



Trading Standards National Performance Framework Data: Results 2006/07

URN07/P37

		Performance Measures 1&2		Performance Measure 3 - Compliance Measures			Performance Measure 4		
		CPA E30 Consumer Satisfaction Index	CPA E31 Business Satisfaction Index	High Risk		Medium	Low	%of staff who undertook some TS professional development	% of staff who undertook other skills training
				CPA E32 % of premises contacted	CPA E33 Total businesses found to be compliant	CPA E33 Total businesses found to be compliant	CPA E33 Total businesses found to be compliant		
Type of authorit y									
Bedfordshire	CC	89.2	91.2	98.2	98.1	98.4	97.6	62.1	12.8
Buckinghamshire	CC	88.5	92.3	100.0	99.0	98.8	99.2	93.0	47.0
Cambridgeshire	CC	88.4	90.2	100.0	98.6	99.0	98.1		
Cheshire	CC	85.9	90.1	100.0	98.2	95.0	91.9	95.0	71.0
Cornwall	CC	89.0	89.8	100.0	99.3	100.0	99.7	93.0	95.5
Cumbria	CC	89.9	89.4	97.6	98.8	99.3	100.0	100.0	
Derbyshire	CC	87.9	90.2	79.2	99.4	98.7	98.9	96.3	97.2
Devon	CC	87.4	91.8	100.0	100.0	99.9	100.0	98.6	95.1
Dorset	CC	86.7	94.3	100.0	100.0	98.2	98.3	89.7	94.6
Durham	CC	89.3	85.5	100.0	100.0	100.0	100.0	100	96
East Sussex	CC	88.5	76.9	100.0	96.2	98.0	80.8	75.0	100.0
Essex	CC	86.1	90.0	94.2	99.3	99.8	97.9	95.0	80.0
Gloucestershire	CC	94.1	96.2	100.0	99.6	98.5	100.0	85.0	95.0

Hampshire	CC	86.0	88.4	100.0	97.1	95.9	97.3	100.0	100.0
Hertfordshire	CC	81.3	85.3	100.0	98.9	97.5	98.0	100.0	100.0
Kent	CC	85.3	88.4	66.6	79.6	86.4	94.4	100.0	100.0
Lancashire	CC	86.2	92.4	100.0	97.9	98.9	99.2	100.0	85.0
Leicestershire	CC	83.7	82.1	100.0	100.0	88.9	93.0	88.0	98.0
Lincolnshire	CC	87.2	87.2	100.0	97.9	99.7	99.6	96.1	59.0
Norfolk	CC	86.0	90.2	100.0	98.5	96.5	99.4	100.0	100.0
North Yorkshire	CC	87.8	91.1	100.0	98.8	97.5	98.6	98.0	100.0
Northamptonshire	CC	88.8	89.2	100.0	84.4	70.2	74.0	100.0	100.0
Northumberland CC	CC	91.9	95.5	100.0	97.8	99.8	100.0	100.0	60.0
Nottinghamshire	CC	83.9	90.4	100.0	100.0	99.7	98.3	60.0	90.0
Oxfordshire	CC	92.9	93.2	96.7	100.0	99.7		60.0	90.0
Shropshire	CC	85.4	88.7	100.0	100.0	98.9	100.0	69.0	97.0
Somerset	CC	86.8	87.2	87.8	97.0	95.4	97.4	89.0	43.0
Staffordshire	CC	87.8	89.4	99.7	100.0	99.0	98.9	100.0	63.0
Suffolk	CC	88.4	91.9	52.9	98.2	99.2	98.9	90.0	80.0
Surrey	CC	85.4	91.3	97.5	98.7	97.3	97.0	94.6	90.0
Warwickshire	CC	81.3	94.0	100.0	100.0	98.4	99.7	96.0	93.0
West Sussex	CC	86.1	90.1	96.8	100.0	100.0	100.0	82.1	20.5
Wiltshire	CC	87.9	87.9	96.0	91.7	95.4	98.9	90.0	70.0
Worcestershire	CC	85.3	91.2	100.0	99.6	99.1	99.7	74.5	100.0
34									
AVERAGE	CC	87.2	89.8	96.0	97.7	97.0	97.1	90.0	82.0
Barking and Dagenham	LB	88.0	89.1	100.0	100.0	100.0	100.0	50.0	50.0
Barnet	LB	72.6	90.0	77.9	97.4	93.3	96.3	55.0	50.0
Bexley	LB	88.6	95.0	100.0	100.0	100.0	100.0	100.0	100.0
Brent	LB	81.8	86.7	100.0	100.0	92.2	100.0	93.0	100.0

