

How Do We Carry Out Our Work

Trading Standards & Licensing carries out a range of duties aimed at protecting consumers and reputable businesses. This protection is provided in relation to virtually the full range of personal and household goods and services from the purchase of daily necessities to the arrangement of a mortgage. The Service carries out its duties in a number of ways including:-

The Consumer Advice Centre based in the Central Library in Stockton offers free advice and help on consumer problems.

Business Advice is provided free of charge to all businesses operating in the Stockton area.

Routine Inspections using a risk based system, are carried out to ensure that traders are complying with the law.

Intelligence Led Enforcement is used both in the investigation of complaints and to proactively target rogue traders.

Special Enforcement Projects are carried out to target particular illegal trade practices, such as using young volunteers to test purchase age restricted goods.

Consumer Education talks to community groups on the work of the Service and on issues like dealing with doorstep crime.

Joint Working initiatives such as the regional Scambusters and Illegal Money Lending Teams and the setting up of “No Cold Calling Zones” and the “Healthy Catering Partnership”.

Have Your Say

We would like to hear from you if you have any comments about the quality of our service or suggestions about how we can improve. You can also make a complaint about a consumer protection or licensing issue that concerns you by contacting us at:-

Trading Standards & Licensing
16 Church Road
Stockton on Tees
TS18 1TX

Tel: 01642 527938 (Consumer Advice)
01642 526560 (Trading Standards)
01642 526558 (Licensing)

E-Mail:
trading_standards@stockton.gov.uk
licensing.services@stockton.gov.uk

Website:
www.tradingstandards.gov.uk/stockton

A full copy of this year's Service Plan can be found on the website.

If you would like this information in any other format or languages please contact the 'Diversity Team' on 01642 528830

Arabic	إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالتصويت المسجل والرغاء الاتصال 'بالتفصيل' ثم 01642 528334 على هاتف رقم (Diversity Team)
Mandarin	欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 528334 接洽 '多元化隊' (Diversity Team)
Farsi	اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی (Diversity Team) با شماره 01642 528834 به تماس شوید
French	Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe "Diversity" au n° 016 42 52 83 34
Kurdish	ئەگەر تۆنەن ئەن ئەر زانیاریە بە دەست نەگەوت بە زمانەکانی تریان بە شێوەیەکی تر بۆ نموونە چاپی گەورە/یان بەتصویری نۆمارکراو و تۆنەن بە دەست نەگەوت 'بەتفەصیل' لە سەر ژمارەکی بەهەفون 01642 528334 (Diversity Team)
Punjabi	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਥੱਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 'Diversity Team' ਨੂੰ 01642 528334 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।
Urdu	اگر آپ ان معلومات کسی بھی اور زبان یا انداز میں چاہتے ہیں تو براہ کرم 'Diversity Team' کو اس نمبر پر فون کیجئے 01642 528334

Trading Standards & Licensing



A Guide To Service Provision

2009/10

Introduction

The key aims of the Trading Standards & Licensing Service are to:-

- Create informed confident consumers
- Create informed successful businesses
- Ensure a safe and fair trading environment

Only in a safe and fair trading environment, which protects both consumers and reputable businesses, can the local economy succeed and flourish.

Main Areas Of Responsibility

Consumer Advice Centre providing help on disputes arising from the supply of faulty consumer goods and services.

Fair Trading to disrupt the 'informal' economy, tackle counterfeiting, doorstep crime and deal with misleading pricing and false descriptions.

Product Safety to monitor the safety of all consumer goods placed on the market.

The Age Restricted Sale of products such as alcohol, cigarettes, solvents and fireworks.

Food Standards ensuring that food is accurately described and labelled and that compositional and nutritional standards are met.

Weights & Measures relating to the accuracy of weighing and measuring equipment and all quantity declarations.

Consumer Credit to monitor credit licences, transactions, documentation and adverts.

Agricultural Standards relating to fertilisers and animal feeds.

Road Traffic regarding unroadworthy or overloaded vehicles.

Licensing Act covering the licensing of alcohol, public entertainment and late night refreshment.

Gambling Act covering the licensing of casinos, bingo halls, betting shops, gaming machines and lotteries.

Transportation Licensing relating to vehicle, driver and operator licences for both hackney carriage and private hire vehicles.

Other Licensing covering areas such as charitable collections, skin piercing, street trading, explosives, poisons and animal welfare establishments.

Service Planning

Each year we produce a Service Plan which sets out activities for the coming year. As part of the planning process we take into account new responsibilities and specific local and government initiatives. We also look at the concerns and wishes of local residents and businesses to ensure that we are meeting their needs. We do this by analysing enquiries to identify areas of concern and by carrying out surveys of both users and non-users of the Service. The Service Plan then identifies priorities for the forthcoming year.

Priorities For 2009/10

To help meet the key aims of the Service, ten priorities have been identified for the forthcoming year:-

1. To empower consumers by providing high quality advice and information.
2. To prevent people being the victim of commercial crime in their own home.
3. To ensure fair competition through goods and services being safe, correctly described, priced and measured.
4. To ensure quality food and feed standards for healthier communities.
5. To promote good business practice and help reputable businesses to flourish.
6. To disrupt traders operating in the informal economy.
7. To prevent harm to residents from the effects of tobacco and alcohol.
8. To ensure the implementation of a fair, transparent and effective gambling regime.
9. To promote a safe and diverse night time economy by reducing crime and disorder in licensed premises and vehicles
10. To develop, modernise and continually improve service provision.