

High Standard

Commercial Team News



During the stages of the early pandemic in March 2020, Trading Standards received a number of complaints that apparently a number of shops in our neighbourhoods were allegedly exploiting consumers by the raising of prices of certain key products, so called 'price gouging'.

Certain small businesses in the West end of Newcastle were one area where this alleged activity was happening. As a result, Ms Chi Onwurah MP, raised the issue on behalf of her constituents and also took direct action by writing to any businesses identified as been involved with so-called price gouging as follows:

On the 3 July 2020 the Competition and Markets Authority (CMA) issued a joint statement with a number of business organisations.

The statement made it clear that the CMA remain concerned about the behaviour of a small number of businesses at that time. The vast majority have responded responsibly, but there is a minority who have not. Those who inflate prices to profit off the backs of their customers are adding to their distress at a time of particular vulnerability and may be severely damaging their own reputation.

Welcome to the seventeenth issue of the newsletter produced by the City Council’s Commercial team. The Commercial team continues to ensure that all consumers within Newcastle are protected and safe from a wide range of issues which can affect their daily lives. The service also ensures that all businesses within Newcastle are made aware of the legislative developments that govern their activities.



In this issue of High Standard, you can also find out about the positive response the Trading Standards service continues to make to the enforcement of a range of related issues which stem from the national Covid 19 pandemic. These issues include the monitoring of compliance in business premises under all the legislation; the safety of products such as Personal Protective Equipment and so called ‘price gouging’ within certain businesses.

The continuing implementation of No Cold Calling Zones in residential areas of the City is another very positive step in protecting people from rogue traders. There are now some 49 zones implemented across Newcastle, covering some 47,668 homes.

In this newsletter you can also find out how the Service continues to respond to any emerging issues of concern, including the important issue of safety at Halloween and fireworks safety. Officers also continue to inform businesses and consumers with changes in legislation, including those now implemented with respect to the implementation of new environmental legislation designed to remove plastic straws, cotton-buds and related products from the market.

Councillor John Paul Stephenson,

Cabinet Member for the Environmental and Regulatory Services

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Price Gouging continued



Consumers are likely to remember those businesses who attempted to profiteer and may well vote with their wallets once this crisis ends. For many businesses, the crisis could represent an opportunity to do the right thing, and as a result develop relationships with new customers.

Based on evidence the CMA has received since it launched its Taskforce, the largest price increases, as well as the largest number of price complaints, concern hand sanitiser, with a median reported rise of just under 400%. The average reported increase across all reports, covering products such as paracetamol, flour, meat, toilet roll, rice and eggs is 160%.

If customers have been affected by price rises, they can report poor business behaviour to the CMA using its online form to report businesses. In addition, the CMA urges retailers to report examples where prices are being raised because of increases in supplier costs through the same form.

To set this in context the CMA asserted that the proportion of shops reported for price increases is a small minority in all nations: seven in every thousand in England, and two in every thousand in the other nations of the UK.

The issue has now also been addressed with a letter sent to the Secretary of State at the Department of Business, Energy and Industrial Strategy from the Tyne and Wear Joint Trading Standards Committee.

No Cold Calling Zones

No Cold Calling Zones aim to decrease doorstep crime incidents by specifying a Zone in which doorstep callers are not welcome. Zones are usually defined by window stickers placed in the doors or windows of homes within the Zone area.



Zones range in size in Newcastle to those containing flats within a residential care home through to thousands of homes in a residential estate. They are set up either in response to incidents, local intelligence, or on request - but all follow a comprehensive consultation process.

Zones should meet the three criteria before they can be set up:

- a history of doorstep crime or distraction burglary
- a vulnerable population
- a defined geographical area

The No Cold Calling Zone is an area in which residents have stated they do not wish to receive unsolicited visits to their homes (cold calls) from businesses. The zones are set up by the City Council's Trading Standards Service working in partnership with Northumbria Police and Safe Newcastle.

The main aim of the zones is to reduce the number of unwanted and uninvited callers to households soliciting services or goods, which in turn reduces the number of criminal or civil law offences committed against Newcastle residents.

There are currently some 49 such zones now implemented in Newcastle which cover some 47,668 households in Newcastle across some 23 wards. Extended zones have recently been implemented in Kenton, South Jesmond and Chapel wards.

