

Item 10 – Appendix D: Feedback from Victims of the Company Sentenced for Unfair Trading

Members will hopefully have read the [press release](#) issued on 16th May 2024 about ESE Group Limited (formerly known as ESE Services Limited) and two of its former sales representatives who were sentenced at Reading Crown Court having entered guilty pleas at previous hearings to a range of matters relating to solar systems maintenance.

The two employees were handed suspended prison sentences and ordered to undertake rehabilitation activity.

Following the sentencing hearing, the total amount payable by ESE Group Limited related to their offending amounted to in excess of £1.4 million. This included compensation for the remaining victims making a total recovered for the victims of ESE Group Limited of £326,317.85.

Members will be aware that we always attach a list of compliments received during that quarter to the quarterly performance report to highlight the positive impact the work of the staff in the Public Protection Partnership has had on our residents.

We have received a significant number of ‘thank yous’ to Martin Woodley and the Investigations Team and Beth Varcoe and her colleagues in the Legal Services Team involved in this case.

Unfortunately, all but the last two, were received too late to include in the paperwork issued for the Joint Public Protection Committee meeting on Monday 10 June 2024.

We felt that on this occasion it would be appropriate to circulate these additional comments now rather than waiting to include them in the October paperwork.

It should be noted that the first complaint regarding this matter was received in 2018. There were significant delays in getting this case through the court system (which were severely impacted by Covid).

Thank You from an Officer in the Heart of the South West Trading Standards Service:

“You and your team deserve a huge medal! Excellent result & very well done”.

Thank You from Victims

“Thank you for your latest e-mail. I am most grateful to you and your team for all your efforts over such a long time. You may be pleased to know that although

on end of life care, T was quite lucid yesterday. Therefore it was great to be able to give him the good news. He understood, was delighted and so pleased that I have the compensation. You made it! “

“Thank you so much for all your persevering in this matter I am most grateful.”

“Thank you Martin for your hardworking.”

“Many thanks for all your hard work.”

“I would like to express our gratitude to you and your team for all of your hard work for our Aunt.”

“Although I am not in line to receive compensation I would like to express my thanks for all the hard work you and your team have put into this case, it certainly has been a long haul and you must be delighted to have had such a satisfactory outcome Also many thanks for keeping us all up to date with what was going on.”

“Well done Martin! It took a while to get anyone interested in dealing with this rogue organisation. But you saw it through. Thank you!”

“Well Done and Great Effort to you and your team!! “

“Dear Martin – Although I was not affected financially and suspect that my involvement was only a tiny positive factor in this undertaking, I am very grateful for the sensitive way you have pursued the case over such a long period. I do hope that there is sufficient publicity that one or two of the ungodly may decide that preying on innocent – often elderly – people is not a lucrative route to take. Many thanks for your commitment and very best wishes.”

“Thank you so much for the payment of compensation I have now received regarding ESE Ltd.”

“I am emailing to thank you for the payment of £X into my bank account, to thank you and everyone else who help for all your hard work over many many months sorting out the affairs of ESE Services Ltd, who did not keep to your trading standard’s rules.”

In a card : “To Martin Thank you for all your help. Best wishes X”