calling’ stickers that are available free of charge.

**3.6 E-Crime** – Using the internet to buy goods and services is now commonplace and rogue traders have used this as an opportunity to sell counterfeit and dangerous goods to the unsuspecting public.

Trading Standards secured national funding to purchase specialist equipment that allows local officers to identify and target rogue e-traders operating in Hartlepool.

Officers will be conducting regular monitoring of internet sites that have a Hartlepool connection and, working with other agencies, specifically the Regional Scambusters team, test purchases will be made to generate evidence for formal legal action where such steps are considered appropriate.

Social media sites have become a popular forum for the sale of counterfeit goods and, in response, the Trading Standards Service has created a Facebook 'profile'. Suspected sellers of counterfeit goods receive a 'post' from Trading Standards advising that their activities are being monitored. This acts as a deterrent for those sellers who had not considered the potential consequences of their activities. For those who ignore the warnings, Trading Standards is able to have sites 'taken down' by Facebook. For those who continue to trade using alternative pages, investigation and prosecution will follow.

### **3.7 Sampling**

In order to protect the public it is essential that potential problems, particularly safety related, can be identified before they cause damage or harm.

One way of achieving this is through the regular sampling of consumer products to ensure they comply with relevant safety standards or with the descriptions being applied to them.

**Product Safety** – Trading Standards will be purchasing a wide range of consumer products to test for compliance with appropriate safety standards. Products to be tested are usually identified as a consequence of national issues or on products that have a history of problems. Testing during 2017/18 will include phone chargers, electrical goods, fire safety of children's nightwear and choking hazards in children's toys.

### **3.8 Reactive Work**

### **3.9 Trading Standards Complaints and Service Requests**

It is intended that every complaint/request for service is responded to within 2 working days.

The majority of consumer complaints are forwarded to the Trading Standards Service via the 'Citizen's Advice Consumer Service' (CACS) – a national consumer hotline funded by central government. CACS provide scripted advice that can resolve many of the simplest complaints but the more complex matters, or those requiring a potential criminal investigation, are referred on to the local Trading Standards department.

The initial response is determined after assessment of the information received, and is based on the risk arising from the conditions that are the subject of the complaint.

The potential actions that are available vary from the provision of advice, often after liaison with the business, to full prosecution procedures in line with the Public Protection Enforcement Policy.

358 complaints were received by the Trading Standards Service during 2016/17.

### **3.10 Liaison Arrangements**

The Council actively participates in local and regional activities and is represented on the following:

- Tees Valley Public Protection Heads of Service Group
- North East Public Protection Partnership (NEPPP)
- North East Trading Standards Association (NETSA)
- Various multi-agency intelligence networks

### **3.11 Regional Enforcement**

Hartlepool is a partner in the North Eastern Trading Standards Association (NETSA) and contributes to the regional enforcement activity planned by it.

In addition there is a National Illegal Money Lending Team (IMLT) which is currently funded through the Government's Business Innovation and Skills Department (shortly to be funded through a banking levy) and a 'Scambusters' team that targets scams and cons that were being perpetrated across the North East.

To assist with the work of these two teams NETSA also manages the work of a Regional Intelligence Analyst whose role is to gather and disseminate intelligence to NETSA members, the IMLT and Scambusters.

### **3.12 Primary Authority Scheme**

It is the Council's policy to comply with the Local Better Regulation Office's Primary Authority Scheme.

In particular the Council will contact the Primary Authority and liaise over:

- any proposed formal enforcement action
- service of Notices
- shortcomings in the companies policies that have wider implications

In Hartlepool, there are currently no formal Primary Authority arrangements in place with a Hartlepool based trader however the service works closely with some local businesses on an informal basis.

The level of resourcing will have to be reviewed if an opportunity to enter into a formal Primary Authority arrangement arises.



## **4. RESOURCES**

### **4.1 Financial Resources**

The annual budget for the Consumer Services section in the year 2017/18 is:

	<b>£ 000.0</b>
Employees	544.6
Other Expenditure	28.0
Grant Funding	(31.1)
Income	(7.5)
Net Budget	572.6

This budget is for all services provided by this section including Food, Health & Safety, Animal Health, Trading Standards and resources are allocated in accordance with service demands.

