



Shetland Islands Council Trading Standards Service Plan 2010 – 2011

Energy Performance Certificate for dwellings

Energy Performance Certificate

Address of dwelling and other details

100 Any Street, Anywhere, XY1 2Z

Dwelling type: (e.g. Detached house)
 Name of protocol organisation: (if applicable, otherwise N/A)
 Membership number: (if applicable, otherwise N/A)
 Date of certificate
 Total floor area
 Main type of heating and fuel: (e.g. air-source heat pump, electric)

This dwelling's performance rating(s)

This dwelling has been assessed using the [insert methodology calculation tool e.g. SAP] its performance is rated in terms of the energy use per square metre of floor area, energy efficiency based on fuel costs* and environmental impact based on carbon dioxide (CO₂) emissions. Carbon dioxide is a greenhouse gas that contributes to climate change.

Energy Efficiency Rating*		Environmental Impact (CO ₂) Rating	
Current	Potential	Current	Potential
A		A	
B		B	
C		C	
D		D	
E		E	
F		F	
G		G	

Scotland EU Directive 2002/91/EC

The energy efficiency rating* is a measure of the overall efficiency of a home. The higher the rating, the more energy efficient the home is, and the lower the fuel bills are likely to be.

The environmental impact rating is a measure of a home's impact on the environment in terms of carbon dioxide (CO₂) emissions. The higher the rating, the less impact it has on the environment.

Approximate current energy use per m² of floor area: [insert in kWh/m² per year]
 Approximate current CO₂ emissions: [insert in kg/m² per year]

Cost effective improvements

Below is a list of lower cost measures that will raise the energy performance of the dwelling to the potential indicated in the table(s) above.

1. (e.g. fit 100% low energy lighting)

N.B. THIS CERTIFICATE MUST BE AFFIXED TO THE DWELLING AND NOT BE REMOVED UNLESS IT IS REPLACED WITH AN UPDATED VERSION

(If full energy report is appended to this certificate)
 * Requirement for dwellings subject to 'Single Survey' - optional for Scottish building regulations



Electric Blanket Testing



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 Infrastructure Services Department
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Introduction and Quality Policy

The main purposes of this plan are to provide a management tool to identify the correct resources required to deliver a quality service, analyse and plan for future requirements, monitor service delivery, and provide an action plan for service improvements.

The Trading Standards Service policy is to maintain and develop a fair, safe and equitable trading environment.

This policy is realised through a set of integrated management procedures which have external accreditation to ISO 9001:2008, the international standard for quality management systems, and to ISO 14001:2004, the international standard for environmental management systems.

The action plan details the main activities that will be undertaken during the year, based on an analysis and review of the service, service reviews and the legislative, local and corporate context within which the service must deliver. These activities are underpinned by the requirement for continuous improvement.

The plan is fully reviewed annually, and its effectiveness and currency are monitored through Trading Standards Service team meetings and through management meetings with the Head of Environment & Building Services.

Performance of indicators and projects is reported through monthly Trading Standards Service team meetings, management meetings with the Head of Environment & Building Services, six-monthly performance management reviews with senior management and Councillors, and annually through public performance reporting.

Our performance management reports for the past year are always available at www.shetland.gov.uk/tradingstandards/Performance.asp.

The Council's website www.shetland.gov.uk provides access to a wide range of background information about Shetland and Shetland Islands Council, including a link to www.shetland.org (a website dedicated to providing people with detailed information about the islands) and the Council's committee information pages (at www.shetland.gov.uk/coins), which include details about the Infrastructure Committee (to which the Trading Standards Service reports).

Through the monitoring of targets and action plans, the service plan will assist in providing evidence for continuous improvement and add to the process of demonstrating best value for all areas of service delivery within the Trading Standards Service.

Who we provide the services to

Our customers

In one sense our customers are the whole Shetland community, in that we work to maintain and develop a fair, safe and equitable trading environment for everyone in Shetland. More specifically, our customers can be categorised as follows.

Consumers who contact us seeking advice and assistance.

Businesses which contact us seeking advice and assistance.

Businesses which we register or licence in various legislative areas.

Businesses which we check for compliance with legislative requirements.

Businesses which make use of our statutory verification services for weighing and measuring equipment.

Customers who make use of our calibration and weight hire services.

Our pledges to customers

We will respond within one working day to at least 98% of requests for consumer and business advice and assistance, statutory verifications of weighing & measuring equipment, calibration services and weight hire.

We will follow up within thirty days of expiry at least 90% of the statutory notices and warning letters which we issue to those businesses which we have found to be non-compliant.

We will maintain standard weights, capacity measures, length measures and weighing equipment to meet the Council's legal obligations and to facilitate confidence in measurement.

We will provide a calibration service for weights, weighing equipment, capacity measures and length measures. There is a variable fee for this service, based on national guidance.

We will issue at least 90% of calibration certificates within five working days of completing the work.

We will make available for hire test weights which are traceable to international standards. There is a charge for this service.

Our engagement with customers

Quality and levels of customer satisfaction

We send satisfaction surveys to individual consumers who contact us seeking advice and assistance, businesses which contact us seeking advice and assistance, and customers who use our weights & measures services.

