

# Trading Standards Consumer Satisfaction

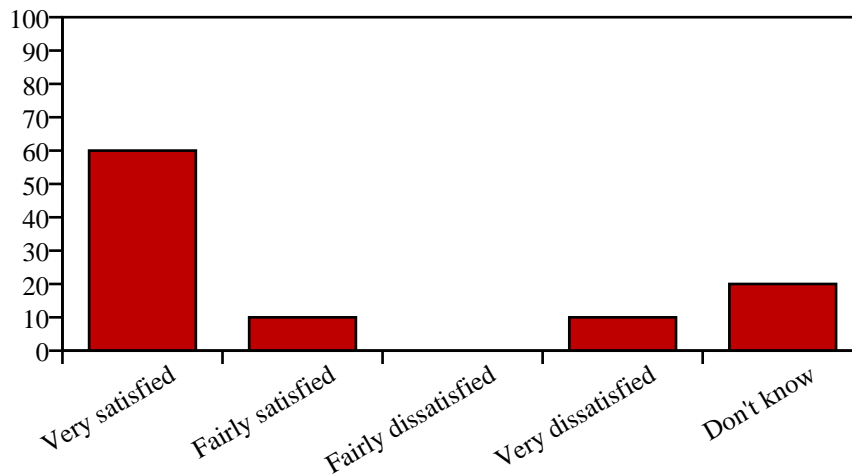
*Trading Standards consumer customer satisfaction questionnaire*

## Overview

From **10/08/2007** to **31/03/2008**, London Borough of Hammersmith & Fulham ran a consultation entitled '*Trading Standards Consumer Satisfaction*'. This report covers the online element of the consultation process, which was run from <http://www.citizenspace.com/local/lbhf/ppstsconsumer>

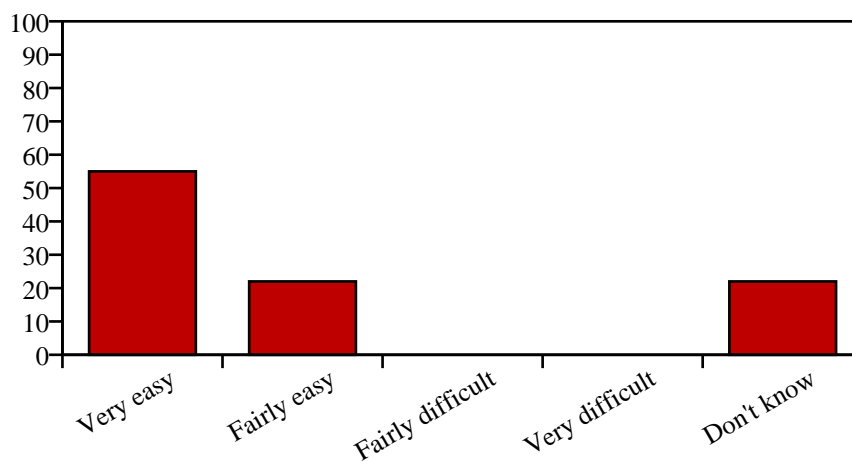
**Topic 1: About your enquiry or complaint**

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



Option	Value	Percentage
Very satisfied	6	60%
Fairly satisfied	1	10%
Fairly dissatisfied	0	0%
Very dissatisfied	1	10%
Don't know	2	20%
Total	10	

