

The Trading Standards Service in the Community

The London Borough of Southwark is located in South London. The Borough is divided into 21 wards. According to the Index of Multiple Deprivation 2000 Southwark is the ninth most deprived borough in the country and the fifth most deprived in London while 15 of Southwark's wards come within the most deprived 10% of wards in the country. Comprehensive regeneration programmes are in place in some of these wards. Examples include Elephant Links, the Aylesbury Estate and parts of Peckham and Camberwell. There is also significant redevelopment work taking place in the North of the borough around Surrey Quays and Canada Water.

There is a disparity of wealth across the borough from the leafy South through the deprived central belt of Peckham and Camberwell to the vibrant tourist hotspot at Bankside. The retail sector is also quite diverse. There are a number of small traders, such as pound shops, second hand shops, and electrical goods providers. Of concern to consumer advisers there are also a number of small traders who squat in premises for a period of time then move on leaving the consumer with no course of redress. Southwark has two key shopping centre areas – Elephant & Castle and Surrey Quays. Both are located in huge regeneration areas, which should see improvement in the economic and financial circumstances for residents. Southwark also has a number of market areas, the main ones being located at East Street, Borough Market, Elephant & Castle and Caledonian Market.

Southwark also has excellent public transport routes – bus, rail and tube access. At the other end of the spectrum the north of the Borough is attracts tourists from all over the world who come to visit world renowned sites such as the Globe Theatre, the Tate Modern, Southwark Cathedral and Borough Market. This means that consumer issues can come from shoppers who live within the Borough, outside the Borough and world-wide.

The context in which the service operates:

Current Population 235,819 (data from National Strategy for Neighbourhood Renewal 2001)
60% of people claim one or more means-tested benefit
42% of children live in non-earning households
Southwark has an unemployment rate of 9.6% (twice the London average)
44% of housing stock is owned by the Council.
There are 8,000 businesses for which we have regulatory responsibility
30/50,000 daily daytime workers who consume within Southwark
3-4 million tourists each year visiting Southbank attractions and consuming in Southwark

While maintaining a traditional enforcement role the service has shifted its focus in recent years to a more customer focused, partnership approach, with a concentration on local, cleaner, greener envirocrime issues.

Following the local elections in May 2002, there was a change in administration from Labour to Liberal-Democrats. A key element in their manifesto was Anti-Poverty, which is now being adopted as the main objective to underpin all their works in the next 4 years.

Core Responsibilities of the Trading Standards Service

The Core Responsibilities Form below indicates all the areas covered by the Trading Standards Service. The legislation we enforce is detailed in Appendix 1.

CORE RESPONSIBILITIES OF THE TRADING STANDARDS SERVICE

Information as of 1 April 2003

Name of Authority	London Borough of Southwark
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Status of Plan	Date
<ul style="list-style-type: none"> Approved by Members 	

Enforcement Responsibility	Description	Is this in your remit?
Weights and Measures	Work relating to the accuracy of weighing and measuring equipment in use for official purposes and ensuring quantity of goods is within tolerance. Verification services.	Y
	<ul style="list-style-type: none"> Does your authority maintain local standards? (Ref: Section 4 Weights and Measures Act 1985) 	N
	<ul style="list-style-type: none"> Does your service hold Approved Body status? (Relates to the Non Automatic Weighing Instruments Directive and linked UK Regulations) 	Y
Fair Trading	Includes claims about prices, quality or description of goods and services.	Y
Product Safety	Includes monitoring goods supplied to consumers and checking that they are safe and correctly labelled.	Y
Food Standards	Includes ensuring food is correctly described and labelled throughout the supply chain, and that applicable compositional standards are met.	N (Environmental Health)
	<ul style="list-style-type: none"> Is the above function shared with environmental health? 	
Consumer Credit	Includes monitoring licensing regime, ensuring transactions, documentation and adverts comply.	Y
Animal Health and Welfare	Includes movement licences, monitoring welfare during transport and at markets	Contracted out to Corporation of London
Agricultural Standards	Includes ensuring fertilisers and animal feeding stuffs are of correct composition and labelled.	Y
Age Restricted Sales	Ensuring certain products are not supplied to children, for example tobacco, videos, butane lighter fuel, fireworks.	Y

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Road Traffic	Includes supply of unroadworthy vehicles, overloaded goods vehicles, weight restriction areas.	Y
Explosives	Ensuring fireworks and other explosives are safely stored on registered premises.	Y
Petroleum	Ensuring petroleum is safely stored on licensed premises.	N
Environmental Legislation	Includes energy labelling, packaging disposal and motor fuel pollutants.	Y
Licensing	List the main duties only	
	Carried out by Licensing Unit	

Additional Functions. List any additional main duties which fall to your service

No additional functions fall to the unit

Specialist Services. (include services such as calibration services, public analyst and product testing, note any partners)

No specialist service carried out.

Partners

Advice Responsibility	Definition		Is this in your remit?
Are you part of a Consumer Support Network?			Y
Business Advice	Provision of advice to business through means other than inspection and home authority.		Y
Consumer Advice	Provision of advice and information to consumers.		Y
Indicate the level of consumer advice you provide. (In terms of the Community Legal Services Quality Mark definitions)			
Client Level	Local tax payers	Contract in area	No local connection
Information	Y	Y	Y
Assisted information	Y	Y	N
General Help	Y	Y	N
General help plus case work	Y	Y	N

Information: The advice service must typically be able to supply information such as leaflets and other reference material relevant to trading standards

Assisted information: As well as offering information such as leaflets and other reference material, the service will also provide someone to help find the information needed or to help decide on the most appropriate source of help

General Help: The advice service must typically be able to offer information and advice to consumers to help resolve the problem. The service will diagnose the problem, explain the options, be available to rectify the problem, identify further action and give basic assistance such as assisting in form filling, letter writing and by contacting other organisations for further information.

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

General help plus case work: As above but will take action on behalf of the consumer and puts their case to the other party in order to persuade them to make or change a decision in favour of the consumer. This might include negotiating by telephone, by letter or face-to-face. The service may provide advocacy in formal proceedings such as the Small Claims Procedure

Your council/business tax payers: Residents, local businesses and organisations based in the area

Contracts arising in your area: Complainant/enquirer may not be based in the area, but the goods or services causing concern were obtained in the area

No Local connection : Advice is given regardless of origin

Community and Corporate Objectives

Our Mission Statement

We are committed to improving the quality of life and environment for the people who live, visit and work in Southwark. This is reflected in our mission:

'to enhance and protect the health, safety, economic welfare and environment for people and stakeholders in Southwark'

Our Key Aims

- Protect the safety of the local community
- Work in partnership with the community to enhance its health
- Protect the local environment
- Minimise the impact of regeneration on the built environment and transport infrastructure
- Protect the local economy through providing a fair and equitable trading environment by working in partnership with honest business to ensure their success
- Provide accessible, responsive and effective customer-care by providing timely services that customers want
- Deliver effective, efficient, economic and continuously improving services.

