

COVID-19 Regional Case Studies

The case studies below have been grouped by subject re Origin. It is provided by individual authorities has been included as such as possible but they have been condensed information which they identify particular businesses has been removed. Accounting figures provided have been for tted and included in the infographic but do not appear here due to their size. CTSI would like to thank everyone who responded.

Contributions received from:

- Trading Standards South East Ltd
- East of England Trading Standards Association Limited
- CEnTSA
- Trading Standards North West
- Trading Standards South West
- Trading Standards East Midlands
- Trading Standards Wales
- Yorkshire and the Humber Trading Standards Group
- SCOTSS
- Northern Ireland Trading Standards Service
- NETSA
- LTS

Case Studies: Personal Protection Equipment (PPE)

Doncaster Trading Standards have created a close relationship with their Local Authority's Procurement Team which has refined and expanded their due diligence system for procuring PPE. Trading Standards analysed declarations of conformity and test certificates for inconsistencies and suspicions of non-conformity.

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Case Studies: SCAMS

Bristol City Council's Trading Standards Service received a number of complaints about a flyer that was being posted through residents' doors. The flyer stated "National Removal of harmful bacteria that attracts COVID-19. All UK homes (kitchen and bathroom areas need to be officially checked and passed for risk of bacteria that can attract the COVID-19 virus. Appointed Corona removal officers are trained to removed and dispose of harmful and deadly bacteria". Officers carried out a swift investigation and identified online adverts and some social media posts by the business that also made similar claims. The business and individual responsible were identified and immediate contact was made. They were brought into compliance. The flyers were disposed of and the online adverts were amended. (Flyer image on infographic).

Derbyshire Trading Standards, as part of their remit to protect vulnerable consumers, have been running a project to help those subject to unwanted sales and scam telephone calls. The Trading Standards Service have provided call-blocker devices that stop these calls getting through and only permit incoming calls from trusted numbers. They are free to the most vulnerable. This work has carried on despite the various lockdown restrictions imposed. Officers have installed a further 32 units during COVID-19, following strict guidance with respect to social distancing and protective equipment, making a total of 99 units installed in County. These units have blocked over 17,000 nuisance calls during a time when vulnerable residents have been particularly isolated, preventing an estimated £70,000 in scams.

South Ayrshire Trading Standards and Environment Health received numerous reports about unwanted doorstep calls and leaflets. This was of particular concern for those who were self-isolating. An information door sticker discouraging cold callers and unwanted

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worked with Cleveland Police and other agencies, sharing intelligence to try and identify perpetrators and stamp out these practices. Using social media to publicise these scams was key to this activity. Ninety posts regarding COVID-19 scams were shared on social media via the Middlesbrough Trading Standards Facebook page, which reached 458,313 people.

The Northern Ireland Trading Standards Service



equated to at least 15 scam calls a day making her life a little less lonely but fraught with

Marshalls also safely dispose of dropped face coverings which could pass on the virus and hand out masks and anti-bacterial gel where needed.

To date the Marshalls have:

- advised 1,100 groups of people
- supported 775 businesses
- handed out PPE to 161 people
- picked up 1,062 dropped masks
- earned a 98.8% satisfaction rating from people with whom they've worked.

Working with the police, the Marshalls have also been able to alert and advise on matters of public safety. With the Government's roadmap published the team will bring added confidence in the city reopening safely.

Brent H row

The term COVID-19 Marshall had not come in but Brent Officers were, after a slight delay authorised to enforce the first of a seemingly never-ending stream of COVID-19 regulations.

London Borough of B rking D genh

Barking and Dagenham have a small team of four officers but have provided corporate support to the Regulatory Services frontline COVID-19 response by carrying out a series of 2,255 reactive and proactive COVID-19 related visits over the course of the pandemic to close contact, retail, wholesale premises and to workplaces to support colleagues in Health and Safety. We have also coordinating the issue of Directions by making recommendations to the panel (SMT, Public Health) where there has been a serious risk to public health posed by a business. So far, we have issued nine directions to a variety of shisha lounges, places of worship, events and other retailers.

E st Susse nd est Susse County Council s Tr ding St nd rds

From March 2020, the Heads of East Sussex and West Sussex County Council's Trading Standards became quickly aware that enforcement and compliance needed to be co-ordinated across Sussex to avoid disjointed and fragmented enforcement if departments kept to their traditional boundaries. As a result, a weekly liaison group was formed, a protocol was designed and intelligence sharing established. The group gained representation on the Public Health Operational Cell weekly meeting ensuring updates on enforcement and compliance were shared and discussed in a timely manner – this led to a clear protocol for considering the issuing of Directions.

As the UK went into the first lockdown Trading Standards and Licensing at **Newport City Council** were handed the responsibility for ensuring customer facing businesses observed restrictions. Initially this meant patrols and phone calls to ensure non-essential businesses were shut and discussions with essential businesses to ensure safety measures were in place. Later, Trading Standards were instrumental in making our city centre roads ready to accept 'outdoor café style' hospitality and assisted with a road closure process and the placement of new council street furniture. On particular music venue refused to comply and evidence from CCTV resulted in a licence review and a three month suspension. Other premises are also subject to licensing reviews.

Ensuring a consistent and efficient approach to the delivery of advice, guidance, and enforcement, **C r thenshire Tr ding St nd rds** formed a single Business Compliance Team to deliver both proactive and reactive advice and take enforcement action where necessary.

The flexibility of TS staff during the pandemic has been exemplary. At early stages, staff at **Rhondd Cynon T f CBC** were redeployed as emergency death Registrars or involved in proactive business contact to provide advice and support. With the commencement of Track Trace Protect on 1st June, staff were redeployed as Advisors, Tracers or Professional Leads. Trading Standards led on all coronavirus enforcement and response. Additional staff were deployed to work under the direction of Trading Standards simple checklists were devised for Streetcare Enforcement to gather intelligence to prioritise resource. In September, a COVID Enforcement Team was set up, trained and managed by

