

# OUR IMPACT IN 2021/2022

NATIONAL  
TRADING  
STANDARDS

Protecting Consumers  
Safeguarding Businesses

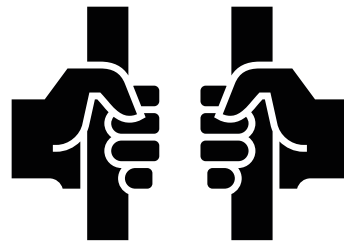
## HOW WE WORK

This document provides a snapshot of the work of National Trading Standards in 2021/2022. We allocate Government funding to tackle high priority national and regional Trading Standards issues in England and Wales. This is separate to the bulk of day-to-day Trading Standards activity delivered by local authorities across the country. Our vision is to protect consumers and safeguard businesses through cross-boundary, intelligence-led enforcement. We do this by:

- Supporting specialist teams that cover a range of issues
- Funding local authorities to deliver specific work in priority areas

## A SNAPSHOT OF OUR WORK IN 2021/22

Dealt with  
**£71,946,387**  
in consumer and business detriment



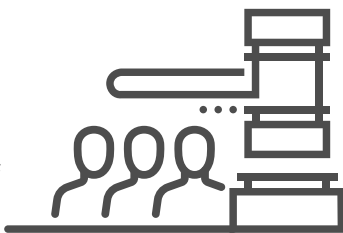
Prison sentences totalling  
**63 years and nine months**  
were handed down



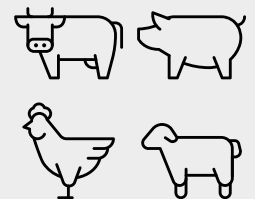
Fines of **£24,400**  
were imposed

**39**

people were  
convicted of  
offences



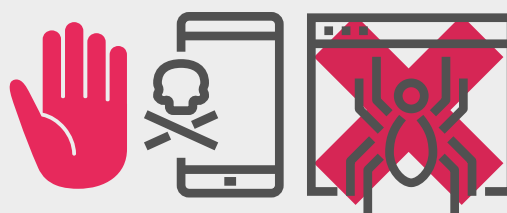
**4,483**  
feed interventions



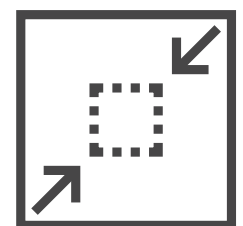
## 2021/2022 AT A GLANCE

### eCRIME

**£37,591,489**  
avoided in consumer  
and business detriment.



**386** website and social media takedowns  
and interventions outside the court system  
- **more than double the previous year.**

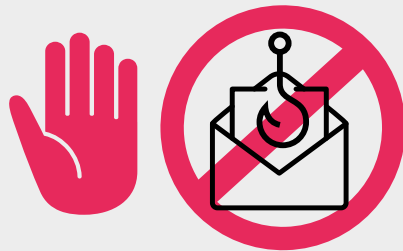


**£ £ £ £**  
**£6 million**  
assets restrained.

## SCAMS

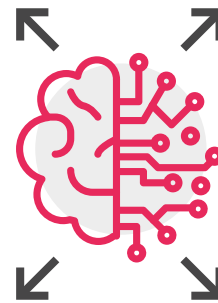


**Identified  
1,145 victims  
and made  
savings of  
£28,704,752**



Stopped **1,075,920** mailings from reaching UK consumers, ensuring a financial saving of **£15,761,363**, which includes estimated healthcare and health-related quality of life savings.

The number of Friends Against Scams reached **1,000,000**



The NTS Scams Team assisted local Trading Standards with **41** enquiries and provided **21** intelligence reports to other law enforcement agencies.

## NTS IN ACTION

The NTS Scams Team produced the Multi Agency Approach to Fraud (MAAF) toolkit that was rolled out across UK police force areas with more than 361 people being trained. Funding was provided for 1,298 call blockers as part of this project and over 150 delegates attended training for local authorities interested in running their own call blocker project.



## ESTATE & LETTING AGENCY

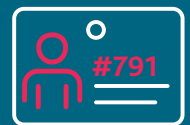


Issued **21** warning orders, prohibition orders and penalty notices for estate and letting agents.