Bromley	LB	88.0	85.0	100.0	100.0	99.7	100.0	100.0	100.0
Camden	LB	83.3	90.8	100.0	100.0	100.0	100.0	100.0	100.0
Corporation of London	LB	84.3	94.2	100.0	100.0	98.5	100.0	40.0	88.8
Croydon	LB	79.4	88.2	100.0	92.9	93.3	95.6	100.0	100.0
Ealing	LB	80.6	82.1	100.0	81.3	85.6	90.9	100.0	42.0
Enfield	LB	85.0	89.5	100.0	98.6	99.5	96.9	100.0	27.0
Greenwich	LB	83.8	89.7	95.2	100.0	98.0	99.5	73.2	14.6
Hackney	LB	79.2	79.0	100.0	98.8	98.8	97.5	100.0	100.0
Hammersmith and Fulham	LB	66.7	78.8	100.0	100.0	75.3	81.9	100.0	100.0
Haringey	LB	83.8	77.3	100.0	98.7	95.4	99.7	100.0	100.0
Harrow	LB	80.5	83.7	100.0	100.0	97.7	99.4	100.0	100.0
Havering	LB	93.1	98.0	100.0	82.0	88.6	94.0	100.0	100.0
Hillingdon	LB	78.0	90.1	87.5	90.5	94.0	95.6	78.0	33.0
Hounslow	LB	79.2	85.1	85.7	93.3	94.6	92.4	100.0	100.0
Islington	LB	84.3	85.8	100.0	93.3	97.6	98.7	100.0	100.0
Kensington and Chelsea	LB	72.1	81.2	80.0	100.0	98.3	94.1	100.0	100.0
Kingston Upon Thames	LB	92.8	88.6	100.0	92.3	97.0	96.5	100.0	100.0
Lambeth	LB	80.9	90.6	87.5	100.0	93.4	90.2	40.0	90.0
Lewisham	LB	84.7	88.4	100.0	100.0	99.4	98.8	100.0	100.0
Merton	LB	87.6	85.6	100.0	95.4	97.3	96.3	100.0	100.0
Newham	LB	82.6	85.8	34.7	23.5	50.2	17.7		100
Redbridge	LB	76.7	90.0	100.0	96.7	88.8	96.6	100.0	100.0
Richmond	LB	88.1	87.9	100.0	98.8	98.6	100.0	100.0	50.0
Southwark	LB	91.0	85.5	100.0	100.0	99.0	98.2	100.0	24.0
Sutton	LB	95.6	89.9	100.0	100.0	96.0	100.0	100.0	100.0
Tower Hamlets	LB	81.6	87.2	100.0	78.8	77.3	81.4	60.0	50.0
Waltham Forest	LB	93.5	89.6	100.0	98.8	91.2	81.8	90.0	100.0
Wandsworth	LB	80.8	87.2	100.0	88.9	96.4	98.8	100.0	50.0
Westminster	LB	82.2	86.5	100.0	100.0	96.9	96.1	100.0	100.0



