

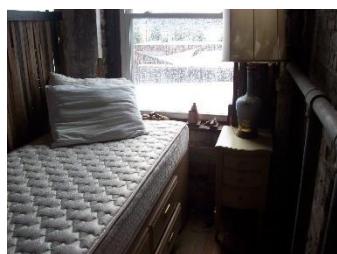
# Trading Standards News

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



Leicestershire  
County Council

## Scams and doorstep crime



Trading Standards have received a report of mattresses being sold on the doorstep from the back of a van.

When considering purchasing a mattress there are a few things you need to consider. New mattresses from reliable suppliers will have been tested to the UK standard for fire safety, BS 7177, and bear a label saying so. Although other mattresses may have the same label, there's a chance they contain foam that burns easily and gives off toxic fumes. Mattresses sold door to door may be 'recycled', with a new or cleaned cover but as well as possibly being worn out, they could harbour parasites such as bed bugs.

If you buy a mattress at your door, you might get a free gift you don't want!

As venues look towards reopening following the #coronavirus outbreak, Action Fraud are urging people to be wary of fraudsters selling fake or non-existent tickets to events.



The cost of scams during the pandemic



Action Fraud is the UK's national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cybercrime. A recent news report on the BBC website states that more than 6,000 cases of Covid-related fraud and cyber-crime have been recorded by the UK's police forces during the pandemic and that £34.5m had been stolen since 1 March 2020.

To read the full article please visit: <https://www.bbc.co.uk/news/technology-56499886>

To report an incident to Action Fraud please visit: <https://www.actionfraud.police.uk/>

Quick-thinking Post Office workers stop pensioner from being scammed out of thousands of pounds'.

Anyone can be scammed but the fraudsters do target older members of our community. This article relates to fraudsters contacting an 85 year old man and telling him a 'sob story', resulting in him going to the Post Office to withdraw £2500 to send to them. Thankfully, the staff suspected a scam.



Please have a conversation with friends, neighbours and relatives about unsolicited scam calls, texts and email – the fraudsters want us to keep scams a taboo subject, so let's get talking!

Read the full article at <https://www.leicestermercury.co.uk/.../quick-thinking...>

## Scam alert – fake council worker



Trading Standards has received a report of a TV licence scam but with a twist. The caller was purporting to be from 'the council' and told the resident they were entitled to a refund of their TV licence fee. This is a scam. Council officers cannot make refunds on behalf of TV Licensing.

The resident reported that they were asked for their bank details for the refund to be processed and said the individual was quite convincing. This is a known phishing tactic used by fraudsters – offering a refund to obtain your valuable personal and financial details.

If you are ever unsure if you are speaking to a genuine officer, please hang up and contact your local council directly using the details from their website or from a letter.

Please share with family & friends.

Trading Standards has been informed of companies cold calling residents offering 'free' boilers and/or installation under a funding scheme, but how can you be sure that they are 'free'?

We are concerned the door may be left open for fraudulent traders to exploit the trust of consumers who wish to access a grant scheme.

Remember - the Green Homes Grant ended in March 2021.

Trading Standards will always advise that you are never to be rushed into a decision on the doorstep or over the telephone and do talk to at least 3 traders for quotes – you don't need to rely on the comments or opinions of one trader.

Check out the Warm Homes booklet at <https://firstcontactplus.org.uk/.../Warm-Homes-advice....>



## Product and food safety

During recent checks at East Midlands Airport we detained a consignment of magnetic play putty. The product



was tested and the magnet within the putty was found to contain 5 times the amount of magnetic strength that is allowed; this means if swallowed by a child, it could cause fatal internal injuries.

The magnet also fully fitted into a truncated cylinder – this cylinder represents a child's throat and indicates the toy would be a choking hazard. The toy has a CE mark on which would give the impression the product had been tested and was safe, however, these marks can be falsely applied.

The consignment will not be released and will be signed over for destruction.

Swallowing magnets can cause serious internal injuries. Keep products with small or loose magnets away from young children. #magnetsafety

To find out more go to <https://bit.ly/3dByZyX>



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. This year we have examined 1541 separate consignments. In total 282,517 dangerous items were seized, destroyed and sent for recycling.

The total value of this work is over £9 million. This figure includes the cost of the items and the saving to the NHS relating to any injuries that may have occurred.

