

## Appendix 3 - ECC Trading Standards scale of charges for business advice

Free Advice	Option 1	Option 2	Option 3	Option 4	Option 5	Bespoke
<p><b>1 hour free for all business</b></p> <p>We will provide all Essex businesses with 1 hour of free advice.</p> <p>This includes:</p> <p>Generic TS advice provided via a dedicated business advice line</p> <p>Signposting to other organisations and sources of information and guidance</p> <p>Basic advice on your specific query</p> <p>No formal relationship with business</p>	<p><b>New Starter £100 + VAT</b></p> <p>Includes 4 hours advice and support within the first 12 months from date of initial enquiry (3 hours charged for plus 1 free hour)</p> <p>Invoiced at the beginning of the contract</p> <p>No formal relationship with business</p>	<p><b>Pay as you go £76.00 + VAT per hour for all advice</b></p> <p>Charge based on ½ hour intervals after receiving first hour free.</p> <p>Access to the full range of advice and support via a dedicated business advice line</p> <p>Invoiced after the provision of each piece of advice</p> <p>No formal relationship with business</p>	<p><b>£350 + VAT per year</b></p> <p>Includes 5 hours advice and support</p> <p>Invoiced on yearly basis</p> <p>Advice and support provided that exceeds 5 hours reverts to Option 2 charging regime</p> <p>No formal relationship with business</p> <p>Review of agreement on yearly basis</p>	<p><b>£1000 + VAT per year</b></p> <p>Primary Authority Agreement</p> <p>15 hours advice and support including:</p> <p>Allocated contact officer</p> <p>Upload of basic docs onto the BRDO PA website</p> <p>Produce and publish an inspection plan (if relevant)</p> <p>Includes liaison with enforcement authorities, the public, and other organisations including a coordination function for the receipt and handling of enquires</p> <p>Invoiced on yearly basis</p> <p>Advice and support provided that</p>	<p><b>£5000 + VAT per year</b></p> <p>Primary Authority Agreement</p> <p>80 hours advice and support including:</p> <p>Allocated contact officer</p> <p>Upload of all relevant documents onto the BRDO PA website</p> <p>Produce and publish an inspection plan (if relevant)</p> <p>Includes liaison with enforcement authorities, the public, and other organisations including a coordination function for the receipt and handling of enquires</p> <p>Invoiced on yearly basis</p> <p>Advice and support</p>	<p>If you would like more support than outlined in Option 5 contact us directly to discuss your requirements</p>

				<p>exceeds 15 hours reverts to Option 2 charging regime</p> <p>Review of agreement on yearly basis</p> <p>Travel within Essex included, travel outside Essex charged at £76.00 per hour</p>	<p>provided that exceeds 80 hours reverts to Option 2 charging regime</p> <p>Review of agreement on yearly basis</p> <p>Travel within Essex included, travel outside Essex charged at £76.00 per hour</p>	
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## Detailed description of options:

Option	In Scope	Out of scope
<p><b>Free Advice</b> 1 hour free for all business</p>	<ul style="list-style-type: none"> <li>1 hour of free advice</li> <li>Access to basic advice and guidance on any TS issues via business advice line</li> <li>Signposting to alternative sources of advice (ECC website, TS Broadcast, partner organisations websites)</li> </ul>	<ul style="list-style-type: none"> <li>No formal relationship between business and TS</li> <li>No site visit to business</li> <li>Advice and support that exceeds 1 hour reverts to Option 2 charging regime of £76.00 per hour</li> </ul>
<p><b>Option 1</b> New Starter £100 + VAT</p>	<ul style="list-style-type: none"> <li>Includes 4 hours advice and support (to be received within first 12 months of initial enquiry) on all TS issues relevant to the business (3 hours charged for plus 1 free hour)</li> <li>Single invoice at the beginning of the contract</li> <li>Business still eligible for 1 hour free advice after expiry of option 1</li> </ul>	<ul style="list-style-type: none"> <li>No formal relationship between business and TS</li> <li>Advice and support provided that exceeds 4 hours reverts to Option 2 charging regime of £76.00 per hour</li> </ul>
<p><b>Option 2</b> Pay as you</p>	<ul style="list-style-type: none"> <li>Pay as you go advice and support - charge based on ½ hour intervals after</li> </ul>	<ul style="list-style-type: none"> <li>No formal relationship between business and TS</li> </ul>

