

Appendix 7 – 2023/24 Q3 REGULATORY SERVICES, COMMUNITY PROTECTION AND ICT

Cabinet Member: Councillor Karen Lucioni

Portfolio Responsibilities:

- Contingency and Emergency Planning
- Bereavement Services
- Coroner
- Licensing
- Environmental Health
- Trading Standards
- Community Safety
- ICT Contracts
- Applications Development
- Digital Service
- Software Development
- Compliance and Infrastructure
- Desktop Support
- Telecommunications

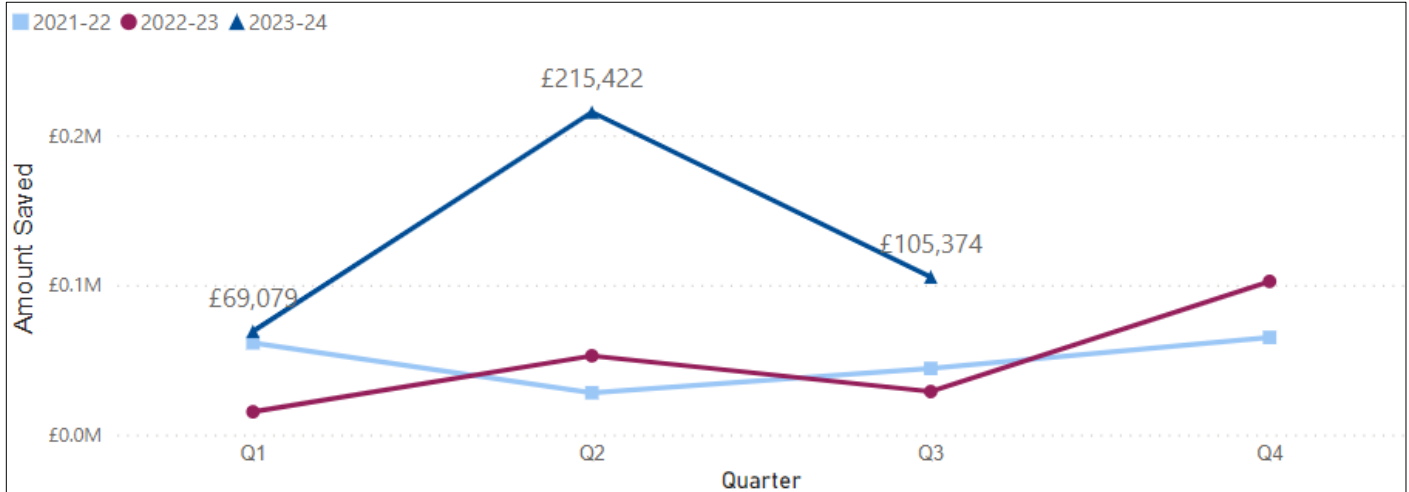
Performance Measures

Amount of money saved to vulnerable consumers by trading standard interventions

Aim: Increasing the amount of money saved to vulnerable consumers by trading standards interventions.

UN Sustainable Development Goal: 16

Most Recent Status: December 2023	Monitoring Measure
Previous Status: September 2023	Monitoring Measure



- This data is provided by the Isle of Wight council Trading Standards Service.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 11:

The food inspection programme is on track within the capacity of competent officers currently. This is not completion of the full programme as would be expected by the Food Law Code of Practice; however, the Food Standards Agency (FSA) performance team are aware, and we are keeping them updated. An action arising from the internal audit of the service was that the Food Service

Plans should be forwarded to the appropriate level for approval. Retrospectively this year's plan will be approved and published shortly.

In relation to the remainder of the service delivery, we are currently working to the team plans, with all work focused on a risk-based approach and making the most effective use of the resources that are available. We have had some successes with officers that are on training programmes and career progressions within the team. We have also successfully recruited to a vacant position in the team.

The licensing team has been working on the renewal of the Statement of Licensing Policy required by the Licensing Act 2003. The consultation is complete, and the policy was presented to Full Council on 17 January for approval. The team continues to deal with the many applications that it receives and ensure that they are processed in the time scales set by both legislation and local policy.

During Q3 Trading Standards saved a total of £105,374 for consumers due to trading standards interventions. We continue our work in the community with preventative talks on scams to residents and community groups. Further test purchasing has taken place for underage sales of vapes based on intelligence received. The compliance has been good, with some non-compliance addressed and some planned re-tests. We have also seen an increase in the reporting of door-step crime related incidents this quarter, to which the team has responded. Subsequently, media messages have been issued to residents with advice about contracting services on the doorstep.

During Q3 trading standards have completed our routine Weights and Measures inspections of all fuel stations on the island to check for accuracy. All sites passed with good compliance. Business advice has also been provided to all identified sellers of firewood to ensure they are compliant with the new legislation around moisture content.

Strategic Risks

N/A