

NATIONAL STRATEGIC ASSESSMENT

NATIONAL TRADING STANDARDS

Protecting Consumers
Supporting Business

October
2026



03 / 2026 KEY FINDINGS

The most significant threats and trends identified during 2025/26

04 / HORIZON SCANNING AND EMERGING ISSUES

Future risks and developments

05 / 06 PRIORITY AREAS AND CROSS-CUTTING THEMES

The issues expected to have the greatest strategic impact for NTS

1. Foreword

Fraud and unfair trading are becoming harder to spot for consumers, easier to commit and capable of reaching more victims than ever before. What begins with a text message, an online advert, a knock at the door or an illicit product for sale on the high street are often part of a much bigger picture – sophisticated organised criminal networks operating across communities, regions and national borders.

The harm these criminals cause is significant and often devastating. Victims can lose their life savings and suffer lasting psychological harm. Dangerous and illegal products can put people's health and safety at risk. Legitimate businesses lose trade to criminals who have no intention of playing by the rules. And as criminal activity grows in scale and sophistication, it risks undermining the confidence in fair and functioning markets on which our economy depends.

The threat is evolving quickly. Serious and organised crime, artificial intelligence and online crime will cut across all areas of Trading Standards' work in the year ahead. AI in particular is giving criminals powerful new tools to create increasingly convincing deceptions, target potential victims and operate at unprecedented speed and scale. As the technology develops, we should expect criminals to continue finding new ways to exploit it.

But new technology is only part of the threat. Used cars and home improvements remain among the most complained-about issues reported to Citizens Advice, while illegal tobacco and illegal vapes continue to harm communities and undermine responsible retailers. Calls, texts, emails and doorstep approaches also remain effective tools for fraudsters. The challenge for Trading Standards and the Government departments it works with is therefore to tackle the established forms of criminality that continue to cause immense harm while anticipating where – and how – criminals will strike next.

Criminals will continue to adapt. They will exploit new technologies, identify new vulnerabilities and change their methods when existing routes are disrupted. The challenge for enforcement is to adapt just as quickly. Intelligence is fundamental to staying one step ahead – allowing us to understand how threats are changing, identify emerging risks and direct enforcement towards the criminals, markets and activities causing the greatest harm.

Since 2014, NTS has tackled more than £11 of consumer and business detriment for every £1 spent. This Strategic Assessment will help us build on that impact by looking ahead as well as understanding the threats we face today. In the year ahead, our focus remains clear: protecting consumers, safeguarding legitimate businesses and staying one step ahead of the criminals who seek to exploit them.

A more detailed account of our 2025/26 activity is available in our Annual Report at nationaltradingstandards.uk/documents/.



Lord Michael Bichard
Chair of National
Trading Standards

DOCUMENT HANDLING INSTRUCTIONS

This document has been produced by the NTS Intelligence Team. It is classified as **OFFICIAL** when completed, as defined by the Government Security Classifications Policy (July 2023).

2. Introduction

The National Trading Standards (NTS) 2026 Strategic Assessment identifies the key national threats, emerging issues, and priority areas for NTS. It will help the NTS Board produce their national Control Strategy for 2027/28. It is an integral part of the NTS business planning process.

It is used to hypothesise and make recommendations on how to develop policies and tackle national problems, it uses data drawn from 1 April 2025 to 31 March 2026. Any comparisons to the previous year's NTS 2025 Strategic Assessment reported figures are from 1 April 2024 to 31 March 2025. (referred to in this document as the 'previous year'). A wide range of information sources have been used by the NTS Intelligence Team to produce this assessment including:

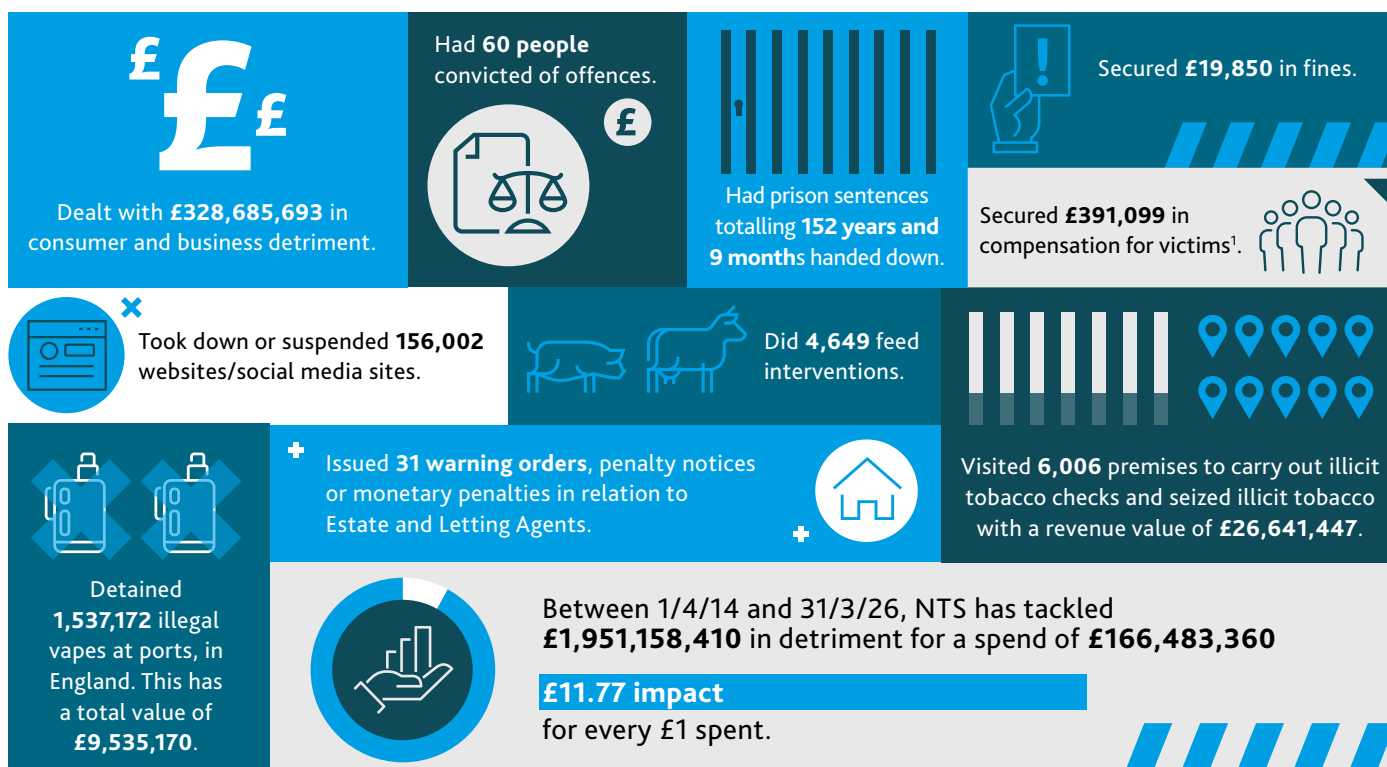
- Trading Standards' intelligence recorded on the Trading Standards' national intelligence database (IDB) (see Appendix 1).
- Citizens Advice consumer service database complaints recorded (see Appendix 1).
- Regional Trading Standards Group's priority areas (see Appendix 2).
- Open source and other information.

This report will take the form of a full Strategic Assessment and will include updates on the following: -

- Citizens Advice consumer service data.
- IDB intelligence database.
- City of London Police Report Fraud Analysis Service dashboard on doorstep crime and other consumer non-investment frauds.

The NTS Annual Report and NTS infographic for 2025/26 details the work of the NTS Teams and other workstreams.

Between April 2025 and March 2026, National Trading Standards:



This Strategic Assessment is a forward-looking document. Horizon scanning and emerging issues are covered in a separate section. This includes a PESTLE (Political, Economic, Sociological, Technological, Legal and Environmental) analysis that identifies some of the key external factors and emerging issues.

1. The NTS Annual Report for 2025/26 notes money figures are calculated by detriment prevented against spend from those grants where detriment figures have been calculated. It includes NTS RIT, eCrime, Scams, NTG funded work, EAT, LAT, OFS, revenue values of tobacco and vapes

3. Key Findings

During the period of 1 April 2025 to 31 March 2026 research found that:

- 49138 intelligence logs were recorded on IDB by Trading Standards Services in England and Wales, Regional Groups and NTS Teams, this is an increase of 5685 (+13.1%) from the previous year.
- The highest recorded intelligence categories on IDB this year were; tobacco and cigarettes (21,665 intelligence reports), doorstep crime and cold calling (6,437 intelligence reports) and age-restricted sales (5,251 intelligence reports).
- 328,827 Citizens Advice consumer service database incidents/complaints were recorded this year, which is a decrease of 70,289 from the previous year.
- The top five Citizens Advice consumer service database categories that consumers are complaining about are:
 - Transport (Used Vehicles)
 - House Fittings and Appliances (Home Maintenance and Improvements)
 - Personal Goods and Services (Clothing and Footwear)
 - Leisure (Holidays and Accommodation)
 - Other Household Requirements (Food and Drink)
- The City of London Police Report Fraud Analysis Service dashboard (for fraud and cyber cybercrime) shows 6,233 reported door-to-door sales and bogus callers (across the UK) this year, with reported losses of £41.4 million. This was a decrease of 592 reports and £6.2 million from the previous year. There were 22,016 other consumer non-investment fraud reports (across England and Wales) with reported losses of £116.3 million. This was a decrease of 6,195 reports and £19.9 million from the previous year. All figures were extracted on 11/08/2026.
- Cross-cutting issues or threats affecting all areas of Trading Standards' work have been identified as eCrime, increasing use of artificial intelligence (AI), serious and organised crime and the cost-of-living crisis.
- Trading Standards have 25 active Organised Crime Groups (OCGs) mapped on the Police National Database associated to 154 nominals and 27 companies (as at 20/08/2026). They are engaged in offences relating to doorstep crime and cold calling, supply of illegal tobacco products, unlicensed breeding of dogs, intellectual property crime and sales of used cars.