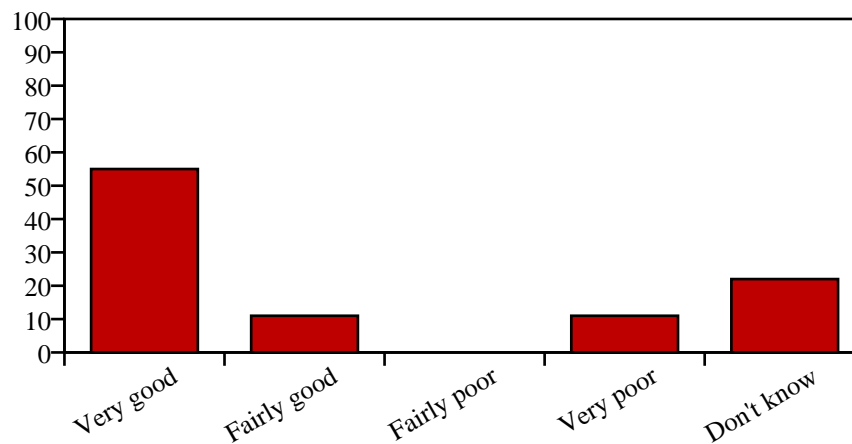
**Q2: Did we give you information or advice that was easy to understand?**



Option	Value	Percentage
Very easy	5	55%
Fairly easy	2	22%
Fairly difficult	0	0%
Very difficult	0	0%
Don't know	2	23%
Total	7	

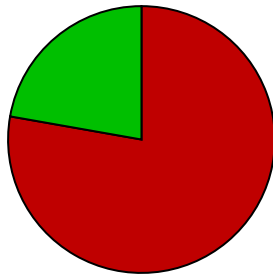
Very easy	5	55%
Fairly easy	2	22%
Fairly difficult	0	0%
Very difficult	0	0%
Don't know	2	22%
Total	9	

**Q3: How informative did you find our staff?**



Option	Value	Percentage
Very good	5	55%
Fairly good	1	11%
Fairly poor	0	0%
Very poor	1	11%
Don't know	2	22%
Total	9	

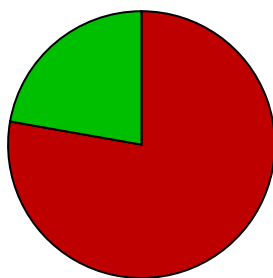
**Q4: Did we treat you fairly at all times?**



- **Yes: 77%**
- **No: 0%**
- **Don't know: 22%**

Option	Value	Percentage
Yes	7	77%
No	0	0%
Don't know	2	22%
Total	9	

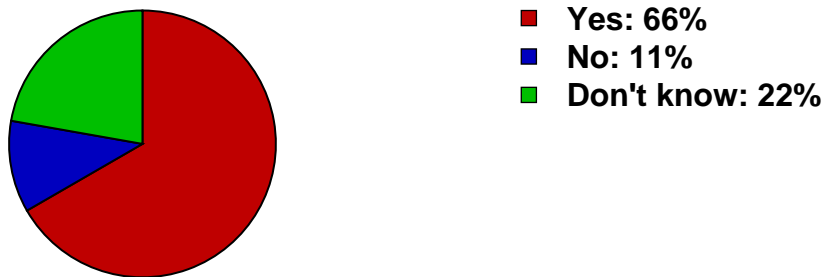
**Q5: Were our officers courteous and polite at all times?**



- **Yes: 77%**
- **No: 0%**
- **Don't know: 22%**

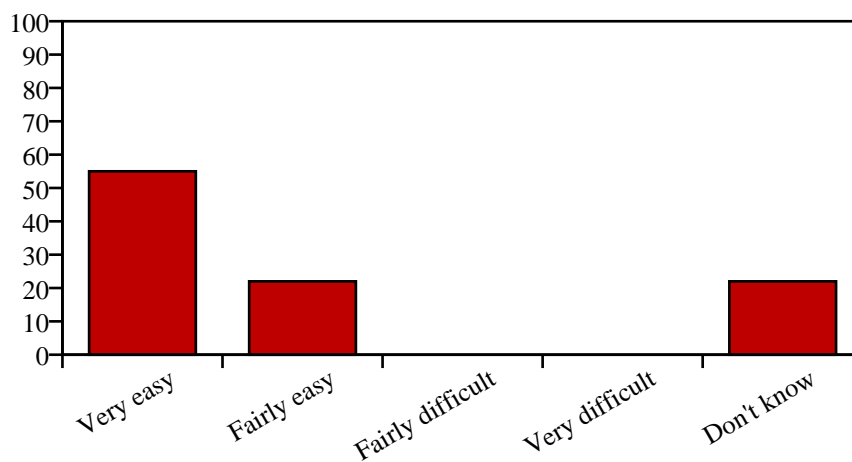
Option	Value	Percentage
Yes	7	77%
No	0	0%
Don't know	2	22%
Total	9	

