

[Home](#) > [Business](#) > [Business support and advice](#) > [Trading standards](#)

Trading standards

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Blackpool trading standards team provides **free** advice for Blackpool residents who have problems with goods and services they have purchased.

Advice is available on 01253 478375, or you can email us at tradingstandards@blackpool.gov.uk.

Our opening times for telephone advice are

Monday - Friday 10.00am to 4.00pm

Non Blackpool residents should call 03454 040506.

Face-to-face advice is available **by appointment only**. Please telephone 01253 478375 to make an appointment.

We are able to provide mediation in consumer disputes for elderly and vulnerable residents only.

Enforcement

Our trading standards team enforce a wide range of legislation aimed at protecting consumers or regulating the way businesses conduct themselves.

We work to prevent under-age sales, illegal trading practices, doorstep crime and the sale of unsafe or counterfeit goods.

To ensure compliance with the law regarding goods and services, we monitor the town's business activities by

- Sampling
- Test purchasing
- Visiting businesses and advising traders
- Investigating complaints
- Gathering intelligence

Business advice

To ensure you stay on the right side of the law (and also receive a fair deal yourself), we are here to help you.

If you are a Blackpool business, please contact us for information concerning any of the following areas:

- Age restricted sales
- Street trading
- Misleading business practices
- Counterfeit or unsafe goods

For anything else, to make a report or for more individual advice, please feel free to telephone on 01253 478375.

Throughout the year, trading standards offer training events. These events are free and aimed at building mutually beneficial links with the business community.

Doorstep crime

Trading standards need your help to tackle rogue traders!

Rogue traders who cold-call are deceiving consumers, particularly the elderly and vulnerable, by taking their money and dignity which can severely affect their quality of life.

Doorstep crime can be defined as criminals cold-calling at the doors of residents, offering to carry out property repairs such as:

- Roofing work
- Clearing of guttering
- Fascia and soffit installation
- Tarmacing of driveways
- General home improvement services

Doorstep crime can affect anyone however; rogue traders often prey on the most vulnerable in society.

The work carried out is often substandard and overpriced, including unnecessary repairs, the deliberate damage of property in order to acquire work, claims that work has been completed which has not been done and false declarations being made about the membership of trade associations and experience/ qualifications of the offenders.

The doorstep callers may use intimidating or aggressive tactics in order to frighten the person into contracting for services and parting with their money. Alternatively, the callers may befriend the vulnerable victim to facilitate the crime, which often results in repeat offending.

How can you help?

Raise awareness by talking to friends and relatives about doorstep crime in order to empower them and reduce their chances of becoming victims; The following tips will be useful points to discuss:

- Never agree to work that is instigated as a result of a cold-call or leaflet drop
- Consider whether the work is necessary or wanted. If so, obtain at least three written quotes from reputable businesses or traders who are members of the Blackpool Council Safe and Secure Scheme
- Report an unwanted caller to trading standards on 01253 478375

Call the trading standards team on 01253 478375 to request a pack, including a no cold-calling sticker, Safe and Secure directory and information leaflets to be distributed to your friend or neighbour.

Useful Links

[Age UK](#)

[Lancashire Police](#)

[Action Fraud](#)

[↑ Back to top](#)

Blackpool Council

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