



Title	Chief Fire Officer Report – Adult and Social Care and Communities Scrutiny Committee
Chief Fire Officer Suite of Services	Trading Standards, Civil Protection and Coroners Services
Date	Tuesday 7 th September 2021
Purpose of Report	To provide a strategic update on issues and key areas of service provision, opportunities and challenges

Following the revision of the Committee functions, I provide below an update on the work of Trading Standards, the Civil Protection Team and Coroners Services.

Trading Standards

The Service has identified, through analysis of demand, quantifying risk and considering emerging issues, the following priority areas of work:

- Protecting vulnerable people from harm
- Supporting a thriving business environment – Deterring Organised Criminality & Assisting Partner Agencies Supporting the rural population
- Animal Health and Disease Control
- Protecting isolated businesses from harm

These priorities will be addressed at subsequent meetings, commencing with protecting vulnerable people from harm in relation to scams and doorstep crime issues at the next meeting.

Brief Background

The current resources, capacity and responsibilities of the Service are as follows:

- 16.49 Full Time Equivalent (FTE) staff 11.54 are operational across all areas of work (1.41 FTE non-operational technical support, 1 FTE apprentice, 1.54 FTE undergoing professional development towards operational status and 1 FTE non-operational head of Service)
- Net budget of £871,995
- Delegated responsibility to enforce Consumer Protection and Animal Welfare legislation on behalf of the County Council.

- Primary objective is to work with businesses of all descriptions to achieve compliance. Option to escalate enforcement action including use of statutory notices, prosecution and recovery of benefit of crime

Attached (Appendix 1) is a snapshot of the work of the Service during 2020/21. This is slightly askew as the Service was responsible for enforcing business restrictions imposed by regulation in response to the Coronavirus pandemic.

Animal Health and Welfare across Gloucestershire

Trading Standards have a responsibility on the standard of animal health and welfare across the County. Legislation provides a statutory duty for local authorities to monitor animal health and welfare. Within a two-tier authority such as Gloucestershire, this is divided between County and District level. In general, the responsibilities are pets and livestock. District Councils provide dog wardens, pet sales and breeding licences and licencing of the use of live animals at public events.

The County Council has responsibility for monitoring the health and welfare conditions of livestock at all places where farm animals are kept, or whilst they are in transit. The only exception being in relation to horses, requiring specialist knowledge, and whereby, the Council has an arrangement with the RSPCA to lead on reports relating to horses.

Typical farm inspections involve:

- Inspection of animals and the conditions they are kept in including feeding and water provisions and storage for animals housed indoors and those out to pasture
- Examination of buildings and land used to accommodate animals, and to store animal feed
- Animal identification (ear tags)
- Mortality figures, dead stock disposal and on farm bio-security
- Ensuring the carcasses of any animals that die on farm are immediately secured from predation and promptly consigned for disposal in accordance with the regulations
- Record keeping including births, deaths, movements, veterinary medicines, pest control, pesticide use, feed records, water analysis etc, both on farm and on national databases
- Monitoring the use and recording of veterinary medicines to ensure withdrawal periods are recorded and adhered to, that medicines are obtained legally, stored securely and used responsibly in order to protect the human food chain
- Monitoring and checking compliance with disease control measures including the animal by-products requirements and the TB requirements, as well as compliance with 'standstill' requirements where no animal can leave a farm for a set period after the arrival of new stock to interrupt the spread of disease

Alongside this, work ensuring animal feed is correctly manufactured, mixed and stored provides additional opportunities to monitor the health and welfare of farmed animals, as well as protecting the integrity of the human food chain.

Typical livestock markets and abattoir inspections focus on ensuring animals are fit for sale and are fit for transporting.

Typical vehicle inspections focus on the condition of the vehicle, the fitness to travel of any animals aboard the vehicle and thorough cleaning and disinfection between each use.

This Service works closely with various departments within the Department for Environment, Food and Rural Affairs (DEFRA) to achieve these objectives.

Disease control and animal welfare are identified as Service priorities. This is partly because of the contribution livestock farming makes to the local economy (with 3758 premises known to us as livestock farms, 5 premises identified as abattoirs/slaughterhouses, 1 livestock market, 33 animal hauliers), and partly because of the potentially devastating effects on the local economy of disease outbreaks like Foot and Mouth Disease in 2001.

Trading Standards are also responsible for ensuring that the Council has effective disease contingency plans in place, and can respond rapidly and efficiently to outbreaks of disease, as demonstrated recently during the Avian Influenza outbreak at Slimbridge Wetland Centre. Officers were required to visit every property in an identified radius of the outbreak to identify all poultry keepers and enforce the emergency restrictions.

Historic actions have included 'clearances' of sheep from the statutory Forest of Dean area where wild roaming sheep had sheep scab. All sheep were removed to the keepers and simultaneously treated, whilst none were permitted back into the Forest area until they were cured. Actions also require keepers to destroy animals infected with bovine tuberculosis, ensuring safe and comprehensive disposal of animal carcasses where Anthrax is suspected and, of course, acting to contain the spread of food and mouth disease.

Trading Standards forms part of the framework ensuring the British Isles retain their rabies free status. Inspectors respond to reports of illegally landed or smuggled animals, most often pet dogs. To mitigate the risk of disease, the animals are removed from the owners and placed in quarantine kennels.

In order to achieve all of the above, Animal Health Inspectors are responsible for enforcing a wide and complex framework of legislation.

Over the last year, the proactive inspection work of the Service was significantly curtailed due to Coronavirus restrictions. Inspectors visited farms only where there was concern over the welfare of an animal which could not be resolved remotely, or where risk of harm or disease spread outweighed risk to staff. However, subject to risk assessments, the work of the Service in this area has now returned to 'business as usual'.

In 20/21, of a total of 9539 incidents were reported to Trading Standards by members of the public and partner agencies. Some 512 (5.4%) of the reports concerned animal health matters, including 202 referrals from DEFRA agencies highlighting anomalies in animal movement reporting by farmers. These are generally low risk and resolved without the need for an inspection.

Of the remaining 310 reports, 254 were allocated to officers for further investigation. Officers work with farmers wherever possible offering advice and guidance.

Only when a farmer fails to follow advice and repeatedly falls below expected standards is formal action initiated.

Since April 2018, it has been necessary and proportional to bring seven prosecutions and six simple cautions on behalf of the County Council. These relate to seven individuals, the majority of who were previously known to the Service, and three of whom are now disqualified from keeping at least one species of farm animal.

