

DEPARTMENT FOR BUSINESS ENTERPRISE & REGULATORY REFORM  
ILLEGAL MONEY LENDING PROJECT

PROTOCOL FOR ILLEGAL MONEY LENDING TEAM INVESTIGATIONS

Interpretation

For the purposes of this Protocol –

**“BCC”** means Birmingham City Council

**“SEOS”** means Southend-on-Sea Borough Council Trading Standards Service

**“IMLT”** means the Illegal Money Lending Team

**“Delegated Power”** means the discharge of the function of the Enforcement of Part III of the Consumer Credit Act 1974 granted to BCC by BMBC in pursuance of section 101 and 222 of the Local Government Act 1972, Regulation 4(1)(a) and Regulation 7 of the Local Authorities (Arrangements for Discharge of Functions) (England) Regulations 2000, section 19 of the Local Government Act 2000 and any other legislation enabling the discharge.

**“Commencement Date”** means the date the Delegated Power is granted.

**“Term”** Means from the date of signing of this protocol to 31<sup>st</sup> March 2011

**“Birmingham Trading Standards”** means Regulatory Services of BCC.

**“SEOSCO”** means the relevant person appointed by the Head of Public Protection of Southend-on-Sea to liaise with the IMLT team manager on matters relating to and in connection with the Illegal Money Lending Project.

**“Appropriate Contact Officer”** means The Director of Regulatory Services, Head of Trading Standards and Licensing or the Illegal Money Lending Manager of Birmingham Trading Standards and the head of Trading Standards BCC or any person authorised by them.

## **1. Application**

- 1.1 This Protocol applies to the DBERR / HM Treasury funded 'Illegal Money Lending Project' and covers the following issues:-
- The conduct of investigations and associated working practices for the IMLT officers when conducting investigations or operating in Southend-on-Sea
  - The mechanisms whereby Metropolitan Borough Council is updated on the progress of the project and any significant issue relating thereto.
  - The exchange of intelligence and information between the IMLT and Southend-on-Sea Borough Council.
  - The institution of legal proceedings.

## **2. Protocol**

- 2.1 The purpose of this protocol is to facilitate the delegation of powers to BCC and officers employed within BCC's IMLT to enforce the provisions of the Consumer Credit Act 1974 within the area of Southend-on-Sea. The protocol encourages the exchange of information and a working partnership approach between BCC and Southend-on-Sea in relation to the Consumer Credit Act 1974.
- 2.2 This Protocol will come into force on the Commencement Date and terminates at the end of the Term.
- 2.3 Notwithstanding the terms and conditions of this Protocol, this Protocol does not prejudice the right of Southend-on-Sea to withdraw the Delegated Power at any time during the Term. However Southend-on-Sea undertakes not to withdraw the Delegated Power unless it considers there is good reason to do so. The Delegated Power is not to be unreasonably withdrawn by Southend-on-Sea.

## **3. The IMLT**

- 3.1 It is recognised that officers in the IMLT will need authority to initiate and/or undertake investigations and/or the prosecution of potential offences falling within the scope of the 'Illegal Money Lending Project' where such potential offences fall entirely outside of the BCC boundaries. This protocol and also the Delegated Power is deemed to provide such authority to BCC and its officers regarding all matters.
- 3.2 The IMLT will comprise of a team manager and up to 30 staff directly employed by BCC. The IMLT team manager will be responsible for the day-to-day operation and supervision of the IMLT.

- 3.3 The IMLT team manager will report directly to the Director of Regulatory Services or Head of Trading Standards BCC as appropriate.
- 3.4 The Illegal Money Lending Team Manager BCC will quarterly from the Commencement Date, provide a progress report to the Group Manager Regulatory Services of Southend-on-Sea giving details of investigations, (unless there is a significant risk that any such disclosure may jeopardise an investigation, such a decision is within the discretion of the Director of Regulatory Services or Head of Trading Standards BCC) prosecutions being pursued or concluded and developments concerning or affecting the Illegal Money Lending Project in Southend-on-Sea.
- 3.5 It is recognised that after Delegated Power is granted to BCC, all decisions concerning the pursuance of relevant investigations, decisions to prosecute and the laying of charges and/or information on such relevant matters within Southend-on-Sea, shall be taken by BCC and in accordance with the relevant Code for Crown Prosecutors and BCC's Enforcement Policy.

#### **4. Working Arrangements in the Metropolitan Borough Council**

- 4.1 BCC will designate and appoint a Southend-on-Sea Contact Officer (BCO).
- 4.2 The IMLT team manager will, at any time the IMLT team manager considers necessary and prudent, or at the request of the BCO, brief the BCO on any intelligence gathered, any progress made on investigations and/or prosecutions pending or otherwise, relating to or affecting Southend-on-Sea and/or its residents.
- 4.3 Further to Clause 4.2 above, all reasonable steps will be taken by the IMLT team manager to keep the BCO updated on the progress of investigations and enquiries being carried out in Southend-on-Sea and any changes made or introduced by Southend-on-Sea concerning the 'Illegal Money Lending Project'. It is incumbent on the IMLT team manager to maintain regular dialogue/communication with the BCO.
- 4.4 The IMLT will have regular contact with the Police and other Government agencies. The IMLT team manager will consult the BCO to identify any local arrangements, investigations and protocols before any investigation is commenced in pursuance of the 'Illegal Money Lending Project'. Wherever possible, the IMLT team manager will actively involve the BCO and seek to develop close links between those agencies and BCC.
- 4.5 The IMLT team manager will as soon as reasonably practicably inform the BCO of the outcome of any concluded prosecution proceedings conducted within Southend-on-Sea.

