



Renfrewshire
Council

Trading Standards Service Service Delivery Plan 2007 – 2008 OUTCOMES

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KEY

Community Themes

M = Modernising Government
D = Sustainable Development
S = Social Inclusion
L = Learning and Work
H = Health and Social Care
C = Housing, Neighbourhoods and Community Safety

Customers

E = Elderly (*age 55 and over*)
Y = Youth (*secondary school age up to and including age 26*)
C = Children (*up to and including primary school age*)
D = Disabled and Special Needs
M = Ethnic Minority
W = Women
T = Traders

TRADING STANDARDS - SERVICE DELIVERY PLAN 2007/08

ACTIVITY	COMMUNITY THEMES						OUTCOME	CUSTOMERS							COMPLETION DATE	OFFICER
	M	D	S	L	H	C		E	Y	C	D	M	W	T		
MODERNISING GOVERNMENT																
Improve use of electronic facilities, including the Renfrewshire community website to receive and disseminate information. Partner: Chief Executive's Department.	X	X		X			Publish all leaflets and posters produced in house on Renfrewshire community website.	X	X	X	X		X	X	March 2008 Completed	MW
Consult widely with stakeholders including consumers, traders, partners and non-users of the service to determine satisfaction levels with service provision and identify potential service improvements.	X		X				Consultation with consumers, traders, partners and non-users undertaken. Results assessed.	X	X	X	X	X	X	X	March 2008 Completed	TL
Evaluate all stakeholder suggestions received, and provide feedback.	X		X				All suggestions evaluated. Feedback provided.	X	X	X	X	X	X	X	March 2008 Not completed	TL/CW
Submit this Service Delivery plan, including intended outcomes, for Board scrutiny and publish on the Renfrewshire community website.	X						Plan submitted. Plan approved by Board and published on Renfrewshire community website.								October 2007 Completed	TL
Update our entries on Lacors' Home Authority website pages.	X						All entries updated.							X	October 2007 Not completed	MW
Develop involvement in peer review process by undertaking self assessment and submitting the service to peer review. Partners: LACORS, SCOTSS. [NEW]	X						Self assessment undertaken. Peer review of service completed.								March 2008 Not completed	TL
Introduce initial referral to Consumer Direct of complaints received by telephone and e-mail. Partner: Consumer Direct. [NEW]	X	X	X			X	System established.	X	X	X	X	X	X	X	March 2008 Partial completion	TL
Develop secure electronic database for intelligence gathering purposes. Partners: Regional Intelligence Officer, other departments.	X		X		X	X	Mutually agreed format established.	X	X	X	X	X	X	X	December 2007 Completed	FW
For survey and advice purposes, create database of e-mail addresses of Renfrewshire residents who have contacted us by this method. [NEW]	X	X	X	X	X	X	Database established.	X	X	X	X	X	X		March 2008 Not completed	MW

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ACTIVITY	COMMUNITY THEMES						OUTCOME	CUSTOMERS							COMPLETION DATE	OFFICER
	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Monitor Renfrewshire based online trading venue traders and internet sites for compliance with trading standards legislation.	X		X		X	X	20 monitoring activities undertaken and appropriate follow-up action taken. Respond to all home authority requests from other local authorities.	X	X	X	X	X	X	X	March 2008 Partial completion	NG/FW
Review petroleum licensing regime including conditions of licence and amend as necessary. [NEW]	X	X			X	X	Petroleum licensing regime reviewed.	X	X	X	X	X	X	X	March 2008 Not completed	DW
Update trader notification forms and recording procedures to reflect legislative changes, current best practice and recent procedural amendments. [NEW]	X	X					Revised trader notification form and recording procedures introduced.							X	October 2007 Partial completion	FW
Review current structure of Trading Standards Service to better reflect stakeholder requirements. [NEW]	X						Revised structure introduced.	X	X	X	X	X	X	X	March 2008 Completed	TL
Develop electronic library for Trading Standards Service. Partner: Civica [NEW]	X	X					Electronic library established.	X	X	X	X	X	X	X	November 2007 Completed	MW
Introduce electronic storage, referral and retrieval of consumer complaints. Partner: Civica [NEW]	X	X					Electronic storage, referral and retrieval of consumer complaints introduced.	X	X	X	X	X	X	X	February 2008 Completed	MW
SUSTAINABLE DEVELOPMENT																
Monitor all re-tanking of retail petrol stations and decommissioning/tank removal at former petroleum storage sites.		X	X		X	X	All site decommissioning and removal of former petroleum storage tanks monitored.	X	X	X	X	X	X	X	March 2008 Completed	DW
Monitor retail filling station staff competency in relation to petroleum spirit sales into containers. Partner: SCOTSS [NEW]		X			X	X	10 test purchases attempted and appropriate follow-up action taken.	X	X	X	X	X	X	X	November 2007 Completed	DW
Review policies and procedures relating to feeding stuffs and update as necessary. Partners: LACORS, Civica. [NEW]	X	X	X		X	X	All policies and procedures reviewed and updated if required. Introduce FSS net sample recording system.	X	X	X	X	X	X	X	January 2008 Completed	IF

