



Elected members booklet 2011-2012

Trading Standards
Partnership South West

15 local authorities in south west England working together to strengthen and improve services to consumers and businesses

Bath and North East Somerset • Bournemouth • Bristol • Cornwall
Devon • Dorset • Gloucestershire • North Somerset • Plymouth • Poole
Somerset • South Gloucestershire • Swindon • Torbay • Wiltshire



“Trading Standards sits right at the heart of our plans to reform the landscape of consumer protection and improve the provision of enforcement and advice, education and advocacy”

the words of Edward Davey, Minister for Employment Relations, Consumer and Postal Affairs in June 2011.

Since then the government has published its consultation document, “Empowering and Protecting Consumers” aimed at creating a new, simplified consumer landscape with funding concentrated on two bodies with a high level of public awareness and trust – Citizen’s Advice and Trading Standards.

Whilst at a local level there will be little direct change, local service delivery will remain under local political control and funding, the government now sees the need for national budgetary support to enable Trading Standards to collectively enforce consumer law against national and regional threats.

Of course, local authorities recognised many years ago that effective trading standards delivery has local, regional and national elements. Hence, the creation of an effective regional and national coordination structure which is now seen as the foundation for a system of more formal national governance. In addition, the South West was the first region to extend the Trading Standards coordination network to other local and national regulators providing a single strategic voice to engage with business and other non-regulatory partners

Now more than ever it is vital that elected members, senior managers and partners recognise the wide scope of trading standards work and the impact it can have locally and nationally, not just in the field of consumer protection but also in areas such as economic regeneration and public health.

In the South West the collaboration built up over many years of partnership working across 15 local authorities, means that we have a powerful network of professional experience and expertise to draw on. This booklet describes some of our work over the past few years and gives an indication of the significant contribution that Trading Standards continues to make in the delivery of local authority priorities.

The next few years in local government are clearly going to be extremely challenging and, in a time of much reduced resources, Trading Standards needs to maintain its relevance to protecting communities, supporting business, tackling health inequalities and safeguarding vulnerable people. In this respect, the work we do regionally will become even more important and the structures we have put in place ever more relevant to the local and national landscape.

A handwritten signature in black ink that reads "P. A. Thomas". The signature is written in a cursive style with a horizontal line underneath the name.

Paul Thomas
Chair of SWERCOTS



As regional coordinator and policy manager for the 15 South West Trading Standards Services, my role is to look beyond the geographical remit of individual local authority managers and look strategically at the needs of the whole region. This involves engaging with a complex range of government agencies, local and national services.

Whilst this is clearly a time of transition for regulatory services in the region, my key work areas continue to be:

- Consultation and policy development
- Maintaining a high profile for the service with stakeholders,
- Promoting a fair and safe trading environment
- Shared service delivery and best practice implementation
- Internal service improvement, benchmarking and training
- Focusing the priorities of local authority services on issues of key impact and effectiveness
- Ensuring trading standards in every local authority structure has equal and viable access to service improvement models.
- Attracting funding streams into the regional in order to deliver key pieces of work that have local, regional and often national impact.

My goal is to stimulate and facilitate innovation in service delivery, working with Heads of Service to develop a regional Business Plan that meets current local authority priorities. I also work closely with the Regional Intelligence Officer to produce a regional Control Strategy. This booklet looks specifically at some of the work that has resulted from the objectives highlighted in the Control Strategy for 2010/2011 and some of

the partnerships that have arisen to help deliver these.

I am looking forward to 2012 and the challenges the current political climate may bring. We are currently undertaking a review of the co-ordination body to ensure the structure best suits this new environment and continues to ensure effective service delivery. Workstreams exist to improve collaboration across local authorities and to investigate where substantial cost savings can be further achieved by regional working and effective sharing of resources.

Further details about SWERCOTS and the resources we deliver can be found at www.swercots.org.uk.

