

Parish Partnership Panel

21 February 2013

Query re criteria re the introduction of cold calling control zones

Unfortunately Neighbourhood Watch representatives were unable to attend the meeting but they have given an initial written response (see below). They have been invited to attend the next meeting to give more details in person.

Response received from Neighbourhood Watch

The reason 'No Cold Calling Areas' became 'NhW Cold Calling Control Zones' was due to Trading Standards being uncomfortable about a deemed restraint of trade – cold calling is not illegal (possibly undesirable for most households) and legitimate traders who abide by the accepted protocols should be allowed to trade.

For these zones to work there needs to be a responsible body or person to set them up and administer them.

- Residents need to be informed and kept updated of their rights and the protocols.
- The vulnerable should be known.
- Signs need to be placed in effective locations.
- Up to date news of cold calling events need to be passed on to their residents (especially the vulnerable) in a speedy and efficient manner.

Neighbourhood Watch Co-ordinators are in a very good position to do this:

- They have the support and infrastructure of the local Neighbourhood Watch Association.
- [West Kent Neighbourhood Watch Association](#) project manages the deployment of new schemes.
- By definition Co-ordinators are there to support their neighbourhood.
- Co-ordinators usually know who are the vulnerable on their 'patch'.
- They receive up to date information about cold callers via e-watch.co
- They are known to their PCSOs & K.C.C. Wardens who assist in these schemes.
- The Neighbourhood Watch Associations are themselves supported by the Local Authorities.