

DERBYSHIRE COUNTY COUNCIL. TRADING STANDARDS DIVISION
Annex to Procedure

AN 32 Consultation Plan

Trading Standards Consultation Plan 2010 / 11

General Public

Activity	Lead	Timescale
<p>Consumer satisfaction Postal survey to consumers whose enquiries have been completed in a given month, a check on consumer satisfaction with our service. The survey also includes a series of questions set by the Safer Derbyshire team to explore community safety issues and some questions on Trusted Trader Awareness.</p>	GJM	4 per year June 10, Sept 10, Dec 10, March 11
<p>Consumer survey using Standpoint (touch screen consultation device) Survey developed in draft June 10. To be trialled in Heanor library for 1 month</p>	AB	July 10

Businesses

Activity		Timescale
<p>Business satisfaction (NI182). Surveys to businesses who we visit and (separately) to businesses who contact us for advice. There are 2 standard questions required by NI 182 plus additional TS content. Scope will be extended in 2010/11 to include business satisfaction with the way we process licensing applications for storage of fireworks, petrol and poisons. There is a service plan target for a satisfaction rating of 76%</p>	GJM	4 per year June 10, Sept 10, Dec 10, March 11
<p>Business survey using Standpoint (touch screen consultation device) Survey developed in draft June 10. To be trialled in Heanor library for 1 month</p>	AB	July 10

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Trusted Trader

Activity	Officer	Timescale
<p>Public awareness of the Trusted Trader Scheme Questions on this are included in the consumer survey – see above</p>	GJM	4 per year June 10, Sept 10, Dec 10, March 11
<p>Analysis of feedback cards returned by consumers. The scheme rules require that traders leave feedback cards for consumers to complete and return to us. There is a service plan target to achieve a 90% satisfaction rating from consumers who have used a trusted trader</p>	DLA	Ongoing
<p>Members' satisfaction with the Trusted Trader Scheme Scheme members will receive an emailed request to participate in a survey via a hyperlink to an online form. This will include the same questions asked in the Call Derbyshire outbound calling survey carried out in 2009. There is a service plan target for 63% of member businesses to say that the Trusted Trader Scheme has had a beneficial effect on their business.</p>	AB	To be decided

Consultation issues still to be considered

1. Consultation on service policies – business, consumers, compliance etc.