

Scope and Responsibilities

- The North East Trading Standards Association (NETSA) continues to take a key partnership role across the 12 local authorities in the region and delivers on various core projects on behalf of national partners, which include the National Trading Standards Board (NTSB) and the Food Standards Agency (FSA); together with regional partners.

Regional Co-ordinator (Lead)

Alan Armstrong
Tel: 07584581589
Email: alan.armstrong@durham.gov.uk

Links

Key Contact Officers

Dawn Taylor
Principal Trading Standards Officer
Darlington Borough Council
Tel: 01325 406043
Email: dawn.taylor@darlington.gov.uk

Owen Cleugh
Consumer Protection Manager
Durham County Council
Tel: 03000 260925
Email: owencleugh@durham.gov.uk

Tracey Johnson
Trading Standards Team leader
Gateshead Council
Tel: 0191 4333934
Email: TraceyJohnson@Gateshead.gov.uk

Ian Harrison
Principal Trading Standards and Licensing
Officer
Hartlepool Borough Council
Tel: 01429 523354
Email: ian.harrison@hartlepool.gov.uk

James McCluskey (RTG Chair)
Principal Trading Standards Officer
Middlesbrough Council
Tel: 01642 728228
Email:
james.mccluskey@middlesbrough.gcsx.gov.uk

David Ellerington (NETSA Chair)
Commercial Services Manager.
Newcastle City Council
Tel: 0191 2116119
Email: david.c.ellerington@newcastle.gov.uk

<p>Alan Burnett Principal Trading Standards and Licensing Officer North Tyneside Council Tel: 0191 6432426 Email: alan.burnett@northtyneside.gov.uk</p>	<p>Darin Wilson Trading Standards & Animal Health Manager Northumberland County Council Tel: 01670 623704 Email: darin.wilson@northumberland.gov.uk</p>
<p>Julian Sorrell Principal Trading Standards officer Redcar and Cleveland Borough Council Tel: 01287 612322 Email: Julian.Sorrell@redcar-cleveland.gov.uk</p>	<p>Jason Bulmer Operation Manager – Licensing & Trading Standards South Tyneside Borough Council Tel: 0191 4247841 Email: jason.bulmer@southtyneside.gov.uk</p>
<p>Jimmy Jones Stockton-on-Tees Borough Council Email: jimmy.jones@stockton.gov.uk</p>	<p>Richard Reading Trading Standards and Licensing Manager Sunderland City Council Tel: 0191 5281710 Email: Richard.reading@sunderland.gov.uk</p>

Who is North East Trading Standards Association (NETSA)?

NETSA is a partnership body which brings together the twelve Local Authority Trading Standards Services (LATSS's) in the North East of England, in order to enhance services and contribute to meeting local, regional and national priorities

What are our objectives?

- Work in partnership to enhance local service delivery
- Create informed confident consumers and protect the vulnerable
- Support legitimate businesses by ensuring a fair and safe trading environment
- Co-ordinate local, regional and national priorities to enhance service provision

Key Priorities for Action 2018-2020

1. Attract and strive to maintain resources to enhance the provision for Trading Standards Services in the North East region
2. Ensure consistency of interpretation and sharing best practice
3. Working collaboratively to ensure effectiveness, efficiency and value for money
4. Use evidence/intelligence gathered locally, regionally and nationally to target resources
5. To carefully consider the implications and respond effectively to the Better Business for All project.
6. To carefully consider the implications of and respond effectively to the devolutionary process within the region. Based on the political process.
7. To carefully consider the implications of and respond effectively to the UK leaving the EU.
8. To carefully consider the implications of and respond effectively to the setting up of the Office of Product Safety and Standards.

Impact and Outcomes

- Achievement of best practice through shared learning and expertise, relevant and timely information exchange and development of new and innovative approaches
- Consistent and intelligence led action with all partners;
- Maximise the delivery of initiatives within the limitations of reducing resources
- Contribute to public health and wellbeing
- Contribute to building safer and stronger local communities
- Protect the vulnerable

Governance Arrangements

NETSA consists of the Heads of service from the 12 LATSS's within the region. A Regional Coordinator, who is retained through grant funding received from the NTSB, supports our work.

NETSA will continue to provide the strategic leadership for all sub regional groups and promote effective partnership working throughout the region in order to protect and improve the health, wellbeing and safety of local communities whilst supporting local businesses to achieve better regulatory outcomes.