**Q6:** Were you aware of the Trading Standards Service before you had contact with us?



Option	Value	Percentage
Yes	6	66%
No	1	11%
Don't know	2	22%
Total	9	

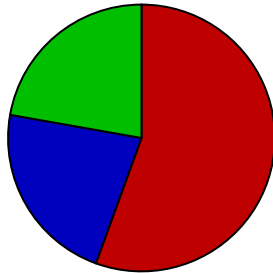
**Q7:** How easy was it to make initial (your first) contact with us?



Option	Value	Percentage
Very easy	5	55%
Fairly easy	2	22%
Fairly difficult	0	0%
Very difficult	0	0%

Don't know	2	22%
Total	9	

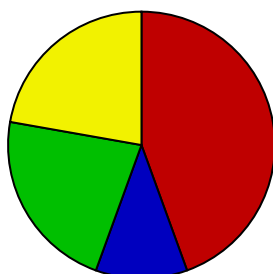
**Q8:** Did you know it is possible to complain about Council Services, including Trading Standards, through our service complaints procedure?



- **Yes: 55%**
- **No: 22%**
- **Don't know: 22%**

Option	Value	Percentage
Yes	5	55%
No	2	22%
Don't know	2	22%
Total	9	

**Q9:** How well informed do you feel about your rights as a consumer?

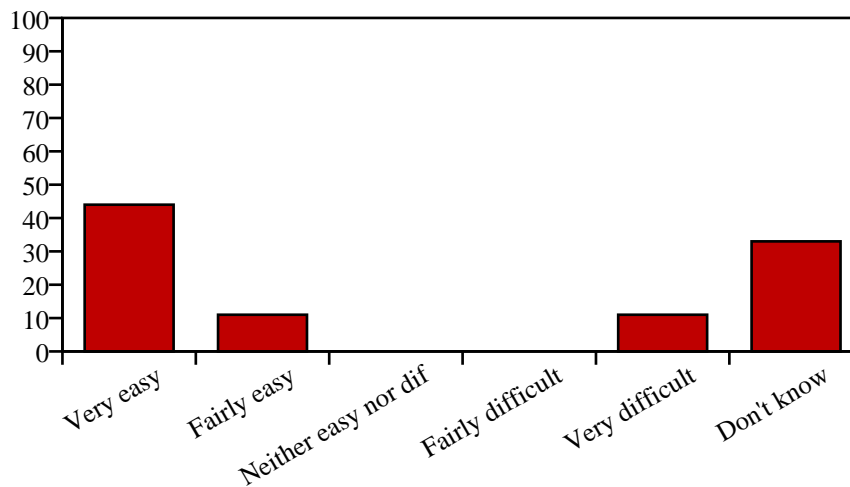


- **Very well informed: 44%**
- **Fairly well informed: 11%**
- **Not very well informed: 22%**
- **Not at all informed: 22%**

Option	Value	Percentage
--------	-------	------------

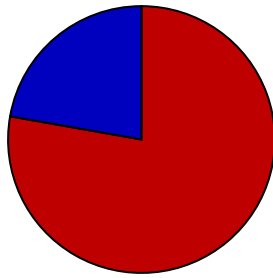
Very well informed	4	44%
Fairly well informed	1	11%
Not very well informed	2	22%
Not at all informed	2	22%
Total	9	