There has been a marked increase in the IDB intelligence submissions in the tobacco and cigarette category – this is directly linked to the ongoing HMRC funding for the Operation CeCe illegal tobacco work. Doorstep crime or crime in the home remains a priority for all Regional Trading Standards Groups, with a consistently high number of intelligence reports and consumer complaints in this area.

All of the other intelligence categories remain stable with increases/decreases in submissions within tolerance levels. This may be due to the numbers of complaints received and local resources within Trading Standards Services, but overall, it is positive that the total number of intelligence logs recorded has increased.

This intelligence is used to help protect consumers (including vulnerable residents and communities) and safeguard legitimate businesses. It can help inform national, regional, and local priorities and support enforcement activities. It helps NTS Teams, Trading Standards Services and Regional Groups to identify and pre-empt emerging threats, such as those identified in this Assessment, so we can get one step ahead of the criminals.



Many incidents remain under reported or are reported elsewhere, so are not covered in this assessment, such as reports to Report Fraud, financial institutions, other regulators, ombudsmen and online/social media platforms.

Trading Standards and NTS Teams still do not have direct access to Report Fraud and the National Fraud Investigation Bureau data² despite having further discussions with the City of London Police and the Home Office. This system could hold valuable information that could help Trading Standards and NTS Teams support consumers and businesses.

Citizens Advice consumer service is the national reporting centre for Trading Standards. The service provides initial advice to consumers. It provides notification or referral routes to Trading Standards in England and Wales. The Citizens Advice consumer service measures a number of different metrics as a contact centre operation. These include the number of contacts answered, such as telephone calls, emails, and webchats, as well as the number of individual cases they open. A case relates to a single dispute or issue for a client and

² In February 2026, NTS submitted an interoperability opportunity proforma questionnaire to City of London Police requesting direct access to their National Crime Analysis Service (N-CAS) that holds this data

3. Key Findings

has a unique reference number. It is possible for a client to contact the service on multiple occasions throughout a single case, as they seek incremental support or provide additional information as circumstances evolve. These contacts will therefore be greater than the incident/complaint referral figures in Appendix 1. Trading Standards will use the information available to analyse threats, identify problem traders, and take intelligence led enforcement action.

The Citizens Advice consumer service continues to be widely used by consumers, Trading Standards and NTS Teams:

- The number of contacts the Citizens Advice consumer service answered overall in 2025/26 increased by around 60,000, or 6%, compared to the previous financial year. This was a positive outcome, given the year-on-year trend had previously been decreasing.
- Whilst funding for the service had remained static for over a decade, increasingly limiting the number of contacts that could be answered, in 2025/26 the Department of Business and Trade provided a small uplift. This allowed the recruitment of additional advisers, increasing capacity and thus the number of contacts answered.
- Whilst welcome in the short-term, it is likely further increases in service costs in subsequent years will lead to a decrease in this capacity in the future if the funding position remains consistent.
- Performance in other areas, such as quality of advice and service, and client and partner satisfaction, have continued to be strong.
- The Citizens Advice Consumer Codes review project, that commenced in 2026, will provide additional opportunities for engagement. This will ensure a greater understanding of what Trading Standards need from the data the consumer service collects and shares, and how solutions can be designed and implemented to achieve those needs as fully as possible.

NTS uses the Management of Risk in Law Enforcement process (MoRiLE) to assess its threats, risks, and harm. This helps identify what the NTS priority areas should be. The NTS MoRiLE assessment will be different from local Trading Standards or Regional Group's assessments, as each agency completes the process from their own organisation's perspective.

The NTS MoRiLE thematic assessment covers:

IMPACT/HARM	What is the level of harm to victims, the wider community, and the environment?
LIKELIHOOD	What is the scale of activity, predicted trend and forecast?
CONFIDENCE	What do we know or not know? Is it a true reflection of the risk?
ORGANISATIONAL POSITION	How well placed is our agency (NTS) to deal with the risks? Considering external (public interest, reputation & politics) and internal (economic cost, capacity, and capability) factors. For NTS, in practice, this will mean whether or not the conditions of the relevant grant agreements permit us to use funds to tackle the issue.



49,138
intelligence logs
were recorded



An increase of 5,685 (+13.1%) from the previous year

The highest recorded intelligence figures were tobacco & cigarettes, doorstep crime & cold calling, and age-restricted sales

TRADING STANDARDS

The NTS MoRiLE thematic assessments³ for the last 5 years show:

Tier	Thematic Areas	MoRiLE Risk Score 2022	MoRiLE Risk Score 2023	MoRiLE Risk Score 2024	MoRiLE Risk Score 2025	MoRiLE Risk Score 2026	ORI Score
NTS priority areas	Doorstep Crime and Cold Calling	81	59	69	69	66	4
	Lettings (England only)	63	54	60	69	66	3
	Mass Marketing Fraud/Scams	68	50	43	55	60	3
	Illegal Tobacco	44	26	26	28	44	2
	Used Cars	33	25	30	28	35	2
	Illegal Vapes (England only)	-	38	33	33	30	3
	Other Fair Trading Issues	29	25	22	22	20	3
	Estate Agency Work	25	18	18	18	20	1
	Intellectual Property	36	25	23	18	13	3
	Animal Feed	16	12	9	9	9	2

Tier	Thematic Areas	MoRiLE Risk Score 2022	MoRiLE Risk Score 2023	MoRiLE Risk Score 2024	MoRiLE Risk Score 2025	MoRiLE Risk Score 2026	ORI Score
Outside of NTS scope	Age-Restricted Sales	24	22	30	25	25	2
	Animal Disease Control	39	47	36	23	22	2
	Food Standards	26	18	18	18	18	3
	Product Safety	27	24	18	15	17	2
	Metrology	6	8	7	6	5	3
	Animal Health and Welfare	9	6	6	6	5	2

NOTE – MoRiLE assessment - 1-29 ■ Green (low risk), 30-59 ■ Yellow (medium risk), 60+ ■ Red (high risk). The ORI (Organisational Risk Indicator) is used to describe how effectively an organisation is currently placed to effectively manage the risk. ■ Green (low ORI 1 – 2), ■ Yellow/Amber (medium ORI 3 – 4), ■ Red (high ORI 5).

3. Assessment scores have been rounded up where .5 or above and lowered where less than .5

The NTS priority areas for the NTS Control Strategy April 2027 to March 2028 are:

- Doorstep crime and cold calling.
- Lettings (England only).
- Mass marketing fraud/scams.
- The importation of illegal vapes (England only).
- Used cars.
- Illegal tobacco.
- Other fair trading issues.
- Intellectual property.
- Estate agency.
- Animal feed work.

NTS cross-cutting themes that impact on each NTS priority area are:

- eCrime and the use of social media/online platforms.
- Increasing use of Artificial Intelligence.
- Serious and organised crime.
- The cost-of-living crisis.

NTS will undertake work on specific activities, where direct funding is provided for a programme of work to be delivered.



The NTS
priority areas

4. Horizon scanning and emerging issues

Government priorities - The UK Government is expected to continue prioritising⁴:

- Economic growth, investment and public service reform through its "rewiring the state" agenda.
- Devolution of powers, funding and decision-making to regional mayors and local areas.
- Cost-of-living measures aimed at supporting households and communities.
- High street regeneration, housing development and community renewal.
- Skills, technical education and workforce development to support economic growth.
- Investment in critical industries, infrastructure, energy and AI-led innovation.
- Home buying and selling reform and leasehold/commonhold reforms.
- Fiscal pressures driving greater scrutiny of taxation, wealth and revenue generation.

Likely Developments

- Increased central government pressure for 'visible enforcement outcomes'.
- Greater coordination between local Trading Standards, the Competition and Markets Authority (CMA), the Office for Product Safety and Standards, Border Force, and online platforms.
- Invitations to take part in intensification programmes from the Government and partner agencies (such as Operations Machinize, Henhouse and Lockstream (organised immigration crime), etc.
- Potential further devolution differences between UK nations.
- Introduction of alternative redress and enforcement mechanisms including civil financial penalties for Trading Standards.

Links and Impact on Trading Standards

- Focus on cost of living pressures leading to consumer protection and fair trading reforms, including action against misleading pricing, subscription traps and rogue business practices.
- Stronger expectation to support national strategic enforcement priorities.
- Increased referrals linked to online harms, fake reviews, subscription traps, unsafe imports, and AI-enabled scams.
- Local authorities' investigative capability may be constrained by their financial budgets. Greater need for regional collaboration and shared services.



ADVANCEMENT OF DIGITAL TOOLS AND AI:

AI is increasing the scale, speed and sophistication of fraud rather than creating entirely new offence types. It is lowering technical barriers for offenders, enabling organised criminals and less technically skilled individuals to produce more convincing websites, communications, identities and supporting documentation. Intelligence over the reporting period indicates that Trading Standards' officers are increasingly encountering AI-enabled fraud across a range of consumer protection issues. AI is also being used by consumers and businesses to explore their rights and sometimes they are being given the wrong information ⁵.

4. Government's political and legislative agenda published House of Lords Library 20/08/26

5. Business Companion article - AI tools giving risky consumer advice, Which? finds

4. Horizon scanning and emerging issues

COST OF LIVING AND CONSUMER VULNERABILITY

Ongoing cost of living pressures continue to affect household spending, particularly for lower-income and vulnerable consumers. Financial pressure is increasing the demand for cheaper goods and services, including products sold through online marketplaces and social media. This creates opportunities for rogue traders and organised criminals to exploit consumers through sales of unsafe, counterfeit or poor-quality goods, undermining legitimate businesses and increasing risks to public safety. The scale, speed and online nature of this activity creates increasing enforcement challenges for Trading Standards, particularly where sellers can operate anonymously, across multiple platforms or outside the UK.



