

Trading Standards News

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



Leicestershire
County Council

Welcome to our Autumn 2025 Newsletter

The latest news of our work and advice on scams and consumer issues.

Remember to stay up to date with our latest news by [following us on Facebook](#).

Contact Citizen's Advice Consumer helpline on 0808 223 1133
or [Citizen's Advice online](#) for advice on all Trading Standards matters.

Working together

Leicestershire Trading Standards officers have been out recently with our colleagues from **Oadby and Wigston Police** to inspect retail premises.

During a visit to one of the premises suspected counterfeit cigarettes and toys were seized, as well as illegal vapes and unsafe food containing banned ingredients.



In another retail premises, a large quantity of illegal vapes were seized, which were concealed within a wall. Illegal tobacco and vapes are often concealed by traders in an attempt to stop trading standards officers seizing these products. Investigations are now ongoing.



We always appreciate our joint visits with Leicestershire Police, and we are committed to tackling the supply of illegal goods within the county. This trade has a huge financial impact on legitimate businesses and brings criminality to our high streets.

If you have any information regarding the sale of illegal vapes or tobacco that you want to share with Leicestershire Trading Standards, please do so by calling 0808 223 1133 or report it online at the [Leicestershire County Council website](#)

Great examples of successful joint working. Thank you **Leicestershire Police**

Looking for a beautiful white smile?

Our Trading Standards team at East Midlands Airport recently seized teeth whitening products illegal for supply to consumers in the UK.



Some syringes were marked 22% Carbamide Peroxide - the maximum strength allowed in professional teeth whitening products is 16%.

Remember, the law says that only registered dentists, dental therapists, dental hygienists or clinical dental technicians working to the prescription of a dentist can legally and safely provide tooth whitening treatment.

Find out more detailed information at the [General Dental Council](https://www.dentalcouncil.org.uk/) website

Being vigilant with doorstep traders

Due to a recent rise in doorstep complaints in Loughborough, Trading Standards officers have been out in the area to issue advice on doorstep crime.

Accompanied by a specialist fraud officer from Leicestershire Police, the officers visited local residents and provided information on how to deal with cold callers and to offer guidance on how to source reputable traders.

If you suspect rogue traders to be operating in your area, contact Citizens Advice Consumer Service on 0808 223 1133. To request no cold calling stickers please email Trading Standards at tradingstandards@leics.gov.uk



⚠ If someone is aggressive or won't leave, call the police on 101, or 999 in an emergency ⚠

Be careful what you scan at the car park!

Did you know scammers can place fake QR codes in car parks?

This can lead drivers to share their personal and financial information on scam websites.

It's important you look out for frauds and be #ScamAware:



- ▶ Check if the QR code is in an unusual place or printed in good quality - often it can be a sticker above another QR code.
- ▶ Ensure you're using a legitimate website - look at the website address, the URL, and see if it matches the name of the parking facility.
- ▶ See if the car park has an official app or website so you can pay in alternative ways.

To find out more see [the Citizens Advice website](#)

Funeral scams are on the rise

The [Chartered Trading Standards Institute](#) is warning the public about a disturbing scam where criminals exploit the grief of bereaved families by impersonating them online and charging mourners to attend funerals that should be free.

Fraudsters are scanning publicly available funeral notices and creating fake Facebook profiles posing as family members or friends of the deceased. They then contact mourners with bogus links to funeral livestreams demanding payment or set up fake donation pages. These scams are not only deceitful but dangerous, with victims often handing over personal information or falling prey to fraud afterwards.

Remember-

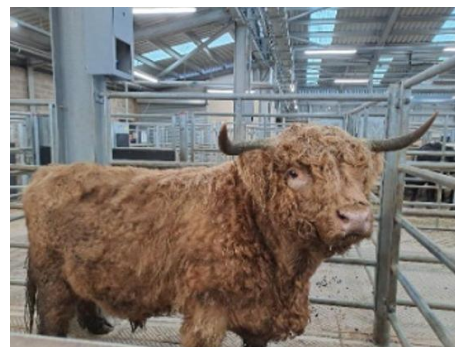
- You should never be charged to attend a funeral, whether in person or via livestream.
- Only donate through official, verified sources – check with the named funeral director or celebrant if unsure.
- Never share personal or banking information in response to unsolicited messages.
- Be cautious of friend requests or messages from unfamiliar profiles, even if they appear to have mutual friends.
- If you've shared bank details, contact your bank immediately.



To find out more see [the CTSI website](#) and you can report it to [Action Fraud here](#)

Protecting our animals and supporting our local keepers

Our Trading Standards Animal Health officers are regularly out at Melton Market checking on the health and welfare of animals, traceability via identification tags, movement records and ensuring livestock have been transported with welfare in mind and with the appropriate documents. Officers are also available to offer advice and guidance to keepers. If you want to know more about the work of Trading Standards, visit the [Leicestershire County Council website](#) for more information.



The vast majority of keepers of farmed animals (sheep, goats, pigs or cattle for example) have very high standards of animal welfare. If you believe that the welfare of farmed animals near you has fallen below the legal requirements you can report it confidentially to our animal health officers here on our [Leicestershire County Council website](#)

Staying safe online

Have you heard about the [Get Safe Online](#) and [Cifas](#) "Check-a-Website" tool?

Before using a website for shopping, banking or other important daily tasks, check if the website is legitimate by using the online tool at check.getsafeonline.org.



Check a website:

Check if a website or link is a scam, phishing or legit...