In summary, the majority of livestock farmers across the County run well managed farms and comply with welfare standards and disease control measures.

There is no one area of the County significantly worse than any other, although the Forest of Dean district does attract specific complaints associated with the historic right of 'commoners' to keep free roaming sheep and the tensions this creates with some local residents.

Trading Standards Performance Indicators

In 2021/22 the Service has adopted a new set of performance indicators providing improved representation of priority areas of work and providing a greater degree of confidence that work in key areas is on track.

The first quarter response is attached (Appendix 2), with most measures are on either track or exceeding target values.

However, the following is specifically noted:

1. Inspection figures for both animal feed premises and high risk food premises are lower than you might expect if split equally across all 4 quarters.
 - The animal feed inspections are scheduled towards later in the year, when animals are bought in from pasture to be fed in sheds or barns, as it is not until then that many farmers rely on the use of additional feeding stuffs
 - The high risk food premise inspections were not started until business restrictions were lifted in July 2021. Given the nature of the premises and the associated risks, remote inspections cannot be relied upon to give a true representation of the business. Visits were only commenced once businesses returned to relatively normal trading and the impact of regulatory inspection was not magnified by other factors.
2. The percentage of work tasked to officers not recorded as delivering a positive outcome, effectively not adding value to the work of the Service, is higher than we would normally like to see. Under normal circumstances this would result in scrutiny of the work tasked to officers and challenged as to why so much work with apparently no benefit was being undertaken. Figures for Q1 are impacted by Covid complaints and referrals.

Following the lifting of business closure restrictions in response to Covid in April 2021, Trading Standards no longer have an enforcement role.

However, a number of complaints are still made to this Service by the public and partner agencies who do not fully appreciate the separation of responsibilities between County and District Council. Such matters are referred to the relevant District Council by this Service, without any work taking place. The action cannot be recorded as a positive outcome and no value has been added by the intervention of the team. It is anticipated this figure will reduce significantly since the July 19th lifting of remaining restrictions.

Civil Protection Team (CPT)

Operational Response

CPT continues to support the response to Covid through attending the C-19 Tactical Response Group and the C-19 Risk Management Sub-Group

The Duty Officer remains on call 24/7 and has assisted with:

- Industrial fire possible acetylene with potential evacuation of properties
- x2 Electric sub-station fires residential properties without power
- RTC – vehicle collision with property – structural engineer support

Training & Exercises

In partnership with other LRF member agencies delivered the 1 day JESIP Multi-agency Tactical Course

GCC Emergency Management Framework

The programme of GCC Emergency Management Framework is continuing, areas progressed since June include:

- Revising the set up of GCC's welfare team to include support both for ASC & Children in an emergency via inclusion of the Emergency Duty Team
- 'Role of Elected Members in emergencies' – awareness session scheduled for Oct 2021
- Review of GCC Emergency Control Centre
- Director on call & guidance for 'Gold' and 'Silver' meetings being drafted

District Council Service Level Agreements (SLAs)

Emergency Management support for five District Councils continues as per the SLA and each districts individual work plans.

CPT have written a new district flood plan template to align to new DEFRA guidance and are supporting the districts to complete the plan by the DEFRA deadline of 24th September.

CPT have also worked with colleagues from Tewkesbury BC, GCC Traveller Liaison officer & representatives from the Willows site to write a flood plan for the site.

Local Resilience Forum (LRF) Support

All local authority risks in the Local Risk Register have been reviewed and scored in preparation for a multi-agency review at monthly LRF meeting.

A plan template and guidance document have been drafted for the promotion of 'Community Resilience Plans'. These are aligned to the Government Guidance and reflect local considerations. The scheme is due to be piloted with a few parish councils following which it will be launched to all Parish Councils, discussions are currently in place to potentially host a 'Community Resilience' workshop.

PREVENT SLA

CPT continue to provide secretariat support the Gloucestershire Prevent Partnership Board (GPPB) and supported the current GPPB governance review via benchmarking with other PREVENT boards and submitting findings to the board for information.

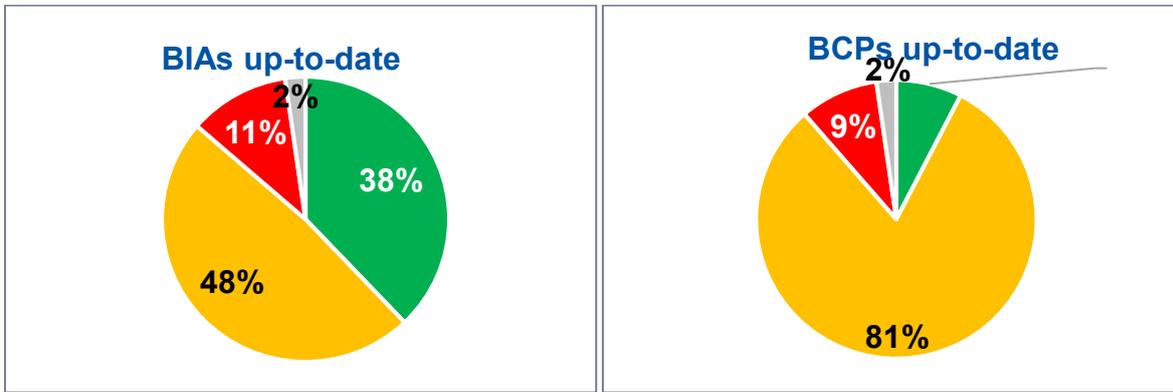
Business Continuity Management

The programme of Business Continuity Management (BCM) work is continuing. BCM activities from mid-June 2021 have included:

- 12 Business Impact Analysis (BIAs) meetings held with plan owners (plus follow-up meetings where required to check/finalise prior to sign off by the appropriate Director)
- Seven completed and signed off BIAs received
- Eight completed Business Continuity Plans (BCPs) received in the new corporate format
- Quarterly meeting of the BCM Assurance Board held 06/07/2021. Policy compliance statistics (no. of plans up-to-date etc.) provided for each Directorate. Progress report provided outlining concerns that the progress on BIAs and BCPs is no longer on track given that the scope of the work is larger than expected (more BIAs and BCPs than estimated) and that plan owners are taking considerable time to produce the required deliverables
 - 6 weeks average elapsed time to deliver a signed off BIA after the BIA meeting
 - 12 weeks average total elapsed time to deliver a completed BCP in the new corporate format

The BCM Assurance Board has requested that plan owners return signed off BIAs within 2 weeks and BCPs within a further 4 weeks (i.e. within 6 weeks total elapsed time).