INTERNATIONAL RELATIONS & TRADE POLICY



Ongoing geopolitical instability, changing international trade relationships and tariff arrangements may affect the cost, availability and movement of consumer goods into the UK. Supply chain disruption and differing regulatory requirements also may increase the risk of non-compliant, unsafe or counterfeit products reaching the UK market, particularly through online marketplaces and alternative import routes. This may require Trading Standards to maintain an increased focus on imported goods, product safety compliance, intelligence sharing and collaboration with national and international partners.

SECURITY THREATS

The UK faces a complex mix of threats including terrorism, hostile state activity, cyber-attacks, and domestic crime, all compounded by geopolitical volatility and technological change. This may impact on Trading Standards because of the impact on supply chains, availability and costs of goods and the risks this then poses in relation to scams, counterfeits etc.



POLITICAL AND REGULATORY CHANGE

Changes in political leadership, priorities and legislation may create new consumer protection responsibilities and compliance requirements. There may be opportunities through new Department of Business, Innovation, Science and Trade consumer action plan announcements. Trading Standards must remain agile, adapting quickly to legislative changes and local government pressures while maintaining effective consumer protection and support for businesses. Trading Standards Services continue to face staffing and capacity pressures⁶. Apprenticeship funding from the Department of Health and Social Care has helped strengthen skills and resilience across the profession. Local government reorganisation in England presents both challenges and opportunities, including greater collaboration, service integration and information sharing across regulatory functions. Although on 7 September 2026, the government announced a rapid review of the local government reorganisation programme, withdrawing current decisions apart from in Surrey⁷.



6. Which? Trading Standards resources and activities report and Chartered Trading Standards Institute response: UK's Trading Standards responds to latest Which? research

7. Letter from the Minister for Local Government, Devolution and Regional Growth setting out an update on local government reorganisation decision withdrawal and programme review

PESTLE analysis

This is an acronym for a tool used to identify the external forces facing an organisation.

P →



POLITICAL

- New PM in July 2026, potential changes in political priorities and policy direction.
- UK Government focus on economic growth and reducing regulatory burdens on business.
- Anticipate new Department of Business, Innovation, Science and Trade consumer action plan announcements (Autumn 2026).
- Continued pressure on local authority funding, staffing & service delivery.
- Devolution reforms, but local government reorganisation (England) being reviewed (September 2026).
- Geopolitical instability with ongoing wars in the Middle East & The Gulf, North and East Africa, the Ukraine and Myanmar, affecting trade, supply chains and product availability.

E →



ECONOMIC

- Cost-of-living pressures affect household finances and reduce consumer resilience.
- Tax rises constrain consumer spending and affect business sustainability.
- Higher unemployment can make people more susceptible to fraud and scams.
- Demand for lower-cost goods and services, increasing exposure to counterfeit, unsafe and non-compliant products.
- Rising business operating costs may increase the risk of business non-compliance and unfair trading practices.
- Ongoing supply chain disruption and international market volatility.
- Economic pressures continue to create opportunities for organised crime, with goods being sold at vastly reduced prices and monies leaving the UK.

S →



SOCIAL

- Consumer behaviour continues to become more digital, with increasing use of online marketplaces, social media and AI-assisted purchasing tools.
- Reliance on online reviews, recommendations and influencer marketing to inform purchasing decisions.
- Ageing demographics and cost-of-living pressures may increase consumer vulnerability to scams, fraud, doorstep crime and misleading sales practices.
- Increased demand for food banks and debt advice charities.
- Cost of living crisis creates more demand for cheaper, poorer quality products and services.

T →



TECHNOLOGICAL

- Increasing use of AI technology including AI generated scams, deepfake advertising, automated fraud, expansion of cross border e-commerce and increased use of encrypted communications.
- Growing reliance on digital services. This may exclude some consumers, particularly older, vulnerable or digitally excluded groups.
- Businesses that fail to monitor or integrate emerging technologies risk losing their competitive advantage.
- The continued growth of online commerce will drive a shift from premises-based enforcement activities towards online platform-based investigations and digital evidence gathering.

L →



LEGAL (legislative changes)

- New consumer protection, competition and product safety powers in the Digital Markets, Competition and Consumers Act 2024 and Product Regulation and Metrology Act 2025.
- New regulatory controls, including restrictions on both tobacco and vapes, and ticket resale markets.
- Increased regulation and accountability of online marketplaces, digital platforms and AI-enabled technologies.
- Expansion of civil enforcement powers, financial penalties and administrative sanctions alongside existing criminal enforcement tools.
- Continued housing sector reforms, including the Renters' Rights Act 2025, home buying and selling reform and leasehold/commonhold reforms.

E →



ENVIRONMENTAL

- Net zero policy and sustainability regulation will increasingly influence consumer product's compliance.
- Growing regulatory emphasis on product repair, reuse, recycling and waste reduction.
- Greater scrutiny of environmental consumer claims ('greenwashing') and increasing expectations for businesses to substantiate sustainability claims.
- Increasing safety concerns relating to second-hand electrical goods and lithium batteries.
- Enhanced regulation of e-bike and battery-related risks.

5. NTS Key Threats and Priority Areas

Tasking: In 2025/26, NTS allocated £3.75 million to the NTS National Tasking Group with the direction that these resources are deployed to support the NTS key priority areas. The NTS National Tasking Group is made up of senior local authority Trading Standards managers. NTG allocates resources to assist Trading Standards Services, Regional Groups and NTS Teams to progress investigations and projects that are of national or regional significance and in line with the NTS priority areas.

5.1 Doorstep Crime and Cold Calling

Doorstep crime remains a significant source of consumer harm, particularly for older and vulnerable consumers. Intelligence relating to doorstep crime and cold calling is nationally the second highest number of intelligence reports on IDB, with 6,437 intelligence reports in 2025/26, compared to 6,288 in 2024/25, an increase of 149 (+2.4%). Although Citizens Advice consumer service complaints for home maintenance and improvements has reduced by 11% compared to the previous year, it still remains high with 38,531 consumer complaints. The City of London Police Report Fraud Analysis Service dashboard (for fraud and cyber cybercrime) shows 6,233 door-to-door sales and bogus callers (across the UK) this year, with reported losses of £41.4 million. This was a decrease of 592 reports and £6.2 million from the previous year.

Issues relating to property maintenance, especially roofing, remain a major concern for households having work done on their home. In 2026, NTS commissioned the NTS Intelligence team to produce a national intelligence product into the roofing sector problems. Other areas of concern are driveways and patios, rendering and coatings, double glazing and energy efficiency products/services (including foam insulation installation or removal). Emergency plumbers and locksmiths have been raised as a problem by regional intelligence teams. This may be where traders appear to be local when they are not, where there are issues with the services provided and/or they offer a fixed call out fee that is increased significantly when the traders visit homes.

Rogue traders continue to use pressure-selling, misleading claims and poor-quality, unnecessary or incomplete work to generate financial gain and exploit consumers. These threats are increasingly enabled through online platforms. Some traders continue to visit on the doorstep, especially where they are working on a street, or others call consumers. More offenders are using trader recommendation platforms, social media sites and professional-looking websites to create a false appearance of legitimacy and to gain consumers' trust with fake reviews.

Intelligence highlights the use of multiple trading names/businesses, repeat targeting of vulnerable consumers and ongoing challenges in securing consumer redress where rogue trader offending overlaps with Authorised Push Payment fraud. This is where the consumer is persuaded to authorise a bank transfer themselves to a trader. The payment is genuine from the bank's perspective because the customer willingly made it, but they were deceived about why the payment was needed. The NTS Scams Team is developing training for Payment Service Providers, Banks and Building Societies and guidance to help consumers to seek redress.

While concerns continue to be reported in relation to energy efficiency and retrofit-related schemes, including spray foam insulation, solar panels and heat pumps, these issues are increasingly recognised as part of a wider national energy fraud landscape in which NTS has advised Government departments that other agencies are better placed to take a leading role.

KEY THREAT AREAS



- **Ongoing roofing and property maintenance fraudulent trading activities.**
- **Older and vulnerable consumers** continue to be targeted by rogue traders.
- **Use of fake reviews and bogus use of trader recommendation platforms.**
- **Emergency repair scams**, including plumbing and locksmith services.
- **Online platforms** are increasing being used to facilitate traditional doorstep crime and fraud.
- **Energy efficiency and home improvement scams**, including spray foam insulation, solar panels, heat pumps and retrofit schemes.
- **Authorised Push Payment fraud** and difficulties securing consumer redress.



6,437
intelligence logs
were recorded



An increase of 149 (+2.4%) from the previous year

5. NTS Key Threats and Priority Areas

5.2 Lettings Agents

Bristol City Council is the nominated 'Lead Authority' for the Tenant Fees Act 2019 and relevant lettings legislation, hosting the NTS Letting Agency Team. The team continues to identify breaches relating to prohibited fees, holding deposits, client money protection requirements and redress scheme compliance. These generate consumer detriment and present barriers to effective enforcement. In 2025/26 the NTS Letting Agency Team, working with local authorities, brought 359 businesses into compliance through their direct activities and dealt with 994 requests for advice.

The implementation of the Renters' Rights Act 2025 is expected to increase regulatory complexity and create new opportunities for non-compliance. In particular, changes to tenancy arrangements and rent regulation may lead to some landlords and agents seeking ways of avoiding their legal obligations. This will require closer collaboration between Trading Standards Services and local authority housing enforcement teams.

There were 5,393 Citizens Advice consumer service complaints this year reported in the letting and property management services sub-category. An increase of 355 (+7%) from the previous year, where there was a total of 5,038 complaints. 52% (2,786) of these complaints related to landlords, 24% (1,312) letting agents, 19% (1,054) property management agents, 3% (148) tenancy deposit schemes and 2% (93) other issues.

The team has also identified ongoing risks associated with Anti-Money Laundering compliance and is experiencing growing demand from businesses and consumers seeking advice through AI-enabled tools, increasing both the volume and complexity of enquiries.