The Trading Standards Service continues to look towards the implementation of some further No Cold Calling Zones (NCCZ).

For full details relating to the zones, including maps outlining the extent of the zones, please visit our website at www.newcastle.gov.uk/tradingstandards or email tradingstandards@newcastle.gov.uk.

Personal Protective Equipment

During the pandemic from March 2020, it became very clear that the demand for PPE, significantly increased and Trading Standards services working in partnership with Government, dealt with a number of complaints that certain businesses were not following the legislative provisions in respect of the safety of certain PPE including face masks.

Guidance relevant to face masks that are regulated under PPE, and Medical Devices (MD) legislation and face coverings regulated under the General Product Safety Regulations 2005.

There are three different categories of products, as follows:

- Face masks that are designed to protect the wearer, and are subject to the requirements of the PPE regulations;
- Surgical face masks, that are intended to protect others (the patient) from the wearer and are subject to the requirements set out in the Medical Devices regulations; and
- General purpose face coverings, that are not PPE or Medical Devices, these are regulated by the General Product Safety Regulations.

The relevant legislation is EU Regulation 2016/425 on Personal Protective Equipment (the PPE Regulation). PPE must meet the essential health and safety requirements that are set out in Annex II of the PPE Regulation.

PPE is defined by the regulations as “equipment designed and manufactured to be worn or held by a person for protection against one or more risks to that person’s health or safety; interchangeable components for this equipment, or connection systems that are not held or worn but are designed to connect that equipment to an external device or to a reliable anchorage point, that are not designed to be permanently fixed and that do not require fastening works before use.”

The regulations establish three categories of PPE, based on the severity of hazard that the equipment offers protection from, rather than the complexity of the PPE itself. These categories are:

- Category 1: PPE that protects from simple or minimal risks, these are listed in Annex 1 of the Regulations. Manufacturers are able to self-declare conformity. Examples of this category include items such as sunglasses and washing up gloves.
- Category 2: PPE that does not fall into categories 1 or 3. These products requires ‘type approval’ by a notified body, and manufacturers are able to self-declare on production control. The notified body number is not required on the product. Examples of this category include high visibility jackets, bicycle helmets, hardhats and oven gloves.

Personal Protective Equipment continued

- Category 3: PPE where the hazard may cause serious harm to the health and safety of the user and includes hazards such as biological agents as listed in Annex 1 of the PPE Regulation. Products must normally be 'type approved' and the production control system must be reviewed by a notified body, either through audit or sample testing. Examples of this category include items such as respirator masks and life jackets. All PPE for specific use to protect against the risk of COVID-19 including respiratory face masks, is category 3 PPE.

PPE in the context of COVID-19: easements

The Government has put in place two regulatory easements in relation to COVID-19 PPE from the requirements set out in Regulation EU 2016/425 and issued revised guidance on PPE within the context of COVID-19.

For a limited time, to speed up supply of essential equipment, COVID-19 related PPE can be placed on the market before it has completed conformity assessment procedures, provided it meets essential health and safety requirements in line with Regulation EU 2016/425. However, manufacturers must have contacted a notified body and have begun conformity assessment. The notified body must be in a position to support the claim that the product meets the essential health and safety requirements.

The second easement, also for a limited time, is that any COVID-19 related PPE that is being procured by the Government/NHS for use by healthcare workers does not need to be conformity assessed, providing it has been manufactured either in line with a relevant European Standard, in accordance with a standard referenced in the WHO guidelines or to an alternative technical solution that delivers adequate safety. Equipment procured in this way will be assessed by the MSA, the Health and Safety Executive, against the essential health and safety requirements to ensure it is safe and effective. PPE procured in this way must be offered through the official channels, with contact made through the GOV.UK webform. This route is best suited to large-scale manufacturers.

Within the context of COVID-19, small businesses, individuals, and organisations such as charities and schools are offering PPE for donation or sale. This includes 'home made' sewn or 3D printed PPE for both workplace and personal use. If such equipment is intended to provide protection and is PPE, OPSS made it clear that such equipment is subject to the same regulations and market surveillance activities as PPE imported and manufactured in any other way.

Officers dealt with a number of enquiries from businesses which had switched to manufacturing PPE and also responded to intelligence received from the OPSS which expressed concerns where suspected illegal PPE had been imported into the UK.

