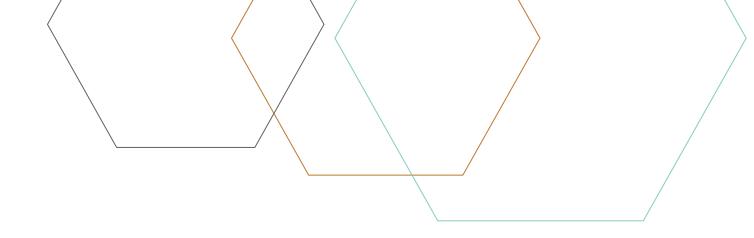
Scientific Services

PROFESSIONAL ANALYTICAL AND CALIBRATION SERVICES FOR LOCAL AUTHORITIES



Professional analytical and calibration services for local authorities



Scientific Services

The laboratory is UKAS accredited and employs 2 fully qualified Public Analysts, I2 experienced analysts.

- INDUSTRY LEADERS
- MODERN FACILITIES
- HIGHLY QUALIFIED STAFF
- FULLY ACCREDITED
- FAST & RELIABLE
- PROFESSIONAL







PROFESSIONAL ANALYTICAL AND CALIBRATION SERVICES FOR LOCAL AUTHORITIES

We have a big ambition: to protect the public

We want to work with local authorities to provide fast, comprehensive and accredited scientific services that protect the public and support businesses to develop and grow with confidence.

We set the standard in testing

We have the accreditations, five public analysts, the best customer service, business focus and experience to back this up.

Before we test, we listen

You need to know it's the right test for your service.

Testing doesn't need to be complicated

We take the confusion and complication out of testing, saving time and money. By telling you what the results mean, we help your services move forward.

We are tried and tested

We have the most stringent accreditations and the case histories to prove it.

We make it easier to test

Our services are designed to specifically give you peace of mind.

We understand local authorities

We can provide relevant **intelligence** for your local authority using **information experts** and data from our scientific network

We strive to continuously improve and develop

We are at the forefront of developing and accrediting new testing methods.

We are accredited to the following standards;

- UKAS accredited to ISO/IEC I7025:2005
- Investors in People
- Environmental Management to ISO I400I/2004

Analytical services

FOOD AND FEED



We can provide all formal and informal food and feed analysis including;

- Additives
- Allergens
- Authenticity
- Contaminants
- Full nutritional analysis
- Heavy metals
- Microbiology
- Pesticide residue

PRODUCT SAFETY



We have a team of product safety specialists with consumer safety and microbiology expertise which means we can provide comprehensive reports on complex samples including;

- Candles
- Ceramic ware
- Cosmetics
- Nylon cookware
- Toys
- Chocolate Easter Eggs with novelty toys
- Water filled toys

Testing, analysis and reporting will be carried out within **20 working days** of receipt of the sample and supporting information.



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FINGERPRINT ENHANCEMENT AND COMPARISON

We provide fingerprint enhancement and matching which can assist local authorities to successfully identify people and link them to a crime...

We can test anything with a smooth surface including;

- Glossy leaflets /brochures
- Paperwork; receipts, cheques, cancellation notices
- Glass/plastic

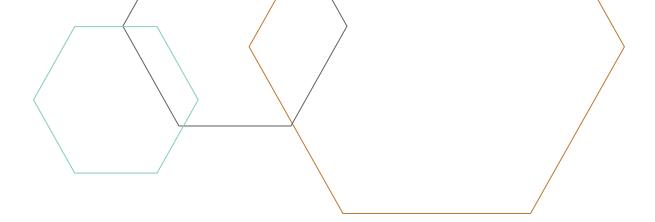
We can advise local authorities about how to collect, preserve and send fingerprint evidence to us to ensure continuity.

Recent successes...

Positive identification following fingerprint analysis of headed paper and cheques assisted Trading Standards colleagues to successfully prosecute rogue traders.

Fingerprint analysis of fraudulently altered odometers, false garage stamps and forged documents enabled Trading Standards colleagues to successfully identify and prosecute criminals.

Testing, analysis and reporting will be carried out within **20 working days** of receipt of the sample and of all required information.