Many of the dangerous items taken off sale were being sold in large online marketplaces. Always consider buying from reputable High Street suppliers to keep you and your loved ones safe.

At a recent visit to East Midlands Airport Leicestershire Trading Standards officers examined a consignment of goods that contained syringes filled with Dermal Filler containing Hyaluronic acid. We contacted the MHRA (Medicines and Healthcare Products Regulatory Agency) who are responsible for medicines within the UK. They confirmed the goods were not to be released back to the importer and have served a seizure notice.



The goods will be handed over to the MHRA for use in their enquiries. Multi agency work at the border is vital as it helps to protect the safety of the UK public.

#### Partnership working



It is always a privilege to work with our colleagues in Leicestershire Police, and the districts throughout the county, in enforcing the law. Due to the joint working, illegal tobacco was seized and our investigations are ongoing.

If you know where cheap illegal tobacco is being sold, please report it.

Read the article at <https://www.meltontimes.co.uk/.../police-seize...>

#### Product recalls:

##### Asda - Vegetable Cous Cous

Asda has recalled its Vegetable Cous Cous 500 g because it may be contaminated with Salmonella.

Pack size: 500 g

Use-by dates: all date codes up to and including 03 June 2021

##### Product Recall

Potential for Salmonella in Asda Vegetable Cous Cous (500g)



Greggs is extending its recall of Vegetable Bakes (2 pack) to include additional best-before dates because the



product may contain small pieces of green glass. The possible presence of glass makes this product unsafe to eat. This product is exclusively sold in Iceland Stores and does not affect the products sold in Greggs. Product details Gregg's Vegetable Bakes (2 pack)

Pack size: 310 g Best-before dates: 26 September 2021, 12 September 2021, 11

September 2021, 28 August 2021, 15 August 2021, 31 July 2021, 25 July 2021, 5 July 2021, 4 July 2021, 27 June 2021 and 19 June 2021

Franco's Ices is recalling Mr Bubble Ice Lolly (bubble gum flavour). The product has been found to contain small pieces of metal. The presence of metal makes this product unsafe to eat.

Batch code: 03193

Best-before-end date: October 2023



IMPORTANT PRODUCT RECALL

Summer Desserts Sleekster  
Product Number: 263362

Hotel Chocolat is recalling all batches of their Summer Desserts Sleekster chocolates, 365g, because they contain egg, wheat (gluten), hazelnuts (nuts) and walnuts (nuts), which are not mentioned on the label.

Best before date: 31 October 2021

## Harvest Morn Crisp Rice

Aldi GB is recalling Harvest Morn Crisp Rice because it has been found to contain pieces of plastic, making this product unsafe to eat.

Product details:

Pack size: 375 g

Batch codes: 10470953, 10480953, 10490953

Best-before date: November 2021

### Product Recall

IMPORTANT NOTICE



Product Name: Crisp Rice 375g  
Brand: Harvest Morn  
Product code: 57301  
Batch affected: 10470953, 10480953, 10490953 - Best Before Date 11/2021

To find out more information about this recall and other recent recalls go to <https://bit.ly/3wBKuit>

## Animal health and welfare

Spring is in the air.



Our Animal Health officers regularly attend livestock markets checking for compliance.

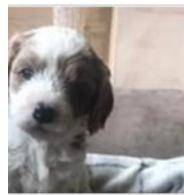


Action Fraud reports more than 6,000 people in the UK have become victims of pet scammers since the first lockdown a year ago.

Be wary of online adverts as most victims responded to these but they were from fraudsters claiming to have puppies for sale.

Consumers are advised to only buy a puppy from a reputable and recommended dealer; to always view the puppy with its mother and siblings, where it has been bred; to ask to see vaccination documentation; and never to pay for a puppy in advance.

Watch the BBC report here: <https://www.bbc.co.uk/news/av/uk-56354154>



BBC.CO.UK

'Puppy scammers left me heartbroken'

More than 6,000 people in the UK have been victims of pet scammers since the first lockdown a year ago.



Those with livestock can temporarily add on parcels of land within 10 miles of their holding by applying for a temporary land association. This will remove the need to record movements and adhere to standstill provisions between the parcels of land.  
Check out here for more information: <https://bit.ly/3tEiHuQ>

It is compulsory for keepers of 50 or more poultry (including mixed species) to register their flock with the APHA. Voluntary registration of flocks of less than 50 poultry is encouraged to assist in the unfortunate event of disease outbreak.

