

Trading Standards News

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



Leicestershire
County Council

Welcome to our Summer 2026 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.

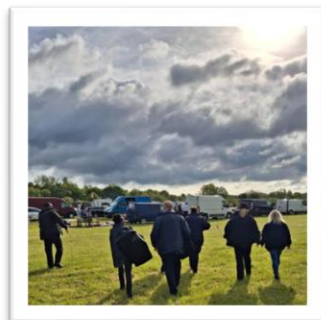
Beware of fake World Cup merchandise!

🌐 Potentially fake World Cup merchandise was among a large haul of suspected counterfeit goods seized during a successful enforcement visit to Measham car boot sale.

A man was arrested for offences under the Trade Marks Act relating to the possession and supply of counterfeit football shirts, illicit cigarettes and toys suspected of being unsafe. He has been bailed pending further investigation. The fake kits can be poorly made but look legitimate and they can contain harmful toxins or dyes.



A big thank you to police officers from [North West Leicestershire Police](#) who supported us during the operation targeting the sale of counterfeit items.



Counterfeit and unsafe goods undermine legitimate businesses and pose a risk to public safety. We will continue to work with partner agencies to tackle this type of crime.

If you have any information regarding the sale of counterfeit or unsafe goods you can report direct to us via our website:

👉 www.tinyurl.com/Report-It-Here

Trading Standards apprentices expand their knowledge


As part of our recent Learning and Development Week, our Trading Standards apprentices attended a national Tobacco and Vapes Conference, joining more than 200 apprentices from across the UK.

They gained valuable insight into the new Tobacco and Vapes Bill, how intelligence supports enforcement, and how vape investigations are carried out - and even saw a specialist detection dog trained to sniff out illegal tobacco - making it a packed and eye-opening day.



They'll now be putting that knowledge into practice to help keep our communities safe and ensure fair trading.




New rules for your four-legged friend


 If you plan to be out and about this summer, remember to keep your dogs on a lead and under control when passing through livestock fields.





 The law has recently changed, and it is now an offence for a dog to worry livestock; this can result in your dog being seized and/or an unlimited fine. For more information about this legislation, please visit this link  [DEFRA Farming Blog](#)

 If you have any welfare concerns regarding livestock, you can report them to us online by using the link below on <https://tinyurl.com/Report-It-Here>

Making sure you get what you pay for...

 Our weights and measures officers routinely carry out inspections on weighing and measuring equipment in the county.

 We've recently been out and about, checking the accuracy of equipment so you know you are getting the full amount you are paying for.

 If you think you have been short measured, you can report it via our report it here: www.tinyurl.com/Report-It-Here



Responding to illegal tobacco reports

Our Trading Standards Officers have been out on numerous visits following complaints about the sale of illegal tobacco in Leicestershire, including to a young person under 18 years of age. Officers were accompanied by our local neighbourhood police teams. 🚔 🚔



During one visit, illegal cigarettes and vapes were found and seized, including cigarettes hidden inside a microwave.

In another visit we had our four-legged friend, Rookie, who was very proud of himself and we were too!

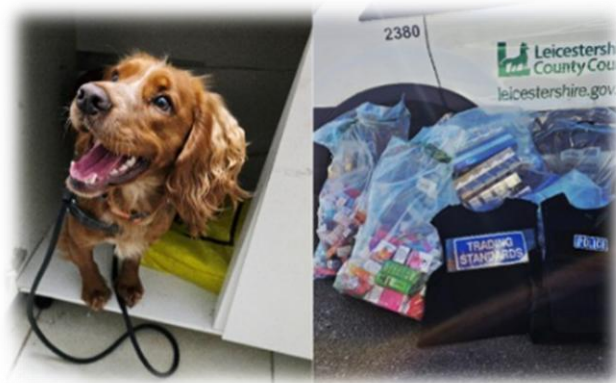
Crimestoppers recently launched a campaign to highlight the link between illegal tobacco and organised crime. The campaign highlights how the profits from illegal tobacco sales are used to fund wider aspects of organised crime including –

👉 drug dealing

👉 people trafficking

👉 weapons smuggling

👉 money laundering



The availability of cheap cigarettes and tobacco can also make it much more difficult for people to quit smoking, while the cheap prices make it easier for children to access smoking. For more information about the campaign please visit [Crimestoppers](#).

We take reports seriously and will continue to act to protect our residents and our law-abiding businesses.

👉 You can report the sale of cheap, illegal tobacco products and illegal vapes to us using our reporting form at www.tinyurl.com/Report-It-Here

Milk allergy or intolerance?

👤 Our food team often take food samples to check for compliance with regulations. Recently, we have been taking samples to check for the presence of undeclared dairy in milk alternative hot drinks.

☕ Milk frothers can pose a hidden risk for customers with a milk allergy or intolerance, due to residue from previous drinks causing accidental cross-contamination between dairy products and milk alternative options.



📘 We're reminding businesses to clean equipment thoroughly and use separate equipment where possible. Accurate allergen information must be provided to customers so they can enjoy their drinks safely.

🌐 For more information about allergens, please visit the following link: [Allergen guidance](#)

Roofing cold callers? – Stop & think

🏠 Unexpected offer to fix your roof? Be cautious.

📘 Roofing cold callers often claim to have spotted problems and may pressure you into urgent repairs. In many cases, the work can be unnecessary, overpriced or poorly done.