In 2009-2010 we simplified the questionnaires which we use for this, in order to maximise the feedback we receive while minimising the demand on our customers.

We review our customer feedback at our monthly team meetings, and report on our customer satisfaction performance in our six-month and year-end reports to senior management.

Profile and accessibility

We make great efforts to maintain and improve our visibility and public profile, using opportunities such as entries and advertisements in the Shetland Directory and annually updated advertisements in the Lerwick & Scalloway town map and the permanently sited maps of Lerwick. We have also continued to develop our online presence and to work through the local media to increase awareness of Trading Standards matters, through means such as quick links to our Trading Standards web pages from the Council's home page and from the home page of a local news website.

In the spring of 2009, we were also able to utilise some central government funding to run on our local independent radio station a public service advertisement about consumers' increased rights to cancel some contracts.

Each autumn, National Consumer Week provides us with an annual opportunity to highlight our work, disseminate information and engage with consumers – and in September 2009, the ***Know your rights*** theme also provided opportunities to help businesses to better understand their rights and responsibilities when dealing with dissatisfied consumers.

Our electric blanket roadshow, in October 2009, and participation in the national ***Scamnesty*** month, throughout February 2010, also helped us to reach out to people throughout the length and breadth of the islands.

Our increased involvement with schools, through the work of our Health Improvement Officer (appointed in July 2009), has brought us into greater contact with pupils and teachers – and we will continue to develop this work in the coming year.

Raising public awareness, however, also tends to bring additional workload – and our overall workload of contacts from customers continues to increase year-on-year. All our publicity material therefore encourages people in Shetland to use the government-funded Consumer Direct telephone help line for initial consumer advice, while still offering contact details for the Shetland Islands Citizens Advice Bureau and our own service.

How we engage with our staff

Review and Development sessions

Council policy is that each member of staff must have at least one review and development session with their line manager every year. This provides a formalised opportunity to discuss the employee's performance, to set targets to improve that performance and to ascertain any training needs.

In addition to these formalised sessions, being a small team sharing the same office space provides opportunities to have more informal conversations as part of our overall review and development process.

Many of these individual performance targets are directly related to the Service's overall performance targets as set out in this service plan, and performance against these targets is monitored through the monthly team meetings.

The identified training needs are addressed through individual Learning and Development Plans within the Continuous Personal and Professional Development scheme administered by the Trading Standards Institute.

What we do and why

Our core activities

Educating and informing locally based consumers

The Trading Standards Service works to raise awareness of the rights provided to consumers by trading standards and consumer protection legislation, and to assist them in making informed purchasing decisions and in pursuing their legal rights.

This is achieved by responding to individual consumer enquiries and complaints, by providing support and assistance to the Shetland Islands Citizens Advice Bureau's volunteer advisers, by the use of the Council's website, by the provision of information and advice leaflets, and by promotional and consciousness-raising activities such as press releases and participation in National Consumer Week.

Consumer advice is available during normal office hours (and also outwith those times, if necessary) by face-to-face visits (at the authority's offices or, where appropriate, the consumer's home), telephone, letter, fax and email - and is always available on the Council's Trading Standards web pages at ***www.shetland.gov.uk/tradingstandards***.

The Service also promotes the ***Consumer Direct*** dedicated telephone help line for consumer advice, and responds to notifications and referrals from ***Consumer Direct***.

Educating and informing locally based businesses

The Service works to raise awareness of the responsibilities and obligations imposed on businesses by trading standards and consumer protection legislation, and to help them to get things right first time.

This is achieved by giving advice and information to traders during inspections, by responding to specific requests for business advice, by the provision of guidance notes about particular subjects, and by promotional and consciousness-raising activities such as press releases and attendance at business awareness events.

Business advice is available during normal office hours (and also outwith those times, if necessary) by face-to-face visits (at the authority's offices or, where appropriate, the premises of the trader), telephone, letter, fax and email - and is always available on the Council's Trading Standards web pages at ***www.shetland.gov.uk/tradingstandards***.

*Our current policy on advice & education, approved by Councillors in October 2007, is available at ***www.shetland.gov.uk/tradingstandards/Policies.asp***.*

Checking businesses for compliance with Trading Standards legislation

We use a variety of methods to check businesses for compliance with legislative requirements, including carrying out inspections, taking samples and making test purchases.

Inspections are generally carried out without prior notification, and can be undertaken at any time during the normal operating hours of a business.

We take samples (for example, of animal feeds) and make test purchases to check for safety and for compliance with compositional, labelling and quantity requirements.

In addition to undertaking physical visits to business premises, officers also monitor advertisements in the local media and carry out checks on internet businesses and websites.

We use a range of sources of information to select which businesses to check and the most appropriate methods to use. These include: the risk categorisation of the business (using a nationally agreed scheme); information gained from previous checks at that business; information received from consumers, other Trading Standards services, Citizens Advice & Consumer Direct; requests or directions from other regulatory partners (such as the National Measurement Office or the Food Standards Agency); and participation in regional and national projects investigating a particular business area or trading practice.

