

**NORTH LANARKSHIRE COUNCIL  
REPORT**

<p>To: ENVIRONMENTAL SERVICES COMMITTEE</p> <hr/> <p>From: DIRECTOR OF ENVIRONMENTAL SERVICES</p> <hr/> <p>Date: 05 January 1998</p> <hr/> <p>Ref: PF/SP</p>	<p>Subject: NATIONAL CONSUMER WEEK 24-28 NOVEMBER - UPDATE</p>
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**PROPOSED DECISION:**

The Committee is asked to note the contents of this report and allow a resumé of the community response to be passed to the Consumer Affairs Minister.

**REPORT**

The Committee will remember authorising the 'Speak Your Mind' campaign for National Consumer Week. Over one hundred responses were received into the Consumer and Money Advice Centres and the main areas of consumer concern, expressed by the people of North Lanarkshire were:-

1. Lack of consumer education via local press and by leaflet.
2. That vehicle registration documents should indicate at least three/four previous owners, with odometer reading a mandatory addition.
3. That all vehicular "insurance write-off's" be scrapped.
4. That the small claims court monetary limit be increased from the current £750 (it is £3,000 in England and Wales).
5. More independent experts be available for testing and evaluation of goods and services subject to consumer complaint.
6. That Used Car Salesmen should require a form of qualification and official registration.

All of the above are already the subject of national debate and cognisance of these, and other consumer concerns, will be taken in the service plan, currently under review, of the Department's Environmental Education and Consumer Advice Unit.

**RECOMMENDATIONS**

To note the report.

*M. Kenny L. Hutton*