Community Objectives

The Council's Key Strategies are:

The Community Strategy

The Crime and Disorder Reduction Strategy

The Neighbourhood Renewal Strategy

Our aims fit into the council's strategies as follows:

The Community Strategy

The main elements of the Council's Community Strategy which we contribute to are;

- **Creating stable and inclusive communities** – with an emphasis on improving access to our services, providing information in community languages, and reassessing priorities to ensure that the needs of vulnerable groups and deprived areas are addressed in a joined-up way. Our membership of the Consumer Support Network will provide a valuable platform for ensuring that members of the community have equal access to the provision of consumer and money advice.

- **Creating a safe place to live and work** – taking the initiative in protecting residents and visitors alike, and in advising businesses about their responsibilities, encouraging self-regulation where feasible. We contribute to the Safer Southwark Partnership by attending meetings of the Serious and Violent Crime Sub-Group and the Crime Hotspots Sub Group. The action plans for these working groups include targets on reducing alcohol related crime, dealing with street crime such as sale of counterfeit goods on the street and the availability of knives and other weapons to young people.
- **Providing better education for all** – Working together with the Healthy Schools Partnership, with Health First, the police and other organisations to deliver sessions to school children on issues relating to PHSE and Citizenship. The Junior Citizen programme is once again on the agenda, we deliver sessions and workshops to kids on the issues of underage sales. We plan to carry out outreach sessions providing civil and money advice in order to reach members of the public who have difficulty in accessing our services.
- **Creating a thriving and sustainable economy** – being responsive to the needs of business in terms of physical environment, the advice given and demands made, and the efficiency with which information is provided and service requests met. Working in partnership with honest businesses to ensure their success. We have set up a car sales and servicing registration scheme and are setting up a register of approved trades people such as builders and plumbers. As part of our Best Value Objectives we have developed a comprehensive enforcement policy. We will follow this up with a customer charter which we will ask our stakeholders to consult on. We hope to develop a more proactive approach to business advice and education.
- **Creating a healthy and caring borough** – through effective and targeted provision of the full range of regulatory and educational services and promotion of the 'Tobacconists Good Practice Award' and the 'Seatwise' initiatives. By doing this we aim to reduce the incidence of sales of proscribed goods to children and increase the safety of children carried in cars.

The Crime and Disorder Reduction Strategy

The main elements of the Council's Crime and Disorder Reduction Strategy which we contribute to are;

- Crime hotspots
This area of work reflects concerns about street crime
- Young people and crime
- Serious violent crime
This reflects increasing concerns about gun crime and public order issues

National Performance Framework for Trading Standards Service Service Delivery Plan 2003/2004

- **Neighbourhoods**
This adopts the neighbourhood renewal approach based on improving mainstream services within identified area, there is an overlap of boundaries with hotspots. Environmental Service Street Action Teams have been piloted in Bankside, East Camberwell and Aylesbury/Burgess Park. These multi-agency teams aim to address environmental crime in a comprehensive way using a problem solving approach. Key outcomes are reductions in crime, anti-social behaviour and the fear of crime.

Trading Standards involvement in the workplan for this strategy concentrates around the following issues:

Underage sales in particular fireworks, knives and alcohol. We are looking at the issues of graffiti and access to spray paints and graffiti tools. Street sales of counterfeit products and duty free cigarettes are key issues we are dealing with in partnership with the police and customs and excise. We have worked with the markets division to develop a joint approach to removing abandoned cars and discouraging the sale of cars on the highway.

We attend meetings of the hotspots, serious and violent crime and drugs and alcohol teams and input to the work plans for each group. We are developing a working relationship with the hotspots teams, street action teams and neighbourhood wardens, including training wardens in the key issues for Trading Standards enforcement.

We are involved in the Junior Citizen Scheme and are looking to become more involved in schools on drugs and citizenship education programmes particularly with regard to debt advice and consumer rights.

The Neighbourhood Renewal Strategy

The Neighbourhood Renewal Strategy produced by the Southwark Alliance, sets out the main actions that will be taken across Southwark in 2000-2004 to address poverty and social exclusion within the most deprived neighbourhoods in the borough.

We will contribute to the Council's Neighbourhood Renewal by targeting our activities within the identified priority neighbourhoods. Again working with hot spot teams and street action teams and developing education programmes for schools in particular with regard to civil and money advice and education.

Corporate Objectives

We were inspected by the Best Value inspection team in October 2002 and achieved recognition as a 'good service' by the Audit Commission. We will continue to work towards the objectives of the Best Value Review Implementation Plan. These are:

- To be a customer focused and accessible service, responsive to the needs of businesses, consumers and citizens, and characterised by integrated and joined up working between the different professions and functions which make up the service. To facilitate this and following the recommendations of the Review the Trading Standards Service merged

National Performance Framework for Trading Standards Service Service Delivery Plan 2003/2004

with the Consumer and Money Advice Service. This year we will continue work towards joining up the two services including using a single database, carrying out joint inspections and projects and developing education and outreach work. Staff from the CMAC have been registered onto the TS qualification APEL programme. TS staff will undergo comprehensive civil advice training. The Consumer Support Network and Community Legal Service Quality Mark both support this aim and supply a framework within which we can continue improve the new comprehensive service. We will also work jointly with LOTSA to develop 'Consumer Direct' which will provide for a national system for the provision of consumer advice.

- To be a customer focused and accessible service, responsive to the needs of businesses, consumers and citizens, and characterised by seamless service at point of delivery.

We will do this by:

Integrating the CMAC into the processes of the Business Unit including sending customer satisfaction questionnaires responding to the replies and evaluating the results.

Benchmarking the service against the Tri Nation good Practice Guides particularly with regard to increasing accessibility and reaching non-users of the service.

Developing a close working relationship with the street wardens, street action teams, hot spot teams and priority areas.

- To be a customer focused and accessible service, responsive to the needs of businesses, consumers and citizens, and characterised by targeted use of new technology. Integrate CMAC onto our Management Information System itecs to provide us with a more accurate history of Southwark's trading environment. This will enable us to map enquiries and contraventions and, using the data provided, refocus our services on minority community needs.
- To provide a balance of proactive and reactive functions that deploys resources cost effectively. Join up investigation and advice on civil and criminal issues. Continue to be a key partner in the Consumer Support Network aimed at providing consistent advice to our clients and develop joined up working with other advice agencies. Work with other regulatory bodies both within the department (Licensing, food etc.) and external agencies (police, customs and excise).
- To achieve cost efficiency savings for the year. Further integration of TS and CMAC and reorganisation at an operational level will streamline the service and provide for savings and other benefits.
- To be in the top 25% of London Boroughs for those performance indicators where information is collected as part of the National Best Value indicators or as Local Best Value Indicators. Benchmark against other authorities using the Tri-Nations Good Practice Guides. This will allow us to identify areas of weakness and work towards improvement.

