



Trading Standards Service Service Delivery Plan 2008 – 2009

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KEY

Community Themes

M = Modernising Government
D = Sustainable Development
S = Social Inclusion
L = Learning and Work

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

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H = Health and Social Care
C = Housing, Neighbourhoods and Community Safety

M = Ethnic Minority
W = Women
T = Traders

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 2009 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 2009 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 2009 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 2008 Completed	TL
Update our entries on Lacors' Home Authority website pages.	X						All entries updated.							X	October 2008 Completed	MW
Establish shared services arrangement by means of a SLA with Inverclyde Council to provide an integrated Trading Standards service Partner: Inverclyde Council (new)	X	X	X	X	X	X	Service Level Agreement established.	X	X	X	X	X	X	X	March 2009 Not completed	TL
Introduce partnership working with Consumer Direct. Publicise new working arrangements. Inform Renfrewshire Council staff by insert in pay advice slip. Partner: Consumer Direct. [NEW]	X	X	X			X	Partnership established. Staff informed and publicity produced.	X	X	X	X	X	X	X	March 2009 Partial Completed	TL
Develop a petroleum Licensing data base (New)	X	X	X	X	X	X	Data base established							X	March 2009 Completed	MW
Develop Data Base of Disused Petroleum Tanks (New)	X	X	X	X	X	X	Data base established							X	March 2009 Completed	MW
For survey and advice purposes, create database of e-mail addresses of Renfrewshire	X	X	X	X	X	X	Database established.	X	X	X	X	X	X		March 2009	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			
residents who have contacted us by this method. [NEW]															Completed		
Monitor Renfrewshire based online trading venue traders and internet sites for compliance with trading standards legislation.	X		X		X	X	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 2009 Completed	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 2009 Completed	MW	
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 2008 Completed	FW	
Arrange electronic storage of all documents to encourage reduced use of paper. Partners: Chief Executives Department, Anite @ work.(New)	X	X		X			Majority of paper records stored electronically							X	March 2009 Completed	MW/ TL	
Train staff in the use if the electronic reporting facility for reporting cases to the procurator fiscal . Partners SRA (new)	X	X		X			Increase in the number of staff trained							X	March 2009 Not completed	FW/TL	
Take part in the Council's pilot project on remote working (New)	X			X			Participation in the remote working scheme. Evaluate results.							X	X	March 2009 Completed	VM
Develop partnerships with ASH and local Tobacco Alliance group. Partners: ASH Renfrewshire Community Health Partnership. (new)	X		X	X	X		Partnerships established	X	X	X	X	X	X	X	October 2008 Completed	VM	
Review Flare codes to reflect changes in legislation and implement improve recording and auditing procedures. Partners: Flare (new)	X	X					Review of codes completed and new procedures implemented	X	X	X	X	X	X	X	October 2008 Completed	FW	
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 2009 Completed	MW	
Monitor retail filling station staff competency in relation to petroleum spirit sales into containers.		X			X	X	10 test purchases attempted and appropriate follow-up action taken.	X	X	X	X	X	X	X	November 2008 Not	MW	

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Partner: SCOTSS]															completed	
Review policies and procedures relating to feeding stuffs and update as necessary. Partners: LACORS, Civica.	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 2009 Partially completed	IF
Monitor consumer goods for compliance with environmental claims and/or relevant legislation relating to sustainable development. Partners: SCOTSS, Glasgow Scientific Services.		X	X				Submit 4 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X	March 2009 Not completed	LD
Monitor claims for alternative energy sources for accuracy of claim (new)		X			X		Claims for alternative energy sources monitored.	X	X	X	X	X	X	X	March 2009 Not completed	VM
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 press releases concerning activities of interest. Participate in promotional activities and provide consumer information at community venues.	X	X	X	X	X	X		March 2009 Completed	SR
Participate in National Consumer Week to educate public on consumer issues. Partners: DTI, Chief Executive's Department.			X		X	X	Issue press release and take part in promotional activities.	X	X	X			X	X	November 2008 Partially 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 industrial awareness days. Attend school health awareness events. Provide consumer education presentations to all who request them.		X	X	X				March 2009 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 as appropriate at further or higher education establishments.		X			X	X		September 2008 Completed	SR
Provide Training to the immigrant community on their consumer rights and responsibilities			X		X	X	Provide training where appropriate.		X			X	X		March 2009	SR