- Quarterly update submitted for Strategy Risk SR10.4 (Business Continuity) plus controls for the risk updated to reflect GCC Business Continuity Policy and minimum standards expected of plan owners.



BIA's up to date
BIA's requiring review
No BIA
Awaiting Information

Please note: The current 3 year (2021 – 2024) Service level agreements within Civil Protection Team (Districts & Prevent) bring an annual income of £93k

Coroners Services

The function of the Coroner revolves around the safe receipt of the deceased and the investigation (and if appropriate inquest) into their death.

The principle objective for the Coroner Team this year is to assist the Senior Coroner in addressing the backlog of cases that has resulted in court restrictions due to Covid. The Senior Coroner is currently assessing those cases that can be scheduled for hearing, and the Court has remained open during the summer months to ensure inquests can continue to be heard and the backlog reduced.

An additional objective, and principle risk to the Service, will be to address the lack of pathologists available to conduct coronial autopsies. The service has a KPI of '7 days between referral and autopsy'. However, this was stood down during Covid for safety reasons whilst the team were waiting for the results of swab results. The time is now right for this to be re-introduced and the Senior Coroner and Centre Manager are currently in consultation with two independent pathologists in an attempt to secure their services and help reduce this risk. The mortuary team have also recently undertaken some weekend working to ensure autopsies are conducted in a timely manner.

Coroners Performance Indicators

The first quarter response is attached (Appendix 3).

Appendix 1

PLEASE ENSURE THE INFORMATION IN THIS BOX IS COMPLETE BEFORE SUBMITTING YOUR DATA FORM

ACTSO
Association of
Chief Trading Standards Officers

REGION (select from drop-down) TSSW

AUTHORITY NAME (free text) Gloucestershire

TYPE OF AUTHORITY (select from drop-down) County Council
Note: Shared Service is where one service view rest of form

I AGREE TO SHARE MY AUTHORITY'S DATA WITHIN MY **Yes**

**For data sharing purposes by selecting the 'Yes' drop-down option you are agreeing to your information being shared within your region.*

It is recognised that not all of the questions are relevant to every service (e.g. some may not do food or animal health - in these cases leave blank). Please do however fill in as much as possible. The 'Questions complete' count is for information only.

Questions complete: 53 of 53

PART 1: INPUTS AND DEMAND FACTORS

1.1 Budget		
1.1.1	Revenue Budget	£850,996.00

Guidance Notes - scroll across to Column G to view.

1.1.1 Where there is no separate budget, use the approach taken for generating the DCLG's Revenue Outturn return if necessary. You may need to obtain this information from your LA Accountancy Team.

1.2 Externally generated income as a proportion of revenue budget		
1.2.1	Income from metrology activities	£859.00
1.2.2	Income from Petroleum Licensing, Explosives/ Fireworks licensing.	£21,721.00
1.2.3	Income from Businesses (e.g. Home and Primary Authority, advice, training)	£2,320.00
1.2.4	Income from National Trading Standards grants (For details of what is included, please refer to guidance)	£23,522.00
1.2.5	Income from other sources not included above. NOTE: Where total income is known, but not broken down - please include value here which provide the correct total in the box below (1.2.6)	£4,253.00
1.2.6	Total Income (excluding court costs & POCA)	£52,675.00
1.2.7	Income as a percentage of revenue budget	6%

1.2.1 Include all testing, verification and 'stamping' activities, but exclude information and advice, which will be included under the business support sections.

1.2.3 Includes income that may arise from initial setting up of agreements, ongoing advice and information and other support arising from the agreement.

1.2.4 Includes NTS income (including any hosting and management charges) where work is embedded in the local authority e.g. animal feed and any other funding from National Trading Standards direct to the LA for us within the service. This does not include grant money for wholly separate NTS Teams (Estate Agency, Lettings Agency, RITS, Intelligence Teams, Regional Coordinators, Scams, E crime etc).

1.3 Operational Trading Standards staff numbers		
1.3.1	Total number of staff within the TS service (FTE)	16.49
1.3.2	Total number of operational staff (FTE)	15.08

1.3.1 Vacant but funded posts should be included (i.e. not those that are held vacant but have no funding to pay for them).

1.3.1 Include all management, operational and support staff funded from the Trading Standards budget. If some staff are shared across more than one service, include only the proportion (as FTE) that is spent on Trading Standards activities.

1.3.2 Operational staff would be those staff interacting directly with consumers and businesses in order to carry out the service's core activities, which may be either enforcement or advice. It could involve advice staff, for example, who may not carry a warrant and do not get directly involved in enforcement action, but will advise businesses on specific areas of legislation for which the service is responsible. Activities such as sending out advice leaflets following a request from a business would not be included in the above definition. Full-time Intelligence officers would be counted as support staff. Include managers in this category where they are responsible for Trading Standards activities. If a manager is also responsible for non-Trading Standards functions, only include that proportion of the manager's time which is devoted to Trading Standards work. Do not try to separate out time spent by operational staff on activities such as meetings with partners e.g. Police, Social Services, time spent on service planning or planning operations etc. as this would be regarded as Trading Standards work.

1.4 Service Requests and referrals received		
1.4.1	Number of Citizens Advice Consumer Service Notifications and Referrals	7708
1.4.2	Number of referrals from other local authority services, police and other service partners	1830

1.4.1 Although a number of these will be duplicate records or where consumers have contacted Citizens Advice Consumer Service for follow up advice, this measure will be a simple count of each that have been received during the financial year.

NOTE: Population and business numbers for your authority will be sourced from ONS

PART 2: OUTPUT AND OUTCOME MEASURES

OBJECTIVE 1: TACKLING DETRIMENT AND PREVENTING HARM

Stopping Fraudulent, Illegal and Unfair Trading

2.1 Outcomes of investigations and prosecutions		
2.1.1	Number of defendants convicted	13
2.1.2	Number of offenders to whom simple cautions issued	3
2.1.3	Total number of months imprisonment - immediate and suspended sentences combined.	3.00
2.1.4	Fines awarded (£)	£3,333.00
2.1.5	Costs awarded from court cases (£)	£7,457.00
2.1.6	Total number of Fixed Penalty Notices	0
2.1.7	Total value of Fixed Penalty Notices (£)	£0.00
2.1.8	Community Punishment Orders (hours)	180.00
2.1.9	Proceeds of Crime Act (POCA) benefit ordered to be paid in that year (£)	£114,003.84
2.1.10	Proceeds of Crime Act (POCA) benefit paid in that year (£)	£22,738.25

2.1.1 This measure relates to the number of defendants convicted, NOT the number of prosecutions/informations/cases etc. 'defendant' includes individuals, company directors, or companies convicted. E.g. a company and its two directors prosecuted would total three, irrelevant of how many charges.

