

Doorstep crime

Question 1

Who are doorstep criminals?

- a) Strangers who knock on your door and offer to do good work on your house or garden for a fair price
- b) Strangers who knock on your door to sell you something and give you your money back if you change your mind
- c) Strangers who knock on your door then lie, cheat and trick you into giving them money for work they say needs doing in your house or garden

Question 2

Who needs to be careful of doorstep criminals?

- a) Everyone
- b) Elderly
- c) Women

Question 3

If somebody knocks on your door, what should you do?

- a) Open the door straight away
- b) Lock your back door and put the chain on your front door before you answer it
- c) Tell them to go round the back

Question 4

If a caller says they have come to check the electricity, water or gas meters or say they are from the council, you should ask them to show you their ID card. What is an ID or identity card?

- a) A passport
- b) A card with the caller's picture, their name, name of the company where the caller works and telephone number
- c) A piece of paper which the person has written his name on

Question 5

You have checked the caller's ID and you are still not sure about them. What should you do?

- a) Let them in
- b) Give them your phone number to call you
- c) Ask them to come back when you have somebody else with you

Question 6

The caller says he has seen you need work doing on your house or garden and asks you to sign a form agreeing to have the work done and asks for cash. What should you do?

- a) Sign the form and give him a cheque
- b) Sign the form and let him take you to the bank to get the money
- c) Do not sign any forms and never give them money

Question 7

A salesperson knocks at your door and you agree to buy some books from them for £45. Later you decide you do not want the books. Can you change your mind and ask for your money back?

- a) No, you said you wanted them and have to keep them
- b) Yes, you can ask for your money back
- c) No, the salesperson said 'no refunds'

Question 8

You bought a Hoover from a doorstep seller. You have changed your mind and want to ask for your money back. How many days do you have to change your mind and ask for your money back?

- a) 30 days
- b) 14 days
- c) 7 days

Question 9

When you employ a trader to do work for you, like a builder or gardener, what important details should you get?

- a) Their name, address and contact telephone number
- b) Their mobile number
- c) Their bank details

Question 10

If you have agreed to buy goods or services from a doorstep seller and are worried or not sure what to do and need help, who should you contact?

- a) Do not tell anyone
- b) Contact Citizens Advice consumer service for advice and to report it to Trading Standards
- c) Pay for the goods or services, even if you do not want them

Question 11

You want some work done in your house or garden. What should you do?

- a) Give the work to somebody who knocks on your door looking for work
- b) Ask someone you have seen working on another house
- c) Look at the list of traders recommended by Trading Standards at www.checkatrade.com/kent or call 03330 146190

Food and hygiene

Question 1

Where should you store uncooked meat or fish in the fridge?

- a) Bottom shelf
- b) Middle shelf
- c) Top shelf

Question 2

How many times can you reheat food leftovers?

- a) Only once
- b) As many times as you like
- c) Never

Question 3

How often should you clean chopping boards or cooking utensils after using them for uncooked meat?

- a) Every time
- b) Never
- c) Once a week

Question 4

Some foods must be kept in the fridge to help stop bacteria growing. These include foods with a 'use by' date on the label. What does 'use by' mean?

- a) You can eat the food safely after the 'use by' date
- b) You must eat the food by the 'use by' date

Question 5

The Government advises us to eat a certain amount of portions of fruit and vegetables every day. How many?

- a) 3
- b) 5

Question 6

Too much salt is not good for our health. What is the maximum daily recommended amount?

- a) 6 grams (equals 1 teaspoon)
- b) 12 grams (equals 2 teaspoons)

Question 7

Is it safe to eat food after the 'best before' date written on the label of things like biscuits or crisps?

- a) No. You could be ill
- b) Yes. When the 'best before' date runs out it does not mean that the food could be unsafe, it just means it might not be as tasty

Question 8

Is it safe to wash chicken under the cold tap before cooking?

- a) Yes, you need to clean it first
- b) No, you could spread bacteria easily

Question 9

Should you wash all fruit and vegetables before you eat them?

- a) Yes, it will ensure they are clean and remove bacteria from the outside
- b) No, they are safe as they are

Question 10

When you cook burgers, sausages, chicken and pork, what should you check before eating?

- a) Check the meat is no longer pink in the middle and make sure it is piping hot
- b) Make sure they are brown on the outside

Question 11

Allergens must be listed on food labels. How many major allergens are there?

- a) 10
- b) 12
- c) 14

Home fire safety

Question 1

What phone number do you call for the fire service?

- a) 112
- b) 999
- c) 911

Question 2

How often should you test a smoke alarm?

- a) Once a week
- b) Once a month
- c) Once a year

Question 3

How often should you change your smoke alarm battery?

- a) Once a year
- b) Once a month
- c) Once a week

Question 4

What should you do if your clothes catch fire?