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	M	D	S	L	H	C		E	Y	C	D	M	W	T			
in the community. Partners Reid Kerr College (New)																Not completed	
Provide Information to Consumers by new delivery options by making leaflets available at new town centre drop in facility. Partners WRVS (New)		X	X	X		X	Leaflets made available	X				X	X			March 2009 Completed	MW
Promote Service by submitting a planned programme of reports to elected members by participating in the Regulatory Services programme of reporting to Board (new)	X		X		X	X	Board reports submitted	X	X	X	X	X	X	X		March 2009 Completed	TL
Conduct a planned programme of inspection of petrol pumps to test for accuracy and apply a sticker to the petrol pump stating date of test and Trading Standards contact details. (new)	X	X			X	X	Petrol pumps inspected and stickers applied.	X	X	X	X	X	X	X		March 2009 Partially completed	NG
Initiate a "Fake Free Renfrewshire" project to educate the community to the problems associated with counterfeit goods, encourage fair trading and reduce the levels of IP crime in Renfrewshire Partners: Licensed Trade Association, Strathclyde Police. (new).	X		X	X	X		Fake Free Renfrewshire project initiated.	X	X	X	X	X	X	X		March 2009 Not completed	FW
Carry out programme of routine inspections of premises based on LACORS risk factors to establish levels of compliance with Trading Standards legislation		X	X	X	X	X	Conduct all scheduled visits within time.	X	X	X	X	X	X	X		February 2009 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 2009 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 2009 Completed	FW
Conduct accuracy checks on all weighbridges operating in Renfrewshire. Partner: Fife Council Test & Calibration Centre.		X	X	X			All weighbridges checked.	X	X		X	X	X	X		January 2009 Completed	NG
Conduct accuracy checks on all non petroleum fuel tankers based in Renfrewshire.			X	X			All fuel tankers checked.	X	X		X	X	X	X		March 2009 Completed	NG
Conduct accuracy checks on weighing machines at airport's baggage halls. Advise consumers of these tests by means of a		X	X	X			Inspect weighing machines and attach sticker. Press release issued.	X	X	X	X	X	X			March 2009 Partial	NG

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
sticker attached to the weighing machines. Issue press release to raise public awareness. Partners: National Weights and Measures Laboratory, British Airports Authority. (New)															Completed	
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 2009 Completed	NG
Respond appropriately to any customer feedback which suggests a shift in resources.	X		X				Appropriate response to feedback initiated.								March 2009 Completed	TL
Provide targeted consumer education to persons travelling through Glasgow Airport in particular in connection with their rights concerning flight delays and cancellations (New). Partners: OFT, British Airports Authority.	X		X		X	X	Educational activity undertaken and signage checked.	X	X	X	X	X	X	X	December 2008 Completed	SR
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	Educational events delivered.	X	X	X	X	X	X		March 2009 Completed	SR
Monitor temporary traders in local shopping centres for compliance with trading standards legislation.			X			X	Traders monitored and appropriate follow-up action taken.	X	X	X	X	X	X	X	January 2009 Completed	VM
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	Joint enforcement actions undertaken.	X	X	X	X	X	X	X	March 2009 Completed	FW
Work with partners to gather intelligence to combat the sale of counterfeit and pornographic DVDs. To disrupt this trade and report offenders to the procurator fiscal where appropriate. Partners. Strathclyde Police, Federation Against Copyright Theft. (new)			X		X	X	Intelligence gathered and offenders reported to the Procurator Fiscal	X	X	X	X	X	X	X	December 2008 Not completed	JC
Monitor credit advertisements in local			X				All advertisements monitored over a period	X	X	X	X	X	X	X	January	SR

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
newspapers to assess levels of compliance with TS Legislation.							and appropriate follow-up action taken.								2009 Completed	
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 test purchases of spirits or wine and take appropriate follow-up action.	X	X		X	X	X	X	September 2008 Not completed	NG
Utilise the full range of powers and Initiate action under the Enterprise Act 2002 in relation to problem traders. Partners: OFT, Chief Executive's Department. <small>[NEW]</small>	X		X		X	X	Action initiated in terms of the Enterprise Act 2002.	X	X	X	X	X	X	X	March 2009 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.]	X	X	X	X	X	X	Contributions provided.	X			X		X		March 2009 Not completed	CW
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]			X	X	X	X	Conference attended.		X		X	X	X		September 2008 Completed/ Not completed	SR
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.			X	X	X	X	Young people provided with advice and educational materials.		X		X	X	X		March 2009 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 and evaluate results.		X		X	X	X		March 2009 Not completed	SR/CW
Provide training on consumer law to staff of retail businesses, particularly the licensed trade. Partners: Police, Health Promotion Unit,			X	X			Provide training to all who request it including at least one major retailer. Contact potential problem traders to offer customised training.	X	X	X	X	X	X	X	March 2009 Completed	SR/NG

