

Trading Standards

Commercial Services



Working with business

Managing risk

Reducing compliance costs

Protecting brands

Nottinghamshire County Council created a Commercial Services Team in 2017, expanding an already successful range of business services with the aim of providing outstanding professional advice to companies of all sizes locally, regionally or nationally.

We understand that the complexities of legislation can be daunting for a business of any size. We take a personal, friendly and collaborative approach to our work, tailoring what we do to the needs of your business.

Our team of senior Trading Standards Officers have years of experience as regulators in all types of service and manufacturing industries found across the region. Using experience of working with some of the larger companies such as Boots, PepsiCo and Wilko we can also adapt to the smaller companies such as Thaymar Ice Cream to provide solutions that are pragmatic and appropriate for any size of business.

A commercially experienced account manager will work with you to establish services which will provide you with creative and cost effective solutions, to ensure you are legally compliant and have robust systems in place to protect you and your customers.

Our services

We can offer a range of services that cover all areas of trading standards legislation including:

- age restricted products
- consumer rights
- description of goods and services
- food labelling
- food safety
- licensing
- petrol and explosive storage
- product safety
- pricing
- training
- quality systems
- weights and measures
- 3rd party auditing.

Using Commercial Services allows managers and owners to concentrate on their customers and on growing sales and profits while we work with them to:

- manage risk
- protect brands
- reduce compliance costs.



Alpkit

Alpkit is a small but growing high quality, technical outdoor equipment and mountain bike manufacturer and retailer.

The company began working with Trading Standards Commercial Services after technical and reliability issues with a problematic component.

The company entered in to a Primary Authority Partnership so that the advice they receive and implement will be followed by other Trading Standards teams around the country. It also provides the certainty that customer safety is not compromised and that any issues are dealt with quickly and cost effectively.

The partnership has allowed the company to continue to focus on the quality of its products, online sales and its growth strategy with the opening of new retail stores in Hathersage with another to follow in the Ambleside in the Lake District.



Business services, how we can help.

A range of leaflets and information are available at www.nottinghamshire.gov.uk/tradingstandards to help with the basics.

In more demanding areas, or where you need practical assistance, we offer a tailored service to suit your specific needs. We don't just offer advice and opinions. If you need it, we can come in and do the work with you as this can be the most cost effective solution.

Large companies may have trading law teams and we can help provide clarity with the more exacting and difficult legal interpretations or give certainty around new product development. We can also work with supply chains to enhance due diligence or provide support with the increasing demands of ethical reporting.

Medium sized companies may need assistance with horizon scanning, keeping the Board of Directors alert to current legislation or maintain the skills and training of quality, compliance and customer service team.

Smaller companies may need essential help on areas such as new terms and conditions to reflect legislative changes or understanding their responsibilities under consumer rights legislation, creating HACCP plans or undertaking nutritional analysis for current or planned products.

There are a number of different modules and services that match the individual needs of the business. Initial contact will be with a commercially experienced relationship manager who can understand your business and its regulatory issues to see whether we can assist you, or if not, help you find other advice and support.

There are different ways you can pay for our services, all are charged for on a cost recovery basis so we are able to offer both peace of mind and excellent value for money.

- one off advice
- pay as you go services
- annual contract
- Primary Authority Partnership
- training courses/e-learning.



Atherleys

Atherleys is a small local family bakery in Farnsfield, Nottinghamshire who were worried about the recent changes to nutritional labelling legislation.

We have worked with the owners on food safety and nutritional information and produced all of their necessary nutritional labels. This has allowed the owners to continue focusing on their great bread, savouries and cakes

Honey New Zealand

Honey New Zealand is based in Leicestershire and is a major importer and retailer of Manuka Honey as well as supplying major retailers such as Holland and Barret. The business uses its Primary Authority Partnership for horizon scanning, labelling and promotional advice, 3rd party auditing, dealing with other Trading Standards enquiries and with new product development.

The way the Partnership is used allows the directors the time to concentrate on protecting their brand name and continuing business growth.



Specialist services

Protected food name status

Enjoying the benefit of being a recognised inspection body, we are able to support businesses and trade associations in maintaining recognition under the current and any future EU or British protected food name scheme.

For any manufacturers considering post-Brexit opportunities in this area we can assist with writing specifications in addition to certification audits and on-going monitoring.



- improved relationships with regulators
- improved intelligence about changes to legislation and regulatory matters
- consistency of regulatory advice and guidance
- advice on planned or future developments
- supports and reduces incoming issues from enforcing authorities
- guidance on standardising policies: procedures, systems and documentation and obtaining accreditations such as ISO 9001.

Perhaps the biggest benefit is that it allows managers and owners to concentrate on retaining existing customers and finding new growth opportunities.

Primary Authority Partnership

This is a Government initiative to cut red tape and support economic growth through better local regulation. It is one of the most effective ways for local regulators to improve protection and support their business communities. The scheme is administered by Regulatory Delivery (RD) for the Department of Business, Energy and Industrial Strategy (BEIS).

Businesses have different needs for advice and it is important to work in partnership to fully understand and prioritise the regulatory risks faced by the business.

To help understand where Primary Authority Advice can add value it can be helpful to think of Primary Authority Advice as falling into two broad areas:

- advice on interpretation and the application of legislation
- advice on compliance control systems.

Individual or co-ordinated partnerships

Trading Standards Commercial Services can provide partnerships with individual companies or co-ordinated agreements when providing common advice to trade groups or associations.

Benefits of Primary Authority

The feedback from businesses across the country shows a wide range of benefits including:

- reducing the amount of time businesses spend on regulatory activities



The Baby Products Association was founded in 1945 to promote the baby and nursery products sector in the UK and Europe.

Members and member representatives sit on a large number of committees and working groups including the European Committee for Standardisation (CEN) and British Standards Institute (BSI). In addition the Association has a co-ordinated partnership to allow it to provide Assured Advice and an industry code of practice to its 130 members.

We are working with the Association to provide assurance on industry wide advice and then directly with individual members on their specific fair trading, product safety or food standards issues.

If you are interested in any of our services or to discuss any other way we may be able to assist you, please contact us.

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Go to our webpages to sign up to our monthly industry newsletter

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