Trading Standards News

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

Leicestershire County Council

Welcome to our Autumn 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 Citizens Advice Consumer helpline on 0808 223 1133
or Citizens Advice online for advice on all Trading Standards matters.

Operation Hind strikes again with two more successful prosecutions

The seventh and eighth prosecutions in a countywide crackdown on illegal tobacco products have been secured by Leicestershire County Council Trading Standards.

Two persons, who both worked at International Supermarket Loughborough, separately pleaded guilty to offences relating to the sale of counterfeit and smuggled cigarettes and tobacco from the premises.

The offences were uncovered as part of Operation Hind, Leicestershire County Council Trading Standards' ongoing work to tackle the illegal tobacco trade across the county.



Outside of Operation Hind, Trading Standards Officers also recently located and seized a hide containing illicit tobacco with an estimated retail value of £5,000, following a report of sales in the Hinckley and Bosworth area. The team quickly acted and visited the premises to investigate. The illicit tobacco was found hidden in a crate at the back of the shop.

Residents who suspect illegal tobacco or vape sales can report their concerns anonymously through the Citizens Advice Consumer Service on 0808 223 1133.

🐮 Supporting animal health and welfare is a key part of our work

ℹ️ Our Animal Health officers make regular visits to the local livestock market, offering advice and guidance alongside compliance inspections. Over the past 12 months, we have attended the market on 34 occasions.



Through our proactive and collaborative approach with market operators, traders and livestock keepers, we continue to achieve high levels of compliance, helping to protect animal welfare and reduce the risk of disease spread.

🌐 Please follow the below link for anyone wishing to report livestock concerns: www.tinyurl.com/Report-It-Here

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🎃 Stay safe this Halloween

🎃 With Halloween on the horizon, Leicestershire Trading Standards are warning parents in the county to be aware of unsafe Halloween children's costumes.



ℹ️ Children's costumes are classed as toys and must bear a CE/UKCA mark indicating testing to relevant safety standards.

🔥 A child's costume should not ignite or burn too quickly. Head or neck drawstrings or cords can also strangle or entrap children, so testing by the manufacturer should include this.

👉 Purchase from reputable suppliers and check labelling for instructions and warnings.

👉 Get the top tips from the Child Accident Prevention Trust @CAPT to be safety aware well ahead of Halloween https://capt.org.uk/halloween/.

🌐 Concerned about an unsafe toy or children's costume? Report it to us via www.tinyurl.com/Report-It-Here

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Officers Complete Illicit Tobacco Training

🚬 Our Trading Standards officers recently took part in some illicit tobacco training to enhance their knowledge and identification skills.



The session covered how to spot illegal tobacco products, recognise common indicators of illicit trade, and identify breaches of tobacco legislation.

The session also explored some of the things to look out for to distinguish legitimate tobacco products from illicit goods. This included identifying the required health warnings, standardised packaging, duty-paid markings, and other legal requirements that tobacco products must meet before they can be sold in the UK.

ℹ️ Developing this knowledge helps officers recognise potentially illegal products during inspections and investigations, supporting our ongoing work to protect consumers, support legitimate businesses, and tackle the illicit tobacco trade.

The fight against illicit tobacco continues, and keeping our officers up to date is an important part of that work.

🌐 If you see goods that do not meet the above requirements, let us know 👉 https://tinyurl.com/Report-It-Here

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🐓 Thinking about raising a few chickens at home? It's a great idea!

ℹ️ Just remember that a few simple hygiene steps from washing your hands with soap and water and ensuring hen houses are clean and disinfected, can keep both you and your feathered friends healthy and happy.



🌐 For more information, please visit the link https://tinyurl.com/y9t3hsa6

Ensuring you get your money's worth!



📣 Weights and Measures officers check the accuracy of traders' scales across the county, using test weights. But how do we know that our weights are accurate?

⚖️ Well, they are calibrated regularly by an accredited calibration laboratory, which compares them against the laboratory's own standard weights - known as Secondary Standards.

These Secondary Standards, in turn, are calibrated by comparison against the UK's National Primary Standard kilogram which is held at the National Physical Laboratory in Teddington.

Last year our Weights and Measures officers tested more than 100 weighing instruments.

🌐 If you have any concerns regarding weights and measures, please report them to us here
👉 www.tinyurl.com/Report-It-Here

💳 Paying by credit card? You may have extra protection!

For purchases costing between £100 and £30,000, you could be protected under Section 75 of the Consumer Credit Act if something goes wrong.

