

Workforce Survey Questions

Prompt sheet

The Chartered Trading Standards Institute (CTSI) is repeating the annual workforce survey for 2018. Over the past four years this vital research has provided statistics showing the changing state of trading standards services across the UK.

The findings provide vital information that allows CTSI to create evidence-based policy positions for governments and key stakeholders; as such we are extremely grateful for your time in completing the questions. The most recent survey (in 2017) provided a longer-term analysis of trends and was quoted within the Government's recent green paper.

The following provides an overview of the questions and suggests data that you should have available when completing the survey. There is a short introduction to the data required in each section with the questions numbered as they are in the survey numbered in bold. Explanation on how to answer the question is in *italic* under the individual question. Where questions are not confirmed we have made an indication of the information that we will be asking for and marked the section with an asterisk.

This research is compliant with the General Data Protection Regulation 2016. Data will be retained indefinitely; however, said data will not be redistributed to third parties without prior consent of respondents (please see CTSI's Data Protection Statement below). If you have any queries regarding completion of this survey, please contact benr@tsi.org.uk

If you have the information suggested on this sheet the survey should take no longer than 15 minutes.

Introduction

This section provides us with information to compare your authority's data against others. None of this data will be published, apart from Question 4, which will be published anonymously.

- 1. What is your name?**
- 2. What is your job title?**
- 3. What is the name of your authority?**
- 4. What type of local authority is your service in?**
- 5. I confirm the factual and individual data (budget figures, staffing levels, etc) I provide in this survey may be shared with stakeholders as per the below data protection statement.**

CTSI's Data Protection statement

- Data submitted by local authority responders will be shared outside of CTSI with UK Government officials at the Department for Business, Energy and Industrial Strategy (BEIS) for the purposes of research and analysis only. BEIS will not be contacting Local Authorities. No data submitted by responders will be provided or sold by CTSI and its stakeholders to other commercial organisations or for commercial purposes (whether for gain or not).
- Any data published by CTSI will only contain anonymised data and will not contain personal data.
- CTSI warrants and confirms that, to the extent it processes or controls any personal data, it has in place appropriate technical and organisational security measures against unauthorised or unlawful

processing of personal data and against accidental loss or destruction of, or damage to, personal data and it has taken such measures as may be necessary to ensure that it complies with all its obligations under all applicable data protection legislation.

4. CTSI's data protection policy is available on its website at <https://www.tradingstandards.uk/about-ctsi/privacy-policy>.

This data protection statement allows CTSI to handle the data you provide in a compliant manner. Unfortunately, if you are unable to provide this confirmation - for whatever reason - you will be unable to complete the survey.

Budget

For this section please prepare by compiling total budgets for the current and previous years. If you have them available we would also be grateful for projections for next year. If you have an income-generation target and if you receive National Trading Standards (NTS) funding please also have these figures available.

Finally, please note the amount of your budget that goes towards staff costs and whether you have a training budget.

If you have any longer-term figures which could be shared with CTSI this would also be useful.

6. What is the total budget for your local authority trading standards service for the 2018-19 financial year?

If your authority provides no separate budget for trading standards (for example, if it is part of a broader budget head) please estimate as far as possible.

7. What was the comparable budget in the 2017-2018 financial year?

8. What is your projected budget for the 2019-2020 financial year?

9. If you have historic budget data for 2010-2016 please provide it here?

10. Do you receive any additional NTS grant funding?

Please note as a figure, and detail which NTS workstream each funding allocation falls under.

11. Does your budget include any income generation and if so what is your target?

12. What was your income-generation target for 2017-18 and what income did you generate?

13. What is the total amount (in GBP) of the budget allocated for staffing costs?

14. What is the total amount (in GBP) of the budget allocated for staff training?

15. Do you have a long-term budget (in GBP) for training beyond this financial year?

Please specify what this is and for how many years this funding is guaranteed.

Staff

In this section we are looking to quantify the number of staff within your service, categorised according to relevant qualifications. In order to establish a fuller picture of trading standards services we are seeking to establish the number of years' experience of qualified officers (both within your organisation and with previous employers).

16. How many FTE staff work in your service?

Please enter a numerical value next to each category. If you have no staff in a given category please enter '0'. Please record part time staff as a decimal, e.g. 0.5. The categories of staff are:

- *Professionally qualified staff undertaking trading standards work (this includes staff holding DCATS, CTSP, DTS or equivalent qualification).*
- *Other staff undertaking trading standards work.*
- *Administrative/support staff.*

17. How many years have your professionally qualified staff (see definition in Q16 above) been trading standards officers?

Please note the number of staff in each category relevant to their number of years' experience:

- 0-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- 20 + years

18. Would you employ a trading standards apprentice?

Service Skills -

Part 1

This section looks for the competencies which your service holds. You should consider the skills that your staff have (either by training or ongoing work that they are doing). This section also asks for your perceptions of how you can deploy your service's skills.