NETSA will report on an annual basis to the North East Public Protection Partnership (NEPPP) as well as participating, where appropriate to national campaigns supported by the NTSB.

Governance Arrangements (Continued)

All finances received through NETSA will be subject to independent scrutiny and audit. NETSA, and its subordinate groups, will take actions that are customer-focussed and will be subject to a robust performance and financial management framework.

No decisions will be actioned unless they provide value for money for our constituent Authorities, communities, businesses or partners.

NETSA is committed to effective, strategic planning and developing policies through dynamic and successful leadership. This will be informed utilising data from the Annual Strategic Assessment

Challenges

In developing its policies and plans NETSA will recognise the challenges presented by:

- a) Reducing resources in the public sector particularly those prevalent in the regulatory field and will maximise potential to secure additional resources for the regional LATSS's.
- b) The ever developing agenda in respect of Better Regulation to continue to support legitimate business and protect our local communities. This agenda has developed through the implementation of the "Regulators Code" and having regard to the policies outlined in the Local Government Association's "Open for Business" document.
- c) The continuing implementation of new consumer protection legislation. This includes: abolition of letting fees (May 2018); prohibition of E & F graded properties under EPC legislation and banning of sales of offensive and dangerous substances to under 18's; and new animal licensing provisions (October 2018).
- d) The need to carefully consider the implications and respond effectively to the Better Business for All project.
- e) The need to carefully consider the implications of and respond effectively to the devolutionary process within the region. Based on the political process.
- f) To carefully consider the implications of and respond effectively to the UK leaving the EU.
- g) To carefully consider the implications of and respond effectively to the setting up of the Office of Product Safety and Standards.

Partnership Working

NETSA continues to work with a range of national and regional partners including the Department for Business, Energy & Industrial Strategy (BEIS) , the Home Office and the Food Standards Agency (FSA), the three regional police services, Her Majesty's Revenue and Customs (HMRC) and other enforcement agencies as well as Balance and Fresh

Our Planning Context



Global


National

Regional
NETSA Strategy 2018 -2020
April 2018

Local

Key Priorities For Action 2018-2020			
1. Attract resources to enhance the provision for Trading Standards Services in the North East region			
	Action	Timescale	Current Status
1.1	<p>Support the NTSB in exercising all of its functions devolved from the Department for Business, Energy and Industrial Strategy (BEIS). Each English region plus Wales is allocated a seat on the NTSB. Observers from BEIS, the Chartered Trading Standards Institute (CTSI), the Competition and Markets Authority (CMA), Scotland and Northern Ireland are also present at these meetings.</p> <p>The governance of the NTSB is delivered on behalf of local government by a political oversight group. The grant funding is delivered on behalf of BEIS.</p>	April 2018 – April 2020	<p>Regional representation delivered by NETSA Chair and the local/regional governance of activities and decisions carried out by NETSA Executive.</p> <p>All the meetings of the NTSB & Governance groups 2018/2020 to be supported.</p> <p>NETSA Executive. Meeting 8 June 2018.</p> <p>NTSB. Meeting 8/9 March 2018 Leicester. Next meeting 12 June 2018. London.</p>
1.2	<p>Ensure that the scheduled Animal Feed Inspection programme (grant funded by the FSA via the NTSB) is delivered upon.</p>	April 2018 – April 2020	<p>Animal Health and Feed Group delivering inspection programme agreed with the NTSB. Co-ordinated through Northumberland CC. Funding granted.</p>
1.3	<p>Maintain Regional Investigations Team (RIT) (funded by NTSB) in order to take action against level 2/3 criminality in accordance with the Intelligence Operating Model (IOM).</p>	April 2018 – April 2020	<p>RIT Manager and host authority have taken actions in accordance with the IOM and governance procedures</p>




	Tasking effected from both local and regional intelligence through the Regional Tasking Group (RTG) and in line with referral processes agreed by the National Tasking Group (NTG).	April 2018 – April 2020	Governance group carrying out ongoing monitoring of delivery programme.
--	---	-------------------------	---


