

# Trading Standards News

A summary of work and Facebook posts by the Trading Standards Service



## Scams and doorstep crime

### Covid scam



Trading Standards have been made aware of a Covid-19 Vaccine Passport scam email that purports to be from the NHS and informs recipients that they can apply for their 'Digital Coronavirus Passports'. Clicking on the link within the email takes you to a convincing but fake NHS website that asks for personal information and payment details for an administration fee.

The website has been taken down, but it is likely that another will appear, therefore, be wary of any emails you receive regarding Covid-19 passports. Your vaccination status is obtained FREE through the NHS App, website or by calling the NHS on 119.

### Rogue traders

Reports have been received of traders in the Markfield and Ibstock area of the county cold calling residents offering roofing and driveway work. It is likely that they will try to obtain work in other areas of the county, so we are warning residents to be aware.

Whilst you may have received a 'good price' and been advised that work can start straight away always be on guard. Traders often working in this way may over charge, increase their prices and the work is often substandard.

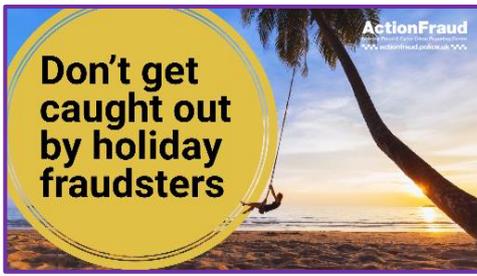
They may provide you with some form of paperwork, but is their address correct, can you get hold of them afterwards if you have any issues? Remember, rogue traders do not want to be contacted after they have your money.



Any agreement for work between you and a trader at your home that is over the value of £42 requires the trader to give you certain information including your cancellation rights. They should not then start the work within 14 days unless they have express permission from you to do so, or if the work is an emergency. The advice is to obtain a number of quotes, not to agree to anything there and then, never pay in cash and never pay in advance. If you're not sure, don't open the door.

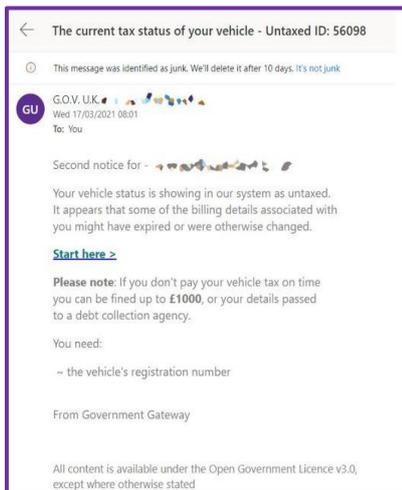
For emergencies please call 999. For further free advice and guidance or to report a matter, please contact 0808 223 1133

## Holiday fraud



Don't get caught out by holiday fraudsters!  
Be aware of holiday fraud as travel restrictions ease.  
When paying for a holiday, consider paying by credit card as it offers better buyer protection in case anything goes wrong.  
Always do your research, check whether the company is an ABTA member and always be wary about paying directly into a private individual's bank account as this could be a scam.

## Scam alert!



Fraudsters continue to use fake vehicle tax emails to obtain sensitive information. Vehicle tax phishing emails are a tried and tested method for scammers.

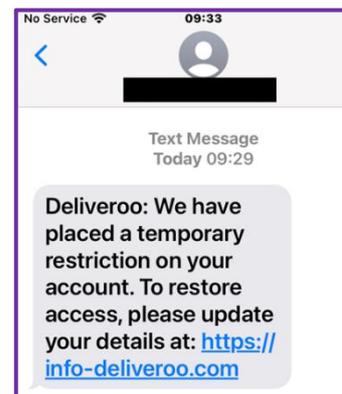
Be cautious of fake DVLA emails. Do not click on the link provided in the email if you are unsure of the email.

If you receive one, report it to: [Report@phishing.gov.uk](mailto:Report@phishing.gov.uk)

## Fake Deliveroo text messages

The fraudsters are obviously aware that we have enjoyed a takeaway or two during the pandemic and are using a well-known delivery service to get our attention.

This type of fake text is a 'phishing' message and its purpose is to obtain your personal and financial information. Don't respond and if in doubt always contact the legitimate company using contact details via their website or a receipt. [#ThinkQuickNeverClick](https://www.deliveroo.com)



## Fake Asda vouchers scam



Action Fraud have received reports about an Asda gift card scam. The links in the email lead to malicious websites that are designed to steal your personal information.  
Report suspicious emails by forwarding them to: [report@phishing.gov.uk](mailto:report@phishing.gov.uk).

# Product and food safety

Trading Standards officers attend East Midlands Airport 4 days a week to check the safety of goods being imported into the UK. The type of goods examined are those that pose the most risk to consumers, including toys, electrical products, cosmetics and jewellery.

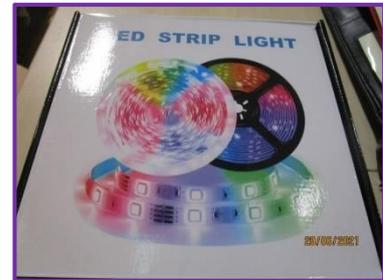


Trading Standards have seen an increase in cosmetic products being imported from Korea.