- a) Run around looking for water
- b) Drop, shout and scream
- c) Stop, drop & roll

Question 5

If you find matches/lighters lying around what should you do?

- a) Pick them up and put them in the bin
- b) Pick them up and take them to an adult
- c) Do not touch and go and tell an adult

Question 6

If you burn yourself what should you do?

- a) Cool and Call
- b) Put a plaster on
- c) Remove your burnt clothes

Question 7

What are the 4 emergency services?

- a) Fire, Police, Ambulance and the AA
- b) Police, Fire, Coastguard and RSPCA
- c) Ambulance, Coastguard, Fire and Police

Question 8

At night should the doors inside your house be:

- a) Open
- b) Closed
- c) It does not matter

Question 9

In the event of a fire at home what is the best and safest way out?

- a) Jump out of a window
- b) Your normal way in/out of your house
- c) Back door

Question 10

You need a phone charger. Where should you buy it from?

- a) A market
- b) Borrow one from a friend
- c) From the manufacturer or shop where you bought your phone

Shopper's rights

Question 1

You buy some shoes from a shop but when you get home you decide you do not like the colour. What rights does the law say you have?

- a) You can return the shoes with your receipt for a refund
- b) You have to keep the shoes as you changed your mind. (But they may be willing to offer to exchange them if you ask)

Question 2

You buy a clock from a shop but when you take it out of the box you see the hands have fallen off. What rights does the law say you have?

- a) You can take the clock back to the shop as soon as possible for a refund, as it is faulty
- b) You must try and fix it

Question 3

You buy a mobile phone and on the box it says it is white. When you get it home you find that it is a black mobile phone. What rights does the law say you have?

- a) You can take the mobile phone back to the shop, as it is not the same as the colour on the box
- b) You cannot take the mobile phone back, as there is nothing wrong with it

Question 4

You explain to a sales person that you want to buy a camera that takes good photographs of animals at night time. The sales person shows you a camera and says it would be perfect for what you want. You use the camera at night to take photographs of a fox, but the photographs are not clear and you cannot even see the fox. What does the law say you can do?

- a) You cannot do anything as it was too dark when you took the photograph
- b) You can take the camera back to the shop, as it did not do what you explained you wanted to use it for

Question 5

When you buy goods from the internet, a catalogue or by phone you have more rights and can change your mind and return unwanted goods. How many days do you have to tell the shop/business that you have changed your mind?

- a) 7 days after receiving the goods
- b) 14 days after receiving the goods

Question 6

You order a new jacket from a company on the internet. When it arrives it does not fit you. What rights does the law say you have?

- a) You have to keep the jacket, as it is your fault you ordered the wrong size
- b) You can cancel and return the jacket to the company for a refund

Question 7

A man you do not know knocks at your door and sells you some books for £50. When he has gone you change your mind and want a refund. What rights does the law say you have?

- a) You can get a refund if you spend over £42
- b) You cannot get a refund

Question 8

You see an Ed Sheeran CD for £2 at your local market that you would like to buy. Should you buy it?

- a) Yes, it is a bargain
- b) No, it is a fake

Social media and the internet

Question 1

You are going to join up to a website on the internet and you are asked to write a 'Profile'. What information is safe to put about yourself on your Profile?

- a) Your name
- b) Your date of birth
- c) Your address

Question 2

You need to make up a password for your profile. You do not want anybody to guess what it is. What should you do?

- a) Use your date of birth
- b) Use your name
- c) Use a mixture of numbers, characters and letters

Question 3

You have a profile page on Facebook. When posting anything, what is a good rule to remember?

- a) Never post any of your photos
- b) Never post anything you would not want your family or people you work with to see
- c) Never chat to your friends

Question 4

If someone is upsetting you badly on Facebook, what should you do?

- a) Write back something that will upset them too
- b) Try to ignore what they are saying
- c) 'Unfriend' or block them, to stop them getting in touch with you

Question 5

Emails can help you to keep in touch with people you know. What is the main rule to keep your email safe?

- a) Do not open emails or attachments from somebody you do not know
- b) Give your email to people you do not know well
- c) Reply to emails that are asking for information about you

Question 6

You receive an email from someone saying you are the lucky winner of a big prize in a competition. They are asking for your bank details and passwords so that they can put the money straight in your bank. What should you do?

- a) Quickly get your bank card and email them your personal details
- b) Ignore the email. Put it in your 'Junk' folder. This is a 'phishing' scam
- c) Forward the email to all of your friends

Question 7

You are signed up to Skype so that you can talk to your friends, video call each other or just type messages to each other. Somebody has got in touch with you and you do not want to hear from them again. What can you do?

- a) Block them and tell a trusted adult
- b) Tell them not to get in touch with you again
- c) Nothing

Question 8

You use Twitter to 'follow' a group that does things you would like to know more about. You have got a lot planned, including a holiday and want to Tweet all about it. What should you do?

