

**Renfrewshire Council's
Trading Standards Service's
Service Delivery Plan 2005–2006 Outcomes**

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ACTIVITY	ANTICIPATED OUTCOME	ACTUAL OUTCOME
MODERNISING GOVERNMENT		
<p>Improve use of electronic facilities, including the Council website to receive and disseminate information. Partner: Chief Executive's Department.</p>	Publish 20 pages on upcoming Renfrewshire portal.	Completed.
<p>Distribute a leaflet to make horse owners aware of the new law which requires them to obtain passports for their animals. [new] Partners: NFU, stable owners.</p>	Distribute leaflet to all horse owners identified.	Completed.
<p>Monitor websites, in particular those for which we act as home authority and publish, consumer and trader guidance on e-commerce on council website. Partners: Other departments, other local authorities, OFT.</p>	<p>Take appropriate action against non-compliant websites. Publish e-commerce guide for traders. Publish e-commerce guide for consumers.</p>	<p>The content of 45 websites was examined and 5 advisory letters were sent. Ongoing. Ongoing.</p>
<p>Conduct research on levels of awareness of consumer rights and places to get advice. Partners: CSN Partners.</p>	Survey 75 consumers at each of 2 major shopping centres.	Completed, 80 consumers surveyed at Piazza and Braehead shopping centres.
<p>Consult widely with stakeholders including consumers, traders, public services panel, trade mark holders, partners and non-users of the service to determine satisfaction levels with service provision and identify potential service improvements.</p>	<p>Consultation with consumers, traders, public service panel, partners and non-users undertaken. Results assessed.</p>	Completed.
<p>Evaluate all stakeholder suggestions received, and provide feedback.</p>	<p>All suggestions evaluated. Feedback provided.</p>	Completed.
<p>Update existing educational output by utilising the most up-to-date technologies.</p>	3 talks updated.	Completed.
<p>Submit this Service Delivery plan including intended outcomes for Board scrutiny and publish on the Renfrewshire portal.</p>	<p>Plan submitted. Plan approved by Board and publicised on Renfrewshire portal.</p>	<p>This assessment of performance against the 2005-2006 Service Delivery Plan (SDP) will be submitted to Board on April 2006 along with the SDP for 2006-2007.</p>
<p>Continue development work progressing towards the establishment of a Continuing Personal and Professional Development scheme (CPPD).</p>	All members of Trading Standards Institute to be enrolled in its system.	<p>Some work done, but membership of the institute has dropped to insignificant levels, so staff will now focus solely on the council's MTIPD system of continuous staff development.</p>

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ACTIVITY	ANTICIPATED OUTCOME	ACTUAL OUTCOME
Seek Board approval to formalise the service's involvement in important discretionary services and to register the service's policy on statutory functions.	Board approval obtained.	Not done. The decision to work closer with Consumer Direct negated the need for this approval.
Introduce the DTI's amended Performance Measures for Trading Standards. [new]	Performance measures introduced.	Done.
Draft and introduce a procedure for administration of enforcement action under the Enterprise Act.	Procedure introduced.	Done. Adopted the system devised by Fife Council. External advanced training provided for staff from both trading standards staff and Legal Services.
Introduce a procedure for electronic reporting of prosecution reports. Partners: Other departments.	Procedure introduced.	Done.
Develop data-recording systems on the electronic database (Flare) to cope with novel recording needs (e.g. types of feeding stuffs premises and animal ear tag records). Partners: Flare Software Systems, other local authorities. [new]	2 new recording systems introduced.	Completed. A new system was set up to record information in alternative formats and languages. A system was set up to record Avian Flu information.
Develop joint-working with other, in particular neighbouring, authorities' Trading Standards services through SCOTSS and other agencies. Partners: Other local authorities.	One new joint initiative established.	Completed. A joint initiative was set up with Perth and Kinross Council to monitor the T in the Park event.
Update our entries on Lacors' Home Authority website pages.	All entries updated.	Completed.
Review existing priorities, and amend where necessary.	Existing priorities revised.	Completed. Currently with Senior Management Team.
Implement new Office of Fair Trading consumer complaint category codes as used by Consumer Direct. Partners: OFT, Flare Software Systems. [new]	Goods codes fully implemented. Trading practice codes fully implemented.	Completed. New codes introduced.
Adopt percentage of consumer enquiries resolved on day of receipt as local performance indicator. [new]	Indicator adopted and reported upon.	Completed. Performance indicator was 100%.
Produce manual of policies and procedures by June 2006.	75% of manual produced.	Work is ongoing.
Develop joint working with Young Scot. Partner: Young Scot.	1 joint working initiative completed.	Completed.

