

**Renfrewshire Council's**

**Trading Standards Service's**

**Service Delivery Plan**

**2006 – 2007**

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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  
Y = Youth  
C = Children  
D = Disabled and Special Needs  
M = Ethnic Minority  
W = Women  
T = Traders

## TRADING STANDARDS - SERVICE DELIVERY PLAN 2006/07

ACTIVITY	COMMUNITY THEMES						OUTCOME	CUSTOMERS							COMPLETION DATE	OFFICER
	M	D	S	L	H	C		E	Y	C	D	M	W	T		
<b>MODERNISING GOVERNMENT</b>																
Improve use of electronic facilities, including the Renfrewshire portal to receive and disseminate information. <b>Partner:</b> Chief Executive's Department.	X	X		X			Publish all leaflets and posters produced in house on Renfrewshire portal.	X	X	X	X		X	X	March 2007	TSM
Monitor websites, in particular those for which we act as home authority and publish, consumer and trader guidance on e-commerce on Renfrewshire portal. <b>Partners:</b> Other departments, other local authorities, OFT.	X	X	X	X		X	Take appropriate action against non-compliant websites. Publish e-commerce guide for traders. Publish e-commerce guide for consumers.	X	X	X	X		X	X	March 2007	NG
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.	X		X				Consultation with consumers, traders, public service panel, partners and non-users undertaken. Results assessed.	X	X	X	X	X	X	X	March 2007	TSM
Evaluate all stakeholder suggestions received, and provide feedback.	X		X				All suggestions evaluated. Feedback provided.	X	X	X	X	X	X	X	March 2007	DLK
Submit this Service Delivery plan including intended outcomes for Board scrutiny and publish on the Renfrewshire portal.	X						Plan submitted. Plan approved by Board and published on Renfrewshire portal.								October 2006	TSM
Update our entries on Lacors' Home Authority website pages.	X						All entries updated.							X	October 2005	MW
Produce manual of policies and procedures	X						Manual produced.								March 2007	TSM
Continue to develop joint working with Young Scot. <b>Partner:</b> Young Scot.	X		X				2 joint working initiatives completed.		X					X	November 2006	IF
Develop involvement in peer review process by providing lead reviewer for review of other Scottish Trading Standards Service. <b>Partners:</b> LACORS, SCOTSS.	X						Peer review completed.								March 2007	DLK
Develop involvement in peer review process by undertaking self assessment and submitting the service to peer review. <b>Partners:</b> LACORS, SCOTSS. [NEW]	X						Self assessment undertaken. Peer review of service completed.								March 2007	TSM
Standardise and introduce appropriate method of long-term storage of photographs in petroleum files.	X	X			X	X	Appropriate method introduced.							X	August 2006	VMcG/ DW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Introduce initial referral to Consumer Direct of complaints received by telephone and e-mail. <b>Partner:</b> Consumer Direct. [NEW]	X	X	X			X	System established.	X	X	X	X	X	X	X	August 2006	MW
Obtain Charter Mark for Trading Standards Service. <b>Partners:</b> Other departments.	X		X				Charter Mark obtained.	X	X	X	X	X	X	X	October 2006	TSM
Improve consumer self help facilities by putting standard letters to traders on Renfrewshire portal. <b>Partners:</b> Consumer Direct, Chief Executive's Department. [NEW]	X	X	X	X			4 Letters added to Renfrewshire portal.	X	X	X	X	X	X	X	December 2006	SR
Improve young people's access to Tripup interactive home safety presentation. <b>Partner:</b> Chief Executive's Department	X	X	X			X	Publish Tripup presentation on Renfrewshire portal.			X	X		X		October 2006	MW
Introduce improved procedure for recording newly identified premises on the electronic database (Flare) to enhance system integrity. <b>Partner:</b> Flare Software Systems.	X						Procedure introduced.							X	July 2006	DLK
Establish secure electronic database for intelligence gathering purposes.	X		X		X	X	Database established.	X	X	X	X	X	X	X	December 2006	FW
Initiate staff training relating to alternative dispute resolution. <b>Partners:</b> Chartered Institute of Arbitrators, other councils. [NEW]	X		X	X	X		2 staff trained.	X	X	X	X	X	X	X	May 2006	TSM
Assess feasibility of providing Trading Standards related material to Renfrewshire Talking Newspaper. <b>Partners:</b> Renfrewshire Talking Newspaper, Renfrewshire Visually Impaired Forum. [NEW]	X		X	X	X	X	Feasibility assessed.	X			X		X		December 2006	IF
Identify possible sources of external funding for joint initiatives with partners. [NEW]	X		X		X	X	2 possible sources identified.	X	X	X	X	X	X		March 2007	VMcG
<b>SUSTAINABLE DEVELOPMENT</b>																
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 2007	DW
Monitor petrol deliveries to retail filling stations. <b>Partners:</b> SCOTSS, other local authorities.		X			X	X	4 deliveries monitored.	X	X	X	X	X	X	X	February 2007	DW
Fertilisers (composition). <b>Partner:</b> Glasgow Scientific Services. [NEW]		X			X	X	Submit 8 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X	March 2007	DW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Monitor competency of staff at retail filling stations. <b>Partners:</b> SCOTSS, other local authorities. <small>[NEW]</small>		X			X	X	Staff at 10 filling stations monitored. Appropriate follow-up action taken.	X	X	X	X	X	X		March 2007	DW
<b>SOCIAL INCLUSION</b>																
Conduct a promotional campaign to inform local people of the role and accessibility of the service. <b>Partners:</b> Police, Care and Repair Renfrewshire, Chief Executive's Department.			X			X	Issue press release. 5 days promotional activity in major shopping centre.	X	X	X	X	X	X		April 2007	CW
Participate in National Consumer Week to educate public on consumer issues. <b>Partners:</b> DTI, Chief Executive's Department, shopping centre management.			X		X	X	Issue press release. 1 day promotional activity in major shopping centre.	X	X	X			X	X	November 2007	VMcG
Target our promotion of the Trading Standards Service towards young people through our attendance at Industrial Awareness Days. <b>Partners:</b> Schools.	X		X			X	Contact all secondary schools. Attend 4 industrial awareness days.		X	X	X				March 2007	SR
Investigate ways to increase uptake of advice to students during Freshers Fairs. <b>Partners:</b> University of Paisley, Reid Kerr College, Student bodies, Police.			X		X	X	Attend Freshers events at 2 further or higher education establishments.		X						September 2006	VMcG
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 2007	MGP
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 2007	MGP/ DLK
Conduct quantity tests at all businesses identified as packing to the average system. <b>Partner:</b> Glasgow Scientific Services.			X	X			Tests conducted at all known packers.	X	X	X	X	X	X		February 2007	MGP
Conduct accuracy checks on all weighbridges. <b>Partner:</b> Glasgow Scientific Services.		X	X	X			All weighbridges checked.	X	X		X	X	X	X	June 2007	MGP
Conduct accuracy checks on all fuel tankers. <b>Partner:</b> Glasgow Scientific Services.			X	X			All fuel tankers checked.	X	X		X	X	X	X	December 2006	MGP
Conduct accuracy checks on weighing machines at airport's baggage halls. <b>Partners:</b> Glasgow Scientific Services, National Weights and Measures Laboratory.		X	X	X			Inspect 15 weighing machines.	X	X	X	X	X	X		December 2006	NG