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Monitor consumer goods for compliance with environmental claims and/or relevant legislation relating to sustainable development. Partners: SCOTSS, Glasgow Scientific Services. [NEW]		X	X				Submit 4 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X	March 2008 Completed	LD
SOCIAL INCLUSION																
Conduct promotional activities to inform local people of the role and accessibility of the service. Partners: Police, Care and Repair Renfrewshire, Chief Executive's Department, Education Department.			X			X	Issue 2 press releases. 5 days promotional activity. Provide consumer information at 5 community venues.	X	X	X	X	X	X		March 2008 Completed	NW
Participate in National Consumer Week to educate public on consumer issues. Partners: DTI, Chief Executive's Department.			X		X	X	Issue press release. 1 day promotional activity.	X	X	X			X	X	November 2007 Completed	PH
Target our promotion of the Trading Standards Service towards young people through consumer education presentations to school pupils and attendance at Industrial Awareness Days. Partners: Schools, Health Promotion Unit.	X		X		X	X	Contact all secondary schools. Attend 4 industrial awareness days. Attend 2 school health awareness events. Provide consumer education presentations to all who request them up to a maximum of 20.		X	X	X				March 2008 Completed	SR
Promote our services, with particular emphasis on the pitfalls associated with the use of credit and the internet, to young people through attendance at Freshers Fairs. Partners: University of Paisley, Reid Kerr College, Student bodies.			X		X	X	Attend Freshers events at 2 further or higher education establishments.		X				X	X	September 2007 Completed	NW
Carry out programme of routine inspections of premises.		X	X	X	X	X	Conduct all scheduled visits within time.	X	X	X	X	X	X	X	February 2008 Completed	FW
Investigate breaches of criminal legislation identified on routine inspection or brought to our attention by consumers.			X	X		X	All identified breaches investigated.	X	X	X	X	X	X	X	March 2008 Completed	TL
Conduct quantity tests at all businesses identified as packing to the average system. Partner: Fife Council Test & Calibration Centre.			X	X			Tests conducted at all known packers.	X	X	X	X	X	X		February 2008 Completed	FW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Conduct accuracy checks on all weighbridges. Partner: Fife Council Test & Calibration Centre.		X	X	X			All weighbridges checked.	X	X		X	X	X	X	January 2008 Completed	NG
Conduct accuracy checks on all fuel tankers.			X	X			All fuel tankers checked.	X	X		X	X	X	X	March 2008 Partial completion	NG
Conduct accuracy checks on weighing machines at airport's baggage halls. Partners: National Weights and Measures Laboratory, British Airports Authority.		X	X	X			Inspect 70 weighing machines.	X	X	X	X	X	X		March 2008 Completed	NG
Conduct accuracy checks on weighing equipment used by freight handlers. Partners: Fife Council Test & Calibration Centre, British Airports Authority. [NEW]		X	X	X			Freight handlers identified. All scales checked up to a maximum of 10.	X	X		X	X	X	X	March 2008 Completed	NG
Respond appropriately to any customer feedback which suggests a shift in resources.	X		X				Appropriate response to feedback initiated.								March 2008 Completed	TL
Provide targeted consumer education to persons travelling through Glasgow Airport. Partners: OFT, British Airports Authority. [NEW]	X		X		X	X	1 day educational activity undertaken.	X	X	X	X	X	X	X	December 2007 Completed	NW
Promote our services and provide consumer education to vulnerable people including those with special educational needs or a disability. Partners: NHS Greater Glasgow & Clyde, Social Work Department, Education Department, Capability Scotland.	X		X	X	X	X	4 educational events delivered.	X	X	X	X	X	X		March 2008 Completed	SR
Monitor temporary traders in local shopping centres for compliance with trading standards legislation.			X			X	10 traders monitored and appropriate follow-up action taken.	X	X	X	X	X	X	X	January 2008 Completed	VM

