

2019/20

PROTECTING THE PUBLIC AND SUPPORTING BUSINESSES

The impacts and outcomes of local Trading Standards Services

Last year (2018/19) was the first year when Trading Standards Services benefitted from the Association of Chief Trading Standards Officers (ACTSO) comprehensive assessment into the value that local Trading Standards Services deliver. Covid 19 hit in late March 2020 and has therefore had a very limited impact on the 2019/20 data. This will be different next year. We already know that the impact of Covid 19 and the Trading Standards community's response to it demonstrates yet again the importance and value that Trading Standards has in ensuring public and product safety, and helping local businesses in a time of crisis. This document provides a snapshot of the key findings from this year's assessment and demonstrates the continued value for money of local Trading Standards Services.

2019/20 local Trading Standards Services



Prevented over **£400m of consumer harm** and recovered **£12.8m in Proceeds of Crime**



Tested **7,100 business premises** for illegally selling alcohol, tobacco, knives or other illegal products and **seized over 19.6m illicit cigarettes**



Provided support to over **21,000 scam victims** and **saved consumers over £22.7m** by disrupting scams such as mass marketing fraud



It is estimated that the approximate revenue budget allocated to Trading Standards was **£99 million**.



Visited over **71,000 businesses** to help them comply with the law to help them fix any non-compliance



It is estimated that **approximately 2000 full time employees** were employed on Trading Standards work.



Received over **650,000 complaints, notifications and referrals** from Citizens Advice, police and other partners.

TACKLING DETRIMENT AND PREVENTING HARM

One of the key functions of Trading Standards is to prevent consumer and business detriment (financial and non-financial), tackle criminal behaviour that leads to it and support victims.

In 2019/20, the work of Trading Standards Services has seen:



Over **1,400** defendants prosecuted



Over **£400m** detriment prevented by Trading Standards activity



Defendants ordered to **pay over £12.8m** in Proceeds of Crime



Prison sentences of **over 375 years** were handed down



Defendants ordered to pay over **£2.7 million** in fines and over **£2.2 million** in costs

SUPPORTING THE LOCAL ECONOMY

In an increasingly complex global marketplace, businesses need advice and support from Trading Standards to help them navigate the range of laws that ensure they trade fairly, and their products are safe.

Key Statistics in 2019/20 included:



22,000 responses to requests for advice by businesses



Over 26,000 businesses were subject to an intervention, such as advice, investigation, or referral



71,000 visits to businesses



1919 Primary Authority Partnerships are in operation, covering over 100,000 businesses



Over 2.7 million counterfeit products with a market value of £65 million, which breach the intellectual property of legitimate businesses, were seized



Over 33,000 hours were spent by Trading Standards advising Primary Authority businesses

PROMOTING HEALTH AND WELLBEING

Trading Standards Services protect consumers by removing unsafe products from supply chains and to protect young people from age restricted products including tobacco, alcohol and knives.

Key statistics for 2019/20 include:



Over 5.4 million unsafe or non-compliant products were seized or removed from the market place following interventions



Over 7,400 businesses were identified as supplying food that was misdescribed, did not correctly declare allergens, contained toxic or illegal components or was involved in food fraud.



The cost to society, in terms of product value and injuries and fires prevented, is **almost £180 million**



Almost 1,800 premises were tested for tobacco sales, the average failure rate for tobacco test purchases was 22%



Over 6,700 businesses were found to be in breach of animal health and welfare legislation.



Over 2,800 premises were tested for alcohol sales, the average failure rate for alcohol test purchases was 19%



Over 19.6 million illicit cigarettes were seized, worth an estimated **£4.2 million**



Over 2,500 premises were tested for other products, including knives, the average failure rate for other products was 20%