



Andrew Hayward

Andy is perhaps the foremost authority within our profession on the subject of legal and industrial metrology. A practitioner, scientist, trainer and examiner supreme he thankfully remains a CTSI Lead Officer for Legal Metrology notwithstanding his retirement from the front line in January this year. His long and distinguished Trading Standards career has spanned 37 exemplary years in which he has achieved pre-eminent status in metrological expertise and experience as well as a dedicated educational professional who has spent much of his life investing in others inspired by his encouragement and support for their Trading Standards ambitions.

A son of both his native Wales and the North East Andy began his Trading Standards journey in 1985 when he was appointed an Assistant in the South Glamorgan County Council's TSS. He qualified in 1990 and soon became active at the authority's new Metrology Laboratory in Cardiff Bay. He helped it be the first in Wales to gain NAMAS then UKAS accreditation with the approval of the Secretary of State for Wales and quickly saw the benefits of extending that accreditation to extend the Laboratory reach to the commercial sector and raising the standards and standing of the facility. In 1992 he became Senior TSO and a Metrology specialist for verifications, standards and trading and authored the Quality Manual for Notified Bodies under the EU Non-automatic Weighing Instruments Directive. Always looking to promote the TSS and Laboratory Andy famously calibrated the scales for the 1993 World Title bout between Lennox Lewis and Frank Bruno in Cardiff. 1996 and local government reorganisation saw Andy in the new Cardiff Council and continuing to manage the expanding Metrology Laboratory and in 1998 he was the first TSO to be invited to speak at the UK Weighing Federation Weighcon Conference. So keen was he that in 1999 Andy was testing all the beer meters at the Millenium Stadium as the Rugby World Cup Final took place. The perfect blend of his love of both rugby and Weights & Measures.

In 2001 he decided to move to the University of Wales Institute Cardiff to teach on the BSc (Hons) Consumer and Trading Standards degree course. He relished using his great knowledge to help educate and enthuse the many graduates looking to pursue careers in the Trading Standards world so dear to his heart. He remained a vital member of the WHoTS Metrology Panel and Training Delivery Group. Sadly 2011 heralded the closure of the course but Andy was a renowned talent and when Gateshead Trading Standards invited him to join them, he couldn't resist because he was asked to run the Tyne & Wear Metrology Laboratory as Deputy Weights & Measures Inspector.

The Laboratory is delivered by 5 local authorities via the Tyne & Wear Joint Committee on Trading Standards. In his ten vibrant years there, Andy grew its UKAS accredited scope and its reputation for excellence. It expanded to E2 mass calibration level and is now a national asset for not only the public sector but also for UK and international industry. He established collaborations with Iceland, Jamaica and Armenia. His constant quest to extend the Laboratory's value and capability saw it approved by the Office for Product Safety and Standards to perform safety testing on a wide range of products for TSSs across the country. He also set the Laboratory up to test the ignition propensity of cigarettes supporting widescale TS investigations and prosecutions.



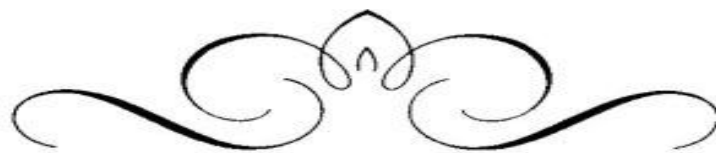
Andy continues to be listed as an International Metrology Expert with UNIDO providing ongoing advice to Eastern Europe. He is a Fellow of the Higher Education Academy. Having taught Legal Metrology to scores of DCATS, TSQF and CPCF students he continues as an examiner for two papers. He has delivered training to a plethora of audiences in the public and private sectors over so many excellent years and remains the go to expert and trainer for industry, governments, local and regional Trading Standards and the media including an appearance on Crimewatch in 2016 to demonstrate the specialist cigarette testing he had developed. Last year he was asked by OPSS to appear in a training video on weighbridge testing.

When Andy chose to retire and return to Wales at the start of this year it was to be closer to his wife Helen and their twin daughters Aneira and Anwen but it was also to return to his other loves the home of rugby and Glamorgan cricket. His passion for cricket knows no bounds and he played for 22 seasons with The Most Effectual Top Cat Cricket Club in the Cardiff Midweek Cricket League and at weekends for the Lisvarne Cricket Club. Despite all his awesome Trading Standards achievements he still counts reaching the Astoria Cup Final at the Glamorgan Cricket Ground in 1990 as a lifetime highlight even though his eleven lost by 5 runs! A self-confessed metalhead and a love of history have also always been added distractions from life in front line metrology.

It is testament to the warmth and esteem in which he is held by his professional peers that Andy was nominated for Fellowship by both the Wales and Northern Branches. He is long admired by all in those Branches and regions as a person, professional, practitioner and expert par excellence. We have been and remain blessed to have a nationally and internationally renowned Legal Metrology titan in our midst and as one of us.

Andy you clearly deserve the peer recognition that Fellowship represents. We are privileged and delighted to welcome you into the College of Fellows. Congratulations.