### **4.2 Staffing Allocation**

The Director of Public Health has overall responsibility for the delivery of the Trading Standards Service and for ensuring the delivery of the Council's Trading Standards Service in accordance with the Service Plan.

The Head of Public Protection has responsibility for planning service delivery and management of the Trading Standards Service, Food, Licensing, Public Health, Water Quality, Health & Safety, Animal Health and Welfare, Environmental Protection and I.T. as well as general management responsibilities as a member of the Public Health department.

The Trading Standards & Licensing Manager has responsibility for the day to day supervision of the Trading Standards and Licensing Service and, having the requisite qualifications and experience, is designated as the authority's Chief Inspector of Weights and Measures.

Senior Trading Standards officers are responsible for carrying out the Trading Standards premises intervention programme as well as the delivery of all other aspects of the Trading Standards service and will undertake complex investigations.

The Technical Officer (Trading Standards) post is temporary funded through a non-recurring Public Health grant, and is responsible primarily for public health related Trading Standards issues such as tobacco and alcohol control. The public health grant funding for this post will end in August 2017 and, as such, this post will be deleted from the Trading Standards structure at that time.

In addition to the above, there is a further Trading Standards Technical Officer, also funded through a non-recurring public health grant, whose remit is to specifically develop products and systems to protect the elderly and vulnerable from doorstep crime. Due to continued financial pressure, the future of this post is currently only guaranteed until June 2018.

Administrative support is provided by a dedicated Support Services team.

All staff engaged in Trading Standards law enforcement activity will be suitably trained and qualified and appropriately authorised in accordance with guidance and internal policy.

The resources determined necessary to deliver the Trading Standards Service in 2017/18 are as follows:

1 x 0.2 FTE Head of Public Protection (with responsibility also for Food, Licensing, Health & Safety, Environmental Standards & IT)

1 x 0.5 FTE Trading Standards & Licensing Manager (with responsibility also for Licensing)

3 x Senior Trading Standards Officers

2 x FTE Technical Officer (one of these posts to be deleted in August 2017)

#### **4.3 Staff Development**

The Council is committed to the training and personal development of its employees and has in place Personal Development Plans for all members of staff.

The Staff Training Plan allows for the formal identification of the training needs of staff members in terms of personal development linked with the development needs of the service on an annual basis.

The Training Plan clearly prioritises training requirements of individual staff members will be developed and reviewed bi-annually.

Detailed records are maintained by the service relating to all training received by officers.

#### **4.4 Equipment and Facilities**

A range of equipment and facilities are required for the effective operation of the Trading Standards Service.

The service has a computerised performance management system, Authority Public Protection (APP). This is capable of maintaining up to date accurate data relating to the activities of the Trading Standards Service. A documented database management procedure has been produced to ensure that the system is properly maintained, up to date and secure. The system is used for the generation of the intervention programmes, the recording and tracking of all Trading Standards activities, the production of statutory returns and the effective management of performance.

## **4.5 Working with Others**

In April 2016 Hartlepool Borough Council formally withdrew from the partnership agreement it had shared with the former Cleveland County Council authorities since 1996. The agreement had provided for Middlesbrough Borough Council to carry out Hartlepool's statutory metrological (weights and measures) requirements as well as metrology inspections.

The agreement also provided product testing facilities where sampled products could be sent for compliance testing.

As it was determined that similar services could be obtained from other providers, at a cheaper cost, new arrangements have been made.

Durham County Council now carries out Hartlepool's metrology work and samples that require testing or analysis are sent to the best value laboratories available.

## **5. QUALITY ASSESSMENT**

The Council is committed to quality service provision. To support this commitment the Trading Standards Service seeks to ensure consistent, effective, efficient and ethical service delivery that constitutes value for money.

A range of performance monitoring information will be used to assess the extent to which the Trading Standards Service achieves this objective and will include on-going monitoring against pre-set targets, both internal and external audits and stakeholder feedback.

Specifically the Trading Standards & Licensing Manager will carry out accompanied visits with officers undertaking interventions, investigations and other duties for the purpose of monitoring consistency and quality of the intervention as well as maintaining and giving feedback with regard to associated documentation and reports.

