

Trading standards - FOI questions for LAs

What is the name of the Local Authority your Trading Standards Service covers?

If you operate as a combined service, please enter the names of all the Local Authorities that fall within your service.

City of Doncaster Council

Section 1 - Resources

What was the total budget for your local authority Trading Standards Service for the 2023-24 financial year (1st April 2023- 31st March 2024)?

£753,480.00

What was the total budget for your local authority Trading Standards Service for the 2022-23 financial year (1st April 2022- 31st March 2023)?

£711,610.00

What was the total budget for your local authority Trading Standards Service for the 2021-22 financial year (1st April 2021- 31st March 2022)?

£697,690.00

In the 2023-24 financial year (1st April 2023- 31st March 2024), what proportion of your Trading Standards Service's funding came from the following sources?

If you do not have the exact figure, please provide an approximation

Source	% of funding (please sum to 100%)
Central government local authority funding	98.3%
Other central government or regulator funding for specific functions	0
Devolved government funding	0
Regional funding	0

Which?

National Trading Standards or Trading Standards Scotland funding	0
Primary Authority Partnership funding	0.17%
Other, please specify	0

How many full time equivalent staff, including contractors, work in your service? Please enter a numerical value next to each category.

Staff type	Permanent full time	Contractors	Part time
Professionally qualified staff undertaking Trading Standards work (this includes staff holding DCATS, CTSP, DTS or equivalent qualification).	8	0	1
Other professionally qualified staff undertaking Trading Standards work e.g. Environmental Health Officers	0	0	0
Other staff undertaking Trading Standards work e.g. apprentices	2	0	0
Administrative/support staff.	0	0	0.6

For which of the following do you have Trading Standards officers with specialist competencies in the area?

All officers in the team are multidisciplinary in nature Yes denotes a function undertaken by the team and no denotes the function is tasked to another section outside of the service.

Specialist competency	Yes/No
Unfair commercial practices	Yes
Consumer Rights Act breaches	Yes
Prices and pricing practices	Yes

Which?

Motor trade	Yes with a dedicated officer to a motor trade partnership scheme
Travel and holiday industry	Yes
Renewable energy and home improvements	Yes
Doorstep crime, including rogue trading	Yes
Product safety	Yes
Intellectual Property	Yes
Metrology / weights and measures	Yes specifically 5 WM inspectors
Age-restricted sales	Yes
Food standards	No
Animal feed	No
Animal health and welfare	No
E-crime - this includes email scams, phishing, fake websites or copycat websites	Yes
Consumer Advice	Yes
Other (please specify)	

Do you share any of the following services with Trading Standards departments in other local authorities? If so, who do you share with?

Area	Shared? Y/N	Who with?
Fair trading	N	
Product safety	N	
Intellectual Property	N	
Metrology / weights and measures	N	Shared local standards across south Yorkshire
Age-restricted Sales	N	
Food Standards	N	
Animal feed	N	
Animal health and welfare	N	

E-crime - this includes email scams, phishing, fake websites or copycat websites	N	
Consumer advice	N	
Other (please specify)	N	

Section 2 - Demand and prioritisation

How many referrals and notifications did you receive to your services in the April 2023-March 2024 financial year in the following categories?

Category	Referrals	Notifications
Overall		
Doorstep crime - this includes all rogue trading that takes place at the consumer's home	111	187
Scams - this includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud)	35	23
E-crime - this includes email scams, phishing, fake websites or copycat websites	10	27
Food Standards	n/a	n/a
Motor vehicle sales	345	605
Motor vehicle repairs	45	40
Travel and holiday industry	18	35
Renewable energy and home improvements	7	36
Illegal tobacco & alcohol	25	0
Offensive weapons sales	0	0
Vapes	19	0
Property – including lettings and estate agents	5	24
Fair trading - including pricing, terms and conditions and descriptions of goods	110	290
Animal health	n/a	n/a
Product safety	140	75
Other	n/a	n/a

How many of the referrals received in the financial year 2023-24 did you take forward / investigate?

If you do not formally collect this information, please provide an estimate

Category	Number of referrals investigated
Overall	
Doorstep crime - this includes all rogue trading that takes place at the consumer's home	111
Scams - this includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud)	35
E-crime - this includes email scams, phishing, fake websites or copycat websites	10
Food standards	n/a
Motor vehicle sales	345
Motor vehicle repairs	45
Travel and holiday industry	18
Renewable energy and home improvements	7
Illegal tobacco & alcohol	25
Offensive weapons sales	0
Vapes	19
Property – including lettings and estate agents	5
Fair trading - including pricing, terms and conditions and descriptions of goods	110
Animal health	n/a
Product safety	140
Other	

Of those referrals that you did not take forward, how often have the following been reasons why?

Which?

Reason	Always	Often	Someti mes	Rarely	Never
We did not have the staff hours required			x		
We did not have the relevant specialist skills				x	
The referrals did not merit investigation			x		
The referrals did not fall into our priority areas		x			
Other, please specify					

Approximately what proportion of your investigations pertain to the online activities of a business?

1. 0-10%
2. **10-20% approximately just short of 20%**
3. 20-30%
4. 30-40%
5. 40-50%
6. More than 50%

What are the top three priority issues for your service?

Crime in the home.

Used car crime.

Product safety.

Tobacco and alcohol control.

Can you set out any aspects of your remit that you have had to de-prioritise over the past five years?

The service follows the National Trading Standards intelligence operating model and resources in the areas of highest detriment and acts upon intelligence received.

Section 3 - Enforcement activities/outcomes

In the 2023-24 financial year (1st April 2023- 31st March 2024)...

1. How many routine (i.e. not responding directly to a complaint) inspections on businesses did you carry out?

2. How many seizures of unsafe/non-compliant products did you make?

37

3. How many hours of advice did you provide for businesses on their obligations under consumer law (excluding Primary Authority advice)?

We do not record the time spent on providing on overall business advice so we are unable to provide this data.

4. How many hours of advice did you provide for businesses for which your service holds a Primary Authority relationship?

254hrs

5. How many voluntary undertakings did you secure from businesses?

None

6. How many test purchases did you carry out?

None

7. How many cautions did you issue?

None

How many enforcement orders and formal warning notices did you serve in the following categories in the 2023-24 financial year?

Category	Formal warning notices	Enforcement orders
Overall		
Food standards	n/a	n/a
Motor vehicles (sales & repairs)	0	0
Home improvements	0	0
Travel and holiday industry	0	0
Illegal tobacco & alcohol	0	0
Property – including lettings and estate agents	0	0
Fair trading - including pricing, terms and conditions and descriptions of goods	0	0

Which?

Product safety	0	0
Other	0	0

How many criminal prosecutions and civil enforcement actions did you bring forward in the 2023-24 financial year?

Category	Criminal	Civil
Overall		
Doorstep crime - this includes all rogue trading that takes place at the consumer's home	1	0
Scams - this includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud)	0	0
E-crime - this includes email scams, phishing, fake websites or copycat websites	0	0
Food standards	n/a	n/a
Motor vehicles (sales & repairs)	0	0
Illegal tobacco & alcohol	0	0
Offensive weapons sales	0	0
Property – including lettings and estate agents	0	0
Fair trading - including pricing, terms and conditions and descriptions of goods	0	0
Animal Health	n/a	n/a
Product safety	0	0

Please could you provide a copy of your latest enforcement policy?

<https://www.doncaster.gov.uk/services/environmental/regulation-and-enforcement>

Please enter any other comments or additional information that you feel is relevant.

All referrals are investigated with an emphasis on our priority areas of work as indicated above.