**Q10: How easy is it to get information or advice?**



Option	Value	Percentage
Very easy	4	44%
Fairly easy	1	11%
Neither easy nor difficult	0	0%
Fairly difficult	0	0%
Very difficult	1	11%
Don't know	3	33%
Total	9	

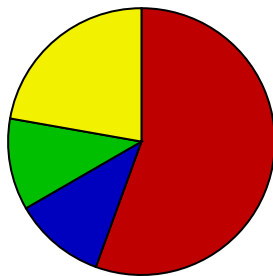
**Q11: Do you feel better equipped to deal with future problems?**



■ **Yes: 77%**  
■ **No: 22%**

Option	Value	Percentage
Yes	7	77%
No	2	22%
Total	9	

**Q12:** Did you find our website useful?



■ **Yes: 55%**  
■ **No: 11%**  
■ **Have not used it: 11%**  
■ **Did not know you had one: 22%**

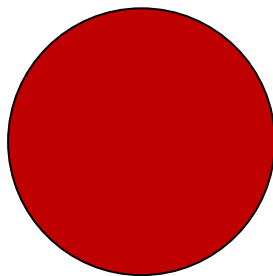
Option	Value	Percentage
Yes	5	55%
No	1	11%
Have not used it	1	11%
Did not know you had one	2	22%
Total	9	

**Q13:** We welcome your comments so please use the space below to make a comment, suggestion or make an enquiry about our service.

*There are 12 responses to this question. Please see Appendix A for the text of these responses.*

**Topic 2: About you**

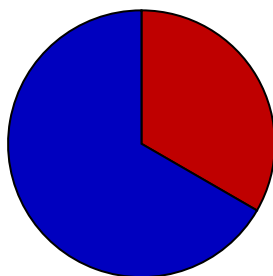
**Q1:** If you agree we can use your information in this way tick this box.



■ You may use this information: 100%

Option	Value	Percentage
You may use this information	4	100%
Total	4	

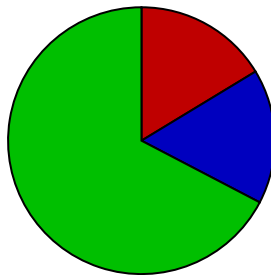
**Q2:** Are you male or female?



■ Female: 33%  
■ Male: 66%

Option	Value	Percentage
Female	2	33%
Male	4	66%
Total	6	

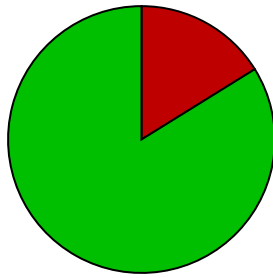
**Q3: What age group are you?**



- 16-24: 16%
- 25-44: 16%
- 45-64: 66%
- 65+: 0%

Option	Value	Percentage
16-24	1	16%
25-44	1	16%
45-64	4	66%
65+	0	0%
Total	6	

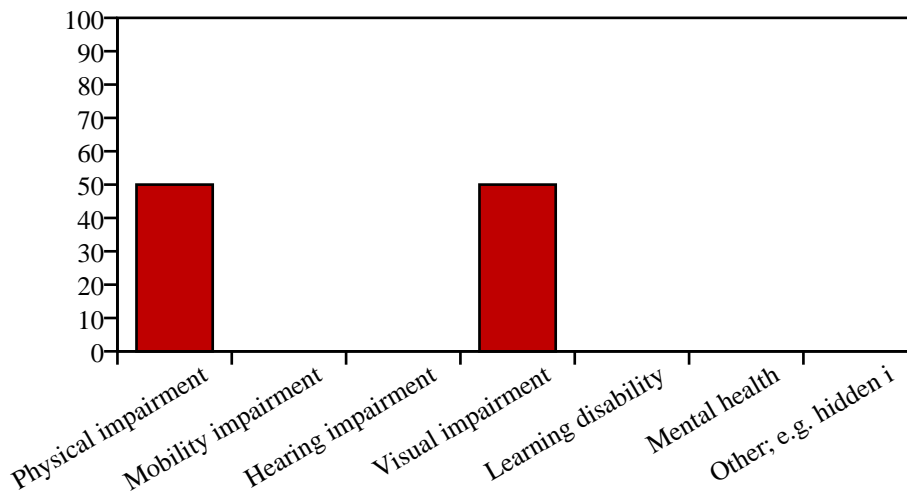
**Q4: Do you or anyone in the household have any long term illness, health problem or disability which limits your daily activities or the work you can do?**