Sheffield	MB	88.7	91.4	100.0	98.6	98.4	100.0	91.0	88.0
Solihull	MB	89.7	87.3	100.0	97.7	96.7		100.0	27.0
South Tyneside	MB	96.7	96.7	100.0	100.0	100.0	100.0	85.0	92.0
St Helens	MB	92.5	91.2	100.0	94.6	98.8	98.7	100.0	50.0
Stockport	MB	83.9	86.1	95.9	94.7	97.8	97.3	100.0	100.0
Sunderland	MB	95.0	94.2	100.0	98.4	99.5	100.0	100.0	10.0
Tameside	MB	83.5	89.5	100.0	100.0	100.0	100.0	90.0	100.0
Trafford	MB	87.2	94.8	100.0	100.0	96.8	100.0	100.0	60.0
Wakefield City	MB	86.2	91.5	100.0	100.0	99.9	99.6	67.0	89.9
Walsall	MB	86.3	89.1	100.0	96.6	96.9	95.2	90.0	91.0
Wigan	MB	85.0	90.0	97.9	100.0	99.8	100.0	80.0	100.0
Wirral	MB	94.9	93.9	97.2	98.6	97.8	97.9	100.0	100.0
Wolverhampton	MB	82.7	92.3	100.0	88.7	92.9	97.3	86.0	90.0
38									
AVERAGE	MB	87.1	91.4	97.9	98.1	96.5	96.9	87.2	79.9
Aberdeen	SU	89.3	86.3	86.3	100.0	100.0	89.6	79.0	81.8
Aberdeenshire	SU	86.6	87.4	92.8	92.2	98.3	99.4	94.0	45.0
Angus	SU	85.2	91.1	94.3	87.1	65.8	28.2	100.0	100.0
Argyll & Bute	SU	89.7	93.2					77.0	33.0
Clackmannanshire	SU	89.2		100.0	100.0	99.2	100.0	91.0	100.0
Dumfries & Galloway	SU	93.1	89.1	98.0	81.6	92.2	94.6	28.6	45.0
Dundee	SU	88.9	88.9	96.2	100.0	94.6	98.9	91.6	100.0
East Ayrshire	SU	90.3	91.5	100.0	98.0	98.1	99.7	86.0	100.0
East Dunbartonshire	SU	92.3	92.9	100.0	100.0	98.5	99.0	100.0	91.7
East Lothian	SU	90.4	88.5	88.2	100.0	99.3	100.0	80.0	40.0
East Renfrewshire	SU	88.0	88.6	100.0	100.0	100.0	100.0	86.0	100.0

Edinburgh	SU	88.4		100.0	100.0	100.0	97.9	91.0	57.0
Eilean Siar	SU			100.0	100.0	97.4	100.0	100.0	100.0
Falkirk	SU	91.5	92.8	100.0	100.0	95.6	98.6	100.0	43.0
Fife	SU	89.9	96.1	76.9	100.0	93.0		61.3	86
Glasgow	SU	83.7	89.4	100.0	100.0	100.0		100.0	100.0
Highland	SU			90.1	86.9	96.5	98.9	100.0	95.0
Inverclyde	SU			100.0	80.0	88.8	85.0	100.0	100.0
Midlothian	SU								
Moray	SU	95.5	94.3	95.6	88.4	98.2	95.7	100.0	61.5
North Ayrshire	SU	87.8	82.8	100.0	98.0	98.1	100.0		
North Lanarkshire	SU	92.7	88.2	100.0	92.7	88.9	95.6	85.0	100.0
Orkney	SU			80.0	87.5	100.0	92.1	100.0	100.0
Perthshire & Kinross	SU	93.7	94.3	100.0	100.0	99.7	100.0	70.0	100.0
Renfrewshire	SU	90.3	91.4	100.0	100.0	97.8	50.0	100.0	100.0
Scottish Borders	SU	93.1		100.0	100.0	97.7	99.0	80.0	60.0
Shetland	SU	90.4	91.6	90.9	93.3	100.0	100.0	100.0	100.0
South Ayrshire	SU	92.4	99.5	100.0	100.0	100.0	100.0		
South Lanarkshire	SU	89.8	92.4	99.2	94.4	97.1	98.7	100.0	100.0
Stirling	SU	89.2		100.0	100.0	99.2	100.0	91.0	100.0
West Dunbartonshire	SU	86.0	88.4	100.0	100.0	100.0		100.0	66.7
West Lothian	SU	90.9	92.4	100.0	100.0	100.0	100.0	100.0	100.0
32									
AVERAGE	SU	89.9	90.9	96.3	96.0	96.5	93.4	89.4	83.0
Bath	U	90.6	87.9	100.0	100.0	99.8	100.0	100.0	20.0
Bournemouth	U	82.0	94.3	92.6	100.0	99.8	99.4	100.0	100.0
Bracknell Forest	U	86.2	95.9	88.9	100.0	100.0	94.8	100.0	100.0