Loansharks

The City Council's Trading Standards service is continuing to work with the England Illegal Money Lending Team (IMLT) to steer residents away from borrowing from loan sharks.



A loan shark is someone who lends money illegally without the correct authorisation from the Financial Conduct Authority (FCA). Loan sharks normally appear friendly at first, but this behaviour soon changes once monies are owed.

It's easy to fall in to the grip of a loan shark; they seem like friendly people at first, someone who you might refer to as a close neighbour or colleague. You might find yourself short for money during the festive season but borrowing from a loan shark could result in you paying back significantly more with extortionate interest rates and threats included. When taking out a loan from an illegal money lender, you will be left in the dark, not knowing much how much money you owe or the amount of interest you're being charged on the loan as often no paperwork is given.

We understand it can sometimes be scary to ask for help, but if you call the England Illegal Money Lending Team's hotline on 0300 555 2222, you can speak to a member of the team anonymously or in confidence. They are there to help, not judge, and will let you know what your options are so you can decide what to do.

In some cases, loan sharks have been known to resort to the most extreme methods to enforce repayment from borrowers. This has involved victims being subject to intimidation, threats and violence, leaving many frightened to leave their own home.

Loansharks continued

The England Illegal Money Lending Team (IMLT) can help people who have been a victim of a loan shark. The national team are a law enforcement agency who work with local Trading Standards authorities across the country to investigate and prosecute illegal money lending and related offences. The team have previously prosecuted loan sharks for other forms of criminality, including drug offences, kidnap and even rape.



The 50-strong team are made up of Investigators who work endlessly to bring loan sharks to justice and LIAISE officers who protect and support victims, and work with several partner agencies to raise general awareness of the issue.

The IMLT have secured more than 380 prosecutions for illegal money lending and related activity, leading to nearly 328 years' worth of custodial sentences. They have written off nearly £72.5 million worth of illegal debt and have helped over 27,000 victims.

Residents are urged to never borrow money from someone if they:

- Have been provided with no or very little paperwork on loans
- Have had debts randomly increase or have had additional amounts added to a loan unexpectedly.
- Have personal items taken as security on a loan (passport, driving license, bank cards)
- Have been subject to intimidation and threats by the money lender.

Residents can check if someone is authorised to lend money by visiting the Financial Conduct Authority's website and searching for a company, person or postcode through their register.

To get help with debt and budgeting, visit your local Citizens Advice Bureau. If you need a cash loan or would like to open a savings account in preparation for Christmas, visit <https://www.findyourcreditunion.co.uk/> to find your nearest credit union.

The message is clear- what may seem like a small loan to tide people over, could end up costing them well into the New Year and beyond. The effect is not just financial; the impact on the lives of victims and their families can be horrific.

Single Use Plastics

Following the implementation of the Environmental Protection (Plastic Straws, Cotton Buds and Stirrers) (England) Regulations 2020 (SI 2020 No. 971), businesses must not supply or sell single-use plastic:

- straws and cotton buds to end-users in England (you can continue to supply single-use plastic straws and cotton buds to other businesses)
- drink stirrers to end-users and businesses in England

The ban applies to all businesses that supply these products, including manufacturers and retailers.

If you do not stop selling or supplying these items, you could be fined. Your local authority will set the fine.

If businesses bought them before 1 October 2020, you can continue to supply or sell leftover supplies of single-use plastic straws, cotton buds and drink stirrers until 1 April 2021.

If you bought them after 1 October 2020, you must not supply:

- plastic straws or cotton buds to end-users
- drink stirrers to any customers

After 3 July 2021, you must not supply drinks products with single-use plastic straws attached to the packaging.

A single-use plastic:

- straw is made wholly or partly from plastic and is not designed or intended to be reused
- cotton bud is a rod made wholly or partly of plastic with cotton wrapped around one or both ends and is not designed or intended to be reused
- drink stirrer is made partly or wholly of plastic and is designed and intended for stirring drinks

Alternatives to single-use plastic

You can still supply and sell:

- single-use straws, cotton buds and drink stirrers made from other materials
- reusable alternatives

Some paper straws contain adhesives containing plastics within the inner lining of the straws. These are an acceptable alternative to plastic drinking straws.