Remember:

- ❌ You don't have to agree on the spot
- ❌ Don't feel pressured by scare tactics
- ✅ Take time to get written quotes and advice

If you're unsure, say no and close the door. If a trader won't leave when asked, or behaves aggressively, call 101 or 999 in an emergency.

Contact the Citizens Advice Consumer Service:

☎ 0808 223 1133 🌐 www.citizensadvice.org.uk

Find further information, report to us and request "No Cold Calling" stickers on our website 📄 [Request stickers](#)



Pet travel update

The requirements for GB residents travelling with their pets to the EU have recently changed.



✈️ A recent article by the GOV website highlights these changes: [New EU rules for pet travel for GB residents](#)

🐱 EU Pet Passports for cats, dogs and ferrets may no longer be valid to enter the EU since the 22nd of April. You may need a valid Animal Health Certificate (AHCs).

🌐 You can check current info and guidance by visiting: www.gov.uk/taking-your-pet-abroad

Counterfeit cosmetics seized

✈️ During routine checks at East Midlands Airport, our Imports Team often sees consignments of fake cosmetics such as this counterfeit “Estee Lauder Advanced Night Repair” serum.

Officers were alerted to this product by poor quality packaging and labelling that stated “made in UK” when the items had been exported from China.

■ The brand holder confirmed these products were fake and they have been surrendered by the importer for destruction. 🛒 Avoid buying counterfeit beauty products online by purchasing directly from the brand’s website or authorised seller.

👁️ Before you buy, read customer reviews and be wary of cut-price deals.

💧 Inspect packaging once you receive the item and make sure you spot test a small amount on your skin to check for allergic reactions or irritation.



👉 Find out more about avoiding fake cosmetics at [The Anti-Counterfitting Group](#)

Residents become 'Friends Against Scams'

Recently, in association with [GoLearn Leicestershire](#), over 70 staff and learners took part in the sessions becoming 'Friends Against Scams'.

Discussion included information about doorstep, telephone, online and postal scams with easy-read handouts and an accessible video.

These sessions were led by the Scams Officer at Leicestershire County Council Trading Standards Service, and included lots of useful tips to help stay safe from scams

Find more information here [👉 www.friendsagainstscams.org.uk](https://www.friendsagainstscams.org.uk)



Making pet treats at home?

i Did you know we have a responsibility to keep a register of all businesses that manufacture, store, transport, and sell any animal feed products?

🐾 Our animal feed officers also make routine inspections of animal feed businesses to ensure compliance, as well as offer advice and guidance.

🌐 If you make and sell your own pet treats, or rebrand and repackage any pet treats, you need to be registered with us.



You can register on our website by following this link: <https://tinyurl.com/t6zy6bma>

📞 For advice, contact the Citizens Advice Consumer Service on 0808 223 1133

Buying a car? Make sure it's safe and good quality


 Before you hand over any money, take a few quick steps to protect yourself:

- ✓ Check MOT history on [GOV.UK](https://www.gov.uk) – look for advisories or repeated failures
- ✓ Run a vehicle history check (AA, RAC, HPI etc.) to spot outstanding finance, write-offs or mileage issues
- ✓ Inspect the car – warning lights, uneven tyre wear, leaks, odd noises




- ✓ Take a proper test drive – check brakes, steering, gears and how it feels
- ✓ Check the paperwork – V5C logbook, service history, matching VIN number
- ✓ Trust your instincts – if something feels wrong, walk away

If buying from a dealer, the car must be safe, as described and of satisfactory quality. Buying privately You have fewer rights, so be extra careful.

 For advice, contact the Citizens Advice Consumer Service on 0808 223 1133

Your rights when buying online

 Shopping online? Here are the key rights you should know:

- ✓ 14-day cooling-off period – In most cases, you can change your mind within 14 days of receiving your order and get a refund.
- ✓ Refund for faulty goods – If something arrives damaged or doesn't work, the seller must offer a repair, replacement, or refund.
- ✓ Goods must match the description – If what arrives isn't what was advertised, you're entitled to a refund.
- ✓ Delivery rights – If a seller doesn't deliver on time, you can cancel the order and get your money back.
- ✓ Secure payments – Pay by card or trusted platforms for added protection.



For advice or to report an issue, contact Citizens Advice Consumer Service: 0808 223 1133

Enforcing animal welfare at Melton Mowbray Market



Our Trading Standards officers routinely visit Melton Mowbray Livestock Market, working with market staff and keepers to ensure and maintain a high level of welfare throughout the sales and transport process.

Livestock markets are required to be appropriately licensed before any sales can take place, meaning they must meet certain criteria and follow specific legislation and regulations.

More information on livestock markets can be found here [Livestock Markets](#)

If you have any concerns around animal welfare, you can let us know here www.tinyurl.com/Report-It-Here

Report concerns to Citizens Advice Consumer Service on 0808 223 1133 – they'll pass details to Trading Standards

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 almost 3000 followers to stay up to date



Spotted a Trading Standards issue?

Report it online


Have you seen:

-  Underage sales.
-  Fake alcohol.
-  Illegal cigarettes and vapes.
-  An animal health and welfare issue.
-  A short measure.
-  Counterfeit goods.
-  Doorstep crime and cold calling.



Use this handy link to report any issues you witness to Leicestershire Trading Standards

 [report it here](#)

 Not online? Call to **Report concerns** to the Citizen's Advice helpline on 0808 223 1133

Leicestershire Trading Standards Service

Tel: 0116 305 8000

Email: tradingstandards@leics.gov.uk  [/LeicsTradingStandards](https://www.facebook.com/LeicsTradingStandards)