## **6 PERFORMANCE REVIEW**

**6.1 Overview** - It is recognised that a key element of the service planning process is the rational review of past performance. In the formulation of this service plan a review has been conducted of performance against those targets established for the year 2016/17.

This service plan will be reviewed at the conclusion of the year 2017/18 and at any point during the year where significant legislative changes or other relevant factors occur during the year.

It is the responsibility of the Head of Public Protection to carry out that review with the Director of Public Health.

The service plan review will identify any shortfalls in service delivery and will inform decisions about future staffing and resource allocation, service standards, targets and priorities.

Any relevant amendments to the Council's Corporate Plan will be incorporated into the service plan.

Following any review leading to proposed revision of the service plan Member approval will be sought.

## **6.2 Trading Standards Interventions**

During 2016/17 the Trading Standards Service carried out 306 inspections of business premises in Hartlepool.

## **6.3 Tobacco Control**

In April 2010 a tobacco control enforcement officer was employed on a two year contract funded through the Department of Health. Additional non-recurring funding was then secured to allow the post to continue until it expires in August 2017. The officer's primary responsibility is to identify and target premises and retailers who are supplying illicit tobacco – whether from traditional retail premises or from private homes – commonly known as 'tab houses'.

The officer also began a programme of retailer education to help ensure that they were not deliberately or unintentionally supplying illicit or counterfeit tobacco. During 2016/17 this officer visited 194 premises to check for compliance with smoke free legislation. Measures taken to prevent the sale of tobacco products to under 18's were also discussed with all retailers.

In general terms, compliance with the new requirements has been found to be very good but there has been a disturbing increase in the sale of counterfeit tobacco from some 'corner shops'.

For one shop in particular, Baltic Mini Market in Oxford Road, their persistent selling of counterfeit tobacco led to the Trading Standards Team applying to the Courts for the shop to be closed down using powers available under the Anti-social, Policing and Crime Act 2014.

The Magistrates were advised that counterfeit tobacco had either been purchased by undercover Trading Standards officers or seized from the property on 11 occasions and that, due to the way the premises were being operated, no one individual could be identified as being responsible.

The Magistrates agreed that the premises were responsible for persistent criminal behaviour and closed the shop down for the maximum three months available under the law.

A number of other premises are currently under investigation and officers will be monitoring them closely.

#### **6.4 Underage Sales**

During 2016/17 22 premises were visited to test a store's compliance with age restricted sales legislation.

Two sales of alcohol were made to 14 year old girls and one sale of an electronic cigarette was made to a 16 year old girl.

After careful consideration of mitigating circumstances, these sales resulted in one written warning and two Simple Cautions.

#### **6.5 E-Crime**

Officers have continued to monitor websites during 2016/17 and there has been an obvious increase in counterfeit goods being supplied through social media sites such as Facebook.

Counterfeit sellers can either sell directly from their own site or advertise their goods through a 'Selling Page' operated by a third party.

The Trading Standards Team has established a Facebook presence to allow it to interact with other Facebook users and this will be used to identify where Facebook sites are being used to sell counterfeit, or otherwise illegal, goods.

In 2016/17 over 200 Facebook sites had a 'post' left on their page, informing them that Trading Standards were monitoring what they were selling. This approach has had several consequences – some users have contacted Trading Standards immediately and removed the offending items whilst some have 'barred' Trading Standards from continuing to see their site. An alternative approach is in place where this happens so that the team can continue to tackle traders who operate this way.

Other traders have moved their sites from being 'public' to 'private' so that only 'friends' can view what is being offered. Whilst this stops Trading Standards from seeing the site, it also stops the majority of the public seeing it also effectively such sites are moved from the virtual High Street to a private club significantly reducing potential sales.

#### **6.6 Sampling**

During 2016/17 Trading Standards routinely sampled a number of products to ensure compliance with safety regulations. These included: -

- Phone chargers for electrical safety
- Halloween costumes for fire safety and general product safety
- Christmas toys for fire safety and general product safety
- Electric blankets for fire safety
- Babies dummies for choking hazards

Whilst no serious faults were discovered that posed an immediate risk to health, a number of samples were found to be non-compliant with national or international standards in relation to labelling and/or packaging.