One person who continued to engage in estate agency work whilst banned was **sent to prison** for six weeks and **ordered to pay £20,000** in fines and costs.

The NTS Estate and Letting Agency Team's Khub now has **791** members.



In conjunction with PropertyMark, the Team delivered five full-day training sessions on the Consumer Protection from Unfair Trading Regulations 2008 and Estate Agents Act 1979 to **115** estate and letting agents.

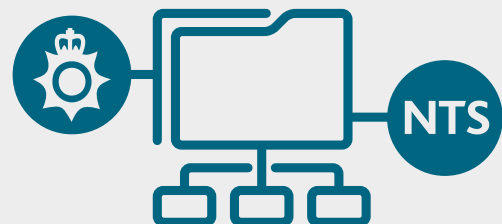
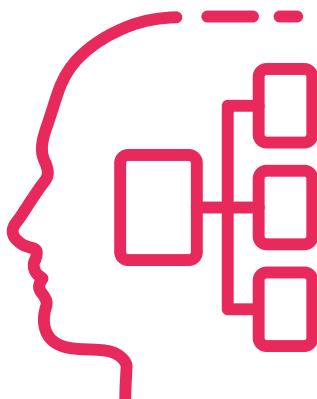


Dealt with **1,500** reports and **470** advice requests.



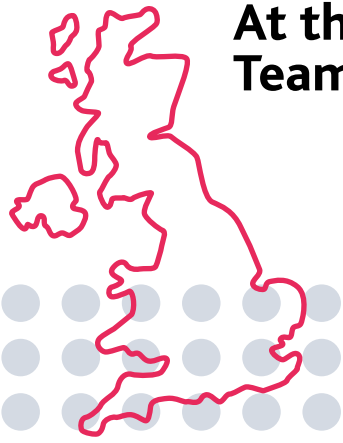
## INTELLIGENCE

The NTS Intelligence Team produced reports on green energy companies and approved trader schemes, created profiles on doorstep crime and call centre scams, and undertook communication data analysis to assist a local authority doorstep crime investigation.



NTS became the first non-police agency to on-board to the Police National Database. This enables better data sharing with the police and other law enforcement agencies. NTS and regional groups began using the Serious and Organised Crime tasking system to better prioritise and deal with threats.

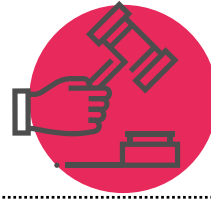
## REGIONAL CASES



At the end of 2021/2022, the Regional Investigation Teams had **107 live investigations**.



The consumer and business detriment avoided through their intervention was **£4,128,804**.



Despite the continuing delays in the Courts system, **30** defendants were convicted.

**25** prison sentences were handed down – totalling **57 years and nine months**.



**Seven** people were banned from being company directors for a total of **29 years**.

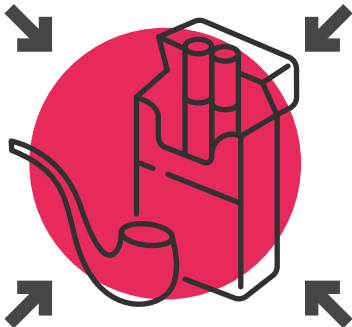


**Seven** community service penalties were issued, totalling **1,170 hours**.

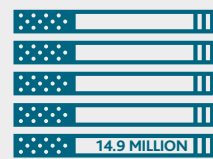
Three POCA hearings resulted in **£729,096** in confiscation orders.



## ILLICIT TOBACCO



As part of a project funded by HMRC, local authorities seized illicit tobacco with a revenue value of over **£7.8 million**.



Almost **14.9 million** illicit tobacco sticks and nearly **4.8 tonnes** of illegal hand rolling tobacco were seized.

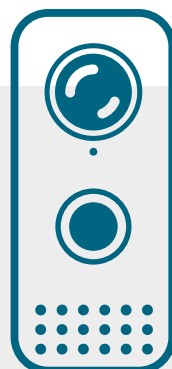


## DOORSTEP CRIME



**1,063** people signed up to use the updated NTS Doorstep Crime Toolkit.

London Trading Standards and Trading Standards South East installed **120** video doorbell cameras in vulnerable consumers' homes. An assessment showed the cost benefit ratio of the project was **39:1**.