NEW

Psychoactive Substances

We now have the facility to test for psychoactive substances in accordance with the Psychoactive Substances Act 2016.

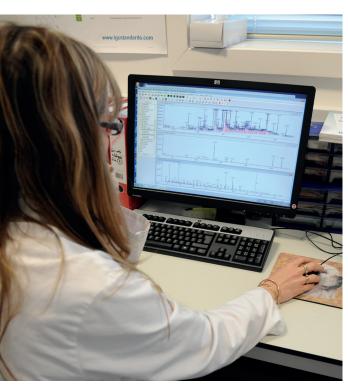
It is an offence to produce, supply or offer to supply any psychoactive substance if the substance is likely to be used for its psychoactive effects, regardless of its potential for harm.

We are one of only five laboratories that are part of the Home Office FEWS group in England meaning that we can provide testing for substances seized under the new Act, and we are the only Public Analyst Laboratory in that group. The testing process will identify controlled drugs, known psychoactive substances and the identification of previously unknown compounds using the Home Office networks for identifying new substances.

Testing, analysis and reporting will be carried out within **I5 working days** of receipt of the sample and supporting information.







We provide professional calibration services to show accuracy and traceability to national and international standards.

We offer:

- Average five working day turnaround for your equipment
- An annual calibration due reminder service
- Collection/delivery (free for large quantities)
- Experienced and helpful technicians to provide advice
- Inventory management

WEIGHTS

- UKAS accredited one mg to I300kg
- FREE loan weight service available whilst we calibrate your weights (subject to availability)
- Calibrated weights available for hire (up to one tonne)



WEIGHING MACHINES

- UKAS accredited calibration in our laboratory or at your premises
- Certification of electronic weighing instruments up to II50kg capacity

TEMPERATURE

- UKAS accredited thermometer calibration of liquid in glass, and immersible electronic thermometers
- Calibration of as many points you wish between -70°C and +250°C

All calibrated by comparison with nationally traceable standards

LENGTH

- Physical measures of length (tapes etc.) to any length
- Laser measures of length up to 30m maximum
- Micrometres and Vernier Calipers

CAPACITY AND VOLUME

- Certification and adjustment of petrol measures
- Other measures of capacity and volume (e.g. glassware) calibrated by capacity or gravimetrically



METERING SYSTEMS

- Bulk liquid flow meters for fuel oil calibrated at flow rates up to I,200 litres per minute
- A fully equipped mobile fuel oil reference meter testing unit certified to legal metrology standards

Additional services

SAMPLE COLLECTION AND TRANSPORTATION



We have well established procedures for collecting and transporting samples which ensure that the security and integrity of the samples is maintained. These procedures can be adapted to meet individual local authority requirements.

We can provide over the telephone advice on how to package samples to maintain integrity.

EVIDENCE

All samples are treated as potential evidence and are stored under appropriate conditions. We keep substantial records prior, during and following analysis which includes original notes, calculations and observations as well as electronic records which are retained and will be made available when required.

Retained records include:

- Storage locations/temperatures
- Observations/tests
- Calculations
- Analyst training record
- Quality Control results
- Procedures/methods used
- Any other procedures on which findings and opinions are based
- Any document, thing or substance upon which any procedure has been carried out

We can also provide tailored services to local authorities which include;

- On-site visits with Trading Standards Officers
- Business Continuity advice
- Access to Public/Agricultural Analysts
- Service planning
- Training
- Sampling planning
- Non-chargeable technical support over the telephone to food officers
- Court appearances
- Attendance to meetings
- Forecourt vehicle safety inspections

A Partnership Agreement will provide access to our complete range of services. Please see overleaf for more information.

Partnership Agreements

Our aim for the partnership is to provide scientific support to local authorities whilst meeting common objectives which benefit the public.



We aim to;

- Ensure food is safe, legally compliant and properly described for consumers to eat
- Ensure animal feed is safe, legally complaint and properly described for farmed livestock and pet animals to eat
- Detect food and animal feed fraud
- Ensure food is accurately labelled at the point of sale to enable consumers to make safe, informed choices
- Support growth and development of businesses
- Ensure safe, legally compliant consumer goods are available for consumers to buy

A Partnership Agreement with us includes;

SAMPLING

- We will help managers and officers to plan sampling to ensure effective use of resources and prevent waste.
- We will work with you, ensuring we fully understand your objectives and tailor our contribution to meet them, whilst achieving best value.

