



A capital partnership
for consumers and
reputable businesses

LTS product safety media release 29/9/17 - editors notes:

1. London Trading Standards (LTS) represents the 33 local authority Trading Standards services in the London Region. We share information and awareness campaigns across the capital to protect consumers and safeguard legitimate enterprise.
2. Our members advise on and enforce laws that govern the way we buy, sell, rent and hire goods and services. We carry out inspections and monitor or investigate complaints. We endeavour to work with businesses to help achieve compliance but ultimately we can prosecute those who break the law. Trading Standards have the power to inspect premises involved in the distribution of used electrical goods. They may suspend and seize goods as appropriate as well as conduct investigations into criminal offences arising from unsafe goods
3. Consumers may report London related information on trading standards issues to London Trading Standards, via our online reporting tool <http://www.londontradingstandards.org.uk/report-consumer-crime/> The information will be passed on to the relevant authority or organisation. Please note it is a confidential no-reply service. If you need advice or guidance please contact the Citizens Advice Consumer helpline. <https://www.citizensadvice.org.uk/consumer/>
4. Unsafe electrical goods have the potential to kill or injure so there are rigorous safety regulations concerning the supply of both new and second-hand electrical equipment. These place responsibilities on manufacturers, importers into the EU, and distributors, such as retailers. Under the General Product Safety Regulations 2005 there is a legal requirement that all second hand electrical goods supplied by businesses, including landlords and property agents, are safe.
5. Businesses found to be non-compliant means they have not complied with the law outlined in point 4 above – ranging from minor issues such as labelling, to electrical dangers or absence of warnings/instructions for use.
6. In February 2016 a report was published, following an independent review lead by Lynn Faulds Wood, which looked at how the UK's system for the recall of unsafe

products could be improved. <https://www.gov.uk/government/publications/consumer-product-recall-review>

7. Following on from the Shepherds Bush fire in 2016 which was found to have originated in an Indesit tumble drier subject to a safety notice, the Minister for Small Businesses, Consumers and Corporate Responsibility set up a working group to look at Product Recalls and Safety. This recommended a more robust recall system and more stringent registration and traceability so that items found to be unsafe could be more easily identified and removed from the supply chain.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630364/wgprs-report.pdf
8. LTS Week (#LTSweek) runs from 25 to 29 September 2017. The theme for LTS week is London Trading Standards - Protecting Consumers; Safeguarding Businesses. The aim is to promote and raise awareness about the wide range of work carried out by Trading Standards Services locally and highlighting the following priorities for London:

Day 1: Underage sales of knives, to help prevent people being killed through knife crime
Day 2: Letting agencies, to stop private tenants being ripped off by rogue landlords
Day 3: Scams and Doorstep Sales, to help protect the vulnerable from fraudsters
Day 4: Support for Businesses, to help businesses to survive, thrive and grow
Day 5: Product Safety, to help prevent people being killed by unsafe domestic goods
9. Photographs of inspections and faulty appliances found during the inspections are provided on the page below.
10. London Trading Standards have spokespersons available to deal with media requests.

Contacts:

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