

T. Simpson Rolph

01582 547108

TSR/BUSINESS/ASSMENT

23 January 2007

Dear Sir/Madam,

Measuring Trading Standards Services provided against self-assessed business needs:

As part of Luton Borough Council's policy of delivering more customer centred services, the Trading Standards Service continues to consider ways of *improving business compliance with trading laws*. We believe this *can be achieved by working in partnership with businesses such as yours*. Because all our resources are allocated on risk based assessments, there are many businesses that will not receive a regular visit from this Service; a medium risk business will attract a visit at 2 year intervals.

This Service recognises it is necessary to continually (re)assess the needs of local businesses by:

- Providing best practice advice on company due diligence: the measuring of trading activities against legal requirements
- Advising on service provision to your customers, and assisting you in complaint solving techniques.
- Risk assessing products or processes, whether just planned or already in existence.
- From February 2007 compilation of an Approved Trader Directory is being undertaken by Trading Standards in Luton. This project is in response to members of the public asking if there are any businesses that this Service can recommend in specific areas of trade.

Attached to this letter is a brief questionnaire for you to make an assessment of your own business activities and any associated needs. If you can take a few minutes to answer the tick boxes on the following pages, this will greatly assist in achieving the stated aims of the Service.

The questions have been worded to *alert me to any requirements or concerns you may have* as a local business. Your responses will also give a real focus to any subsequent visits needing to be made, that should save both your time and reducing Officer visit time, where this is the easiest method of advising.

It is hoped that this electronic format will facilitate ease of response.

Thank you for your time in assisting this Service in its targeting of resources and hopefully giving your business the opportunity to seek free advice when needed.

Should you require the questionnaire in another language or in Braille, please call our business line on 01582 547262.

Yours sincerely,

T Simpson Rolph
Business Support Team Leader

Please see overleaf:

BUSINESS SELF ASSESSMENT QUESTIONNAIRE:

Business profile:

What type of business would you classify yours as (please tick the boxes that are appropriate):

Sole trader Partnership Limited company PLC

Retailer Wholesaler Manufacturer Importer

1. Legal advice:

Do you take legal advice on your particular business activities?

Yes No

If yes, what source is it from?

.....

Have you had any reason to verify this advice?

Yes No

If yes, would you like free supplementary advice from Trading Standards Officers?

Yes No

2. Due-diligence:

Does the business import any goods from outside the European Community area?

Yes No

If yes, what category of goods are they?

.....

Has the business carried out any form of risk assessment (based on potential danger to the end consumers) on these goods? (Please refer to questions below for guidance on "risk").

Yes No

Has the business considered suitable labelling to offset or negate any potential hazards associated with these goods?

Yes No

Does the business carry out any independent checks, or batch testing for the following: product safety, accurate textile labelling, appropriate CE marking of these goods?

Yes No

If yes, what checks are they?

.....

Does the business have any in-house facilities to make these checks?

Yes No

If no, is the person who does the business checks competent in that area of expertise?

Yes No

If no, does the business require further guidance to ensure compliance with the legal requirements placed upon you as a business?

Yes No

Has the business carried out a Health & Safety check on its activities?

Yes No

Does the business stock explosives of any form, petroleum or petrol based products?

Yes No

If yes, has the business had a visit from either the Health & Safety Executive, or from Trading Standards?

Yes No

If the business does stock, and you answered no to both above options, do you wish for us to visit you to advise further?

Yes No

Has the business carried out trademark checks on named items?
(This is to ensure no counterfeited goods are placed on the open market).

Yes No

3. Price indications:

Does the business operate *consumer* (not trade) credit facilities?

Yes No

If yes, does the business have a credit licence from the Office of Fair Trading?

Yes No

If the business does offer consumer credit facilities but without a licence please contact this Service for an application form.

Does the business publish brochures with price indications in them?

Yes No

If yes, has the business been advised on pricing requirements for (end) consumer sales?

Yes No

Does the business need advice on consumer-pricing requirements for goods sold from the premises?

Yes No

Does the business have a website or telesales section from which goods can be bought?

Yes No

If yes, is the business aware of the Distance Selling Regulations?

Yes No If no: please contact us for a brochure or advise.

4. New products or services:

Is there any new product or service being launched by the business in the near future?

Yes No

If yes, has the business been advised on what descriptions can be legally applied to that new venture?

Yes No

Does the business representative wish to discuss the descriptions, before finalising the launch details with a Trading Standards officer?

Yes No

Has the business considered or taken advice on which legislation and standards apply to the product or service?

Yes No

If no, does the business representative wish to discuss the implications, before finalising the launch details with a Trading Standards expert?

Yes No

Does the business use any weighing or measuring equipment other than for postal charges?

Yes No

If yes: please ask us for guidance or advice.

Are you interested in information regarding the Approved Trader Directory project?

Yes No

Is there any other concern that you wish for advice upon, or a personalised response to?

Please state here

Please give a contact name and appropriate contact details, for any information to be sent to:

Name:..... Telephone number:.....

Address

.....E-mail address.....

DATA PROTECTION ACT 1998: Information collected from this form will be used to influence our business advice strategy and service planning. Information may be used to update our database of traders, but these details are not disclosed to members of the public.