

★ JOIN THE FIGHT ★

Suffolk Consumer Champion
Weekly Bulletin

This week's top features



This week the BBC reported on what was dubbed as "killer car seats" being sold on platforms such as Amazon and eBay.

The consumer group Which? have found that although the seats had been removed from sale in 2014 after tests showed they lacked the support needed to protect babies and toddlers, the seats had repeatedly re-appeared for sale on online marketplaces ever since.

The fabric seats, which can cost as little as £8, offer almost no protection in a crash and

are illegal to use in the UK.

Approved seats carry a clear orange label with the codes ECE R44-03, ECE R44-04 or ECE R129 to indicate they have been put through EU safety testing and can therefore be legally sold on the UK market.

[See the full BBC report here](#)

If you see a dangerous car seat being sold, or have purchased one that you have concerns about, please contact Trading Standards via the national Citizens Advice Consumer Service helpline on 03454 040506.



Nottingham Knockers have been reported calling at properties in the Woodbridge area.

These individuals knock at doors and claim to be ex-convicts attempting to mend their ways, before trying to sell the householder everyday household products at very high prices.

Trading Standards always advise residents to refrain from buying at the doorstep and not to buckle to pressure from salespeople offering supposedly one-off 'buy it now' low prices.

These Nottingham Knockers work in groups across the country but they are not involved in any officially recognised offender rehabilitation programme and many do not possess Pedlar's Certificates, which are issued by police and are necessary for salespeople to be legally allowed to sell door-to-door.

If you are approached at the door, please refuse to buy and then report them to us via 03454 040506 or to Suffolk Police on 101.



Suffolk and Norfolk County Council Trading Standards marked Valentine's Day by raising awareness of romance scams and what can be done to tackle them.

The event explored the wider financial, emotional and health impacts of romance scams,

as well as some of the reasons people fall victim to scams, for example those who feel socially isolated and lonely.

A romance scam is typically a confidence trick where scammers pull on victims' heart strings who are ultimately convinced to send money to the scammer. The scammer will gain the victim's affection and use that goodwill to commit fraud. The scam can be elaborate, personal and can last for years.

Councillor Richard Rout, Cabinet Member for Environment and Public Protection at Suffolk County Council said:

“Events like today are incredibly important to make people aware of these scams and their growing sophistication. Anyone can fall victim to these scammers as they often come across as incredibly genuine, but we must keep on our guard and look out for friends, family and neighbours, particularly those who live alone or are vulnerable.

“The council has a duty to protect the public. By bringing together over 100 delegates from more than 60 organisations to this conference, we hope many more people are now aware of how romance scammers operate and the signs to look out for. By sharing this knowledge with our colleagues and networks, we can hopefully save more people from financial loss, emotional upset and inevitably poor health.”

One recent example saw a retired vicar conned out of £8,000 following years of handwritten correspondence with who he thought was a mother with HIV, living in Uganda. It wasn't until he happened to read a magazine article about other people's identical experiences, that his suspicions were raised. He contacted the National Trading Standards Scams Team who confirmed it was a scam and there was likely to be no lady.

The common thread amongst the conference speakers was that the general misconception is that scam victims are foolish or gullible, when in fact many victims are everyday people making reasonable decisions. Scammers use incredibly sophisticated methods to target victims and use emotion and language to manipulate them.

The scam letter, email or message that you may receive is usually the tip of the iceberg to much more complex, organised crime. Often, the criminal network is international and worth billions of pounds, which can be used to fund further criminal activity, for example the purchase of weapons.

The conference, held at Trinity Park in Ipswich, heard from renowned speakers such as Dr Elisabeth Carter (Senior Lecturer in Criminology, University of Roehampton), Professor Keith Brown (Director of the National Centre for Post Qualifying Social Work and Professional Practice at Bournemouth University), Anna Crispe (Head of Knowledge and Intelligence at Suffolk County Council), Richard Clarke (National Trading Standards Scams Team Investigator) and Paul Maskall (Cyber Security and Privacy Consultant).

It was funded using confiscated proceeds of crime, which is money recovered from successful criminal convictions.

If you believe you are a victim of a scam, or know someone who has been targeted, you can report it to the national Citizens Advice consumer helpline on **03454 04 05 06** or via their [online reporting form](#).





**PRODUCT
RECALL**



Lidl is recalling Mister Choc Choco & Caramel Bars, 6 Pack because some bars have been packed in incorrect packaging. Some packets labelled as Choco & Caramel bars may contain Caramel Peanut Bars which contain peanuts which are not mentioned on the label. This means the product is a possible health risk for anyone with an allergy to peanuts.

There have been a number of other allergy alerts this week, and as such we urge you to ensure anyone you know who has a food allergy checks the list on the Product Recall link below.

[Product Recalls](#)

[Fraud and Scam Advice](#)

Consumer Rights

Friends Against Scams

Become a Consumer Champion

If you need advice, or want to report a scam or rogue trader, call us via 03454040506.



[Privacy Policy](#)

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You are receiving this email because you chose to help Suffolk Trading Standards "Join The Fight" against scams and rogues.

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