

**Business Surveys 2014/15****ALL (Visits and Contacts to businesses)**

	Visits	Contacts	Total
Forms sent out	121	40	161
Forms returned	26	9	35
Response rate	21.5%	22.5%	21.7%

**Question 1 - I felt my business was treated fairly**

	Visits to business survey		Contacts with business survey		Total	
Strongly agree	61.5%	16	44.4%	4	57.1%	20
Agree	34.6%	9	33.3%	3	34.3%	12
Neither agree nor disagree			11.1%	1	2.9%	1
Disagree	3.80%	1			2.9%	1
Strongly disagree			11.1%	1	2.9%	1
Not applicable						

**Question 2 - I felt the contact was helpful**

	Visits to business survey		Contacts with business survey		Total	
Strongly agree	53.8%	14	55.6%	5	54.3%	19
Agree	42.3%	11	33.3%	3	40.0%	14
Neither agree nor disagree	3.8%	1			2.9%	1
Disagree						
Strongly disagree			11.1%	1	2.9%	1
Not applicable						

**Question 3 - Were you aware of the Trading Standards Service before the recent visit?**

	Visits to business survey		Contacts with business survey		Total	
Yes	88.9%	8		2	83.3%	10
No	11.1%	1		1	16.7%	2
Don't know						

**Question 5 - How informative did you find our staff?**

	Visits to business survey		Contacts with business survey		Total	
Very good	80.8%	21	77.8%	7	80.0%	28
Fairly good	19.2%	5	11.1%	1	17.1%	6
Fairly poor						
Very poor			11.1%	1	2.9%	1
Don't know						

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

	Visits to business survey		Contacts with business survey		Total	
Very easy	75.0%	18	55.6%	5	69.7%	23
Fairly easy	25.0%	6	33.3%	3	27.3%	9
Fairly difficult						
Very difficult			11.1%	1	3.0%	1
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	100.0%	15	57.1%	4	86.4%	19
No			14.3%	1	4.5%	1
Don't know			28.6%	2	9.1%	2

**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	93.3%	14	57.1%	4	81.8%	18
No			14.3%	1	4.5%	1
Don't know	6.7%	1	28.6%	2	13.6%	3



**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	92.0%	23	55.6%	5	82.4%	28
No	4.0%	1	11.1%	1	5.9%	2
Don't know	4.0%	1	33.3%	3	11.8%	4

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

	Visits to business survey		Contacts with business survey		Total	
Yes	100%	26	88.9%	8	97.1%	34
No			11.1%	1	2.9%	1
Don't know						

**Question 11 - How satisfied were you with our overall level of service?**

	Visits to business survey		Contacts with business survey		Total	
Very satisfied	76.9%	20	55.6%	5	71.4%	25
Fairly satisfied	23.1%	6	33.3%	3	25.7%	9
Fairly dissatisfied						
Very dissatisfied			11.1%	1	2.9%	1
Don't Know						

**Question 12 - 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	71.4%	5	2	70.0%	7
No					
Don't know	28.6%	2	1	30.0%	3

**Question 13 - 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	41.2%	7	44.4%	4	42.3%	11
Fairly easy	58.8%	10	33.3%	3	50.0%	13
Fairly difficult			11.1%	1	3.8%	1
Very difficult			11.1%	1	3.8%	1

**Question 16 - 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	88.8%	8	1		81.8%	9
Could be improved	11.1%	1	1		18.2%	2
Unable to comment						

(This question only asked in Q2)

		Visits to Business survey		Contacts with Business survey		Total	
Trading Standards is an ISO 9001 accredited service - able to provide quality assured advice	Value highly	35.3%	6	50.0%	3	39.1%	9
	Value	52.9%	9	33.3%	2	47.8%	11
	Don't value	5.9%	1			4.3%	1
	Can't comment	5.9%	1	16.7%	1	8.7%	2
Information is accessible online 24/7	Value highly	29.4%	5	16.7%	1	26.1%	6
	Value	58.8%	10	66.7%	4	60.9%	14
	Don't value						
	Can't comment	11.8%	2	16.7%	1	13.0%	3
You can speak directly to a qualified, competent member of staff	Value highly	52.9%	9	66.7%	4	56.5%	13
	Value	35.3%	6	33.3%	2	34.8%	8
	Don't value						
	Can't comment	11.8%	2			8.7%	2
Staff are able to give fair and impartial information/advice on the law	Value highly	70.6%	12	50.0%	3	65.2%	15
	Value	29.4%	5	16.7%	1	26.1%	6
	Don't value						
	Can't comment			33.3%	2	8.7%	2
Staff can advise on the practical application of the law to your particular business	Value highly	62.5%	10	50.0%	3	59.1%	13
	Value	37.5%	6	16.7%	1	31.9%	7
	Don't value						
	Can't comment			33.3%	2	9.1%	2
Other (please say what is important to you about advice from Trading Standards)							

(This question only asked in Q2)

[illegible]



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

"Training"

"We've benefitted from the advice from the team and continue to feel supported to ensure we are meeting both legal and customer requirements"

"Welcome visit to any business that wants to stay in the law and be safe"

"We have dealt with [member of staff] at Matlock and have always been informative and helpful"

"Your officer was helpful, sympathetic and was able to advise us on all aspects of labelling of our products"

"The visit that was made is good the clients safety and safety at the work place, all the information was very helpful Thanks"