Andrew Peter Wilson

Andy is one of those larger-than-life characters whose contagious enthusiasm for all things Trading Standards infects all those who work with him and come into contact with him. The fact that his nomination for Fellowship came from more than one primary source is testament to his popularity and to the respect and regard afforded to him by his many professional peers including those across his South West Branch and the many who share his enthusiasm for food, health and nutrition education, regulation and standards. Andy doesn't understand lethargy and inaction. His natural energy and thirst for action, improvement and getting things done are legendary among his peer group. His 'Action Man' tag has been earned over his many years of commitment to the cause and to others, his always being the first to step forward and to volunteer to help, and his many achievements, and always with that unmistakable smile and happy go lucky demeanour.

Andy's Trading Standards career began in 1981 as a trainee in the then consortium of the London Boroughs of Brent, Ealing and Harrow. His training centred on Metrology, Safety and Fair Trading but, being London, no Food Standards which given his now national reputation in the subject wasn't conducive to his subsequent career path. He passed his DTS in 1985 and moved to Hertfordshire where his food and other learning curves were steep and rewarding. He joined the Institute in 1987.

When Andy's partner qualified as a doctor in 1988, they decided to look for a new long-term location together. Newly married he and Alison settled in the South West and the County of Avon in 1989. Andy was attached to the well-known Pilning Metrology and Industrial Office providing Home Authority advice to businesses across the county including one of the then Big 5 supermarkets. The TSI Conference came to Torquay and he attended his first such event. Not surprisingly his natural zest got him the job as Chief Steward, Branch party organiser and local publicist. The beginnings of his years of Conference attendance and stewarding support were firmly rooted.

Local government reorganisation in 1996 saw Andy move to South Gloucestershire. This was also his year as Chair of the South West Branch in which he had previously been Secretary and Vice Chair. The 1996 Conference came to Bournemouth and he was Branch Organiser, Chief Steward and general standard bearer. He was thereafter Chief Steward at the Bournemouth Conferences in 2008 and 2011. He organised the Branch hosted entertainment and parties and has always looked to support Conference fund raising for the College of Fellows and other charities. Branch Publicity Officer in 2010/11 Andy's extraordinary contribution to the Branch was recognised with Life Membership in 2013. He was a nationally elected member of Council in 2013/14 and is currently the South West Branch Representative on the CTSI Council.

The Andrew Wilson of 2022 is a nationally acknowledged leading expert in food law, nutrition and good practice whose wealth of knowledge and practical experience is sought by not only his professional peers but by those across the private and public sectors. Such is his stellar contribution to initiatives like the Food Standards Knowledge Hub Forum that he is referred to as a 'Rockstar' contributor. His nigh 1000 posts on that Hub since 2011 suggest the title is not misplaced and all this from a man who has been on a part time contract for twenty years!



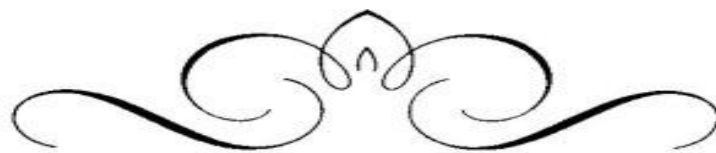
He has been the Trading Standards South West representative on the National Food Standards & Information Focus Group since 2014 and is the primary adviser for the Branch and Region to the Food Standards Agency, the Department of Health and Social Care and Defra on all emerging food and health related issues challenging the nation and communities. He is the Lead Officer for TSSW and its five-year contract with the FSA to author and deliver a comprehensive Food Standards Reference Manual. A huge task where Andy is drafting reams of new guidance for the one thousand plus users of the revised Manual. His bibliography of membership and contributions to food and feed specialist groups at FSA, national and regional levels is extensive and impressive and this continues apace as his reputation for food expertise grows forever upward. We are all incredibly fortunate to have Andy in our midst and so freely cascading his vat of knowledge.

Andy is a significant educator and trainer on food and feed in the South West and beyond. His lead role for Bristol Trading Standards allows him to deliver training to both Trading Standards and Environmental Health audiences. When Natasha's Law changed the way in which food prepacked for direct sale was to be labelled Andy immediately set up a training programme. Similarly, he has trained food practitioners across the region on the use of Intel to better tackle serious food fraud. He supports those seeking CTSI qualification as an Internal Assessor for Bristol TSS.

It's no surprise to know that Andy takes his boundless energy levels into his private life and hobbies. Also boundless is his pride in his family. Alison is now a Senior Consultant in Anaesthetics; son Dr Alex is following in her footsteps and son James is keeping us going in fuel retail. Andy loves to travel and is a Master Scuba Diver and keen photographer. He frequently combines all three having dived around the UK, Malta, the Red Sea, Indian and Atlantic Oceans and the Great Barrier Reef, camera firmly in hand. He used to enjoy the triathlon before childcare and injuries forced him to stop but he continues to cycle, swim and walk or more accurately trek including Hadrian's wall and the UK's 4 points north, east, south and west.