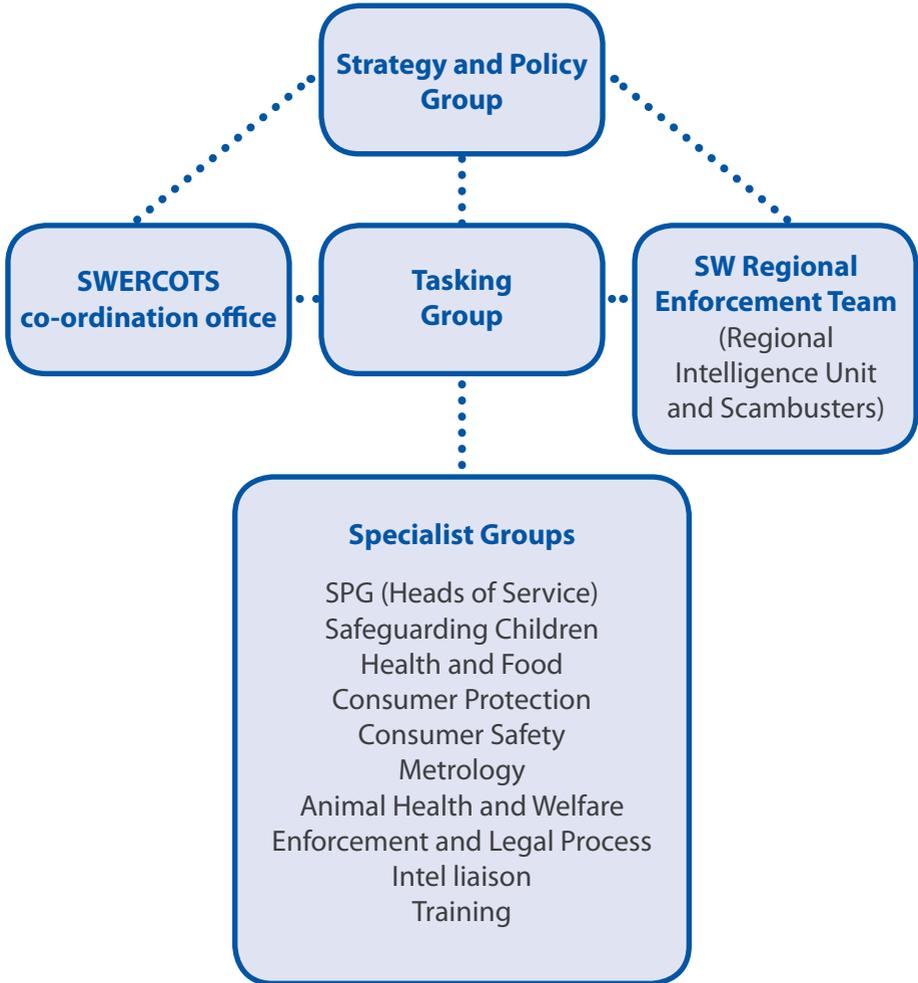
A handwritten signature in black ink, appearing to read 'Lisa Peters', with a horizontal line extending to the right.

Lisa Peters

Regional policy manager

Trading Standards Partnership for the South West
(also known as SWERCOTS)

SWERCOTS organisation and workstreams



Objectives from the Control Strategy for 2011

The Control Strategy is what shapes the project streams within SWERCOTS and this is based on emerging threats for the region (as determined in the Annual Strategic Assessment) and on local authority needs (based on local drivers). This also considers the National Priorities and includes them as appropriate.

- To support consumers and businesses during the economic downturn
- To support the National E-commerce project and the Govt Connect Intel project
- To participate in FSA / LACORS food projects for 2010 / 11 (Includes claims survey , salt in bread survey and imported foods survey)
- To ensure Animal Health disease controls are in place
- To Take action to Tackle Doorstep Crime
- To approve and implement recommendations from the Structural Review Group to ensure effective regional working
- Take action and contribute to the Tobacco Control Strategy (see page x for further details of projects)
- To support Consumer Direct South West and ensure local authorities are prepared for any implications arising from the interim contract and the move to Citizens Advice as a new delivery agent
- Take Action to contribute to the National Alcohol Strategy

Benefits of regional co-ordination in the south west

Collectively support the requirements of the National Intelligence Model through effective intelligence sharing – for example to tackle e-crime and rogue traders who operate across borders. (See ‘Regional Intelligence Gathering’ page X)

Promote consistent enforcement between local authorities and regulatory disciplines, including the interpretation and innovative implementation of legislation through the Enforcement and Legal Process Manual and website, which simultaneously provides peer support and development of ‘best practice’ initiatives. (See ELP Manual page X)

Provide a strategic link between trading standards and partners, particularly important when the geographical boundaries and remit do not coincide. Partners include: Consumer Direct South West/Citizens Advice Bureau, Local Better Regulation Office (LBRO), Office of Fair Trading, Food Standards Agency (FSA), the Local Government Association and other central government agencies (Examples of this include the Animal Health Contingency Plan (page X) and the South West Regulators Forum (SWeRF page X).

