

# COMMUNITY UPDATE

HELLESDON & HORSFORD SAFER NEIGHBOURHOOD TEAM

HELLESDON WARD



[www.norfolk.police.uk](http://www.norfolk.police.uk)

MARCH 2021



**WE ARE YOUR SAFER NEIGHBOURHOOD TEAM – WANT TO GET IN TOUCH?**

CONTACT US – E: [SNHELLESDONANDHORSFORD@NORFOLK.POLICE.UK](mailto:SNHELLESDONANDHORSFORD@NORFOLK.POLICE.UK) TEL: 101

FOLLOW US ON SOCIAL MEDIA

FACEBOOK: /BroadlandPolice

TWITTER: @BroadlandPolice

**YOUR LOCAL BEAT MANAGERS**



PC JADE WEEKS & PC FELIX WOODCOCK

## COLD CALLING DON'T BUY IT!

We are working in partnership with Norfolk County Council Trading Standards. If you are cold called we offer the following advice:

- If someone cold calls at your property, remember it is your doorstep so your decision whether you even answer the door, if you can check through a doorbell camera, spy hole or look from a window to see who is there
- Think about your home security, make sure other doors to your property are locked before answering the front door
- If the person is offering services or trying to sell something politely but confidently say you are not interested and close the door
- If the person is claiming to represent an authority, organisation or charity ask to see ID. If ID is offered, ask if you can take it to check its validity. If you are given the ID close the door and contact the company or organisation on the ID by a number you find online. **DO NOT** use information on the ID, it could be fake

If no ID is offered, the caller refuses to let you check it, or you can not verify it is genuine politely but confidently say you are not interested and close the door.

- As the cold caller leaves, if you can safely from inside your property watch and see:

Do they go to call at neighbouring properties?

Do they return to a vehicle, is it sign written, note down the registration plate, make and model?

Are they alone or working with others?

Note down a description of the cold caller, why they were calling, who were they representing – all of this information is very useful to Trading Standards and the Police.

You can report doorstep cold calling incidents to us via our partners the Citizens Advice consumer helpline on freephone 0808 223 1133 or to Norfolk Constabulary on 101 or [www.norfolk.police.uk](http://www.norfolk.police.uk). If you feel threatened or have concerns for vulnerable neighbours always dial 999.

Follow Norfolk Trading Standards on Facebook at [www.facebook.com/norfolktradingstandards](https://www.facebook.com/norfolktradingstandards) or on Twitter at [twitter.com/NorfolkCCTS](https://twitter.com/NorfolkCCTS)

### CURRENT NEIGHBOURHOOD PRIORITIES

- **Speeding and Road Safety**
- **Scam/Fraud Awareness to include Cold Callers**

### DATES FOR YOUR DIARY

Priority Setting Meeting – Wed 9<sup>th</sup> June @ 6.30pm (via Teams)

Local Engagement Surgery – Date TBC



CONTACT US THROUGH OUR  
SOCIAL MEDIA CHANNELS



CALL US ON 101 OR 999 IN  
AN EMERGENCY



TALK TO YOUR LOCAL  
BEAT MANAGER