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 1 – Stage3

Aims, Objectives and Strategic Thinking

How the Trading Standards Services Key Aims and Objectives are determined and how they add value to the local authorities wider aims

TS Key Aims and Objectives	Timescale	Determined by
Compliance work through Primary Inspection of High, Medium and Low risk premises H-24, M-2595, L-2024 (New Risk Assessment Programme to be set up)	2003-2004	National Priorities Best Value
Compliance work through Appropriate Enforcement Activity See AEA/Sampling Plans which covers all test purchasing, sampling and other forms of inspection activity.	2003-2004	Authority Objectives National Priorities Local Priorities Best Value
Dealing with requests for service in the areas of: Criminal Civil Debt Advice Metrological Tests	2003-2004	Authority Objectives National Priorities Local Priorities Best Value
Increase the level of monies maximised and refunded for Southwark residents	2003-2004	National Priorities Local Priorities
Partnership and joined up working. Including the Home Authority relationship.	2003-2006	National Priorities Local Priorities
Development of Consumer Support Network	2003-2004	National Priorities Best Value
Maintenance of Community Legal Service Quality Mark	2003-2004	National Priorities Best Value
Provision of Consumer and Business Education and Advice including Junior Citizen and other Citizenship programmes.	2003-2004	Authority Objectives National Priorities Local Priorities Best Value
Carry out a programme of activity to regulate the sale of proscribed goods to underage persons - <i>tobacco, alcohol, knives, weapons, fireworks, solvents, videos, spray paints.</i>	2003-2005	Authority Objectives National Priorities Local Priorities Best Value
Good Trader Awards and Trader Registration Schemes <i>Tobacconist Award Scheme for underage sales Award Scheme extended to other proscribed goods Car sales and Servicing Registration Scheme Builders and similar Tradespeople Register 'Seatwise' scheme for safer car child seat fitting</i>	2003-2006	Authority Objectives National Priorities Local Priorities Best Value
Development of the service including strategies for integrating processes within TS and CMAC, ensuring staff are aware of developments in the law, increasing the accessibility of the service, developing the training strategy for staff, measuring customer satisfaction and dealing with areas of weakness.	2003-2006	Authority Objectives National Priorities Local Priorities Best Value
Joint Operational Projects including South East London (SELOTSA) and London (LOTSA) (See separate Plans)	2003-2004	Authority Objectives Local Priorities Best Value
Benchmarking (Working towards Nationally accepted Good Practice Guides)	2003-2004	Authority Objectives National Priorities Local Priorities Best Value

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Member Approval

Plan/Policy	Member Approval
National Performance Framework for Trading Standards – Service Delivery Plan	
Children and Young Persons (Protection from Tobacco) Act 1991 Consideration of a programme of activity to enforce the provisions of the legislations.	

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 1 - Stage 4

Local Structure and Resources

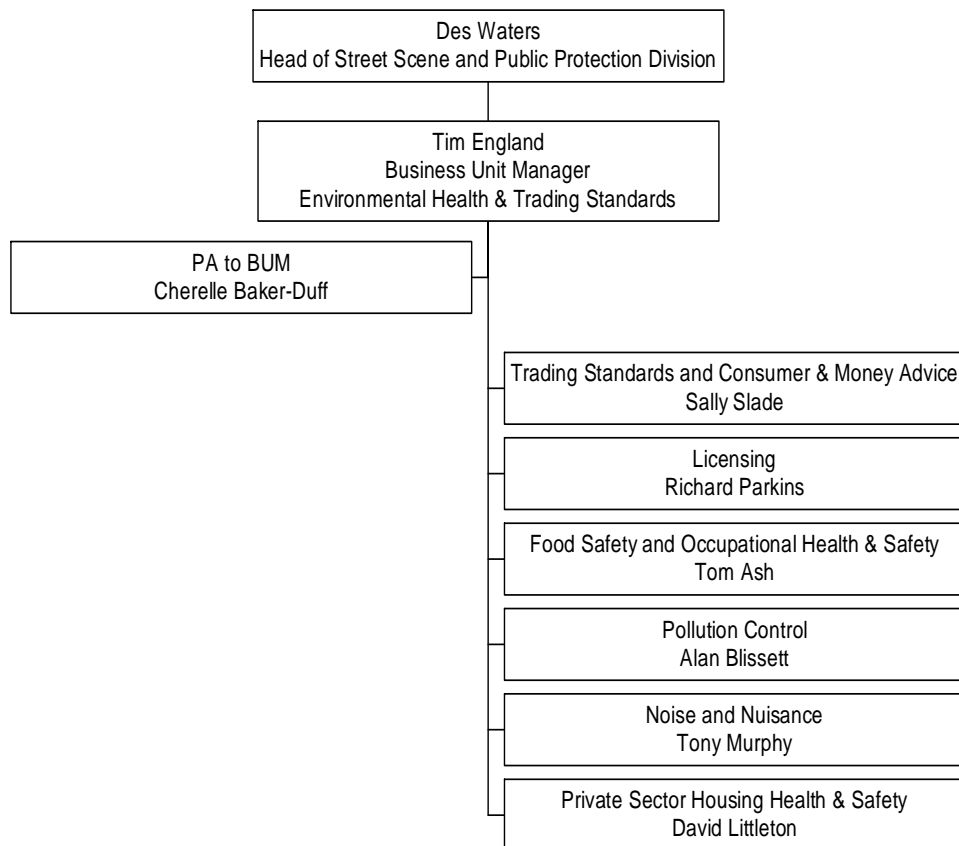
Local Authority Organisation, accountability and wider links.

Structure of Council Services

Structure of Environmental Health & Trading Standards Business Unit

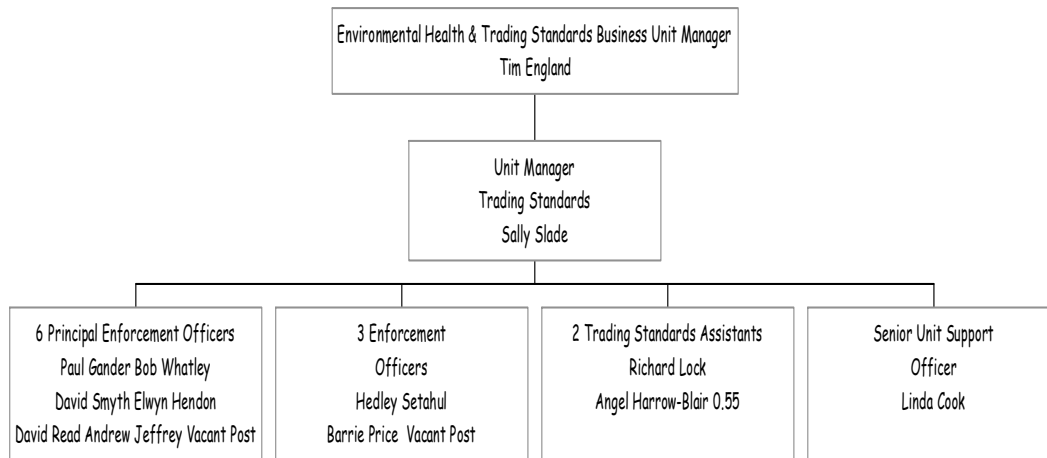
(part of the Street Scene and Public Protection Division of the
Environment & Leisure Department)