19. What specialist skills do you have within your local authority trading standards team?

Options: Fair Trading, Product Safety, IP, Metrology, Age Restricted Sales, Food Standards, Animal Health, E-Crime, Consumer Advice, Other (please specify)

20. Do you share any of the following services with other local authorities?

Options: Fair Trading, Product Safety, IP, Metrology, Age Restricted Sales, Food Standards, Animal Health, E-Crime, Consumer Advice, Other (please specify)

Part 2

In your opinion, do you have within your authority:

- 21. The ability to recruit/retain expertise to reflect local/regional/national concerns?**
- 22. The expertise to cover comprehensively the statutory duties placed on your service?**
- 23. The expertise to deal with the all the issues that impact on consumers in your area?**
- 24. In the following broad training standards competency areas how confident are you that your staff are trained to deal with each issue?**

Where 1 is not at all and 10 is completely

- **Product Safety**
- **Food/Feed**
- **Metrology**
- **IP**
- **Animal Health**
- **E-crime/e-commerce**
- **Fair Trading**

Court Proceedings

In this section please prepare data on the number of court proceedings that you have initiated over the past calendar year. We ask that if there are pending cases with in your judgement a more than 70% chance of going to court this year that you include these in your data return.

25. In the past year (from January 2018 and including any cases which you feel have over 70% chance of going to court this year) how many criminal court proceedings have you initiated?
26. In the past year (from January 2018 and including any cases which you feel have over 70% chance of going to court this year) how many civil court proceedings have you initiated?
27. Since the extension of enhanced consumer measures in the Consumer Rights Act 2015 to Local Authorities how many times has your authority used these powers?

Local authority structure

For this section we would be grateful for details on the seniority of the head of service, any other roles they hold within the structure, and whether the service is looking to join up with others.

28. How many residents live in your authority?
29. At which tier of management does the head of trading standards sit within the council (where the chief executive is level one)?
30. Do you have responsibility for managing other services besides trading standards?
31. Is your council currently exploring or planning to enter into a formal arrangement with another council or body to deliver trading standards services?
 - Yes – we are in a formal arrangement
 - Yes – looking at options
 - Yes – plans are at an early stage
 - Yes – plans are well advanced
 - No
 - We have looked at this option in the past and it hasn't worked.
 - Don't know
32. To what extent do you consider your engagement with NTS to be beneficial in addressing your authority's priorities?
 - Very beneficial
 - Somewhat beneficial
 - Neither beneficial nor detrimental
 - Somewhat detrimental
 - Very detrimental

Detriment and priorities

33. What are the main three issues that cause detriment to consumers in your area?
 - **Doorstep Crime** - This includes all rogue trading that takes place at the consumers home
 - **Scams** - This includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud).
 - **E-crime** - This includes email scams, phishing, fake websites or copycat websites.
 - **Food safety**
 - **Illegal tobacco & alcohol**
 - **Motor vehicles**
 - **Property** – including lettings and estate agents
 - **Fair trading** - This includes pricing.
 - **Animal health**
 - **Product Safety**
 - **Other**

34. If your authority has them, what are the top three formal priority issues for your service?

- **Doorstep Crime** - This includes all rogue trading that takes place at the consumers home
- **Scams** - This includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud).
- **E-crime** - This includes email scams, phishing, fake websites or copycat websites.
- **Food safety**
- **Illegal tobacco & alcohol**
- **Motor vehicles**
- **Property** – including lettings and estate agents
- **Fair trading - This includes pricing.**
- **Animal health**
- **Product Safety**
- **Business support** - This could include advice on any of the topic areas above and include primary authority.
- **Other**

35. In an average week what proportion of your team's resources is spent on the following enforcement areas?

Please give this in broad percentages using the below topics as a guide.

- **Doorstep Crime** - This includes all rogue trading that takes place at the consumers home
- **Scams** - This includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud).
- **E-crime** - This includes email scams, phishing, fake websites or copycat websites.
- **Food safety**
- **Illegal tobacco & alcohol**
- **Motor vehicles**
- **Property** – including lettings and estate agents
- **Fair trading - This includes pricing.**
- **Animal health**
- **Product Safety**
- **Business support** - This could include advice on any of the topic areas above and include primary authority.
- **Other** - please detail the area.

36. Which of the following enforcement areas have you run public engagement campaigns on in the past year?

- **Doorstep Crime** - This includes all rogue trading that takes place at the consumers home
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- **Food safety**
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- **Motor vehicles**
- **Property** – including lettings and estate agents
- **Fair trading - This includes pricing.**
- **Animal health**
- **Product Safety**

- **Business support** - This could include advice on any of the topic areas above and include primary authority.
- **Other** - please detail the area.

37. Which activities or enforcement areas did you find most difficult to de-prioritise last year?

Please choose maximum of three areas from the below, and rank them (1 being the most difficult to de-prioritise).

- **Doorstep Crime** - This includes all rogue trading that takes place at the consumers home
- **Scams** - This includes mail fraud, telephone scams, and any other outright criminal activity that takes place from a distance (but excludes online fraud).
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- **Property** – including lettings and estate agents
- **Fair trading - This includes pricing.**
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- **Product Safety**
- **Business support** - This could include advice on any of the topic areas above and include primary authority.
- **Other** - please detail the area.

Feedback, best practice and case studies

These are free-text question(s) which are an opportunity for heads of service to provide feedback, which will not be cited within the report without a follow-up interview. Any views expressed would be published in an anonymised format.

38. **What do you see as the greatest threat to the success of your service plans and why?**
39. **As a professional body what would you would like to see CTSI doing to better support the profession?**
40. **Have you any best practice examples that you would like CTSI to be aware of? (These could be prosecutions, ongoing awareness campaigns, joint working initiatives, etc.)**
41. **Are you happy for CTSI to contact you to discuss your responses in more detail as part of more detailed research into the situation facing trading standards?**