✅ Item doesn't arrive

✅ Goods are faulty

✅ Company goes out of business

Using a credit card for larger purchases could give you added peace of mind.

For consumer advice or to report a matter, visit

Citizens Advice 📞 0808 223 1133

💻 www.citizensadvice.org.uk

Or report direct to us via our website:

💻 https://tinyurl.com/Report-It-Here



⚠️Hidden allergens – they're not always where you expect them!

📣 Allergens can be in foods you might not expect, such as sauces, gravies, stock cubes, spice mixes, desserts, processed meats, baked goods and even some drinks.

💡 Remember:

✅ Always read the label – recipes can change

✅ Ask about allergens when eating out or buying non-prepacked food

✅ Never guess if you're unsure

Food businesses have a legal duty to provide accurate allergen information. If you think a business isn't doing this, report it to us here www.tinyurl.com/Report-It-Here



Car boot sale update

📣 Our Trading Standards officers have visited multiple car boot sales recently.

This included a visit to Croft Car Boot to give advice to traders. More than 50 were given advice about product safety, correct food labelling, animal feed and other elements we enforce, including electrics, cosmetics and toys.

🧸 Children's toys were also looked at, with 3D printed and soft toys needing to be compliant so they're safe for children.

The work was in partnership with Leicestershire Police.



🌐 If you are a trader and need advice on the items that you are selling, please visit Business Companion, a government-backed website which has many different free and impartial advice on a wide variety of products you may sell or manufacture: www.businesscompanion.info/

ℹ️ You can report any concerns at a car boot by calling 0808 223 1133 or report online at https://tinyurl.com/Report-It-Here

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🚨 Rogue Trader Alerts!

⚠️ We recently received reports of suspected rogue traders offering garden work in the Glenfield area and roofing work in the Sapcote area.

Please be on your guard – do not answer the door to uninvited traders and look out for the signs of a rogue trader who may try the following tactics:

👉 Suggest that urgent work is required

👉 Pressure you into having the work completed

👉 Not provide written quotes or invoices

👉 Increase the price of work with no explanation

If you do need work carrying out to your property, the advice of Leicestershire Trading Standards is to:

ℹ️ Obtain quotes from three traders

ℹ️ Use recommendations from friends and family

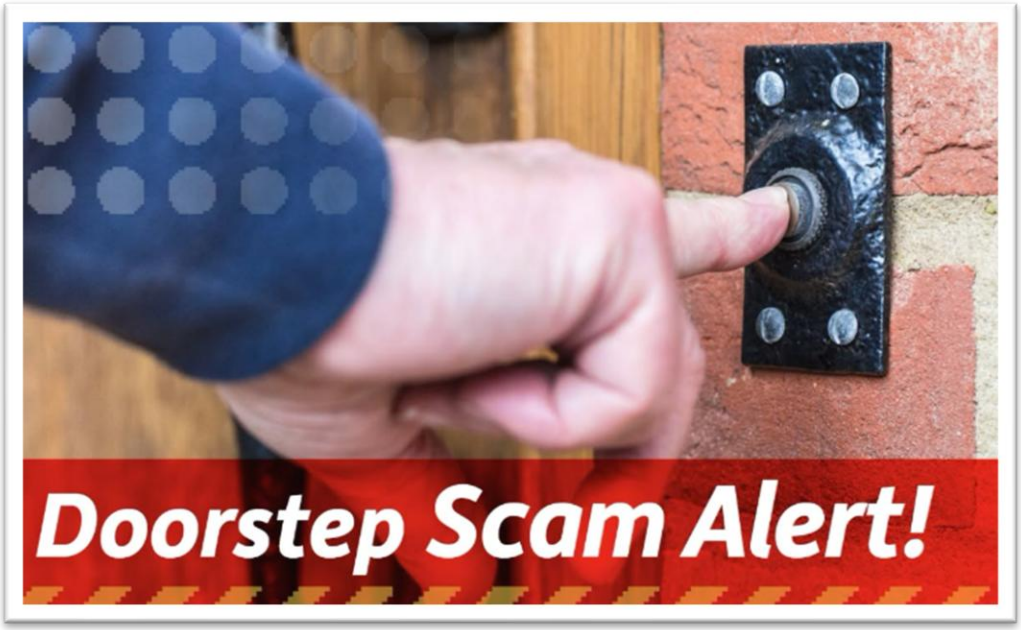
ℹ️ Ask to see evidence of previous work completed

👉 You can report concerns about rogue traders to:

Citizens Advice: 📞 0808 223 1133 💻 www.citizensadvice.org.uk

Or report direct to us via our website:

🌐 https://tinyurl.com/Report-It-Here



Cybercrime can impact anyone

🚨 Please be aware, if you have been a victim of cybercrime or fraud, you may be targeted again by individuals or companies claiming they can recover your lost funds, often for an upfront fee. This is known as recovery fraud and is itself a scam.



