



Levens Good Neighbours

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Levens Good Neighbours have developed these guidance notes on how to deal with nuisance calls. Below are some actions you can take to help stop nuisance calls.

1. Register with the Telephone Preference Service

Register your number with the Telephone Preference Service. They will add you to their list of numbers that don't want to receive sales and marketing calls. This is free; you will need to register using the telephone number you wish to register by calling **0345 070 0707**.

It is illegal for a company to call numbers registered with the Telephone Preference Service.

To try and prevent the problem happening again you should always check any forms that you fill in for tick boxes that say **"I give permission for third parties to contact me by phone"**.

2. Ask your Telephone Provider if they can offer a service to block nuisance calls.

For example:- Sky – Talk Shield BT – Call Protect Talk Talk – CallSafe

3. The national 'Do Not Call Register' list protects landlines and wireless phone numbers. They will add you to their list of numbers that don't want to receive sales and marketing calls. You can register your number at no cost by calling **1-888-382-1222 or **1-866-290-4236**. You must call from the phone number you wish to register.**

4. Using a Call Blocker

Call blockers are devices (small boxes) which plug into your landline and block unwanted and automated calls for you; they act by intercepting the call before the phone even rings. Call blockers are a device which has a 'blacklist' database of known scam numbers but also lets you add numbers you want to block. The prices of these vary depending on the amount of capacity of numbers held. Price range from £22.99 for 1500 no. Capacity to Truecall Call Blocker £99.00 (Amazon).

5. Invest in a new Home Telephone

This is an investment that has call-blocking tech built-in. Price ranges from £32.99 - £69.99. **An example is:**

BT Dec 2000 available at Curry's - £32.99, this includes:-

Button for nuisance call blocker, Answer machine, 200 entry phone book,
Caller display, Big buttons, Speaker phone for hands free, Volume +/-,
Hearing aid friendly – with T button to use with hearing aid

Age UK have also produced the following recommendations, it creates awareness and how to deal with a situation should it arise:

What should I do if I get a scam call?

Older people are often a target for scammers, so it's important to be aware of phone scams and how to handle them. Fortunately, there are things you can do to protect yourself:

- **Don't reveal personal details.** Never give out personal or financial information (such as your bank account details or your PIN) over the phone, even if the caller claims to be from your bank.
- **Hang up.** If you feel harassed or intimidated, or if the caller talks over you without giving you a chance to speak, end the call. It may feel rude to hang up on someone, but you have the right not to be pressurised into anything.
- **Ring the organisation.** If you're unsure whether the caller is genuine, you can always ring the company or bank they claim to be from. Make sure you find the number yourself and don't use the one provided by the caller.
- **Don't be rushed.** Scammers will try to rush you into providing your personal details. They may say they have time-limited offer or claim your bank account is at risk if you don't give them the information they need right away.



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Doorstep Pedlars - It could be a scam

Provided by: safelocaltrades.com

They are doorstep callers who target areas offering small household products for sale. These callers may claim to be ex-convicts attempting to mend their ways, however they are not part of any recognised rehabilitation scheme.

Please warn your neighbours, particularly elderly or vulnerable neighbours, not to open the door to strangers or buy or sell on the doorstep. Some doorstep callers may offer poor quality goods at inflated prices and if a caller is not genuine, they may be gathering information for future crime.

Please keep in mind that if cold callers don't get any sales in your area, they are less likely to return.

How they work

The sellers may say that they are on a "rehabilitation course" arranged by probation services or other organisations trying to find people work. This is not the case and often they are known criminals. Probation services do not run such schemes.

They may show a card which claims to be a "Pedlars Licence" or work permit. The following is an example of one that has been frequently seized by the police. This is not valid and they are breaking the law if they are using anything like this.



According to the police, the bag of household products is supplied by someone who employs them. The males / females are supplied with a full bag of household products (including the typical tea-towels!) and charged a minimal sum for the contents – it used to be £35. They can keep whatever they make, above this amount.

Usually they are deposited in an area from a transit type van and given a list of streets to work. An hour or so later they are picked up and dropped off in another location. They often work from 9am to 9pm.

They will knock on a door, offering cleaning items which they know are cheap and of very poor quality; the householder also knows they are rubbish but that is part of the scam. Many people will purchase items and pay them out of their good nature as they have fallen for their story or, just to get rid of them. There have been cases of elderly residents handing over large sums as these people can be very persistent and confrontational.

The price for whatever has been purchased usually comes to a note – usually £10. The householder disappears to get this – this is when the scam begins, according to the police. When the note is handed over, the seller examines the condition and how long it took the person to get it. If it is crumpled, they accept it and move on. If it is crisp flat and new – they are much more interested and may engage the person in more conversation, to obtain details about them. As they leave they will smell the note. If it is slightly musty – this is an indication that there is more in the property. Those addresses are noted. The addresses of elderly / vulnerable / gullible people are all noted.

These are handed to the employer and there is a small amount of cash handed over for each one.

These addresses are then sold in prisons and pubs. If there is a later break-in, the employer expects a further cut of the proceeds.

Police advise that in almost every case of a stop check – the lads have long strings of convictions for burglary and violence. They use the skills learnt during their criminal activity to identify possible targets.

TURN THEM AWAY

REMEMBER if cold callers don't get any sales in your area, they are less likely to return.

*Levens Good Neighbours give grateful thanks to
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