Being part of a regional co-ordination network (SWERCOTS is one of 11 regional trading standards partnerships in the UK), SWERCOTS benefits from effective communication and sharing of resources nationally as well as regionally.

Support and enhance the capacity of local authorities to meet government's goals for regulatory services, such as the FSA food sampling programme and apply for additional funding to support participation in national projects (page x), such as the imported foods project (page x) and tobacco control activities (page x).

Maximise the regional voice and thereby influence Central Government on policy decisions. Co-ordination of local authorities trading standards services regionally helps to provide a united front when responding to government consultations and initiatives. A recent example was the Consumer Landscape Review discussed in the introduction (page x).

Allows the region to secure funding that would otherwise be unavailable to local authorities. Often regional bidding documents insist that it is co-ordinated regionally via a single point of contact, usually the regional co-ordinator or a nominated regional lead.

Provision of regional training programme with partners such as the South West branch of the Trading Standards Institute. Such sessions are often not cost effective for an individual authority to host, but regionally a wide range of training can be delivered to ensure officer competency can be maintained and developed as appropriate.

Identify, share and optimise use of all available skills and resources, minimising duplication and maximising economies of scale resulting from regional activity. SWERCOTS has managed this by not only co-ordinating the central printing of consumer and business resources, like Be Wise – Be Safe (a toolkit advising new parents on all elements of safety for their newborn, from household safety to what to look out for when purchasing baby equipment such as cots and car seats), but also via strategic deployment of resources such as the Regional Intelligence Officer (page x) and the Scambuster Team (page x).

Successful bids for regional funding

Between April 2009 and March 2010 £160K came into the SWERCOTS accounts as a result of successful bids for national projects. Whilst SWERCOTS do retain a small proportion of these funds for co-ordination / admin support (approx 5%), the majority of these funds are passed back to local authorities. Whilst local authorities pay a membership fee towards the running of the regional co-ordination office, all 15 authorities received all of their annual contribution back for this particular year and in some instances received double their financial contribution. Obviously there is a contribution in kind for these National projects to be successful and one should never underestimate the value of the officers time and energy, as without these we wouldn't hold the respect as an effective regional body that we currently have.

Projects which have, and continue to bring money into the South West region in 2011 include the following, enabling the 15 local authorities to tackle specific issues they may have been unable to consider / contribute to had they had to co-ordinate a funding bid on their own:

- £131K FSA Food and feed sampling programme (see page x for further details)
- £200K Tobacco (see page x for further details)
- £4K from the OFT(to complete credit checks on their behalf)
- £ 11K from LBRO (contribution directly supporting regional coordination)
- £22K from BIS for improving local authority capacity to tackle E-crime

(funds for standalone equipment to complete this type of investigation, funding for training and funds for a test purchasing exercise on gold samples)

It should also be noted that the regional enforcement team have attracted an substantial funds into the region in recent years (in excess of £4million over the past 4 years). Prior to the Illegal Money Lending (ILM) teams being nationalised and delivered via Birmingham City Council, we received £800k per year for our regional IML teams, which equates to £1.6 million over 2 years). We have also received £260K per year for our regional Scambuster team and in 2011 this rose to just under £300K. Whilst local authorities do not receive funds per sé via this arrangement, they certainly benefit from having this resource and additional investigation capacity in the region (see page X). Through this route we have also received £120K to support the intelligence capacity across the South West (£75K has come from the delivery of the Gov Connect project and £45K via our partnership with Smokefree SouthWest and their commissioning of Intel profiles on the supply of illegal tobacco into the region).