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Develop involvement in peer review process by providing lead reviewer for review of other Scottish Trading Standards Service. Partners: LACORS, SCOTSS.	Peer review well advanced.	Not Completed. Peer review of Orkney Trading Standards postponed until autumn at their request.
Assess available methods of long-term storage of photographs to identify most appropriate method for retaining such information in petroleum files. [new]	Most appropriate method identified.	Completed.
Develop an electronic database for Consumer Direct referrals and notifications to replace existing paper systems. [new]	System established.	Completed.
Introduce improved auditing procedure for consumer complaints. [new]	Procedure introduced.	Completed.
Obtain Crystal Mark for selected leaflets produced in-house. [new] Partner: Plain English Campaign	Crystal Mark obtained for 4 leaflets.	75% complete. Crystal Mark obtained for 3 leaflets.
Obtain Charter Mark for Trading Standards Service. Partners: Other departments.	Charter Mark obtained.	Nearly completed. The assessor has performed a pre-assessment and recognised one non-compliance. We now need to determine what our stakeholders expect of the service.
Improve stakeholder access to our services through better telephone facilities.	Upgrade telephone call reception facilities.	Completed. Staff rota system introduced.
Introduce procedures to improve customer services by redistributing officer's caseload when they are on holiday or otherwise absent for extended periods. [new]	Procedure introduced.	Completed.
SUSTAINABLE DEVELOPMENT		
Carry out a project to ensure that consumer goods comply with relevant legislation relating to excessive packaging (environment) by means of sampling, formal testing and other appropriate methods. Partners: SCOTSS, Glasgow SS.	Submit 4 samples for testing and take appropriate follow-up action.	Completed.
Evaluate and, where necessary, redraft all emergency plans.	All plans evaluated.	Ongoing at national level, plan templates continue to be amended on a regular basis and, reflecting that situation, local plans are being redrafted regularly.

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Monitor all re-tanking of retail petrol stations and decommissioning/tank removal at former petroleum storage sites.	All site decommissioning and removal of former petroleum storage tanks monitored.	Completed.
Monitor petrol deliveries to retail filling stations. <i>[new]</i> Partners: SCOTSS, other local authorities.	4 deliveries monitored.	Completed.
Monitor the advertising and sale of white goods in relation to the requirement of energy efficiency legislation.	Visit appropriate retailers.	Completed.
SOCIAL INCLUSION		
Conduct a promotional campaign to inform local people of the role and accessibility of the service. Partners: Police, Care and Repair Renfrewshire.	Issue press release. 5 days promotional activity in major shopping centre.	Completed. A press release was issued concerning national consumer week and 5 days promotional activity was conducted at the Piazza shopping centre.
Participate in National Consumer Week to educate public on consumer issues. Partners: DTI, Chief Executive's Department, shopping centre management.	Issue press release. 1 day promotional activity in major shopping centre.	Completed.
Investigate possible use of Council's Senior Citizens Scheme to promote the Trading Standards Service to elderly consumers. Partner: Corporate Services Department. <i>[new]</i>	Identify potential ways of utilising this scheme.	Completed. 17,000 contact cards issued, producing a good response.
Offer talks to School Boards and PTAs. Partner: Education Department. <i>[new]</i>	Contact made with all school boards and PTAs.	Completed.
Offer talks to Neighbourhood Watch co-ordinators. <i>[new]</i> Partner: Police.	Contact made with all Neighbourhood Watch co-ordinators.	Completed. 2 Neighbourhood Watch meetings attended
Target our promotion of the Trading Standards Service towards young people through our attendance at Industrial Awareness Days. <i>[new]</i> Partners: Schools.	Contact all secondary schools. Attend 2 industrial awareness days.	Completed.
Dispense information and advice to students during Freshers' Week. Partners: University of Paisley, Reid Kerr College, Student bodies.	Attend Freshers' Week events at 2 further or higher education establishments.	Partially completed. Attended at Reid Kerr. Paisley University declined to take part.
Make special visits to specific businesses to inform them of current concerns.	Visit 200 traders.	Completed.
Carry out programme of routine inspections of premises.	Conduct all scheduled visits within time.	Completed. All performance indicators met.

