

Rt Hon Keir Starmer MP,  
Prime Minister  
Number 10  
Downing Street  
London  
SW1A 2AA

19<sup>th</sup> March 2025

Dear Prime Minister,

I am writing to you following an earlier letter of the 9<sup>th</sup> July 2024, in which I introduced the Chartered Trading Standards Institute (CTSI). CTSI represents Trading Standards professionals across all 4 nations of the UK, and across all sectors: in industry, the non-for-profit sector, the civil service and at local authorities.

CTSI is naturally very supportive of your Government's commitment to enable economic growth and to support good regulation. We noted in your recent remarks (on 13 March 2025) regarding "Fundamental reform of the British state", that there was a specific reference to the work of Trading Standards in the context of supporting small businesses. Your comment appeared to imply that Trading Standards was making it more difficult for small businesses which was a natural concern, not least because we believe the profession is already playing a critical role enabling business to understand the law and the regulatory landscape in which they operate. This ensures a level playing field, which we know businesses support, and encourages competition. We are therefore keen to ensure for the role of Trading Standards in supporting economic growth is fully understood and we are also very keen to work with the Government to help drive forward this agenda.

The vital work that Trading Standards services in local government undertake is different to other regulators in that it has a powerful, yet unique, function: to protect consumers and support legitimate businesses. The principles of fair and honest trade, and the Trading Standards' role in ensuring this, are the foundation blocks on which our society and a strong economy has been built. Therefore, Trading Standards has a proud history in ensuring safe and fair trade which places the profession the heart of the Government's agenda for economic growth, both locally and nationally.

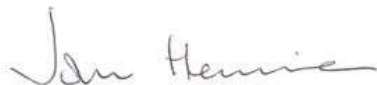
A foundation for economic growth is naturally having high levels of consumer confidence and underpinning that is the need for the right regulation to ensure the market works effectively and is one in which consumers know they are protected. A good example of this is the role of the new Digital Markets, Competition and Consumer Act which comes into force in April. This Act will provide much needed additional protections for consumers, and the current Vapes and Tobacco Bill which will make local communities safe. Trading Standards are responsible for both.

To illustrate this, over the last decade Trading Standards has prevented £1.54bn in consumer and business detriment – this equates to £11 of detriment prevented for every £1 invested in Trading Standards. This shows the vital work of Trading Standards in boosting the economy and helping to support responsible businesses throughout the UK. Additionally, Trading Standards Services also work in partnership with businesses through the delivery of the Primary Authority Scheme.

Further to this, CTSI directly provides a suite of services to support businesses. This includes advice to business on often complex regulatory requirements through the delivery of Business Companion, as well as being the Government's designated competent authority in supporting the delivery of the Alternative Dispute Resolution service which offers consumers the right to challenge for their rights for redress. Lastly, to further support consumer protection, CTSI continues to deliver the Approved Codes Scheme that offers consumers enhanced protection by businesses complying with specific Consumer Codes of practice in sectors that are unregulated. The above examples are ways we ensure consumer confidence and support economic growth whilst avoiding the need for further regulation.

Given all of the above, I would ask for your reassurances that the role Trading Standards plays in supporting economic growth is accepted and valued. If it would be of value, I would welcome the opportunity for a meeting with you to explain how the work of the profession supports your Government's agenda for driving economic growth.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'John Herriman', with a stylized, cursive script.

John Herriman  
Chief Executive

Cc: Justin Madders MP, Business Minister, Department for Business and Trade