In addition to routine sampling, other products were sent for testing following complaints or receipt of other intelligence.

## **6.7 Promotional/Campaign Work**

During 2016/17 the Trading Standards Service carried out 5 presentations to community groups and other associations – informing members of their consumer rights and advising them of the work carried out by Trading Standards on their behalf.

## **6.8 Weights & Measures** – Trading Standards officers carry out a statutory weights and measures responsibility and are in a unique position to protect consumers who may be receiving short weight or measure without their knowledge.

In 2016/17 officers checked a wide range of products being supplied by supermarkets and other premises to ensure that product weights matched what was indicated on the packaging.

## **6.9 Doorstep Crime/Scams**

2016/17 saw an increase in the volume and seriousness of scams and doorstep crime incidents.

It is often the elderly and vulnerable who bear the brunt of these problems and, for scams in particular, perpetrators are often located abroad and are beyond the reach of local Trading Standards Services.

In order to reduce their effect, Trading Standards has begun to supply 'Trucall' call blocking equipment to those who have been receiving large amounts of unsolicited calls.

For those who have been targeted by doorstep callers, officers have installed covert CCTV systems that can record further visits made by cowboy builders and roofers whilst investigations are ongoing.

The Team is also promoting 'No Cold Calling' stickers that can be placed in a front door or window advising prospective callers that they are not welcome. The sticker also provides the homeowner with a valuable 'aide memoire' on what to do if a cold caller ignores the sticker. 1600 stickers were distributed during 2016/17 meaning that almost 6000 have been issued to Hartlepool residents since the initiative began.

## **6.10 Formal Enforcement Action**

On some occasions it is necessary to prosecute for serious or repeat offences. In 2016/17 three convictions were secured by the Trading Standards team.

Two related to a cowboy builder who was carrying out extremely poor work and was misrepresenting his business as being a member of various official trade organisations when, in fact, it was not.

A further case was taken against a couple who had, for several years, supplied 'IPTV' boxes to pubs and clubs so that they could illegally show live football matches. The trader charged £1000 to supply a box that used the internet to broadcast Premier League matches which is an offence under the Copyright, Designs and Patents Act.

Following a very lengthy investigation by the Scambusters Team, Hartlepool Council prosecuted the couple involved and secured guilty pleas which resulted in a suspended prison sentence and a requirement to pay £80,000 Proceeds of Crime and £170,000 in costs.

This case received international attention as it was one of the first against a supplier of illegally modified IPTV boxes (Internet Television) which has become a booming industry in recent years.

In addition, one trader paid £8000 to a consumer for remedial work to be carried out following his poor quality rendering work.

## **6.11 Responding to Complaints**

The Trading Standards Service received a total of 358 complaints from both consumers and traders relating to a wide range of issues. In many cases these complaints can be resolved through the provision of advice or by re-direction to another agency but, in some cases, criminal investigations are necessary.

The receipt of intelligence through complaints made by the general public is invaluable to the Trading Standards Service and the Team's telephone number is always quoted in press releases.

## **6.12 Complaints against Our Staff**

No complaints were made against our staff during 2016/17.

## **6.13 Compliments about Our Staff**

The Trading Standards Team regularly consults with traders who have been contacted by the Service to establish whether the contact had been helpful and fair.

In 2016/17 the final satisfaction figure was 84.25% (a slight reduction on the 87.75% the previous year). As a figure of 100% would mean every trader being very satisfied with both the fairness and helpfulness of the officer concerned a final figure of 84.25% is an excellent outcome and a testament to the work of the team, especially when it is recognised that sometimes the contact may be with a suspect in a criminal investigation or with a trader who is being made to invest resources to achieve required legal compliance.

