

Derbyshire Trading Standards Service – How do we know that it is what it says on the tin?

We are all familiar with the catchphrase of a well-known manufacturer of a brand of wood treatments! But how can we be sure that goods and services supplied in Derbyshire live up to expectations and the claims made by the suppliers? The Trading Standards Service has responsibility for ensuring that local businesses comply with a wide range of legislation to maintain standards of trading and to protect local consumers.

What do we do?

Animal Health and Welfare

- Ensuring that animal disease controls are adhered to and that farmed animals do not suffer unnecessarily

Fair Trading

- Ensuring that business trade fairly and comply with both criminal and civil requirements, eg
 - Unfair contract terms, failing to fulfil orders, generating multiple complaints
- Tackling rogue traders that seek to take advantage of local residents, for example:
 - Doorstep criminals, clocked cars, counterfeit goods, scam mail, organised criminals, illicit tobacco, misdescribed mobility aids, high pressure sales

Food and Feed

- Ensuring that food and animal feeding stuff are safe and comply with composition and labelling requirements

Safety

- Ensuring that consumer goods – and construction products – sold in Derbyshire are safe
- Preventing the sale of age restricted products (alcohol, tobacco, fireworks) are not sold to young people
- Investigating breaches of weight restrictions by HGVs

Weights and Measures

- Ensuring that weighing and measuring equipment used to determine quantity are accurate and that customers get a 'full measure'; providing a calibration service to local businesses

How do we do it?

- Routine inspection of local businesses
- Advice and information to local businesses – including chargeable advice and 'Primary Authority' Partnerships
- Conducting market surveillance – ie taking samples of goods and having them tested
- Responding to complaints from the public about breaches of criminal law
- Referring requests for advice on contractual issues to the Citizens Advice Consumer Service
- Conducting criminal investigations
- Prosecuting 'rogue' traders
- Operating the **Derbyshire Trusted Trader Scheme**
- Running the **Heart of Derbyshire Scheme**
- Supporting **Derbyshire Scam Watch**

Main Issues

- Statutory v non-statutory services
- Increasing demand for service v reduction in resources
- Local v National Priorities
- Changes in legislation/Government Policy
- Imminent Service restructure
- Succession planning