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Tel: 01392 381381  
Email: [tradingstandards@devon.gov.uk](mailto:tradingstandards@devon.gov.uk)

Date: 6<sup>th</sup> April 2021

Dear Sir/Madam,

### **New Trading Standards Joint Service**

I am writing further to my letter of 18 June 2020 concerning the proposal to extend the current joint Devon, Somerset & Torbay Trading Standards Service to include Plymouth.

This merger of the two services has now been completed and as of 01 April 2021 we are now operating as a joint service across the four local authority areas of Devon, Plymouth, Somerset and Torbay.

We believe that incorporating Plymouth Trading Standards Service into the previous Devon, Somerset & Torbay arrangement, will create one efficient and effective joint service across the whole of the Heart of the South West, Local Enterprise Partnership area. One that we believe will increase resilience, improve service delivery, allow greater specialisation of staff and help deliver a more consistent offer to business and consumers across the four local authorities

Staff will continue to be based in all four local authority areas and local knowledge and responsiveness will continue to be central to the way we work which will be through an outcome focussed and risk-based approach. However, much of our general communications will now be centralised and we are in the process of updating the details on our various communication channels.

Please find below a summary of our main contact details. However, please rest assured that if you are a partner where we have other direct channels of communication, e.g. for emergency enforcement action then these will remain operational and we will contact you in advance should there be any proposed changes to these.

*Devon, Plymouth, Somerset & Torbay Trading Standards Service: Main contact details:*

Businesses and partners calling us from the joint service area can use these numbers:

- 01392 381381 if calling from Devon.
- 01752 304147 if calling from Plymouth.

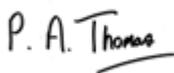
Alternatively email us at [tradingstandards@devon.gov.uk](mailto:tradingstandards@devon.gov.uk).

For partners located in other parts of the UK, please email us at [tradingstandards@devon.gov.uk](mailto:tradingstandards@devon.gov.uk).

If a consumer asks for our contact details please refer them to Citizens Advice at <https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/> or telephone 0808 223 1133.

If you have any comments, questions or concerns; in particular on how this potential change might affect your organisation, please do not hesitate to get in touch.

Yours faithfully



**Paul Thomas**  
**Head of Devon, Plymouth, Somerset & Torbay Trading Standards Service**  
**Head of Devon Business Support & Innovation**