KEY THREAT AREAS



- **Changes to rent rules** mean there are now more issues to consider. Enforcement responsibility is shared between housing and trading standards' officers, that is likely to make regulation more complex.
- **Changes to tenancy types under the Renters' Rights Act 2025**, including the removal of fixed-term tenancies, may lead some landlords or letting agents to use 'sham' agreements to try to avoid their legal responsibilities.
- **Termination fees.** Some letting agents may try to charge large 'termination' fees after 1 May 2026, even though these should be lower because tenants will have more flexibility to end assured tenancies.



5,393

Citizens Advice consumer service letting and property management complaints

An increase of 355 (+7%) from the previous year

5. NTS Key Threats and Priority Areas

5.3 Mass Marketing Scams/Frauds

Fraud costs England and Wales an estimated £14 billion in 2023 to 2024 and is estimated to be 45% of all crime. The City of London Police Report Fraud Analysis Service dashboard (for fraud and cyber cybercrime) shows 22,016 other consumer non-investment fraud reports (across England and Wales) this year, with reported losses of £116.3 million. Although this was a decrease of 6,195 reports (-15.79%) and £19.9 million from the previous year, online fraud continues to grow. Artificial intelligence has increased fraudulent activities, enabling cybercrime, money laundering, and organised crime. Investment fraud and card-not-present fraud both increased last year, often enabled by the same social engineering techniques — criminals manipulating people into handing over their savings or their one-time passwords. New scam centres in Southeast Asia and, more recently, West Africa are industrialising these methodologies, and thus the harm they cause⁸.

Criminals are making greater use of repeat and aggressive mailings targeting previous responders, including offshore lottery and prize draw promotions. Telephone-enabled fraud remains a significant concern, particularly those linked to energy efficiency products and services, home maintenance contracts, claims management services and other high-harm consumer sectors. Organised criminal groups are increasingly using offshore call centres, data-sharing networks, challenger banks, money mules and cryptocurrency to facilitate fraud and launder criminal proceeds. There is also growing evidence of the misuse of company structures, professional enablers and recruited company directors to conceal criminal involvement.

Fraudsters are increasingly exploiting AI-enabled voice, text and messaging technologies to evade detection, bypass call-blocking measures and create more convincing scam approaches. These developments are increasing both the scale and sophistication of fraud affecting UK consumers.

NTS provides funding for the NTS Scams Team that is hosted by Buckinghamshire and Surrey Trading Standards. The NTS Scams Team focuses on large scale disruption of mass marketing scams, typically attempted by post or telephone, developing effective working relationships with domestic and international agencies as well as sector specific organisations and regulators. The NTS eCrime Team, NTS Regional Intelligence Teams and Local Authority Trading

Standards Services deal with a wide range of online consumer scams and frauds. The NTS Scams Team saved £36,399,753 (April 2025 - March 2026) through its investigations, prevention and disruption work, whilst the savings made through the work of the NTS Scams Team and local authority work they supported delivered £34.01 for every £1 spent.

KEY THREAT AREAS



- **AI-enabled fraud and social engineering.** Increasing use of artificial intelligence, spoofing technologies and targeted manipulation to deceive consumers and evade preventative measures.
- **Telephone and mass marketing scams.** Continued growth in phone-based, mail-based and offshore scam operations targeting vulnerable consumers.
- **Online and investment fraud.** Rising levels of digitally enabled fraud, including investment scams, card-not-present fraud and other forms of online consumer deception.
- **Organised criminal facilitation and money laundering.** Use of offshore call centres, cryptocurrency, money mules, challenger banks and corporate structures to conceal criminal activity and move illicit funds.
- **Ongoing targeting of vulnerable consumers.** Persistent and repeated targeting of different groups of individuals through increasingly sophisticated scam methodologies.



22,016 reports
Report Fraud Analysis
Service dashboard
(England and Wales)



A decrease of 6,195 (-15.79%) from the previous year

⁸. Taken from *NCA launches the National Strategic Assessment 2026* - National Crime Agency

5. NTS Key Threats and Priority Areas

5.4 Illegal Tobacco

The tobacco regulatory landscape continues to evolve following the Tobacco and Vapes Act 2026. This includes the phased introduction of a generational ban on tobacco sales from January 2027. These changes will increase compliance and enforcement requirements for Trading Standards Services. NTS and local authorities across England and Wales have been working with His Majesty's Revenue and Customs (HMRC) on Operation CeCe. This is a national HMRC-funded initiative to tackle the sale and supply of illegal tobacco. This operation supports local enforcement activity through intelligence sharing, retailer inspections, test purchasing, disruption activity, and action against criminal supply chains. Illegal tobacco generates substantial tax losses, consumer detriment, and criminal profits. Trading Standards use a range of enforcement options to disrupt illegal retail sales, including the use of HMRC civil penalties under Tobacco Track and Trace Regulations, action against landlords and their premises leasing arrangements, business closure orders, and applications under the Proceeds of Crime Act.

During 2025/26, local authority activity under Operation CeCe resulted in over 6,000 premises visits, with illegal tobacco identified at more than 3,200 locations and seizures valued at over £26.6 million. Tobacco and Cigarettes was the highest recorded intelligence category on IDB, with 21,665 intelligence reports in 2025/26, compared to 16,458 in 2024/25, an increase of 5,207 (+31.6%) from the previous year. Intelligence continues to identify organised crime groups involved in the importation, distribution and sale of illicit tobacco products. Marlboro and Amber Leaf remain the most frequently seized tobacco brands. Platinum 7, Manchester, Top Gun NZ and ESSE remain brands of interest to HMRC (no legal market in the UK). These were seized in every regional group in England and Wales.

In 2025/26 the NTS eCrime Team removed 8,924 online listings linked to the illegal supply of tobacco. These included 65 online profiles, 120 entire pages and 117 'buy and sell' groups that had over 20,000 followers/friends. A potential network of fraudulent profiles was disrupted through this work.

Despite sustained enforcement activity, repeat offending remains a significant challenge, with around 57% of premises subject to seizures having previously been identified for illegal tobacco offences. Criminals are also increasingly exploiting online and social media platforms to facilitate sales, requiring continued investment in intelligence development, digital investigations and coordinated enforcement activity.

KEY THREAT AREAS



- **Organised crime group** involvement in the illegal tobacco supply chain.
- **Persistent availability of illegal tobacco through retail premises.**
- **Repeat offending** by retailers.
- **Increasing use of online and social media platforms** to facilitate illegal sales.
- **Ongoing tax losses** and consumer harm arising from the illegal tobacco market.



21,665
intelligence logs
were recorded



An increase of 5,207 (+31.6%) from the previous year

5. NTS Key Threats and Priority Areas

5.5 Used Cars

The annual UK used car market completed 7.8 million transactions in 2025⁹, the highest since 2019, having largely recovered from the subdued sales experienced due to the Covid crisis. Used vehicles are consistently the most reported category on the Citizens Advice consumer service database. It accounted for 58,504 complaints in 2025/26, compared with 64,010 complaints in 2024/25, a reduction of 5,506 complaints (-8.6%) from the previous year. Although motor vehicle repairs and servicing complaints have slightly increased with 13,771 complaints in 2025/26 compared to 12,809 in 2024/25, an increase of 962 complaints (7.5%) from the previous year.

The used cars sector is predominantly a local issue that is monitored and supported by Trading Standards Services and partners. Due to the high level of consumer complaints NTS has identified used cars as a priority area. NTS has provided support on a case-by-case basis for two regional projects from 2024 to 2026 and some regional/national used car investigations.

The NTS Intelligence Team produced a short intelligence report in 2026. This analysed the IDB and Citizens Advice consumer service database used car complaints between 1 December 2023 and 30 November 2025. Defective vehicles were the most reported concern, with issues ranging from scratches to paintwork, MOT test issues, mileage adjustment, and dangerous safety faults. Complaints were most often linked to vehicles purchased from trader premises within the consumer's own or a neighbouring region. While larger dealerships generally provided established complaints procedures and access to dispute resolution schemes, smaller traders often generated greater consumer detriment through poor business practices and limited opportunities for redress. Those traders who attempted to address concerns within warranty often failed to meet the consumer's expectations, which did not always align with the age or mileage of a used vehicle.

Although fewer complaints were generated by individual low sales, volume traders and general online marketplace sellers (such as on Facebook etc. rather than dedicated vehicle sales sites) were more likely to expose consumers to criminal breaches. The eCrime Team undertook a widespread disruption exercise regarding the sale of used cars on social media. This identified and disrupted listings

linked to the misleading and fraudulent sales of used cars, working alongside all regions to ensure maximum impact. Further work could be done by the NTS eCrime Team in 2026/27, regarding online vehicle sales, with potential support from NTG if required.

Despite a large body of advice and resources, around used car buying, being available many consumers self-reported (to Citizens Advice) a failure to seek advice and information until after purchase. Further work could be done via the Consumer Protection Partnership (chaired by the Department for Business, Innovation, Science and Trade) to help educate and inform consumers.

KEY THREAT AREAS



- **Defective and unsafe vehicles**, including safety-critical faults, mileage discrepancies and MOT-related concerns.
- **Rogue and non-compliant used car traders**, particularly smaller businesses generating disproportionate consumer detriment.
- **Online marketplace and social media vehicle fraud**, enabling misleading advertising and fraudulent vehicle sales.
- **Vehicle repairs, servicing and warranty disputes**, which continue to generate significant consumer complaints.
- **Lack of consumer pre-purchase due diligence**, increasing the risk of financial loss and unfair trading practices.



58,504

Citizens Advice consumer service used vehicle complaints



A decrease of 5,506 (-8.6%) from the previous year

9. The Society of Motor Manufacturers and Traders (www.smmmt.co.uk/vehicle-data/used-car-sales/)

5. NTS Key Threats and Priority Areas

5.6 Illegal Vapes (England only)

The Environmental Protection (Single-use Vapes) (England) Regulations 2024 and equivalent devolved nations' legislation made it illegal for businesses to sell or supply single-use devices from 1 June 2025. This aimed to reduce the alarming use of vapes by young people (under 18) and mounting environmental damage caused by the littering and waste disposal of these devices.