2.1.2 As above, the number of cautions relates to the number of defendants, not the number of offences. A caution must be accepted by the defendant to be recorded here.

2.1.3 This figure is the total number of months of imprisonment arising from all prosecutions completed during the year which concluded with a prison sentence (immediate or suspended).

2.1.4 This figure is the total fines imposed from all prosecutions completed during the year which concluded with a fine, whether or not they have been paid by the end of the relevant financial year. It excludes costs, as these are in the line below but will include the victim surcharge award.

2.1.5 This figure is the total costs awarded from all prosecutions or civil cases (e.g. Enterprise Act) completed during the year, whether or not they have been paid at the time of completing the return.

2.1.6 Provide the total number of fixed penalty notices issued for Trading Standards matters, such as letting agents, energy performance certificates etc. during the relevant financial year.

2.1.7 Total value relating to the above notices issued, whether or not the full amount has been collected by the end of the relevant financial year.

2.1.8 This figure is the total number of hours of community service from all prosecutions completed during the year where a community service order was imposed.

2.1.9 This should include the total POCA sum ordered to be paid at hearings during the year, regardless of whether it has been collected in at the time of completing the return.

2.1.10 This should include the total POCA sum collected during the year, regardless of when the order was made for POCA benefit.

2.2 Enterprise Act Undertakings		
2.2.1	Total number of Undertakings given	0
2.2.2	Percentage of Undertakings breached	0%

2.2.1 Provide the total number of Undertakings given during the year, whether given voluntarily or following court proceedings. This figure should include Undertakings given by individuals, company directors who provide an Undertaking themselves as officers of the company and any Undertakings given by the company itself.

2.2.2 This figure should be based on the number of breaches that occurred during the year for Undertakings given in this or previous years. It is recognised that for some years there may be more breaches than Undertakings.

Redress

2.3 Redress obtained for consumers or victims of crime by service actions		
2.3.1	Compensation (£) from court (including POCA compensation)	£3,686.00
2.3.2	(£) not handed over to criminals (e.g. rapid response outcomes - excludes Scam Victims)	£22,400.00
2.3.3	(£) achieved through other processes	£0.00

2.3.1 This figure should include all compensation, including POCA orders, ordered by courts for cases completed during the year. It is not necessary to determine whether the compensation has actually been paid by the defendant.

2.3.2 This measure is to identify the benefits to consumers arising through preventive actions, such as a rapid response to a door step crime incident or any other criminal behaviour where it has been possible to demonstrate that, but for the service's intervention, a consumer/victim would have handed over money or other items of quantifiable value. This amount is for everything but that from Scam Victims as the detriment from scam victims is calculated separately. The intention is to determine savings accruing to consumers from preventing criminal activity having a direct impact. It is not intended to include a valuation of corrective action taken by a legitimate business, for example to improve allergen labelling or improvements in price indications.

2.3.3 Include here any redress obtained through processes other than compensation awarded and counted in 2.3.1 and 2.3.2

Supporting Scam Victims

2.4	Number of scam victims supported	
2.4.1	Total number of Scam victims who are subject to interventions by your authority	57
2.4.2	Amount of money saved for scam victims (£)	£115,040.00

- ✓ 2.4.1 Only count each victim once, even for multiple interventions. Countable interventions can be made to the potential victim by telephone, face to face contact or in writing (including by email). If a significant number of victims require multiple interventions this is a good point to make in the narrative section of the return (N1, below). Note the total national savings will be taken from NTS figures using the agreed optmity savings calculator.
- ✓ 2.4.2 This is the total amount saved or recovered for scam victims through service intervention during the relevant financial year. Figures may come from the Scams Optmity Calculator.

OBJECTIVE 2: SUPPORTING THE LOCAL ECONOMY

Businesses Get the Help and Support They Need to Thrive and Grow

2.5	Number of businesses receiving advice	
2.5.1	Number of direct responses to requests for advice by non-Primary Authority/Home Authority businesses	263
2.5.2	Number of formal Home/Primary Authority relationships	12
2.5.3	Number of hours spent servicing formal Home/Primary Authority activity	26.00

- ✓ 2.5.1 Record the total number of requests for advice/information from non-PA/HA businesses which actually received a response during the year where they have made the approach for advice to you. **There may be situations where a service may inform a business that there is a charge for advice and the business decides not to go ahead – this should still be included as the service has responded to the request.** It would not include situations where an officer gives advice during a visit etc. having found something to be incorrect. It could, however, have been triggered by an earlier intervention from your own or other service that results in a subsequent request for advice.
- ✓ 2.5.2 Only include businesses where you have a formal relationship as either a Primary or Home Authority. Do not include businesses which trade beyond your local authority boundaries if there is no formal agreement for you to act as their Primary/Home Authority.
- ✓ 2.5.3 Any time spent relating to the Home/Primary Authority relationship during the year should be included, including time spent agreeing the terms of the relationship, in addition to recording/following up complaints and enquiries, providing advice or attending meetings etc.

2.6	Number of businesses found non-compliant when visited subsequently brought into compliance during the financial year (**EXCLUDES coronavirus regulations - see guidance*)	
2.6.1	Number of visits where business found to be satisfactory, i.e. Were FULLY COMPLIANT and needed no advice	84
2.6.2	Number of visits where there were MINOR NON-COMPLIANCES, i.e. only those easily corrected at the time of visit and NOT subject to further enforcement	80
2.6.3	Number of visits where there were MORE SERIOUS NON-COMPLIANCES identified, i.e. Subject to a further investigation after the visit	28
2.6.4	Number of unsatisfactory businesses in 2.6.3 subsequently brought into compliance.	4
2.6.5	Percentage of businesses that were either compliant when visited or brought into compliance during the period	88%

- ✓ 2.6 **This EXCLUDES any activities relating to the coronavirus regulations (e.g. business closures); these will be captured elsewhere** The focus is on identifying non-compliant businesses and bringing them into compliance. This section would include programmed inspection work or similar activities e.g. projects where inspections are used to test intelligence gaps. There is a degree of subjectivity in determining whether a business is compliant or satisfactory, but most officers will be able to recognise the three categories identified. It will help to show that the majority of businesses do perform well, but also highlight that significant numbers don't get everything right and that some need further intervention to ensure they understand. If visited during February or March, 'satisfactory' means brought into compliance within 30 days of the end of the financial year.

