

**NORTH LANARKSHIRE COUNCIL
REPORT**

To: PLANNING & ENVIRONMENT (PROTECTIVE SERVICES) SUB-COMMITTEE		Subject: NATIONAL PERFORMANCE FRAMEWORK RETURN FOR TRADING STANDARDS FOR 2004 / 05
From: DIRECTOR OF PLANNING AND ENVIRONMENT		
Date: 9 th AUGUST 2005	Ref:	

1.0 Introduction

- 1.1 1.1 This report provides information to the sub-committee about the Department of Trade & Industry (DTI) National Performance Framework Performance Measure and Information Return for the Trading Standards Service for 2004/ 05.

2.0 Background

- 2.1 2.1 Members will be aware that the DTI has developed a National Performance Framework (NPF) for local authority trading standards services. The aims of the NPF are to:
- Set out priorities and standards for the service;
 - Provide guidance on the content of a Trading Standards service delivery plan;
 - Raise the profile of Trading Standards within the local authority and for consumers and business;
 - Recognise the role of Trading Standards in developing local economies;
 - Ensure all Trading Standards services are working to the same core objectives;
 - Require Trading Standards services to provide baseline data to the DTI.
- 2.2 The National Performance Framework has four main elements:
- Service Delivery Plan – approved by the Sub-Committee in February this year.
 - National Standards – to indicate what Trading Standards should aim for as a basis to deliver priorities
 - Performance Measures and Information Return – to provide a method of comparing performance of services in key areas
 - Peer Review – to provide an annual self-assessment by services followed by the production of a self-improvement plan. This is being introduced on a phased basis with North Lanarkshire Council included in 2006/07.

3.0 Considerations

- 3.1 North Lanarkshire Council is a Local Weights & Measures Authority for the purposes of the Weights & Measures Act 1985. Section 70 of that Act requires the Council to submit an annual statutory report to the Secretary of State for Trade & Industry on the operation of the Act in the Authority's area. Earlier this year the DTI gave a Direction that the NPF Performance Measure and Information Return would fulfil the requirements of the report required under Section 70 of the Act.
- 3.2 The Institute of Public Finance collects the NPF Performance Measure and Information Return on behalf of the DTI, and this return also forms part of the wider CIPFA Trading Standards Statistics.
- 3.3 Performance Measures 1 and 2 measure customer satisfaction and are based on surveys of consumers and businesses that have come into contact with the trading standards service through the year. The results are shown in the appendix to this report and indicate a high number of respondents who were either very or fairly satisfied with how they were dealt with.

- 3.4 Performance Measure 3 is intended to measure the compliance of businesses and effectiveness of enforcement activity. 95% of high-risk businesses were inspected during the year with 60% of them found to be compliant on first inspection and a further 21% brought to a state of compliance by the end of the year. 55% of medium risk businesses were inspected with 61% found to be compliant on first visit with a further 33% brought to a state of compliance by the year-end.
- 3.5 Performance Measure 4 is aimed at measuring the development and training of staff to ensure they have the skills required to deliver the service. 88% of staff employed directly on service provision undertook some professional development during the year with the average time per officer spent on training amounting to 37 hours. The Trading Standards Institute has recently launched a Personal and Professional Development Scheme and the DTI have stated that they will amend this measure once the scheme has been implemented.
- 3.6 The Information Return provides a measure of compliance with Fair Trading and Safety legislation. Further information is also provided on the compliance of weighing and measuring equipment in use for trade and metrological compliance in transactions in North Lanarkshire. This is the first occasion that the Council has provided information in this format so it has not been possible to compare with previous years.
- 4.0 Corporate Considerations**
- 4.1 The recommendations are consistent with Council policy and there are no personnel, legal or financial implications in the report.
- 5.0 Recommendations**
- 5.1 The Sub Committee are asked to agree the NPF Performance Measure Return in compliance with the Council's statutory duty under Section 70 of the Weights & Measures Act 1985 and to otherwise note the contents of the report.

C. Morgan

DP **David M. Porch**
DIRECTOR OF PLANNING AND ENVIRONMENT

^

For further information please contact David Roderick, Trading Standards Manager on 01236 616415.

**National Performance Framework
TRADING STANDARDS PERFORMANCE MEASURES FOR 2004-05**

PERFORMANCE MEASURE 1: INFORMED CONFIDENT CONSUMERS

1. How satisfied were you with our overall level of service?

Very satisfied	220
Fairly satisfied	81
Fairly dissatisfied	17
Very dissatisfied	7
Don't know	9

2. Did we give you information / advice that was easy to understand?

Very easy	206
Fairly easy	107
Fairly difficult	8
Very difficult	3
Don't know	9

3. How informative did you find our staff?

Very good	248
Fairly good	67
Fairly poor	6
Very poor	3
Don't know	13

4. Did we treat you fairly at all times?

Yes	312
No	13
Don't know	13

5. Were our officers courteous and polite at all times?

Yes	329
No	7
Don't know	3

6. Were you aware of the Trading Standards Service before you had this contact with us?

Yes	214
No	121
Don't know	5

7. How easy was it to make initial (your first) contact with us?

Very easy	219
Fairly easy	92
Fairly difficult	12
Very difficult	2

8. Did you know it is possible to complain about Council services, including Trading Standards, through our service complaints procedure?

