

# Derbyshire Trading Standards Service

Our vision is to improve life for local people by supporting business, helping consumers and tackling unfair and unsafe trading practices.

## We aim to achieve our vision by:

- Working in partnership with Consumer Direct to help local people who have a problem with something they have bought.
- Working in partnership with other agencies and organisations to achieve our objectives.
- Advising and educating consumers and businesses about trading standards issues.
- Responding to complaints and enquiries from consumers and businesses.
- Ensuring compliance with Trading Standards legislation by education, advice, inspection and investigation.
- Examining business practices to ensure that consumers are getting a fair deal.
- Taking legal action against traders who neglect their legal responsibilities or deliberately set out to harm the interests of consumers or legitimate businesses.
- Being accessible and responsive.
- Being open, honest and consistent.
- Being committed to continuous improvement.

The Service is organised into four teams – here are some of their activities:

## Safety & Road Traffic

- Check the safety of a wide range of consumer goods - including toys, electrical items and upholstered furniture.
- Work with the police and licensing teams to tackle sales of alcohol, tobacco, knives and other age-restricted products to young people.
- Carry out checks on heavy goods vehicles for overloading or illegally travelling through weight limits.
- Licence firework and explosive stores. Check fireworks are kept safely and sold responsibly.
- Licence petrol stations and work with Derbyshire Fire & Rescue Service to check their safety.
- Respond to complaints about unroadworthy/dangerous second-hand cars

## Food, Agriculture & Metrology

- Carries out Food Standards inspections in shops and factories.
- Carries out food and feed hygiene inspections on farms.
- Checks and samples food for composition, labelling and 'use by' dates.
- Checks and samples animal feeding stuffs and fertilisers for composition and labelling.
- Investigates complaints about short weight.
- Investigates complaints about food and agriculture matters.
- Tests weighing and measuring equipment at petrol stations, shops, pubs and factories.
- Checks packaged goods to ensure correct weight.
- Provides a commercial calibration and testing service.

## Animal Health

- Attends livestock markets to protect the health and welfare of farm animals.
- Checks the identification of farm animals to ensure traceability and help prevent/eradicate the spread of disease.
- Ensures that farm animals are legally and correctly transported.
- Ensures the correct disposal of dead farm animals.
- Provides advice to farmers on animal health and welfare and disease control requirements.
- Inspects livestock premises and carry out investigations into complaints.

## Fair Trading, Advice & Education

Deals with:

- Rogue traders who deliberately/persistently break the law.
- Derbyshire Trusted Trader scheme.
- Doorstep crime and bogus callers.
- Product counterfeiting.
- Misleading price indications.
- Package holidays and timeshare.
- DVD film classifications.
- Consumer credit.
- Estate agent descriptions.
- Falsely described goods including cars.

Handles complex consumer law issues referred to the service by Consumer Direct and provides education to local consumers and businesses about trading standards issues.

## Our Service Standards

All our services are provided in accordance with the Derbyshire County Council Customer Care Charter, copies of which are available from our offices or our website.

### In addition, we aim to:

- Keep you informed of the progress of your enquiry at regular intervals.
- Let you know the outcome of your enquiry, or tell you the reasons why we cannot progress it.
- Give a high priority to matters involving safety and other urgent issues.
- Provide verification of weighing and measuring equipment on request.

### How to ensure satisfaction

- With your help we will work to improve our services wherever possible.
- We would like to hear your views, good or bad, about the service we provide.
- If you want to make a comment, compliment or complaint about any of our services, please contact the Duty Officer via any of the methods overleaf, or visit our website.

### We would like to point out, however, that there are some things we can't do, including:

- Closing down businesses.
- Automatically getting you a refund or replacement.
- Giving out information about businesses.
- Making appointments for all our visits to businesses.

## Consumer Advice

For clear, practical consumer advice please contact Consumer Direct on 08454 04 05 06.

Full details of how we work with Consumer Direct and how we deal with consumer issues are contained within our Consumer Advice and Enquiries Policy which is available online and on request.



## Business Advice

For business advice please contact Call Derbyshire on 08 456 058 058.

Fax: 01629 536197

Email: [trading.standards@derbyshire.gov.uk](mailto:trading.standards@derbyshire.gov.uk)

[www.derbyshire.gov.uk/tradingstandards](http://www.derbyshire.gov.uk/tradingstandards)

Derbyshire Trading Standards Service,  
Chatsworth Hall, Chesterfield Road, Matlock,  
Derbyshire, DE4 3FW

Full details of how we deal with businesses are contained within our Business Advice and Enquiries Policy and our Compliance Policy which are available online and on request.

## Trusted Trader

Derbyshire Trusted Trader can help you find honest and reliable traders who commit to doing a good job for a fair price. Please visit our website at [www.derbyshire.gov.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader) for more information.



This publication can be made available in other formats, such as Braille, on computer disk or in large print, and in other languages on request.

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County Council  
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