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Conduct accuracy checks on weighing equipment used by freight handlers. <b>Partners:</b> Glasgow Scientific Services, 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 2007	NG
Respond appropriately to any customer feedback which suggests a shift in resources.	X		X				Appropriate response to feedback initiated.								March 2007	TSM
Publish an article in Renfrewshire magazine featuring a member of staff to increase number of stakeholders who are aware of the services we provide. <b>Partner:</b> Chief Executive's Department. [NEW]	X		X	X	X	X	Article published.	X	X	X	X	X	X	X	August 2007	NW
Provide consumer education to persons employed in or travelling through Glasgow Airport. <b>Partners:</b> British Airports Authority. [NEW]	X		X		X	X	3 days educational activity undertaken.	X	X	X	X	X	X	X	December 2006	VMcG
Provide consumer education to persons with special educational needs and/or mental health problems. <b>Partners:</b> NHS Greater Glasgow & Clyde, Social Work Department.	X		X	X	X	X	2 educational events delivered.				X				January 2007	SR
Develop promotion of our advisory services to consumers and traders within the shopping mall at Braehead. <b>Partners:</b> Braehead Centre management, Braehead retailers.	X		X	X	X	X	Training offered to all retailers opening premises within Braehead.	X	X	X	X	X	X	X	February 2007	VMcG
Produce and distribute newsletter to inform elderly residents of current Trading Standards issues. <b>Partners:</b> Renfrewshire Seniors Forum, Education and Leisure Department. [NEW]	X		X			X	Produce two newsletters and distribute them through Renfrewshire Seniors Forum and other outlets.	X			X		X		March 2007	NW
Assess feasibility of establishing good trader zone within Glasgow Airport. <b>Partner:</b> British Airports Authority.			X	X		X	Feasibility assessed.	X	X	X	X	X	X	X	December 2006	VMcG
Establish closer relationship with Advice Works to identify areas of potential concern relating to the credit industry. <b>Partner:</b> Advice Works	X		X		X	X	Establish referral mechanism for areas of potential concern relating to the credit industry.	X	X		X	X	X		July 2006	VMcG