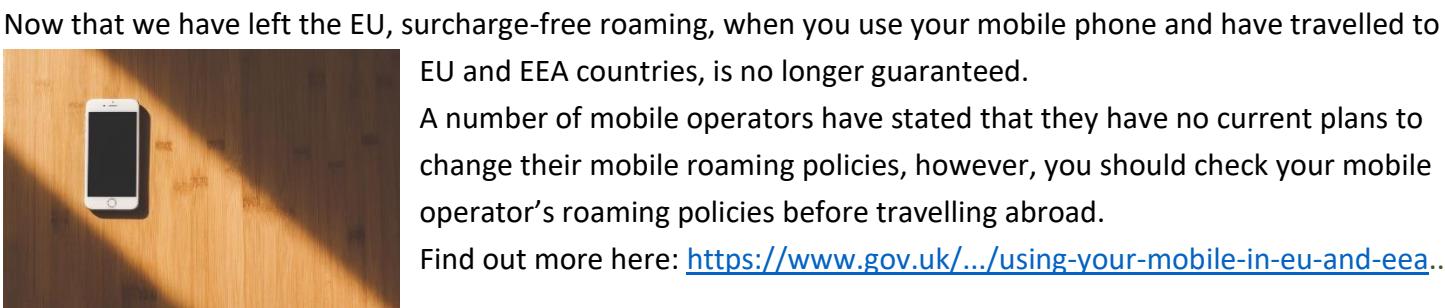
Help stop the spread of disease by completing a registration form here:

<https://bit.ly/3vYOBuq>



## Advice

Now that we have left the EU, surcharge-free roaming, when you use your mobile phone and have travelled to EU and EEA countries, is no longer guaranteed.



A number of mobile operators have stated that they have no current plans to change their mobile roaming policies, however, you should check your mobile operator's roaming policies before travelling abroad.

Find out more here: <https://www.gov.uk/.../using-your-mobile-in-eu-and-eea...>

Small shop traders and the public need to be aware of changes to carrier bag requirements from 21st May. From this date the single-use carrier bag charge, which has seen a 95% cut in plastic bag sales in major supermarkets since 2015, will be increased from 5p to 10p and extended to all businesses in England to help drive down sales further. Small shop businesses across the country are being urged to prepare themselves for the changes ahead of them coming into effect on 21st May.



Thinking about purchasing a secondhand vehicle?



Before committing yourself to a sale, carry out some research to help you make an informed decision.

Some things to consider are: buying from a reputable seller, how you can pay in a way that protects you and conducting those essential checks on the vehicle's history. For further information go to <https://www.citizensadvice.org.uk/.../buying-a-used-car/>

If you're operating a food business, it is advisable to sign up to the Food Standards Agency food and allergy alert service. This is a free service that allows you to stay up to date with food news and recalls. This could apply to food that you supply or ingredients that you use and will help you to make sure that the food you supply is safe.

Subscribe to news and alerts at <https://www.food.gov.uk/news-alerts>



Changes to allergen labelling on food means that from the 1st October 2021 food that is pre-packed for direct sale must be labelled with an ingredients list. The Food Standards Agency have published guidance to help businesses comply. Make sure your business is ready

For more information go to <https://bit.ly/30QNHvD>

**Goods ordered at home**

### What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:

**up to 14 days** After receiving your goods, in most cases, you can change your mind and get a full refund.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

**up to 30 days** If your goods are faulty, you can get a refund.

**up to 6 months** If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

**up to 6 years** If the goods do not last a reasonable length of time you may be entitled to some money back.

Landlords have you registered the appliances that you supply to tenants in your properties?

Ensure that you are made aware of product recalls by registering for free online at <http://registermyappliance.org.uk>.



Alternative dispute resolution (ADR) schemes enable you to resolve a dispute you're having with a company without



having to go to court. Consumer organisation Which? has recently conducted a review. The report examines ADR across nine sectors and finds that, in sectors where ADR is functioning well, it is providing consumers with an accessible and affordable way for consumers and businesses to resolve disputes.

To seek advice regarding a dispute you are having about goods or services recently purchased you can seek advice about how to proceed with your complaint through to ADR, if needed, from the Citizens Advice Helpline see <https://www.citizensadvice.org.uk/.../if-you-need-more.../>

## Leicestershire Trading Standards Service

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