Enforcing Trading Standards legislation

The Service, in accordance with the principles of the Enforcement Concordat, aims to achieve compliance with legislation by means of education and advice wherever possible. Formal enforcement action is, however, taken where all other approaches have failed, when immediate action is necessary or when serious criminal breaches have occurred.

Statutory notices of instruction and formal warning letters from the Service Manager are the first two levels of formal enforcement action, with a report to the Procurator Fiscal being the ultimate sanction available.

Other specific enforcement options available are the use of interdicts (under the Enterprise Act) and, in particularly serious or urgent cases, the seizure and detention of unsafe (or otherwise unlawful) items and the issuing of suspension, prohibition or improvement notices.

Our current enforcement policy, approved by Councillors in October 2007, is available at www.shetland.gov.uk/tradingstandards/Policies.asp.

Registering and licensing locally based businesses

The Trading Standards Service registers and licenses businesses involved with petroleum, explosives and animal feeds.

Maintaining Shetland's standard weights and measures

As a local weights and measures authority, the Council has a duty to maintain sufficient and appropriate standards of measures and weights to meet Shetland's needs.

The Trading Standards Service holds and regularly calibrates a wide range of local and working standards and testing equipment, enabling officers to fulfil the Council's responsibilities in the field of legal metrology and all sectors of the Shetland community to have confidence in measurement and local access to traceable standards of mass, length and capacity.

Providing high quality metrological services

The Trading Standards Service provides a verification service, to enable Shetland businesses to meet their legislative responsibility to submit for verification by the local weights and measures authority certain types of weighing and measuring equipment which are in use for trade.

In addition, the Service has accreditation as an Authorised Body to undertake EC verification of Non-automatic Weighing Instruments. This enables local businesses to comply with the requirements relating to this type of equipment, without having to seek the services of a verification organisation from outwith Shetland.

In 2009-2010, we achieved accreditation as an Authorised Body to undertake EC verification (under the new Measuring Instruments Directive) of a variety of measuring instruments, including dispensing equipment for liquid fuel and lubricants. This ensures that Shetland businesses can continue to choose and use for trade any lawful model of dispensing equipment for liquid fuel and lubricants, without having to seek the services of a verification organisation from outwith Shetland.

The Trading Standards Service also provides calibration and weight hire services to locally based businesses, enabling cost-effective and high quality measurement services to be delivered more flexibly and responsively (and at comparable or lower costs) than can be achieved from outwith Shetland.

Our verification, calibration and weight hire services are used to assist local businesses in meeting legislative requirements, achieving and maintaining quality system accreditation and standards, and ensuring the safety of vehicles, vessels and lifts (and, most importantly of all, the people who use them).

Legal requirements to provide the service

Legislative

The Council has a variety of statutory responsibilities in the area of trading standards and consumer protection imposed upon it by virtue of its designation as a local weights and measures authority. These responsibilities include the enforcement of legislation relating to weights and measures, fair trading, safety, and the quality of fertilisers and animal feeds.

In addition to this legislative framework, there are a number of national policy frameworks which influence the delivery of trading standards services in Shetland.

The National Performance Framework for the Trading Standards Service

The National Performance Framework, an initiative of the former Department of Trade and Industry, contains national priorities and performance standards for the Trading Standards Service.

The four national priorities for the Trading Standards Service are:

informed confident consumers;

informed successful businesses;

a fair and safe trading environment; and

efficient, effective and improving trading standards services.

The Framework Agreement on Local Authority Food Law Enforcement

The Framework Agreement, an initiative of the Food Standards Agency in September 2000, provides (in relation to the Trading Standards Service) for the monitoring of work relating to animal feeds.

The Enforcement Concordat

The Enforcement Concordat, formally agreed by central and local government in March 1998, is based on the principles that businesses should:

receive clear explanations from enforcers of what they need to do and by when;

have opportunities to resolve differences before enforcement action is taken - unless immediate action is needed; and

receive an explanation of their rights of appeal.

The Regulators' Compliance Code and Principles of Good Regulation

The Regulators' Compliance Code and the Principles of Good Regulation now apply to certain functions of local authorities in Scotland, such as Trading Standards enforcement under UK (as opposed to Scottish) legislation.

The Trading Standards Service already works to an enforcement policy which is in accordance with these principles, and so this change should have minimal effect on our activities.

Corporate Plan

The Council's Corporate Plan for 2008 – 2011 sets out the vision, aims and priorities to help us to be a sustainable and self-sufficient community where everyone works together to ensure long-term social, economic, environmental and cultural vitality and well-being.

The Trading Standards Service's activities support the particular action areas identified in the Corporate Plan in the following specific ways.

Sustainable Economy

The work we do in **educating and informing locally based businesses** will support the aims to:

- Encourage enterprise and sustainable economic growth;
- Expand knowledge and build skills; and
- Focus on quality.

This work will:

- Support people involved in products for the tourism sector;
- Further improve Shetland's reputation as a place that offers excellent products and meets the needs of consumers;
- Enable individuals and businesses to develop and promote Shetland products/services with pride; and
- Encourage knowledge transfer into new and emerging businesses.

