

IMPORTANT INFORMATION - BEWARE OF COLD CALLERS/SALESMEN KNOCKING ON YOUR DOOR

Trading Standards Advice is:

1. **NEVER** agree to have any work done as a result of a cold call. Do not make snap decisions and do not be pressurised into having the job done.
2. If you think work needs doing to your home, get quotes from 2 or 3 traders. Ask friends and relatives to recommend a reputable business.
3. Ask for the full name and address from a trader **BEFORE** considering dealing with them. Never rely solely on a mobile phone number.
4. Ask for a written quotation detailing all the proposed work and a final price for the job.
5. Only pay once the work is completed to your satisfaction. Do not pay cash. Do not pay money up front for trader's materials.
6. Check the identity of all callers to your home. Ask for photo identification, even if the caller claims to be from a utility company, the police or local authority. Check it carefully with the telephone number in the phone book, **NOT** the number on the ID.

Look out for your neighbour – stick together, stay safe.

Safe Trader
Scheme

www.safetrader.org.uk
Tel: 0303 333 1111

**IF IN DOUBT DO NOT OPEN
THE DOOR, REPORT ANY
SUSPICIOUS CALLERS TO THE
CITIZENS ADVICE CONSUMER
HELPLINE Tel: 03454 04 05 06
OR THE POLICE Tel: 101**

USEFUL CONTACT DETAILS AND INFORMATION

Lancashire Police

Call **999** always in emergency

Call **101** for a non-emergency

Do it online: <https://doitonline.lancashire.police.uk>

Tweet @LancsPolice

Facebook: Lancashire Police

Free messaging service <https://www.stayintheknow.co.uk>

Local Police Stations

St. Anne's and Lytham 01253 604697

Kirkham 01253 604734

The above numbers offer a facility for you to leave a message for your local Policing Team, they shouldn't be used for reporting incidents you should still do this via 999, 101 or via the do it online portal. Alternatively you can email them on the addresses shown below.

St. Anne's and Lytham Neighbourhood Policing Teams

StAnnes.NPT@lancashire.pnn.police.uk

Kirkham Neighbourhood Policing Team

Kirkham.NPT@lancashire.pnn.police.uk

Crimestoppers 0800 555 111

(A free anonymous way of reporting information and intelligence)

Lancashire Victim Services a service that can be accessed by victims of crime in Lancashire regardless of whether they have decided to report the crime or not. Visit www.lancashirevictimservices.org or phone 0300 323 0085 or email info@lancashirevictimservices.org for more information.

If you would like to have a look at the many and varied volunteering opportunities available in Lancashire visit the Lancashire Volunteer Partnership web site www.lancsvp.org.uk for more info

Fylde Council

Tel. 01253 658658

Text (SMS) Message 07860 003290

Email: listening@fylde.gov.uk

Website <https://www.fylde.gov.uk>

In Person- Fylde Direct, The Public Offices, 292 Clifton Drive South, Lytham
St Anne's, Lancashire, FY8 1LH

Post- Fylde Borough Council, The Town Hall, St Annes, FY8 1LW