Illegal vapes has been a priority area for NTS with additional funding provided by the Department of Health and Social Care (England only). In 2025/26 NTS commissioned Trading Standards to tackle illegal vapes at ports in England (£2 million) and in the second part of the year, some work by the NTS eCrime Team to research on-line markets (£115,000) with an additional sum to cover national intelligence (£32,000).

A total of 40 consignments that included 1,537,172 illegal vaping products were prevented from entering the UK. The majority of the illegal items were e-liquids (69%) with parts/packaging comprising 22% of the total items. Single use vapes made up 7% and less than 1% were reusable vapes. The detriment prevented by detaining and seizing illegal vapes at ports was £9,535,170, a 25% increase on the number intercepted in 2024/25, significant barriers to more interventions have continued: Trading Standards lack of accurate information about incoming goods, lack of access to databases and minimal referrals received from UK Border Force. This resulted in a significant underspend of the budget in 2025/26. Following liaison with HMRC and the Department of Health and Social Care (in relation to the application of a duty to vaping products from October 2026) there are hopes, but no guarantees, of increased referrals of vaping products for Trading Standards to inspect. Some funding in 2025/26 was applied locally to explore possible routes for illegal vapes, in previously unexplored points of importation and external temporary storage facilities (ETSFs).

Over 6,100 premises were checked by Trading Standards in England to ensure they were not selling age-restricted goods, such as alcohol, tobacco and vapes to children. Over 33.6 million illegal cigarettes, almost 10 tonnes of illegal hand-rolling tobacco and almost 2.96 million illegal vapes were seized¹⁰.

There has been a continued increase in intelligence recorded on IDB but vapes is not a separate primary intelligence category. There are 5,251 Trading Standards' age-restricted sales (including vapes) intelligence logs for this year, this is an increase of 163 (+3.2%) from the previous year.

The NTS eCrime Team began a pilot project to undertake open-source research relating to the online supply of illegal vapes. The work had two strands: assessment of the range and volume of illegal products available and a desktop only exercise relating to online age verification checks.

This initial research identified over 95,000 listings of illegal products, the majority of which were social media based. Widespread use of messaging services (WhatsApp, Telegram, Snapchat etc.) was also identified. For almost all social media and website-based sales there appeared to be either no, or very ineffective, age verification in place, with links to wider offending including the potential cloning of payment details and the supply of controlled drugs. To test the effectiveness of social media-based removal processes a representative sample of 19,985 listings were flagged with the relevant platforms. All listings were promptly removed. A series of recommendations were made to the Department of Health and Social Care, who agreed to fund more work in 2026/27.

KEY THREAT AREAS



- **Ongoing online supply of illegal vaping products**, through social media platforms, websites and messaging applications.
- **Underage access to vaping products**, driven by ineffective or absent age verification controls.
- **Importation and distribution of illegal vapes and e-liquids**, including products entering through ports and alternative supply routes.
- **Intelligence and enforcement gaps**, particularly limited access to import data and low levels of referrals from partner agencies.
- **Links to wider organised criminality**, including payment fraud, illicit supply networks and other forms of criminal offending.
- **Environmental and public health harms** arising from the continued availability of prohibited single-use vaping products.



5,251

intelligence logs (age-restricted sales) were recorded



An increase of 163 (+3.2%) from the previous year

¹⁰. Data from the ACTSO Impacts and Outcomes 2026 report

5. NTS Key Threats and Priority Areas

5.7 Other Fair Trading Issues

This priority area covers a broad range of unfair trading practices involving misleading descriptions, omissions of key information and deceptive sales practices. There are 4,334 Trading Standards' fair trading intelligence reports for this year, this is a decrease of 546 logs (-11.2%) from the previous year. Common issues include advertising, pricing, terms and conditions, home improvement services, energy-related products and services, travel and holiday services, ticket resale, and other consumer transactions where inaccurate or misleading information influences purchasing decisions.

Advertising

NTS provides backstop enforcement support to the Advertising Standards Authority through Buckinghamshire and Surrey Trading Standards Services. The Advertising Standards Authority regulates advertising across all media, ensuring advertisements are legal, decent, honest and truthful, while tackling misleading, harmful and offensive content. Regulatory activity is increasingly focused on online harms and AI-generated content.

Home and Business Improvement Services

NTS continues to work with the CMA to address concerns relating to Trader Recommendation Platforms, which are increasingly used by consumers to source home improvement and repair services. The CMA and Trading Standards are clear that improvements are required; the CMA has written to several platforms regarding misleading claims, weak vetting and monitoring, inadequate complaints procedures and failing to tackle problem traders¹¹. The situation will be monitored with the potential for direct fines issued by the CMA, or legal action by Trading Standards.

Energy-Related Products and Services

The transition to net zero and the growth of government-backed energy efficiency schemes continue to create opportunities for consumer detriment within the energy products and services sector. NTS has identified concerns relating to ongoing use of misleading claims, aggressive sales practices and the targeting of vulnerable consumers in the marketing and sale of a range of products and services, including insulation, spray foam, solar panels, heat pumps and other retrofit measures. There are also growing concerns regarding misleading environmental and sustainability claims, where businesses may overstate the environmental benefits, efficiency or cost savings associated with products and services. NTS maintains that responsibility for tackling systemic energy fraud should sit with a dedicated lead regulator, with Trading Standards and other agencies providing support where appropriate.

Travel and Holiday Services

The travel and holiday sector continues to generate consumer complaints relating to misleading advertising, hidden charges, cancellations, refunds and misdescribed accommodation or travel services. The increasing use of online booking platforms, comparison sites and social media advertising presents opportunities for misleading promotions and unfair commercial practices. Consumers may also be exposed to fraudulent holiday offers and difficulties obtaining redress when suppliers fail to meet their obligations.

Ticket Resale

The Government has announced proposals to strengthen controls on ticket resale through the draft Ticket Touting Ban Bill and Sporting Events Bill. The proposed measures aim to prohibit the resale of tickets above face value, limit bulk purchasing for resale, cap platform fees and introduce stronger obligations on resale platforms. These reforms are intended to reduce consumer detriment arising from ticket touting and improve transparency and fairness within secondary ticket markets.

KEY THREAT AREAS



- **Misleading and harmful advertising**, particularly through digital platforms, influencer marketing and AI-generated content.
- **Online consumer harms and weak platform accountability**, including inadequate trader vetting, monitoring and complaints handling.
- **Targeting of vulnerable consumers** through high-pressure sales tactics, cold calling and deceptive marketing practices.
- **Multiple business entities and digital platforms** are used by rogue traders and repeat offenders, making enforcement and consumer redress more difficult.
- **Mis-selling of energy-related products and services**, including retrofit schemes, energy-efficiency measures and misleading environmental claims.
- **Travel, holiday and ticketing detriment**, including misleading promotions, unfair terms, hidden charges and secondary ticket sales.

¹¹ CMA Guidance - [Trader recommendation platforms: complying with consumer law](#)

5. NTS Key Threats and Priority Areas

5.8 Estate Agency

Powys County Council is the UK Lead Enforcement Authority for the Estate Agents Act 1979 and hosts the NTS Estate Agency Team.

The estate agency sector continues to present risks to consumers through poor professional standards, misleading marketing practices, lack of transparency around fees and costs, and failures to provide clear information during property transactions. Complaints received through redress schemes indicate ongoing concerns relating to service standards, disputes over contracts, and conduct that can result in significant consumer detriment. Emerging business models, including property sourcing and investment schemes, continue to generate concern due to the complexity of transactions, consumer misunderstanding of risks, and uncertainty around regulatory protections. At the same time, developments in property auctions and modern methods of auction have highlighted risks associated with hidden charges, upfront fees and insufficient transparency for buyers.

The Government's proposed homebuying reforms are intended to improve transparency and reduce failed transactions through upfront information requirements, enhanced professional standards and greater use of digital technologies. While these changes may reduce consumer detriment in the longer term, the transition period may create new challenges and risks for consumers navigating an increasingly digital property market¹².

KEY THREAT AREAS



- **Poor estate agency standards and unfair trading practices** leading to failed property transactions and consumer detriment.
- **Misleading property marketing** and lack of transparency.
- **Property sourcing and investment schemes.**
- **Auction risks**, through modern methods of auction and auction-related practices.
- Changes brought in by **home buying reform** and digitalisation of the property market may make regulation more complex.



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Prohibition and Warning Orders issued by the NTS Estate Agency Team to estate agents

¹² MHCLG news - [Homebuying shake-up to slash delays, cut costs and stop sales falling through](#) - GOV.UK

5. NTS Key Threats and Priority Areas

5.9 Intellectual Property

Intellectual property rights are infringed when protected products, creations or inventions are copied, manufactured, distributed or used without the permission of the rights holder. This includes counterfeit goods, unauthorised use of patented technology, copyright infringement and the distribution of infringing digital content.

The Intellectual Property Office continues to identify intellectual property crime as a significant threat to economic growth, innovation and consumer protection. They are currently working on an update to the 2022 to 2027 counter-infringement strategy to identify emerging risks and shape future enforcement priorities. The key areas of focus include strengthening intelligence capabilities, improving partnership working and ensuring enforcement activity remains responsive to evolving criminal methodologies.

Links between intellectual property crime and organised criminality remain significant. OCGs continue to exploit consumer demand for lower-cost goods through online marketplaces, social media platforms and international supply chains. These activities generate substantial criminal profits while exposing consumers to potentially unsafe, substandard and non-compliant products. Intelligence indicates that counterfeit clothing, particularly designer brands, remains the most frequently encountered product category. The toy sector has also seen increased reporting, driven in part by demand for counterfeit 'Labubu' dolls, resulting in enforcement activity and product seizures across England and Wales.