	Action	Timescale	Current Status
1.4	Maintain a Regional Intelligence Analyst (RIA) (funded by NTSB) in line with nationally agreed strategy.	April 2018 – April 2020	RIT Manager and host authority has maintained the RIA in compliance with the terms of a funding agreement in line with the IOM. Interview process completed for new RIA and field support officer.
1.5	Carefully consider regional bidding in order to host projects/functions devolved from the delivery of the strategy as and when appropriate.	April 2018 – April 2020	Successful funding bid on Operation Arwen (Oak).
1.6	To co-ordinate joint arrangements in respect of enforcement provisions of Energy Performance Certificates in local authorities.  uksi_20151681_en.pdf New provisions coming in 2018 on Minimum Efficiency Regulations.	April 2018 – April 2020	9 October 2015 legislation implemented. Response required by all LA's. Also annual reporting regime to Secretary of State. Several LA's organising partnership arrangements.
1.7	To monitor implementation of new legislative provisions of the Tenants Fees Bill.	April 2018 ongoing.	New legislation.


Key Priorities For Action 2018 -2020


2. Ensure consistency of interpretation and sharing best practice

	Action	Timescale	Current Status
2.1	Respond to all consultations affecting Regulatory Services	April 2018 – April 2020	Response to Consultation on licensing of laser pointers.



			 Consultation on Laser Pointers Septe Response to Consultation on Updating Consumer Protection in the Package Travel Sector.  Consultation on Package Travel Sectc Response to Consultation on offensive and dangerous weapons.  Consultation on Offensive and dang
2.2	METROLOGY GROUP a) Project Work to be determined.	April 2018 – April 2020	Agreement to deliver projects on breakfast cereal and alcohol spirits survey and educational work on medical weighing equipment.
2.3	FAIR TRADING GROUP Now responsibility on delivery rests with RTG. a) Engage with Police led Operations Bombay and Liberal in combating doorstep crime. b) Participate in Rogue Trader Day on behalf of NETSA. c) Participate in Scams Awareness Month in 2018 with key task of increasing reporting of scams.	April 2018 – April 2020 April 2018 – April 2020 April 2018 – April 2020	Lead Officer Fair Trading Group and RIA have established links and fully engaged with these operations. Regional LATSS's to participate. Regional LATSS's to participate.

	<p>d) Partnership working with the Anti-Counterfeiting Group (ACG).</p> <p>e) Participation and involvement with National Consumer Week 2018. (November/December 2018).</p> <p>f) To co-ordinate joint arrangements in respect of enforcement provisions of Energy Performance Certificates in local authorities.</p>  <p>uksi_20151681_en.pdf</p>	<p>April 2018 – April 2020</p> <p>April 2018 – April 2020</p> <p>April 2018 – April 2020</p>	<p>Operation Jasper. RIA co-ordinated regional activity around illegal trade through social media sites on the internet.</p> <p>Regional LATSS's involved with National Consumer Week 2017.</p> <p>9 October 2015 legislation implemented.</p> <p>Response required by all LA's. Also annual reporting regime to Secretary of State. Several LA's organising partnership arrangements.</p>
2.4	<p>CONSUMER AND PRODUCT SAFETY GROUP</p> <p>a) Respond to all localised enquiries and respond to requests as made for intelligence from BEIS and the national Product Safety Focus group. Business plan developed.</p> <p>b) Undertake intelligence led product safety projects in respect of consumer products i.e. sun beds, fancy dress costumes and laser pointers.</p>	<p>April 2018 – April 2020</p> <p>April 2018 – April 2020</p>	<p>Lead officer Consumer and Product Safety Group. 3 localised enquiries dealt with and some 15 national/EU enquiries dealt with in respect of a range of consumer products including balloons, cosmetics, toys, and drones.</p> <p>All regional LATSS's now fully engaged with assessments around sunbeds. High levels of</p>

		<p>publicity attracted including at national level.</p> <p>BEIS Halloween costume project. Newcastle co-ordinated national sampling programme. Report now published.</p>  <p>Children's Costumes Safety Rej 20 April 2016. Report presented to EU ADCO Toy Safety Committee in Brussels.</p> <p>Report presented to international standards working group.</p> <p>Halloween safety poster developed and external partners have signed up to campaign. BEIS, NTSB, RoSPA, CFOA and BTHA. Poster placed on Khub and distributed to partners including Tyne & Wear Fire and Rescue Service.</p> <p>Letter received from Anna Soubry Business Minister. Project plan on laser pointers now initiated.</p>
--	--	--