Exemptions to the ban on single-use plastic straws

There are some exemptions to the ban on supplying plastic straws. This is so that disabled people or those with accessibility needs can still use them.



Registered pharmacies exemption

Registered pharmacies can supply single-use plastic straws. Pharmacies must not:

- display straws to customers
- advertise single-use plastic straws to customers in store - pharmacies can advertise them online

Catering establishments exemption

Catering establishments can supply single-use plastic straws with food and drink for immediate consumption, but must:

- keep straws where customers cannot see them or help themselves to them
- only give straws to customers that request them
- not offer them to customers either verbally or in writing

A catering establishment is any of these businesses that supply food or drink ready for consumption without further preparation:

restaurant

canteen

club

public house

Illegal Tobacco Enforcement



As part of the City Council's Trading Standards Service commitment to the regional illegal tobacco campaign and in support of our work contributing to the "Smoke Free Newcastle" strategy from April 2019 to October 2019 the Service has seized **almost 100,000** illegal cigarettes and **15 kilograms** of illegal hand rolling tobacco during a series of raids. These raids involved inspections of some businesses, residential premises and vehicles.

The latest raids were prompted by several tip offs from members of the public and from the legitimate trade.

A survey published by the tobacco office Fresh found that 54 per cent of children aged 14 and 15, who smoke, say they buy illegal tobacco from sources like "tab houses" and shops, while 73 per cent say they have been offered illegal tobacco.

Ailsa Rutter, Director of Fresh said "Our research has found that illegal tobacco sellers will sell to kids of any age. It's about 54 per cent of the 15-year-old smokers who, when we surveyed them, said they were buying illegal tobacco, so we really don't want our kids getting hooked".

If you have information regarding the sale and distribution of illegal tobacco in Newcastle, please phone 0300 9990000 or visit keep-it-out.co.uk

Scams are schemes to con you out of your money. They can arrive by post, phone call, text message or email, or from someone coming to your home.

Common schemes include:

Car matching

You place an advert to sell your car and get a call to say an immediate buyer has been found. You are asked to pay an upfront fee which you are told is refundable if the car isn't sold. The car isn't sold, and you aren't refunded.

Doorstep electricity meter credit

If you use a pre-payment meter you are offered cut-price electricity. For example, £50 of electricity is offered if you pay just £25.

Criminals then use cloned keys to top up energy credit illegally. Electricity companies don't get paid for energy used, and you end up paying for the energy twice – first to the fraudsters and then to the company at the correct rate.

Never buy electricity from someone who knocks at the door. Electricity is not sold in this way by companies.

Prize draws, sweepstakes and foreign lottery scams

You're told that you've won a prize in a competition that you haven't entered. To claim the prize, you have to pay an administration fee. You pay the fee and either get back nothing or get something worth less than the fee you've paid.

Miracle health cures

Miracle health cures or 'scientific breakthroughs' offer you health products to cure a problem such as arthritis, diabetes, or cancer, or to help you lose weight. The seller often promises a no-risk money-back guarantee or a free trial. There are often quotes from doctors and happy customers.

These types of products and medicines are unlikely to do you much good and might even harm you. Talk to your GP before you buy any of these products.

Subscription traps

You see an online advert for a free trial of a product (these are often beauty or health related product like face creams or slimming pills). The advert may be on a reputable site or appear as a pop-up. You enter your card details to pay for postage and packaging but end up being debited large amounts on a regular basis.

You have unwittingly agreed to a 'continuous payment authority' (CPA) - this is an agreement which authorises traders to take money from your account. You might not get your goods, or they might not do what the advert claims.

To report any concerns on scams contact Citizens Advice Consumer Service on 03454 04 05 06 or visit their website: <http://www.adviceguide.org.uk/>

Allergens

Food allergies and intolerances are life changing. In the UK they affect around 8% of children and 2% of adults. In December 2014, the law on how allergen information is provided by food businesses changed, to make it easier when buying food or eating out with an allergy or intolerance.