In 2026, a new NTS Intellectual Property Investigations Team was established, hosted by Newport City Council. The team's objectives are to disrupt online intellectual property crime using civil asset recovery provisions available under the Proceeds of Crime Act 2002 and, where that disruption identifies significant levels of on-line criminal activity, to investigate with a view to legal proceedings.

KEY THREAT AREAS



- **Organised criminal involvement** in the manufacture, importation and distribution of counterfeit goods.
- **Online continued growth of intellectual property crime** facilitated through online marketplaces, social media and other digital platforms.
- **Increasing use of emerging technologies**, including AI, creating new challenges for rights holders and enforcement agencies.
- **Consumer demand for low-cost goods**, particularly during periods of financial pressure, increasing vulnerability to counterfeit and infringing products.
- **Ongoing risks to consumers from unsafe counterfeit products**, particularly clothing, toys, cosmetics, electrical goods and other safety-critical items.



2,492
intelligence logs
were recorded



An increase of 445 (+22.4%) from the previous year

5. NTS Key Threats and Priority Areas

5.10 Animal Feed

Animal feed is an NTS priority area, as direct funding is provided by the Food Standards Agency to support this work. The Food Standards Agency are responsible for food safety right through the food chain, which includes improving hygiene on farms and ensuring that human health is not put at risk through what is fed to animals. The current 2026/27 programme priorities are:

- Verifying the labelling and claims on feed products.
- Checking veracity of ingredients lists of feed for food producing animals including presence of heavy metals.
- Emerging issues surround the ability to produce 'safe' raw pet food and the use of the term 'human grade' for pet food ingredients and the consumer food safety issues that may occur as a result.

In November 2025, NTS and the Food Standards Agency Intelligence Unit published updated feed hygiene intelligence guidance for all local authorities, to support the identification of emerging threats, risks and non-compliant practices within the feed supply chain. This aims to increase the knowledge of threats and new practices that threaten animal health via their feed.

KEY THREAT AREAS



- **Misleading or unsubstantiated claims and inaccurate ingredient declarations**, creating risks to animal and human health through the food chain.
- **Feed safety risks** associated with the growing raw pet food market, including production, storage and handling practices.
- **Misuse of marketing terms** - such as 'human grade' that may mislead consumers regarding product quality, safety or standards.
- **Emerging feed hygiene threats** - such as the use of 'fake' import certification that may compromise animal health and food safety.
- **Risks to the integrity of the food chain** arising from non-compliant feed production, importation and distribution.



NTS commissioned local authorities to carry out
4,649
compliance checks



+4% increase from the previous year

6. CROSS-CUTTING THEMES

6.1 eCrime

eCrime remains a cross-cutting theme for Trading Standards, Regional Groups and NTS. It impacts across all NTS priority areas and continues to grow as UK consumers buy more online through digital platforms. The NTS eCrime Team at North Yorkshire Council and York City Council have an online disruption team, a digital forensic unit (supporting local and regional investigations) and an enforcement team (delivering complex regional and national investigations).

The digital marketplace continues to evolve rapidly, creating new opportunities for criminals to exploit digital platforms, social media and artificial intelligence that can rapidly facilitate consumer harm. This is driven by technological advances and changing consumer behaviour. Artificial intelligence is increasingly being used to create highly convincing websites, social media advertisements, images, videos and online personas that can imitate legitimate businesses. Intelligence and consumer reports highlight the emergence of large numbers of professionally designed retail websites selling clothing, cosmetics, electronics and other consumer goods, often falsely presenting themselves as UK-based businesses. These sites frequently use identical templates and branding techniques to create a convincing appearance of legitimacy, while consumers receive poor-quality goods, counterfeit items or no goods at all.

Social media platforms remain a major enabler of consumer harm, increasingly acting as the gateway to fraudulent websites, counterfeit products and non-existent goods. The NTS eCrime Team's work in 2025/26 identified more than 120,000 social media listings advertising non-existent vehicles, demonstrating the scale at which online marketplaces can be exploited. At the same time, online job and task scams continue to grow, targeting individuals seeking additional income through offers of flexible home-working opportunities. AI-driven analysis of social media and leaked personal information has the potential to make such approaches increasingly personalised and persuasive. Criminals are also making greater use of encrypted messaging platforms such as Telegram, WhatsApp and Snapchat to facilitate the sale of illegal tobacco and vaping products and to move communications away from more visible online environments, creating significant challenges for intelligence gathering, disruption and enforcement activity. The new powers under the Digital Markets, Competition and Consumers Act 2024 (including Online Interface Orders) may provide Trading Standards with additional tools to disrupt harmful online activity.

KEY THREAT AREAS



- **Criminals use of artificial intelligence.** Rapidly creating convincing websites, advertising, imagery, videos and online identities that mimic legitimate businesses.
- Networks of fraudulent websites selling poor-quality, counterfeit or non-existent goods while falsely portraying themselves as trusted UK retailers.
- **Social media platforms being used as a fraud gateway** to promote scam products, non-existent goods and deceptive advertising, including large-scale listings for fictitious vehicles and other high-value purchases.
- **Personalised online scams.** Increased use of AI and personal data to target individuals with tailored job, task and investment scams designed to maximise engagement and financial loss.
- **Migration to encrypted platforms.** Criminal activity is increasingly moving to messaging services such as Telegram, Snapchat and WhatsApp, making detection and enforcement opportunities more difficult.
- **Technology-driven enforcement challenges.** The speed, scale and international nature of online offending continuing to outpace traditional investigative and enforcement approaches, requiring new disruption and regulatory interventions.



5,159
intelligence logs
were recorded



An increase of 877 (+20.48%) from the previous year

6. CROSS-CUTTING THEMES

6.2 Artificial Intelligence

eArtificial Intelligence or AI has in some capacity been used in technology for a number of years, from adaptive programming, to being placed in white goods, however, in recent years due to multiple technological breakthroughs and vast investment from tech companies, AI is now shaping society and there has been a huge growth, usage, and investment in AI over the last few years¹³. Supremacy within the AI tech industry is regarded as the new arms race as demand for the next bigger and better AI software grows.

However, AI is increasingly being used as an enabler of fraud and wider criminal activities, accelerating the scale, speed and sophistication of existing offences, rather than creating entirely new crime types. By lowering technical barriers, AI allows offenders with limited expertise to undertake activities that previously required specialist knowledge. Effectively providing a readily accessible toolkit for organised criminality. Information and intelligence from Trading Standards staff indicates they are seeing growing evidence of AI-enabled fraud across a range of sectors, including the rapid creation of fraudulent websites, cloned online storefronts, fabricated business identities, fake consumer reviews and AI-generated documents designed to mimic legitimate contracts, invoices, safety certificates and compliance records.

It also enables criminals to engage and deceive victims through automated chatbots, convincing online communications, using AI-generated voices and large-scale robocalling campaigns. Social media platforms are being exploited through the creation of realistic fake profiles and coordinated networks of accounts used to promote fraudulent services, counterfeit goods and scams. Emerging concerns include the use of 'jailbreaking' techniques to bypass the safeguards built into mainstream AI systems and the growth of unrestricted AI platforms available through the dark web. These systems can support the creation of phishing campaigns, fraudulent e-commerce sites, malicious code, scam call centres and other forms of criminal activity at unprecedented scale.

While AI presents significant challenges for enforcement agencies, it also offers opportunities for Trading Standards through improved analysis, intelligence development, evidence review, transcription, research and automation of administrative processes. Looking ahead, AI-enabled offending is expected to become increasingly sophisticated and autonomous through the use of AI agents capable of conducting complex tasks with minimal human intervention. This will increase the challenge of identifying fraudulent activity, verifying digital evidence and distinguishing genuine businesses and documentation from AI-generated deception. NTS plans to develop a public-facing report and campaign in 2026/27, with the Chartered

Trading Standards Institute (CTSI). This will highlight the most significant emerging AI-enabled scam threats facing consumers and businesses and provide some practical advice on how the public can stay protected.

KEY THREAT AREAS



- **Victim engagement and deception.** Criminals using AI to create convincing websites, businesses, documentation and online identities at scale. Increased use of AI chatbots, synthetic voices and automated communications to engage victims and facilitate scams.
- **Investment and financial fraud.** Growth of AI-supported investment, cryptocurrency and financial fraud schemes.
- **Social media and identity abuse.** Expansion of AI-generated social media profiles, reviews and content used to create false identities and gather consumer trust.
- **Use of the Dark Web and jailbreaking.** Criminals use unrestricted platforms (the Dark Web) and techniques to circumvent AI safety controls ('jailbreaking'), enabling fraud and other criminal activities.
- **Regulatory and compliance fraud.** AI-generated official certificates, test records, safety documents and other compliance-related paperwork used to mislead consumers and enforcement agencies.
- **Automated AI agents.** Used to manage and execute frauds, scams and other activity, enabling offenders to operate at a greater scale and with less human involvement.
- **Investigative challenges.** Enforcement agencies may have difficulties identifying and evidencing AI-generated content during investigations and enforcement activities.

13. Generated by AI - Sourced: - hai.stanford.edu / aiindex.stanford.edu / hai-production.s3.amazonaws.com / iea.org

6. CROSS-CUTTING THEMES

6.3 Serious and Organised Crime

The threat posed by Serious and Organised Crime (SOC) and OCGs remains high and continues to increase. Many OCGs operate across multiple illicit markets simultaneously, allowing them to diversify income streams, increase resilience and adapt rapidly to enforcement activity. Activity can include drugs and firearms, illegal tobacco and vaping, counterfeit goods, and illegal money lending, but is not limited to this criminality. It now impacts on a wide range of Trading Standards' offences. Intelligence indicates that organised criminals are exploiting online platforms, social media and emerging technologies to facilitate and upscale their activities. Often operating across regional, and international boundaries. Recent national initiatives, such as Operation MACHINIZE¹⁴ demonstrates the links to high street criminality and the value in joint law enforcement work¹⁵.

Without continued intelligence-led disruption and coordinated multi-agency intervention, organised crime involvement in Trading Standards-related criminality is likely to expand further, increasing risks to consumers, communities, legitimate businesses and enforcement officers.