Many congratulations Andy and it is our pleasure and privilege to admit you into Fellowship of the College. Well done.





David Hunt

David's start in Trading Standards was different and later than might be the norm. He had already had a commendable 16 years with both the Metropolitan and Essex Police Forces before he changed tack and joined the London Borough of Camden in 2003. He did some enforcement work with the Borough's Street Trading Team and then moved into the Trading Standards Service and was DCATS qualified within a few years, joining the Institute in 2008. Now a Chartered Trading Standards Practitioner his unique background and experience quickly saw him lead Camden's Intellectual Property and Tobacco and Alcohol control team forging strong links with other IP professionals and brand holders.

Even greater coordinated action was needed if widescale illicit trade was to be realistically tackled and David created a joint initiative with Financial Fraud Action, City of London Police and card issuers. He had seen that if the removal of card payment services from persistent offenders could be achieved Crime and disorder legislation might be used to close such businesses down. TSOs were able to provide details of those transactions using card machines to gather added intelligence on offending businesses and their illegal activities. David had helped establish a joint TS and industry partnership to tackle brand piracy in busy London tourist areas and between 2010 and 2017 at least 18 shops selling counterfeit goods were closed down with the help of the Police. The fraud was of international renown and the innovative partnership developed by David with the Police Intellectual Property Crime Unit, FSAA UK and others proved to be an excellent example of what real partner enforcement work can achieve.

His concurrent lead role in illegal tobacco and alcohol and other under age sales was also getting results when in 2012 David saw the growing sales of cheap e-cigarettes and e-liquids to young people often with such high levels of Nicotine as to be classed highly toxic. He took on the lead role in a London wide campaign looking at Vape products, sampling, testing and producing alarming data for the Department of Health and Social care which heralded new legislative controls on tobacco and related products. This work had extended to Shisha bars and partnering with DHSC, HMRC and Public Health on the labelling, storage and sale of Shisha pipes and other Shisha products. He had been appointed London Trading Standards Lead Officer for illegal tobacco and alcohol in 2014 and soon became a key member of the CTSI lead National Tobacco Focus Group. He became the primary link between Trading Standards, Public Health London and the London Assembly helping coordinate large scale initiatives such as the London Stamp It Out Campaign.

David's vast and specialist knowledge and experience has seen him become a go to expert in all these critically important regulatory and public health areas. He has been increasingly active in authoring guidance and training information for CTSI and others and his expertise is constantly sought by TS colleagues across London and other regions for whom he has prepared training notes and given multiple presentations for and at regional training events. He continues to present to the Anti-Counterfeiting Group training events attended by TSOs, HMRC officers, police and brand representatives always pressing the value of inter-agency working, the use of card payment intelligence and more. He has presented to London pharmacy groups and councillors, helping pharmacists understand the controls on licensed and unlicensed products for sale.



In 2018 and with his reputation having extended beyond these shores David was invited to speak at an International Intellectual Property Crime Conference in Frankfurt. He was proud and able to illustrate the role of Trading Standards in the UK in tackling counterfeit crime in high profile tourist areas in partnership with other key agencies. The EU, OECD, police, border agencies, academics and brand owners in the audience were suitably impressed and in 2019 David was asked to speak at another such Conference in Amsterdam. The European wide contacts made as a result of his presentations are already proving invaluable in the ongoing international fight against IP theft that David and so many of our colleagues and others are involved in.

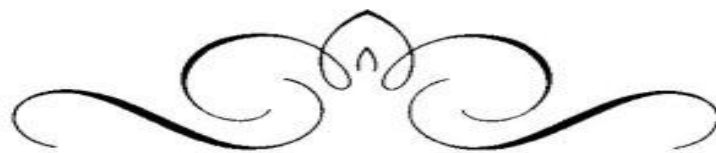
The media have also sought David's expertise in taking the anti-piracy and public health campaign messages to wider TV and radio audiences. He has worked with a number of production companies to good effect and consumer shows like Fake Britain and Ill-Gotten Gains have featured his work. BBC Radio has also embraced his experience in programmes concerning the sale of nicotine inhaling products and broader consumer and child safety product concerns.

It wasn't only the media that wanted David's talent because three years ago the London Borough of Hackney lured him away from Camden to help its battle against the illegal sales of alcohol, tobacco and other products in the area. Fortunately, his London wide role for LTS continues unabated as does his training work for other TS regions and his contribution to Government advisory groups.

An in-demand TSO like David also of course needs recreation and rest. His wife and grown-up daughter keep his feet on the ground as do his many hobbies. His move from London to leafy Hertfordshire has helped his love of nature and wildlife photography. He is a member of the RSPB as well as the Hertfordshire Natural History Society. A keen gardener he is also a long standing Royal Horticultural Society member. An angler since a young boy he helps manage local lakes for those with a similar passion. The all-action David was also a top Judoka and British Judo Association coach until injury cut him short. A fan of Bath RFU he loves his rugby union and is a frequent Twickenham visitor. His pets include lizards and scorpions.