Creating and Maintaining a Level Playing Field/Safe and Fair Competition

2.7	Support for legitimate businesses by trader approval schemes	
2.7.1	Do you support an assured trader scheme	Yes
2.7.2	How many businesses in your local authority are members - leave blank if not applicable	12

- ✓ 2.7.1 Do you run your own trader approval scheme or are you involved in some way with accrediting businesses as part of a wider arrangement? The latter could be participating in Buy with Confidence or a similar multi-authority scheme or being involved with a commercial accreditation business like Checkatrade. If the answer to any of these is yes you can tick this box.
- ✓ 2.7.2 For numbers of businesses it is the number of members on your scheme currently. If you participate in a different arrangement it is the number of businesses that you have been asked to accredit in some way that are members of the scheme. Do remember to take off anyone you have had to remove for poor conduct from your number of approved businesses

2.8	Support for legitimate businesses by removing counterfeit goods from the market	
2.8.1	Number (or estimate or number) of individual products removed from or prevented from entering the supply chain. Excluding Tobacco (see section 2.8.2)	0
2.8.2	Value of other products above (£) - Please use 'reasonable street value' - NOT value of real product.	£0.00

- ✓ 2.8.1 Include all products in this area, EXCEPT COUNTERFEIT TOBACCO WHICH IS CALCULATED SEPARATELY.

OBJECTIVE 3: PROMOTING HEALTH AND WELLBEING

Ensuring The Safety Of Consumer Products

2.9	Unsafe or non-compliant goods prevented from entering or removed from marketplace	
2.9.1	Number of items/products removed from or prevented from entering the supply chain (if not recorded please leave blank)	6193
2.9.2	Value of products above (£) - auto calculated using per item value based on Matrix report 2014 with inflationary increases based on retail price index.	£206,226.90

- ✓ 2.9.1 This would include products deemed unsafe due to failures in their documentary checks in addition to products that have failed on testing. This relates to individual items found to be non-compliant, not the number of failures relating to a particular product. If a hover board, for example, is sold with a charger in the same package sold together and both items were defective, then this would count as one item. If they were being sold separately, then they would count as two items. If there are 10,000 phone chargers in a failed consignment, then this counts as 10,000 items. If not recorded please leave blank.
- ✓ 2.9.2 The value will be auto-calculated using a per item price (£33.30) based on Matrix report (2014) with inflationary increases based on retail price index*. *For 20-21, +0.7% applied to 19-20 figure (£33.07).

Protecting The Food Chain "Farm to Fork"

2.10	Businesses involved in breaches of food standards and animal health and welfare legislation	
2.10.1	Number of businesses identified as supplying, misdescribed food, or not correctly declaring allergens, or selling food containing toxic or illegal components, or involved in fraud involving food	20
2.10.2	Number of businesses found in breach of animal health and welfare legislation	143

- ✓ 2.10.1 Each 'offending' business is only included once, regardless of whether the breach is for one or a number of reasons. We are looking at the number of premises with issues rather than number of breaches, which is likely to be reflected in levels of fines or similar. Please consider all types of breach (i.e. including a technical breach).
- ✓ 2.10.2 Each 'offending' business is only included once, regardless of whether the breach is for one or a number of reasons. We are looking at the number of premises with issues rather than number of breaches, which is likely to be reflected in levels of fines or similar. Please consider all types of breach (i.e. including a technical breach). Breach of Animal health and Welfare legislation includes breaches of all relevant legislative provisions indicated below:
- Legislation covering movement controls and identification requirements for all livestock species,
 - Legislation covering welfare in transport, at markets and other animal gatherings,
 - TB Order and similar orders made under the Animal Health Act 1981 to control notifiable diseases,
 - Breaches of import controls imposed by legislation such as the Rabies Order under the Animal Health Act 1981,
 - Breaches of animal by-products provisions that relate to failure to dispose or incorrect disposal of carcasses and similar farm based issues,
 - Offences under the Animal Welfare Act 2006 that relate to livestock (NB: this does not include breaches of the licensing regime made under the Act covering dog boarding, breeding and similar activities undertaken in unitary and district councils.)
 - Breaches of Horse Passports legislation

Reducing The Risk Of Children Accessing Age Restricted Products

2.11	Businesses tested for compliance with the law using underage volunteers OR compliance with mandatory Challenge 21/25 conditions	
2.11.1	Number of individual premises tested for Alcohol	0
	Failure rate (%)	0%
2.11.2	Number of individual premises tested for Tobacco	0
	Failure rate (%)	0%
2.11.3	Number of individual premises tested for Other Products	0
	Failure rate (%)	0%

- ✓ 2.11.1 Only include data for premises for which test purchases have been attempted. On-line purchases are included. Include tests which utilise "over 18s" to test the application of challenge protocols as these are mandatory for premises selling alcohol and a more common approach in many areas now than the use of minors.

- ✓ 2.11.2 As above, only include data for premises for which test purchases have been attempted. Include tests which utilise "over 18s" to test the application of challenge protocols.

- ✓ 2.11.3 As above

Reducing The Availability Of Illicit Products

2.12	Tackling the availability of illicit tobacco	
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2.12.1	Number of premises from which products were seized	3	✓
2.12.2	Number of individual cigarettes seized (not packs)	37140	✓
	Estimated value (£) - auto calculated	£8,356.50	
2.12.3	Weight in grams of Hand Rolling Tobacco seized (g)	10550.00 g	✓
	Estimated value (£) - auto calculated	£1,933.82	
2.12.4	Number of individual niche tobacco products seized; and	0	✓
	value (£)	£0.00	✓

2.12.2 Includes counterfeit and non-duty paid tobacco. Include each premises only once. E-Cigs safety is caught in the product safety section above.
The estimated value is calculated using a price of 22.5p per cigarette based on figures provided by HMRC in 2020.