## NTS IN ACTION



### Operation Teak

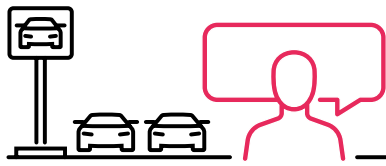
Three mobile fish sellers were sentenced to a combined total of eight years following an investigation led by the NTS North East RIT. The criminal trio ignored food safety procedures and used aggressive sales practices to pressure over 100 elderly victims into buying excessive quantities of poor quality fish at exorbitant prices. The fraudsters were fined £325,000 over the offending period.

## USED CARS



One major car clocking case concluded with two defendants being sentenced to a total of 30 months in prison.

Compliance advice was given to **287 businesses** as part of projects to improve compliance in Yorkshire and Humber and the East Midlands.



Over **£1.1 million** detriment was prevented.

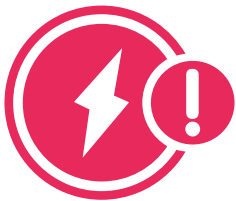
## NTS IN ACTION



### Cracking down on criminals who target the self-storage industry

London Trading Standards led a nationwide project to identify and improve standards in self-storage premises that are known enablers for the counterfeiting industry. Over 50 self-storage businesses, which compromised over 400 physical premises, signed up to a code of practice. The project is supported by the Self Storage Association and joint funded with the Intellectual Property Office. Work will continue until March 2023. Intelligence resulted in several raids and over 35,000 items being seized with a street value of £3,255,000.

## ENERGY RELATED FRAUD



**Five energy-related cases** are awaiting trial.

NTS has also worked with **BEIS**, the **CMA** and **OFGEM** to try to ensure future energy grant schemes and claims are not abused.



## NTS IN ACTION



### Operation Proctor

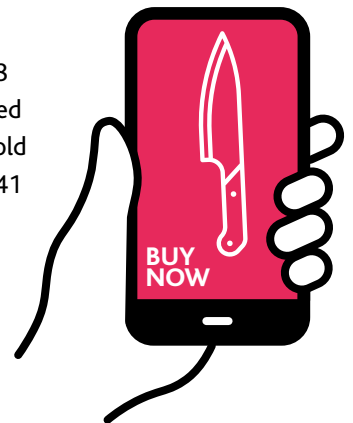
In March, two scammers were sentenced following an investigation into car clocking led by Kensington and Chelsea Trading Standards with RIT support. The case had links to an OCG with complaints dating back to 2008 and convictions in 2015 under Operation Pioneer, another RIT supported investigation.

A trader and his associate were identified as having clocked 44 cars which were found with an average price of £5,200.

The duo were sentenced to a combined total of 30 months imprisonment, suspended for 21 months. One defendant had to pay £10,300 in prosecution costs and was given 15 Rehabilitation Activity Requirement Days and ordered to complete 200 hours of unpaid work. The other was given a four month electronically monitored curfew and ordered to pay a victim surcharge.

## UNDERAGE KNIFE SALES

Work carried out by Croydon Trading Standards between 2018 and 2021 involved 100 attempted test purchases of knives being sold to children online, which led to 41 sales, **17 prosecutions and 17 convictions**. The final hearing took place in June 2021. The company concerned was found guilty and **fined £10,000** with £15,000 costs.



## NTS IN ACTION



### Operation Beorma

The supply of large-scale counterfeit and illicit goods to markets is a key priority. Operation Beorma, led by the CEnTSA RIT and focussed in the Midlands, led to over 70 direct enforcement actions, the identification of previously unknown OCGs and the recovery of several million pounds worth of counterfeit goods and £400,000 in cash. One man was sentenced to four years' imprisonment after pleading guilty to 26 offences for manufacturing and selling fake designer clothes.

## NATIONAL TRADING STANDARDS

Protecting Consumers  
Safeguarding Businesses

For more information about the work of National Trading Standards, please visit: [www.nationaltradingstandards.uk](http://www.nationaltradingstandards.uk)