Well done David. Many congratulations on your admission to the College of Fellows.





Gina Green

Gina is the ultimate team player, always there for others, always to hand, never seeking the limelight, always enthusiastic and up for whatever task and challenge she faces. It's no wonder she is so admired, liked, regarded and respected by all those fortunate enough to have her as a colleague, friend, confidante, and mentor. Her nomination for Fellowship reflects her popularity as well as her talent as a person and as a professional of the highest order.

Every CTSI Branch in the land would love to have a Gina Green in their midst. She gives everything in support of her Branch and those in membership of it. Secretary of the South East Branch from 2017 she was previously Secretary and Auditor of the SE Midlands Branch. She has been the SE Branch representative on CTSI Council since 2020 having put herself forward as Deputy in 2018. Her dedication to not only her Branch but the wider profession is demonstrated by her absolute commitment to training and qualification for well over a decade as Senior Examiner and Moderator for the profession, she represents all examiners and moderators in strategic matters with CTSI.

All in addition to her busy role as Team Leader for the Buckinghamshire & Surrey Trading Standards Service. Gina started her Trading Standards career when she joined the service in Buckinghamshire County Council in 2000 as an Advice and Information Officer. She had a knack for dealing with awkward and difficult clients and the nickname 'Double Hard' seemed to suit. Her tact as well as resolve was tested early on when an irate complainant came to the office and his glass eye fell out, rolling on the table between them. A potential calamity but the unflappable Gina calmly retrieved it for him and after he reinserted it, they carried on dealing with the complaint.

She studied the DCA Part 1 & 2 via distance learning and in 2004 was awarded the DCA Part 2 Prize which she proudly collected at Conference in Manchester. Her career was flourishing and in 2008 she led a TS investigations team in a project called 'What's in Your Socket' looking at the plethora of unsafe mobile phone chargers flooding the UK market at the time. The results were shocking and hit the national headlines but typically when the work was subject to a TV exposé Gina stayed in the background away from the cameras letting others take the credit. She has gone on to lead a range of significant investigations and enquiries and has become a strong advocate for good use of the Proceeds of Crime Act retrieving ill-gotten gains that would otherwise be lost to consumers and the enforcement authorities. Since the Buckinghamshire and Surrey Trading Standards services merged in 2015 over £5million has been recovered and hundreds of thousands of pounds secured in compensation to consumer victims of crime. She has led the development of a Prevention Team who have recruited over 8,000 friends against scams and installed call blockers stopping over 50,000 nuisance calls scamming vulnerable consumers many of whom would have otherwise fallen victim to fraud.



Gina has a track record for innovation in optimising the shared resources of Trading Standards and the methods used to maximise impact in tackling crime, fraud and malpractice and not least being one of the team bringing Surrey and Buckinghamshire together. She has taken this appetite for marrying the best of enforcement innovation with the best of education and training to all parts of the country and to others abroad. In 2016 she was invited by the Office of Fair Trading in Gibraltar to deliver intelligence and investigative training to their team. She has been a fan of the Rock ever since.

In 2014 she had achieved a Masters in Forensic Psychology after lengthy studies in her own time and reflecting her fascination for people and behaviour in both her professional and private life. She provides confidential mentoring and coaching support to various colleagues across the country and has provided HR expertise and advice on issues affecting our profession and to other local authorities. Gina loves to get the best out of people and to help them achieve their ambitions, aims and goals. She takes this into her personal as well as professional life and gets immense pleasure out of seeing others succeed. She helped a friend run their first marathon in 2010 and has helped scores of others. In her professional capacity this desire and talent is personified in her stepping forward to fulfil a variety of roles. She was Chief Steward at the CTSI Brighton Symposium in 2019, actively helps organise the SE Branch training weekends as she had previously done with the SE Midlands Branch. She was Exhibition Manager for the CTSI Symposium 2021 and will be for the Conference in Bristol in 2022. She is also Treasurer for the Institute of Consumer Affairs. Truly incredible and never wanting anything in return.

How Gina finds time for fun and hobbies outside of work is anyone's guess but she more than does. Her three grown up children, Jessica, Matthew and Sammy, mean the world to her as do her five grandchildren Daniel, Nicholas, Lottie, Esme and Florence. She walks her daughter's dog Otis whenever she can and has a long track record of running marathons. She has completed the London to Brighton bike ride for 20 years despite her knees now complaining. Again, looking to help others Gina has run many a time for charity. 5 years ago, and to mark a special birthday she ran 5 miles a day on consecutive days for 50 days to raise over £1,000 for Macmillan Cancer Support which itself has provided valued support for Gina and her family in more recent times.

Gina our warmest congratulations and thanks. We truly are privileged to admit you into Fellowship.