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	M	D	S	L	H	C		E	Y	C	D	M	W	T			
Scottish Licensed Trade Association.							Provide training to the licensed trade.										
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 2009 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			External training sessions attended. Internal training sessions delivered.	X	X	X	X	X	X			March 2009 Completed	LD
Examine the feasibility of a regular column in the Renfrewshire Magazine to inform our customers on fair trading issues. Partners Chief Executive. (New)	X		X	X		X	Initiate enquiries with Renfrewshire Magazine to examine feasibility of regular fair trading column.	X	X	X	X	X	X	X		September 2008 Partial Completed	NW
Offer training to Businesses on the implications of the new CPR regulations. Partners Chamber Of Commerce	X			X		X	Training given to all who request it.	X	X	X	X	X	X	X		March 2009 Completed	VM

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:

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	Retailers monitored and appropriate follow-up action taken.		X	X				X		March 2009 Completed	VM/PH
Monitor vehicles delivering animals to Sandyford Abattoir for compliance with Cattle Identification Regulations and Animal welfare (New)		X			X	X	Vehicles monitored and appropriate action taken	X	X	X	X	X	X	X		March 2009 Completed	IF
Nickel in children's jewellery (maximum levels of nickel – anti-allergy). Partner: SCOTSS, Glasgow Scientific Services.			X		X	X	Submit samples for testing and take appropriate follow-up action.		X	X				X		December 2008 Not completed	PH
Offer PAT testing on electrical goods owned by to Senior Citizens. (New)	X	X	X		X	X	PAT testing provided to all senior citizens who request it	X			X					March 2009 Not Completed	IF
Animal feeding Stuffs (composition). Partners: Glasgow Scientific Services,		X			X	X	Submit 15 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X		March 2009	IF

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
SEERAD															Completed	
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		March 2009 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		February 2009 Not 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 special school pupils and all secondary schools in Renfrewshire. Attempt test purchases of fireworks outside permitted time periods.	X	X	X	X	X	X		November 2008 Partially Completed	PH/NW
Promote Christmas safety issues. Partners: Police, Media, Local businesses,			X		X	X	Promotional activity at major retailing centres. Publish Christmas safety advice leaflet.	X	X	X	X	X	X		December 2008 Completed	SR
Promote safety of electric blankets through free safety-checks for the elderly and persons with a disability. Tests to be conducted at persons home. 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.	X			X		X		May 2008 Completed	NG
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 premises supplying second-hand electrical goods.		X	X		X	X	X	March 2009 Completed	IF
Promote child safety awareness by working in partnership with Chief Executive Department and participating in Child safety Week.			X		X	X	Organise and participation in promotional events		X	X	X	X	X		August 2008 Completed	NW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T			
Partners: CAPT, Chief Executives Department, NHS.(New)																	
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	Review of provision completed.		X	X	X	X	X			March 2009 Completed	SR
Deliver a programme of interactive home safety training for secondary school pupils. Partners: Strathclyde Fire and Rescue.	X					X	Programme delivered to groups of pupils.		X							March 2009 Completed	MW
Increase our level of test purchasing of age restricted products in particular spray paints, knives and fireworks using underage volunteers (New). Partner: Young Scot, Police. Education Department	X		X	X	X	X	A programme of test purchases attempted and appropriate action including reports to the procurator fiscal taken		X	X						March 2009 Completed	VM/FW
Introduce pilot Cold Calling Control Zones and initiate education programme on the dangers of rogue traders/bogus callers. Partners: Police, Utilities, trade associations.	X		X		X	X	Pilot scheme established. Contact neighbourhood watch groups offering talks. Provide talks to all who request them.	X			X	X	X	X		March 2009 Partially 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.	X		X		X	X	Provide staffed scenario throughout Safe Kids event If requested.			X	X	X	X			March 2009 Completed/ Not completed	SR
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 2009 Completed	NW/SR
Provide audit facilities to Scotland XL for non-foodstuff contracts. Partner: Scotland XL	X				X	X	Respond to all requests for independent audit or other assistance.	X	X	X	X	X	X	X		March 2009 Completed	IF
Highlight the dangers associated with bogus callers and rogue traders to older adults in Renfrewshire identified as being most at risk.			X		X	X	Older adults at high risk given advice.	X			X	X	X			March 2009 Completed	LD

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Partner: Social Work Department.																