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.

“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

“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

For more information about the work of National Trading Standards, please visit: www.nationaltradingstandards.uk

Lord Toby Harris, Chair of National Trading Standards
www.nationaltradingstandards.uk
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.

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.