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Work with partners to co-ordinate enforcement action in relation to supply of alleged counterfeit goods. Partners: British Phonographic Industry, Federation Against Copyright Theft, European Leisure Software Publishers Association, major manufacturers.			X			X	3 joint enforcement actions undertaken.	X	X	X	X	X	X	X	March 2008 Partial completion	FW
Monitor credit advertisements in local newspapers.			X				All advertisements monitored over 21 day period and appropriate follow-up action taken.	X	X	X	X	X	X	X	January 2008 Completed	LD
Participate in national campaign to increase awareness of potential issues relating to the sale of spirits and wine in open containers. Partners: SCOTSS, Scottish Licensed Trade Association.	X		X				Undertake 12 test purchases of spirits or wine and take appropriate follow-up action.	X	X		X	X	X	X	September 2007 Completed	NG
Develop Council policy and procedure for initiation of action under the Enterprise Act 2002. Partners: OFT, Chief Executive's Department. [NEW]	X		X		X	X	Policy and procedure introduced.	X	X	X	X	X	X	X	March 2008 Not completed	NW
Provide topical educational and advisory material for inclusion in audio newsletter for blind and partially sighted Renfrewshire residents. Partners: Social Work Department, Renfrewshire Visually Impaired Forum. [NEW]	X	X	X	X	X	X	3 contributions provided.	X			X		X		March 2008 Not completed	CW
Monitor sales of barbeque items for compliance with relevant trading standards legislation. Partner: SCOTSS [NEW]			X		X	X	6 premises monitored and appropriate follow-up action taken.	X	X	X	X	X	X		November 2007 Completed	NW
Target our promotion of the Trading Standards Service towards young people through attendance at Renfrewshire Senior Pupils Conference. Partners: Strathclyde Fire & Rescue, Young Scot, Education Department [NEW]			X	X	X	X	Conference attended.		X		X	X	X		September 2007 Completed	LD

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Raise young people's awareness of forms of credit and the potential difficulties associated with each. Partners: Young Scot, NHS Greater Glasgow & Clyde, Education Department, Social Work Department. [NEW]			X	X	X	X	50 young people provided with advice and educational materials.		X		X	X	X		March 2008 Completed	NW
LEARNING AND WORK																
Introduce pilot project to provide consumer awareness training for persons with low reading, writing and number skills. Partners: Buddies for Learning, Reid Kerr College.	X		X	X	X	X	Provide training to 16 persons. Evaluate results.		X		X	X	X		March 2008 Completed	SR/CW
Provide training on consumer law to staff of retail businesses, particularly the licensed trade. Partners: Police, Health Promotion Unit, Scottish Licensed Trade Association.			X	X			Provide training to all who request it including at least one major retailer. Contact 4 potential problem traders to offer customised training. Provide training to the licensed trade.	X	X	X	X	X	X	X	March 2008 Partial completion	SR/NG
Provide assistance to new businesses and raise their awareness of the facilities available from our service.	X		X	X		X	Advice given to all who request it.							X	March 2008 Completed	NG
Give staff wide access to external training when it becomes available and deliver in-house training, as appropriate. Partners: TSI, SCOTSS, South West Employers.	X			X			20 external training sessions attended. 3 internal training sessions delivered.								March 2008 Completed	LD
Monitor compliance of local accommodation providers with advertised hotel/guest house ratings. Partners: Accommodation rating agencies, Visit Scotland.			X	X			10 premises monitored and appropriate follow-up action taken.	X	X		X	X	X		February 2008 Completed	PH
HEALTH AND SOCIAL CARE																
Carry out two projects to ensure the safety of consumer goods and compliance with all relevant legislation by means of sampling, formal testing and other appropriate methods. Publicise results where appropriate. These projects will be:																
1. Animal Feeding Stuffs (composition). Partners: Glasgow Scientific Services, SEERAD.		X			X	X	Submit 15 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X	March 2008 Completed	IF/DW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T			
2. Nickel in children's jewellery (maximum levels of nickel – anti-allergy). Partner: SCOTSS, Glasgow Scientific Services.			X		X	X	Submit 3 samples for testing and take appropriate follow-up action.		X	X				X		December 2007 Completed	PH
Monitor local retailers of tobacco products for compliance with relevant Trading Standards legislation, including any revised age restrictions. Partner: Her Majesty's Revenue and Customs, Scottish Executive, SCOTSS.			X		X	X	20 retailers monitored and appropriate follow-up action taken.		X	X				X		March 2008 Completed	VM/PH
HOUSING, NEIGHBOURHOODS AND COMMUNITY SAFETY																	
Carry out two projects to ensure the safety of consumer goods and compliance with all relevant legislation by means of sampling, formal testing and other appropriate methods. Publicise results where appropriate. These projects will be:																	
1. Toys for children under 3 years of age featuring magnets and/or noise generation (safety). Partners: SCOTSS, Glasgow Scientific Services.			X			X	Submit 6 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X			December 2007 Completed	LD
2. Clothing (safety). Partners: Glasgow Scientific Services, home authority traders.			X			X	Submit 12 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X		February 2008 Completed	NG
Promote fireworks safety. Partners: Other departments, DTI, Police, Strathclyde Fire and Rescue, SSPCA, Renfrewshire Youth Voice.			X		X	X	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. Attempt 8 test purchases of fireworks outside permitted time periods.	X	X	X	X	X	X	X		November 2007 Completed	DW/NW
Promote Christmas safety issues. Partners: Police, Media, Local businesses, Health Promotion Unit.			X		X	X	5 days promotional activity at major retailing centres. Publish Christmas safety advice leaflet.	X	X	X	X	X	X			December 2007 Completed	SR
Promote safety of electric blankets through free safety-checks for the elderly and persons with a disability. Partners: SCOTSS, Renfrewshire Disability Resource Centre, housing associations, libraries, Housing Department, Chief Executives Department.			X		X	X	Advertise checks widely. Respond to all requests for checks up to a maximum of 50.	X			X			X		May 2007 Completed	NG