Environmental Health & Trading Standards Business Unit



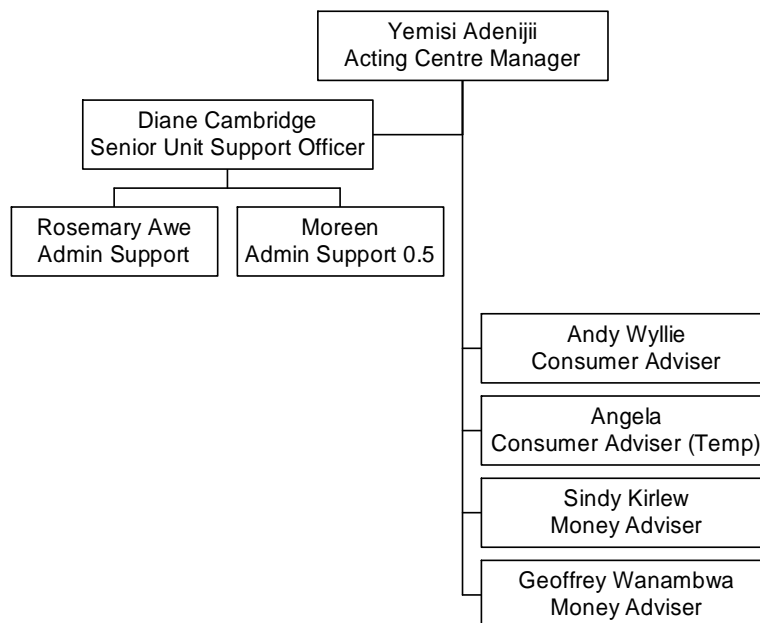
National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

**Trading Standards Service - organisational chart 2003 / 2004
(Pending Reorganisation)**



**Consumer & Money Advice Centre - organisational chart 2003 /
2004 (Pending Reorganisation)**

The Consumer and Money Advice Centre



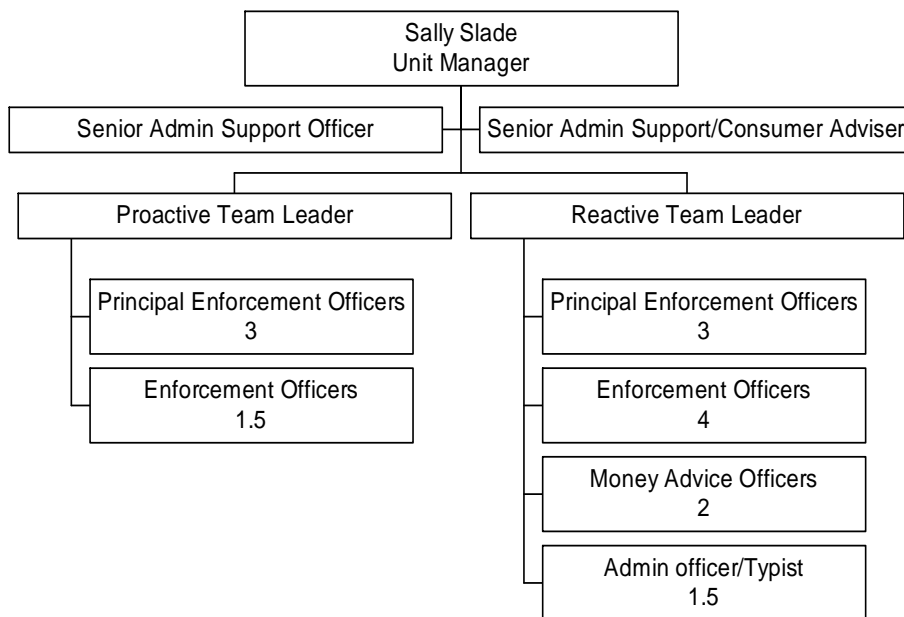
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Service Delivery Plan 2003/2004

Trading Standards Staff List (pending reorganisation)

Officer	Position	Site	Section
Sally Slade	Unit Manager	Trading Standards and CMAC	
Paul Gander	Principal Enforcement Officer	Trading Standards	Inspection Team
Dave Read	Principal Enforcement Officer	Trading Standards	Inspection Team
Elwyn Hendon	Principal Enforcement Officer	Trading Standards	Inspection Team
Dave Smyth	Principal Enforcement Officer	Trading Standards	Enquiries Team
Andy Jeffrey	Principal Enforcement Officer	Trading Standards	Enquiries Team
Bob Whatley	Principal Enforcement Officer	Trading Standards	Inspection Team
Hedley Setahul	Enforcement Officer	Trading Standards	Inspection Team
Barrie Price	Enforcement Officer	Trading Standards	Inspection Team
Angel Harrow-Blair	Assistant Enforcement Officer (0.55)	Trading Standards	Inspection Team
Richard Lock	Assistant Enforcement Officer	Trading Standards	Enquiries Team
Linda Cook	Senior Unit Support Officer	Trading Standards	
Yemisi Adeniji	Acting Centre Manager	CMAC	Civil Advice
Andy Wyllie	Enforcement Officer	CMAC	Civil Advice
Angela	Temp Consumer Adviser	CMAC	Civil Advice
Sindy Kirlaw	Money Adviser	CMAC	Money Advice
Geoffrey Wanambwa	Money Adviser	CMAC	Money Advice
Diane Cambridge	Unit Support/Adviser	CMAC	
Rosemary Awe	Unit Support Officer	CMAC	
Moreen	Unit Support Officer (0.55)		

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

**Organisation Chart for the Trading Standards Unit incorporating the Consumer and
Money Advice Service 2003-2004 (provisional)**



National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Partnerships

The service has developed partnerships with internal and external bodies in order to fulfil its functions. The main areas are as follows;

Partner	Activity
Legal Services	SLA for the provision of advice and advocacy
IT Support Services	For provision of IT services
L B Havering Trading Standards	SLA for provision of metrological services
Civica	Development of Management Information System (ITECS)
Office of Fair Trading	Consumer Credit SLA for various jointly enforced legislation SNORS, Unfair Contract terms, Fair Trading. Training
Safer Southwark Partnership Drugs Action Team Serious and Violent Crime Sub group Hotspots Sub Group	Control of underage sales of tobacco, alcohol, knives, weapons. Counterfeit goods
Home authority companies	Provide a single point for advice on enforcement matters, policy issues and education.
Southwark, Lambeth & Lewisham Health authority	Tobacco control, tobacconists good practice award
Police	Proscribed sales in particular knives, weapons Road traffic Protocol on alcohol sales Protocol on counterfeit goods Other joint criminal investigations
Customs and Excise	Joint approach to counterfeit alcohol and tobacco sales.
Southwark Consumer Support Network	Development of Consumer Support across borough CSN Action plan, provision of education and development of community involvement.
Southwark Community Legal Services Partnership	Accreditation and maintenance of CSL Quality Mark. Develop of processes, partnership with other advice agencies.
LOTSAs, SELCOG Other trading standards Departments,	Cross borough activities Referral of service requests Cross auditing for Notified Body Status Benchmarking and development of Good Practice Guides Dissemination of information
Blackfriars	Social policy Partnership
County Court	<u>Lambeth County Court Duty Advice Scheme</u>
Greenwich Trading Standards Local Business	Fit safe sit safe car baby seat scheme
Street trading section	Cross referral and joint working on cars for sale in the street and other illegal street traders
Street Wardens	Referral of information
Environmental Health	Cross referral and joint working on food sampling, business advice and home authority relationships
Elephant Enterprises	Business advice provision
Tobacco retailers	Good Practice Award scheme
Local Car dealers/car servicing companies	Good Practice Award scheme

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Licensing magistrates	Alcohol sales
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National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Membership of Business Forums/Business Partnerships

