

Trading Standards Business Survey

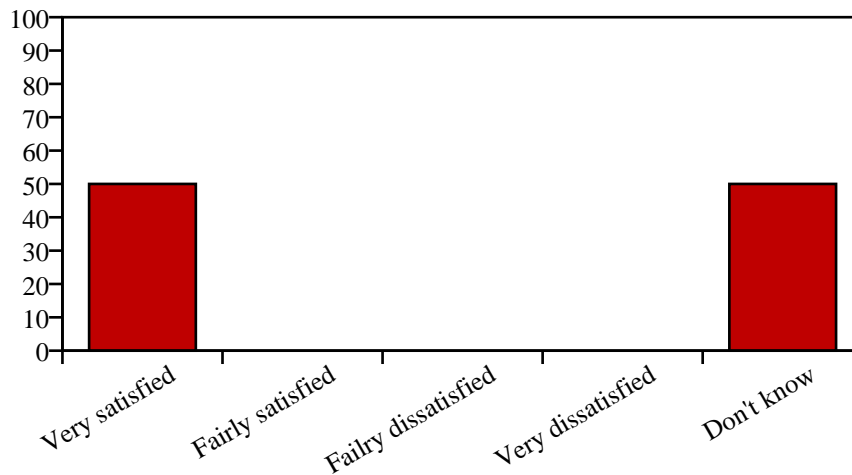
Trading Standards business satisfaction survey

Overview

From **19/08/2007** to **31/03/2008**, London Borough of Hammersmith & Fulham ran a consultation entitled '*Trading Standards Business Survey*'. This report covers the online element of the consultation process, which was run from <http://www.citizenspace.com/local/lbhf/ppstsbusiness>

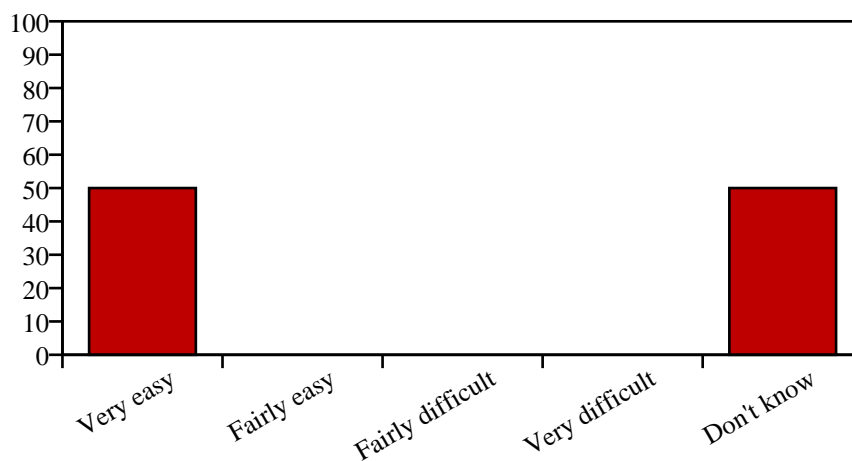
Topic 1: About our dealings with you?

Q1: How satisfied were you with the overall level of service?



Option	Value	Percentage
Very satisfied	1	50%
Fairly satisfied	0	0%
Fairly dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	50%
Total	2	

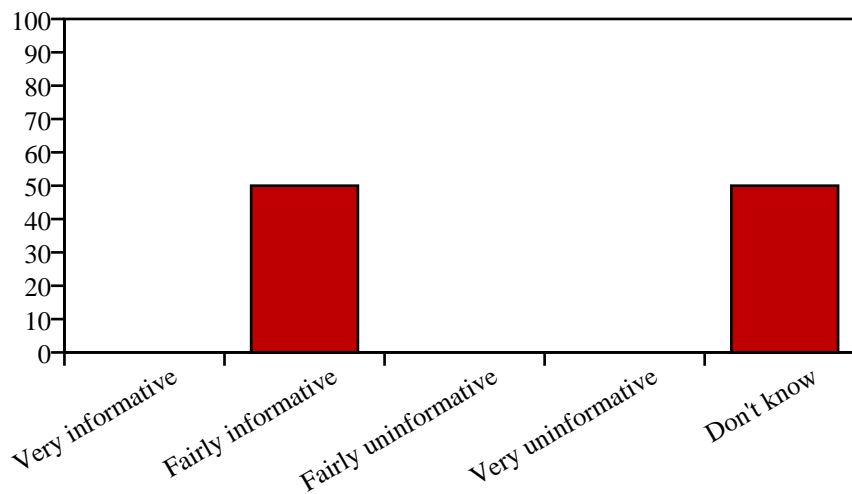
Q2: Did we give you information or advice that was easy to understand?