## **7. KEY AREAS FOR IMPROVEMENT & KEY CHALLENGES FOR 2017/18**

1. The loss of one FTE member of staff in August 2017 due to the loss of public health grant funding will have a significant impact on the Service as a whole.
2. In addition to the above, the Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.
3. There are significant changes taking place at a national level as the Government presses forward with regulatory reform. The National Trading Standards Board has been established which identifies national priorities and increases Regional and Sub-Regional co-ordination including the funding of the North Eastern Scambusters Team. The Trading Standards & Licensing Manager sits on the management board of this Team which, due to tightening budgets, remains under pressure to reduce costs and contribute towards national projects as and when required.
4. Serious doorstep crime continues to be a major concern and responding to complaints is extremely resource intensive. Due to the significant consumer detriment involved, tackling rogue traders remains the highest of priorities which may mean that responding to other areas of responsibility has to be delayed.

An officer has been appointed on a temporary basis to raise awareness and set up systems that will allow the public and other agencies to better protect the vulnerable from the escalating nuisance of doorstep crime.

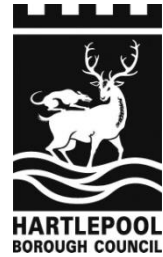
5. There has been a notable increase in complaints and intelligence concerning the sale of counterfeit tobacco from retail premises. This is reflected throughout the North East of England.

Hartlepool Trading Standards Service has been one of the first in the country to use closure powers made available by the Anti-social behaviour, Crime and Policing Act 2014 and this power will be considered for other cases currently under investigation.



# REGENERATION SERVICES COMMITTEE

24<sup>th</sup> October 2017



**Report of:** Director of Regeneration & Neighbourhoods

**Subject:** DEPARTMENTAL ANNUAL PROCUREMENT  
REPORT – REGENERATION SERVICES  
COMMITTEE

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non Key Decision.

## 2. PURPOSE OF REPORT

2.1 To advise Committee of contractual activities where the annual value of the anticipated contract exceeds £60,000 for Goods and Services or £100,000 for Works.

## 3. BACKGROUND

3.1 The Council delivers a range of services through a combination of direct provision by the Council's own staff, contracts with the private and voluntary sector and partnership agreements with strategic partners. This report provides information on existing contracts for Regeneration Services and enables Members to provide input to the strategic direction for the future delivery of these services. This will enable Members to consider potential changes to the service specification, or potential alternative delivery models, where there is a robust business case.

## 4. PROPOSALS

4.1 To achieve these objectives the Department has produced a Departmental Annual Procurement Report (DAPR) for Members to review.

4.2 The DAPR is divided into the following four Appendices:

**Appendix 1** – Procurement processes either underway or forthcoming which do not have any members interests recorded against them.

**Appendix 2** – Not for Publication information on the contracts detailed in Appendix 1.

*This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3) information relating to the financial or business affairs of any particular person (including the authority holding that information).*

**Appendix 3** – Procurement processes either underway or forthcoming which do have member's interests recorded against them.

**Appendix 4** – Not for Publication information on the contracts detailed in Appendix 3

*This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3) information relating to the financial or business affairs of any particular person (including the authority holding that information).*

Information listed in the Appendices is sorted in chronological order based on the contract end date. Details of the information in the Appendices is provided below.

4.3 Each appendix consists of two parts which are detailed below – NOTE: Parts 1 and 2 are only provided when there are contracts in that period.

4.3.1 **Part 1 - Procurement processes for contracts commencing PRIOR to 1 September 2018**

To ensure that members have sufficient time available to them to discuss and influence commissioning strategies this report has been constructed on the basis that a lead time of 12 months is required prior to contract commencement.

Part 1 details those activities where the 12 month period described above is not available. As a result of shortened timescales, it would be impractical to change direction on these projects, however, the opportunity to influence the arrangement will come up again at contract review / renewal.

**4.3.2 Part 2 - Procurement processes for contracts commencing ON OR AFTER 1 September 2018**

Part 2 provides details of procurement processes where a 12 month, or greater, timescale is available prior to contract commencement. The inclusion of this information is aimed at facilitating discussions around commissioning strategies.

**5. RISK IMPLICATIONS**

5.1 None – risks are managed by the existing procurement process.

**6. FINANCIAL CONSIDERATIONS**

6.1 There are no financial considerations associated directly with this report, although there will be financial considerations in relation to individual procurements decisions, and/or the development of alternative service delivery business cases.