	<p>c) Participation with Child Safety Week 2018.</p>	<p>April 2018 – April 2020</p>	<p>Poster & Guidance now published on Khub. Sampling and testing programme completed. Initial report submitted to BEIS.</p> <p>Aviation and Security Bill now published. Laser attacks to be criminalised.</p> <p>Response to Consultation on licensing of laser pointers.</p>  <p>Consultation on Laser Pointers Septe</p> <p>8 January 2018 BEIS announced a new tactical approach to dealing with the supply of laser pointers, which includes including strengthening safeguards to stop high-powered lasers entering the country. To see the press release go to BEIS.</p> <p>Regional LATSS's engaged with Child Safety Week 2018 utilising safety posters as funded and sourced from NTG and developed in the region.</p>
--	--	--------------------------------	---

	<p>d) Monitor national/regional developments in respect of underage sales and take appropriate action.</p>	<p>April 2018 – April 2020</p>	<p>NETSA participated in a test purchase programme funded by Department of Health in electronic cigarettes.</p>
	<p>e) Monitor the implementation of new legislative provisions on offensive and dangerous weapons.</p>	<p>April 2018 – April 2020</p>	<p>Following Home Office consultation, national retailers have introduced voluntary ban on sale of corrosive substances to those under 18.</p>
	<p>f) Monitor the development of the Office of Product Safety and Standards.</p>	<p>January 2018 – April 2020</p>	<p>The new Office for Product Safety and Standards is seen as enabling the UK to meet the evolving challenges of product safety by responding to expanding international trade, the growth in online shopping and the increasing rate of product innovation. In addition to providing support and advice for local authority Trading Standards teams, the office will co-ordinate work across local authorities where action is needed on a national scale and will ensure the UK continues to carry out appropriate border checks on imported products once the UK leaves the European Union.</p>

	<p>TOBACCO CONTROL</p> <p>a) National Tobacco strategy now published</p> <p>b) Undertake intelligence led action utilising sniffer dogs in the detection of illegal tobacco in the North East</p> <p>c) Participate with re-launch of regional “keep it out” campaign.</p> <p>d) Participate in the national surveys on shisha/blunts and e cigarettes.</p>	<p>July 2017 – June 2022</p> <p>April 2017 – April 2018</p> <p>October 2017 – December 2018</p> <p>February 2018 – June 2018</p>	<p>7 March 2018. Launch of new Code of Practice (PAS 7100) for product safety recall in the UK.</p> <p>New control strategy now published.</p> <p> Tobacco Control Plan 2017-2022.pdf</p> <p>Operation Henry 2 Report published.</p> <p> Operation Henry 2 Report.pdf</p> <p>LATSS participated. Very good response on local intelligence.</p> <p>LATSS participating.</p>
--	--	--	--

2.5	<p>ANIMAL HEALTH AND WELFARE GROUP</p> <p>a) To respond to all localised enquiries and respond to requests as made for assistance from Department for Food and Rural Affairs (DEFRA), the FSA and the national Animal Health Focus group.</p> <p>b) To ensure the delivery of the national Feed Hygiene programme on behalf of the NTSB for the FSA.</p>	<p>April 2018 – April 2020</p> <p>April 2018 – April 2020</p>	<p>All meetings attended and updates disseminated.</p> <p>Effective regional delivery of feed hygiene project through co-ordinator. (Northumberland CC).</p>
-----	---	---	--

	c) Tasked to evaluate and update contingency plans in respect of notifiable diseases including rabies and avian flu.	April 2018 – April 2020	NETSA leads tasked to take forward project plan. 14 December 2017 regional training event.
	d) Tasked to evaluate conditions on animal licences in response to legislative changes (October 2018).	April 2018 – April 2020	Work ongoing.

Key priorities For Action 2018 -2020

3. Working collaboratively to ensure effectiveness, efficiency and value for money

	Action	Timescale	Current Status
3.1	To identify skills gaps in current regional workforce and make appropriate provision for training/resource funding	April 2018 – April 2020	Regional Coordinator and the Training and Competency task and finish group identified various skills gaps. Funding secured from survey and regional purchasing initiative and NTSB projects. Training delivered on Memex system use, social media Investigative techniques, IOM training for managers and investigating officers and IP training. a) Consumer Rights training 10 January 2018. Durham.
3.2	To identify appropriate opportunities for regional joint purchasing initiatives to reduce costs	April 2018 – April 2020	NETSA developed a collective purchasing initiative for the purchase on a regional basis at