Option	Value	Percentage
Very easy	1	50%
Fairly easy	0	0%
Fairly difficult	0	0%
Very difficult	0	0%
Don't know	1	50%
Total	2	

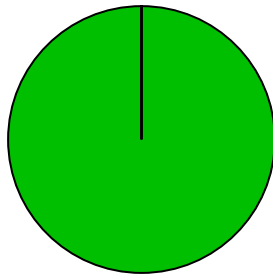
Very easy	1	50%
Fairly easy	0	0%
Fairly difficult	0	0%
Very difficult	0	0%
Don't know	1	50%
Total	2	

Q3: How informative did you find our staff?



Option	Value	Percentage
Very informative	0	0%
Fairly informative	1	50%
Fairly uninformative	0	0%
Very uninformative	0	0%
Don't know	1	50%
Total	2	

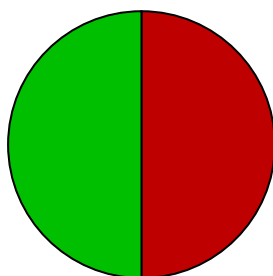
Q4: Did we treat you fairly at all times?



- **Yes: 0%**
- **No: 0%**
- **Don't know: 100%**

Option	Value	Percentage
Yes	0	0%
No	0	0%
Don't know	2	100%
Total	2	

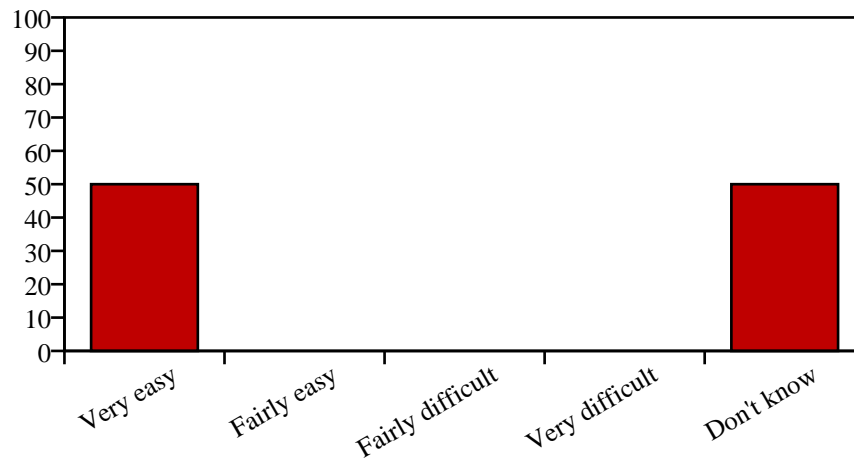
Q5: Were our officers courteous and polite at all times?



- **Yes: 50%**
- **No: 0%**
- **Don't know: 50%**

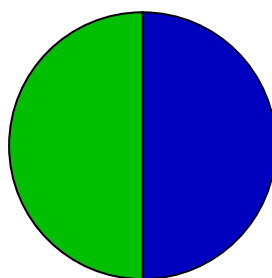
Option	Value	Percentage
Yes	1	50%
No	0	0%
Don't know	1	50%
Total	2	

Q6: How easy was it to make initial (your first) contact with us?



Option	Value	Percentage
Very easy	1	50%
Fairly easy	0	0%
Fairly difficult	0	0%
Very difficult	0	0%
Don't know	1	50%
Total	2	

Q7: Did you know it is possible to complain about council services, including Trading Standards through our service complaints procedure?

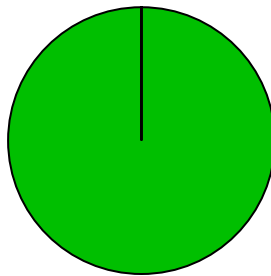


■ **Yes: 0%**
■ **No: 50%**
■ **Don't know: 50%**

Option	Value	Percentage
Yes	0	0%
No	1	50%
Don't know	1	50%

Total	2	
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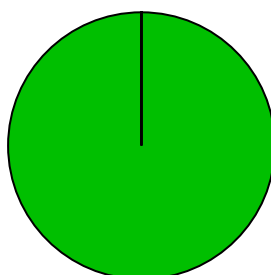
Q8: Did we make it clear what you needed to do?



