

Neighbourhood Watch Cold Calling Control Zones

Peter Rolington













NATIONAL IDENTITY CARD



BIOMETRICS



NAME: John Doe
MR. MIA **MRS. MIA**
HEIGHT: 5'10" **WEIGHT: 180**
BORN: 12 Dec 1981

DRIVER LICENSE: RETIRED

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Sample of Pedlar's Certificate, printed on paper approx size 5.5" x 4" (13.5 x 10.5 cm)

No. XXXXX	THAMES VALLEY POUCE FORM OF PEDLAR'S CERTIFICATE
DESCRIPTION	In pursuance of the Pedlars Act, 1871, I certify that
<i>Age</i>	<i>(name of applicant</i> _____ <i>of (address)</i> _____
<i>Height</i>	in the county of _____ aged _____ years, is hereby authorized
<i>Complexion</i>	to act as a pedlar for a year from the date of this Certificate.
<i>Eyes</i>	Certified this _____ day of _____ year _____
<i>Hair</i>	Signed _____
<i>Native of</i>	
<i>Marks</i>	The certificate will expire on the _____ day of _____, year _____



Tunbridge Wells
Community Safety Partnership



**No Cold
Calling**



Tunbridge Wells
Community Safety Partnership

Bid to rid town of rogue traders is launched

Town becomes first No Cold Calling Zone in county

By Gabriel Shepard

CRANBROOK has become Kent's first No Cold Calling Zone in a high-profile clamp-down on rogue traders and distraction burglaries.

The project was launched at Tunbridge Wells Borough Council's Cranbrook office on Friday and was attended by representatives from a number of local organisations.

These included Kent Police, Kent Fire and Rescue, High Weald Housing Association, Cranbrook Parish Council, Kent County Council and West Kent Neighbourhood Watch and Tunbridge Wells Borough Council.

Chairman of the rural sub-munity Safety Partnership Peter Rolington, who presented the launch, said if the scheme proved successful it was likely to be rolled out into other areas.

He told the Kent and Sussex Courier: "Last year we launched a nominated neighbour scheme which we believe has prevented a number of crimes.

"This is where vulnerable people nominate a neighbour and tell cold callers to go to them instead. We don't know exactly how many crimes it has prevented but we know of five incidents when the cold callers did not return after being sent away."

The town's new status will mean signs are erected and residents are issued with a leaflet, containing advice on dealing with unexpected callers.

Recommendations include locking your back door before opening your front door, al-



LAUNCH: Clive Bainbridge pictured at the No Cold Calling Zone launch in Cranbrook

and not to answer your door if you do not want to.

Letters will also be sent out to utility companies to explain what they should do if they need to make a cold call.

Head of Kent Trading Standards Clive Bainbridge said he hoped the scheme would help target the problem at source.

"Our team has been success-

to get deals for vulnerable people who have been charged too much for work. But prevention is better and I hope this will make a difference.

"Although this is the first No Cold Calling Zone I suspect it won't be the last."

Assistant Chief Constable David Ainsworth of Kent Police also welcomed the move.

He said: "Cranbrook partners, working with a very active community, have established a model for good neighbourliness.

"No Cold Calling adds another dimension to their determination to keep their neighbourhoods safe and to look after the most vulnerable local residents. I add my congratulations at the launch."

■ For more details about the initiative or to receive a leaflet contact the community liaison officer Liz Jarvis on 01892 554112 or e-mail liz.jarvis@tun

PV0303063/118

No Cold Calling Pilot Outcome after one year

35% response, majority in 70+ age group

81% aware of the scheme

82% Said they felt safer as a result of the scheme

*“This scheme is FANTASTIC and should be expanded
throughout whole area.”*

**NO DISTRACTION BURGLARIES HAVE BEEN REPORTED
IN CRANBROOK SINCE THE INTRODUCTION OF THIS
SCHEME**



Recent changes

Recognising the fact that cold calling is not illegal, NCCZs have become

Cold Calling Control Zones

Input from Office of Fair Trading

Trading Standards require evidence of significant levels of crime and/or
distraction burglary

No wards in Tunbridge Wells fall into this category, but...

RESIDENTS WANT COLD CALLING CONTROL ZONES



The Cunning Plan....



NhW Cold calling Control Zones

Recognise the right of individuals to say they do not want cold callers

Build on the support which residents give one another within NhW schemes

Link together NhW Co-ordinators, PCSOs and Wardens

Pilot areas

Southborough

Hawkhurst

Goudhurst



Cold Calling Control Zone



WEST KENT



**Kent
Police**



**Kent
CRIMESTOPPERS**
0800 555 111
For more information visit www.kentcrimestoppers.com

www.westkentwatch.com

**Tunbridge Wells Community
Safety Partnership**

**Working to reduce crime,
disorder and the fear
of crime**

If you require this
information in large print,
Braille, on audiotape or in
any other format, please
contact us on
01892 526121.



Tunbridge Wells
BOROUGH COUNCIL
www.tunbridgewells.gov.uk

www.westkentwatch.com

To report a crime that is no
longer in progress please
contact:

**West Kent Police
01732 771055**

(For an emergency police
response dial 999)

To report a rogue trader
contact Kent Trading
Standards:

**Rogue Trader Hot Line
08454 040506**



West Kent

Cold Calling Control Zone

This zone has been
set up to protect our
residents and legitimate
traders from bogus
callers and rogue
traders

Please see overleaf for
guidance in dealing
with doorstep
callers

GUIDANCE for dealing with doorstep callers

Everyone has the right to feel safe in their own home. Please help us to help you by following these simple steps before letting anyone you don't know into your home:

- 1 Lock the back door before you answer the front door.**

Bogus callers often work in pairs; while one distracts the homeowner at the front door, the other goes around the back.

- 2 Always ask to see ID.** Check the photo on the identity card against the person at the door.
- 3 If they do not hold any ID, do not let them in.**
- 4** If it is not a pre-arranged visit and you are unsure about the caller, ask them to return at a suitable date and time when you have someone with you.
- 5** If you are still unsure, contact the appropriate number for assistance.

The authenticity of callers who say they are from one of the utility companies can be checked. Some useful numbers are listed below:

Southern Water
0845 272 0845

South East Water
0845 301 0845

EDF Energy
0800 096 9696

CCCZ Process

1. NhW scheme expresses interest in becoming a CCCZ
2. Steering group collects data for the area to determine need
3. Residents given information on dealing with cold callers
4. Utilities informed
5. Signs put up
6. NhW, PCSO and Warden provide support to scheme members



CCCZ Outcomes

1. Residents more aware of how to deal with cold callers
2. Increased feelings of safety
3. Increased support for vulnerable residents
 - From community
 - From agencies
4. Increased interest in setting up NhW schemes



West Kent Neighbourhood Watch Association

Peter Rolington
Chairman

www.wknwa.org

www.e-watch.co