Organisation	Contact	Detail / membership
LOTSA	Sally Slade	London Chief Trading Standards Officers Also Executive Member
SOCTSO	Tim England	TS Chiefs
Consumer Support Network	Sally Slade Yemisi Adeniji	Participant in development of CSN.
Community Legal Service Local Partnership	Sally Slade Yemisi Adeniji	Participant in development of CSLP
Money Advice Association	Sindy Kirlew	Local Authority Advice agencies, Mainstream credit providers, voluntary advice agencies
South East London Chief Officers Group(SELCOG)	Sally Slade (Chair of group)	Bexley, Bromley, Greenwich, Lambeth, Lewisham
SEL Safety Group	Hedley Setahul	Bexley, Bromley, Greenwich, Lambeth, Lewisham.
SEL Fair Trading Group	Dave Smyth	Bexley, Bromley, Greenwich, Lambeth, Lewisham. Lead group for London
SEL Consumer Credit Group	Andy Jeffrey	Kent, Croydon, Bromley, Medway, Lewisham, Surrey, Hampshire, Greenwich, FISA. Lead group for London
South London Advice & Education	Yemisi Adeniji	South London TS
SEL Benchmarking Group	Sally Slade	Bexley, Bromley, Greenwich, Lewisham, Wandsworth, Merton.
London Benchmarking Group	Sally Slade	All London Boroughs
SEL Legal Process Group		Bexley, Bromley, Greenwich, Lambeth, Lewisham.
SEL Metrology Group	Paul Gander	Bexley, Bromley, Greenwich, Lambeth, Lewisham.
GAIN	Paul Gander	Government Agency Intelligence Network.

Part 1 – Stage 5

Local Authority Trading Standards Expenditure

PROFILE FORM

Name of Authority	London Borough of Southwark
Population (from the Office of National Statistics)	235,855
Area in Hectares	2,980

Local Authority Organisation

In what year will/was the Trading Standards service part of a Best Value review by your authority?	2000	
Indicate if you have received, or are working towards, any of the following:	Received	Working towards
• Charter Mark	Y	
• Investors in People	Y	
• OFT excellence award (<i>scheme to be discontinued</i>)	N	
• Beacon Status (what topic)	N	
• CLS Quality Mark	Y	
• ISO 9000	Y	
Do you use the EFQM ® model? (<i>yes or no?</i>)	Y	
Do you have a service level agreement with the Office of Fair Trading? (Yes or no?)	Y	
Others: (list below)	Brief description	
NWML Approved Body Status		

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Local Authority Expenditure

Expenditure which relates to the Consumer and Money Advice Centre has been kept separate and inserted as an appendix. At present the budgets are not joined up. Training costs and financing charges are not devolved.	Trading Standards Forecast Gross Expenditure 2002/2003	CMAC Forecast Gross Expenditure 2002/2003
EMPLOYEE COSTS Include: basic pay, overtime, employer's superannuation, employer's national insurance SSP due, pay arrears, other allowances/payments, car allowances/payments, car allowances/mileage/leases/travel expenses and fares, subsistence, pension increases and other employee costs. (4101,4201,4301,4401,5251,5253,5254, 4102)	455,900	215,420
PROPERTY COSTS (5111, 5121, 5122, 5124, 5126, 5171)	Included in financing charges	25,592
SUPPLIES AND SERVICES Include: computer equipment (purchase/rental/maintenance), furniture, equipment and other tools including protective clothing, publications, journals, newspapers and other supplies and services. (5318,5311,5312,5332, 5314, 5315, 5316, 5333)	9,711	4,460
SAMPLING COSTS Include: purchases made for the purposes of sampling/testing (5343)	1500 (not all 5343 spent on sampling)	
TRANSPORT AND PLANT Include: hire of external vehicles (5313)	120	750
ADMINISTRATION Include: printing and stationery, telephones, advertising (recruitment), postages/couriers, insurance, medical costs, petty outlays, hospitality and other administration costs (5347,5352,5386)	9465	9,000
TRAINING AND CONFERENCES Include: training, conferences, membership fees/subscriptions and exam fees. (4702)	3,000	4,910
PAYMENT TO OTHER BODIES For example, public analyst, test unit, cross-boundary projects (5341)	6,400	2,200
PAYMENT TO CONTRACTORS	-	
TRANSFER PAYMENTS	-	
FINANCING CHARGES (690,000) Include: central support costs (not RJ103 budget)	87,850	
GROSS COSTS (total of all above costs)	573,946	262,332
INCOME (8505)	9200-	
<i>Forecast budget for 2003/4 to be determined</i>		
FUNDING FOR LOCAL BUSINESS PARTNERSHIPS		

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 1 – Stage 6

Staffing Allocation

(Numbers to be expressed as full time equivalents to one decimal point as employed at the start of the financial year. Where staff are shared with other services or have mixed roles include the hours spent on Trading Standards roles to full time equivalents. Examples of mixed roles might be enforcement staff acting as consumer advisers on a regular duty rota or DTS trainees who additionally have an enforcement role.

Proposed as at April 2003 pending reorganisation and incorporating CMAC staff

Role	Description	Number of staff
Managerial	Staff primarily concerned with the management of staff within Trading Standards. Include only the proportion of time spent on such duties.	1
Administration	Staff that support the service within the office	3
Enforcement staff	Staff such as Trading Standards Officers and Consumer Protection Officers authorised under criminal legislation	9.55
Enforcement support staff	Staff not authorised under criminal legislation but who support that aspect of the service, for example laboratory staff, technical assistants	
Consumer advice	Include both full time staff dedicated to providing advice to consumers and the proportion of time other staff spend on such duties.	2 consumer advisers 2 money advisers
DTS Trainees	From degree or APEL routes	2 prospective APEL candidates Both full time staff
Total Number of Staff	Exclude vacant posts	17.05
Current vacancies	All roles	1
Long term vacancies	Note number of vacancies of more than 4 months duration	1

Qualification	Description	Number of staff
DTS	Diploma in Trading Standards or equivalent	5
DCA	Full Diploma in Consumer Affairs	4
DCA Food paper	Full Diploma in Consumer Affairs with Food qualification	
DCA Animal Health	Full Diploma in Consumer Affairs with Animal Health qualification	
DMS & similar	Diploma in Management Studies	
Others:Consumer protection Degree	List other relevant qualifications (include PC training for example ECDL, single DCA papers)	1

Part 1 – Stage 7

Accessibility

<p>Electronically</p> <ul style="list-style-type: none"> ▪ Anyone can contact us via email ▪ Home authority companies have access to a special email address to facilitate greater efficiency in dealing with queries ▪ The dedicated London Wide Trading Standards website co-ordinated by LOTSA has direct contact facilities to each London Authority. ▪ A corporate website includes our contact details and links to the LOTSA website ▪ We have registered with a web based consumer advice service which directs customers to the appropriate department. 	<p>In person</p> <ul style="list-style-type: none"> ▪ The Trading Standards office is open to the public from 8.45am to 5pm. ▪ The Consumer Advice Centre is open for telephone advice and or personal callers on an appointment basis and has a drop in session. It has a late opening session on Wednesday evenings. ▪ In addition to extensive signposting which has been erected to direct personal visitors to the premises, a 'How to Find Us' card detailing a map and transport links is sent out to customers in advance of appointments at the office ▪ Appointments will be made out of office hours at the request of the client. This can be at their home or the office.
<p>By phone</p> <ul style="list-style-type: none"> ▪ A 24 hour, seven days a week customer call centre logs telephone contacts to the Service. ▪ A London wide CALL service funded by the Modernisation Fund will provide callers with links to their own authority. ▪ Free internal phone calls can be made from most council offices and specifically the Town Hall and One Stop Shops ▪ Direct dial access during normal opening hours 	<p>By post</p> <ul style="list-style-type: none"> ▪ Our address appears on all our information leaflets and other publications ▪ There is a Freepost facility for postal enquiries ▪ Letters will be delivered via the councils internal mail service from other offices.