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Investigate breaches of criminal legislation identified on routine inspection or brought to our attention by consumers.	All identified breaches investigated.	Completed. A number of reports were submitted to the Procurator Fiscal.
Monitor local providers of extended warranties for compliance with relevant legislation. [new] Partner: SCOTSS	4 retailers checked and appropriate action taken.	Completed.
Monitor advertisements particularly those of local credit practitioners for compliance with consumer credit legislation. Partner: SCOTSS	4 retailers checked and appropriate action taken.	Completed.
Monitor sales of bargain holidays purchased by means of distance selling. [new] Partner: SCOTSS	8 offers checked and appropriate action taken.	Completed. 8 offers checked and all were compliant to the appropriate regulations.
Conduct quantity tests at all businesses identified as packing to the average system. Partner: Glasgow Scientific Services.	Tests conducted at all known packers.	Completed.
Conduct accuracy checks on all weighbridges. Partner: Glasgow Scientific Services.	All weighbridges checked.	Completed.
Conduct accuracy checks on all fuel tankers. Partner: Glasgow Scientific Services.	All fuel tankers checked.	Completed.
Conduct accuracy checks on weighing machines at airport's baggage halls. Partner: Glasgow Scientific Services.	Inspect 15 weighing machines.	Completed.
Respond appropriately to any customer feedback which suggests a shift in resources.	Appropriate response to feedback initiated.	Completed. No feedback was received to suggest that there should be a shift in resources.
Assess feasibility of publishing an article in Renfrewshire magazine featuring a member of staff to increase number of stakeholders who are aware of the services we provide. Partner: Chief Executive's Department.	Decision taken on whether or not to publish.	Assessed, and will publish in the summer.
Assess feasibility of providing education to persons travelling through Glasgow Airport. [new] Partners: British Airports Authority, Strathclyde Fire and Rescue.	Feasibility assessed.	Completed. Meeting has taken place with BAA and a joint educational event has been arranged.
Contact major employers within Renfrewshire to alert them to the dangers of sales of counterfeit goods in the workplace. [new] Partners: Local businesses.	10 employers contacted.	Completed.

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Visit local estate agents, collect schedules relating to properties for sale and assess truth of schedule descriptions. [new]	5 estate agents visited 10 schedules assessed. Appropriate enforcement action taken.	Completed.
Provide consumer education to persons with special educational needs and/or mental health problems. [new] Partners: NHS Argyll and Clyde, Social Work Department.	2 educational events delivered.	Completed. A fireworks talk was given to the pupils of a special needs school and a consumer rights talk to persons with physical disabilities.
Improve elderly consumer's knowledge of our services through expanding joint-working with local elderly forums. Partners: Elderly forums.	Presence at 4 events held by local elderly forums.	Completed.
LEARNING AND WORK		
Assess feasibility of advertising our advisory service at locations within the shopping mall at Braehead. [new] Partners: Braehead Centre management, Braehead retailers.	Management and retailers contacted. Feasibility assessed.	Completed. Materials provided at customer services point.
Provide consumer awareness training for persons with low reading, writing and number skills. Partners: Buddies for Learning, CSN Partners.	Provide training to all who request it up to a maximum number of 120.	Partially completed. Training produced and a provisional date for delivery has been agreed for 2006/2007 at our partners' request.
Provide training on consumer law to staff of retail businesses.	Provide training to all who requested it including at least one major retailer.	Completed.
Distribute business-advice leaflets.	Distribute at least 3 new leaflets widely.	Completed.
Produce a training resource for licensed premises, and provide training courses based on it. [new]	Distribute training resource to all licensed premises identified. Provide training to all who request it.	Not completed.
Provide assistance to new businesses and raise their awareness of the facilities available from our service.	Advice given to 50 new businesses.	Completed.
Distribute leaflets targeted at non-user businesses and trade associations. Partners: Federation of Small Businesses.	Distribute 100 leaflets.	Completed.
Give staff wide access to external training when it becomes available. Partners: TSI, SCOTSS, South West Employers.	30 training sessions attended.	Completed.
Deliver in-house training, as appropriate.	3 training sessions delivered.	Completed.