Sustainable Society

The work we do in relation to the age-restriction on the supply of tobacco products to young people under the age of 18, across the range of **educating and informing locally based businesses, educating, informing and advising locally based consumers, checking businesses and enforcing legislation** will help to:

- Implement the Tobacco Control Strategy to reduce the percentage of the population that smokes or is exposed to second hand smoke.

The work we do in relation to doorstep sellers, the restrictions on the supply of fireworks, the safe storage of petrol and explosives, and product safety and the safe use of goods such as electrical equipment and child car seats, across the range of **educating and informing locally based businesses, educating, informing and advising locally based consumers, checking businesses and enforcing safety legislation** will help to:

- Increase the feeling of being safe, secure and inclusive within the community by 20%;
- Reassure individuals by building confident communities;
- Reduce antisocial behaviour throughout Shetland; and
- Reduce the number of fire fatalities and injuries in Shetland homes by 10%.
- Reduce the number of people killed or seriously injured as a result of road accidents by 40% by 2010.

Sustainable Organisation

The work we do in **reviewing and developing our staff** will:

- Meet our employees' training and development needs by ensuring that at least 80% of employees have a Personal Development Plan and are having regular reviews through the Employee Review and Development Policy by 2010.

The work we do in **engaging with our customers** will continue to provide us with the evidence to:

- Allow us to effectively design services around the needs of individuals, families and communities.

Other local plans / strategies

A Community Safety Strategy for Shetland 2005-2010

Our ***No uninvited sales people! for a safer Shetland*** campaign supports the strategy's aims and objectives to:

- Reassure individuals by building confident communities;
- Increase the feeling of safety and well being;
- Provide an increased quality of life for locals and visitors alike; and
- Ensure Shetland's residents and visitors are safe in their homes.

It also contributes to the effectiveness of the ***Safer Shetland Action Line***, in providing another way to reinforce the existence of this valuable service by getting the 694 544 number displayed in many homes throughout the islands.

The work we do in relation to the age-restriction on the supply of tobacco products to young people under the age of 18, the restrictions on the supply of fireworks, and the safe storage of petrol and explosives, across the range of **educating and informing locally based businesses, educating, informing and advising locally based consumers, checking businesses and enforcing legislation** similarly supports the aims and objectives to:

- Reduce the number of children and young people who become victims of crime;
- Reduce antisocial behaviour throughout Shetland;
- Provide an increased quality of life for locals and visitors alike; and
- Ensure Shetland's residents and visitors are safe in their homes.

Shetland's Tobacco Control Strategy and 2008-2011 Action Plan

The work we do in relation to the age-restriction on the supply of tobacco products to young people under the age of 18, across the range of **educating and informing locally based businesses, educating, informing and advising locally based consumers, checking businesses and enforcing legislation** has a major role in contributing to the strategy's aims to:

- Reduce smoking habit uptake;
- Reduce tobacco use; and
- Promote enforcement of relevant legislation and support compliance from those concerned.

How we will deliver on Single Outcome Agreement outcomes

Shetland's Wealthier and Fairer Strategic Outcomes

Fairer 2

Socio-economic disadvantage does not impact on the opportunities people have.

Wealthier 3

Shetland's reputation for sustainable practices and quality products will be strengthened.

Our work to help and advise consumers and businesses supports these strategic outcomes.

National Priority Area: Smarter

National Outcome 4

Our young people are successful learners, confident individuals, effective contributors and responsible citizens

We are currently developing links with Shetland's schools to help improve the provision of education in the areas of consumer issues and smoking.

Shetland's Healthier Strategic Outcomes

Healthier 1

Maintain a healthy life expectancy, focusing on healthy weight, alcohol, drugs and mental health.

In July 2009 we used additional external funding to appoint a temporary Health Improvement Officer.

This post has enabled us to significantly enhance the work we do in relation to the age-restriction on the supply of tobacco products to young people under the age of 18, across the range of **checking businesses** and **enforcing legislation, educating and informing locally based consumers**, and **educating, informing and advising locally based businesses**, and we will be continuing to develop this work in 2010-2011.

Our delivery of cross-cutting corporate themes

Sustainable Development

The Trading Standards Service has accreditation to ISO 14001:2004, the international standard for environmental management systems, and our work supports the Council's Sustainable Development Implementation Plan in the following ways.

- **Enforcing agricultural and petroleum safety legislation** including **registering and licensing local businesses involved with petrol, explosives and animal feeds** to minimise the risks to Shetland's human, animal and environmental health.
- **Enforcing environmental labelling legislation** to enable consumers to make informed purchasing decisions in relation to the energy consumption of goods.
- **Enforcing energy performance legislation** to enable purchasers and renters of property to make informed decisions in relation to the energy performance of different properties.
- **Using video-link technology** to minimise the transportation demands of cross-boundary co-ordination with other Trading Standards Services.
- **Staff encouraged to make use of home working technology** where appropriate.
- **Energy efficient** and environmentally controlled calibration laboratory.
- **Good workplace practices**, for example most files held electronically with minimal paper files.

Equalities

In line with the Council's Quality Standard for Equality and Diversity, we have carried out the following activities.