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Assess the feasibility of providing education to young people on credit matters. <b>Partners:</b> Young Scot, Education and Leisure Department, youth organisations.			X		X		Feasibility assessed.		X		X				September 2006	VMcG
Monitor temporary traders in two local shopping centres in relation to consumer safety and intellectual property rights. <small>[NEW]</small>			X			X	10 traders monitored and appropriate follow-up action taken.	X	X	X	X	X	X	X	January 2007	FW
Work with partners to co-ordinate enforcement action in relation to supply of alleged counterfeit goods. <b>Partners:</b> 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 2007	MGP
Monitor credit advertisements in local newspapers. <b>Partners:</b> SCOTSS, OFT.			X				All advertisements monitored over 7 day period and appropriate follow-up action taken.	X	X	X	X	X	X	X	June 2006	LD
Publish advert promoting our services in lifestyle magazine targeted towards young adults. <b>Partners:</b> Media, libraries, further education establishments, leisure centres. <small>[NEW]</small>	X		X		X	X	Advert published.		X	X	X		X		August 2006	MW
Promote our services to vulnerable people with a disability. <b>Partner:</b> Capability Scotland. <small>[NEW]</small>			X	X	X	X	2 presentations delivered.	X	X	X	X	X	X		March 2007	SR
Monitor sales activity on Ebay of persons located within Renfrewshire <small>[NEW]</small>	X		X			X	Monitoring of all persons identified undertaken and appropriate follow-up action taken.	X	X	X	X	X	X	X	March 2007	MGP
Assess feasibility of delivering consumer advice relating to credit matters to young people using novel methods. <small>[NEW]</small>	X		X		X	X	Feasibility assessed.		X	X	X		X		December 2006	VMcG
Monitor compliance with relevant legislation relating to foreign exchange rates. <b>Partner:</b> SCOTSS. <small>[NEW]</small>			X				6 premises monitored and appropriate follow-up action taken.	X	X		X	X	X		October 2006	LD
<b>LEARNING AND WORK</b>																
Provide consumer awareness training for persons with low reading, writing and number skills. <b>Partners:</b> Buddies for Learning, Reid Kerr College.	X		X	X	X	X	Provide training to all who request it up to a maximum number of 80.		X		X	X	X		March 2007	SR

