

## General Protocol guidance for Trading Standards:

There are seven tabs for each protocol, namely:

**General** - This contains static information about the Trading Standards authority that can be shared with callers, including listed telephone numbers.

**Accessibility** - This contains static information about the accessibility for clients to their service, e.g. whether there is wheelchair access or they have induction loops.

**Enforcement: GUIDANCE:**

\* 'Issues pursued' - this is a list that was collated after all TS protocols were checked.

\* 'Pursued' - There is a drop down list and the selection should be made on this basis:

- NO - The authority does not pursue this issue at all.

- NO (but...) - The authority does not pursue this issue at all, however, there is further information available to the adviser to give clearer steer, e.g. Environmental Health handle such matters.

- YES - The authority pursues issues of this nature.

- YES (only if vulnerable) - The authority pursues issues of this nature only if the client is 'vulnerable'.

\* 'Details sent as' - (Referral categories are straightforward.)

- Signpost - The alternative organisation that the client should be steered to.

- Warm transfer - The caller is to be passed mid call to the authority, e.g. for animal movement licenses.

NOTE - There is no option to have the details passed as a notification, as all issues noted under this tab relate to potentially criminal matters and as such it is the procedure that such matters are referred where relevant.

\* 'More information available' - If the LA TSS would like to provide additional guidance, the tick box is completed so that the adviser knows that there has been more information provided below.

\* Commitment time - Please include whether this is days or working days.

**Civil: GUIDANCE:**

\* 'Issues pursued' - this is a pre-existing list that is currently used.

\* 'Pursued' - There is a drop down list and the selection should be made on this basis:

- NO - The authority does not offer this level of assistance.

- YES - The authority does offer this level of assistance.

- YES (only if...) - The authority does offer this level of assistance, but it is caveated, e.g. only if the client has written two letters to the trader already.

- YES (only if vulnerable) - The authority does offer this level of assistance, but only if the client is 'vulnerable'.

\* 'Details sent as' - (Notification and Referral categories are straightforward.)

- Signpost - The alternative organisation that the client should be steered to.

- Warm transfer - The caller is to be passed mid call to the authority.

\*If the LA TSS would like to provide additional guidance, the tick box is completed so that the adviser knows that there has been more information provided below.

\* Commitment time - Please include whether this is days or working days.

\* Trader schemes - Any schemes that are available to clients in the region.

**Business: GUIDANCE:**

\* 'Issues pursued' - this is a pre-existing list that is currently used.

\* 'Pursued' - There is a drop down list and the selection should be made on this basis:

- NO - The authority does not offer this level of assistance.

- YES - The authority does offer this level of assistance.

\* 'Details sent as' - (Notification and Referral categories are straightforward.)

- Signpost - The alternative organisation that the client should be steered to.

- Warm transfer - The caller is to be passed mid call to the authority.

\*If the LA TSS would like to provide additional guidance, the tick box is completed so that the adviser knows that there has been more information provided below.

\* Commitment time - Please include whether this is days or working days.

\* Trader schemes - Any schemes that are available to businesses in the region.

**Food and Drink: GUIDANCE:**

\* 'Issues pursued' - this is a pre-existing list that is currently used.

\* 'Pursued' - There is a drop down list and the selection should be made on this basis:

- NO - The authority does not pursue this issue at all.

- YES - The authority does pursue this issue.

\* 'Details sent as' - (Notification and Referral categories are straightforward.)

- Signpost - The alternative organisation that the client should be steered to.

\* Commitment time - Please include whether this is days or working days.

\*If the LA TSS would like to provide additional guidance, the tick box is completed so that the adviser knows that there has been more information provided below.

**Contact** - This contains information for internal adviser use only and should not be shared with members of the public.

**Supporting Documents:**

If a LA TSS has any supporting documents or any information that they would like shared with any centre or advisors then they can place it here.