- **Yes: 0%**
- **No: 0%**
- **Don't know: 100%**

Option	Value	Percentage
Yes	0	0%
No	0	0%
Don't know	1	100%
Total	1	

Q9: Was our response to the problem fair and/or reasonable?

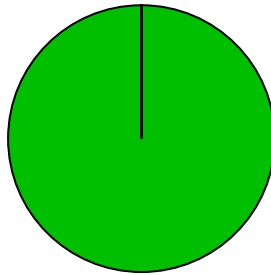


- **Yes: 0%**
- **No: 0%**
- **Don't know: 100%**

Option	Value	Percentage
Yes	0	0%
No	0	0%

Don't know	1	100%
Total	1	

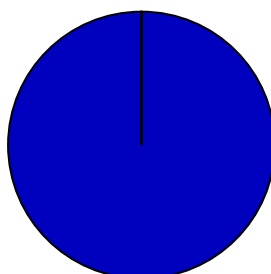
Q10: Have you been treated consistently?



- **Yes: 0%**
- **No: 0%**
- **Don't know: 100%**

Option	Value	Percentage
Yes	0	0%
No	0	0%
Don't know	1	100%
Total	1	

Q11: Were you aware of the Trading Standards service before you had this contact with us?

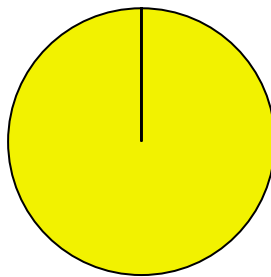


- **Yes: 0%**
- **No: 100%**

Option	Value	Percentage
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Yes	0	0%
No	1	100%
Total	1	

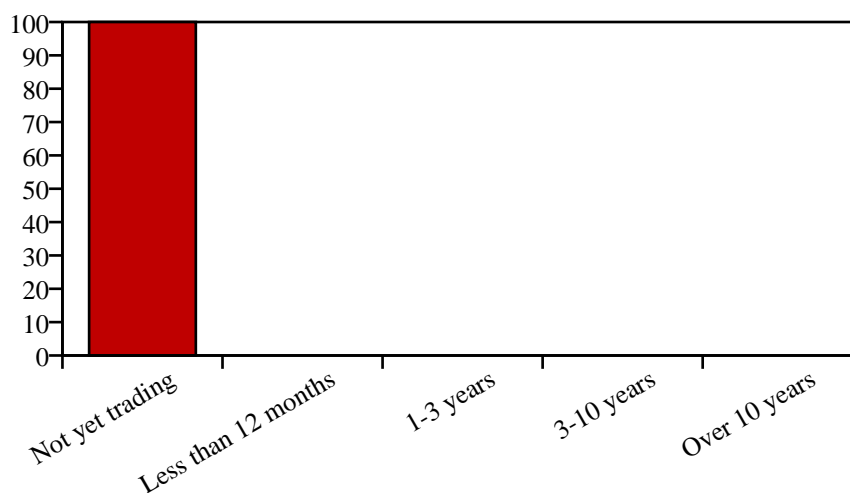
Q12: Did you find our website useful?



- **Yes: 0%**
- **No: 0%**
- **Have not used it: 0%**
- **Did not know you had one: 100%**

Option	Value	Percentage
Yes	0	0%
No	0	0%
Have not used it	0	0%
Did not know you had one	1	100%
Total	1	

Q13: How long has your business been trading?



Option	Value	Percentage
Not yet trading	1	100%
Less than 12 months	0	0%
1-3 years	0	0%
3-10 years	0	0%
Over 10 years	0	0%
Total	1	

Q14: If you have any comments, enquiries or suggestions about our service, please use this space.

There are 5 responses to this question. Please see Appendix A for the text of these responses.

Topic 2: About you

Q1: If you agree that we can use your information in this way, please tick this box.

■ **Yes you may use my information: 0%**

Option	Value	Percentage
Yes you may use my information	0	0%
Total	0	

Q2: Are you male or female?

- **Female: 0%**
- **Male: 0%**

Option	Value	Percentage
Female	0	0%
Male	0	0%
Total	0	

Q3: What age group are you?

