

## REVIEWS OF NATIONAL TRADING STANDARDS' WORK – AT A GLANCE

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*“National Trading Standards...provide a valuable means to share intelligence between authorities and to identify and prioritise cases for enforcement. Over the past three years, NTS has worked with local authorities to tackle £472 million in consumer and business detriment with a core budget of £40 million.”*

Consumer Green Paper, Department of Business Energy and Industrial Strategy, 2018

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*“By setting up National Trading Standards the [Government] has...improved the coordination and case management of Trading Standards work and its integration into the overall system. There is now a system-wide framework for evaluating cases and to ensure they are managed at the most appropriate level.”*

National Audit Office report to BEIS, December 2016

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

**NATIONAL  
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STANDARDS**

Protecting Consumers  
Safeguarding Businesses

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## NATIONAL TRADING STANDARDS PROTECTING CONSUMERS AND SAFEGUARDING BUSINESSES

### At a glance

We prioritise and allocate grants that come from Government to tackle high priority national and regional trading standards issues.

Our vision is to protect consumers and safeguard businesses through cross-boundary intelligence-led enforcement projects in England and Wales. We also act as a safety net for consumers by ensuring that products entering the UK and the food chain are safe.

We fund national teams that are hosted within local authorities. These include the eCrime, Safety at Ports and Borders, Feed, Regional Investigations, Estate Agency, Intelligence and Scams Teams. In 2017/18 we also funded the Illegal Money Lending Team, however on 1 April 2018 responsibility for this team moved to the Financial Conduct Authority.

### A message from our Chair

Criminals are relentless. Every day they are operating across the country looking to scam, con and defraud people. At National Trading Standards we are also relentless in our efforts to combat criminal activity and bring those responsible to justice.

National Trading Standards works closely with our colleagues in local authority trading standards to ensure that our communities are protected, that legitimate business does not face illegal competition and that victims are provided with the support they need.

Since we started our work in 2014 we have now dealt with more than £650 million in consumer and business detriment and secured the convictions of more than 375 criminals. As this year's figures show, our work continues to go from strength to strength.

But we know our work will never be complete. Criminals will always find new ways to target people, often taking advantage of new technology. We will be unceasing in our work - doing our bit to protect consumers and legitimate business and bring criminals to justice.

*Toby Harris*

Lord Toby Harris, Chair of National Trading Standards  
[www.nationaltradingstandards.uk](http://www.nationaltradingstandards.uk)

In the last four years National Trading Standards has tackled £654 million in detriment. This equates to £12.28 of impact for every £1 spent

In 2017/18 National Trading Standards Teams and workstreams:



Dealt with over  
**£182 million**  
in consumer and  
business detriment



Secured prison  
sentences **totalling**  
over **230 years**

Had 100  
people  
convicted  
of offences



Prevented  
**£70 million** of harm  
by taking unsafe  
goods out of the  
supply chain



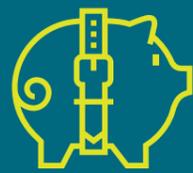
**CONDEMNED**

Made **8,327** feed  
interventions

## SCAMS TEAM



Identified **2,708** confirmed scam victims



Delivered estimated savings of over **£39 million** in 2017/18 alone



Distributed **1,513** call blockers to vulnerable consumers



Over **30,000** Friends Against Scams recruited



Worked with Royal Mail to stop **3.1 million** pieces of scam mail from entering the postal system

## ILLEGAL MONEY LENDING TEAMS



Saved victims over **£1.9 million**

Arrested **67** suspects



Supported **977** loan shark victims

## ESTATE AGENCY TEAM



Handled more than **450** complaints and requests for advice

**x17**

Issued **17** prohibition or warning orders



## eCRIME TEAM



Uncovered more than **£59 million** of fraud



Secured **landmark convictions** in relation to the operation of copycat websites

Took down over **150** websites, Facebook profiles and Freephone numbers



## SAFETY AT PORTS AND BORDERS TEAMS

Took more than **£70 million** unsafe and non-compliant goods out of the supply chain



Removed more than **2 million** unsafe and non-compliant items from the supply chain



Prevented an estimated **1,565** serious injuries and **1,341** fires



Unsafe and non-compliant goods included **kettles, ovens, make-up and toys**

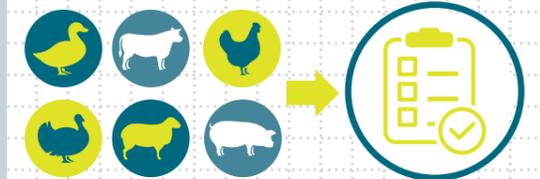
## INTELLIGENCE TEAM



Produces the National Strategic Assessment to identify priorities for NTS



Produced a National Animal Feed Threat Assessment for the Food Standards Agency



Assisted **NTS teams and projects**

## NTS IN ACTION Operation Dougal

Seven people were sentenced to a total of more than 38 years in prison after being convicted of defrauding UK consumers out of over £37 million in one of the largest UK online crime cases. They operated a number of 'copycat websites', impersonating official government services to sell passports, driving licences and other key documents for vastly inflated prices.

The convictions and sentences follow one of the biggest investigations undertaken by the National Trading Standards eCrime Team. The convictions and sentences were handed down following two trials – one in July 2017 and the other in March 2018. These copycat websites included a range of visa application websites for countries including the United States, India, Turkey, Bahrain and Sri Lanka.

## REGIONAL INVESTIGATIONS TEAMS



**8 TEAMS** in England and Wales have prevented **£10.9 million** of detriment

Investigations have led to:



**70** convictions



Nearly **130 years** of custodial sentences

## FEED DELIVERY PROGRAMME



Improved compliance – the number of inland premises classified as satisfactory or above increased by **10% to 64%**

Completed a national priority sampling project analysing feed nutrients which had the greatest potential to compromise human or animal health



Published guidance for feed hygiene officers

## NTS IN ACTION Operation Orange

Three men were sentenced to a total of 11 years and 1 month for running a fraudulent property repair business which targeted elderly and vulnerable consumers across the Midlands. The businesses, LJ Evans & Son and LJ Evans Ltd, cheated consumers across Dudley and Sandwell out of sums totalling nearly £170,000, carrying out building work which was unnecessary, grossly overpriced and extremely shoddy.

The court heard that the offences took place from 2007 to 2012 and that some victims (all of whom were retired and some in their 80s) were the subject of repeat offending. One victim in particular paid nearly £130,000 over the years for work which experts valued at approximately £14,000. This victim was repeatedly taken to his bank by Evans to withdraw cash to pay for the unnecessary work. The men were brought to justice following an investigation by the Central England Regional Investigations Team.