

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (REIGATE & BANSTEAD)

DATE: 1st December 2014



LEAD OFFICER: David Bullen, Senior Trading Standards Officer

SUBJECT: Trading Standards Service update

DIVISION: ALL

SUMMARY OF ISSUE:

Please find attached a briefing paper from the Trading Standards Service in respect of work currently being undertaken by the Trading Standards Service.

It also includes some newer work that we are carrying out in respect of Surrey and Reigate and Banstead residents who have been responding to Mass Marketing Scam Mail.

We would also like to make Carers and householders aware of the new Scam Sticker packs which contain stickers to affix to cheque books and phones to act as an aide memoire.

RECOMMENDATIONS:

The Local Committee (Reigate & Banstead) is asked to note:

- (i) Note this report for information
- (ii) Trading Standards work to raise awareness of Mass Marketing Fraud, including scam sticker packs and Guidance Notes for individuals and Carers and the Committee is requested to note the attached report and packs

REASONS FOR RECOMMENDATIONS:

This report is for information only but we are drawing the committees attention to our work tackling mass marketing fraud because this is a new area of work and we are keen to raise the profile of mass marketing fraud and scams and make residents and committee members aware of our role in this area.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Trading Standards have responsibility for dealing with unsafe or unfair trading practices and applying regulations in relation to quality, quantity, safety, description and price. We also enforce regulations covering the composition, labelling and advertising of food and ensuring animal health and welfare on farms, minimising the risk of spread of animal disease.

ITEM 7

We support and educate reputable businesses, providing information and advice on consumer and regulatory issues.

We tackle rogue traders and deceptive business practices, protecting all Surrey residents, particularly the most vulnerable from doorstep deception, scams and other illegal practices.

A scam is an illicit scheme to con people out of their money. They can appear by post, phone or e-mail. It is estimated that in the UK £3.5 billion is lost to scams each year with only 1 in 5 cases reported. Some people are often too embarrassed to admit they have fallen victim to a scam but we must remember that scammers are professionals and we are all potential targets.

2. ANALYSIS:

2.1

We are trying to deter local residents from sending money to those who are committing Fraud and to support the UK economy.

3. OPTIONS:

3.1

We are keen to identify any other groups who we can approach who may benefit from information about scams or who can disseminate our message.

4. CONSULTATIONS:

4.1

Not applicable in this case.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

5.1

Not applicable in this case.

6. EQUALITIES AND DIVERSITY IMPLICATIONS:

6.1

Previously considered

http://snet.surreycc.gov.uk/snet/core/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Equalities+impact+assessment+guidance?opendocument.

7. LOCALISM:

7.1

County Council will cover all areas and have a strong working relationship within Reigate and Banstead.

8. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report. Where there are identified Crimes Trading Standards will use their policies and consider prosecution where appropriate.
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report/ Set out below. <i>(delete as appropriate)</i>
Corporate Parenting/Looked After Children	No significant implications arising from this report/ Set out below. <i>(delete as appropriate)</i>
Safeguarding responsibilities for vulnerable children and adults	Where appropriate safeguarding referrals will be made.
Public Health	No significant implications arising from this report/ Set out below. <i>(delete as appropriate)</i>

8.1 Crime and Disorder implications

Will be investigated in line with our policy

8.2 Safeguarding responsibilities for vulnerable children and adults implications

Referrals will be made to Adult Social Care in appropriate cases where we identify victims of financial abuse or people who we feel may be subject to other forms of abuse or are at risk.

Contact Officer:

David Bullen, Senior Trading Standards officer and district and Borough Liaison Officer for Reigate and Banstead.

Annexes:

Local Committee briefing report

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