- a) Tweet them all of the details of when you are going and how long you will be away for
- b) Do not Tweet anything
- c) Only Tweet them where you are or what you are doing AFTER you have done it

Safer independent pedestrians

Question 1

On average, how many people per day were injured on Kent's roads in 2014?

- a) 17
- b) 673
- c) 6,303

Question 2

Which of these people is a vulnerable road user? (Tick 2)

- a) A pedestrian
- b) A lorry driver
- c) A cyclist

Question 3

If it is dark or the weather is really bad, it can be difficult for drivers to see you trying to cross the road. What clothing should you wear so that it is much easier to see you?

- a) A warm black coat
- b) A hat
- c) Something bright, reflective or fluorescent

Question 4

Can you think of three safer places to cross the road?

- a)
- b)
- c)

Question 5

When you are trying to cross the road, there are things that can be in the way and make it difficult for you to see to cross the road safely. These things are called obstructions. Can you think of three things that would cause an obstruction and make it difficult to see to cross the road safely?

- a)
- b)
- c)

Question 6

There are things that can make you vulnerable when you are trying to cross the road. These things are called distractions. Can you think of three things that might distract you when you are trying to cross the road?

- a)
- b)
- c)

Who can help?

Question 1

Who would you ask if you wanted advice on where to fit a smoke alarm in your home?

- a) Trading Standards
- b) Kent Fire & Rescue Service
- c) Police

Question 2

Who would you complain to if your neighbour keeps playing loud music late at night and it keeps you awake?

- a) Post Office
- b) Kent Fire & Rescue Service
- c) Environmental Health

Question 3

Who would you telephone if you keep getting unwanted calls or texts?

- a) Environmental Health
- b) OFCOM
- c) Trading Standards

Question 4

Where would you go to get a form for a passport?

- a) Citizens Advice consumer service
- b) Trading Standards
- c) Post Office

Question 5

Who would you tell if a shop sells cigarettes or alcohol to young people under 18 years old?

- a) Trading Standards
- b) Kent Fire & Rescue Service
- c) Environmental Health

Question 6

Who would you tell if your bike is stolen?

- a) Citizens Advice consumer service
- b) Trading Standards
- c) Police

Question 7

Who would you phone if you have a problem with something you have bought from a shop?

- a) Citizens Advice consumer service
- b) Police
- c) Kent Fire & Rescue Service

Question 8

You receive a letter that says you have won a large amount of money. Your friend tells you it is a scam. Who do you tell?

- a) Post Office
- b) Citizens Advice consumer service
- c) Environmental Health

Scams

Question 1

You receive a letter saying you have won £15,000 in a prize draw. You have never entered a competition and never heard of the person who sent the letter. They ask you to hurry and send £25 for the 'release fee', or phone them with your bank details, so that they can send you £15,000. What should you do?

- a) Put the letter in the recycling bin
- b) Fill in the reply slip with your bank details
- c) Telephone the premium rate number on the letter

Question 2

You get a phone call from a lady who says she is from British Telecom. She says that you have not paid your telephone bill and if you do not pay immediately your phone service will be disconnected. What should you do?

- a) Quickly get your bank card and give her your bank details
- b) Do not listen to her and put the phone down
- c) Tell her to write to you and give her your address

Question 3

You get an email from someone called 'Magical Margaret'. She says in her email that she can see into the future. She says you need to send her £20 right away to buy a lucky necklace to keep you safe, or bad things will happen to you. What should you do?

- a) Buy the lucky necklace
- b) Tell all your friends to buy a lucky necklace too
- c) Ignore the email. Do not reply. Delete it

Question 4

You see you have a missed call on your mobile phone. You do not know the number, but it begins with 070 or 076. It looks like a mobile number and you are worried it might be important. What should you do?

- a) Ring the number to see who it was
- b) Ignore it. Do not phone the number. Delete it
- c) Text the number to ask who it is

Question 5

You receive an urgent email from your bank. It asks you to visit a website to update your account. Then you are asked to confirm your name, address, and bank account numbers and enter your security code and passwords. What should you do?

- a) Email them all of your private details
- b) Do not email, they are your bank and already know this
- c) Email them just your name and address

Question 6

You see an advert for 'Homeworking' in a local newspaper. They promise you can earn a lot of money by working from home and putting leaflets in envelopes. It says you just have to send £50 to get all of the information, but you must hurry. It sounds like a great idea, what should you do?

- a) Send £50 straight away
- b) Do not send any money
- c) Write to them to find out more

Question 7

You receive a catalogue from a company selling different things, like beauty products, medicines and food. They say you are a guaranteed winner and you will receive £50,000 if you order something from the catalogue. The things in the catalogue cost more than you will pay if you bought them from your local shop. But you would like to receive the money, what should you do?