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Provide training on consumer law to staff of retail businesses.			X	X			Provide training to all who requested it including at least one major retailer.							X	March 2007	SR
Produce a training resource for licensed premises, and provide training courses based on it.	X		X	X			Distribute training resource to all licensed premises identified. Provide training to all who request it.							X	March 2007	NG
Provide assistance to new businesses and raise their awareness of the facilities available from our service.	X		X	X		X	Advice given to 50 new businesses.							X	March 2007	LD
Give staff wide access to external training when it becomes available. <b>Partners:</b> TSI, SCOTSS, South West Employers.	X			X			20 training sessions attended.								March 2007	LD
Deliver in-house training, as appropriate.	X			X			3 training sessions delivered.								March 2007	LD
Provide advice on intellectual property rights to businesses for whom we act as home authority. <small>[NEW]</small>				X			Advice provided to all businesses identified.							X	March 2007	FW
Monitor compliance of local accommodation providers with advertised hotel/guest house ratings. <b>Partners:</b> SCOTSS, accommodation rating agencies. <small>[NEW]</small>			X	X			10 premises monitored and appropriate follow-up action taken.	X	X		X	X	X		February 2007	LD
<b>HEALTH AND SOCIAL CARE</b>																
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). <b>Partners:</b> Glasgow Scientific Services, SEERAD.		X			X	X	Submit 60 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X	X	March 2007	IF/DW
2. Nickel in children's jewellery (maximum levels of nickel – anti-allergy). <b>Partner:</b> SCOTSS, Glasgow Scientific Services. <small>[NEW]</small>			X		X		Submit 6 samples for testing and take appropriate follow-up action.		X	X				X	March 2007	LD
Assess feasibility of promoting emergency information scheme to older adults. <b>Partners:</b> NHS Greater Glasgow & Clyde, Renfrewshire Seniors Forum. <small>[NEW]</small>			X		X		Feasibility assessed.	X			X	X	X		February 2007	NW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T			
Monitor local retailers of tobacco products for compliance with relevant Trading Standards legislation. <b>Partner:</b> Her Majesty's Revenue and Customs.			X		X	X	20 retailers monitored and appropriate follow-up action taken.		X	X				X		March 2007	PB
<b>HOUSING, NEIGHBOURHOODS AND COMMUNITY SAFETY</b>																	
Carry out six 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. Electrical Christmas Decorations (safety). <b>Partners:</b> SCOTSS, Glasgow Scientific Services. <small>[NEW]</small>			X		X	X	Submit 4 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X			December 2006	PB
2. Oil Lamps (safety). <b>Partners:</b> SCOTSS, Glasgow Scientific Services.			X		X	X	Submit 4 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X			March 2007	PB
3. Novelty gas cigarette lighters (safety). <b>Partners:</b> SCOTSS, Glasgow Scientific Services.			X			X	Submit 4 samples for testing and take appropriate follow-up action.	X	X	X	X	X	x			March 2007	PB
4. Toys for children under 3 years of age (safety). <b>Partners:</b> SCOTSS, Glasgow Scientific Services.			X			X	Submit 4 samples for testing and take appropriate follow-up action.	X	X	X	X	X	X			November 2006	PB
5. Clothing (safety). <b>Partners:</b> 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		October 2007	NG
6. Hazardous chemicals (safety). <b>Partners:</b> SCOTSS, Glasgow Scientific Services.		X	X		X	X	Submit 12 samples for testing and take appropriate follow-up action.	X	X	X	X		X			January 2007	PB
Investigate means of improving the child safety knowledge of parents of young children by distributing an educational video package: "Buy Wise, Be Safe". <b>Partners:</b> NHS Greater Glasgow & Clyde, SWERCOTS.	X		X			X	Identify appropriate method of distribution.		X	X				X		March 2007	NW
Promote fireworks safety. <b>Partners:</b> Other departments, DTI, Police, Strathclyde Fire and Rescue, SSPCA.			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.	X	X	X	X			X		November 2006	DW/NW