Graeme Robert Paton

Trading Standards has been at the heart of Graeme's life for almost 30 years following his graduation from Dundee University with a Degree in Economics in 1991. His career began with Grampian Regional Council in September 1992. He achieved his DTS in 1996 and at the same time moved to the newly created Aberdeen City Council after local government reorganisation, or disorganisation, abolished the Regional Councils. On day two of starting with Grampian he met the inimitable Gary Urquhart who made it clear that joining the Institute, as well as the union and pension scheme, were non-negotiable! Graeme has gone on to have a superb career in Aberdeen and Scotland and since his appointment in 2012 as the City Council's Trading Standards Manager his impact on the national stage in Scotland has been immense.

Graeme's career up to then had been one where he never shirked a challenge. He tackled a wide range of enforcement tasks and conundrums not least when taking action against a local plumber who had committed a series of breaches of the Consumer Protection regulations and gas safety legislation when not Gas Safety registered. He had issued two fake Gas Safe Certificates and eventually pleaded guilty to 13 of 21 offences. Bad enough but made far worse because he was a City Councillor and Depute Chair of the Trading Standards Oversight Committee. The local media had a field day. Never afraid to tread where others might not Graeme

was earning his Trading Standards spurs. He was leading the way in Scotland in the use of the then new Stop Now Orders initiated by the Office of Fair Trading. Graeme issued an Order to stop a doorstep crime group selling damp proofing treatments. This was one of the first, if not the first, Order issued and Graeme was invited by the OFT to speak at its 'Start with Stop Now' Conference in 2002.

By 2009 Graeme had been a notable member of the Scottish Branch and a regular attendee at Branch meetings, training events and weekends and the TSI Conference. He wanted to give something back and this has been a theme ever since. He joined the Branch Executive and in 2013 took on the role of Branch Training Officer. His Institute supported CPPD courses across Scotland were a huge success and colleagues queued to attend and secure a range of competency training. In 2017/18 he extended the course to cover DCATS training to help Scottish candidates who couldn't travel south. By 2018 his dual roles with both the Scottish Branch Executive and the Executive Committee of the Society of Chief Officers Trading Standards Scotland were taking their toll along with his primary role with Aberdeen City Council. He stood down from the Branch Executive in 2019 although has always supported his colleagues there with training and speaking at the Weekend School.

Graeme had been a member of SCOTSS since 2010 and an Executive member since 2016. In that year he was SCOTSS Lead Officer for Doorstep Crime (DSC) and he devised the now widely adopted SCOTSS Standard Operating Procedure for DSC. He was the SCOTSS representative on the CTSI Brexit Think Tank 2016-19. Between January 2019 and Autumn 2020 he led the introduction of and transition to the IDB intelligence database for all Scottish TSSs and for Trading Standards Scotland. This was a hugely complex task but Graeme proudly saw it completed in the summer of 2021.



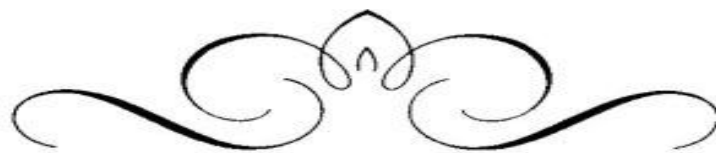
After being Vice Chair for two years Graeme assumed the Chair of SCOTSS in February 2020 just as the nation was being gripped by the Covid pandemic. This dominated his time both with SCOTSS and Aberdeen. He typically grasped the nettle and soon formed the award winning Covid Expert Officer Group ETC with Environmental Health. Life was a merry go round of meetings with the Scottish Government, CoSLA and more. He made new Chief Executive contacts through meetings with SoLACE regarding TS workforce resilience. Graeme is leading the way on looking at the prospect of a new academic TS qualification in Scotland to grow that service resilience. He continues his efforts to sustain and grow TS capability and is leading a strong SCOTSS workforce planning initiative with CTSI, the Branch, Scottish Government and CoSLA. The Scottish Government is increasingly focussed on Trading Standards after the delegation of Consumer Advice and Advocacy policy to Scotland by Westminster. The creation of Consumer Scotland, the Consumer Network for Scotland and the Scottish Government's Scams Prevention Strategy and Safer Communities policy have seen Graeme pressing the case for Trading Standards and he is succeeding.

Always eager to spread the word on the often-exceptional work being performed by Trading standards in Scotland Graeme is an accomplished speaker at many an event in Scotland and across the borders. He was a keynote speaker at the CTSI Brighton Symposium in 2019 and has several times been invited to speak at Scottish Government and Parliamentary Committees on consumer protection challenges post Brexit and service fitness for purpose issues. His experienced views and wise counsel are in demand and will continue to be as the post Brexit, post Covid landscape unfolds.

When Covid dominated our lives, it was easy to forget those other important things that make us happy. Graeme was no different and he'll now pick up his bag of clubs again and get back out onto that golf course. He'll renew his membership of the Scottish Malt Whisky Society too with golf and whisky being key ingredients for any true and proud Scotsman! Both good pastimes will also no doubt come in very handy when Graeme assumes his place on the Scottish team to compete with his great pals and fellow Fellows on the Welsh team in the Trading Standards home international golf tournament that will now resume its annual event status.

