

Responses to consultation on performance measures for Trading Standards

The recent consultation on performance measures for Trading Standards aimed to give business, consumers and other interested parties an opportunity to comment on the proposed performance measures, standardising satisfaction surveys, alignment of the CIPFA return and introduction of an executive summary for members within the National Performance Framework Service Delivery Plans.

The views received in response to this consultation have been considered alongside the feedback obtained from the Institute of Public Finance seminars that were held on 9th December 02 in London & 10th December 02 in Edinburgh.

Performance Measures for Trading Standards will be issued to Trading Standards authorities shortly for implementation in the year 2003/2004.

The Government Response to the findings of the consultation can be read by [clicking here](#).

SUMMARY OF RESPONSES

There were 43 responses in total, 1 from a business association, the British Retail Consortium. On the consumer side, 1 response was received from the National Consumers Council. 19 responses were sent by individual Local Authorities and 13 were received from regional groups such as East of England Trading Standards Authorities (EESTA). Included in the 13 regional groups were responses from Society of Chief Trading Standards Officers (SOCTSO) and the Society of Chief Officers of Trading Standards in Scotland (SCOTSS).

Responses were received from key stakeholders i.e. Office of Deputy Prime Minister, Audit Commission, Improvement & Development Agency (IDEA), Food Standards Agency. The Welsh Local Government Association, Local Authority Coordinators of Regulatory Services (LACORS), and the Trading Standards Institute also responded.

A list of respondents is attached. Individual responses can be viewed in the DTI Library.

MAIN FINDINGS

1. In general respondents from all sides welcomed the development of a strong and robust performance management system.
2. Further clarification was requested on the link with BVPI166 and the Comprehensive Performance Assessment
3. The proposal to introduce performance measures for Trading Standards was welcomed, however it was felt the measures were too process based and rather than outcome measures.
4. For several of the measures, many authorities believed that they should be replaced with the appropriate Tri-nations good practice guides (GPG).
5. Some respondents felt that there was too much focus on the Home Authority Principle and Enforcement Concordat.
6. In general respondents from all sides welcomed the proposals for standard satisfaction surveys, the alignment of NPF expenditure with the CIPFA return and the on-line template.
7. There were several concerns, particularly from local authorities, that standard surveys should not conflict with existing corporate consultation methods.
8. The Executive summary was welcomed and local authorities said this should be voluntary and subject to local variation.

The proposed measures, which were consulted on, were based on the Good Practice Guides devised by the Syniad, the Improvement and Development Agency supporting local government in Wales. Midcots are amending the guides so that they will be aligned with the National Performance Framework. Over 100 authorities have adopted these guides.

Service managers use the guides as a self-assessment tool to drive service improvement. They cover key areas of Trading Standards work such as Programmed Inspections. In terms of assessment, the individual guides have work activities, which are divided into minimum, good and better columns on an incremental progression basis. Each activity in the minimum column must be met before a service can score in the good or better column.

RESPONDENTS

Industry Bodies

- ❖ British Retail Consortium

Consumer Groups

- ❖ National Consumer Council

Government Departments & Stakeholders

- ❖ Office of Deputy Prime Minister
- ❖ Audit Commission
- ❖ Improvement & Development Agency
- ❖ Northamptonshire NHS
- ❖ Welsh Local Government Association
- ❖ Food Standards Agency
- ❖ DTI Standards & Technical Regulations Directorate
- ❖ Local Authority Coordinators of Regulatory Services
- ❖ Trading Standards Institute

Local Authorities

- ❖ West Sussex County Council
- ❖ Buckinghamshire County Council
- ❖ West Yorkshire Trading Standards
- ❖ Durham County Council
- ❖ Bournemouth
- ❖ Leicester City Council
- ❖ Aberdeenshire Council
- ❖ City of York Council
- ❖ Glasgow City Council
- ❖ West Dunbartonshire Council
- ❖ Plymouth City Council
- ❖ North Lincolnshire Council
- ❖ North East Lincolnshire
- ❖ Fife Council
- ❖ Barnsley MBC
- ❖ Nottinghamshire County Council
- ❖ Neath Port-Talbot County Council
- ❖ Hull City Council
- ❖ Pembrokeshire County Council
- ❖ East Riding of Yorkshire Council

Regional Groups

- ❖ NETSA (12 authorities)
- ❖ SETSA (10 authorities)
- ❖ Society of Chief Officers in Scotland (32 authorities)
- ❖ Crossing the Boundaries Partnership (5 authorities)
- ❖ London Trading Standards Authorities (LOTSAs) (32 authorities)
- ❖ Yorkshire & The Humber Trading Standards Group (10 authorities)
- ❖ East of England Trading Standards Authorities (EESTA) (10 authorities)
- ❖ South West England Regional Co-ordination of Trading Standards (SWERCOTS) (14 authorities)
- ❖ MIDCOTS (11 authorities)
- ❖ EMCOTS (8 authorities)
- ❖ Society of Chief Trading Standards Officers
- ❖ Trading Standards North West Group (22 authorities)
- ❖ Thames Valley Liaison Group (10 authorities)