

NATIONAL TRADING STANDARDS: EXPLAINED

NATIONAL TRADING STANDARDS

Protecting Consumers
Safeguarding Businesses

Are you unsure how National Trading Standards (NTS) fits into the Trading Standards landscape? We wanted to remind the professional community about our role – and how we can benefit you in your work. Set up in 2012, NTS works cross boundary and commissions grant funded Trading Standards work where national/regional input is required.



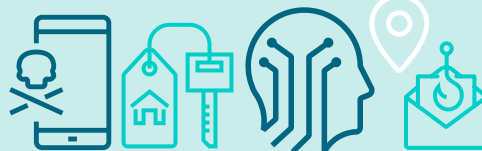
NTS tackled £1,380,239,063 in detriment



Between 1/4/14 (when all NTS Teams were fully functional) and 31/3/23, NTS tackled £1,380,239,063 in detriment from a core spend of £114,895,259 million.

£12.01 impact for every £1 spent.

Unique to local government, Trading Standards is a fully integrated service linking local, regional and national level delivery. At the national level we work with Government to secure approximately 15% of total TS funding that is then prioritised and allocated by the Board, made up of the regional heads of service with an independent chair.



NTS funds national teams that are hosted within local authorities. These include the eCrime, Estate and Letting Agency, Intelligence, Regional Investigation and Scams Teams.

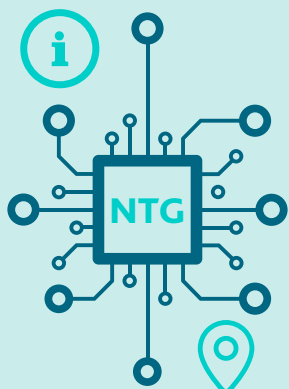
We have a proven track record of allocating Government funding effectively and speedily to the TS experts who deliver consistently high quality work. Current funding comes from Department for Business and Trade, Department for Levelling Up, Housing and Communities, Home Office, HMRC, Department of Health and Social Care, Office for Students and FSA.



We work with colleagues in Scotland and Northern Ireland as well as partners across the UK such as Citizens Advice, the Police and the Competition and Markets Authority.

As part of the Trading Standards system, NTS leadership has meant that the use of intelligence is embedded across the whole system to ensure resources, national or local, are targeted to best effect and that information is shared with partners.

Underpinning this is the streamlined structure of NTS programme office staff and the small Trading Standards regional coordination system that, between them, ensure that any individual has access to a named person they can approach for help and support.



NTS has established a National Tasking Group (NTG) that tasks intelligence development, assigns investigations and enforcement work to be undertaken nationally and regionally and takes decisions based on the intelligence and information it receives.

HOW WE FIT INTO THE SECTOR

There are three national bodies within the trading standards sector:



The membership body for heads of service and senior managers. Focuses on the strategic and leadership aspects of all areas of TS work.



The membership body for all TS professionals working inside and outside of local authorities. As the 'voice' of the profession, it focuses on policy and campaigning, consultations, qualifications and professional development.



Protecting Consumers
Safeguarding Businesses

Delivers grant-funded trading standards work in relation to specific areas where national and regional input is required.

HOW WE ARE SUPPORTING YOU

NTS funds support for your regional coordination infrastructure as well as providing access to expert advice in specialist areas covered by the NTS Teams. Additionally NTS provides support for national expert panels on feed, used cars, doorstep crime and animal health



Training and Toolkits (all provided free of charge)

Multi-Agency Approach to Fraud toolkit rolled out across UK police force areas with over 361 people trained.



Intelligence Operating Model: 1,325 officers signed up to the IOM e-learning modules. Officer access to a range of national databases including PND.

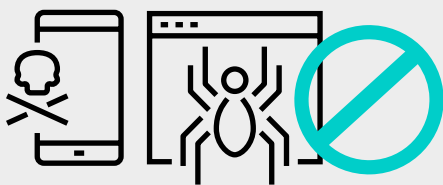
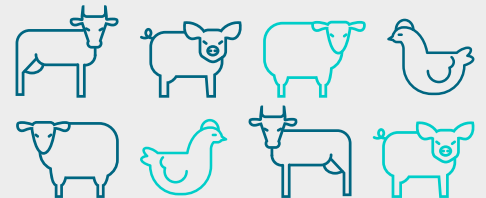
SCAMchampions resources and training packages.



Friends Against Scams National Initiative

www.friendsagainstscams.org.uk

Feed: NTS provides free national feed enforcement guidance and training in areas such as imported feed and raw pet food.



Online Crime: There continues to be significant training provided alongside initiatives to support officers including:

- Mechanisms for doing website and digital content suspension via the NTS eCrime Team
- 200 officers trained in Social Network Investigations
- 1300 users of the Basic Internet Investigations e-learning course
- 150 officers trained on "How to spot a scam website"
- 10 opensource training videos



The NTS Estate Agency and Lettings Teams have:

- Provided a Tenants Fees Act eBook (which now has 851 users)
- Trained over 700 officers on the new Tenant Fees Act
- Conducted webinars on Tenant Fees Act for Heads of Service; Introduction to the Tenant Fees Act 2019 - A guide for landlords; Housing law for Trading Standards staff; and Client Money Protection
- Provided training on the Estate Agents Act to officers



NTS has also provided toolkits free to all local authorities on priority areas:

- Fulfilment Houses
- Doorstep Crime (1140 users)
- Utilities Against Scams
- Multi-Agency Approach to Fraud
- Under-age Knife Sales
- Real Deal Online
- Scams Team
- Safeguarding Vulnerable Adults
- Energy Efficiency
- Improving Compliance in the Car Trade
- Lettings legislation

HOW TO STAY IN TOUCH WITH US



VISIT

Visit the NTS website at www.nationaltradingstandards.uk. It provides public information about our work areas, details of our current priorities, cases and useful resources. It also directly links to all the information for TS professionals held on the ACTSO website via a password.



SUBSCRIBE

Subscribe to NTS email Updates by emailing nationaltradingstandards@actso.org.uk. These are issued regularly and provide updates on cases, projects, meeting outcomes and other initiatives.



CONTACT

Contact the NTS Programme Office on nationaltradingstandards@actso.org.uk.