<p>go £76.00 + VAT per hour for all advice</p>	<p>receiving first hour free.</p> <ul style="list-style-type: none"> <li>• Access to the full range of TS advice and support via a dedicated business advice line</li> <li>• Invoice sent after the provision of each piece of advice</li> </ul>	<ul style="list-style-type: none"> <li>• No liaison with other enforcement authorities, the public, other organisations and no coordination function for the receipt and handling of enquires about the business – all enquiries will be redirected to the business</li> </ul>
<p><b>Option 3</b> £350 + VAT per year</p>	<ul style="list-style-type: none"> <li>• 5 hours of advice and support on all TS issues relevant to the business</li> <li>• Business still eligible for 1 hour free advice after expiry of option 3</li> <li>• Single yearly Invoice</li> <li>• Review of agreement on yearly basis</li> </ul>	<ul style="list-style-type: none"> <li>• No formal relationship between business and TS</li> <li>• Advice and support provided that exceeds 5 hours reverts to Option 2 charging regime of £76.00 per hour</li> </ul>
<p><b>Option 4</b> £1000 + VAT per year</p>	<ul style="list-style-type: none"> <li>• Primary Authority Agreement including the following benefits: <ul style="list-style-type: none"> <li>○ Statutory scheme creating a legally recognised partnership with a single local authority in relation to regulatory compliance</li> <li>○ Single point of contact for Trading Standards matters.</li> <li>○ Primary Authority advice and liaison with enforcement authorities, the public, and other organisations including a coordination function for the receipt and handling of enquires resulting in fewer inspections, information requests and checks on your business by regulators nationally.</li> <li>○ A national inspection plan if required uploaded onto the BRDO website (accessible by all other regulators).</li> <li>○ Detailed analysis of statutory defences.</li> <li>○ Auditing of your procedures and processes as required.</li> <li>○ Site visits in and out of Essex.</li> <li>○ Access to a reliable source of information and advice.</li> <li>○ Financial savings – the Government estimates that UK businesses could save £48 million per year through PAs (source BRDO).</li> <li>○ Reduced compliance costs.</li> <li>○ Reduced risk.</li> <li>○ Improved standards.</li> <li>○ A guaranteed level of service and support.</li> <li>○ Access to other sources of helpful information.</li> </ul> </li> <li>• 15 hours advice, support and contract management</li> <li>• Single yearly invoice</li> <li>• Review of agreement on yearly basis</li> <li>• Travel costs within Essex</li> </ul>	<ul style="list-style-type: none"> <li>• Advice and support provided that exceeds 15 hours reverts to Option 2 charging regime of £76.00 per hour</li> <li>• Travel outside of Essex charged at £76.00 per hour</li> </ul>

<p><b>Option 5</b> £5000 + VAT per year</p>	<ul style="list-style-type: none"> <li>• Primary Authority Agreement including the following benefits: <ul style="list-style-type: none"> <li>○ Statutory scheme creating a legally recognised partnership with a single local authority in relation to regulatory compliance</li> <li>○ Single point of contact for Trading Standards matters.</li> <li>○ Primary Authority advice and liaison with enforcement authorities, the public, and other organisations including a coordination function for the receipt and handling of enquires resulting in fewer inspections, information requests and checks on your business by regulators nationally.</li> <li>○ A national inspection plan if required uploaded onto the BRDO website (accessible by all other regulators).</li> <li>○ Detailed analysis of statutory defences.</li> <li>○ Auditing of your procedures and processes as required.</li> <li>○ Site visits in and out of Essex.</li> <li>○ Access to a reliable source of information and advice.</li> <li>○ Financial savings – the Government estimates that UK businesses could save £48 million per year through PAs (source BRDO).</li> <li>○ Reduced compliance costs.</li> <li>○ Reduced risk.</li> <li>○ Improved standards.</li> <li>○ A guaranteed level of service and support.</li> <li>○ Access to other sources of helpful information.</li> </ul> </li> <li>• 80 hours advice, support and contract management</li> <li>• Single yearly invoice</li> <li>• Review of agreement on yearly basis</li> <li>• Travel costs within Essex</li> </ul>	<ul style="list-style-type: none"> <li>• Advice and support provided that exceeds 80 hours reverts to Option 2 charging regime of £76.00 per hour</li> <li>• Travel outside of Essex charged at £76.00 per hour</li> </ul>
<p><b>Bespoke</b></p>	<ul style="list-style-type: none"> <li>• Subject to contract negotiation – please contact us for further information</li> </ul>	<ul style="list-style-type: none"> <li>• Subject to contract negotiation – please contact us for further information</li> </ul>