- **Equality impact assessments** undertaken for the Trading Standards Service as a whole, and for our policies on enforcement and advice & education.
- **Trading Standards staff** have undertaken equality and diversity training.
- **Use of volunteer translation service** to assist officers in communicating with individuals whose first language is not English.
- **Trading Standards leaflets and forms** include the Council's recommended section about accessibility in several languages.
- **Service Manager – Trading Standards** has taken advantage of the *Reaching the hard to reach* training course offered by the Shetland Community Planning Support Team.

Resource management

Resource analysis

The Trading Standards Service is comparatively well resourced, with a small team of experienced staff and a well-equipped calibration laboratory.

We avoid extremes of specialisation by our staff, as we need to be able to cover the full range of our very varied duties even if a particular individual is temporarily unavailable.

We do, however, encourage individual officers to develop some more specific interests and roles, in order to improve our individual and functional capabilities. This also supports (and is in turn supported by) our involvement and participation in functionally specific networks of officers from authorities across the North of Scotland, who share knowledge and information about particular subject areas.

For example, Jim Gray (Trading Standards Enforcement Officer) undertakes most of our work relating to fertilisers and animal feeds, and therefore acts as our representative on the North of Scotland Quality Standards sub-group.

Likewise, Mari Grains (Trading Standards Officer) takes a leading role in relation to product safety, and so is our representative on the North of Scotland Safety sub-group.

Our calibration laboratory is housed in premises (purpose-built in 1993) which are leased long-term by the Council. This facility enables us to calibrate in-house most of our working standards and testing equipment.

Some of our calibration requirements are, however, outwith the scope of our own facilities – and for these we use appropriate service providers from the public and private sector.

We send many of our samples and test purchases to Edinburgh City Council's Scientific Services unit (our appointed Public and Agricultural Analyst) for analysis and testing – but, as with calibration requirements, we use other more specialist facilities and service providers where necessary or appropriate.

Workforce resources

The service currently has five members of staff.

Service Manager – Trading Standards

An officer holding the statutory Diploma in Trading Standards qualification required to fulfil the duties of Chief Inspector of Weights and Measures for the authority, authorised to enforce all trading standards and consumer protection legislation, and with twenty years experience in Trading Standards.

Trading Standards Officer

An officer holding the statutory Diploma in Trading Standards qualification required to fulfil the duties of Deputy Chief Inspector of Weights and Measures for the authority, authorised to enforce all trading standards and consumer protection legislation, and with eighteen years experience in Trading Standards.

Trading Standards Enforcement Officer

An officer holding the Diploma in Consumer Affairs qualification, authorised to enforce all trading standards and consumer protection legislation other than weights and measures, and with sixteen years experience in Trading Standards. This officer is currently working towards the Diploma in Consumer and Trading Standards, including the statutory metrological qualification which would (if the Council chose to upgrade the post) provide us with an additional officer able to undertake weights and measures work.