No legitimate organisation will guarantee the recovery of lost funds or charge a fee to do so.

If you are approached in this way:

❌ Do not pay

🚨 Report it to Report Fraud

🌐 More support and general information can be found here 👉 www.friendsagainstscams.org.uk

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Eating out or buying food?

🍔Trading Standards Officers visit businesses checking on food standards and information provided such as allergens, labelling, and descriptions, to make sure what you're sold is safe and accurately described.

ℹ️Environmental Health Officers look at food hygiene, by making sure premises are clean, food is stored safely, and staff follow good hygiene practices.

🤝Both teams play vital roles in protecting the public and advising food businesses.

🌐If you wish to report concerns about a food business in Leicestershire, visit https://tinyurl.com/Report-It-Here



📣 Important Update: Changes to Tobacco Sales from 29th October



ℹ️ **Age of sale for vaping and nicotine products:** From 29 October, the age of sale for all vaping and nicotine products will be 18 and over. It will be an offence to sell these products to a person under 18. It will also be an offence for anyone 18 or over to buy or attempt to buy these on behalf of a person under 18.

➡️ **Vending machines:** It will be an offence for a person with management or control of premises in the UK to have a vending machine that sells vaping, nicotine, tobacco, or herbal smoking products or cigarette papers.

➡️ **Free distribution and substantial discounts:** It will be an offence to give away for free any vaping, nicotine, tobacco or herbal smoking product or cigarette papers. It will also be an offence to sell these products at a substantial discount and to give or sell a coupon offering a substantial discount. These offences apply if the purpose is or effect will be to promote one of these products or a relevant product e.g. a vape charger with vape product branding.

➡️ **Fixed penalty notices (FPNs):** Enforcement authorities across the UK will be able to issue FPNs for a range of offences relating to tobacco, nicotine, herbal smoking or vaping products or cigarette papers.

💻 Report any concerns to us using our form at www.tinyurl.com/Report-It-Here

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Thinking of booking Botox?

It is illegal to inject a person under 18 with botulinum toxin (Botox) or fillers for cosmetic purposes.

Additionally, a parent or guardian cannot consent on behalf of a person under 18 to book appointments for treatment. There are specific circumstances where treatments may be made under a doctor's direction. The law safeguards children from the potential health risks of botulinum toxins and cosmetic fillers.



Are you a business who offers Botox? Visit https://tinyurl.com/4h99wnhv

Our team follows up on reports of underage sales. If you are concerned about a business offering Botox to those underage, report it to us at: https://tinyurl.com/cue5rvbt

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🐾 Understanding Pet Food Labels



ℹ️ When choosing food for your pet, it's important to know what the label is telling you. Unlike food for people, pet food is regulated under animal feed legislation. The law requires certain information to be provided so that pet owners can make informed choices about what they feed their pets.

👀 Look out for:

- Composition – the list of ingredients used in the product Additives – such as vitamins, minerals or preservatives
- Analytical Constituents – nutritional information including protein, fat and fibre content
- Feeding Guidelines – advice on how much to feed your pet
- Batch Code – helps identify the product if there is ever a problem or recall
- Manufacturer or Supplier Details – contact info for the business responsible for the product

🤔 Did you know?

This info does not always have to be printed directly on the product. For example, loose dog chews and treats may display the required details on a notice nearby or at the point of sale.

Checking the label can help you choose products that meet your pet's nutritional needs and make it easier to identify ingredients that your pet may need to avoid.

🌐 For more information about understanding pet food labels, visit UK Pet Food via https://tinyurl.com/Pet-Food1

🌐 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 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

👉 www.tinyurl.com/Report-It-Here

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

Leicestershire Trading Standards Service

Tel: 0808 2787854 Citizens Advice Leicestershire (CAB)

Email: tradingstandards@leics.gov.uk /LeicsTradingStandards

Find the archive of all our Trading Standards and Scams newsletters here 👉

www.leicestershire.gov.uk/business-and-consumers/trading-standards/trading-standards-news