



Performance Networks Trading Standards Pilot

To: All APSE Contacts

Key Issues

- APSE's performance networks service has launched its new Trading Standards pilot
- Templates to complete and capture local authority information within this service area are now available
- All local authorities signed up to performance networks for full services can participate in this new service for no additional cost
- Local authorities interested in this new service can contact the performance networks team on performance.networks@apse.org.uk or 0161 772 1810 for further information

1.0 Introduction

APSE's performance networks is the largest local government performance measurement and benchmarking service in the UK. Formed in 1998 it has over 190 local authority members covering 15 front-line local authority services. It has a wealth of performance data covering the cost, efficiency and quality of public services.

APSE has a strong record of partnership working with a range of organisations in developing approaches to benchmarking. In Scotland APSE has worked closely with the Society of Chief Officers in Transportation in Scotland (SCOTS) in developing an approach to benchmarking roads and street lighting based on looking at the whole asset and following on from the Audit Scotland report *Maintaining Scotland's Roads*. APSE has also worked with the County Surveyors Society Wales (CSS Wales) to combine performance measures previously required by the Wales Audit Office and so reduce duplication and the amount of time spent on data provision. The most recent development is the new Environmental Health benchmarking template with the Society of Chief Officers for Environmental Health Scotland (SOCOEHS).

At the start of this year a number of APSE member authorities (UK wide) expressed an interest in the need to develop benchmarking within Trading Standards services following the

successful pilot for Environmental Health. It was agreed that APSE would explore the potential to develop this as new service area adopting some of the processes and methodology which were gathered during the pilot of the Environmental Health service template. An approach by the Society of Chief Officers in Trading Standards in Scotland (SDCOTRSS) afforded the opportunity to achieve this ambition through APSE applying their expertise by providing the framework to improve upon the work undertaken by SCOTSS.

All APSE benchmarking services require the active involvement and participation of service practitioners in order to take forward individual projects. As APSE's performance networks has been benchmarking frontline services for the past 18 years, it therefore has a well developed infrastructure for data capture and the production of necessary outputs linked to performance indicators and is also able to bring expertise based on a methodology that is robust and flexible.

The agreed approach was to bring together the knowledge and expertise of APSE performance networks with an expert group of practitioners drawn from the Society of Chief Officers of Trading Standards for Scotland (SCOTSS) to enable a pilot project to be set up to agree service profiles, data collection, performance indicators and presentation of output data. Following agreement at the end of this stage the pilot project would then be rolled out to local authorities UK wide.

2.0 Pilot project

A Project Team was established by the Society of Chief Officers of Trading Standards for Scotland (SCOTSS) who were tasked with developing performance measures and benchmarks for Trading Standards. A range of measures were developed, to be delivered through a robust and recognised model. This addresses a recommendation in the Audit Scotland's "Protecting Consumers Report".

Key achievements to date have included:

1. Final trading standards performance template agreed, together with mechanism for issuing and collating the data for the pilot year 2015/16
2. Meeting held by APSE with representatives from Scottish local authorities to discuss the Trading Standards module, the data template and the process for collating and submitting returns on 28th September 2016
3. Deadline for submitting returns to APSE was 18th November 2016. As of December 2016, 25 local authorities have submitted data.
4. Discussions have been held with the Douglas Olley of Improvement Services to review the work undertaken to date by the Project Team and APSE. This is with the intention of reviewing the current LGBF measure for Trading Standards and identifying what support the Improvement Service could offer the Society.

Future actions and timetable

9 th March 2017	Meeting to be held with Project Team to discuss final report.
30 th April 2017	Performance report issued by APSE.
May 2017	Meeting to review report, pilot and identify areas for improvement.
May – June 2017	Implement agreed changes for 16/17 data collection arrangements.

3.0 How to get involved

Should your local authority already be signed up to performance networks for *'all services'*, you are entitled to participate in this module for no additional cost. Any local authorities interested in participating should contact the performance networks team on 0161 772 1810 or email performance.networks@apse.org.uk for further information.

