

Agenda 16 D .

COUNCIL.  
16/07/26

Subject: Launch of No Cold Calling Zone in Torpoint  
Date: 2026-07-01 10:58  
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Information Classification: CONTROLLED

Dear Torpoint Town Councillors

Hello, my name is Elizabeth, I am a Team Manager for the Fair Trading Team, part of Trading Standards within Cornwall Council. One of the areas of work which Trading Standards undertake is that related to doorstep crime, specifically combatting rogue traders cold calling on the residents of Cornwall undertaking unnecessary/overpriced/poor quality work on their homes. We are joined in this effort by Devon & Cornwall Police, and have a PSCO seconded to our team for this purpose.

Our most recent initiative involves jointly working with Cornwall's Tri-Service Safety Officers (TSSO's) to set up No Cold Calling Zones (NCCZ) for each of the areas covered by the TSSO's, Torpoint being one of these. NCCZ's are designed to protect residents from becoming the victims of Rogue Traders and doorstep crime. The areas proposed are chosen carefully, to ensure the correct demographic, and areas which have been targeted by Rogue Traders in the past, are favoured. Residents are consulted to ensure there are no objections, this consultation had been completed now in the Torpoint Zone, and we are ready to erect the signage to mark out the Zone, which looks thus...

The exact area chosen to become a NCCZ in Torpoint is Chapledown Road . Signage is due to be erected at 11am on Tuesday 28th July 2026, we hope to have officers from Trading Standards, the local TSSO, and I will also be inviting Cornwall Councillor Rob Parsonage along for a photo opportunity, so that we can launch the Zone on the Council's Facebook Pages, we would very much like it if a member of Torpoint Town Council were also able to join us to support the launch of the scheme too.

If you could let me know either way, whether you would like to join us, I would really appreciate it - the planning and drawing together of lots of different professionals is no easy task sometimes!

If you have any questions, please don't hesitate to ask, I shall just leave you with the links to the press that was done to launch the 1st of these new, TSSO patrolled NCCZ's in St Agnes ...

<https://vimeo.com/1127815869/91d3c4a7a7?share=copy&fl=sv&fe=ci> [1]

<https://www.cornwall.gov.uk/council-news/communities-and-housing/no-cold-caller-zones-to-be-rolled-out-across-cornwall/>

Kind Regards

Elizabeth Kirk

Trading Standards Team Manager

Communities & Public Protection

Cornwall Council