Brighton	U	86.4	92.9	100.0	100.0	99.4	99.7	100.0	100.0
Bristol	U	84.3	91.0	98.6	100.0	74.5	96.8	100	85
Darlington	U	95.5	90.4	100.0	95.0	94.4	97.0	100.0	40.0
Derby	U	81.9	83.9	59.1	100.0	73.1	72.3	78	82
East Riding	U	94.8	91.0	96.1	94.6	92.8	96.5	100.0	100.0
Halton	U	91.0	93.8	100.0	100.0	95.6	97.6	60.0	70.0
Hartlepool	U	91.4	98.0	100.0	100.0	100.0	100.0	100.0	100.0
Herefordshire	U	83.8	89.5	100.0	96.4	92.7	90.8	100.0	35.7
Isle of Wight	U	89.8	90.3	100.0	100.0	100.0	100.0	100.0	87.5
Kingston Upon Hull	U	84.1	94.0	69.3	96.6	95.5	98.6	100.0	98.0
Leicester	U	88.0	77.4	58.7	90.9	97.0	93.8	80.0	100.0
Luton	U	86.0	87.7	100.0	90.9	97.6	94.3	100.0	91.6
Medway	U	95.0	96.6	100.0	96.4	97.2	98.5	73.0	40.0
Middlesbrough	U	95.3	91.5	100.0	100.0	99.1	98.8	90.0	90.0
Milton Keynes	U	86.9	94.5	100.0	100.0	99.3	99.8	100.0	100.0
North East Lincolnshire	U	87.0	91.7	100.0	100.0	100.0	100.0	100.0	50.0
North Lincolnshire	U	87.1	94.5	100.0	100.0	100.0	99.6	100.0	100.0
North Somerset	U	83.9	77.5	100.0	91.9	95.6	97.0	100	69
Nottingham	U	93.5	88.2	97.3	100.0	97.5	94.1	100.0	100.0
Peterborough	U	93.3	92.7	78.9	91.1	97.2	100.0	92.0	14.0
Plymouth	U	81.7	91.7	75.9	86.4	98.9	98.4	100.0	83.3
Poole	U	87.8	84.9	100.0	97.8	98.3	100.0	100.0	100.0
Portsmouth	U	95.2	86.1	100.0	100.0	100.0	100.0	86.0	46.0
Reading	U	84.2	94.2	100.0	95.5	86.5	99.1	100.0	22.0
Redcar and Cleveland	U	91.1	88.4	93.3	100.0	100.0	100.0	72.7	61.5
Rutland	U	87.7	85.3	72.7	75.0	100.0	95.8	93.0	14.0
Slough	U	87.9	82.2	100.0	100.0	88.3	82.9	60.0	90.0
South Gloucestershire	U	89.6	95.5	100.0	96.6	97.6	95.2	100.0	100.0
Southampton	U	98.1	96.9	97.4	100.0	99.6	99.7	68.0	68.0

