

Trading standards

Performance indicators 2018-19

Key performance indicators

- PI 01a** Gross cost of Trading Standards service per 1,000 head of population (excluding CECs)
- PI 01b** Gross cost of Trading Standards service per 1,000 head of population (including CECs)
- PI 02a** Net cost of Trading Standards service per 1,000 head of population (excluding CECs)
- PI 02b** Net cost of Trading Standards service per 1,000 head of population (including CECs)

Customer / consumer relations

- PI 05** Percentage of customers satisfied with service ('very satisfied' or 'fairly satisfied') provided by the consumer complaint service
- PI 06** Percentage of customers who felt that our intervention helped them to better manage their business
- PI 07** Percentage of consumer complaints completed within 14 days where an intervention took place
- PI 08** Percentage of business requests completed within 14 days

Inspection and intervention

- PI 09** Percentage of premises due an inspection that were inspected within the reporting period
- PI 10** Percentage of new [traded services](#) 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
- PI 19** Percentage of non-compliant businesses brought into compliance within 30 days
- PI 20a** [Percentage of tobacco and NVP retailers from whom at least one test purchase was made](#)
- PI 21a** [Percentage of tobacco sales made to age restricted persons](#)
- PI 21b** [Percentage of NVP sales made to age restricted persons](#)
- PI 22a** [Percentage of failures under initial test purchase of tobacco/NVP's](#)
- PI 23a** [Percentage of tobacco and NVP retailers given advice](#)

Staffing and staff development

- PI 14** Average number of hours per officer per annum on continued professional development
- PI 15b** Percentage short term staff absence (all trading standards employees) - excluding Scotland
- PI 16b** Percentage long term staff absence (all trading standards employees) - excluding Scotland
- PI 17b** Days per employee short term staff absence (all trading standards employees) - Scotland only
- PI 18b** [Days per employee staff absence \(including long term absence\)](#) (all trading standards employees) - Scotland only