In June 2026, the CTSI and partner agencies, published a report¹⁶ that notes that 72% of Trading Standards professionals have faced threats of violence or intimidation while investigating illicit 'dodgy shops' linked to organized crime groups, with London identified as a major hotspot. A recent CTSI survey (2025) of Trading Standards professionals also reported that 96% said that they had encountered SOC or OCGs within their duties and 97% were aware of suspected OCGs operating out of retail premises on their local high street(s).

The NTS Intelligence Team maintains and develops OCG intelligence on the Police National Database, on behalf of NTS Teams, Trading Standards Services and Regional Groups. There are currently 25 active OCGs, linked to 154 nominals and 27 companies (figures provided at 20/08/26):

- 15 are engaged in offences relating to doorstep crime and cold calling.
- 5 foreign national groups involved in the supply of illicit tobacco products.
- 2 are linked to the unlicensed breeding of dogs.
- 3 are associated with intellectual property crime.
- 1 is involved in offences relating to the sale of used cars¹⁷.

Several of these OCGs also engaged in wider criminal activity, including modern slavery and human trafficking, drug supply (including county lines exploitation), violence, firearms offences, and sexual offences such as grooming.

KEY THREAT AREAS



- **Criminal exploitation of high street businesses.** Increasing use of retail premises and other cash-intensive businesses to facilitate money laundering, illicit trade and wider organised criminality.
- **Technology-enabled criminality.** Growing use of online platforms, social media and emerging technologies to facilitate, conceal and scale offending.
- **Professional and criminal enablers.** Increasing use of individuals, businesses and services to support, disguise or facilitate organised criminal activity.
- **Convergence of criminality.** Trading Standards offences are increasingly linked to wider criminal activity, requiring coordinated multi-agency responses.
- **Officer safety and intimidation.** Increased risks of threats and violence towards Trading Standards' staff involved in investigations and disruption activities.



25

Recorded active OCGs, linked to 154 nominals and 27 companies (as at 20/08/26)

14. NCA news - Operation Machinize 2: Thousands of businesses targeted in coordinated crackdown on high street crime

15. Home Office, NCA news - New high street unit set up in nationwide blitz on dodgy shops

16. CTSI report - Hidden in Plain Sight: Tackling Crime on the UK's High Streets

17. One OCG listed falls into two of the above categories i.e. tobacco and intellectual property crime

6. CROSS-CUTTING THEMES

6.4 Cost of Living Crisis

Although inflation has reduced significantly from its 2022 peak, consumers, households and businesses continue to experience financial pressures, due to the cumulative impact of higher prices for essential goods and services. Food, energy, clothing, housing and transport costs remain substantially higher than before the inflationary period, reducing disposable incomes and household financial resilience. Recent increases in fuel prices associated with international instability have also contributed to renewed cost pressures for some households. Rising gas and electricity prices, despite government interventions like the Energy Price Guarantee, have significantly increased household bills.

Financial pressures continue to increase for both consumers and businesses. This creates opportunities for criminals to promote cheaper goods and services, increasing their exposure to counterfeit, unsafe, non-compliant goods and services, scams and rogue trading practices. Economic pressures can also increase the demand for illegal tobacco/vapes, and goods sold through social media platforms and informal supply chains. As noted in the earlier sections, organised criminals and rogue traders continue to exploit these pressures by targeting consumers with misleading offers, fraudulent schemes and lower-cost alternatives to legitimate products and services.

However, average salaries have not kept pace with rising costs, further reducing the public's purchasing power. While there are signs that some financial pressures have eased since the height of the cost-of-living crisis, many households and businesses remain financially vulnerable. In April 2026, 21% of adults reported borrowing more money or using more credit than usual compared with a year earlier, while 23% stated they could not afford an unexpected expense of £850. Lower-income households continue to be disproportionately affected by rising household costs and remain at greater risk of financial hardship and exploitation¹⁸.

KEY THREAT AREAS



- **Financial vulnerability and exploitation.** Continued financial pressures increasing exposure to scams, fraud, rogue trading and other forms of exploitation.
- **Illicit and lower-cost markets.** Growing demand for cheaper goods and services creating opportunities for counterfeit, unsafe, non-compliant and illicit products to enter the market.
- **Digital and informal trading channels.** Greater reliance on online marketplaces, social media platforms and informal supply chains, increasing challenges around consumer protection and regulatory oversight.
- **Exploitation by serious and organised crime.** Organised criminals and rogue traders exploiting economic pressures through misleading offers, illicit trade and fraudulent activity.
- **Business resilience and compliance.** Rising business operating costs and economic pressures can lead to poor practices and regulatory non-compliance.

18. House of Commons Research Briefing May 2026 [High cost of living: Impact on households](#)

7. OUT OF SCOPE

The following sections are currently out of scope for NTS and are therefore not considered to be priority areas for NTS or the NTS Teams.

7.1 Age-Restricted Sales

This is a priority area that continues to impact at a local authority and regional level, but it sits outside the scope of NTS.

Age-restricted sales remain an important regulatory and safeguarding issue, with ongoing concerns about young people's access to products that can adversely affect their health, safety and wellbeing. Tobacco, vaping products, alcohol, knives and other restricted goods continue to feature in intelligence and complaint data, reflecting the need for sustained local enforcement and business compliance activity. Intelligence and consumer complaint data indicates a modest increase during the reporting period, with tobacco and vaping products continuing to account for a significant proportion of IDB reports. Age-restricted sales was the third highest recorded intelligence category on IDB, with 5,251 intelligence reports in 2025/26, compared to 5,088 in 2024/25, an increase of 163 (+3.2%).

The consequences of underage access extend beyond individual harm, contributing to wider public health, community safety and crime reduction issues. The age-restricted sales landscape is also being shaped by regulatory and technological change. Retailers are required to display warnings and notices when selling certain age-restricted products. They are also required to ask young people for identification/proof of age with varied penalties for non-compliance¹⁹. Businesses are facing increasing expectations to implement robust age assurance measures across both physical and online environments. This is being driven by legislative requirements such as the Online Safety Act 2023 and forthcoming restrictions (such as on the sale of high-caffeine energy drinks to under-16s).

KEY THREAT AREAS



- **Digital age assurance challenges.** Increasing reliance on online sales and services requiring effective and proportionate age verification controls.
- **Youth access to nicotine products.** Continued concerns regarding the availability and appeal of vaping and other nicotine products to underage users.
- **New legislative requirements.** Increasing businesses compliance obligations for retailers, online platforms and service providers.
- **Wider societal harms.** Underage access to restricted products contributing to public health impacts, community safety concerns and youth offending risks.

7.2 Animal Disease Control

Trading Standards Services help to prevent the spread of animal disease. The Association of Chief Trading Standards Officers (ACTSO) provides support to local authorities and acts as a central liaison point in the event of animal disease outbreaks.

Disease risks change throughout the year depending on factors such as bird migration patterns (in relation to Avian Influenza), disease risks overseas (increased risks in relation to diseases such as African Swine Fever) and the impact of climate change which is resulting in an increase of insect borne disease such as Blue Tongue.

Animal disease issues continue to present risks to biosecurity, animal welfare and the integrity of food supply chains. The Animal and Plant Health Agency (APHA) has reported an increase in counterfeit and falsified travel documentation during 2025 and early 2026, including forged pet passports, animal health certificates and supporting test documentation. Advances in accessible technology and artificial intelligence have made it easier to alter or create convincing fraudulent documents. Organised illegal importation and exportation of animals also remains a concern, particularly involving dogs, while intelligence relating to pigeons, high-value CITES-listed birds and fighting birds has increased. Social media and online platforms continue to facilitate the advertising, sale and movement of animals. Other emerging concerns include illegal slaughter and the diversion of animal by-products into animal feed and pet food supply chains. These activities create animal welfare, disease control and food safety risks. They can be linked to wider criminality, including livestock theft. Economic pressures may further increase incentives for non-compliance and fraudulent activity within these sectors.

KEY THREAT AREAS



- **Fraudulent animal movement documentation.** Increased use of technology and AI to create or alter certificates and permits, undermining disease control measures.
- **Organised animal trafficking.** Persistent illegal importation and exportation of animals, particularly dogs and certain bird species.
- **Digital marketplaces.** Social media and online platforms facilitating the sale, transport and movement of animals outside regulatory controls.
- **Food chain integrity risks.** Illegal slaughter and diversion of animal by-products creating animal welfare, biosecurity and food safety concerns.

¹⁹. List of age-restricted products and services in the UK

7. OUT OF SCOPE

7.3 Animal Health and Welfare

Trading Standards have a key role in a wide range of animal health and welfare issues. Many are linked to the control of animal disease as outlined above. However, these controls are also key in addressing poor standards of animal husbandry, illegal and irresponsible breeding practices, and failures to comply with animal identification and traceability requirements. Financial pressures within parts of the agricultural sector, coupled with enforcement constraints, may increase the risk of welfare being compromised. The continued growth of online advertising and sales of pets has also created opportunities for illegal breeding and animal sales to operate with reduced scrutiny. Ensuring high standards of welfare, effective traceability, and compliance with animal health and welfare legislation remain important issues for Trading Standards.

KEY THREAT AREAS



- Safety of food chain (livestock traceability etc.).
- Animal welfare (on farm, at markets and in transport).
- Non-compliance with animal identification and traceability requirements.
- Online animal sales and Illegal/irresponsible breeding practices (such as 'puppy farms').

7.4 Food Standards

Trading Standards are responsible for enforcing food standards legislation, including food composition, labelling, allergens and weights and measures. The National Food Crime Unit have advised that recent intelligence indicates ongoing concerns relating to food authenticity, misrepresentation and food fraud, particularly in premium and protected food products. Increased reporting has been identified in relation to the fraudulent use of Protected Geographical Indication, Protected Designation of Origin and UK Geographical Indication statuses, particularly for products such as feta, halloumi and mozzarella. There is also some evidence of adulteration and substitution within dairy supply chains, alongside wider authenticity risks in specific food supply chains. Emerging concerns include certification fraud and the potential misuse of technologies, including AI, to create or alter documentation used within the food supply chain. Geopolitical instability, rising food costs and supply chain disruption may further increase incentives for food fraud and diversion activities.

