



ISLINGTON

Trading Standards business advice and charging policy & terms

1. About this policy

1.1 This policy describes how we decide whether advice or ancillary services provided to a business by us will be subject to charge or provided at no cost. The policy also specifies what those charges will be.

1.2 Business advice is a discretionary service and we will only continue to provide it at no cost where it is directly linked to our enforcement activities.

1.3 Where a business wants to seek advice from us, they have got three options:

- (a) use the free on-line advice service at www.businesscompanion.info
- (b) use our paid business advice service by phoning our Duty Officer on 020 7527 3198 or by email on trading.standard@islington.gov.uk
- (c) use our Primary Authority paid business advice service by applying to join a Primary Authority relationship with us (see the Primary Authority website for details: <https://primary-authority.beis.gov.uk/>)

2. Activities not subject to a charge

2.1 Where we give advice as a result of enforcement-generated activity, we will not charge. However, our advice will be limited to the extent that we deem appropriate, given the circumstances and may be subject to charge if additional or extended advice is requested by a business.

3. Activities subject to charge

3.1. Business advice and ancillary services.

3.2 Below is an indicative but not exhaustive list of what this includes:

- Advice on Trading Standards matters that may impact on a business (including a review of all products/services for compliance with Trading Standards legislation)
- Assessment of product labelling for compliance with relevant legislation
- Formal or informal analysis of goods
- Assessing new or revised terms and conditions for compliance
- Assessment of brochures, leaflets or websites for compliance

- Delivery of training and talks to businesses.
- Site visits and inspections at the request of the business.
- Attendance at special events to minimise the risk of illegal trading at the request of the event organisers

4. Response times

4.1. All requests for business advice will be acknowledged or responded to within 5 working day of receipt. If the enquiry is complex or is likely to take time to respond to we will discuss and agree a timescale with the business and provide a written quotation for the work.

5. Fees and charging arrangements

5.1. We charge £70 per hour or part thereof.

5.2 Payment can be made by credit or debit card.

5.2.1 To make a payment, please call 020 7527 3198 and quote the reference number given to you.

6. Review

6.1. This policy will be reviewed annually.

7. The small print (terms of agreement):

7.1 By requesting this service, you confirm that you have the authority to request the services on behalf of your business.

7.2 The charge is £70 per hour of part thereof.

7.3 You agree to pay the charges associated with advice within twenty-eight (28) days of the services provided.

7.4 In the event that you do not pay the outstanding amount within the time agreed, we may institute civil proceedings against you to recover the debt and future services under this scheme will not be provided until the outstanding amount is settled in full.

7.5 We (Islington Council) are subject to legal duties which may require the release of information under the Freedom of Information Act

7.6 We will use the information that you have supplied for the purposes of maintaining a record of the advice given and invoicing. The information will be retained for 7 years.

7.7 We enforce a variety of legislation. Our duty to investigate any allegations of breaches of legislation and the provision of advice under this scheme does not affect this duty in any way.

7.8 The use of the services under this scheme does not entitle you to use any of our logos or claim any affiliation with Islington Council.

7.9 If you have any queries or are not satisfied with the quality of the services provided under the scheme, please contact the Trading Standard Manager in the first instance.

8. Further information

If you would like further information or have any queries about this scheme, please email trading.standards@islington.gov.uk