



NO COLD CALLING ZONE

No Cold Calling Zones have been introduced to Bedfordshire as a part of the drive to stop distraction burglars and other bogus callers who often prey on older and vulnerable residents.

You will be aware from various reports in the media of the growing number of incidents of 'doorstep crime'. These usually involve a stranger turning up at your door without an appointment and attempting to part you from your money or property.

In Bedfordshire, we are introducing 'No Cold Calling Zones' (NCCZ) as part of the work carried out by the Multi-Agency Bogus Caller Task Force. The 'Nominated Neighbour' schemes and the Bedfordshire Police Partnership Trust's 'Bobby Van' scheme are already part of this campaign against doorstep crime.

The purpose of creating a 'No Cold Calling Zone' is to reduce the number of bogus callers (distraction burglars and rogue traders) operating in your area.

Research shows that many people who become victims of bogus callers will often be targeted again.

It works!

The Task Force also carries out mobile operations to interview people working on private properties. For example, during the first three-day operation in Bedfordshire, the Mobile Task Force interviewed 60 people with

the following results:

- 12 people were claiming benefits while working
- 6 illegal immigrants were discovered
- 1 person was arrested for outstanding warrants
- 16 people were 'advised' about their tax and VAT

The campaign is welcomed by many legitimate workmen and companies who feel their business is suffering due to the poor work and overcharging being carried out by disreputable and unqualified people.

This booklet explains what will happen during the setting up of a 'No Cold Calling Zone' and what it means to live in a scheme area. It also offers useful advice about dealing with unexpected callers and provides you with useful contact details. We hope you will support the scheme and help prevent doorstep crime in Bedfordshire.

Who is Involved

No single group can tackle the issue of 'doorstep crime' alone, so we have taken a multi-agency 'task force' approach, comprising:

- **Local Residents:** you are the most important members of the team.
- **Bogus** callers and distraction burglars are targeting you and without you we cannot stop them. You are the eyes and ears of the scheme. We need you to tell us when people are in your area, knocking on doors or leaflet-dropping in your street.
- **Bedfordshire County Council:** the lead agency and contact between you and the other agencies involved in the scheme and will interview any cold callers found in your 'No Cold Calling Zone'.
- **Bedfordshire Police:** the police will be supporting Trading Standards in an intelligence-gathering role.
- **JOSET:** the Joint Shadow Economy Team comprises HM Revenue & Customs and the Department of Work and Pensions. JOSET will check all persons interviewed are paying taxes and VAT and are not claiming benefits they are not entitled to.
- **Neighbourhood Watch:** this charity acts as your local liaison for information sharing.

How Does a Cold Calling Zone Work?

Each NCCZ location is highlighted with large triangular signs fitted to lamp posts. The signs will show the BogusCaller Hotline number.

Each household in the NCCZ will receive a free pack containing a 'We're not buying it' window sticker and other relevant information connected to the No Cold Calling scheme.



If someone starts cold calling in the zone, residents are asked to contact the hotline immediately. The dedicated hotline number 08454 04 05 06 will be manned from 8:00am - 6:30pm Monday to Friday, 9.00am - 1.00pm Saturday.

Bedfordshire County Council Trading Standards will have direct access to the Bedfordshire Police control room to request police support in appropriate circumstances. However, if you require urgent assistance outside normal office hours, dial 999.