

Trading standards is essential to the success of the UK economy. Its officers are uniquely placed to understand the challenges businesses face, and by providing guidance, supporting assured trader schemes and cracking down on goods and practices that infringe on intellectual property rights, they are powerful allies to legitimate businesses.

PROPERLY RESOURCED TRADING STANDARDS

FEWER
COMPLAINTS
AND
PROSECUTIONS

SATISFIED, PROTECTED CONSUMERS PROVIDING REPEAT BUSINESS BUSINESS AND TRADING STANDARDS: A VIRTUOUS CIRCLE

SAFE GOODS AND QUALITY SERVICE

GUIDANCE, ADVICE AND ENFORCEMENT

RESPONSIBLE
BUSINESSES
TRADING FAIRLY AND
COMPETITIVELY



2019/20

20,000

BUSINESSES WERE
MEMBERS OF AN
ASSURED TRADER
SCHEME SUPPORTED BY
TRADING STANDARDS

22,000

BUSINESSES THAT HAD REQUESTED ADVICE RECEIVED SUPPORT

2.7M
COUNTERFEIT PRODUCTS
WITH A MARKET VALUE OF

WERE SEIZED

71,000
VISITS WERE CARRIED
OUT TO BUSINESSES
TO PROVIDE ADVICE
AND HELP FIX

NON-COMPLIANCE

61%

OF TS SERVICES
OPERATED AN ASSURED
TRADER SCHEME

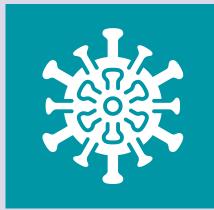
1.919

PRIMARY AUTHORITY PARTNERSHIPS WERE IN OPERATION, COVERING MORE THAN

100,000 BUSINESSES

33,000
HOURS WERE SPENT
ADVISING PRIMARY
AUTHORITY BUSINESSES

Source: ACTSO. Figures are for England and Wales



SINCE THE OUTBREAK OF THE COVID-19 PANDEMIC, TRADING STANDARDS HAS HANDLED MORE THAN

41,000

REQUESTS FOR BUSINESS CLOSURE GUIDANCE OR ADVICE

Source: CTSI

THE CONSUMER CODES APPROVAL SCHEME, ADMINISTERED BY CTSI, PROVIDES CONSUMERS WITH CONFIDENCE THAT THEY ARE DEALING WITH TRUSTWORTHY BUSINESSES. THE SCHEME NOW HAS MORE THAN

79,000

MEMBERS

18

23

CODE SPONSORS

CODES OF PRACTICE

Source: CCAS