- **16-24: 0%**
- **25-44: 0%**
- **45-64: 0%**
- **65+: 0%**

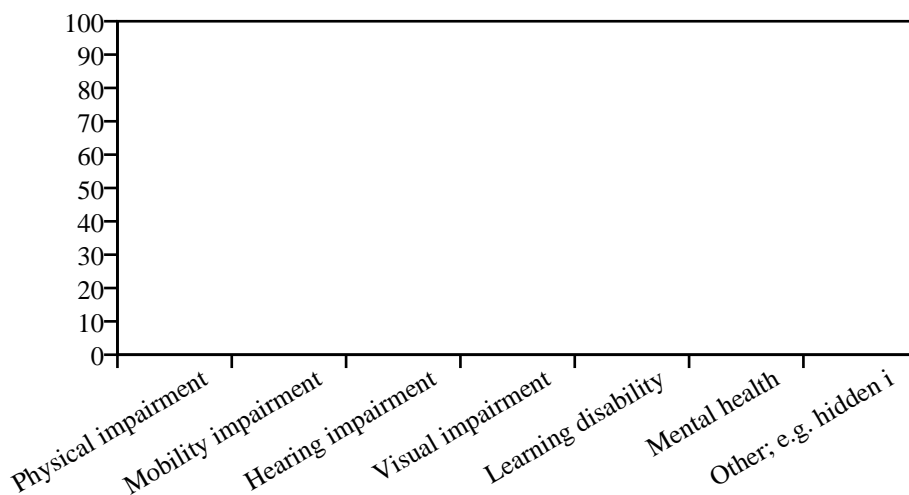
Option	Value	Percentage
16-24	0	0%
25-44	0	0%
45-64	0	0%
65+	0	0%
Total	0	

Q4: Do you or anyone in the household have any long term illness, health problem or disability which limits your daily activities or the work you can do?

- Yes, you: 0%
- Yes, someone in your household: 0%
- No, no-one in your household: 0%

Option	Value	Percentage
Yes, you	0	0%
Yes, someone in your household	0	0%
No, no-one in your household	0	0%
Total	0	

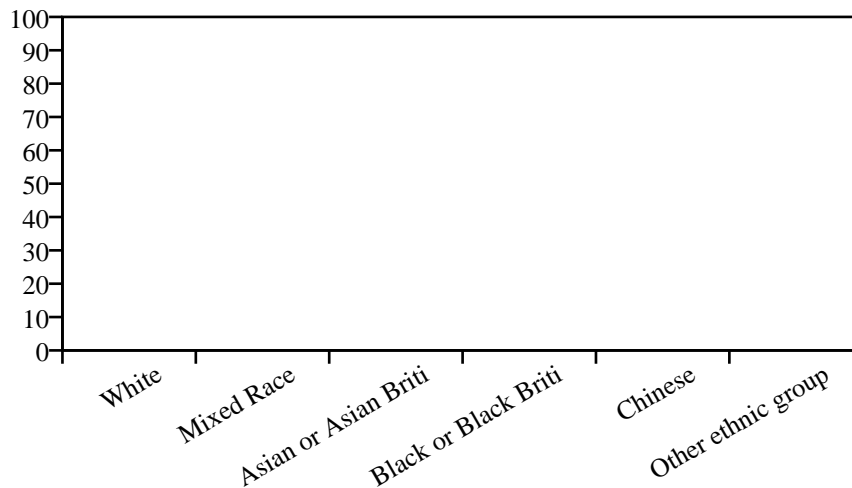
Q5: If yes, what is the nature of the impairment?



Option	Value	Percentage
Physical impairment	0	0%
Mobility impairment	0	0%
Hearing impairment	0	0%
Visual impairment	0	0%

Learning disability	0	0%
Mental health	0	0%
Other; e.g. hidden impairment (diabetes, epilepsy, etc.)	0	0%
Total	0	

Q6: What is your ethnic group?



Option	Value	Percentage
White	0	0%
Mixed Race	0	0%
Asian or Asian British	0	0%
Black or Black British	0	0%
Chinese	0	0%
Other ethnic group	0	0%
Total	0	

Q7: Please specify if you ticked other ethnic group

There are 0 responses to this question. Please see Appendix A for the text of these responses.

Q8: What language do you normally speak at home?

There are 0 responses to this question. Please see Appendix A for the text of these responses.

Appendix A

If you have any comments, enquiries or suggestions about our service, please use this space.

Please specify if you ticked other ethnic group

What language do you normally speak at home?