Well done and many congratulations Graeme. It's our delight and privilege to welcome you into Fellowship.





Hashith Kumar Shah

Hashith came to Trading Standards later than many and after running his own retail business for seven years. He had other experience in the motor trade and had also been a Transport manager for Parcelforce. When he joined the London Borough of Brent & Harrow at the age of 33 in 1995 as a Technical Assistant, he brought with him a wealth of different perspectives which have since served him and the service well. He quickly obtained his Diploma in Consumer Affairs in 1996 and was promoted to Trading Standards Enforcement Officer. He was soon showing what a talent he had for high level investigation and enforcement into car clockers, counterfeiters and more. By 2003 he had used the APEL route to qualify with the DTS and was appointed Senior Trading Standards Officer in Brent & Harrow. His DTS dissertation had focussed on the sale of cigarettes from vending machines in public houses. The machines had a 75% rate of underage sales. The extensive research and findings led to a change in the law and Ash had already made his mark. His appetite and enthusiasm shone through and Ash relished life in Trading Standards with a hunger to learn and a natural tendency to lead and innovate. He led on service strategic planning and increasingly on the use of intelligence in targeting crime.

The opening of the new Wembley Stadium in 2007 provided an early test of not only Ash's diplomacy and sensitivity but also his nose for pragmatic enforcement. The many bars around the stadium had been designed to dispense 15,000 pints in 15 minutes to cater for serving huge customer volumes in the half-time interval. Ramp up events had been scheduled in the lead to full opening and Ash was charged with the challenge of ensuring all 670 beer measuring instruments were tested on site. The BMIs had been type approved but when he started testing, he found them to be out of tolerance. Previous testing off site had been with water and not beer and the unenviable prospect of delaying the opening of the new national stadium was resting with Ash. Not one to panic he worked with the then NWML to secure a dispensation from stamping and set about putting things right. 6 TSOs working 10-12 hours a day tested all 670 meters and national embarrassment as well as the significant costs of delay were avoided.

Hashith increasingly moved towards intelligence led enforcement as he led investigations into counterfeit and unsafe goods. He was good at getting the service profiled by the media and featured on Newsround as well as in a centrefold 2-page story in the Sunday Mirror on the illegal sale of knives and a machete. He appeared on a Sky documentary on the underage sale of knives where his daughter had been a test purchaser. He trains and speaks to audiences from a wide range of business interests as well as colleague TSOs. Ash is the Intelligence Manager for London Trading Standards INTEL and has set up the LTS Regional Intelligence Group for all 33 London Boroughs. He attends Memex user and IDB user meetings regularly and the INTEL approach now permeates every operational enforcement project in London. Ash has engaged with National Trading Standards as part of the National tasking Group to best country wide effect. He has looked to use his vast experience and knowledge to help the competency path of current and new TSOs and arranged the first cohort of students to undertake the Diploma in Intelligence Operations in London. Some 20 are involved and Ash has led by example in gaining the Diploma. He sustains his own competency levels and is a CTSI Chartered Trading Standards Practitioner.

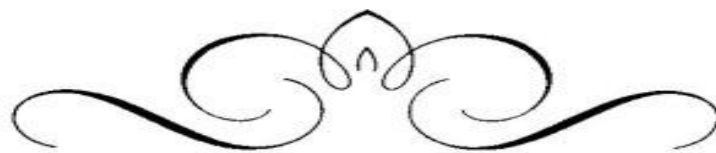


Today Ash has broader responsibility for services within the Hammersmith and Fulham Council Environment Department having joined as its Interim Head of Regulatory Services in 2014 and still spreading his intelligence led approach to his wider service area. He is a Director of the LTS Community Interest Company, a long standing LoTSA Board member and for the past 5 years a very effective LoTSA Treasurer. He is an advocate for training and continuous learning and has worked to bring new blood into the profession. He has appointed two apprentices into his service area and wants to do more. He continues however, to bring intelligence led prosecutions using partnership working and working with FACT, the Federation Against Copyright Theft, he has sought NTS assistance in bringing proceedings against an ex-employee of another council for illegally selling a copyrighted streaming service. He can point to another exceptional case where he worked in partnership with the Insolvency Service against a car parking business using aggressive tactics where the Consumer Protection from Unfair Trading regulations were used and the TS/Insolvency Service effort was recognised with the national award of the Solicitor General Prosecutors Convention beating stiff opposition from HSE and the Serious Fraud Office. Another wonderful advertisement for Trading Standards innovation and tenacity.

Hashith takes his undoubted zest into a number of hobbies outside of work. He plays bridge, teaches badminton to youngsters and enjoys travelling. Apart from his wife and growing family his real passion however is for anything with an engine! He has driven vehicles ranging from a 32-tonne articulated lorry to a steam engine. Formula 3 cars, hot air balloons, hovercraft all sit in his portfolio but now he has obtained his full motorbike licence and wants to travel to India and other parts of the globe on two wheels although before that his dream of driving Route 66 in a Dodge Challenger takes priority. Retirement when it comes will be our loss but Ash's motorised or electrified gain.

