

Worcestershire Trading Standards Service

Business Advice Policy

1. Strategic Overview

1.1 Worcestershire County Councils priorities are:

- Open for Business
- Children and Families
- Health and Well-Being

1.2 Trading Standards supports businesses so that they can thrive and grow then employment naturally follows. Trading standards regulation keeps markets fair. They ensure that criminality, whether this is from unsafe goods or practices that disadvantage consumers, does not impact on most businesses that want to comply with the law.

2.0 Introduction

2.1 This policy document sets out how Worcestershire Trading Standards Service, seeks to engage with local businesses with the objective of achieving improved economic growth supported through better and timely advice on the plethora of regulations faced by businesses striving to do their best.

2.2 Trading Standards is responsible for overseeing a wide range of legislation. Areas that businesses may find helpful to have access to expert advice on can be provided in the following areas:

- Fair trading (pricing, distance selling, descriptions of goods and advertising, trademarks)
- Product safety (inc. underage sales, petroleum, and explosive storage)
- Metrology
- Food standards
- Agriculture (feed and animal welfare)

3.0 Service Delivery

3.1 Businesses currently have access to a range of free business advice available on the internet for example the Chartered Trading Standards Institute Business Companion www.businesscompanion.info or the Food Standards Agencies website [Business guidance | Food Standards Agency](http://www.foodstandards.gov.uk). Despite this, some businesses will seek additional advice, particularly on more complex queries. This policy sets out

how we will decide when additional advice or support requested by a business will be subject to charge or provided at no cost. The policy also specifies what those charges will be.

3.2 Business advice can be provided in various forms including physical visits to the business, email/telephone conversation, meetings, and training.

3.3 Any charges and method of payment will be agreed in advance of the advice being given.

3.4 The starting point for determining fees will be the hourly rate which is calculated on a cost recovery basis. We will always endeavour to provide best value for business concerned.

3.5 No business advice will be provided free of charge, subject to 3.7 below. Our current advice packages and options are set out at Appendix 2.

3.6 The business advice remains free of charge to Worcestershire based registered charities.

3.7 For terms and conditions see Appendix 1.

3.8 There will be no charge for inspections, the examination of production processes, procedures, and records (including informal and formal analysis) as a result of intelligence-led, risk-based inspections, investigations or projects instigated by this Service.

3.9 Requests for advice will be acknowledged in 48 hrs where there is an existing Primary Authority Agreement. All other requests will be acknowledged within 5 working days. If the enquiry is complex or is likely to take time to respond to, we will discuss and agree a timescale for responding.

3.10 If no existing agreement exists with the business, we will provide a written quotation for the work.

4.0 Chargeable business advice

4.1 Businesses who require advice on legislation will be directed in the first instance to free resources available online and asked to complete a self-assessment.

4.2 Where businesses are unable to find the advice required or are still unsure of legal requirements, they can seek further advice which will be provided by means of Self-assessment - Advice and guidance package see Appendix 2.

4.3 All other advice will be charged by the hourly rate or by means of a Primary Authority Agreement.

4.4 Bespoke packages . where appropriate we will consider requests for bespoke packages. The starting point for determining the charge will be the hourly rate. Factors we will take in account when determining the price of a bespoke package includes, but is not limited to:

AddYbX]l 1

TYfa g UbX Wc bX]h]c bg Zcf Vi g]bYgg UXj]WY

1. Chargeable business advice and primary authority scheme are managed and administered by Worcester CC Trading Standards Service.
2. When completing the registration form you and your business undertake to ensure that all information provided to us is complete and accurate.
3. When seeking advice on trading standards matters under a Primary Authority Agreement you, and your business bear full responsibility for ensuring that all relevant information is disclosed and that it is complete, accurate and up to date.
4. No advice will be provided until the registration form is complete and the partnership is recognised by the Office of Product Safety and Standards.
5. Upon receipt of your registration form, a named officer will be nominated as your point of contact. If your nominated officer is not available when you require advice, we will provide you with an appropriately qualified and experienced officer to deal with your request.
6. In the first instance all requests for advice must be made in writing to Primary.Authority@WorcestershireTS.gov.uk
7. Requests for advice will be acknowledged in 48 hrs where there is an existing

Package	What is included	Fee	Package selected
Self-Assessment advice and guidance.	5 hours of help and guidance in understanding the applicable law and how it applies to the business after completion of the self-assessment. Excludes:		

30 hrs per annum	<ul style="list-style-type: none">• Policing of special events to eliminate illegal trading at the request of or with the agreement of the event organisers.• Assessment of due diligence procedures and quality control systems	£2043.30 (6% discount) Payable annually.	
Training	<ul style="list-style-type: none">• Half day• Full day• Includes preparation time, course material and evaluation.	£315.00 £630.00	