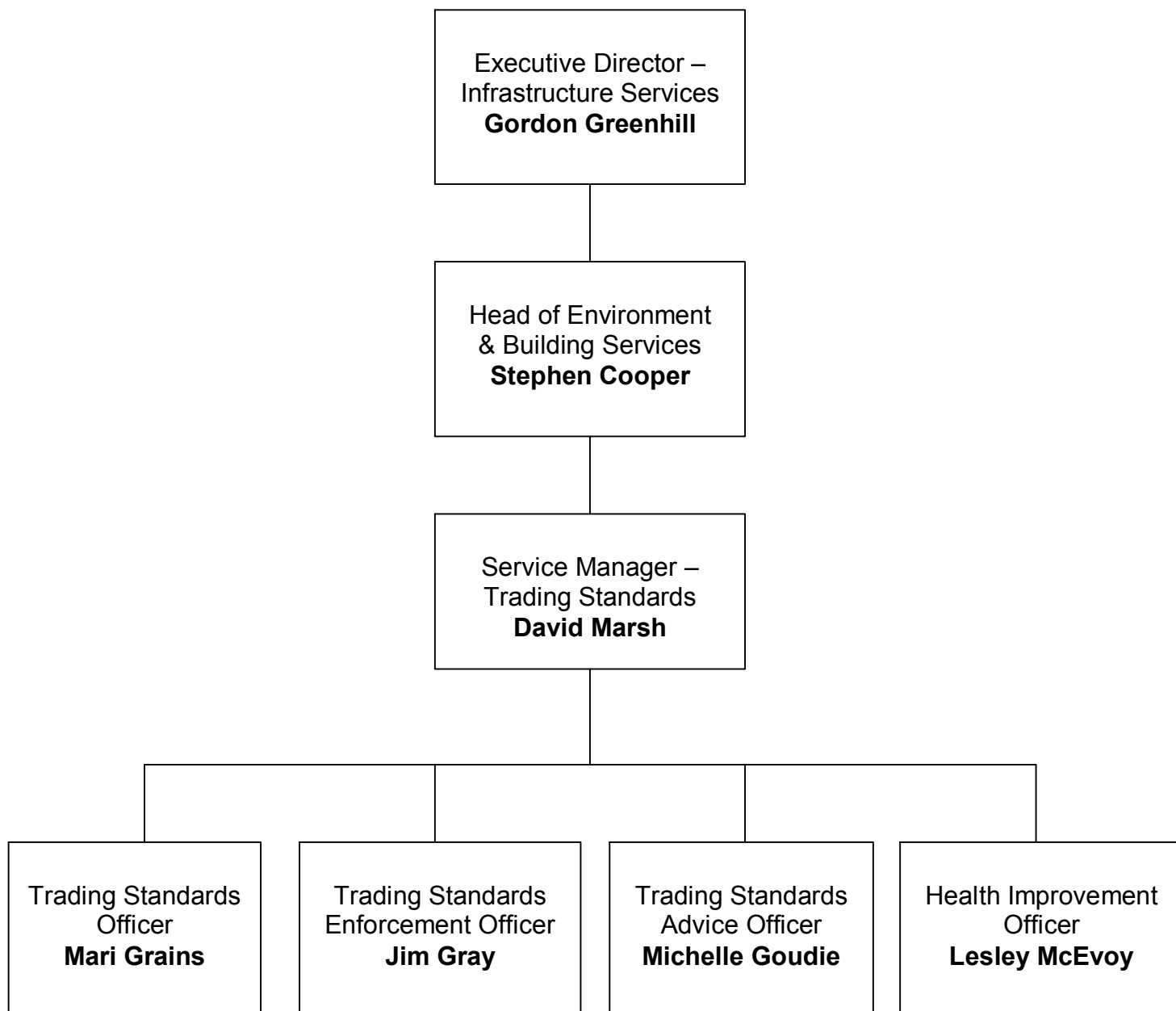
Trading Standards Advice Officer

An officer, mainly focussed on advising consumers and businesses, with nineteen years experience in Trading Standards.

Health Improvement Officer

This is a temporary post, to which we recruited in 2009. The post holder has a broad range of experience in science and education.

Trading Standards Service staff structure diagram



Infrastructure resources

Office facilities

The staff work out of the Grantfield office, which provides reception facilities, clerical and administrative support, some space for meetings with colleagues and customers, video-conferencing facilities, and access to the Head of Service and Executive Director.

The Grantfield office is the main public access point for the Infrastructure Services Department, and is open 09:00 – 17:00 Monday to Friday.

Laboratory and workshop facilities

Three metrological laboratory rooms (two with temperature and humidity environmental control units).

Indoor storage area for calibrated weights.

Workshop.

Weights

Local standard weights from 20 kg to 1 mg.

Working standard weights from 10 kg to 1 mg.

Test weights from 500 kg to 20 kg.

Hire weights from 500 kg to 1 g.

Weighing equipment

Mass comparators and electronic weighing machines with capacities ranging from 600 kg in 1 g divisions to 31 g in 0.001 mg divisions.

Measures of length

Local standard metre.

A variety of working standards and testing equipment up to 30 metres in length.

Capacity measures

Local and working standard pipettes.

Working standard glass measures from 175 ml to 25 ml.

Working standard composite measures from 20 litres to 2 litres.

Other equipment

Calibrated thermometers, hygrometers and manometer.

Explosimeter for detecting explosive atmospheres.

Portable appliance tester for on-site screen-testing of electrical goods.

One tonne payload van.

Mechanical equipment for lifting heavy weights.

Safety equipment for use at petrol filling stations.

General tools and workshop equipment.

Financial resources

2010-2011 revenue estimates

Infrastructure - Trading Standards

	Support Ledger	General Ledger	Reserve Fund	Recharged Ledger	Housing Revenue Account	Harbour Account	Trading Account	Overall Total
	£	£	£	£	£	£	£	£
Client Receipts		(8,700)						(8,700)
Financing								0
Grants								0
Reimbursements	(5)							(5)
Rents								0
Total Income	(5)	(8,700)	0	0	0	0	0	(8,705)
Employee Costs:								
Allowances	7,735	1,809						9,544
Basic Pay	130,625	20,142						150,767
Bonus								0
National Insurance	10,474	1,435						11,909
Other	421							421
Overtime								0
Pension Contribn	31,521	3,644						35,165
Sub-Total								
Employee Costs	180,776	27,030	0	0	0	0	0	207,806
Operating Costs:								
Administration	12,875	2,500						15,375
Agency Payments		1,500						1,500
Property & Fixed Plant	40							40
Supplies & Services		16,532						16,532
Transport & Mobile Plant	7,889	3,902						11,791
Sub-Total								
Operating Costs	20,804	24,434	0	0	0	0	0	45,238
Transfer Payments								0
Total Expenditure	201,580	51,464	0	0	0	0	0	253,044

Efficiency savings to be delivered in 2010-2011

As the revenue estimates table shows, the largest element in the Trading Standards Service's budget is the costs associated with our small number of staff. This makes it extremely difficult to identify cash-releasing efficiencies, although we have again managed to find savings in our operating costs. In 2010-2011 we will continue to strive to identify any areas in which our controllable expenditure can be reduced still further.

Setting objectives and targets

Performance management

The Trading Standards Service monitors its performance at regular monthly team meetings, enabling us to acknowledge good performance and to take appropriate action to deal with any areas identified as requiring improvement.