Congratulations on your Fellowship Hashith and it is our privilege to admit you to the College of Fellows.





Karen Anne Tillet

Admired and respected by her Trading Standards colleagues across London and beyond Karen is one of those true professionals who set the bar high and are an example for all others to follow. Liked and hugely appreciated by her peers it is no surprise to see why her London Branch elected to nominate her for Fellowship, a timely act of peer recognition and applause that is second to none and few are more deserving than Karen.

Her Trading Standards career started in 1984 as a trainee with the London Borough of Waltham Forest. The usual baptism of being asked to move 500kg roller weights and carry scales and weights through the world-famous street market followed. She qualified with the DTS in 1988 and joined the Institute but by then had moved to Barking & Dagenham where she stayed until 1996.

The pull of Waltham Forest was such that Karen returned initially as Manager of the Complaints and Investigations Team. Her talent was obvious to all and in 2000 she was appointed Trading Standards Manager and Chief Inspector of Weights & Measures. She set about raising the service profile in the Borough and in London and driving up service quality and excellence. She was good at working with the local media and a success with her councillors and the relevant service Committees. One of Karen's proudest moments was to successfully lead the service application for the Chartermark award, the first service in the Borough to achieve this enviable award. She secured the Customer Service Excellence Award the following year to underline the achievement. She also led the development of the Waltham Forest 'Get a Better Trader' scheme to help stem the tide of consumer complaints against trades such as home repairs and maintenance. This proved to be immensely popular with good traders and consumers alike and was a great success.

In 2012 the Boroughs of Waltham Forest and Haringey opted to provide a joint Trading Standards and Environmental Health Service. Karen helped lead the way and became the Trading Standards Manager for the shared TSS. She worked with Environmental Health within the partnership to successfully deliver a new 'Responsible Retailer Scheme'. The initiative was in support of Public Health aims in the Borough and incentivised retailers to stop underage sales and sales of illicit alcohol and tobacco. Sadly, the joint services arrangement didn't last beyond 2014 and Karen decided to look for pastures new.

The City of London Trading Standards Service asked her to join them on contract in 2015 and offered her a permanent appointment the following year. Karen has enjoyed working in the City and continues to do so. Typically, she soon offered to become a City Crisis volunteer whereby in any emergency agencies such as the Police and Red Cross can call upon their support. The London Bridge Attack In 2017 saw Karen supporting those eye witnesses whose accounts of the attack were needed by the Police. She also assisted at the Humanitarian Aid Centre set up in the wake of the Grenfell Tower tragedy supporting those displaced by the fire. The pandemic saw Karen seconded to the Covid Multi-Agency Response Team for London. Her people skills were essential to those families who had suffered loss and to Coroners, Registrars and funeral services dealing with the bereaved. Thank goodness for big hearted people like Karen with the skills to cope.



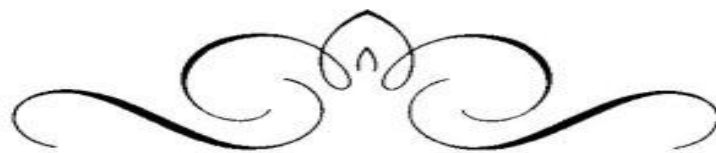
Karen has always sought to help and support others. As Treasurer of the CTSI London Branch since 2017 she has modernised its financial management for the better. She has been Chair of the London Trading Standards group and a member for London of the National Trading Standards Board where she also Chaired the exceptional work of the Estate Agents Governance Group overseeing the NTS Estate Agents Team. She continues as a CTSI Verifier for the CTSI Professional Competency Framework looking to support aspiring students and colleagues to become the sort of Trading Standards success story she undoubtedly is. True to her beliefs Karen has always looked to see greater equality, diversity and inclusion across our profession and more recently has been part of the London Branch Race & Equalities Group. Like us all she was pleased to see that CTSI has signed the Race at Work Charter and is committed to delivering relevant training and support throughout the membership.

The recent local elections will have seen Karen ubiquitous in her administrative support. Since her early days in Trading Standards, she has been fascinated by elections of every sort and wanted to do her bit to help. Starting as a Poll Clerk she worked her way up to Presiding Officer and then Polling Station Inspector and now delivering election training to those who share the same passion. Local, General, European, Mayoral Elections and Referendums are all in her portfolio. The pomp and ceremony of Common Councillor and Aldermanic elections at the likes of Goldsmiths Hall have recently benefitted from the oversight of Karen as Presiding Officer. Her incredible community spirit has also seen Karen sworn in at the Old Bailey in 2019 as a Magistrate for the North East London Bench. She loves the role and encourages improvement from within including helping the Magistracy better look at the sentencing of black and mixed ethnicity offenders.