Methods of Access for those with special needs

Client Group	Access Arrangements
Disabled callers	There is a hearing induction loop facility at reception and trained signers are available. The office is wheelchair accessible.
Clients for whom English is not their first language	The Council has a translation service with an interpreter booking facility. We will translate information into other languages. The CSN is currently looking to develop this form of access for speakers of other languages.
Vulnerable and elderly	We arrange home visit and pick up and deliver samples etc.
Young People	We work with agencies delivering advice and education in schools.

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 1 – Stage 8

Assessment of Community Expectations and Feedback

Reactive Assessment of Consumer Needs

Method	Summary of Results
Consumer Complaint Analysis	Of the 1556 criminal consumer complaints received so far 25% concern fair trading matters in particular description of good and misleading prices. Age restricted sales enquiries have increased in frequency at 5% indicating an increase in awareness and priority placed on this area of our work. Although not up and running yet we have had 13 enquiries about the Builders Award. There are still frequent enquiries about competitions and prize draws.
Feedback from other agencies	Feedback from LOTSA projects 2002/3 and LOTSA partners. Electric blanket test – over 50% tested are unsafe. Take up of our service is currently low so we will look at increasing publicity this year. Distance Selling Regs – Lack of knowledge of the requirements here in what is a relatively new form of consumer activity will require follow up advice and enforcement. CSN partners – There is a need to publicise the service and make it more accessible. Advice on dealing with doorstep sellers and unwanted mailshots is popular. Safer Southwark Partnership partners - Local statistics on unwanted pregnancy in teenagers and easy availability of alcohol highlights the need for continued action on alcohol sales. Police – Gun use and carrying of other weapons indicate a need to develop work with the police on this issue. The popularity of the builders registration scheme highlights the need to develop this but also to consider action on rogue builders in particular those who fraudulently claim to belong to trade associations (LOTSAs project 2002/3) and those who target the old and vulnerable.
Other Reactive Assessments	Other advice agencies have reported a significant number of enquiries concerning the selling methods of electricity and gas providers.

Proactive Assessment of Consumer Needs

Method	Summary of Results
User Survey	Formal complaints about the service. Two were received and investigated in 2002-3 one justified one unjustified. Recommendations have been made and will be actioned. 50 customer satisfaction questionnaires are sent out monthly. Individual comments involving complaint, improvement suggestions or praise are replied to and considered at management meeting for possible service improvements. All returned questionnaires are evaluated using key point at the year end. General satisfaction was 90% at October 2002. The LOTSA web site welcomes feedback from users and provides statistics on most accessed information. Imperial/metric conversion is very popular with consumer standard letter for civil action proving popular. MORI surveys are carried out approx every 3 rd year. A survey for Best Value indicated that consumers wanted an increase in formal action and regulation. The Customer Call Centre receives calls from consumers if they have not received a return phone call from us. These are occasionally from consumers who have been referred to CMAC. Integration of the phone and databases which is happening at the moment will help to solve this problem.

National Performance Framework for Trading Standards Service
 Service Delivery Plan 2003/2004

Non-user Survey	Southwark CSN surveyed non-users. It identified that Trading Standards was not sufficiently known, consumers were not aware of how to access us. By telephone was the preferred means of contact but e-mail was also popular.
Best Value Consultation	A survey for Best Value indicated that consumers wanted an increase in formal action and regulation but still wanted us to continue with education and advice.
Consultation with Community Groups and Panels	Tobacco survey results from 'Smoke Free London' identified that while individuals were keen to inform authorities of illegal tobacco sales they were unaware that it was a Trading Standards role. Basic consumer advice translated into community languages would be welcomed.

1	Restricted sales
2	Consumer standards letters available in community languages and electronically
3	Awards and registration schemes
4	Electric blanket testing
5	Doorstep sellers and scam mail

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 1 – Stage 9

Local Business Needs and Expectations

Reactive Assessment of Local Business Needs

Method	Summary of Results
Analysis of Requests from Business	The Trading Standards Newsletter has been well received Statutory notices such as the tobacco notice, spirit notice, fireworks and knives notices are popular. Business help and guidance Underage sale information, point of sale material and advice on proof of age cards. There has been an increase in verification requests from petrol stations resulting in increased fees. On inspection businesses will often advise us of traders who are contravening the regulations. They are keen to see rogue traders apprehended.
Analysis of Demands from Home Authority Work	Home Authority requests are low with the main source of enquiry arising from a national publishing house.
Assessment of Business Needs arising from New Legislation	E-commerce and 'Distance Selling Regs' - advice on the requirements of selling over the internet or telephone Possible new stringent fireworks legislation will require advice and inspection NAWI (Non Automatic Weighing Machine Regs) extended to doctors, surgeries schools and health centres etc. Advice and enforcement required. The Copyright, Design and Patents Act - extending our powers to include intellectual rights such as art, design, the written word. The Enterprise Act and Stop Now Orders – powers to stop rogue trading practices that cause detriment to consumers and unfair competition to legitimate businesses (Government funding has been made available to assist in this activity) New legislation covering consumer guarantees will affect nearly all traders. Also the presence of additional consumer rights within the 'Sale of Goods Act' must be cascaded to all traders.
Analysis of Inspection Findings from staff	The main issues indicated from inspection findings are: Ongoing problems with the sale of illegal cosmetic products and prescription medicines. Sale of counterfeit and duty free cigarettes High turnover of counterfeit goods from street sellers and shops High volume of sales of alcohol to under 18's Continuing sale of substituted and counterfeit spirits.
Special Local Business Requirements	There are high levels of ethnic traders with specific requirements relating to less common products. Eg. Safety issues (cosmetics), labelling issues (ethnic food and drink), weight and packing (ethnic food and drink). Translation of advice material required.

Proactive Assessment of Local Business Needs

Method	Summary of Results
User Survey	A MORI survey for Best Value indicated that traders were not in favour of joint inspections Businesses, consulted on the enforcement policy were broadly in favour of it. Businesses invited to a Best Value focus group were very positive about Trading Standards activities and were very willing to be consulted in future. They were very positive about the

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

	newsletter.
Non-User Survey	Assessment of the needs of non-users will be considered as part of a general needs assessment this year.
Other Proactive Assessments	Feedback from customer satisfaction questionnaires and formal complaints are analysed and acted upon. For example the need to ensure that information is given to the owner/manager, the officer must introduce him/herself before the inspection. An inspection form is being piloted in an effort to provide a more transparent inspection service.

