

New for 2025, the Trading Standards team has created a toolkit, just for Adult Social Care and Health colleagues.

The kit is made up of advice sheets that we recommend are saved in your team's drives and SharePoint, so all colleagues have access whether in the office or at home.

Topics include doorstep crime, romance fraud, nuisance calls, prize draws and white goods protection fraud. The team has also created a separate sheet to guide you through the latest protections for reimbursement, where your client has paid by bank transfer. This type of payment is known as an authorised push payment and there is now a reimbursement system in place. You may need this sheet in addition to the one for the subject specific guidance we've created. For example, if your client has been the victim of doorstep crime, they may have paid the trader by bank transfer. So, you would need to use both guidance sheets.

We have also included details for the Trading Standards duty officer email. Please contact the team through the duty officer and if your enquiry is urgent, then please use 'urgent for the attention of the Trading Standards duty officer' as the subject line.

Feedback and comments would be welcomed by the team and if you have any additional subject areas that you think would be helpful, let us know.

Lastly the guidance sheets are for internal staff use only and should not be printed out for your client. We have client leaflets in the Trading Standards team so please don't use these sheets.