The Service Manager compiles six-monthly performance monitoring reports for the Head of Environment & Building Services (providing information for the Infrastructure Services Department's and the Shetland Islands Council's executive management teams) and for the Department's six-month and year-end performance review sessions with Elected Members. We will publish details of our performance during 2009-2010 at www.shetland.gov.uk/tradingstandards/Performance.asp as soon as all the data is available.

Performance indicators

We contribute towards several Single Outcome Agreement indicators, but none is solely dependent on our performance.

Core Activity	Performance Indicator	Scotland 2008-2009	Shetland 2008-2009	Target 2009-2010	Review Period	Target 2010-2011
Educating and informing locally based consumers	STATUTORY % of consumer complaints completed within 14 days	74.2 %	90.8 %	> 80.0 %	Monthly monitoring of uncompleted complaints, to avoid any undue delays.	> 80.0 %
Educating and informing locally based businesses	STATUTORY % of business advice requests completed within 14 days	96.5 %	94.8 %	<i>Small numbers of requests make a % target unreliable.</i>	Monthly monitoring of uncompleted requests, to avoid any undue delays.	> 90.0 %

Core Activity	Performance Indicator	Actual 2007-2008	Actual 2008-2009	Target 2009-2010	Review Period	Target 2010-2011
Enforcing Trading Standards legislation	LOCAL % of statutory notices and warning letters followed up within thirty days of expiry	90.9 %	96.0 %	> 90.0 %	Monthly review at team meetings of follow-up work due to be carried out, and of follow-up work completed.	> 90.0 %
Best value and continuous quality improvement	LOCAL % of customers responded to within target of one working day	100.0 %	99.8 %	> 98.0 %	Monthly review at team meetings of performance against target.	> 98.0 %
Providing high quality metrological services	LOCAL % of calibration certificates issued within target of five working days	100.0 %	90.5 %	> 90.0 %	Monthly review at team meetings of performance against target.	> 90.0 %
Best value and continuous quality improvement	CORPORATE Customer satisfaction index	93.4 %	92.6 %	> 90.0 %	Six-monthly report on performance.	> 90.0 %
Best value and continuous quality improvement	CORPORATE % of employees receiving a review and development session	100.0 %	100.0 %	100.0 %	Six-monthly report on performance.	100.0 %

Core Activity	Performance Indicator	Actual 2007-2008	Actual 2008-2009	Target 2009-2010	Review Period	Target 2010-2011
Best value and continuous quality improvement	CORPORATE Overall employee sickness absence rate	1.9 %	1.4 %	< 4.5 %	Six-monthly report on performance.	< 4.5 %
Best value and continuous quality improvement	CORPORATE % of agreed audit action points completed	100.0 %	100.0 %	100.0 %	Six-monthly report on performance.	100.0 %
Best value and continuous quality improvement	CORPORATE Number of formal written complaints received	0	1	0	Six-monthly report on performance.	0
Best value and continuous quality improvement	CORPORATE % reduction in diesel usage	Data not gathered	+ 17.2 % <i>Increase was just 28 litres.</i>	- 5.0 %	Six-monthly report on performance.	- 5.0 %
Best value and continuous quality improvement	CORPORATE Reduction in Service's energy use	As the Trading Standards Service is based in shared open-plan office space, it is not possible to accurately assess or monitor our own energy use. All staff are, however, well aware of the importance of minimising our environmental impact. Our calibration laboratory has to be environmentally controlled because of the nature of the work carried out there, but uses low energy lighting throughout.				

Action Plan 2010-2011

Description	Reason	Who is involved	Tasks	Completion date
Small Claims training	Identified by Trading Standards and Citizens Advice as a training need in the light of recent changes.	Whole team, led by David Marsh	Bring a trainer to Shetland to deliver training on the small claims procedure.	April 2010
Education about tobacco and consumer issues	Lack of information regarding current educational provision about tobacco and consumer issues in Shetland's schools.	Lesley McEvoy	Complete surveys of primary in secondary schools, and analyse results.	June 2010
Advice on house building contracts	Last year's project looking into house building contracts revealed the major problem to be the absence of written contracts.	Jim Gray and Michelle Goudie	Compile and make available advice booklet for consumers.	August 2010
Improved civil law advice for businesses	We developed our current advice and guidance some years ago, following a significant change in the law, and we have now identified ways in which we could improve it.	Whole team, led by David Marsh	<p>Rewrite guidance document, to make it clearer and easier to understand.</p> <p>Improve the guidance available on our website.</p> <p>Promote the improved guidance, possibly as part of National Consumer Week 2010.</p>	September 2010

Description	Reason	Who is involved	Tasks	Completion date
Electric blankets safety project	<p>Faulty and damaged electric blankets are a major safety hazard in the home.</p> <p>Last year's project was very successful, and there is clear demand to run a similar project again.</p>	Mari Grains	<p>Seek external project funding.</p> <p>Liaise with local retailers with a view to setting up a discount or voucher scheme for replacement blankets.</p> <p>Seek to involve the Care at Home service, to enable better engagement with people who may have difficulty attending a safety check.</p> <p>Arrange and run blanket testing sessions.</p>	October 2010
Energy Performance Certificates project	Follows on from last year's Home Reports project, and there is some evidence of non-compliance with this relatively new legislation.	Jim Gray	Draw up proposed project protocol, check current situation and seek to achieve improvements.	November 2010
National and regional projects	We aim to participate in national and regional projects if they are relevant to Shetland and we have the required resources available.	David Marsh, Mari Grains and Jim Gray	Consider proposed national and regional projects to see if they are relevant to Shetland, and participate if appropriate and realistic.	Throughout 2010-2011

Equality Impact Assessment

Examination of Available Data

9a. What do we know from existing data and research?