South West Regulators Forum(SWeRf)

Ensuring uniformity between all regulatory services



We have the power to **make a difference**

As Paul Thomas described in the introduction, many national and global consumer risks are so complex that they cannot effectively be dealt with by a single authority acting alone, or one profession acting independently. Thus the importance of the South West Regulators Forum (SWERF) which draws together representatives from most regulatory services in the south west, including Trading Standards Service, Environmental Health, Health and Safety Executive, Food Standards Agency, Animal Health, Office of Fair Trading and the Environment Agency, in association with Local Better Regulation Office to present a united front in addressing consumer risks. The driving principles of the forum are the intelligence led, outcome driven role of regulators in key areas of council priorities and it is certainly powered by a strong partnership. The remit of SWeRF members is to:

- Share information about policy and strategy
- Identify areas with the potential for improved coordination and collaboration
- Explore the potential for ongoing liaison arrangements between regulators in the South West

Recent activities to achieve these objectives include: multi-disciplinary training courses, partnership events such as 'Better Regulation for Business' to ensure better regulation enhances business efficiency and productivity; 'Healthy Lives, Healthy People' supporting new approaches towards local delivery of DH health and well-being initiatives that will benefit communities, including the commissioning of some public health services.

South West Regional Enforcement Team (Swret)



The regional enforcement team is comprised of the Scambuster team and the Regional Intelligence Unit. The team tackles level two and level three criminality, that is, where scams occur in more than one local authority and cross border enforcement becomes necessary.

Regional Intelligence Unit

Collecting intelligence on all crimes and criminals in the SW and nationally

Through an analysis of all the current intelligence data available, from sources both within Trading Standards and from partners including the police, HM Revenues and Customs (HMRC), Intellectual Property Office (IPO), our Regional Intelligence Officer (RIO) drafts an annual strategic assessment. This details the priorities and emerging threats for region for the immediate future and it is with this document in mind that the SWERCOTS Control Strategy is drafted (a list of objectives within the Strategy for 2011 are shown on page x, along with the SWERCOTS structure.).

The next strategic assessment will be published in October 2011; early indications of perceived emerging threats are:

- ECrime – “the virtual highstreet”
- 2012 Olympics (Weymouth and Portland)
- Potential copyright infringement and counterfeit goods

- Disrupting the supply of illegal tobacco

Through our regional working arrangements, authorities are able to participate in and contribute to work that will address these issues at a local, regional and national level.

The timely flow of intelligence assists Trading Standards Officers to protect consumers against detriment and harm by unscrupulous traders.

Selected personnel within each local authority in the southwest have access to the National Intelligence Database (NID), hand consequently



have the ability to identify traders (nominals) causing harm at a regional/national level is greatly increased. This in turn should negate the possibility of a trader being unknowingly prosecuted by numerous authorities; saving both time, money and resources. With the region's involvement with the Government Agency Intelligence Network (GAIN) and the RIO's integration at the Southwest Regional Intelligence Unit (Zephyr), nominals can be checked in a timely manner with both law enforcement and non law enforcement agencies. The results of such checks may provide additional intelligence on the nominal (an alias, date of birth, surname change), or identify another form of criminality associated with the nominal and the possibility of a joint prosecution should the opportunity arise.

SW Scambuster Team

Protecting consumers from cross-border scams, rogue traders and mass-market fraud

In 2005 the OFT estimated that UK consumers lost up to £1 billion per year to a variety of scams which exploit low-cost, mass-marketing techniques to target recipients, ranging from bogus prize draws and pyramid selling schemes to miracle health cures, bogus officials and charity collectors. Many scams target vulnerable members of society; data shows that doorstep crime tends to be perpetrated by career criminals targeting elderly (average age 81) female victims (77%) who live alone (74%).

To protect consumers the OFT piloted three Scambuster teams that were so effective in 2008/9 the Department for Business Innovation and Skills (BIS) announced three years funding for nine regional Trading Standards Scambuster teams throughout Great Britain. The South West project, which is delivered for and by SWERCOTS, is based in Bristol and comprises police and trading standards officers who work with local authorities and other enforcement agencies (such as the police, HM Revenue and Customs and the Benefits Agency) to target the most challenging cross-border scams and rogue traders, in particular:

- Deceptive Selling Techniques that target the vulnerable
- 'Cowboy' builders doing shoddy or unnecessary work
- Doorstep Crime
- Car sales and servicing
- Cold calling rogue traders
- High Pressure Sales
- Home-working and other 'get rich quick' schemes
- Large scale organised counterfeiting operations

Local authorities and individual regulatory bodies are not precluded from tackling any of these problems by themselves, however, when the

scam extends beyond the available local resources, experience and manpower, the SW Scambuster team is an invaluable support capability and has the benefit of information collected by the Regional Intelligence Unit.