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Train all staff in Customer Care, Best Value and Plain English. Partner: Corporate Services Department.	All staff trained.	Completed.
Participate in awareness training with other advisory agency to assist targeting of referrals. [new] Partner: CAB.	Deliver training to 20 advisory agency staff.	Completed. 2 sets of training delivered to 24 staff.
HEALTH AND SOCIAL CARE		
1. Animal Feeding Stuffs (composition). Partners: Glasgow Scientific Services, SEERAD.	Submit 60 samples for testing and take appropriate follow-up action.	Completed.
2. Nickel in jewellery (maximum levels of nickel – anti-allergy). Partner: Glasgow Scientific Services.	Submit 12 samples for testing and take appropriate follow-up action.	Completed.
Monitor sales of solvents for compliance with relevant legislation, and assess young people's access to them. [new]	Visit 20 likely sellers of solvents.	Completed.
Conduct test purchases of single cigarettes from ice cream vans. [new]	12 test purchases attempted. Appropriate enforcement action taken.	Completed. 1 report to the Procurator Fiscal.
Conduct test purchases of single cigarettes from traders operating near schools. [new]	12 test purchases attempted. Appropriate enforcement action taken.	Completed.
HOUSING, NEIGHBOURHOOD AND COMMUNITY SAFETY		
1. Cosmetics (harmful products). Partners: Glasgow Scientific Services.	Submit 12 samples for testing and take appropriate follow-up action.	Completed.
2. Glass in furniture (safety). [new] Partners: SCOTSS, Glasgow Scientific Services.	Stock in 5 retailers checked and appropriate follow-up action taken.	Completed.
3. Gas cigarette lighters (safety). [new] Partners: SCOTSS, Glasgow Scientific Services.	Submit 4 samples for testing and take appropriate follow-up action.	Completed.
4. Easter seasonal toys (safety). [new] Partners: SCOTSS, Glasgow Scientific Services.	Submit 4 samples for testing.	Completed. Awaiting results of tests.
5. Nightwear (safety). Partners: SCOTSS, Glasgow Scientific Services.	Submit 3 samples for testing and take appropriate follow-up action.	Completed.
6. Second-hand electrical goods (safety). Partners: SCOTSS, Glasgow Scientific Services.	Submit 4 samples for testing and take appropriate follow-up action.	Completed.

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7. Hazardous chemicals (safety). Partner: Glasgow Scientific Services.	Submit 12 samples for testing and take appropriate follow-up action.	Completed.
Improve child-safety knowledge of parents of young children by distributing an educational video package: "Buy Wise, Be Safe". [new] Partners: NHS Argyll & Clyde, SWERCOTS.	Identify appropriate method of distribution.	Ongoing due to restructuring of health board.
Promote fireworks safety. Partners: Other departments, DTI, Police, Strathclyde Fire and Rescue, SSPCA.	Visit all registered/ licensed fireworks retailers. Distribute fireworks safety publicity materials to all nursery, primary and special school pupils and all secondary schools in Renfrewshire.	Completed.
Take over role of custodian of Council's RoSPA membership. [new] Partner: Housing & Property Services Department, RoSPA.	Fund RoSPA membership. Attend a RoSPA training event. Attend Scottish Accident Prevention Trust's Annual Conference.	Completed.
Promote Christmas safety issues through Christmas Cracker initiative. Partners: Police, Media, Local businesses, Environmental Services Department.	10 days promotional activity at major shopping malls and centres. Publish Christmas safety advice leaflet.	Completed. 13 days promotional activities attended. Leaflet published jointly with the Police.
Initiate an education programme at nurseries, playgroups and mother-and-toddler groups to alert parents to the wide range of safety concerns applicable to young children. [new] Partners: Education Department, private nurseries, community nurseries, other groups.	Make contact with all identified nurseries, playgroups and mother-and-toddler groups.	Ongoing. Discussions with our partners indicated alternative, more effective partners.
Investigate means of improving the child safety knowledge of parents of young children by distributing choke hazard testers, bath thermometers and associated educational material. [new] Partners: NHS Argyll and Clyde, Kidrapt.	Appropriate method of distribution identified.	Ongoing due to restructure of local health board.
Promote safety of electric blankets through free safety-checks for the elderly and disabled. Partners: SCOTSS, Glasgow Scientific Services, Renfrewshire Seniors Forum, Renfrewshire Disability Resource Centre.	Provide 50 safety-checks.	Completed.