KEY THREAT AREAS



- **Fraudulent use of protected food designations and false claims** relating to origin, quality, welfare, religious assurances and production standards.
- **Food fraud and supply chain integrity.** Adulteration, substitution and authenticity risks within food supply chains, particularly for premium and higher-value products.
- **Certification and documentation fraud.** Increasing concerns around falsified certification, supporting documentation and the potential misuse of emerging technologies to facilitate food-related fraud.

7. OUT OF SCOPE

7.5 Product Safety

This remains a priority area for many Trading Standards Services. Product safety is the legal and ethical obligation to ensure goods do not pose unreasonable risks of harm, injury, or death to consumers during normal or reasonably foreseeable use. In the UK, it is governed by the General Product Safety Regulations and enforced by local Trading Standards and the Office for Product Safety and Standards. Several Trading Standards Regional Groups have indicated that unsafe cosmetics continue to be a problem, especially with the surge in the use of weight loss drugs and the online uptick in various medications available without a prescription. The rise in e-bike and e-scooter conversion kits has led to growing safety concerns, with over 432 e-bike fires reported by the Fire Brigade in recent years in the UK²⁰. These often involve converted e-bikes, many incidents stem from poor-quality components, unsafe modifications, or uncertified chargers, increasing the risk of thermal runaway. Unsafe and non-compliant products being available via online marketplaces makes it easier for consumers to purchase unsafe or counterfeit goods from unreliable vendors. The continuing cost of living crisis and financial uncertainty means that people are still looking for lower value products with an underlying assumption that all products on sale must be safe.

KEY THREAT AREAS



- **Online product safety.** Unsafe, counterfeit and non-compliant products increasingly available through online marketplaces and digital sales channels.
- **Health and lifestyle products.** Growing concerns relating to cosmetics, weight-loss products, medicines and other products sold outside regulated supply chains.
- **Lithium-ion battery safety.** Risks associated with e-bikes, e-scooters, conversion kits, uncertified chargers and battery-related fires.
- **Cost-of-living pressures.** Increasing the demand for lower-cost products, creating opportunities for unsafe and non-compliant goods to enter the UK.

7.6 Metrology

Metrology Trading Standards officers can carry out checks on a wide range of instruments used to weigh and measure goods in the public domain to test for their accuracy and can test pre-packed goods to ensure compliance with weight or measure claims. UK metrology is navigating a major transition, primarily driven by the Product Regulation and Metrology Act 2025. This will enable the UK's technical product regulation framework to be kept up to date. It aims to help economic growth and ensure a level playing field between the high street and online marketplaces. However, challenges will include new compliance burdens, as the 2025 Act requires manufacturers, distributors, and installers to adapt to new standardisation measures, digital labelling tolerances, and supply-chain accountability for units of measurement.

KEY THREAT AREAS



- **Non-compliant imported products** circumventing UK weights and measures requirements via the online marketplace.
- **Short measure fraud**, under-weighing or under-measuring of goods (known as short measure fraud), resulting in consumer and business detriment.

20. Fire Protection Association - [Fires involving e-bikes and e-scooters reach record numbers](#)

Appendix 1 – IDB Intelligence Database - Statistical Information

IDB - Trading Standards' national intelligence database

Intelligence figures show an increase of 5685 logs against the previous 12-month Strategic Assessment period with a full breakdown shown in the table below: -

Intelligence figures	1/4/25 – 31/3/26	1/4/24 – 31/3/25	Difference	
Age-Restricted Sales	5,251	5,088	+163	+3.2%
Animal Feed	206	163	+43	+26.4%
Animal Health	1,658	1,650	+8	+0.5%
Doorstep & Cold Calling	6,437	6,288	+149	+2.4%
Fair Trading	4,334	4,880	-546	-11.2%
Food	1,322	1,270	+52	+4.1%
Intellectual Property	2,429	1,984	+445	+22.4%
Lifestyle	2,246	2,138	+108	+5.1%
Metrology	201	261	-60	-23.0%
Product Safety	2,574	2,397	+177	+7.4%
Scams	810	863	-53	-6.1%
Tobacco and Cigarettes	21,665	16,458	+5,207	+31.6%
TOTAL	49,133	43,440	+5,685	+13.1%
eCrime element	5,159	4,282	+877	+20.48%

Appendix 1 – Citizens Advice Consumer Service Database - Statistical Information

Citizens Advice consumer service database

NTS use the Citizens Advice consumer service database (OKTA) to identify levels and types of issues being raised by consumers.

- From 01/04/24 – 31/03/25 there were 399,116 cases recorded
- From 01/04/25 – 31/03/26 there were 328,827 cases recorded

A breakdown of the trader complaint categories and comparisons shows the following:

OKTA	2026	2025	Diff	% Change
Total Records	328,827	399,116	-70,289	-17.6%

CASE TYPE BREAKDOWN	2026	2025	Diff	% Change
Complaint - Criminal breach	153,777	163,850	-10,073	-6.1%
Complaint - Civil breach	153,019	156,034	-3,015	-1.9%
Enquiry - Consumer law / rights	8,663	11,391	-2,728	-23.9%
Complaint - No breach	7,621	3,282	4,339	132.2%
Complaint - Other more appropriate agencies	4,287	3,749	538	14.4%
Enquiry - Pre-shopping advice - choosing a trader	901	553	348	62.9%
Enquiry - Pre-shopping advice - other	553	350	203	58.0%

PURCHASE METHOD	2026	2025	Diff	% Change
Trader websites and apps	114,272	102,636	11,636	11.3%
Trader premises	102,477	108,387	-5,910	-5.5%
Telephone	35,017	43,107	-8,090	-18.8%
Doorstep	31,781	33,968	-2,187	-6.4%

Goods / Services Category	2026	2025	Diff	% Change
Transport	95,111	100,735	-5,624	-5.6%
House Fitting and Appliances	76,345	82,501	-6,156	-7.5%
Personal Goods and Services	49,325	41,910	7,415	17.7%
Leisure	29,005	28,896	109	0.4%
Other Household Requirements	27,228	25,063	2,165	8.6%

Transport	2026	2025	Diff	% Change
Used vehicles	58,504	64,010	-5,506	-8.6%
Motor vehicle repairs and servicing	13,771	12,809	962	7.5%
Other motoring costs	10,446	10,072	374	3.7%
Transport	4,397	5,595	-1,198	-21.4%
New vehicles	3,788	3,822	-34	-0.9%

Appendix 1 –

Citizens Advice Consumer Service Database - Statistical Information

House Fittings and Appliances	2026	2025	Diff	% Change
Home maintenance and improvements	38,531	43,438	-4,907	-11.3%
Furniture	13,385	13,354	31	0.2%
Energy and heating	6,969	7,036	-67	-1.0%
Large domestic applications	5,670	5,863	-193	-3.3%
Small domestic applications	3,627	3,531	96	2.7%

Personal Goods and Services	2026	2025	Diff	% Change
Clothing and footwear	18,525	14,422	4,103	28.4%
Toiletries, perfumes, beauty treatments and hairdressing	6,697	6,262	435	6.9%
Medical goods and services	4,215	4,162	53	1.3%
Tobacco and Related Products	4,206	2,511	1,695	67.5%
Education, employment and training	4,181	4,607	-426	-9.2%

Leisure	2026	2025	Diff	% Change
Holidays and accommodation	8,373	9,579	-1,206	-12.6%
Sports and hobby equipment and services	4,511	4,004	507	12.7%
Catering and Accommodation	3,562	3,342	220	6.6%
Pets and veterinarian products / services	3,269	3,056	213	7.0%
Culture and Entertainment	2,954	3,419	-465	-13.6%

Other Household Requirements	2026	2025	Diff	% Change
Food and drink	8,305	6605	1,700	25.7%
Gardening products and services	7,329	8,756	-1,427	-16.3%
Other household goods and services	5,469	4,550	919	20.2%
DIY and handypersons	3,763	3,191	572	17.9%
Post and courier services	2,362	1,961	401	20.4%

Appendix 2 – Regional Trading Standards Groups' Priority Areas

CEntSA	• Underage sales and safety of e-cigarettes • Tobacco and cigarettes • Doorstep crime and rogue trading • Scams • Animal health • Used cars	TSNW	• Vapes • Age related sales • Product safety • Scams • Animal health & welfare • Doorstep crime • Illicit tobacco & cigarettes • Food including allergens			
EETSA	• Doorstep crime and rogue trading • Scams • Vapes • Tobacco • Underage sales	TSSE	• Tobacco control and under age sales • Product safety • Protection of vulnerable Consumers/scams • Food • Fair trade • Doorstep crime • Animal health			
LTS	• Illicit tobacco, vapes & nicotine markets • Protection of children & young people • Rogue trading, doorstep crime & scams • Product safety & unsafe goods • Lettings & housing related enforcement • Fair trading & consumer protection	TSSW	• Workforce/raising investment in Trading Standards • Doorstep crime and rogue trading • Tobacco • Vapes • Scams • eCrime			
NETSA	• Fair trading • Illicit tobacco (including vapes) • Product safety • Scams (including energy and mass marketing) • Doorstep and cold calling	TS Wales	• Animal health and welfare • Illicit tobacco • Illicit vapes • Intellectual property • Food standards • Scams • Product safety • Doorstep crime • Animal licensing • Used cars			
TSEM	• Scams (distance fraud) • E-cigarettes and vapes • Food (including allergens) • Product safety • Illegal tobacco • Fraud in the home (including doorstep crime) • Used car crime	YAHTSG	Tier 1	Tier 2	Tier 3	
			• Crime in the home • Used car crime	• Illegal tobacco and illegal vapes • Product safety	• Estate and lettings	