

## **5 DUNDEE CONSUMER SUPPORT NETWORK - AWARD OF QUALITY MARK SCOTLAND (AN85-2005)**

The Committee is asked to note the award of Quality Mark Scotland (QMS) certification to the Environmental Health and Trading Standards (EHTS) Department for the quality of advice that is provided to local consumers. The award was made following a final audit on 17 January 2005.

Reference is made to Article III of the minute of meeting of the Environmental and Consumer Protection Committee of 19th March 2001 which advised of local Consumer Support Networks Initiatives (CSN). This was launched on 8th November 2001, and it embraces many local advice agencies such as Citizens Advice Bureau, Age Concern, and the Money Advice Support Team. It is led and coordinated by the EHTS Trading Standards team.

The CSN aims to:

- Give consumers improved access to accurate and timely advice
- Encourage a customer focused approach
- Encourage advice agencies to measure their performance
- Create a trading environment with confident and knowledgeable consumers
- Facilitate the sharing of experience and best practice

Central to the CSN ethos is the demonstration by organisations that they provide a quality assured service through achieving the QMS standard. QMS comprises a set of standards designed to ensure that a service is well run and has its own quality controls mechanisms for the quality of advice the service provides.