To find out more about performance networks please visit the APSE website on www.apse.org.uk

Louise Melville
Principal Advisor

Trading standards performance indicators 2015-16

Key performance indicators

Cost of Trading Standards service per 1,000 head of population (gross cost)

Cost of Trading Standards service per 1,000 head of population (net costs)

Hectares of local authority land area per 1,000 head of population

Productivity performance indicators

Ratio of officers: businesses

Ratio of officers: population

Customer / consumer relations

Percentage of customers satisfied with service ('very satisfied' or 'fairly satisfied') with the consumer complaint service

Percentage of customers who felt that our intervention helped them to better manage their business

Percentage of consumer complaints resolved within 14 days

Percentage of business requests dealt with within 14 days

Inspection and intervention

Percentage of premises due an inspection that were inspected within the reporting period

Percentage of new businesses which have been risk-rated (e.g. by inspection, desk-top assessment, self-audit etc.) within 3 months of coming to the attention of the authority

Percentage of new businesses which were risk-rated within three months of coming to the attention of the Trading Standards service

Number of premises inspected within the reporting period plus the number of new businesses which required risk-rating that came to the attention of the Trading Standards service during the reporting period plus the number of reactive visits.

Percentage of tobacco retailers from whom at least one test purchase is made

Ratio of tobacco retailers to total test purchases made

Percentage of tobacco retailers given advice

Staffing / staff development

Average number of hours/officer per annum on continued professional development

Percentage staff absence (trading standards / other enforcement officers / other front line staff only) - excluding Scotland

Percentage staff absence (all staff) - excluding Scotland

Days per employee staff absence (trading standards/ other enforcement officers / other front line staff only) - Scotland only

Days per employee staff absence (all employees) - Scotland only

Appendix 2

Screen shot example of data template

Trading Standards Year 18 - management data 2015 / 2016		▶ Red flag = high priority ● Amber circle = medium priority ■ Green square = lower priority			
Home					
Input sheet 3 of 6	Range code	Data input	Guidance manual reference	Notes for your own reference only	Workings
Enter 'Y' (Yes) in this box when you have completed all data input required for this sheet.		▶	<input type="text" value="N"/>		
Consumer complaints	See note				3.0
Total number of consumer complaints received	See note CCTOT	▶	<input type="text" value="0"/>		3.1
Number of consumer complaints completed up to and including the 14th day	See note CC014	▶	<input type="text" value="0"/>		3.2
Business requests	See note				3.3
Total number of business requests received	See note BRTOT	▶	<input type="text" value="0"/>		3.4
Total number of business requests completed within 14 days	See note BRD14	▶	<input type="text" value="0"/>		3.5
Enforcement data	See note				3.6
Number of 'Agency Crime Incidents' reported to Crown Office and Procurator Fiscal Service (COFS) / Crown Prosecution Service	See note FAACI	▶	<input type="text" value="0"/>		3.7
Number of Product Safety Notices issued	See note FAPSN	▶	<input type="text" value="0"/>		3.8
Number of instances of forfeiture of dangerous products	See note FAPDP	▶	<input type="text" value="0"/>		3.9
Number of instances of rejection of weighing or measuring equipment	See note FAWME	▶	<input type="text" value="0"/>		3.10
Number of Enterprise Act undertakings	See note FAEAU	▶	<input type="text" value="0"/>		3.11
Number of Enterprise Act enforcement orders granted	See note FAEAE	▶	<input type="text" value="0"/>		3.12
Number of unfair contract terms interdicts granted	See note FAUCT	▶	<input type="text" value="0"/>		3.13
Number of tobacco fixed penalty notices issued	See note FATFP	▶	<input type="text" value="0"/>		3.14
Number of tobacco retailing banning orders granted	See note FATRB	▶	<input type="text" value="0"/>		3.15
Number of requests for website take downs	See note FAWEB	▶	<input type="text" value="0"/>		3.16
Estimated value of counterfeit goods seized	See note FACGS	▶	<input type="text" value="0"/>		3.17
Number of informal enforcement actions	See note NOEA	▶	<input type="text" value="0"/>		3.18
If answer to above question has been left zero please indicate Y (Yes) if correct response for inclusion; N (No) if the question does apply but is incomplete; or U (Unavailable / Not Recorded)	NOEAC	▶	<input type="text" value="N"/>		
Number of intelligence logged onto MEMEX	NOMEM	▶	<input type="text" value="0"/>		
If answer to above question has been left zero please indicate Y (Yes) if correct response for inclusion; N (No) if the question does apply but is incomplete; or U (Unavailable / Not Recorded)	NOMEMC	▶	<input type="text" value="N"/>		