2.12.3 The estimated value is calculated using a price of 18.33p per gram based on figures provided by HMRC in 2020.

Detriment

2.13	Detriment to consumers prevented by service actions		
2.13.1	Detriment (£) over the following 12 months prevented by service actions <i>Note: Estimate all other detriment not already accounted for above (SEE GUIDANCE BOX). Actors will calculate a combined total detriment value. *** We are aware some find it uncomfortable to make these estimates but they are probably the most important figure in this return***</i>	£3,686.00	✓

Detriment figures are crucial to showing the collective impact of TS work. It is important that you ESTIMATE as best you can a detriment figure for all detriment that is not already included in boxes 2.8 (counterfeit goods), 2.9 (unsafe/non-compliant goods) and 2.12 (tobacco). However there can be no standard formula for this. We ask for a reasonable estimate. We are aware some find it uncomfortable to make these estimates but they are probably the most important figure in this return.
2.13.1 Depending on the nature of a case you may be able to use

- general criminal benefit figure assessed by a Court
- Enterprise Act information actions to return money to consumers
- value of other illicit goods

This indicator is based on the assumption that the detriment to consumers from a business/trader over a 12-month period prior to Trading Standards intervention would have continued over the following 12 months, but for the service's intervention.

NARRATIVE FEEDBACK

The boxes below provide an opportunity to give narrative feedback. These boxes are for case studies that relate to the three main objectives in Part 2 of this TSIRSO form. All three case studies are very important to the report.

In sections N1-3 there is a limit of 2000 characters (including spaces), this is approximately 350 words. We recognise that this is limited, however it reflects the word count for case studies used in the final report. By seeking studies that are essentially 'ready to publish' now, we will reduce the need for extra editorial input by authorities later in the process.

For all three boxes, if you receive an Error Message - select the 'retry' option and amend the text (in the formula bar above) to fewer characters. To assist, a character counter is included for each box.

N1 - OUTPUT & OUTCOME MEASURES - Tackling detriment and preventing harm	1642
<p>In this section, managers should consider including the info below. This is not exhaustive:</p> <ul style="list-style-type: none"> • Case studies that highlight the non-financial/unquantifiable detriment across all cases and impact of trading standards intervention on victims • Working relationship with police and other enforcers • Proportion of referrals for intelligence only, proportion on which further action is taken • % of investigations and case work successfully concluded • Number of referrals to Adult Social Care and the proportion where additional safeguarding measures were put in place • Proportion of investigations which met the threshold of seriousness • Preventative work such as No Cold Calling Zones and Friends against Scams <p>19 call blocker devices were in use during 2021, either installed during the year or in place as part of an extended loan to particularly vulnerable adults. 6747 calls were monitored by the devices, 3846 (57%) were blocked as known or suspected malicious. Within this 91.4% of the calls made to one lady (1031 from a total of 1128) were blocked illustrating the volume of calls suspicious or malicious calls she would otherwise have had to manage on her own.</p> <ul style="list-style-type: none"> • The Coronavirus pandemic brought a closer working relationship between County and District Councils, previous contacts made over food enforcement were enhanced. Getting to know senior District Environmental Health Officers on a personal level will have lasting benefits. • One of my team is also a member of the Special Constabulary - this has many significant benefits, access to Police complaints data to identify matters which might otherwise be written off as a civil dispute; someone from TS who is respected by the Police to advise them on who is best placed to investigate Police or TS; facilitated access to operational support from the Police for surveillance operations and entry warrant execution. • Business closure orders for antisocial behaviour are not available to County Councils, yet the area a very effective mechanism for disrupting the sale of illegal tobacco products. Having a member of my team who can also represent the Police, we have been able to successfully engage with the Police and a number of shops have been temporarily closed by the Police using TS evidence, an outcome which would not have occurred without this close working relationship. 	

N2 - OUTPUT & OUTCOME MEASURES - Supporting the local economy	1090
<p>In this section, managers should consider including the info below. This is not exhaustive:</p> <ul style="list-style-type: none"> • Description of how new businesses are supported and the value/ impact of partnerships with business or business bodies e.g. BBFA, Links to LEP, Chamber of Commerce, Local FSB reps, etc. • Case studies with quotes from businesses on the value of trading standards support & the savings or investment benefits for businesses achieved through trading standards advice/intervention • Where non-business customer satisfaction is surveyed, include results • Engagement with Business or business organisations • How you use information from businesses to shape what you deliver <p>Arrangement with local Growth Hub for notification of start-ups or enquiries from businesses new to their service. TS proactively follow these leads, introducing ourselves to the business, promoting the fact we offer business support and advice. Fostering a positive relationship with new businesses rather than only being seen as an enforcer.</p> <ul style="list-style-type: none"> • Advice was provided to a local wedding venue business regarding their obligations to customers following Coronavirus related business closures. "Dear Sirs, XXXXX, we were able to obtain from our solicitors at enormous, abortive cost over the first weeks of this crisis. I am extremely grateful as well as being quite amazed at the quality of this public service. Thank you very much indeed, XXXX XXXX". That business is now in a Primary Authority Partnership. • Advice was provided to a new pet food manufacturing business "Hi XXXX, I really appreciate the in depth information that you have shared with me here. It is really useful. I have attached the relevant application. Best wishes XXXXXX" 	

N3 - OUTPUT & OUTCOME MEASURES - Promoting health and wellbeing	1948
<p>In this section, managers should consider including the info below. This is not exhaustive:</p> <ul style="list-style-type: none"> • Evidence of increased wellbeing from Trading Standards work • Potential impact of products which failed tests/were removed from market • Value and impact of partnership working e.g. public health, Community Alcohol Partnerships • Case studies • Identifying "other" products so trends can be captured e.g. growing work on knives, etc. <p>Unsafe generic USB phone chargers removed from market, failed on electric strength and provision of information. Potential consequence is house fire; phones are often left on charge unattended overnight.</p> <ul style="list-style-type: none"> • Unsafe child's 'dress up' wig removed from market, failed flammability test. Potential injuries to child if caught by naked flame (likelihood increased as product was purchased just before Halloween) • Considerable reduction in amount of scam mail received by one man. Before intervention he was receiving and responding to over 25 items of scam mail a week, after the amount received is reduced by approx 2/3. His previous level of engagement with scam mail was leading to early stages neglect in other areas of his life. After intervention he responds to fewer letters and is better able to look after himself. • One man repeatedly low value scammed, TS were contacted by his son who was concerned about his father's capacity to look after himself. TS worked with the man who took our information on board and was able to demonstrate to his son he is capable of living independently. He now has more confidence managing scam mail and is still living in his own home. • Significant failure rate in survey to measure declaration of additives when advertising and supplying fast food, failure rates warrant repeat exercise in 21/22. One business was prosecuted for supplying a lamb doner kebab containing milk protein despite the purchaser clearly identifying a milk allergy. Further investigation revealed the presence of non declared meat species, the absence of declared meat species and falsification of the food hygiene rating score. The potential consequence of not declaring specified additives in food can range from a mild reaction to a life threatening one in a consumer with allergies. The need to declare allergens is even greater where they are present as part of the production process rather than as an obvious ingredient. 	