Southend	U	84.0	90.8	100.0	100.0	94.9	97.8	100.0	100.0
Stockton-on-Tees	U	98.1	90.8	100.0	100.0	98.6	99.8	100.0	100.0
Stoke-on-Trent	U	88.4	93.3	100.0	95.8	95.9	96.2	94	72
Swindon	U	93.5	80.4	100.0	100.0	95.9		84.6	30.8
Telford and Wrekin	U	86.3	94.2	91.7	100.0	100.0	100.0	90.0	60.0
Thurrock	U	90.2	90.8	100.0	100.0	100.0	100.0	100.0	100.0
Torbay	U	83.5	93.0	100.0	85.7	13.8	12.3	100.0	100.0
Warrington	U	92.6	92.4	100.0	100.0	100.0	100.0	60.0	20.0
West Berkshire	U	84.6	89.7	100.0	97.0	97.4	100.0	100.0	
Windsor and Maidenhead	U	86.0	92.4	63.5	100.0	100.0	100.0	90.0	100.0
Wokingham	U	80.0	90.4	100.0	94.4	98.0	100.0	100.0	100.0
York	U	83.9	89.3	100.0	100.0	100.0	100.0	100.0	40.0
44									
AVERAGE	U	88.5	90.4	94.0	97.0	94.6	95.3	92.5	74.0
Blaenau Gwent	WU	92.3	92.5	97.2	100.0	98.4	97.9	100.0	93.0
Bridgend	WU								
Caerphilly	WU	97.2	91.6	100.0	98.6	96.1	100.0	92.0	41.0
Cardiff	WU	89.7	90.3	100.0	51.2	47.2	71.7	100.0	100.0
Carmarthenshire	WU	85.0	96.0	100.0	100.0	100.0	100.0	100.0	100.0
Ceredigion	WU								
Conwy	WU	81.1	83.3	100.0	87.5	92.2	97.8	100.0	100.0
Denbighshire	WU	93.5		100.0	100.0			100.0	100.0
Flintshire	WU	89.3	88.5	89.9	100.0	100.0	100.0	100.0	53.0
Gwynedd	WU	88.8	94.1	92.7	86.8	86.5	87.0	92.9	100.0
Isle of Anglesey	WU	91.1	89.3	100.0	94.1	97.2	98.9	85.0	100.0
Merthyr Tydfil	WU	95.7	91.7	100.0				91.0	64.0

Monmouthshire	WU	85.0	96.7	100.0	100.0	100.0	100.0	90.0	36.0
Neath Port Talbot	WU	93.0	92.8	93.7	83.1	83.1	95.4	100.0	100.0
Newport	WU								
Pembrokeshire	WU			100.0	100.0	100.0	99.7		
Powys	WU	91.5	89.3	100.0	89.0	69.5	73.2	100.0	100.0
Rhondda Cynon Taff	WU	94.7	89.6	92.5	97.3	98.7	99.8	100.0	80.0
Swansea	WU								
Torfaen	WU	86.2	90.5	100.0	97.7	99.4	99.2	100.0	10.0
Vale of Glamorgan	WU								
Wrexham	WU	90.7	93.3	85.7	100.0	100.0	100.0	100.0	100.0
22									
AVERAGE	WU	90.3	91.3	97.2	92.8	91.2	94.7	96.9	79.8
203									
<b>Averages for comparison</b>									
County Council		87.2	89.8	96.0	97.7	97.0	97.1	90.0	82.0
London Borough		83.3	87.3	95.4	93.9	93.4	93.5	90.0	80.9
Metropolitan Borough		87.1	91.4	97.9	98.1	96.5	96.9	87.2	79.9
Scottish Unitary		89.9	90.9	96.3	96.0	96.5	93.4	89.4	83.0
English Unitary		88.5	90.4	94.0	97.0	94.6	95.3	92.5	74.0
Welsh Unitary		90.3	91.3	97.2	92.8	91.2	94.7	96.9	79.8
Great Britain Average		87.7	90.2	96.1	95.9	94.9	95.1	91.0	79.9