In 2011 the SW Scambuster team successfully prosecuted a rogue builder who operated in Devon, Somerset and North Somerset, (primarily targeting elderly people) and bogus charity bag collectors and featured in the BBC's 'Fake Briton' twice.



(Insert picture of ELP hub tutorial here)

The Enforcement and Legal Process (ELP) manual

Ensuring uniformity between enforcement officers and procedures

The Enforcement and Legal Process manual and website, as the name suggests, is a resource for local authority investigation officers (predominantly used within Trading Standards and Environmental Health services) which provides step-by-step procedures for carrying out an investigation from start to finish, including guides on serving statutory notices, collecting and handling evidence, interviews and applying for warrants, through to prosecution.

A common tactic of defence solicitors is to find a hole in the local authorities' process, rather than attack the evidence per se. The ELP manual lays down a single set of 'best practice' procedures which encourages consistency between all enforcement officers and authorities.

The website is continuously updated to reflect legislative changes, and new case law that determines 'best practice'. A working group consisting of trading standards, environmental health and licensing officers plus legal experts and meets every three months to discuss any legislative changes and relevant case law that may affect legal interpretation. In this way the ELP document is continuously kept up-to-date and represents a consensus of opinion on what constitutes 'best practice'.

At present 70 local authorities subscribe to the ELP Manual. A variety of subscription options are available, starting at £250 + VAT per authority per year. The subscription is per authority, rather than per user or per department and therefore represents extremely good value for money as a shared resource. The subscription fees go towards maintaining the website, allowing the working group to meet and supporting new developments ;as such, it is a self-funding resource provided nationally by SWERCOTS.

SWERCOTS is currently developing a system that will allow local

authorities to have their own 'hub', which houses local authority specific documents and policy, that would sit alongside the main manual but provide a local service for all regulatory departments – ensuring consistency of any forms and procedures within any given local authority.

More information is available at: www.elpmanual.co.uk.

Tobacco control in the South West

After securing £200K in regional funding for 2010/11, SWERCOTS have embarked on a programme of 5 tobacco control projects. At the time of writing results from three of these projects are available and as such are summarised below. A project on niche tobacco products is underway and a further project will start in the autumn, advising Businesses on the change in legislation regarding tobacco vending machines.

Disruption of illegal tobacco

SWERCOTS-led alliance to tackle contraventions of tobacco control laws in the region

Until 2010, Trading Standards enforcement work on illegal tobacco in the South West was generally guided by consumer complaints data and the results of test purchasing exercises. This work suggested that illegal tobacco was not a major problem for the area. However, compiling information from several other sources in 2010 indicated that there was an enforcement gap.

Intelligence data was collated from a variety of sources including: all 15

Trading Standards Services in the South West, the five Police Forces in the region; Her Majesty's Revenue and Customs; the United Kingdom Border Agency, Consumer Direct and tobacco alliance groups in the South West. Consumer behaviour and attitudes towards use and buying illegal tobacco where also gathered from a survey in the region by NEMS market research.

The problem profile identified that 442 million illegal cigarettes and 347,000 kilograms of hand-rolling tobacco are purchased in the South West each year with a total retail value of over £216 million per annum. It also linked over 300 nominals to the illegal tobacco trade. The data has been shared with partners and has been used to help target multi-agency enforcement work in the region.

Alongside this activity, Smokefree Southwest have been working closely with SWERCOTS and Trading Standards Services in the South East (TSSE) and other partners to develop the South of England Illegal Tobacco Action plan. More details about the action plan and the associated events that have been run in the region can be found at <http://www.stop-illegal-tobacco.co.uk/>. The branding is the same as used in the North of England Action plan, thereby ensuring consistency nationally in the resources produced as part of this work.