Shetland Islands Citizens Advice Bureau and Shetland Islands Council's Trading Standards Service carried out a Consumer Needs Analysis Survey in February 2003 to consult a sample of Shetland households on their knowledge of their rights as consumers and their experience of problems with goods and services.

This highlighted a need for the Trading Standards Service to raise its profile, with more advertisements or articles in the Shetland Times and a phone listing in the Shetland directory (perhaps with an entry under advice/help/counselling as well as under Shetland Islands Council).

As a result, we have for some years had entries and advertisements in the Shetland Directory and the Lerwick and Scalloway local map (updated in the new editions of each publication). We have also developed our online presence at www.shetland.gov.uk/tradingstandards, and we continue to work through the local media to increase awareness of Trading Standards matters.

Since 2007-2008 we have also placed an advertisement in the permanently sited maps of Lerwick, and (following a suggestion from one of our surveyed customers) we have included an additional entry in the Shetland Directory to make it easier for consumers and businesses to find our contact details.

Results from our customer surveys have suggested that an overwhelming majority of the individual consumers who contact us already knew of the Trading Standards Service before doing so - and that many of them had either used the service before, or got in touch with us as a result of a personal recommendation.

In a similar vein, comment continue to be made at our performance review sessions to the effect that we are always in the media giving advice and alerting people to potential concerns. In addition, over three-quarters of consumer and business customers who return surveys have consistently reported that they find it very easy to make initial contact with us.

9b. What gaps in knowledge are apparent?

We do not have any information which would enable us to profile our customers by equality groups.

9c. If there are any potential difficulties in getting the data to fill these gaps, please describe these.

Asking customers to give such information might be seen as intrusive and could reduce the response rate. Adding such a section would also significantly increase the length of each of our survey questionnaires.

10. Use the table to indicate:

(a) where you think that the service / strategy / project / policy could have a negative impact on any of the equality target groups i.e. it could disadvantage them/unlawful racial discrimination.

(b) where you think that the service / strategy / project / policy could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving/promote good relations within equality target groups.

	Positive impact – it could benefit	Negative impact – it could disadvantage	Reason
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Gender			
Women			
Men			

Race			
Asian or Asian British people			
Black or Black British people			
Chinese people			
People of mixed race			
White people			
People whose first language is not English	✓	✓	Most advice and information is in English, but all our locally produced leaflets contain generic translated information.

Disabled people			
Learning Disabilities	✓		Plain English training has improved the clarity of our guidance.
Physical Disabilities	✓		Public office is wheelchair-accessible. We work in partnership with the Citizens Advice Bureau, which offers an outreach service to housebound clients.

	Positive impact – it could benefit	Negative impact – it could disadvantage	Reason
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Disabled people (continued)			
Sensory Impairment	✓	✓	Some information is available in large print format, on audio cassette, and in Braille. The Grantfield office reception does not have an induction loop facility, which might improve the accessibility of services for some people with a hearing impairment.
Elderly / Infirm			
Mental Health			

Lesbians, gay men, bisexuals and Transgender			
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Age			
Older people (60+)	✓		Some targeted information (available in large print format, on audio cassette, and in Braille).
Younger people (17-25), and children	✓		Advice to businesses and young people about, and enforcement of, legislation restricting supply of potentially harmful goods to young people.

	Positive impact – it could benefit	Negative impact – it could disadvantage	Reason
Faith groups			
Equal opportunities and/or improved relations			

Notes:

Faith groups cover a wide range of groupings, the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs, and Hindus. Consider faith categories individually and collectively when considering positive and negative impacts.

The categories used in the Race section are those used in the 2001 census. Consideration should be given to the needs of specific communities within the broad categories such as Bangladeshi people and to the needs of other communities such as Turkish/Turkish Cypriot, Greek/Greek Cypriot, Italian and Polish that do not appear as separate categories in the census.

11. If you have indicated there is a negative impact on any group, is that impact:

Legal?

(that is, it is not discriminatory under anti-discriminatory legislation)

YES

Intended?

NO

Level of impact

LOW

12a. Could you minimise or remove any negative impact that is of low significance? Explain how:

Impact on people whose first language is not English is minimised by including generic translated information in all our locally produced leaflets. Similar information is also included in a number of nationally produced leaflets, such as those from Consumer Direct.

Impact on people with a sensory impairment could perhaps be reduced by the provision of an induction loop facility at the Grantfield office reception. We have raised this suggestion with departmental management.

12b. Could you improve the strategy, project or policy's positive impact? Explain how:

13. If there is no evidence that the strategy, policy or project promotes equality, equal opportunities or improved relations – could it be adapted so that it does? How?

14. Do you have any further comments to make?

Signed *David Marsh*

Date *29 March 2010*

Contact details

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