Under EU law, any prepacked food or drink sold in the UK must clearly state on the label if it contains the following ingredients:

- celery
- cereals that contain gluten (including wheat, rye, barley and oats)
- crustaceans (including prawns, crabs and lobsters)
- eggs
- fish
- lupin (lupins are common garden plants, and the seeds from some varieties are sometimes used to make flour)
- milk
- molluscs (including mussels and oysters)
- mustard
- tree nuts – such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans,
- pistachios and macadamia nuts
- peanuts
- sesame seeds
- soybeans
- sulphur dioxide and sulphites (preservatives that are used in some foods and drinks)

Food businesses also need to provide information on any of these 14 allergens used as ingredients for any food or drink sold without packaging or wrapped on site. It can be provided either in writing or orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be given.

The allergen information rules mean that:

- you can ask for information about 14 allergens, if used as an ingredient in the food you are buying, when you eat out
- you will see allergenic ingredients emphasised (for example, using bold, italics or colours) on prepacked foods

Food businesses are required by law to provide allergen information on 14 specific allergens. If you ask for this information and they fail to provide it, you can speak to the manager of the food business, and if you are still not satisfied, you can report it to the Food Safety Team on 0191 278 7878 or email psr@newcastle.gov.uk.

Animal Licensing

On the 1 October 2018 the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 came into force.

The new Regulations provide for the licensing of anyone involved in selling animals as pets, proving or arranging for the boarding of cats, hiring out horses, breeding dogs and keeping or training animals for exhibition.



The City Council is the licensing authority for the new legislation, which has replaced the previous registration under the Performing Animals (Regulation) Act 1925, or a licence under the Pet Animals Act 1951, the Animal Boarding Establishments Act 1963, the Riding Establishments Act 1964 or the Breeding of Dogs Act 1973.

If any business requires further advice on this important legislative change, please contact the Trading Standards service via email:

tradingstandards@newcastle.gov.uk

Halloween Costume Safety

The City Council continues to raise public awareness of the dangers surrounding Halloween costumes.



Scary but Safe
Don't give yourself too much of a fright this Halloween night.

See that the costume fits properly to avoid trips and falls
Always check costumes for a CE mark, instructions and safety information
Flames should be kept away from the child and costume, or use LED lights
Ensure any masks or hoods don't stop the child from seeing, or breathing

NATIONAL TRADING STANDARDS
Protecting Consumers
Safeguarding Businesses

Department for
Business, Energy
& Industrial Strategy

CFOA
Chief Fire Officers
Association

BRITISH
TOY &
HOBBY
ASSOCIATION

ROSPA
accidents don't
have to happen

The campaign will inform consumers of the need to buy fancy dress and Halloween costumes from legitimate sources, and check costumes carry appropriate safety labels. Consumers must be aware of the potential dangers that come with fancy dress clothing, especially involving children and open flames.

The key messages of the campaign are as follows:

- Keep children in fancy dress away from naked flames
- Always buy from legitimate sellers and check labelling for safety markings such as the CE mark.

The main rules concerning the sale of fireworks are as follows;

- It is illegal to supply category F2 and category F3 fireworks (including sparklers) to any person under the age of 18, except category F1.
- It is illegal for anyone under the age of 18 to possess category F2 and F3 fireworks in a public place.
- The same penalty applies for breaking down boxes of fireworks to sell fireworks individually.
- If selling category F2 or F3 fireworks, the statutory notice must be displayed
- Businesses selling fireworks must display safety leaflets featuring the Firework Code,
- Businesses could face a fine and/or up to three months in prison if they break the law.
- Businesses must know what is classed as a firework and who you can sell to
- Sparklers are also classed as fireworks and cannot be sold to anyone under 18. Sparklers must be marked 'Warning: not to be given to children under five years of age'.

Know your stock

Fireworks are measured by Net Explosive Mass (NEM), not by price or weight. Businesses must keep a record of the amount of stock they have (by NEM).

Businesses must now also provide the Fire Service with a plan of their building showing the exact place of storage, only that store will be licenced, the fireworks cannot be stored anywhere else without the approval of the Fire Service.

Know your limits

A fireworks licence (without separation) will allow you to store up to 250kg NEM. A licence (with separation) will allow you to store up to 2,000kg NEM under certain circumstances. Do not exceed these limits. To gain a licence to store fireworks please visit www.twfire.gov.uk/community-safety/Business

Businesses could face a fine and/or up to 2 years in prison if you break the law.