SWERCOTS have been able to use this work and increased partnership working to our advantage and currently have active cases in several authorities. In Swindon a large haul of illegal tobacco and alcohol has been seized from retailers following a joint operation between Swindon Trading Standards and HR Revenue & Customs. Eleven shops, which were suspected of selling illegally imported or counterfeit alcohol, were targeted in the operation. A total of 336 bottles of wine (56 cases) was seized from one shop in the town as UK import duty had not been paid. Tobacco weighing 3.5kg and 1,160 cigarettes was seized from another two shops where the smuggled goods had been hidden in storage.

Test purchasing at retail and on-licensed premises

A total of 388 test purchases were made by 14 to 17year olds (the average age being 16 years) as part of this project to check retailers were abiding by the tobacco regulations in terms of compliance with age restrictions on the sale of tobacco at retail outlets across the southwest. A total of 71 sales were made equating to 17% overall (which is similar to the National average from 2010, which was 16%). This is lower than reported in 2009/10, but there is clearly still room for improvement. All Businesses that made sales were advised by Trading Standards and were revisited as part of the programme to improve compliance.

Compliance with point of sale legislation

This is the second year Trading Standards have looked at compliance with the point of sale legislation for tobacco and there was an excellent record of compliance across the whole of the region.

No proof of age – no sale

No Proof of Age – No Sale is a well known and highly regarded Age Restricted Products training package and has now been in widespread use throughout the South West of England for 6 years. The toolkit has been developed extensively to give retailers a consolidated resource of materials from both Trading Standards, other regulatory services colleagues, as well as from a range of partners.



Changes in technology have made it an excellent time to update the package and move from a DVD to a web-based delivery system. The central focus of this resource pack is a film, which is split into three chapters enabling the viewer to concentrate on specific areas and deal with issues in detail, using video buttons to play and replay.

The video is interactive throughout, with questions asked of the viewer, the ability to retrieve additional materials at relevant times throughout the video and with links to partner resources such as proof of ID posters from the Wine and Spirits Trade Association and to PASS for details of pass accredited proof of ID schemes.

The new package covers a wider range of age restricted products than previous versions, now including guidance on the age restrictions regarding access to certain premises / equipment e.g. for using UV Tanning Equipment, for tattoo and piercing studios, for sex shops, strip and pole dancing clubs and for gambling establishments. It also includes leaflets on tobacco, illegal tobacco and on niche tobacco products, again linking to relevant partner websites within the leaflets. Whilst the guidance leaflets mainly focus on the legislation and points of law that the proprietor needs to be aware of, we have also included an 'interesting facts' box to the majority of leaflets in order to give further detail of areas of health interest and of best practice in the region.



Animal health – disease contingency framework

Evaluating the region's readiness
to deal with infectious disease
outbreak



Earlier this year, trading standards teams across the South West participated in a disease contingency exercise organised by DEFRA. The key objective of this exercise was to test the readiness, regionally, of all the key stakeholders who would be involved in a major animal disease outbreak. The project team recognised that animal diseases do not take into account artificial jurisdiction boundaries and the differing needs and capabilities of the key players to contain and eradicate them. The aims of the exercise were to a) test the law, b) test the robustness of existing contingency plans and c) test and improve communications across the region. Both urban and rural authorities were involved and a mock case of avian flu was used to test the system.

The exercise tested the following components in response to a mock notification of an animal disease outbreak in the south west (avian flu was used as the example):

- an appreciation of how disease can spread and implications for humans, the economy;
- our contingency plans knowledge of the law;
- availability of protective personal equipment (PPE) and specialist equipment;
- bio security arrangements;

- communications both with partners and externally with the press and public;
- how we manage cross border working; command strategies; availability of staff and resources;
- how we maintain our integrity and manage the work with the media; availability of the right people to work with the media and create the significant public trust that is needed;
- the quality of advice provided at all levels;
- how we adapt to changing circumstances and manage the constant flow of information;
- how we work together rather than as separate entities and
- leadership skills.

The exercise was a very successful and showed how effective Trading Standards Animal Health teams can be when they work together in partnership to resolve a potentially threatening disease outbreak.

