

Stakeholder Engagement Policy Statement and Stakeholder Relationship Management Policy Statement

STAKEHOLDER ENGAGEMENT POLICY STATEMENT

The Trading Standards Service is best able to serve the large number of stakeholders with which it interacts when it is well informed about the nature and needs of those stakeholders. The Service will conduct stakeholder engagement through a planned approach, co-ordinating our interaction with the many parties who have a vested interest in the Service, supporting the achievement of our strategic priorities. It is crucial that service planning is focused on the needs of stakeholders, which is why consultation plays such a vital role in obtaining stakeholder views and perceptions of their relationship with the organisation.

Stakeholder analysis involves identifying and assessing the influence and importance of key groups that may significantly impact on the success of activity and this has been achieved and listed in the appendix. (Appendix - list of stakeholders).

As public participation becomes increasingly embedded in National and Local Trading Standards Policy, it becomes ever more crucial for decision-makers to understand who is affected by the decisions and who has the power to influence their outcome. Stakeholder engagement is about careful selection and engagement from the outset so that the views, needs and ideas of the stakeholders shape the strategic direction of the service.

Our engagement strategy will be set in conjunction with our stakeholders, identifying their main interests and concerns. Separate strategies may be devised for dealing with specific issues when required.

In providing this statement, The Trading Standards Service will follow existing Rhondda Cynon Taff County Borough Council corporate policies on customer care; complaints; disability and all other relevant policies.

This statement will be communicated to all staff, published on the Trading Standards web site and will be generally available on request.

Review

This statement will be reviewed annually by representatives from all teams in Trading Standards.

STAKEHOLDER RELATIONSHIP MANAGEMENT POLICY STATEMENT

The Trading Standards Service is best able to serve the large number of stakeholders with which it interacts when it is well informed about the nature and needs of those stakeholders. The Service will conduct stakeholder engagement through a planned approach, co-ordinating our interaction with the many parties who have a vested interest in the Service, supporting the achievement of our strategic priorities. It is crucial that service planning is focused on the needs of stakeholders, which is why consultation plays such a vital role in obtaining stakeholder views and perceptions of their relationship with the organisation.

Once stakeholders have been identified, then Stakeholder relationship management involves identifying and assessing the influence and importance of key groups that may significantly impact on the success of a project. Stakeholders are the people/organisations that matter to a system and as public participation becomes increasingly embedded in National and Local Trading Standards Policy, it becomes ever more crucial for decision-makers to understand who is affected by the decisions and who has the power to influence their outcome. Stakeholder management is about careful engagement and dialogue from the outset and professional management of the relationships with the stakeholders, so that their views, needs and ideas shape the strategic direction of the service.

Our relationship management strategy will be set in conjunction with our stakeholders, identifying their main interests and concerns and outlining our consultation strategies and evaluation processes. Separate strategies may be devised for dealing with specific issues when required.

In providing this statement, The Trading Standards Service will also follow existing Rhondda Cynon Taff County Borough Council corporate policies on customer care; complaints; disability and all other relevant policies.

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Review

This statement will be reviewed annually by representatives of all teams in Trading Standards

Appendix

Stakeholders have been identified as including:

The Community of Rhondda Cynon Taff
Elected Members
Individual Consumers
Individual Businesses
Rhondda Cynon Taff Home Authority Businesses
Local and National Business Groups including Chambers of Commerce
Trading Standards Staff
Defendants / Alleged Offenders
Welsh Assembly Government
Office of Fair Trading
Food Standards Agency
Central Government Agencies, including: BIS, DEFRA and Home Office,
National Farmers Union
Press and media
Audit Commission
Local Government Regulation
Other Trading Standards Authorities
Trading Standards Institute
Hallmarking Council
National Measurement Office
British Board of Film Classification
Federation Against Copyright Theft
British Phonographic Industry
European Leisure Software Publishers Association
Mechanical Copyright Protection Society
UK Intellectual Property Office
International Federation of Spirit Producers
Royal Society for the Prevention of Accidents
Welsh Home Safety Council
Trade Mark Holders
Trade Associations / Representative Bodies
Communities First Groups
Vehicle and Operating Services Agency
Test Houses and Expert witnesses

Partners have been identified as including:

Welsh Heads of Trading Standards
Consumer Direct Wales
Age Concern
Citizens Advice Bureau
Other Advice Agencies
Community Safety Partnership
Neighbourhood Watch/ Community Engagement
Voluntary Organisations
South Wales Police
South Wales Fire & Rescue
Her Majesty's Revenue & Customs
Consumer Support Network & Community Legal Services
Environmental Health
Licensing
Benefit Fraud
Other Council Services
Welsh Development Agency
Catering Direct
Local Health Board
Dragonsavers Credit Union Ltd