**7. LEGAL CONSIDERATIONS**

7.1 None – legal issues are managed by the existing procurement process.

**8. CONSULTATION**

8.1 Not applicable.

**9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

9.1 There is no direct impact on Child and Family Poverty issues although there is the possibility of indirect impacts, depending on the commissioning / procurement strategies employed.

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE)**

10.1 There are no equality and diversity considerations applicable to this proposal.

**11. STAFF CONSIDERATIONS**

11.1 There are no staff considerations applicable to this proposal.

## **12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations applicable to this proposal.

## **13. RECOMMENDATIONS**

- 13.1 It is recommended that Members:
- i) Note the contents of the Appendices to the report and;
  - ii) Indicate to officers any issues they wish to be considered when detailed commissioning of individual services is undertaken.

## **14. REASONS FOR RECOMMENDATIONS**

- 14.1 To enable Members to influence decision making and strategy in relation to forthcoming commissioning activities.

## **15. BACKGROUND PAPERS**

- 15.1 There are no background papers.

## **16. CONTACT OFFICERS**

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Email: denise.ogden@hartlepool.gov.uk  
Tel: 01429 523300

Procurement processes for contracts commencing PRIOR to 1<sup>st</sup> September 2018

Ref No	i. Contract / Service Description	ii. Details of current contract terms e.g. In-house, contracted out, voluntary agency, partnership etc.	iii. Contract Start Date	iv. Contract End Date (inclusive of contractual extensions) and details of extension options e.g. '31/3/19 – including 1 year extension period'	v. Funding stream	vi. Proposed Commissioning / Procurement Strategy	vii. Reason (for proposed strategy)
58	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
59	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
61	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
62	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
64	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
66	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
68	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
70	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
71	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
72	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
75	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
77	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
79	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
80	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	

81	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
82	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
85	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
86	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
88	YEI Pathways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
57	YEI Routeways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
67	YEI Routeways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
78	YEI Routeways	Contracted Out	01/10/2015	31/07/2018	DWP/ESF	Tees Valley Youth Employment Initiative project developed as part of a consortium bid	
91	Design Work for Church Square	Contracted Out	August 2017	June 2018	LGF	One off contract	
92	Project Management and Design of “the BIS” Managed Workspace RIBA Stages 4,5 and 6	Contracted Out	November 2016	June 2018	LGF	One off contract	
93	ISQ Church Street and Church Square Improvement Public Realm Works (Single contract)	Contracted Out	September 2017	June 2018	LGF	One off contract	
94	ISQ “The BIS” Managed Workspace- Whitby Street Construction contract	Contracted Out	September 2018	June 2018	LGF	One off contract	
95	Seaton Carew- Public realm and outdoor leisure works to the Front at Seaton Carew	Contracted Out	August 2017	March 2018	CCF/Landfill Tax/HBC	One off contract	
96	Art Work “Boy and the Bike”	Contracted Out	August 2017	March 2018	CCF	One off contract	
98	Stockton Street Construction contract	Contracted Out	June 2018	March 2019	LGF	One off contract	
101	Design Work for ISQ- Phase 2	Contracted Out	December 2017	June 2018	TVCA	One off contract	
102	Development of Architectural Concept Scheme for Waterfront	Contracted Out	June 2018	December 2018	TVCA	One off contract	

	Visitor Attraction						
103	Detailed Design of public realm, landscaping and connectivity strategy for the Waterfront	Contracted Out	January 2018	June 2018	TVCA	One off contract	
104	Business Planning, feasibility and financial modelling for the Waterfront Visitor Attraction and Watersports Hub	Contracted Out	March 2018	June 2018	TVCA	One off contract	
105	Hotel Feasibility Study and External Agent	Contracted Out	January 2018	June 2018	TVCA	One off contract	

Procurement processes for contracts commencing PRIOR to 1<sup>st</sup> September 2018

Ref No	i. Contract / Service Description	ii. Details of current contract terms e.g. In-house, contracted out, voluntary agency, partnership etc.	iii. Contract Start Date	iv. Contract End Date (inclusive of contractual extensions) and details of extension options e.g. '31/3/19 – including 1 year extension period'	v. Funding stream	vi. Proposed Commissioning / Procurement Strategy	vii. Reason (for proposed strategy)
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