Sources of Intelligence Available to Trading Standards

Source	Brief Description
Animal and Plant Health Authority (APHA)	Welfare referrals (general, welfare in transport, abattoir referrals), disease outbreak notifications. IPAFFS (Import of products, animals, food, and feed system) referrals regarding those importing live animals, animal by products, food, feed and high-risk food and feed not of animal origin.
Brand Holders	Sale of counterfeit goods, goods infringing trademarks, intelligence alerts relating to popular counterfeit products and brand protection guidelines.
Businesses	Complaints and intelligence from businesses regarding other businesses unfair or unlawful practices.
Charity Commission	Criminality in the charity sector.
Companies House	Source of intelligence for limited businesses.
Citizens Advice Bureau (CAB) - Consumer Service	Consumer complaints – this is the main source for complaints from consumers. CAB also maintain a national database of complaints against every business reported to them in breach of trading standards legislation.
Crimestoppers	Anonymous reporting of all trading standards matters by consumers, e.g., counterfeit goods, illicit tobacco.
Competitions and Market Authority (CMA)	Breaches of consumer protection legislation within the remit of Trading Standards.
Department for Work and Pensions (DWP)	A source of intelligence for Trading Standards investigations.
Driver and Vehicle Standards Authority (DVSA)	Concerns regarding vehicle servicing and MOT's, connected car garages, cattle hauliers, etc.
Environment Agency	Intelligence concerning unregistered animal by products disposal, intelligence obtained for offences within the remit of Trading Standards discovered through intelligence or compliance checks.
Federation against Copyright Theft (FACT)	Referrals regarding those infringing copyright, committing piracy relating to the copying of films and illegal streaming.
Financial Conduct Authority	Intelligence regarding licensed and unlicensed providers of credit

Source	Brief Description
Fire and Rescue Services	Fires involving unsafe products, white goods, illicit tobacco, where they may be the cause of the ignition
Food Standards Agency (FSA) and the National Food Crime Unit - a dedicated law enforcement function of the FSA.	The FSA can provide details of non-compliant imported foods as well as intelligence from nationally identified issues and failed food samples and national and international reported food issues. They also receive and refer Food Incidents which can concern contamination of food or environmental pollution incidents such as fires and chemical spills which can affect food. The FSA issue and share product withdrawals and recalls, to remove food from supply chains and protect consumers.
Health and Safety Executive	Businesses in breach of Trading Standards legislation such as REACH and CLP (concerning chemicals), explosives licensing, etc.
HM Revenue and Customs (HMRC)	Non-compliance when encountered in relation to illicit imports, seized goods, etc. HMRC also maintain a database of goods imported from outside the EU.
Illegal Money Lending Team	Loan sharks, illegal money operators.
Insolvency Service	Referrals from the Insolvency Service who also receive complaints from consumers regarding business practices that may relate to fraud or cause significant harm to consumers.
Insurance Fraud Bureau	Intelligence and referrals from the Insurance Fraud Bureau where business may also be breaching consumer protection legislation.
Intellectual Property Office	Suppliers of counterfeit goods, infringements of intellectual property rights.
Keep It Out	Intelligence relating to underage sales and distribution of illicit tobacco.
Local Authority – Environmental Health Teams	Intelligence received from consumers or businesses, or inspections or compliance checks undertaken.
Local Authority – Children Services	Underage sales intelligence.
Local Authority – Counter Fraud Teams	Intelligence received from consumers or businesses or staff members concerning business practices.
Local Authority – Licensing Teams	Intelligence received from consumers or businesses, or inspections or compliance checks undertaken.

Source	Brief Description
Medicines and Healthcare products Regulatory Agency (MHRA)	Those trading in non-compliant products such as distributors of non-compliant vapes, e-liquids, etc.
National Trading Standards Scams Team	Referrals for victims of scams and intelligence regarding those committing scams/fraud.
National Trading Standards Estate and Letting Agency Team	Referrals regarding estate and letting agents breaching legislation aimed at protecting house purchasers and renters.
National Trading Standards eCrime Team	Website registrants, business frauds committed via the internet
National Trading Standards Intelligence Team (NTSIT)	Identification of Lincolnshire based businesses that may be offending outside of Lincolnshire. Production of national reports identifying trends, threats and key issues for local Trading Standards.
National Trading Standards Regional Investigations Team	Links to Lincolnshire based businesses and nominals involved in regional and national offending.
National Crime Agency (NCA)	Intelligence obtained from Suspicious Activity Reports, intelligence regarding serious and organised crime committed by Lincolnshire businesses.
National Fraud Intelligence Bureau (NFIB) / Action Fraud	Victims and perpetrators of fraud impacting on Lincolnshire.
National Health Service (NHS) and other Health Agencies	Hospital admission as a result of unsafe goods, toys, food, etc
Office of Product Safety and Standards (OPSS)	OPSS maintain a database of unsafe and non-compliant goods notified to them as well as product withdrawals, recalls and suspensions.
Police	Police forces, local and national, including Lincolnshire Police and their Licensing Team. Intelligence shared in relation to offences within the remit of Trading Standards. The Intelligence Team within Lincolnshire Trading Standards also have direct access to police systems to conduct their own checks on nominals.
Port Teams	For examples port teams at East Midlands Airport and Suffolk. Notifications of those importing unsafe and non-compliant goods
Public Analysts	A database held for failed food samples and the types of foods tested and the reason for failure.

Source	Brief Description
Registration Schemes – e.g., Gas Safe	Sources of intelligence to check traders are qualified to undertake work for consumers.
Trading Standards Services across the country –	Information is held and shared through a national intelligence database, identifying all nominals and businesses breaching consumer protection legislation.
UK Border Force	Intelligence collected through custom controls, illegal goods entering the country, the immigration status of those found working in businesses and identification of those employing illegal workers.