Figures for trading standards work 2020/2021

COVID Enforcement Work

- 551 business requests for advice
- 3596 complaints and inquiries
- 889 visits
- 1132 checks on businesses without entry
- 169 non-compliant businesses
 - o 169 received verbal advice
 - 93 received written advice
 - o 3 direction notices issued
 - o 43 prohibition notices issued
 - o 0 fixed penalty notices were issued

Doorstep Crime and Scams

- 1,250 Scam victims subject to interventions
- £230,819.00 Not handed over to criminals
- £106,150.00 Money saved for scam victims

Future Savings due to this Intervention by Trading Standards*

•	Scams	£795,000
•	Doorstep Crime	£1,557,972
•	Healthcare	£1,270,605
•	Residential Care	£318,372

Total future Savings £3,941,949

Income

•	Grant Funding	£120,572
•	Metrology	£2,306
•	Licensing	£44,110
•	Business Advice	£37,132
•	Public Health	£50,000
•	Other	£25,314

Total £284,434

^{*}Based on National Trading Standards Optimity Calculator

General Trading Standards Work

- 157 identified non-compliant food businesses
- 382 businesses found breaching animal health and welfare standards
- 147 visits to businesses
- 133 compliant businesses
- 11 visits resulting in minor non-compliances
- 2 visits requiring further action

Goods removed from the market by trading standards

6,129 counterfeit goods value £133,360
53,260 Cigarettes value £11,983
35.5 kg hand rolling tobacco value £6,507
635,645 unsafe/non-compliant imports value £21, 166,978

Total value £21,318,828

Comparison with 19/20 data

Area	2019/20	2020/21	Change
Income	£272,534	£284,434	+ 4.4%
Referrals	17,254	21,000	+ 21%
non-compliant business	342	182	- 47%
Visits and checks on premises	1,004	2,165	+ 115%
Requests for Business Advice (non-Primary Authority)	75	658	+ 777%

Figures for since April 2021

Doorstep Crime Safeguarding -

87 safeguarding interventions by Victim Safeguarding Officer

• £1.1 m lost to fraudsters.

• £117,000 prevented from going to criminals

• 216 Community Warden visits

BBC Radio Kent on scams Mar https://www.bbc.co.uk/sounds/play/p09918tv.
 And Jun https://www.bbc.co.uk/sounds/play/p09fszvq

Operation Astra

- Defendant B
 - £101,558.24 identified as criminal benefit
 - o £79,476.83 to pay in 3 months
 - o 10 months Default prison sentence for failure to pay
- Defendant N:
 - o £57,000.00 Benefit figure with 3 months to pay.
 - o £6,903 in costs
- Total confiscation £136,476
- Media: https://www.kentonline.co.uk/sheerness/news/boot-fair-traders-told-to-pay-back-136-476-243811/

Illicit Tobacco Seizures (Apr – Oct)

102,803 Cigarettes Value* £23,130.68
 40.4Kg Hand-rolling tobacco Value* £ £7,405.32
 Total Value* £ 30,603.32

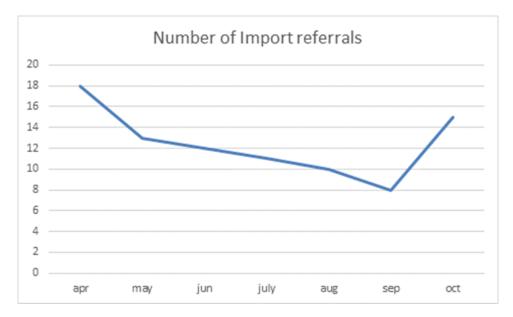
*Value based on figures from HMRC

Business Advice

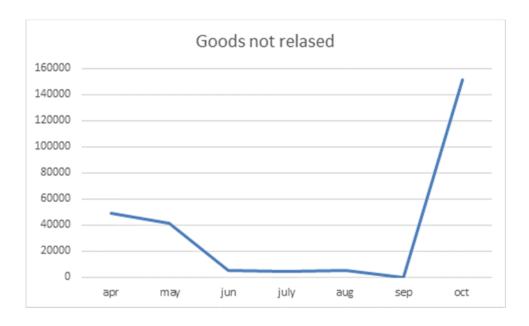
- Kent and Medway Growth Hub
 - o 74 Business advised representing
 - o 274 Hours of advice
- Brexit Business Advice Webinars (Jun) <u>Brexit import changes: Kent Trading Standards to host series of free webinars this summer ahead of October 1 changes (kentonline.co.uk)</u>
- Natasha's Law (October 21)
 - o 6,350 views of the advice video
 - o 53,257 hits on the social media advertisement
 - 424 targeted business opened the email
 - Website https://mailchi.mp/kent.gov.uk/natashas-law
 - Media https://kccmediahub.net/kent-food-firms-get-set-for-natashas-law745

Imports April to October 21

• 103 referrals to the team



- 936,122 total number of goods
- 337,047 not released



£11,223,665 Consumer detriment prevented*

*Using National Trading Standards Figures for consumer detriment caused by each unsafe item.