

Performance Report

1 April 2009 – 31 March 2010

Service: Trading Standards

Financial Management (Period 12)

Annual budget	End of year actual	Variance
£ 212 475	£ 204 837	£ 7 638

Performance Indicators

Description	Target 2009-2010	Actual 2009-2010	Actual 2008-2009
<i>CORPORATE</i> Employee sickness absence rate (5 FTE staff)	< 4.5 %	2.1 %	1.4 %
<i>CORPORATE</i> Number of formal customer complaints received	0	0	1
<i>CORPORATE</i> Customer satisfaction measure	> 90.0 %	91.0 %	92.6 %
<i>CORPORATE</i> Reduction in diesel usage	- 5.0 %	- 69.8 %	+ 17.2 %
<i>STATUTORY</i> Consumer complaints completed within 14 days	> 80.0 %	84.8 %	90.8 %
<i>LOCAL</i> Statutory notices / warning letters followed up on schedule	> 90.0 %	100.0 %	96.0 %
<i>LOCAL</i> Issue of calibration certificates within target time (5 working days)	> 90.0 %	94.1 %	90.5 %
<i>LOCAL</i> Response to customers within target time (1 working day)	> 98.0 %	99.7 %	99.8 %

Performance Report

1 April 2009 – 31 March 2010

Service Outcomes

Key Achievements

Take forward test purchasing and retailer support work on preventing the supply of tobacco to young people.

Participate in national project looking at the provision of Home Reports by solicitors and estate agents.

Carry out project to check the quantity of spirits sold in licensed premises in Shetland.

Plan, set up and run electric blankets safety project.

Participate in National Consumer Week 2009.

Carry out feed hygiene and primary production inspections on farms and crofts.

Plan and lead fireworks and bonfires safety campaign.

Improve liaison with the police in dealing with uninvited salespeople.

Advise licensees about the availability of stamped plastic beer glasses suitable for trade use.

Carry out project to check the authenticity of spirits sold in licensed premises in Shetland.

Investigate decommissioning options for disused underground petrol storage tanks.

Examine and test hospital weighing equipment.

Check and seek to improve after-sales service by local electrical retailers.

Key areas not delivered

Carry out project looking at the terms and conditions in consumer contracts for the delivery of goods to Shetland.

Carry out project looking into house building contracts.

Carry out weights and measures checks on locally packaged goods.

Bring a trainer to Shetland to deliver training on the small claims procedure.