TESTING AND ANALYSIS

- We will carry out testing and analysis to meet objectives shared by partners.
- Additional work required will be discussed with you before it is carried out.
- If we do not have the accredited methods, you will be notified.
- If we know of a UKAS accredited laboratory, we will engage with that laboratory on behalf of you and produce the final report.
- We will ensure that continuity of evidence is maintained.

TIMESCALES

- Testing, analysis and reporting will be completed within 20 working days of receiving sample.
- If we cannot meet the 20 working day target, we will contact you and agree appropriate action.

FOOD, FEED AND PUBLIC HEALTH EMERGENCIES

 With emergency situations relating to food, animal feed or associated public health matters we will deliver all resources necessary to support you in containing and dealing with the emergency work.

BUSINESS CONTINUITY

We can support you with preparing appropriate sections of your business continuity plans and we will maintain appropriate business continuity arrangements ourselves.

CAMPAIGNS

- We run at least I2 campaigns each year that local authorities can participate in.
- Each campaign is based on intelligence and emerging issues and includes objectives, target sampling, protocols for sampling and reporting standards.
- Results of these campaigns are shared with all participants which provides you with broader data than the results generated by your own activity.

SERVICE PLANNING

- We can support you with business/service planning. We can provide input from experienced managers, Public/Agricultural Analysts, other scientific experts and an experienced Chartered Trading Standards Practitioner.
- With your agreement, we will sanitise and share the information gathered during the course of the partnership so that you and other partner local authorities can benefit from the information gathered.

TRAINING

Our Public Analysts have experience of providing training events which can help to maintain Food and Feed officers' CPD development. For a one-off charge, training events can be tailored to suit your experienced officers, newly qualified officers, trainees or managers.

We can provide training at one of our laboratories or training venue to suit your needs. To ensure 'best value', training can be offered to other authorities to attend and spread the costs.

CPD certificates will be provided for all of our training events.

ON-SITE VISITS WITH TRADING STANDARDS OFFICERS

Our Public Analysts have knowledge and experience of 'field' issues through working closely with enforcement colleagues on site.

This enables Public Analysts to provide support and advice for the Trading Standards Officer and the local business. A qualified and experienced member of the team can accompany officers to business premises and provide written reports if requested.

Previous visits have included;

- Animal feed mill
- Bakery
- Cream cake manufacturer
- · Food and food ingredient manufacturer
- Meat & fish paste/spread factory
- Preserves factory
- Sandwich manufacturer
- Sausage manufacturer

OUT OF HOURS FOOD, FEED AND PUBLIC HEALTH EMERGENCIES

In a food, animal feed or public health emergency we will seek to provide the necessary resources to support local authorities in containing and dealing with the emergency.

PRICING

Partnership agreements offer you best value for money. Costs will be discussed at the start of our partnership and reviewed on an annual basis. Services can be tailored to suit your needs and specific requirements, whilst achieving best value. We don't charge extra for access to our Public Analysts or for the many "added value" aspects of our partnership mentioned above.

Partnerships with Businesses and Local Authorities

An exciting new service to help local authorities improve their business advisory and Primary Authority offer for local businesses.

As part of your Trading Standards and Environmental Health business advice or Primary Authority package, we can provide a full range of scientific services from simple quantitative results to a full report including interpretation and labelling review by a Public Analyst.



Advantages for businesses

- UKAS accredited analysis carried out by Official Feed and Food Control Laboratories
- · Brings added security to any due diligence system
- One stop shop for all assured advice needs
- Supports existing or new relationships with regulators (including Primary Authority Partnerships)
- These services provide total confidence to develop and market products widely, including compliance with European Union rules

Advantages for Local Authorities

- Contributes to the Local Authority priority to support businesses and grow the economy
- Supports existing or new relations with businesses
- · Adds value to existing services
- · Opportunity to generate income
- Saves Trading Standards / Environmental Health Officer time as all interpretation work is done by the Public Analyst
- Can be funded by business or Local Authority, or both



Monday to Friday 9am to 5pm



Kent

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