Appendix 2

Trading Standards - Reporting Indicators

Service Measures - Quarterly - Against a Target										
Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21		Target Qtr Jun-21	Comment Qtr Jun-21
% of doorstep crime or scam reports against vulnerable people responded to in 1 working day.	Bigger is Better	Quarterly	105.96	101.75	101.75	101.75	100.66	●	100.00	
	Bigger is Better	Quarterly	?	?	?	?	96.0%	★	95.0%	
% of doorstep crime and scam interventions where the individual is left better equipped to withstand scam attempts	Bigger is Better	Quarterly	?	?	?	?	76.0%	★	75.0%	This is a new measure so early targets are set to be achievable and will be revised throughout the year. The figures have to take into account that some people who respond to scams do so for complex reasons and may chose to continue even after my team have worked with them to explain why we recommend they change their behaviour. This reflects the position that everyone has the right to make a 'poor' decision so long as they are doing so from a position of knowledge and capacity to do so. There will also be a number of people who respond to scams and who cannot change their behaviour, perhaps due to capacity to make wise decisions in that particular area of their life. In such cases we will examine and refine our actions to see how we can learn to make our interventions more effective and how we can work with health and social care colleagues to identify and support those most at risk. Targets for Q3 and Q4 are higher than for Q1 to reflect the aim to become more effective.
% product safety complaints assessed for further action within 1 working day	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	95.0%	
% of high risk food premise inspections completed	Bigger is Better	Quarterly	?	?	?	?	0.0%	★	0.0%	The Food Standards Agency recovery plan for post Covid inspections requires 100% of backlog to be completed by June 2022, this set of target indicators will achieve that. Work is loaded to later in the year to allow food officers to properly plan inspections taking into account prolonged changes to the way they carry out physical inspections post Covid and also to allow for most of the inspections, especially those of the highest risk, to be carried out after the scheduled implementation of significant new legislation - The Food Information (Amendment) (England) Regulations 2019 - in October 2021.
% of reports concerning supply of food containing a known allergen when consumer has identified allergy responded to in 1 working day.	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	95.0%	There were no consumer complaints relating to allergens in food in this period
% of animal feed inspections completed	Bigger is Better	Quarterly	?	?	?	?	5.0%	★	5.0%	
% of immediate disease risk reports responded to within 1 working day	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	95.0%	
% of complaints/enquiries allocated which have a positive outcome	Bigger is Better	Quarterly	?	?	?	?	83.0%	▲	90.0%	Figures for Q1 are still skewed by Covid complaints and referrals. Following the lifting of business closure restrictions in response to Covid in April 2021, Trading Standards no longer have an enforcement role but a number of complaints are still made to this Service by the public and partner agencies who do not fully appreciate the separation of responsibilities between County and District Council. These matters are referred onwards to the relevant District Council by this Service without any work taking place, this action cannot be recorded as a positive outcome ad no value has been added by the intervention of my team
Number of Feed qualified officers who meet statutory competency requirements	Plan is Best	Quarterly	?	4	4	4	4	★	4	
Number of Food qualified officers who meet statutory competency requirements	Plan is Best	Quarterly	?	3	3	3	3	★	3	
Achieved positive outcome with respect to activities (%) (cumulative)	Bigger is Better	Quarterly	96.0%	?	?	?	83.0%	▲	90.0%	Figures for Q1 are still skewed by Covid complaints and referrals. Following the lifting of business closure restrictions in response to Covid in April 2021, Trading Standards no longer have an enforcement role but a number of complaints are still made to this Service by the public and partner agencies who do not fully appreciate the separation of responsibilities between County and District Council. These matters are referred onwards to the relevant District Council by this Service without any work taking place, this action cannot be recorded as a positive outcome ad no value has been added by the intervention of my team
Respond to request for trade advice within 5 working days (%) (quarterly, cumulative)	Bigger is Better	Quarterly	100.0%	100.0%	100.0%	100.0%	100.0%	★	95.0%	

Trading Standards - Good Management Indicators

Good Management Measures - Quarterly - No Target								
Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21	Comment Qtr Jun-21
Days lost to stress per FTE	Smaller is Better	Quarterly	0.00	1.02	0.00	0.00	0.00	
% Staff Appraisals complete (and entered on SAP)	Bigger is Better	Quarterly	0%	0%	0%	0%	?	
Staff Turnover (staff leaving as a % of all Sstaff)	Smaller is Better	Quarterly	12.50%	0.00%	11.76%	0.00%	0.00%	
Sickness/Absence Levels (Avg days per FTE) - Long Term	Smaller is Better	Quarterly	0.00	0.00	0.00	0.00	0.00	
Sickness/Absence Levels (avg days per FTE)	Smaller is Better	Quarterly	0.07	1.02	0.62	0.12	0.07	

Trading Standards Scorecard

Trading Standards - Reporting Indicators original

Service Measures - Quarterly - Against a Target										
Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21		Target Qtr Jun-21	Comment Qtr Jun-21
% of doorstep crime or scam reports against vulnerable people responded to in 1 working day.	Bigger is Better	Quarterly	?	?	?	?	96.0%	★	95.0%	
% of doorstep crime and scam interventions where the individual is left better equipped to withstand scam attempts	Bigger is Better	Quarterly	?	?	?	?	76.0%	★	75.0%	This is a new measure so early targets are set to be achievable and will be revised throughout the year. The figures have to take into account that some people who respond to scams do so for complex reasons and may chose to continue even after my team have worked with them to explain why we recommend they change their behaviour. This reflects the position that everyone has the right to make a 'poor' decision so long as they are doing so from a position of knowledge and capacity to do so. There will also be a number of people who respond to scams and who cannot change their behaviour, perhaps due to capacity to make wise decisions in that particular area of their life. In such cases we will examine and refine our actions to see how we can learn to make our interventions more effective and how we can work with health and social care colleagues to identify and support those most at risk. Targets for Q3 and Q4 are higher than for Q1 to reflect the aim to become more effective.
% product safety complaints assessed for further action within 1 working day	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	95.0%	
% of high risk food premise inspections completed	Bigger is Better	Quarterly	?	?	?	?	0.0%	★	0.0%	The Food Standards Agency recovery plan for post Covid inspections requires 100% of backlog to be completed by June 2022, this set of target indicators will achieve that. Work is loaded to later in the year to allow food officers to properly plan inspections taking into account prolonged changes to the way they carry out physical inspections post Covid and also to allow for most of the inspections, especially those of the highest risk, to be carried out after the scheduled implementation of significant new legislation - The Food Information (Amendment) (England) Regulations 2019 - in October 2021.
% of reports concerning supply of food containing a known allergen when consumer has identified allergy responded to in 1 working day.	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	95.0%	There were no consumer complaints relating to allergens in food in this period
% of animal feed inspections completed	Bigger is Better	Quarterly	?	?	?	?	5.0%	★	5.0%	
% of immediate disease risk reports responded to within 1 working day	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	95.0%	

