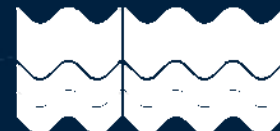


tsconnect



Trading Standards. Inform. Support. Protect.

Keeping you up-to-date with all the latest consumer and business related topics.

Issue 18 – February 2012



The Trading Standards Team,
based at St Mary's House.

Welcome to the Trading Standards E-newsletter!

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Latest news

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Looking for a
reliable,
honest
business?
Check out...

Telephone scammers claiming to represent the OFT

Consumers are being contacted by people claiming to represent the Office of Fair Trading (OFT).

Consumers are being told that the OFT can reclaim bank or other charges such as payment protection insurance for them. People may be told that this service requires an upfront fee to be paid by money transfer or that they need to disclose their bank account details some consumers have been asked to pay between £100 and £200.

The OFT is warning people not to pay money to bogus telephone callers claiming to be from the Office. These callers have no connection with the OFT and the Office never ask people for money over the telephone.

If you receive a telephone call from the OFT asking for money, this is a scam and you should not pay if you have been contacted in this way call consumer direct on 08454 040506.



Got a
problem?
Need advice?



Help Trading Standards track down the scammers

For the fifth time, the County Council's Trading Standards team is running a 'Scamnesty' campaign across East Sussex. The County Council is urging people to hand any scam mail that they receive during February 2012 to their local library.

Councillor Carl Maynard, Lead Member for Economy, Transport & Environment says the issue continues to be of real concern. He said: "Misleading mailings make false promises of huge bogus lottery wins or other high value prizes, but they always insist on payment to the sender before any winnings can be claimed.

"Targets of these scams – often the elderly or vulnerable - can find themselves on the receiving end of wave after wave of letters, with some being sent up to 600 misleading letters a month from across the world. Those that fall victim to the mailings can send off hundreds of pounds a month over many years and despite the riches promised in each letter, they never win a penny."

Councillor Maynard is asking for people to help again this year "In recent campaigns, our residents and businesses have given us thousands of examples of scams. This has helped us to see how big the problem is and identify the multitude of different scams doing the rounds and the scammers behind them."

For further information or advice please call consumer direct on 08454 040506

New way to stop unwanted mail

A new free-to-use website is being set-up as part of a joint Defra and direct marketing industry deal so householders can opt-out of receiving all types of advertising mail.

This new up to date website will replace the current out-dated system, where households have to register on three separate websites or apply by post to stop the different types of unwanted mail from being delivered.

The website, which is scheduled to go live in April 2012, is just one aspect of a wide-ranging agreement that Defra has struck with the Direct Marketing Association who are the professional body representing the UK's direct marketing industry.

This three-year agreement will see the industry undertake a number of initiatives to contribute to the government's plans to move towards a zero-waste economy.

This will hopefully also discourage those companies hand delivering leaflets and brochures and fast food menus to respect "no junk mail" signs and only deliver what people want.

For more information visit www.defra.gov.uk/news/2011/11/01/unwanted-advertising-mail



The end of tobacco displays

As of the 6th April 2012 a new law regarding the display of tobacco in shops will be introduced and will have the following effect

- Supermarkets and other large shops will no longer have cigarettes and other tobacco products on display, except when serving customers or other tasks where the tobacco will have to be revealed.
- Anyone going to buy cigarettes may be asked for ID because staff will no longer be allowed to show cigarettes or other tobacco products to anyone under the age of 18 years of age.
- Tobacco price lists will also have changes as they now have to be in a plain format with no tobacco branding on them.

The law is being introduced to reduce the amount of young people who are encouraged by these displays to try smoking and also to help adults who are trying to quit.

Over 80,000 people die from smoking every year and more people die of smoking than any other preventable cause, each year alone in England 320,000 children under 16 years of age try smoking.

Removing these tobacco displays is one initiative to reduce the uptake of smoking amongst young people and to support adults who are trying to quit, these government plans are set out in "Healthy lives, Healthy People: A Tobacco Control Plan for England".

All Cigarettes in the UK must have tax paid on it and must also contain a health warning which must include a picture to find out more about this visit

Directgov

To get help or advice on quitting smoking you can visit

smokefree.nhs.uk

Or you can call them on 0800 022 4332



All Shops will have to change but smaller shops will not have to cover up their cigarettes and tobacco products until 6th April 2015, This is because the government are trying to help small businesses by having a three year freeze on new regulations for them.

To find out more visit www.dh.gov.uk

Focus on...CDS Energy

The CDS (Corin Dudley Services Ltd) team have been fulfilling their client's electrical requirements for the last two decades. With their wealth of technical expertise they have researched the best energy saving technologies and are delighted to offer these to reduce your carbon footprint, our ethos "Save energy, Save money, Save the environment".

CDS Energy Saving Experts provide a wide range of products and services to deliver efficient money saving solutions including; Solar Photovoltaic, Solar Thermal as well as Heat Pumps, Voltage & Current Optimisation and Energy Efficient Lighting. CDS Energy brings together some of the latest 'sustainable renewable' technologies, working with our very own award winning engineering team and carefully selected partners.

CDS are MCS (Micro Certification Scheme) accredited providing customers with the peace of mind and assurance that their project will be handled professionally.

For more information about Corin Dudley Services Ltd please visit www.cdselectrical.com.

To find out more about CDS energy please call 01323 734162 or email them at info@cdsenergy.co.uk



Focus on...Coast Care Homes

If you would like to contact Coast Care Homes You can call them on 01424 213433 or you can visit www.coasthomecare.co.uk



Coast Care Homes Limited has been providing care for older people since 2004. Their domiciliary care service started operating in April 2011.

They are experts in the care of older people, understanding the need for them to remain independent, whilst being able to access fulfilling hobbies, travel and social outings. They are able to give as much assistance as required, just a helping hand is often favoured, Each client have personalised care and can be reassured that staff have initial and ongoing training, regular supervisions by managers and are subject to rigorous security checks and references prior to working for us.

It is imperative for older people to know that they can trust us to deliver a discreet, confidential, reliable service and that we have been through a very thorough application process including interviews, assessments and references in order to gain this accreditation.

East Sussex County Council

Trading Standards St Mary's House, 52 St Leonards Road, Eastbourne, East Sussex, BN21 3UU
Tel: 01323 463420 or Email: trading_standards@eastsussex.gov.uk.
Or visit www.eastsussex.gov.uk/business/tradingstandards/.

This e-newsletter is compiled by East Sussex County Council Trading Standards Service, we hope you've enjoyed it! Should you not wish to receive tconnect anymore or have any feedback please email Nathan.Khan@eastsussex.gov.uk



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