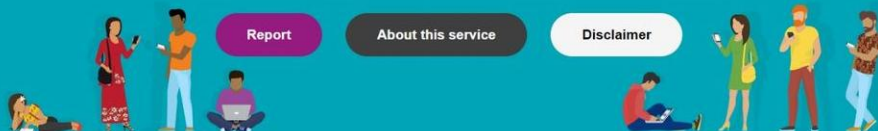
Enter the website address you'd like to check ...



Report

About this service

Disclaimer



Have you registered as a food business?

Even if you only sell a small amount of food, sell infrequently, or sell via online platforms such as Facebook, Instagram or TikTok rather than from a shop, stall or website, you are still classed as a food business.

All food businesses must register online at least 28 days before they begin trading. The link to register can be found here on the [gov.uk website](https://www.gov.uk)

If you require more information regarding setting up a food business before making your decision, you can find some further guidance here also on the [gov.uk website](https://www.gov.uk)



Travel Insurance - don't holiday without it!

Travel insurance protects you financially if things go wrong – from cancellations, lost luggage and medical emergencies that could cost thousands.



Here's what to look for in a good policy:

- Cancellation cover – in case you fall ill, have an accident, or something unexpected happens before your trip.
- Medical cover – especially important when travelling abroad – some countries charge high fees for treatment.
- Baggage and belongings – if your luggage is lost, stolen or damaged.
- Disruption cover – flight delays, missed connections, or natural disasters.

Don't forget:

- Declare any medical conditions – not doing so could invalidate your policy.
- Check what's excluded – risky activities (like certain water sports) might not be covered unless you pay extra.
- Buy it when you book – so you're covered straight away if anything affects your ability to travel

For further information see [the Citizens Advice website](https://www.citizensadvice.org.uk)

Pair prosecuted for possession and supplying counterfeit clothing on social media

Helen Brindley-Walker has been sentenced to 2 years 3 months in prison after being found guilty of supplying counterfeit goods online.

Lisa McArdle has been sentenced to 15 months in prison, suspended for 2 years. Both were convicted at Leicester Crown Court on 21st July.

Trading Standards had previously sent warnings to Brindley-Walker to stop selling fake goods, which she ignored. When officers executed a warrant a haul of over 3,500 items were seized from her home and a storage unit.



For more information visit the [Leicestershire County Council website](#)

Anyone who believes that potentially dangerous or counterfeit products are being sold in Leicestershire or online can report it to us [on our website](#) or by calling 0808 223 1133

Joint law enforcement effort stops rogue trader in Loughborough

Leicestershire Police received a complaint of a suspected rogue trader targeting a vulnerable, elderly resident in Loughborough for roofing work.



Officers from [Leicestershire Police](#) and Trading Standards Officers from Leicestershire County Council responded to the address to safeguard the victim. The trader was arrested at the location and taken to custody by police, whilst Trading Standards remained at the scene to complete enquiries. The trader was later interviewed for a number of offences by police and Trading Standards.

The trader is now on bail. This type of trading has a real detrimental impact on victims, both financially and emotionally, and Trading Standards and Leicestershire police are committed to working together to put a stop to this type of business practice.

If you suspect rogue traders to be operating in your area, contact Leicestershire Police on 101, 999 in an emergency or Trading Standards on 0116 305 8000.

For further advice please contact the Citizens Advice telephone hotline on 0808 223 1133 or visit the [Citizens Advice website](#)

Thinking of keeping poultry?

You are legally required to register that you are a poultry keeper even for only one chicken!

Registration is free and provides you with information that can help you keep your birds safe and well.

To register visit the [gov.uk website](https://www.gov.uk)



Ever wondered the difference between a use by date and a best before date?

Trading Standards Food Officers are often out and about in the county checking durability dates in shops and supermarkets.

Foods which are highly perishable, such as fresh meat, fish and poultry, dairy products and sandwiches will be marked with a use by date.

It is illegal to sell foods with an expired use by date and Trading Standards may take enforcement action where these foods are found on sale.



Foods which are not highly perishable, such as frozen, dried and tinned foods are marked with a best before date.

These foods are at their best if consumed before this date, but do not pose a safety risk if they are consumed after the date has expired.

These can legally be sold past their best before dates, providing the purchaser is made aware and the quality of the food is acceptable.

Eggs are the only exception to this rule, which must be sold 7 days before the best before date to ensure that the purchaser has adequate time to consume them before the date expires. This is why you will see a sell by date and a best before date on eggs.

If you are aware of any businesses who are breaking these rules, please let us know by completing the 'report it' form on our website at www.tinyurl.com/Report-It-Here

Thinking of setting up a business making or selling pet food or treats?



There are a lot of rules to follow, and our feed officers can help you as you start your business.

For guidance on setting up a new business making or selling pet food or treats, please visit the [Business Companion](#) website.

Fake Labubu dolls seized at East Midlands Airport

A consignment of fake Labubu dolls (aka Lafufu) was recently seized by our Product Safety Team at East Midlands Airport.

As the craze for Labubu continues, fake toys have been found across the UK.

Find out more details on the [Journal of Trading Standards](#) website.



Follow us...

Have you visited our [Facebook](#) page recently?

We regularly post on all manner of consumer issues from new scam alerts and product safety notices to the work of our Animal Health Officers and East Midlands Airport team.

Join over 2500 followers to stay up to date with the latest Trading Standards news.



Leicestershire Trading Standards Service

Tel: 0116 305 8000

Email: tradingstandards@leics.gov.uk [f](#) [/LeicsTradingStandards](#)