Know the dates

Your licence is to STORE fireworks only and you can only SELL fireworks between specific dates:

Event/Dates

- Bonfire Night 15 October – 10 November
- New Year 26 – 31 December
- Diwali - The first day and three days before
- Chinese New Year - The first day and three days before

Illegal Firework Sales continued

Know what you are selling

Your licence allows the storage of Hazard Type 4 (HT4) domestic explosives. You only must have one Hazard Type 3 (HT3) to mean all your stock is classed as HT3, which have much greater restrictions.

Know how to protect your neighbours

You are limited to 75kg NEM of HT4 fireworks if you are next to or in the same building as domestic/sleeping accommodation.

Removal and disposal of commercial waste

It is a criminal offence to dispose of waste illegally. Leaving large quantities of combustible materials in and around your business poses a risk to your property. This could lead to potential arson attacks and materials may be used to start illegal fires in the surrounding area, especially during the Bonfire period.

All businesses should have a waste disposal contract in place. If your waste is above and beyond your normal levels of waste during the Bonfire period, you will need to decide to have it removed by a registered waste carrier.

You could be prosecuted if you do not use a registered waste carrier, or if your waste turns up dumped or burnt. Always ask to see their registration certificate and take a note of the name of the collector and details of their vehicle. You can do a validation check on-line at <https://environment.data.gov.uk/public-register> or over the phone on 03708 506 506

Fly-tipping

Rubbish which is fly-tipped can be ignited. Fly-tipping is illegal, and the penalties are:

- Fixed penalty notice of between £150 - £400
- Summary conviction – maximum fine of £50,000 and/or a 12- month prison sentence.
- On conviction or indictment – an unlimited fine and/or a 5- year prison sentence.

How to report fly-tipping

If you have information about fly-tipping, contact Newcastle City Council on 0191 2787878

- If anyone witnesses a person using a vehicle to fly-tip waste and the offence is on-going, contact the Police on 101.
- If the waste appears to be hazardous or is in/near a watercourse, contact the Environment Agency emergency hotline on 0800 807060.
- The person taking your call will need to know as much information as possible such as the date, time and location of the fly-tipping.

Never put yourself in danger either by handling the rubbish or confronting the fly-tippers.

Consumer advice

If you buy something from a shop, or agree for a person or business to do some work for you, the law gives you certain consumer rights. These are there to protect you from being treated unfairly by a trader or when things go wrong with your purchase.

For example, you may have had a poor standard of work from a builder, if you have having problem switching energy suppliers, or if a shop is refusing to take back a faulty product.

In these instances, the **Citizens Advice Consumer Service** provide the resident of Newcastle upon Tyne with advice and assistance on the behalf of Trading Standards. You can contact them by telephone on 0808 2231133 or by visiting their website at www.adviceguide.org, which contains guidance on the likes of purchasing a vehicle, problems with furniture, or buying goods over the internet.

If for example a trader is found to be persistently misleading consumers, or fraudulently trading, the information is then referred back to Trading Standards who will undertake a full criminal investigation.

Newcastle upon Tyne Citizens Advice also provides an advice service on consumer issues, debt, housing, employment and benefits, amongst others.

They can be found at 4th Floor, City Library, Charles Avison Building, 33 New Bridge Street West, Newcastle upon Tyne, NE1 8AX, or can be contacted on 0344 245 1288. Newcastle upon Tyne Citizens Advice have a website www.citizensadvice-newcastle.org.uk and a contact email of citycab@newcastlecab.org.uk .

The **Northumbria University Student Law Office** offers free legal service to members of the public facing a range of legal issues. The service is provided by students who are supervised by qualified professional lawyers from the School of Law staff. The law office deals with over 800 cases annually and have successfully concluded a number of high profile cases. They can be contacted by telephone on 0191 227 3909 or by email at la.studentlawoffice@northumbria.ac.uk Please note this service is available during term time only.

Consumer champion **Which?** have a website which.co.uk that provides free resources on consumer issues and a number of buying guides and reviews to help consumers how to get the best value for money or provide assistance when problems have occurred. Some of this information may be available by way of their subscription service.

For more information on how to contact Trading Standards

tradingstandards@newcastle.gov.uk

Animal Health and Citizens Advice Consumer Service 0808 2231133

Report crime online anonymously at www.newcastle.gov.uk/tradingstandards

If you need this information in another format, please email Trading Standards at tradingstandards@newcastle.gov.uk .