- 4.6 BCC will consult with BMBC in good time before issuing any press release concerning any prosecution pursued by BCC pursuant to this Protocol.
- 4.7 Any contact with local government bodies, other police forces, credit unions or similar organisations that may be locally funded or may involve local sensitivities will be agreed with the BCO in advance. Upon being notified of an intention to contact such a body Southend-on-Sea Trading Standards may arrange for one of their own officers to accompany the relevant officer of the IMLT on any visit
- 4.8 Where the IMLT team manager and the Group Manager Regulatory Services of Southend-on-Sea Borough Council agree that an officer or officers of Southend-on-Sea Trading Standards Service will be actively involved in an investigation, that officer will remain an employee of Southend-on-Sea but for the purpose of that investigation, will come under the control of the IMLT team manager. Such agreement will be subject to the IMLT team manager being satisfied that the officer's or officers' participation will not compromise any investigation or endanger any member of the IMLT, supporting staff or witnesses, that the officer has the appropriate training and experience to undertake the task and upon any other terms that the IMLT team manager and the Group Manager Regulatory Services of Southend-on-Sea Borough Council consider necessary and/or appropriate.
- 4.9 Unless there is prior agreement with the IMLT team manager for assistance in an investigation, which is accompanied by an official purchase order from BCC, no reimbursement will be made for time spent on activities supporting the 'Illegal Money Lending Project' or expenditure incurred by any Southend-on-Sea officer.
- 4.10 The exercise by BCC of these arrangements shall be at no cost to Southend-on-Sea.
- 4.11 BCC shall have an Appropriate Contact Officer.
- 4.12 In the absence of the IMLT team manager, the role, duties, and responsibilities of the IMLT team manager shall be discharged and carried out by the other Appropriate Contact Officers as nominated.

## **5. Referral of Information/Intelligence to the Project Team**

- 5.1 It is recognised that the IMLT will rely on receiving information about Illegal Money Lender activities.

- 5.2 Southend-on-Sea will endeavour to provide as much relevant information and intelligence as reasonably and practicably possible to the IMLT concerning any investigation being carried out within Southend-on-Sea having regard to any statutory limitations/restrictions, the time likely to be expended, resources available and costs likely to be incurred by Southend-on-Sea in providing the same.
- 5.3 Information and intelligence will be provided by the BCO to the IMLT team manager or a person designated by him/her.
- 5.4 BCC IMLT will not, as a matter of routine, investigate individual complaints received concerning alleged Illegal Money Lender activities. However, such complaints may be used by the IMLT as a source of intelligence.
- 5.5 BCC, IMLT and Southend-on-Sea agree to process personal data only in accordance with the requirements of the Data Protection Act 1998 and to disclose information only in accordance with the requirements of the Enterprise Act 2002.

## **6. Conduct and Control of Investigations**

- 6.1 The conduct and control of all investigations undertaken and prosecutions by the IMLT in Southend-on-Sea will be the responsibility of BCC. Investigations will be undertaken in line with the BCC's published Enforcement Policy and subject to the policies and procedures approved and adopted by Birmingham Trading Standards.
- 6.2 BCC will be responsible for all aspects of the investigations and responsibilities under the Criminal Procedure and Investigations Act 1996, Regulation of Investigatory Powers Act 2000, the Data Protection Act 1998, the Freedom of Information Act 2000 and the Enterprise Act 2002.
- 6.3 BCC will be solely responsible for the Health and Safety of IMLT officers and any other officer or person within the direct management of the IMLT providing support and assistance in any investigation undertaken by the IMLT.
- 6.4 Where breaches of Part III of the Consumer Credit Act 1974 are identified, action will be taken in accordance with the enforcement policy and procedures adopted by Birmingham Trading Standards.
- 6.5 When the Team Manager, IMLT BCC, recommends a prosecution under Part III of the Consumer Credit Act 1974, if required, Southend-on-Sea will be provided with a copy of the relevant prosecution file, which will consist of a detailed case summary, schedule of issues, aggravating and mitigating factors, reasons justifying prosecution and any other material fact that Southend-on-Sea ought reasonably to be aware of. Southend-on-Sea will be invited to communicate any comments it considers

appropriate and necessary concerning the intended prosecution to the Director of Regulatory Services, the informant for BCC. Such comments will be given due attention and consideration by the informant for BCC.

## **7. Responsibilities and Actions of the Authorities**

- 7.1 BCC shall be liable for the actions and competence of the persons employed within the IMLT and shall ensure that the IMLT shall comply with all legislative requirements and take all reasonable steps to ensure any actions taken are lawful and within the spirit of the protocol.
- 7.2 Southend-on-Sea shall be liable for the actions and competence of persons within its employ and shall take all reasonable steps to ensure the competence of those persons in carrying out their functions and that they comply with legislative requirements and the spirit of this protocol.
- 7.3 Information / intelligence provided between BCC and Southend-on-Sea shall be used for the purpose intended and shall not be divulged to third parties unless to do so would be lawful and in pursuant of an investigation / enquiry subject to this protocol.
- 7.4 BCC and Southend-on-Sea endorse a joined up working approach to the enforcement of the Consumer Credit Act 1974. The partners will attempt to promote consistency in enforcement. However, this protocol does not attempt to restrict the powers of authorised officers of the IMLT or BCC from discharging their duties, as appropriate.

Commencement date:

Signed

Dipti Patel  
Head of Public Protection  
Southend-on-Sea Borough Council

Signed

Jacqui Kennedy  
Director of Regulatory Services  
Birmingham City Council.