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
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.			X	X		X	Visit 20 premises supplying second-hand electrical goods.		X	X		X	X	X	March 2008 Completed	IF
Carry out project in which young people under the legal age will attempt to purchase age restricted products. Partner: Young Scot, Police.	X		X	X	X	X	6 test purchases attempted.		X	X					March 2008 Completed	VM/FW
Review and re-focus three-year rolling programme of visits to primary schools highlighting hazards in the home and garden. Partners: Education Department, primary schools, other educational establishments, Nottingham City Council.			X		X	X	18 visits completed.		X	X	X	X	X		March 2008 Completed	SR
Deliver a programme of interactive home safety training for secondary school pupils. Partners: Strathclyde Fire and Rescue.	X					X	Programme delivered to 40 groups of pupils.		X						March 2008 Completed	LD
Undertake safety checks on used cars offered for sale in Renfrewshire.			X			X	Safety checks undertaken at 8 premises and appropriate follow-up action taken.	X	X	X	X	X	X	X	March 2008 Completed	DW/PH
Introduce pilot Cold Calling Control Zones and initiate education programme on the dangers of rogue traders/bogus callers. Partners: Police, Utilities, trade associations. [NEW]	X		X		X	X	2 pilot schemes established. Contact neighbourhood watch groups offering talks. Provide talks to all who request them.	X			X	X	X	X	March 2008 Completed	VM
Participate in Renfrewshire Safe Kids Initiative to raise the safety awareness of young people in relation to consumer goods. Partners: Strathclyde Fire & Rescue, Police, Chief Executive's Department. [NEW]	X		X		X	X	Provide staffed scenario throughout Safe Kids event.			X	X	X	X		March 2008 Not completed	NW
Utilise results of pilot project to develop initiative to improve the safety knowledge of parents of young children through the distribution of free child safety goods and associated multi-media education materials. Partners: NHS Greater Glasgow & Clyde, SWERCOTS, Kidrapt	X		X		X	X	Initiative developed and launched.	X	X	X	X	X	X		March 2008 Completed	NW

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Provide audit facilities to abc for non-foodstuff contracts. Partner: abc [NEW]	X				X	X	Respond to all requests for independent audit or other assistance.	X	X	X	X	X	X	X	March 2008 Completed	IF
Highlight the dangers associated with bogus callers and rogue traders to older adults in Renfrewshire identified as being most at risk. Partner: Social Work Department. [NEW]			X		X	X	50 older adults at high risk given advice.	X			X	X	X		March 2008 Not completed.	LD