

LIFE SKILLS

Who can help?

TEACHERS NOTES

HELP

**Easy
read**



**TRADING
STANDARDS**

WHO CAN HELP?

When something is wrong, you need to know who can help you to sort out the problem.

Here are just a few organisations that can help.

TRADING STANDARDS

- They check up on people who sell things, like shop owners or people who do work for you, like builders. They check that they don't break the law.
- Check that shops do not sell age-restricted products to under-age young people, like cigarettes or alcohol.
- Work in partnership with Community Wardens, Kent Police and Citizens Advice to warn residents about scams and to support and advise those that have been targeted.
- Provide a fair trader scheme where you can choose reliable and trusted trades, called Checkatrade.
- Support and provide advice to businesses in Kent.
- If you have been phoned by someone you do not know (this is called cold-calling) or been involved in a scam or if you are having trouble with something you have bought you can report it to Citizens Advice consumer service on 03454 04 05 06 and they will tell Trading Standards.

CITIZENS ADVICE CONSUMER SERVICE

- The Citizens Advice consumer service provides confidential and impartial advice on consumer issues. Call them for free advice on 03454 04 05 06.
- Citizens Advice believes in a better deal for consumers. You can visit them in your local office when you need advice. They will speak up for you when things are not right and can help stop problems in the future .
- Find your local Citizens Advice office online at www.citizensadvice.org.uk and enter your postcode in the 'search' box.

THE POLICE

- Call the Police on 999 if there is an emergency and you feel in danger.
- An emergency is when: a crime is happening, a criminal is nearby or someone is at risk of injury or violence.
- For non-emergencies call the Police on 101. Use this number if someone is bullying you.

KENT FIRE & RESCUE SERVICE

- Firefighters deal with fires, road crashes and non-fire rescues, including flooding incidents. They also give advice on how to stay safe in your home.
- Call the Fire Service on 999 if there is a fire or a car accident.
- For free help and advice about staying safer in your home call 0800 923 7000 (free from most landlines, mobile charges may vary). Or email your contact details to home@kent.fire-uk.org.

ENVIRONMENTAL HEALTH

- They are responsible for a wide range of statutory public health activities. This work contributes to the health and wellbeing of residents and visitors to Kent.
- They are responsible for: food safety, health & safety at work, noise nuisance, smoke nuisance (ie bonfires), air quality, contaminated land, drainage & sewerage, environmental permits and odour nuisance.

THE POST OFFICE

- Your local post office will provide you with a wide range of services. These include travel money, car tax renewal, passport renewal, driving licence applications and a Rod Fishing Licence.

PHONE-PAID SERVICES AUTHORITY

- The UK regulator for content, goods and services charged to a phone bill. Call 0300 30 300 20

RESOURCES AND LINKS

Citizens Advice
Phone-Paid Services Authority
Post Office
Ofcom

Questions



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

Answers

Who can help?

Name: _____

Question	Answer
Question 1	
Question 2	
Question 3	
Question 4	
Question 5	
Question 6	
Question 7	
Question 8	