Life away from Trading Standards, elections and the Bench sees Karen being lovingly surrounded by her grown up daughters Lucy and Alice and son William. They are her rock and are forever there in wonderful support in good times and bad. They in turn get to enjoy their Mum's amazing cooking and not least her speciality Birthday cakes and maybe go with her to one of the West End musicals she loves to watch.

Warmest congratulations Karen and it really is our privilege to admit you into Fellowship. Well done.





Sophie Leney

When in 1988 Sophie spotted an advertisement in the local newspaper for a Trainee Trading Standards Officer with Norfolk County Council, she, like so many of us in the past, had no idea of what Trading Standards did or was about. Undeterred she applied for the post, was appointed, and never looked back. Thank goodness for that because Sophie has gone on to become a star, stalwart and champion of our profession, an inspiration to all aspiring Trading Standards professionals and an exemplar for women looking to lead change, improvement and excellence.

Typically, at the time she applied Sophie was asked to lift a 20kg weight and whether she was averse to visiting an abattoir or a pub. As a recent graduate and a bar tender at her local she was far from put off. We'll all be glad the service has moved on from those sexist days with Sophie and many at the leading edge of diversity and improvement in the modernisation of Trading Standards. We are so much better for it.

Weston Super Mare followed and DTS success in March 1992. The exceptional Sophie had by then been awarded the John Thornley Prize for Part 1 and the Institute Prize for the Part 2 examinations. She had loved the mix of academic and on the job practical training, had tasted the excitement of interviewing irate meat cleaver waving butchers and the like and was ready to launch her fledgling TSO career.

In 2014 and 22 years later Sophie was appointed Head of Trading Standards for Norfolk CC. Her strong work ethic and obvious talent had deservedly taken her to the top of her service in the county so close to her heart. She was the stand out choice and by then she had made so many exceptional service contributions to the people and businesses of Norfolk. In 2000 for example the county was struck down with Classical Swine Fever. Sophie led the fight against it and with little corporate support but she succeeded and the farming community were indebted to her and her TS colleagues. Her overtime cheque paid for her first home computer! Twenty years later she found herself successfully leading the Norfolk response to a series of Avian Influenza outbreaks threatening to decimate the county's poultry farming industry.

2001 saw her lead a best value review of TS and achieve an impressive 2 out of 3-star rating by the then and now sadly lost Audit Commission. In 2003/04 Norfolk's Chief Executive had seen enough to second Sophie as Service Improvement Manager to develop the NCC Customer Service Centre with the TS Consumer Advice Service being the first to be embraced in the new Centre and with shining colours.

Her Trading Standards Service won the Food Standards Agency's Food Champions 2010 Award for Improving Community Diet and Nutrition. The FSA subsequently invited her to join its Regulating Our Future Expert Advisory Panel. Sophie was doing all she could to ensure that TS brought its knowledge and experience to the wider corporate and community challenges in Norfolk including public health, adult social care and the economy. The latter benefitted from her championing of the Norfolk Calibration Laboratory providing UKAS accredited ISO9001 services to local, national and international businesses and public bodies.



In all this time Sophie has never forgotten her professional roots and colleagues always putting herself forward to help her South East Midlands Branch and those who want to emulate her TS success and need training support. She stepped into the breach in 2015 to be Branch Treasurer and her wise counsel and warm personality endears her to all in the Branch and on the Executive. She led Heads of Service support for the first Branch Training Weekend in 2015 through her Branch and EETSA engagement and continues to be a driving force in regional training initiatives and support. Norfolk for example now hosts the new post of EETSA Learning and development Coordinator first proposed by Sophie in 2020 critical in the development of Regional Compliance Officer apprentices and CTSI Professional Competency Framework CPCF Trainees as well as ongoing training for all.

Chair of EETSA from 2018 to 2020 Sophie has increasingly contributed to the many national challenges and tasks faced by the service. She sits on the NTS Board, the National Tasking Group and the NTS Major Case Review Group. Her work with ACTSO includes membership of the Impacts and Outcomes Group.

The Covid pandemic brought out the best in so many of our Trading Standards and other local authority colleagues around the UK and not least in Norfolk where Sophie led the integration of a cohesive regulatory approach with the Police and Environmental Health. She was part of the Norfolk Health Protection Board, the Social Distancing Delivery Group and the Silver Coordination Group.

Sophie's passion for Trading Standards is matched not only by her passion for her husband John, sons Tom and James, and their array of pets but also for sport. A case study for the amazing Couch to 5K fun run she marshals for Run Norwich. A Gamesmaker at the 2012 London Olympics and a Clyde-sider at the 2014 Commonwealth Games in Glasgow she is a cert to volunteer for the Commonwealth games in Birmingham. She loves her cricket and rugby but even more she is in love with her football and the Canaries of Norwich City FC. Our own Delia we can be sure Sophie will be renewing her season ticket even though she has seen her club relegated back to the Championship. If you're a Norwich fan however, you're used to the rollercoaster ride back and forth to the Premier League!

Sophie many congratulations on this special recognition and it is our pleasure and privilege to invite you into admission of the College of Fellows. Well done.