- a) Put the catalogue in the bin
- b) Choose something to order so that you can be entered into the prize draw
- c) Give them a ring to find out when you will receive your money

Question 8

You find a free scratch card inside a magazine you bought. You scratch the panels and find you are a winner! To claim your prize you have to ring a number that begins with 090. The scratch card says you are a winner, so what should you do?

- a) Ring the number – you are a winner!
- b) Put the scratch card in the bin
- c) Give it to your friend for a present

Question 9

A company telephoned you to say that you have won a holiday for filling in a survey. All you have to do is go to a presentation. What should you do?

- a) Go to the presentation to collect your holiday
- b) Ask your family to join you on the holiday
- c) Put the phone down and ignore the call

Question 10

You receive a call from someone claiming to be a Police Officer. They say that your bank card has been cloned and they need to collect your card for evidence, along with the PIN number. They want to send someone round to collect your bank card. What should you do?

- a) Agree to them collecting the card and give them the PIN number
- b) Do not give them any details and put the phone down
- c) Ask them if they want other card details too

Age restricted products

Question 1

How old must you be before you can buy cigarettes or alcohol?

- a) 12
- b) 16
- c) 18

Question 2

How old must you be before you can buy spray paint?

- a) 12
- b) 16
- c) 18

Question 3

How old must you be before you can buy Christmas crackers?

- a) 12
- b) 16
- c) 18

Question 4

You may be asked to show proof of your age when you go in to a shop to buy an age restricted product, like alcohol or cigarettes. How could you prove your age to the shopkeeper?

- a) Tell them your date of birth
- b) Ask them to phone your Mum
- c) Show them your Proof of Age Standards Scheme card (PASS)

Question 5

Your friend is under 18 and she asks another person who is over 18 to buy her some alcohol. Is this legal?

- a) No, it is a crime
- b) Yes, it is ok
- c) It is ok, as the person is over 18

Question 6

Why are there laws around age restricted products?

- a) To spoil young people's fun.
- b) To safeguard the health of young people
- c) To make extra work for the shop manager

Managing money

Question 1

Someone telephones you. They advise you to upgrade your mobile phone and change to a different company. You tell them you still have 3 months left on your current contract. They say they will pay what is left of the contract and arrange for the new upgraded phone. What should you do?

- a) Agree and change contracts
- b) Negotiate for a better deal
- c) Say 'no' and put the phone down.

Question 2

How old do you have to be before you can get a credit card, store card or reward card?

- a) 18
- b) 21
- c) 25

Question 3

On your payslip it shows 'Net Pay'. What does that mean?

- a) Your full pay before any tax or National Insurance has been taken off
- b) The total amount you take home after deductions
- c) Your hourly pay rate

Question 4

If you have bought something over the phone, online or in your own home you have a legal amount of days to cancel the contract. How many calendar days do you have to change your mind and cancel the order?

- a) 7 days
- b) 14 days
- c) 30 days

Question 5

If you use your debit card to buy something in a shop, like a jumper, how soon will the money come out of your bank account? Is it...

- a) Straight away
- b) A week later
- c) A month later

Question 6

If you spend more money than you have in your current account, you will become 'overdrawn'. The bank will charge you for this. What is the charge called? Is it...

- a) Inflation
- b) Interest
- c) Investment

Question 7

If you apply for a loan you need to know what rate of interest you will be charged. The important rate to look for is the APR. What does that stand for?

- a) Actual Percentage Rate
- b) Accumulated Percentage Rate
- c) Annual Percentage Rate

Community safety

Question 1

You see somebody spray painting graffiti on to a wall. What type of behaviour is this officially called?

- a) Acceptable behaviour
- b) Aggravating behaviour
- c) Anti-social behaviour

Question 2

At what age can you be given an Anti-social Behaviour Order (ASBO) if you behave antisocially?

- a) 10
- a) 18
- b) 21

Question 3

You have a debit card and a PIN number. Who should you give your PIN number to?

- a) Somebody at the cash machine
- b) Your new mates
- c) Nobody

Question 4

What is fly tipping?

- b) A swarm of flies
- c) Illegal dumping of rubbish
- d) Taking rubbish to a tip

Question 5

What is an ID or identity card?

- a) A card with the caller's picture, their name, name of the company where the caller works and telephone number
- b) A passport
- c) A piece of paper which the person has written their name on

Question 6

Which 'CW' who wears a uniform and talks with local people, offering information and advice?

- a) Care Warden
- b) Community Warden
- c) Centre Warden

Labels, signs & symbols

Write the correct word underneath the label, sign or symbol.

Flammable

Tumble dry

Vegetarian

Recycle

Tidyman

Fairtrade

No cycling order

Roundabout warning