



National Performance Framework

Trading Standards Statistics 2006/07

Introduction

[View Scores](#)

Welcome to the National Performance Framework Performance Measures 2006/07 Questionnaire

Before completing the form please ensure the file is saved to your own hard disk by using the "File" and "Save as" menu bar. This will avoid loss of data should the transmission of the data via the internet fail for any reason.

If you have any questions or problems please contact:

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Please complete and submit by Saturday 30 June 2007
E-mail to npf@dti.gsi.gov.uk

How to use the form

The tabs at the bottom of the form allow you to move through the different sections. To move through the cells in each section, use the tab key. Only the clear white cells require an input. On some cells you will notice a small red triangle in the top, right hand corner. This indicates a guidance note and you simply need to position the mouse cursor over the triangle/cell to read the guidance.



National Performance Framework

Contact Details

Name of Authority:

Trading Standards Contact:

Name:

E-Mail: Tel:

Address: Fax:

Town/City: Postcode:

Performance Measure 1						
Q1	How satisfied were you with our overall level of service?	Very Satisfied	Fairly Satisfied	Fairly Unsatisfied	Very Unsatisfied	Don't know
	Number responding	32	12	1	0	2
Q2	Did we give you information that was easy to understand?	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult	Don't know
	Number responding	37	8	1	0	1
Q3	How informative did you find our staff?	Very Informative	Fairly Informative	Fairly Uninformative	Very Uninformative	Don't know
	Number responding	38	8	0	0	1
Q4	Did we treat you fairly at all times?	Yes	No	Don't know		
	Number responding	45	1	1		
Consumer Satisfaction Index						92.8

Performance Measure 2						
Q1	How satisfied were you with our overall level of service?	Very Satisfied	Fairly Satisfied	Fairly Unsatisfied	Very Unsatisfied	Don't know
	Number responding	17	13	1	0	11
Q2	Did we give you information that was easy to understand?	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult	Don't know
	Number responding	23	11	0	0	8
Q3	How informative did you find our staff?	Very Informative	Fairly Informative	Fairly Uninformative	Very Uninformative	Don't know
	Number responding	22	11	0	0	9
Q4	Did we treat you fairly at all times?	Yes	No	Don't know		
	Number responding	33	0	9		
Business Satisfaction Index						88.6

Performance Measure 3 (Scroll down to see combined scores)

(a) Inspection								
Risk Level.	No. of businesses assessed as high risk.	No. of businesses inspected within year.	No. of businesses found to be compliant on first inspection.	No. of non-compliant businesses brought to compliance by the end of the year.	Total No. of businesses compliant.	Percentage of businesses contacted.	Percentage improvement in levels of compliance.	Percentage of businesses contacted compliant at year end
	(a)	(b)	(c)	(d)	(c+d)			
High	26	28	16	12	28	107.7	100.0	100.0
Medium		398	310	76	386		86.4	97.0
Low		115	99	12	111		75.0	96.5

(b) Other Enforcement Activities (where the premises have not been counted in the above table)								
Risk Level.	No. of businesses assessed as high risk.	No. of businesses visited within year.	No. of businesses found to be compliant on first visit.	No. of non-compliant businesses brought to compliance by the end of the year.	Total No. of businesses compliant.	Percentage of businesses contacted.	Percentage improvement in levels of compliance.	Percentage of businesses contacted compliant at year end
	(a)	(b)	(c)	(d)	(c+d)			
High		2	1	1	2		100.0	100.0
Medium		21	20	1	21		100.0	100.0
Low		8	5	3	8		100.0	100.0

Combined								
Risk Level.	No. of businesses assessed as high risk.	No. of businesses visited within year.	No. of businesses found to be compliant on first visit.	No. of non-compliant businesses brought to compliance by the end of the year.	Total No. of businesses compliant.	Percentage of businesses contacted.	Percentage improvement in levels of compliance.	Percentage of businesses contacted compliant at year end
	(a)	(b)	(c)	(d)	(c+d)			
High	26	30	17	13	30	115.4	100.0	100.0
Medium		419	330	77	407		86.5	97.1
Low		123	104	15	119		78.9	96.7

Performance Measure 4

For Staff employed directly on service provision		
%age of staff who undertook some TS professional development during the year	Average number of hours per officer on professional development	
100	15	

For all Staff		
%age of staff who undertook other skills training during the year	Average number of hours per officer spent on other skills training	
100	16	

Contextual Information Return

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	46	
	Pricing	131	
	Credit	1	
	Other	107	
	Total	285	
Safety	Product Safety	3	
	Underage sales	9	
	Other	62	
	Total	74	

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	300	127	1	0	0
B	4	0	0	0	0
C	700	274	23	0	0
D	0	0	0	0	0
E	0	0	0	0	0
F	500	25	5	0	0
G	100	2	0	0	0
H	800	207	0	0	0
Other	25,000	224	0	1	0

Where:-

- A Liquid fuel measuring instruments
- B Weighbridges and scales over 5000kg
- C Non-automatic weighing machines < or = 30kg
- D Non-automatic weighing machines >30kg but < or = 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. Categories may include water meters, LPG meters, bulk fuel meters etc.

Note: A certain amount of double counting will be unavoidable - eg some equipment initially subject to a 28 day notice may later have the verification mark removed.

3 Measuring Metrological Compliance in Transactions

Type of Business	No. of businesses liable to inspection	No. of businesses visited	businesses compliant
Packaging Plants	3	2	2
Importers of packaged goods	4	2	2
Business selling bulk products by weight/volume	300	70	65
Retail Outlets	800	547	428