

Salford City Council

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Trading Standards service standards 2011/12

Protecting and improving our environment

IN Salford

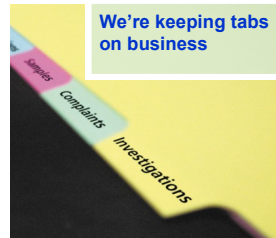
About Trading Standards and Consumer Advice

The service is run by Salford City Council. Our role is to protect the public and business community by maintaining a fair, safe and honest trading environment.

The service is responsible for enforcing trading standards laws in around 6000 commercial premises within the city.

We enforce over 40 Acts of Parliament and over 1000 sets of regulations, covering areas such as;

- ❖ Age restricted goods
- ❖ Unsafe goods
- ❖ Consumer credit
- ❖ Doorstep crime / rogue traders
- ❖ Estate agency work
- ❖ Food composition and labelling
- ❖ Misdescribed goods and services
- ❖ Counterfeit products (clothes, perfume, CDs etc.)
- ❖ Motor vehicle fraud (i.e. clocked cars)
- ❖ False or misleading prices
- ❖ Weights and measures
- ❖ Overloaded goods vehicles
- ❖ Animal health and welfare
- ❖ Illegal tobacco products
- ❖ Motor salvage and 2nd hand goods



If you need this interpreting please telephone

Arabic

إذا كنتم بحاجة الى تفسير او ترجمة هذا الرجاء الاتصال

Chinese

如果需要翻译，请拨打电话

Czech

Pokud potřebujete tlumočnické služby prosím zavolejte

Farsi

اگر به ترجمه این نیاز دارید ، لطفاً تلفن کنید

French

Si vous avez besoin que cela soit traduit contactez

Kurdish Sorani

ۆب هكب زوفهلهت تئى وهه تهنارئى گهوه مهئى رهگهئى

Pashto

ئىړكې و نوفلېت افطل ، كىړاوغ لوك همجرت اد هك

Polish

Jeżeli potrzebne jest Państwu to tłumaczenie, proszę zadzwonić pod numer.

Punjabi

جے تہانوں ترجمانی دے لوڑا اے تے براہ کرم فون کرو

Hindi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਵਿਆਖਿਆ ਕਰਨ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ

Russian

Если Вам требуется перевод, просим звонить по телефону.

Somali

Haddii aad u baahan tahay tarjumiddan fadlan soo wac

Tigrinyan

ነዚ ናይ ምትገም ኣገልግሎት ኣንተ ደሊኹም ደግሎልና።

Urdu

اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔



0161 925 1375

Our standards of customer services

We aim to provide an excellent service and have made a commitment to:-

Respond to all requests for services within three working days.

Investigate serious or urgent matters immediately.

Be polite and courteous— **100%** of service users were satisfied with the standard of customer care and felt that they had been treated fairly and sensitively.

Plain English— please tell us if we use jargon or language you don't understand.

Provide easy access to our services— we can arrange to visit customers' homes and businesses, out of hours if necessary, if users have difficulty coming to our office. Our office is fully accessible by wheelchair, we have confidential interview rooms available if users prefer. **96%** of customers found it easy to access our services.

Listen to service users— we regularly conduct surveys of our users' satisfaction and analyse any comments we receive to make service improvements. **91%** of customers were satisfied with the overall level of service they received.

If things go wrong— put things right as quickly as possible. We will respond to any complaints about the way in which we have provided any of our services within five working days. Between 1 April 10 and 31 March 11 we received **two official complaint** about the way we provide our services and **no compliments** received from surveys and letters to the directorate.

Cost of our service in 2010/11 per head of population (based on the census of 2001) was **£2.09**.

How can we help?

Salford Trading Standards is now in partnership with Consumer Direct, a free advice and information service for UK consumers supported by the Office of Fair Trading.

- ❖ It provides first line practical advice on how to solve problems and disagreements with suppliers of goods or services
- ❖ It has extended opening hours making it easier to receive direct advice when it is needed
- ❖ If your complaint is one of a criminal nature then Consumer Direct will refer the details to us right away

[Call Consumer Direct on 08454 05 06 07](tel:08454050607)

Our role is to investigate and take enforcement action against traders who break the law, for example;

- ❖ A trader who misdescribes a car can be fined up to £5000 or even sentenced to two years in prison
- ❖ A trader who sells age restricted goods, such as alcohol and fireworks, to young persons, could be fined and have their alcohol licence revoked
- ❖ Pub landlords who water down spirits or give short measures can be fined up to £5000

Trading Standards also give impartial help and advice to businesses. We take a fair a proportionate approach to enforcement and aim to work with legitimate businesses to ensure they are able to operate in a fair trading environment. Contact us for advice on how to trade within the law.

Partnerships

To help us provide the best possible service we work, as necessary, with the following:

- ❖ Consumer Direct
- ❖ Trading Standards Departments in other authorities
- ❖ Greater Manchester Police
- ❖ Greater Manchester Fire Service
- ❖ Department of Works and Pensions (DWP)
- ❖ HM Revenue and Customs (HMRC)
- ❖ Primary Care Trust
- ❖ The Patent Office
- ❖ Trade Mark holders
- ❖ Citizens Advice Bureau
- ❖ Age Concern
- ❖ Victim Support
- ❖ Other services provided by Salford City Council

Compliments

- ❖ I wish to thank you most sincerely for your advice and your prompt action in resolving the matter.
- ❖ The lady I spoke with was very helpful and responded to my enquiry within a day, (I received a letter two days later after my initial enquiry) Please can you pass on my thanks.
- ❖ The advice was very good and it was helpful, they came to see me, I was not expecting that.
- ❖ I found the service and the staff excellent.
- ❖ Very pleased with the service, didn't have to contact yourselves as you contacted me.

Our performance standards and achievements

Description	2007/08 Results	2008/09 Results	2009/10 Results	2010/11 Results	2011/12 Target
Undertake all requests for the verification of weighing and measuring equipment.	100%	100%	100%	100%	100%
Undertake quarterly co-ordinated food sampling programme.	100%	100%	100%	100%	100%
Weighbridge testing, undertake inspection of all equipment due.	32	25	31	31	100%
Inspect all business that have a risk rating of 'HIGH' that are due inspection.	N/A	N/A	N/A	N/A	44
Undertake petrol station inspections visits.	15	20	10	14	14
Continue to the reduce the failure rate of businesses selling age restricted products to minors.	-	18%	16%	14%	13%
Undertake inspections at licensed premise.	98	45	53	70	76
Respond to incidents reported within 3 days.	-	-	-	-	95%