



The Moray Council

Trading Standards Service Consultation 2009/10

The Moray Council's Trading Standards Service is currently running a consultation exercise with a range of individuals and groups including local residents and businesses, service staff and elected members. As part of this exercise the Service would like to hear the views of staff involved in Trading Standards related issues in Moray. Your participation will help to improve the service provided to local residents and businesses in Moray. Please be assured that your views will remain **completely confidential** - your survey response will be sent direct to Craigforth who will provide anonymised survey data to the Trading Standards Service.

Q1 In which part of Trading Standards do you currently work? Please circle ONE only

Enforcement & Advice	1
Money Advice & Licensing	2
Other	3

Q2 The Service would like to get a better understanding of staff views on the issues listed below. Considering your experience of working in the Service, please indicate how you feel about the following. Please circle ONE option for each

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Your ability to contribute to and influence the Annual Trading Standards Team Plan	1	2	3	4	5
How clear you are about the nature of your role in the Service	1	2	3	4	5
Opportunity for you to show initiative in work related projects	1	2	3	4	5
The extent of support and recognition from your line manager	1	2	3	4	5
The extent of support and recognition from your colleagues	1	2	3	4	5
The extent to which the Service listens to how you feel about things that affect your work	1	2	3	4	5
How you are informed about Service activities and about the Council in general	1	2	3	4	5

Q3a The Trading Standards Service is always looking to build on the areas where we perform well for staff, and address areas where we do less well. To help us do this please write in below three areas where you think we do well.

1.

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2.

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3.

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Q3b And now please tell us three areas where we need to improve.

- 1.
- 2.
- 3.

Q4 The Service’s approach is to focus on issues that present the greatest risk to public safety and to local economic wellbeing. In some circumstances - such as repeated offences or reckless acts that could affect public safety - this includes enforcement action and prosecution.

Based on this description, how would you describe the Service’s approach to consumer issues in Moray? Please circle ONE only

Too touch	About right	Not tough enough	Don’t know
1	2	3	4

Do you have any other comments to make about the Service’s approach to consumer issues? Please write in below

Q5 Below is a list of the activities carried out by Trading Standards. Please indicate how important or unimportant you think each of these are in Moray. Please circle ONE option for each activity

	Very important	Fairly important	Not very important	Not at all important
Tacking Rogue Traders, eg shoddy home repairs or doorstep crime	1	2	3	4
Ensuring retailers do not sell restricted products such as cigarettes or fireworks to young persons	1	2	3	4
Tackling loansharks and Consumer Credit agreements	1	2	3	4
Checking goods comply with Weights & Measures law, eg petrol pumps, bags of coal or prepacked food	1	2	3	4
Ensuring Estate Agents describe homes accurately	1	2	3	4
Ensuring Farm Animal Feed is safe and properly labelled	1	2	3	4
Providing advice to traders and business to help them comply with the law	1	2	3	4
Ensuring consumer goods are safe	1	2	3	4
Checking that goods and services are accurately and properly priced	1	2	3	4
Providing advice to shoppers, eg on faulty goods or poor service	1	2	3	4
Ensuring traders give correct descriptions of goods and services	1	2	3	4
Preventing supply of counterfeit goods, eg clothes, DVDs	1	2	3	4
Preventing scams and get rich quick schemes	1	2	3	4

Q6 Trading Standards carries out its work in the different ways listed below, although some take more time or resources than others. Please indicate how important or unimportant you think each of the approaches are. Please circle ONE option for each activity

	Very important	Fairly important	Not very important	Not at all important
Undertaking inspections	1	2	3	4
Providing education on trading standards issues	1	2	3	4
Developing publicity	1	2	3	4
Undertaking projects and surveys	1	2	3	4
Handling complaints	1	2	3	4
Providing trader advice	1	2	3	4
Prosecutions	1	2	3	4

Q7 And thinking about the services that Trading Standards provides, how important or unimportant are the following? Please circle ONE option for each

	Very important	Fairly important	Not very important	Not at all important
Cost of services	1	2	3	4
Speed of response	1	2	3	4
Quality of service and information/advice	1	2	3	4
Customer Service Standards	1	2	3	4

Q8 Do you have any suggestions for how the service provided to Trading Standards' clients could be improved? Please write in below

THANK YOU FOR YOUR HELP

Please return your completed questionnaire using the PRE PAID envelope provided to:
Craigforth, 47 Stirling Management Centre, Wellgreen, Stirling, FK8 2DZ

ANY QUERIES?

Freephone 0800 027 2245 or Email c.thornton@craigforth.co.uk

All information you send to us is strictly confidential. It will be processed and held in accordance with the principles of the Data Protection Act (1998).