

# London Trading Standards Week

25 - 29 September 2017

LTS week was our first city-wide awareness campaign aimed at showcasing our work to ensure consumers and reputable businesses are protected across the capital.

London's **33** Local Authority Trading Standards Services worked together to highlight the key issues that affect consumers and businesses on a daily basis. Each day focused on a different theme, revealing the wide range of work that Trading Standards Officers carry out on behalf of Londoners, including the results of undercover investigations. **The campaign was a real success and LTS plans to repeat this in 2018.**



## Successes

- We worked in partnership with the Chartered Trading Standards Institute benefiting from their media contacts, support and expertise
- We were supported by Consumer Champion and former Watchdog presenter Lynn Faulds Wood, who agreed to be an LTS ambassador to raise awareness of Trading Standards issues across the capital
- Our Trading Standards Lead Officers and Specialist groups provided detailed information for each theme
- National coverage of our under age sales knife test purchasing campaign was supported by the Deputy Lord Mayor
- National coverage for our Lettings work campaign was supported by the National Approved Letting Scheme
- Support from London borough press teams and partners to raise media awareness

## What we did



Day 1. Knives



Day 2. Lettings



Day 3. Doorstep Crime



Day 4. Supporting Business



Day 5. Product Safety

We succeeded in getting media coverage via: The Metro, Daily Telegraph, LBC radio, The Standard, BBC Radio as well as a number of industry-specific publications.

## Media Headlines

Over a 3 month period, London Trading Standards departments issued fines amounting to **£370,000**

Knives 'sold to children of **12**' as deaths soar

*It is time that we took a stand against scams*

Trading Standards to visit letting agents today as **new clampdown** begins

**34%** of businesses were found to have goods which did not comply with the law



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## London Trading Standards

Working together for London

### A capital partnership for consumers and reputable businesses

#### Who are we?

London Trading Standards (LTS) is a partnership of **33** Local Authority Trading Standards Services, operated through a Community Interest Company. We work together to safeguard consumers and reputable businesses against criminal operations and rogue trading.

#### Our aims

- to raise the profile of LTS
- to generate an income stream for LTS
- to increase partnership working with National Trading Standards
- to improve our engagement and profile with stakeholders, particularly the Mayor's office

#### What does LTS do?

- We provide central coordination and administration
- We work together to produce more efficient and effective outcomes
- We provide good governance and financial management
- We provide project management services

**Coordination offers huge benefits to local councils, central government, consumers, businesses and the economy, at a time when budget cuts continue to impact on local authorities**



# Working together for the benefit of our members

## Our achievements during 2017/2018

We support our **6** specialist groups working together on:

- Doorstep Crime
- Fair Trading
- Illicit Tobacco and Alcohol
- Intellectual Property Crime
- Letting Agents
- Product Safety

by providing annual funding totalling **£6k**

We are working in partnership with NTS to prevent unsafe goods coming into the country at Heathrow airport. This initiative is led by Hounslow and Hillingdon

We organised a seminar for the lettings sector aimed at sharing best practice to drive forward change. The event was a huge success attended by over **80** delegates and speakers from local and national government, Greater London Authority, the third sector and representatives from the industry who have committed to work together in partnership to improve standards.

London authorities received **£286k** of national funding to support cross-border investigations. As a result of this work, **£1.5m** worth of rogue activity was disrupted and sentences totalling **56** months were served

**23** London Authorities have signed up to work in partnership with the National Scams Team to tackle mass marketing fraud

We are leading on an NTS safety initiative aimed at identifying illegal cosmetics and skin lightening cream

We work in partnership with CTSI's London Branch to support members and reduce duplication

We are exploring our ability to contract as a single entity to improve our purchasing power to achieve savings for authorities

Our network of specialist groups and quarterly members meetings enable officers to share best practice, network and learn from one another

In partnership with the CTSI London branch, we organised **14** free training courses for members totalling **82** hours of continued professional development

In support of our commitment to regional tasking and intelligence development, LTS has employed a Regional Intelligence Analyst (RIA) who is hosted by Hammersmith and Fulham

Our investigations across London, the East and South East of England have resulted in **24** years of prison sentences, **£347,000** in compensation, over **£1.2m** in confiscation awards and rogue trading activity estimated at **£4.6m** was disrupted

We are developing a new LTS intranet and self-service online training portal

We are working in partnership with the Association of London Environmental Health Managers (ALEHM) to deliver the regional feed programme

Established a new LTS central core team to support the ongoing transformation of LTS

During 2017, London authorities submitted **50%** of the referrals received by Tri- Regional Investigations Team and **47%** of the Team's spend was allocated to London investigations

We designed and implemented a new, efficient and sustainable financial system

### LTS has generated £43,250 of new income in 2017 primarily by providing contract and project management services

FSA Feed Delivery	NTS Cosmetics Project	NTS Intel Function	NTS Safety at Ports (Heathrow Airport)	NTS Contracts Governance costs	Savings resulting from a new streamlined finance process
£15,000	£5,000	£4,000	£4,250	£5,000	£10,000

#### Key

- FSA: Foods Standards Authority
- NTS: National Trading Standards
- CTSI: Chartered Trading Standards Institute
- LTS: London Trading Standards