			a reduced rate of the Chartered Trading Standards Institute (CTSI) interlink for the 12 LATSS's. 5% coordination fee paid to NETSA which has been utilised to provide training opportunities.
3.3	Support the England Illegal Moneylending Team (IMLT) currently funded by BEIS and delivered by NTS in all of its activities in the region.	April 2018 – April 2020	<p>LATSS's currently authorise IMLT to take actions in the North East. Complaints and intelligence are referred and shared with the IMLT as appropriate. All regional LATSS's have participated in special events to promote awareness of the work of the IMLT in our local communities. Levy on finance industry to fund IMLT. Bank of England and Financial Services Act. Project managed by NTS Regional support for Christmas social media campaign. Very good media responses.</p> <p>9 January 2018 Two suspected loan sharks arrested during two raids in County Durham. A 28-year-old woman and 32-year-old man were arrested on</p>

			suspicion of illegal money lending and money laundering. Police officers and trading standards officials swooped in on houses in Belmont and Wheatley Hill.
3.4	Support the national Safety at Ports Project (funded by NTSB) by engagement via RIA ensuring all referrals of dangerous goods inland are investigated.	April 2018 – April 2020	Referral letters now arriving from LATSS's at border points. Actions on dangerous and illegal consumer products now been actioned. Actions taken in North Tyneside and Newcastle against a range of consumer products.
3.5	Support our partner organisations Balance and Fresh by supporting campaigns in respect of underage sales, illicit and counterfeit alcohol and tobacco products	April 2018 – April 2020	NETSA Executive through the Tobacco Control project continue to fully support the work of the regional partners: Balance and Fresh. Representatives from NETSA attend both the Balance Champions group and the Crime and Disorder Group which facilitate the sharing of best practice across a range of activities. NETSA has also contributed to a number of surveys in respect of alcohol/ tobacco products. 7 March 2018 Balance Champions group.

			21 March 2018 Fresh Action planning event.
3.6	COMPETENCY AND TRAINING TASK & FINISH GROUP Identify all training opportunities in conjunction with partners, including barristers and the private sector to maintain competency	April 2018 – April 2020	NETSA continues to be very successful in providing a number of training events with partners including the training day in partnership with Trinity Chambers. a) Consumer Rights training 10 January 2018. Durham.
Key Priorities For Action 2018 -2020			
4. Use evidence/intelligence gathered locally, regionally and nationally to target resources			
	Action	Timescale	Current Status
4.1	Establish and maintain a RTG to consistently consider intelligence with a view to appropriate tasking via the SB Team. Also where considered necessary appropriate to seek national resources from the NTG in line with the IOM. Develop an annual Regional Strategic Assessment to provide intelligence led recommendations for consideration by NETSA in determining its strategic and operational planning.	April 2018 - April 2020 Completed	RTG has been established and is operating well. Document produced.
	RIA to develop Regional Tactical Assessments for use of Regional Tasking Group (RTG) Develop and implement a Regional Intelligence Group (RIG).	April 2018 Ongoing	Documents produced and utilised by RTG. RIG established and meetings all scheduled in.

4.2	Engage fully with the local Government Agency Intelligence Network (GAIN) to ensure dissemination of intelligence and relevant joint actions are taken with member agencies.	April 2018 – April 2020	NETSA through the RIA has appropriate representation and information exchange arrangements with the local GAIN group.
4.3	Support the national CACS in the provision of their services in respect of the Consumer Helpline and their advice services which have now been devolved from BEIS.	April 2018 – April 2020	Representation from NETSA at the working group set up to ensure effective support/referral procedures in place and are monitored. Tracey Johnson now TS Relationship Manager
4.4	Support and respond effectively to the Better Business For All project.	April 2018 – April 2020	Representation from NETSA at the working group set up to respond effectively to the project.
4.5	Support and respond effectively to the devolutionary process in the region. Based on political process. May 2017. Ben Houchen elected as Tees Valley Mayor. 24 November 2017. North of Tyne devolution deal signed with Government.	April 2018 – April 2020	Officers carefully monitoring outcomes.
4.6	To carefully consider the implications of and respond effectively to the UK leaving the EU.	June 2016 ongoing	Concerns on Government strategy and legislative changes. Entrance to a common market.

Chair of NETSA. April 2018