Summary of Business Needs

1	Information provided including notices and point of sale material
2	Officers to introduce themselves and provide an inspection report
3	Advice on new legislation
4	Action taken against rogue traders

Business Profile

	Description	Number
Businesses registered for business rates	This brings consistency to statistics between authorities. Give figure for end March 2003.	5446 with TS risk assessment profile
Home Authority Firms: formal agreements	Following LACOTS Home Authority principal guidance. Give estimate at end March 2002.	26
Home Authority Firms: informal recognition	Number of traders you recognised as being based in your area and about which you will take enquiries. Give estimate for end March 2002.	1
Enquiries received concerning your Home Authority firms.	Include figures from other enforcement agencies. Exclude consumer complaints and enquiries and requests for business advice. Give estimate for end March 2002.	50
Risk Assessment (The current risk assessment programme is indicated followed by a paper assessment of the new figures taking into account the criteria of the new Lacors risk assessment scheme to be implemented)		
High	Follow LACOTS guidance on risk assessment. Give figures from your database for end March 2003 for the number of businesses based, or with physical premises, in your local authority area. This can include internet sites where the supplier is based in your area, stalls and other mobile traders as well as fixed premises.	583 (24)
Medium		1265 (2595)
Low		1766 (2024)
No inspectable risk		1832
28,000 premises are identified on the database with no risk attached. These will be mainly domestic residences. We have not yet included internet sites.		

National Performance Framework for Trading Standards Service Service Delivery Plan 2003/2004

Part 1 – Stage 10

Local Awareness of Trading Standards

A survey produced for the Consumer Support Network indicated a low level of awareness of the service provided by Trading Standards amongst those people identified as non-users of the service. A survey by 'Smoke Free Southwark' about sales of tobacco to under 16's also indicated that individuals are far more likely to contact the police if they were aware of any contraventions. This low level of awareness is despite the relatively high profile that Trading Standards has within local and national media.

We attempt to redress this by always publicising our achievements particularly in relation to prosecutions and successful projects. We produce information leaflets and newsletters and have been the main players in developing a London wide Trading Standards web site.

We will look towards developing a more targeted approach to publicising the service including evaluating the success of any promotions. We will also extend our service to access those members of the community who do not use the service by outreach sessions and education programmes.

Working within the Consumer Support Network and the Community Legal Service Programme is a key to the success of this approach.

Local businesses are generally aware of the service we provide and customer satisfaction questionnaires show that businesses are generally satisfied with the service. We will raise our profile by providing comprehensive inspection forms (currently being piloted) which can be left with the trader. We will also endeavour to develop a closer relationship with the local Chamber of Commerce and Local Business Partnerships.

We will benchmark our achievements where possible, survey our users and non-users and analyse information already held to measure our success and identify our weaker areas.

Part 1 – Stage 11

Demand For Specialist Services

Southwark do not provide specialist services such as Calibration, Public Analyst or Product Testing.

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 2 – Stage 12

Provisions to Meet National Priorities

Informed Confident Consumers

Provisions for education, informing, advising and creating confident consumers	Links to Strategic Objectives and Best Value principles	How local feedback is taken into account
Providing quality advice and information using modern technology and appropriate media		
Trading Standards web site containing information leaflets and standards letters (these are also available in hard copy). Publicity and media events. Exhibitions and displays. CMAC window display. Education events.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Analysis of customer satisfaction questionnaires and evaluation of training events. Analysis of use of web site Staff feed back.
Informing consumers to enable them to deal with new or difficult trading activities		
Trading Standards web site containing information leaflets and standards letters (these are also available in hard copy). Publicity and media events. Exhibitions and displays. CMAC window display. Education events.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Analysis of customer satisfaction questionnaires Analysis of use of web site
Creating confidence in e-commerce issues		
Project work to identify local e-commerce providers and assess the level of compliance. Trading Standards web site containing information leaflets and standards letters (these are also available in hard copy). Publicity and media events. Exhibitions and displays. CMAC window display. Education events.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Analysis of customer satisfaction questionnaires Analysis of use of web site
Developing and delivering proactive education programmes to vulnerable groups		
Work in partnership with the police and health authority. Meet targets for education and raising consumer awareness within the CSN action plan Targets in the 'hotspots' and 'serious and violent crimes' sub groups Targets in the DAAT action plan	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Drugs and Alcohol Action Team (DAAT) Charter Mark Best Value	Monitoring action plans and evaluating outcomes. Retaining Charter Mark Ongoing Best Value Improvement and Action Plan
Participation in local Consumer Support Network		
Attend meetings Achieve action plan targets within deadlines.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Drugs and Alcohol Action Team	Monitoring action plans and evaluating outcomes. Survey of users/non users
Improved accessibility and availability of the service to local consumers, including action to identify gaps in the service and reach non-users.		
CSN action plan Best Value Improvement and action plan particularly in relation to combining Trading Standards and CMAC	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Monitoring action plans and evaluating outcomes. Survey of users/non users

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Bench Marking and achieving best performance within national TS 'Good Practice Guides'	Drugs and Alcohol Action Team	
Measuring use and effectiveness of education, advice and information service.		
Develop systems to analyse who uses service. Analyse web site use. Evaluate all education events. Monitor all action plans	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Drugs and Alcohol Action Team	Analysis of customer satisfaction questionnaires and evaluation of training events. Analysis of use of web site Staff feed back.
Encouraging participation in consultation processes.		
Identify community groups Attend community events Provide evaluation forms and customer satisfaction questionnaires at all exhibition, displays and training events.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Analyse responses Develop projects based on local need.

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 2 – Stage 13

Informed Successful Businesses

Provisions for creating informed successful businesses through information, education and advice	Links to Strategic Objectives and Best Value principles	How local feedback is taken into account
Providing quality advice and information using modern technology and appropriate media		
Trading Standards web site containing information leaflets and standards letters (these are also available in hard copy). Publicity and media events. Exhibitions and displays. CMAC window display. Proactive and reactive education events.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Analysis of customer satisfaction questionnaires Evaluation of training events. Analysis of use of web site Staff feed back.
Developing and delivering a proactive education programme for businesses.		
Assess need and consider priorities. Consider availability of staff and possible business or trade association partnerships.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Analysis of customer satisfaction questionnaires Evaluation of training events. Analysis of use of web site Staff feed back.
Working with business to improve and minimise non-compliance and failure		
Inspect all trade premises based on risk assessment. Non-compliance to be dealt with taking into account the Enforcement Concordat and Prosecution Policy.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	Analysis of customer satisfaction questionnaires and formal complaints Analysis of use of web site Staff feed back.
Participation in Local Business Partnerships and Local Business Link.		
Contact Chamber of Commerce and investigate opportunity for partnership working with local business partnerships.	The Community Strategy, The Crime and Disorder Reduction Strategy, The Neighbourhood Renewal Strategy, Charter Mark.	Feedback from participating businesses
Joined up working through regional co-ordinators or with other organisations to improve service delivery.		
See list of organisations already carrying out joined up working		Prioritise according to local requirements and influences
Exploiting existing links between business, local authorities and government agencies to give information and advice.		
See list of partnerships already set up.		Prioritise according to local requirements and influences
Improved accessibility and availability of the service to local business, including action to identify gaps in the service and reach non-users.		
Analyse database to identify businesses who do not use the service Surveys and questionnaires Bench Marking and achieving best performance within national TS 'Good Practice Guides'	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Analysis of surveys and questionnaires Develop action plan based on results
Encouraging participation in consultation processes.		
Identify local trade groups Attend community events Provide evaluation forms and	The Community Strategy The Crime and Disorder Reduction Strategy	Analyse results Develop informed action plan