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<p>Promote safety of Christmas tree lights through free safety checks. [new] Partners: Police, media, Braehead Centre management.</p>	<p>Provide 2 safety-check sessions at Christmas safety promotion event.</p>	<p>Completed. 3 safety-check sessions provided.</p>
<p>Contact sheltered housing agencies to offer our services to their residents, including safety checks on their existing electrical appliances. [new] Partners: Housing Associations, Other departments.</p>	<p>3 agencies contacted. 30 checks conducted.</p>	<p>Ongoing. Delay due to staff illness.</p>
<p>Train bank staff on action to take when older consumers try to withdraw large amounts of cash (to pay bogus workmen?). [new] Partners: Banks, Police.</p>	<p>Offer training to all banks in Renfrewshire. Respond to all training requests.</p>	<p>Completed.</p>
<p>Carry out visual examination of second-hand electrical equipment, coupled with educating businesses on what goods are not safe to supply. Partner: Environmental Services Department.</p>	<p>Visit 15 premises supplying second-hand electrical goods.</p>	<p>Completed.</p>
<p>Monitor sales of second-hand goods for compliance with relevant safety legislation.</p>	<p>5 premises selling second-hand goods visited and appropriate action taken.</p>	<p>Completed.</p>
<p>Expand early warning ring-round alert system to notify relevant agencies that bogus workmen are operating in the area. Partners: Police, Housing & Property Services Department, Social Work Department, Banks, Voluntary agencies.</p>	<p>6 banks contacted. 2 voluntary agencies contacted.</p>	<p>Completed. Elderly Forum and neighbourhood watch contacted.</p>
<p>Carry out project in which young people under the legal age of eighteen years will attempt to purchase fireworks. Partner: Dialogue Youth.</p>	<p>5 test purchases attempted.</p>	<p>Completed.</p>
<p>Attend Scottish Home Safety Officers Group (SHSOG) meetings to facilitate joint working and implementation of best practice. Partners: Other local authorities.</p>	<p>3 meetings attended.</p>	<p>Completed.</p>
<p>Further develop three-year rolling programme of visits to primary schools highlighting hazards in the home and garden. Partners: Education Department, primary schools, Nottingham City Council.</p>	<p>15 visits completed.</p>	<p>Completed. 30 visits made.</p>

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Develop education programme targeted towards young drivers to increase their awareness of consumer and safety issues. [new] Partners: Strathclyde Fire and Rescue, Police, Education Department.	Programme established. Presentation/programme delivered to 3 schools.	Ongoing. Programme established and presentation delivered to 1 school.
Initiate audit of current community safety activities to increase effectiveness of service delivery in this area. [new]	Audit completed.	Completed.
Introduce a programme of interactive home safety training for secondary school pupils. [new] Partners: Strathclyde Fire and Rescue, University of Paisley.	Programme established and delivered to 12 groups of pupils.	Completed. Programme delivered to 120 groups of pupils.
Produce and distribute height-charts for older children promoting home safety which carry a description of our services and contact details. [new] Partners: Education Department, primary schools.	Chart produced and distributed to 15 primary schools.	Completed. Charts distributed to 30 schools.