A number of samples were sent for testing. None of the items were found to be unsafe but all had labelling failures including no traceability, no ingredients list, no minimum durability date, and no batch number. These failures would all indicate poor manufacturing practice.

The cosmetics were heading for a well-known fulfilment house for online purchases. The goods have now been removed from sale. Be wary of buying cheap online cosmetics and buy from reputable High Street suppliers.

At a recent examination at East Midlands Airport, Trading Standards Officers sampled a LED light strip. This type of product is extremely popular at the minute. The sample was submitted for testing and the results show that along with incorrect labelling the product had an unsafe plug, which was suspected to be counterfeit along with an unsafe fuse which would not offer any protection. Also, the cords were not the correct colour so identifying the live and neutral wires would be difficult and could lead to electric shock.



It was considered this product would cause risk to the user. Always be wary of buying cheap goods; there is often a reason why they are cheap!



Many of us like to do a spot of gardening in the summer and with the availability of power tools online it means that some jobs, such as tree cutting, have become even easier. However, how do you know these products are safe?

Trading Standards Officers examined and sampled this Chainsaw and the test results showed that it had an unsafe plug and there was no protective guard fitted to the chainsaw mechanism. Also, it lacked the appropriate labels and warnings, including advising to

wear eye protection. Ultimately, this is an unsafe product which could result in a serious injury, or worse. This product was available on a well-known fulfilment house, associated with an online retailer, and they have been asked to remove the chainsaw from sale. Our advice is to always buy from a reputable High Street retailer.

### Food safety

From the 1st October 2021 the law is going to change for foods which are pre-packed for direct sale.

All food businesses who make and packages food for sale on their premises or mobile outlet will need to know the new requirements. The Food Standards Agency has launched new updated allergen and intolerance training for businesses. The training is free and can be accessed here <https://allergytraining.food.gov.uk/>



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## Animal health and welfare



Are you a farmer in need of support or know someone who might benefit from help?

The Farming Community Network are a group of volunteers who assist farmers in various aspects of farming and their personal lives. This includes assisting in completing paperwork, being a listening ear, providing advice where appropriate or signposting to other

more relevant avenues. You can find out more about their work at <https://fcn.org.uk/>

If you are thinking of keeping livestock, you must obtain a CPH (County Parish Holding) number from the Rural Payments Agency (RPA). This allows you to record and report the movements of livestock to prevent and control disease.

If you move premises, you must inform the RPA within 30 days so that your records can be amended or for a new CPH number to be issued to you.



There has been an increasing rise in sheep worrying according to the National Sheep Associations annual survey.

It is a criminal offence to allow a dog to worry sheep and can result in emotional and financial distress for the farmers. If you are out walking your dogs in the countryside, please be responsible around livestock.

<https://www.nationalsheep.org.uk/dog-owners/survey-results/>

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## Advice



Do you sell at car boot sales?

This information will help you decide whether or not you are a 'trader' and what you must do to comply with the law.

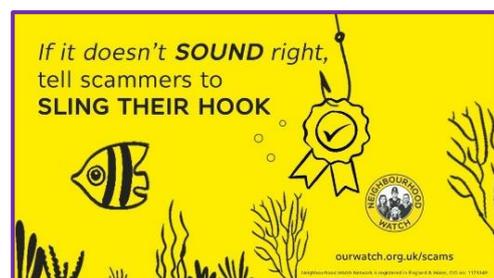
It is also designed to help genuine private sellers decide what they should and should not sell.

See: <https://www.businesscompanion.info/.../goods/car-boot-sales>

Criminals are experts at impersonating people, organisations and the police. They spend hours researching you for their scams.

Stop and think. It could protect you and your money.

STOP: Taking a moment to stop and think before parting with your money or information could keep you safe.



**CHALLENGE:** Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

**PROTECT:** Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.



Leicestershire Trading Standards provides information, support and intervention to residents to enable you to keep safe from scams and doorstep crime. We have produced an advice card on how to protect yourself from cold calling as a reminder of the Do's and Don'ts, so you don't get caught out.

Whether you receive a call purporting to be from your bank or telephone provider or a cold caller at the door, you can keep this handy card by the front door.

The advice cards would be useful for those who may

live alone and be particularly vulnerable to cold callers.

If you, a family member, friend or neighbour could benefit from having one of these advice cards, you can get in touch to obtain one by calling 0116 305 8000 or email [tradingstandards@leics.gov.uk](mailto:tradingstandards@leics.gov.uk)

Chartered Trading Standards Institute (CTSI) reported that Trading Standards Services nationally rose to the challenge of the Covid-19 pandemic.

Leicestershire Trading Standards responded to this challenge and worked in partnership with our colleagues in Environmental Health, Public Health and the Police in issuing 15 directions against 8 premises where there was a serious and imminent risk to the public health of our residents.

Leicestershire Trading Standards was also involved with bringing some events into compliance and stopping some events from going ahead due to the risk. The safety of our residents has always been our priority.

## Leicestershire Trading Standards Service

Tel: 0116 305 8000

Email: [tradingstandards@leics.gov.uk](mailto:tradingstandards@leics.gov.uk)

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