Yes	87
No	234
Don't know	17

PERFORMANCE MEASURE 2: INFORMED SUCCESSFUL BUSINESS

1. How satisfied were you with our overall level of service?

Very satisfied	88
Fairly satisfied	58
Fairly dissatisfied	4
Very dissatisfied	0
Don't know	3

2. Did we give you information / advice that was easy to understand?

Very easy	86
Fairly easy	61
Fairly difficult	0
Very difficult	0
Don't know	4

3. How informative did you find our staff?

Very good	92
Fairly good	54
Fairly poor	2
Very poor	1
Don't know	3

4. Did we treat you fairly at all times?

Yes	144
No	3
Don't know	6

5. Were our officers courteous and polite at all times?

Yes	148
No	1
Don't know	4

6. How easy was it to make initial contact with us?

Very easy	68
Fairly easy	60
Fairly difficult	3
Very difficult	1

7. Did you know it is possible to complain about Council services, including Trading Standards, through our service complaints procedure?

Yes	85
No	54
Don't know	8

8. If we said that your business was not meeting its legal requirements:

a) Did we make it clear to you what you needed to do to meet the legal requirements?

Yes	100
No	1
Don't know	8

b) Was our response to this problem fair / reasonable?

Yes	99
No	1
Don't know	8

9. If we have been in touch with your business on more than one occasion, have you been treated consistently on different occasions?

Yes	87
No	13
Don't know	15

10. Were you aware of the Trading Standards Service before you had this contact with us?

Yes	130
No	13
Don't know	5

PERFORMANCE MEASURE 3: FAIR & SAFE TRADING ENVIRONMENT

This intends to measure the compliance and effectiveness of enforcement activity. The measure is a combination of:

- % of business contacted within the year (high and medium risk)
- % improvement in the level of business compliance
- % of total business contacted which were found to be compliant.

While the table is split into two different areas, inspection and other enforcement activity, we are proposing to measure performance by combining the results from the two tables.

3.1 Compliance Tables

a) Inspection

Risk Level	No. of businesses assessed as high or medium risk (a)	No. of businesses inspected within year (b)	No. of businesses found to be compliant on first inspection (c)	No. of businesses brought to a state of compliance by the end of the year (d)	Total number of businesses compliant (c+d)
High	70	66	39	14	53
Medium	1042	572	349	192	541
Low		416	249	103	352

b) Other Enforcement Activities

Risk Level	No. of businesses assessed as high or medium risk (a)	No. of businesses contacted within year (b)	No. of businesses found to be compliant on first contact (c)	No. of businesses brought to a state of compliance by the end of the year (d)	Total number of businesses compliant (c+d)
High	**	**	**	**	**
Medium	**	**	**	**	**
Low		**	**	**	**

PERFORMANCE MEASURE 4: EFFICIENT, EFFECTIVE, AND IMPROVING TRADING STANDARDS SERVICE

For staff employed directly on service provision

Percentage of staff who undertook some TS professional development in the last year %

Average number of hours of training per officer on professional development No. (during 2004-05)

For all staff

Percentage of staff who undertook other skills training in the last year %

Average number of hours per officer spent on other skills training No. (during 2004-05)

CONTEXTUAL INFORMATION RETURN (IR)

1.1 Measuring compliance with fair trading and safety

Number of inspections or other enforcement activities carried out within the year for each category where non-compliance was noted

Fair Trading

Trade Descriptions	19
Pricing	145
Credit	3
Other	174
Total	341

Safety

Product Safety	97
Underage Sales	
Other	70
Total	167

1.2 Measuring compliance of weighing and measuring equipment

Category of equipment	Actual or estimated no. of pieces of equipment	No. of individual pieces of equipment inspected	No. of pieces of equipment found incorrect and 28 day notice issued	No. of pieces of equipment found incorrect and verification mark removed	No. of pieces of equipment related to prosecutions or cautions
A	560	374	0	0	0
B	36	30	3	0	0
C		334	14	0	0
D		3	1	1	0
E		0	0	0	0
F		17	0	0	0
G		2	0	0	0
H		380	0	2	0
Other		1415	28	0	0

The category is represented by each letter code as defined in the guidance.

The table lists categories of equipment:

A	Liquid fuel measuring instruments
B	Weighbridges and scales over 5000kg
C	Non-automatic weighing machines £ 30kg
D	Non automatic weighing machines > 30kg £ 5000kg
E	Automatic weighing machines all types
F	Weights
G	Length measures
H	Intoxicating Liquor Measuring Instruments
Other	List on return only if 1 or more failed: other categories may include: water meters, liquid petroleum gas meters, bulk fuel meters, sand and ballast measures, simple capacity vessels etc. There may be some aspect of double counting as some equipment that is initially subject to a 28 day notice may later have the verification mark removed. The numbers concerned will not affect the national picture.

1.2 Measuring metrological compliance in transactions

Type of business	No. of businesses liable to inspection	No. of businesses visited	Total no. of businesses compliant
Packaging plants	15	15	15
Importers of packaged goods			
Business selling bulk products by weight / volume	41	35	33
Retail outlets	172	158	158