

Freedom of information request NCC-029213-17

Thank you for your recent freedom of information request, for ease I have provided Nottinghamshire County Council "NCC" response alongside each point as follows:

1. How many households have a "No Uninvited Callers" sign for their homes? NCC do not hold this data.
2. Are Nottingham County Council tackling uninvited telephone calls as well? NCC provide advice to people and work closely with the National Scams Team. NCC actively support the Friends against Scams campaign: <https://www.friendsagainstscams.org.uk>
3. How many instances of cold calling happen in Nottinghamshire in the most available period?

The question is not clear as to whether this refers to cold calling on the phone or at the door.

In either case, NCC do not hold this data.

There are several agencies that people can report an occurrence to, for example Police, Action Fraud, Citizens Advice Consumer Service. There is no central database that collates this information.

4. What is the latest NCC and Trading Standards advice regarding cold callers?

If the question is referring to cold calling at the door:

<http://www.nottinghamshire.gov.uk/business-community/trading-standards/consumer-advice/doorstep-callers>

If the question is referring to cold calling via the phone:

NCC would offer advice that follows the national Take Five campaign. <https://takefive-stopfraud.org.uk/>

If you are unhappy with the way your request was dealt with and wish to make a complaint, please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscgov.uk quoting the reference above.

Following this, if you remain dissatisfied, you can apply to the Information Commissioner, however, the Information Commissioner does not usually make a decision unless you have exhausted the procedure provided by the County Council. The information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 or 01625 54 57 45
www.ico.org.uk

With kind regards

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