Some concerns were raised by the exercise, which were reported to the SWERCOTS Animal Health specialist group, who worked together to resolve these wherever possible. However, diminishing resources still remain a concern and how we might better pool resources in the future will be considered at a forthcoming regional business planning event.

As a result of completing this exercise, local authorities now have an effective framework that they can pick up and use in their locality or across a sub-regional group.

Consumer Direct South West

Consolidating advice services for consumers



On 1 April 2012 responsibility for consumer protection and the Consumer Direct (CD) helpline and Consumer Focus will move from the Office of Fair Trading to the Citizens Advice Bureau; the CAB helpline will continue to offer immediate advice to consumers and forward serious cases to local Trading Standards Officers.

CDSW was originally set up by the Labour administration in response to pressure from TSO's for a helpline to deal with complaints from consumers and allow them to concentrate on investigating and prosecuting rogue traders. This proved very successful; the majority of CDSW consumers complained about second-hand car repairs by independent traders, followed by mobile phones and televisions.

The present government aims to retain the same service, but consolidate the various consumer advice bodies and concentrate funding on CAB (which currently receives 78% of it's funding from government); TSO's will retain responsibility for enforcing consumer law. It is not clear how efficient and effective this will be, but is definitely a 'space to watch' in the new financial year.

Acronyms

BERR	Department for Business, Enterprise and Regulatory Reform
BIS	UK Department for Business, Innovation and Skills
CAB	Citizens Advice Bureau
CCA	Consumer Credit Association/Act 1974
CD	Consumer Direct
CDSW	Consumer Direct South West
CIEH	Chartered Institute of Environmental Health Officers
DEFRA	Department for Food, Environment and Rural Affairs
ECrime	Crime on the internet
EHO	Environmental Health Officer
ELP	Enforcement and Legal Process manual and website
FSA	Food Standards Agency
GAIN	Government Agency Intelligence Network
HMRC	HM Revenues and Customs
HSE	Health and Safety Executive
IMLT	Illegal Money Lending Team
IPO	Intellectual Property Office
LA	Local authority/authorities
LACORS	Local Authority Coordinators of Regulatory Services
LBRO	UK Department for Business, Innovation and Skills
NID	National Intelligence Database
OFT	Office of Fair Trading,
PPE	Protective personal equipment
RIO	Regional Intelligence Officer
SWeRF	South West Regulators Forum
SWERCOTS	Trading Standards Partnership for the South West
SWIMLT	South West Illegal Money Lending Team
SWRET	South West Trading Standards Regional Enforcement Team
TSI	Trading Standards Institute
TSO	Trading Standards Officer
TSS	Trading Standards Service
TSSE	Trading Standards Services in the South East of England
Zephyr	Southwest Regional Intelligence Unit

Trading Standards Partnership (South West)

For more information about Trading Standards in the south west please visit;

Bath and North East Somerset

www.bathnes.gov.uk/BathNES/advicebenefits/tradingstandards/

Bournemouth

<http://www.bournemouth.gov.uk/Business/TradingStandards/>

Bristol

<http://www.bristol.gov.uk/page/trading-standards>

Cornwall

<http://www.cornwall.gov.uk/default.aspx?page=1099>

Devon

www.devon.gov.uk/index/business/trading_standards.htm

Dorset

<http://www.dorsetforyou.com/tradingstandards>

Gloucestershire

www.tradingstandards.gov.uk/glos/

North Somerset

www.tradingstandards.gov.uk/northsomerset/index.htm

Plymouth

www.plymouth.gov.uk/homepage/business/tradingstandards.htm

Poole

www.poole.gov.uk/directory/categories/ref:C46485278161ED/aka:Trading+Standards/

Somerset

www.somerset.gov.uk/tradingstandards

South Gloucestershire

<http://www.southglos.gov.uk/BusinessMatters/TradingStandards/>

Swindon

www.swindon.gov.uk/tradingstandards

Torbay

www.torbay.gov.uk/trading-standards

Wiltshire

www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards.htm

SWERCOTS

www.swercots.org.uk

This booklet was produced by:

SWERCOTS.

Shire House, Mount Folly Square. Bodmin. PL31 2DQ.

Tel: 01208 78772, Fax: 01208 264764