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Promote Christmas safety issues through Christmas Cracker initiative. <b>Partners:</b> Police, Media, Local businesses, Environmental Services Department.			X		X	X	10 days promotional activity at major retailing centres. Publish Christmas safety advice leaflet.	X	X	X	X	X	X		December 2006	NW/SR
Initiate an education programme at nurseries, to alert parents to the wide range of safety concerns applicable to young children. <b>Partners:</b> Education Department, private nurseries, community nurseries, NHS Greater Glasgow & Clyde.	X		X		X	X	Make contact with all identified nurseries.		X	X			X		March 2007	NW
Distribute choke hazard testers, bath thermometers and associated educational material as a means of improving the child safety knowledge of parents of young children <b>Partners:</b> NHS Greater Glasgow & Clyde, Kidrapt.	X		X		X	X	Pilot project with NHS Greater Glasgow & Clyde undertaken and assessed.	X	X	X	X	X	X		March 2007	NW
Promote safety of electric blankets through free safety-checks for the elderly and disabled. <b>Partners:</b> SCOTSS, Glasgow Scientific Services, Renfrewshire Seniors Forum, Renfrewshire Disability Resource Centre, housing associations, libraries.			X			X	Provide 50 safety-checks.	X			X		X		May 2006	NG
Promote safety of Christmas tree lights through free safety checks <b>Partners:</b> Education and Leisure Department, NHS Greater Glasgow & Clyde, schools, media.			X			X	Advertise checks widely. Respond to all requests for checks up to a maximum of 60.		X	X			X		December 2006	LD
Contact sheltered housing agencies to offer our services to their residents, including safety checks on their existing electrical appliances. <b>Partners:</b> Housing Associations, Other departments.	X		X		X	X	3 agencies contacted. 30 checks conducted.	X			X		X		March 2007	IF
Carry out visual examination of second-hand electrical equipment, coupled with educating businesses on what goods are not safe to supply. <b>Partner:</b> Environmental Services Department.			X	X		X	Visit 20 premises supplying second-hand electrical goods.		X	X		X	X	X	March 2007	IF

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Expand early warning ring-round alert system to notify relevant agencies that bogus workmen are operating in the area. <b>Partners:</b> Police, Housing & Property Services Department, Social Work Department, banks, Renfrewshire Seniors Forum, voluntary agencies.	X		X		X	X	2 new agencies added to system.	X			X		X		March 2007	SR
Carry out project in which young people under the legal age will attempt to purchase age restricted products. <b>Partner:</b> Young Scot, Police, British Transport Police. [NEW]	X		X	X	X	X	6 test purchases attempted.		X	X					November 2006	IF/VMcG
Attend Home Safety Scotland (HSS) meetings to facilitate joint working and implementation of best practice. <b>Partners:</b> Other local authorities.	X		X		X	X	3 meetings attended.	X	X	X	X	X	X	X	March 2007	NW
Further develop three-year rolling programme of visits to primary schools highlighting hazards in the home and garden. <b>Partners:</b> Education Department, primary schools, other educational establishments, Nottingham City Council.			X		X	X	18 visits completed.		X	X	X	X	X		March 2007	SR
Deliver a programme of interactive home safety training for secondary school pupils. <b>Partners:</b> Strathclyde Fire and Rescue, University of Paisley.	X					X	Programme delivered to 40 groups of pupils.		X						March 2007	NW/SR
Expand distribution of height-charts for children promoting home safety which carry a description of our services and contact details. <b>Partners:</b> Education Department, primary schools, nursery schools.	X		X			X	Chart distributed to 18 primary schools. Chart distributed to all children's nurseries requesting it.			X	X		X		March 2007	NW
Produce and distribute internal and external door stickers for older adults to assist them to resist the unwanted attention of doorstep salespersons. <b>Partners:</b> Chief Executive's Department, Renfrewshire Seniors Forum. [NEW]			X		X	X	Provide stickers to all who request them. Include stickers in older adults' information packs.	X			X		X	X	March 2007	VMcG
Produce advertising and distribute older adults information pack. <b>Partners:</b> Chief Executive's Department, Renfrewshire Seniors Forum. [NEW]		X	X		X	X	Advertise pack through senior citizens voucher scheme. Respond to all requests for pack.	X			X		X		June 2006	VMcG

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	M	D	S	L	H	C		E	Y	C	D	M	W	T		
Participate in Child Safety Week to promote safety awareness in parents of young children. <b>Partner:</b> Child Accident Prevention Trust. [NEW]			X		X	X	Issue press release. 2 days promotional activity.	X	X	X	X	X	X		June 2006	LD
Produce publicity materials in-house to raise awareness of consumer safety issues among vulnerable groups. [NEW]	X	X	X		X	X	Publicity materials produced.	X	X	X	X	X	X		December 2006	VMcG
Carry out programme of attempted test purchases of fireworks outside permitted time periods. [NEW]			X			X	8 test purchases attempted and appropriate follow-up action taken.	X	X	X	X	X	X	X	March 2007	MGP
Undertake safety checks on used cars offered for sale in Renfrewshire.			X			X	Safety checks undertaken at 4 premises and appropriate follow-up action taken.	X	X	X	X	X	X		December 2006	DW