Service Measures - Quarterly - Against a Target

Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21		Target Qtr Jun-21	Comment Qtr Jun-21
% of complaints/enquiries allocated which have a positive outcome	Bigger is Better	Quarterly	?	?	?	?	83.0%	▲	90.0%	complaints and referrals. Following the lifting of business closure restrictions in response to Covid in April 2021, Trading Standards no longer have an enforcement role but a number of complaints are still made to this Service by the public and partner agencies who do not fully appreciate the separation of responsibilities between County and District Council. These matters are referred onwards to the relevant District Council by this Service without any work taking place, this action cannot be recorded as a positive outcome ad no value has been added by the intervention of my team
Number of Feed qualified officers who meet statutory competency requirements	Plan is Best	Quarterly	?	4	4	4	4	★	4	
Number of Food qualified officers who meet statutory competency requirements	Plan is Best	Quarterly	?	3	3	3	3	★	3	
Achieved positive outcome with respect to activities (%) (cumulative)	Bigger is Better	Quarterly	96.0%	?	?	?	83.0%	▲	90.0%	Figures for Q1 are still skewed by Covid complaints and referrals. Following the lifting of business closure restrictions in response to Covid in April 2021, Trading Standards no longer have an enforcement role but a number of complaints are still made to this Service by the public and partner agencies who do not fully appreciate the separation of responsibilities between County and District Council. These matters are referred onwards to the relevant District Council by this Service without any work taking place, this action cannot be recorded as a positive outcome ad no value has been added by the intervention of my team
Respond to request for trade advice within 5 working days (%) (quarterly, cumulative)	Bigger is Better	Quarterly	100.0%	100.0%	100.0%	100.0%	100.0%	★	95.0%	

Trading Standards - Good Management Indicators original

Good Management Measures - Quarterly - No Target

Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21	Comment Qtr Jun-21
Days lost to stress per FTE	Smaller is Better	Quarterly	0.00	1.02	0.00	0.00	0.00	
% Staff Appraisals complete (and entered on SAP)	Bigger is Better	Quarterly	0%	0%	0%	0%	?	
Staff Turnover (staff leaving as a % of all Sstaff)	Smaller is Better	Quarterly	12.50%	0.00%	11.76%	0.00%	0.00%	
Sickness/Absence Levels (Avg days per FTE) - Long Term	Smaller is Better	Quarterly	0.00	0.00	0.00	0.00	0.00	
Sickness/Absence Levels (avg days per FTE)	Smaller is Better	Quarterly	0.07	1.02	0.62	0.12	0.07	



CMS - Reporting Indicators

Service Measures - Quarterly - Against a Target										
Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21		Target Qtr Jun-21	Comment Qtr Jun-21
Number of cases waiting for inquest	Smaller is Better	Quarterly	116	133	99	112	119	★	125	
% Where time from referral to inquest is 6 months	Bigger is Better	Quarterly	95.0%	87.0%	80.0%	86.0%	80.0%	★	80.0%	
Number of discrepancies found during monthly audit	Smaller is Better	Quarterly	1	1	1	1	1	★	2	
% of autopsy reports typed within 2 weeks of PM	Bigger is Better	Quarterly	100.0%	100.0%	100.0%	100.0%	100.0%	★	95.0%	
No. of autopsy reports outstanding after 8 weeks of PM	Smaller is Better	Quarterly	15	11	7	7	12	★	18	
% viewings arranged within 5 days of request	Bigger is Better	Quarterly	?	?	?	?	100.0%	★	98.0%	
% of bodies released within 4 days of autopsy	Bigger is Better	Quarterly	?	?	?	?	81.0%	★	80.0%	
% of Part B forms completed by Coroner within 3 working days of PM and sent to registrations	Bigger is Better	Quarterly	100.0%	100.0%	100.0%	100.0%	100.0%	★	95.0%	

CMS - Good Management Indicators

Good Management Measures - Quarterly - No Target								
Measure Name	Good Performance	Reporting Basis	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21	Comment Qtr Jun-21
Sickness/Absence Levels (Avg days per FTE)	Smaller is Better	Quarterly	0.00	0.32	0.74	0.74	0.00	
Sickness/Absence Levels (Average days per FTE) - Long Term	Smaller is Better	Quarterly	0.00	0.00	0.00	0.00	0.00	
Days lost to stress per FTE	Smaller is Better	Quarterly	0.00	0.00	0.74	0.00	0.00	
Staff Turnover (staff leaving as a % of all staff)	Smaller is Better	Quarterly	7.1%	15.4%	16.3%	7.1%	14.3%	
% PARS and PAR reviews completed for all staff (and entered on SAP)	Bigger is Better	Quarterly	?	?	?	?	?	

CMS - Opportunities & Risks

Significant Risks / Opportunities								
Risk Name	Qtr Jun-20	Qtr Sep-20	Qtr Dec-20	Qtr Mar-21	Qtr Jun-21		Comment Qtr Jun-21	
Lack of Pathologists available for the number of PM needed to meet target	High 25	High 20	High 20	High 15	High 15	▲	No change in pathologist availability in this quarter-risk holding steady.	
APT staff unavailable due to sickness or vacancy exits	Low 6	Low 2	Low 6	Low 4	Low 2	★	No change in staffing levels but member of staff from TSS has fitted in well to the team and the risk is reduced accordingly.	
Equipment failure	Low 4	★	No change					
HTA reportable incident leading to suspension of service	Low 4	★	No change.					
Exceptional investigation & inquest costs	Low 3	Low 3	Low 3	Low 3	Low 4	★	As restrictions are lifted so our court will become busier and this risk is raised in anticipation of this. Likelihood remains low but impact could be major and risk raised accordingly.	

Coroners & Mortuary Services Scorecard