- Yes, you: 16%
- Yes, someone in your household: 0%
- No, no-one in your household: 83%

Option	Value	Percentage
Yes, you	1	16%
Yes, someone in your household	0	0%
No, no-one in your household	5	83%
Total	6	

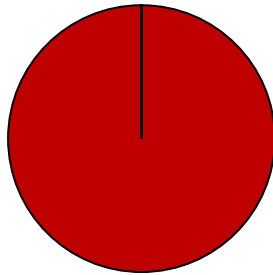
**Q5: If yes, what is the nature of the impairment?**



Option	Value	Percentage
Physical impairment	1	50%
Mobility impairment	0	0%
Hearing impairment	0	0%
Visual impairment	1	50%
Learning disability	0	0%
Mental health	0	0%

Other; e.g. hidden impairment (diabetes, epilepsy, etc.)	0	0%
Total	2	

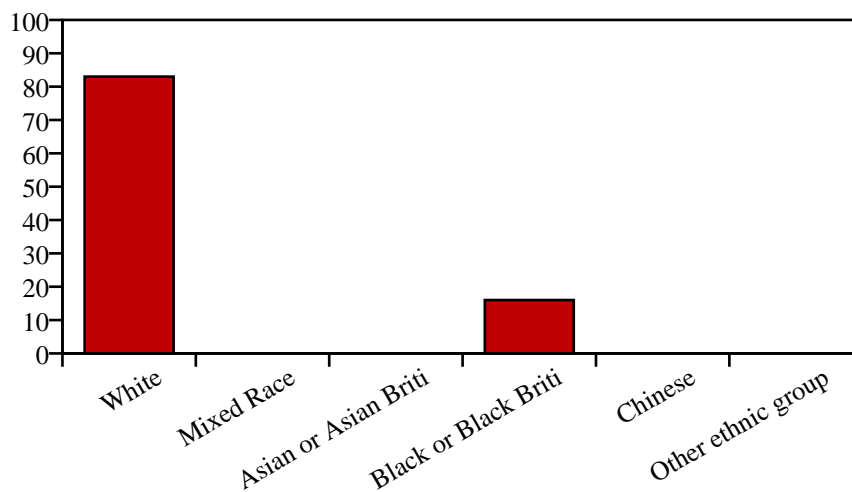
**Q6: Are you in work?**



■ **Yes: 100%**  
■ **No: 0%**

Option	Value	Percentage
Yes	6	100%
No	0	0%
Total	6	

**Q7: What is your ethnic group?**



Option	Value	Percentage
White	5	83%
Mixed Race	0	0%

Asian or Asian British	0	0%
Black or Black British	1	16%
Chinese	0	0%
Other ethnic group	0	0%
Total	6	

**Q8:** Please specify if you ticked other ethnic group

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

**Q9:** What language do you normally speak at home?

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

## **Appendix A**

***We welcome your comments so please use the space below to make a comment, suggestion or make an enquiry about our service.***

1. The problem was, they were not your officers. You have contracted the service out and the information given to me was very poor. It felt as if someone was reading from a screen. Having said that, everyone was polite, but what's the point of polite if there is not real help available.
2. Excellent service . Well Done!!!

***Please specify if you ticked other ethnic group***

***What language do you normally speak at home?***

1. English
2. English
3. Serbo- Croat