

Business Surveys 2013/14

ALL (Visits and Contacts to businesses)

	Visits	Contacts	Total
Forms sent out	127	22	149
Forms returned	46	4	50
Response rate	36.2%	18.2%	33.6%

Question 1 - I felt my business was treated fairly

	Visits to business survey		Contacts with business survey		Total	
Strongly agree	43.5%	20	50.0%	2	44.0%	22
Agree	54.3%	25	50.0%	2	54.0%	27
Neither agree nor disagree						
Disagree	2.2%	1			2.0%	
Strongly disagree						
Not applicable						

Question 2 - I felt the contact was helpful

	Visits to business survey		Contacts with business survey		Total	
Strongly agree	45.7%	21	75.0%	3	48.0%	24
Agree	54.3%	25	25.0%	1	52.0%	26
Neither agree nor disagree						
Disagree						
Strongly disagree						
Not applicable						

Q3 - Were you aware of the Trading Standards Service before the recent visit?

	Visits to business survey		Contacts with business survey		Total	
Yes	91.3%	42	100.0%	4	92.0%	46
No	6.5%	3			6.0%	3
Don't know	2.2%	1			2.0%	1

Question 5 - How informative did you find our staff?

	Visits to business survey		Contacts with business survey		Total	
Very good	68.9%	31	75.0%	3	69.4%	34
Fairly good	24.4%	11	25.0%	1	24.5%	12
Fairly poor	4.4%	2			4.1%	2
Very poor	2.2%	1			2.0%	1
Don't know						

Question 7 - Was the advice/information easy to understand?

	Visits to business survey		Contacts with business survey		Total	
Very easy	78.6%	33	75.0%	3	78.3%	36
Fairly easy	21.4%	9			19.6%	9
Fairly difficult			25.0%	1	2.2%	1
Very difficult						
Don't know						

Question 8 - If we said that your business was not meeting its legal requirements:

a) Did we make it clear to you what you needed to do to meet legal requirements?

	Visits to business survey		Contacts with business survey		Total	
Yes	91.3%	21	100%	3	92.3%	24
No	4.3%	1			3.8%	1
Don't know	4.3%	1			3.8%	1

Question 8 - If we said that your business was not meeting its legal requirements:

b) Was our response to this problem fair and reasonable?

	Visits to business survey		Contacts with business survey		Total	
Yes	91.7%	22	100%	3	92.6%	25
No	4.2%	1			3.7%	1
Don't know	4.2%	1			3.7%	1

Question 9 - Following the visit, do you feel better equipped to comply with trading standards law?

	Visits to business survey		Contacts with business survey		Total	
Yes	90.7%	39	100%	4	91.5%	43
No	7.0%	3			6.4%	3
Don't know	2.3%	1			2.1%	1

Question 10 - Were our officers courteous and polite at all times?

	Visits to business survey		Contacts with business survey		Total	
Yes	100.0%	46	100%	4	100.0%	50
No						
Don't know						

Q11 - How satisfied were you with our overall level of service?

	Visits to business survey		Contacts with business survey		Total	
Very satisfied	73.9%	34	75.0%	3	74.0%	37
Fairly satisfied	23.9%	11	25.0%	1	24.0%	12
Fairly dissatisfied	2.2%	1			2.0%	1
Very dissatisfied						
Don't Know						

Q12 - If we have visited your business on more than one occasion: Have you been treated consistently on different occasions?

	Visits to business survey		Contacts with business survey		Total	
Yes	83.8%	31	100.0%	2	84.6%	33
No	8.1%	3			7.7%	3
Don't know	8.1%	3			7.7%	3

Q13 - If you have contacted us for help or advice, how easy was it to make initial contact?

	Visits to business survey		Contacts with business survey		Total	
Very easy	43.3%	13	50.0%	2	44.1%	15
Fairly easy	56.7%	17	50.0%	2	55.9%	19
Fairly difficult						
Very difficult						

Q16 - Derbyshire Trading Standards focuses its work on the following priority areas;

- 1. Taking effective action against businesses that deliberately or persistently break the law**
- 2. Providing support and advice to Derbyshire businesses and consumers to maintain a fair and safe trading environment**
- 3. Taking effective action in relation to the storage and supply of dangerous goods**
- 4. Maintaining food standards and helping people to make informed, healthy choices**
- 5. Preventing the spread of animal disease and taking action in cases of unnecessary suffering of livestock**
- 6. Restricting the access of children and young people to harmful age-restricted goods**

Looking at these priorities, would you say that they:

	Visits to business survey		Contacts with business survey		Total	
Were about right	88.9%	40	75.0%	3	87.8%	43
Could be improved	6.7%	3	25.0%	1	8.2%	4
Unable to comment	4.4%	2			4.1%	2

Q16 - If you feel that they could be improved, please give details:

"Whilst I try my very best to ensure my business follow the laws, there are lots of online and facebook/ebay businesses that sell fake items or items that don't confirm to the UK standard"

"Your team should have a background/understanding of the industries they are involved with"

"By persuing the worst offenders and genuine crooks and not wasting time on genuine businesses"

"Please look at question 8 this needs a box on the question for my answer. My business was all in order and meets the legal requirement.

I always try and comply with whats needed"

"I think people who go into farming, should be properly trained before being let loose on animals"

Please use the space below to make any comments you have about the trading standards service

"Would just like to thank you for your continued help and support in our trading issues"

"Making it difficult for legitimate business. These online businesses managed to sell cut price products which consumers are unaware of them being fake or not meeting the UK standards"

"Your recent visit was a complete waste of time and money. The individual officer done the best he could given the total lack of industry knowledge and very poor training. Being inspected by a compliance officer with no technical ability and being told you comply to the standard, not only totally devalues the standards but also devalues trading standards as a whole, enhancing the negative reputation as bureaucratic pen pushing individuals with no idea of life in the real world. Maybe if you worked "with" the industry instead of against it, much

"Not very helpful on matter concerning DCC or Highways Dept"

"I found the inspector extremely helpful he couldn't do enough to assist me with information"

"It was always my understanding that trading standards officers would attend farms with clean overall, clean wellingtons for bio security reasons so I was alarmed to find our visitor did not have either despite my warning that due to the recent bad weather she would have to walk through a lot of mud to see the parts of the farm she needed. also as she wanted a grain sample i would have thought she would have brought a clean sterile plastic bag - not ask my husband for a carrier - which may have been contaminated! The visit was a good and allegations to date have all been found to be unfounded. Your officer has a very common sense approach to dealing with this problem. "

"If they visit a farm they need wellington boots"