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

customer satisfaction questionnaires at all exhibition, displays and training events.	The Neighbourhood Renewal Strategy Charter Mark Best Value	
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National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 2 – Stage 14

Enforcement of a Fair and Safe Trading Environment

Provisions to secure this for the protection of all local consumers, for genuine traders to flourish and drive out rogue traders	Links to Strategic Objectives and Best Value principles	How local feedback is taken into account
Provision for good enforcement principles that meet the requirements of Enforcement Concordat and take into account the Code of Crown Prosecutors		
Work within Enforcement Concordat for all enforcement actions Agree enforcement policy and publish customer charter.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Analysis of customer satisfaction questionnaires and formal complaints Analysis of use of web site Staff feed back.
Operation of the Home Authority principle in accordance with Lacors guidance, including responding to queries from other authorities.		
Follow Lacors guidance as enshrined within QA procedures	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Survey local users and analyse results.
A programme of enforcement activity informed by and linked to recognised risk assessment analysis, and which reflects appropriate levels of enforcement.		
Inspect all trade premises according to the current criteria. Continue to develop the new programme based on the new criteria. Continue to develop the new inspection forms to allow greater openness of the inspection process	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Customer satisfaction questionnaire Formal complaint system Analysis of data from returns. Analysis of outcomes from inspections
Enforcement arrangements for e-businesses and e-commerce.		
Develop arrangements firstly by building up database of local businesses. Consider how to identify non users and target areas of non compliance Use information from LOTSA project to continue to advise and enforce.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Customer satisfaction questionnaire Formal complaint system Analysis of data from returns. Analysis of outcomes from inspections
Targeting traders or business sectors known to give rise to high levels of problems.		
Await LOTSA report on 'Most complained about trader' Integrate CMAC onto itecs database to provide better history of traders. SNORS enforcement action where necessary. Use information to consider targeted approach to problem areas	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Information from complaint analysis and staff and user feedback. OFT information on bankrupt businesses.
Tackling practices which target the vulnerable and socially excluded.		
Prioritise action against illegal traders who target vulnerable groups.	The Community Strategy The Crime and Disorder Reduction Strategy	Information from complaint analysis Information from surveys

National Performance Framework for Trading Standards Service
 Service Delivery Plan 2003/2004

Use local and national information to identify practices. Develop most effective project to deal with individual issues.	The Neighbourhood Renewal Strategy Charter Mark Best Value	Local and national information Staff feedback
Arrangements through regional co-ordinators/ other enforcement agencies (incl. Central Government Agencies) to target rogue traders and unsafe or misdescribed goods to avoid duplication.		
Develop partnerships, use information and data supplied by other agencies. Develop protocols for joined up action.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy Charter Mark Best Value	Work with local agencies.
The inspection of metrological equipment and goods based on risk assessment. Verification of equipment and arrangements for joined up working on metrology issues.		
Develop partnerships, use information and data supplied by other agencies. Develop protocols for joined up action.	The Crime and Disorder Reduction Strategy	SELCOG Metrology group LOTSAs, local trade associations

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

Part 2 – Stage 15

Efficient, Effective and Improving Trading Standards Service

Provisions to develop and modernise the service and to meet SDP requirements efficiently and effectively. Indicate provisions for delivering continuous improvements.	Links to Strategic Objectives and Best Value principles	How local feedback is taken into account
Provisions for communicating and raising the profile of the service and the plan to staff, council members and service users.		
Develop plan in consultation with staff. Members to agree plan Plan to be communicated to service users through various media and to be available on demand	Best Value Charter Mark	Members and staff and service users views will be taken into account
Ensuring staff know which part of the plan they are responsible for and how their performance against the plan will be measured.		
Staff individual work plans will link to the plan. Staff who are responsible for leading on a specific project will be identified within the plan. Staff work planning meetings, appraisals and one to ones will be used to monitor the targets within the plan and adjust targets taking into account any change in circumstance.	Best Value Charter Mark	Members, staff and service users views will be taken into account
Consulting users on developing the service.		
Feedback from users helped to inform the plan. Continuing feedback will be taken into account for the current plan and in the following year.	Best Value Charter Mark	Members, staff and service users views will be taken into account
Dealing with complaints about the service.		
Procedures are in place to deal with formal complaints and to take into account feedback from users. Satisfaction levels are monitored and reported on.	Best Value Charter Mark	Formal complaints are investigated and recommendations followed. Users views are analysed and changes made which improve the service
Developing and training staff to ensure that they have the skills required to deliver the service.		
The Business Unit achieved re registration of IIP in October 2001. Learning and development objectives are prioritised each year and a training needs analysis and plan agreed based on the priorities. Each learning activity is evaluated and a joint evaluation is carried out at the year end. A new database to be piloted will help simplify the process.	Best Value Charter Mark	Integration of Trading Standards and CMAC has allowed for a joined up approach to civil and criminal advice and enforcement. Two staff members are considering career development opportunities in terms of the APEL route to qualifying in Trading Standards. A CPD scheme is being developed by TSI and Lacors.
Developing all aspects of the service from delivery to internal procedures to reflect current recognised good practice.		
The 'Tri Nations Good Practice Guides' are currently being	Best Value Charter Mark	We will also take into account QA procedures, internal auditing

National Performance Framework for Trading Standards Service
Service Delivery Plan 2003/2004

developed. They will possibly be used to inform the National Performance Indicators for the service. We will assess the service as it is currently taking into account the criteria of these guides and look to further developing weaker aspects of the service.	The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy	and local priorities and strategies.
Maximising efficiency through use of IT and other modern technology.		
Our priority is to integrate the CMAC onto the Trading Standards database. Further development of the web site Considering outcomes of the Business Units pilot of remote technology.	Best Value Charter Mark	
Evaluating and improving joined-up and co-ordinated activities for enforcement, advice and information sharing.		
Developing protocols for effective joined up working. Developing joint action plans, setting targets and evaluating outcomes.	Best Value Charter Mark The Community Strategy The Crime and Disorder Reduction Strategy The Neighbourhood Renewal Strategy.	We will take into account local priorities and strategies
Allocating resources appropriately.		
Monitoring resources and making informed projections. Allocating resources taking into account perceived priorities, including a business assessment of the cost of enforcing new legislation.	Best Value Charter Mark	We will take into account local priorities and strategies
Ensuring formal reporting procedures are carried out in an efficient and timely manner.		
The plan to be agreed by members in March 2003. Monthly monitoring of targets in plan by 15 th of month. Quarterly and half yearly reports by 15 th of month. Budget projections monthly as dictated by SAP.	Best Value Charter Mark	Performance indicators contained within Business Unit Performance Plan to be reported.

Appendices

Trading Standards Project Plan for 2003/2004
Trading Standards Plan of Appropriate Enforcement Action
Consumer Support Network Action Plan
Trading Standards Legislation List