

Bishops Cleeve
Village



Scene

March 2021

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Door opens Monday - Friday 8:30am to 12:30pm and 1:30pm to 6:30pm

Telephone lines opens Monday - Friday 8:00 am to 12:15pm and 1:30pm to 6:15pm

	Monday	Tuesday	Wednesday	Thursday	Friday
am	Dr K Panting	Dr C Snowdon	Dr C Snowdon	Dr R Collins	Dr M Wood
	Dr M Wood Alice Woodward (Phlebotomy)	Dr M Wood Practice Nurse OR HCA (Alt weeks) Alice Woodward (Phlebotomy)	Dr H Parkinson Rachael Pearson (HCA)	Dr K Panting Janette Robson (Practice Nurse)	Janette Robson (Practice Nurse) Rachael Pearson (HCA)
pm		Dr K Panting	Dr M Wood	Dr H Parkinson	Dr H Parkinson
	Dr R Collins Rachael Pearson (HCA)	Dr J Wilkinson Janette Robson (Practice Nurse) Rachael Pearson (HCA)	Dr H Parkinson	Dr R Collins Janette Robson (Practice Nurse)	Dr M Wood Janette Robson (Practice Nurse) Rachael Pearson (HCA)

Bishops Itchington Surgery

Ring 01926 612232 during opening hours

Door opens Monday - Friday 8:45am to 12:00 noon
and on Monday and Wednesday afternoons 3:45pm to 6:00pm

Telephone lines opens Monday - Friday 9:00am to 12:00noon
and on Monday & Wednesday afternoons 4:00pm to 6:00pm

	Monday	Tuesday	Wednesday	Thursday	Friday
am	Dr R Collins Rachael Pearson (HCA)	Dr K Panting Practice Nurse OR HCA (Alt weeks)	Dr M Wood Alice Woodward (Phlebotomy)	Dr H Parkinson Alice Woodward (Phlebotomy)	Dr C Snowdon Alice Woodward (Phlebotomy)
pm	Dr Panting	Closed	Dr Snowdon Rachael Pearson (HCA)	Closed	Closed

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March



ISSUE 430

In case I forget to say, don't forget to put your clocks forward on March 28th as that will be the start of British Summertime. Hard to believe, isn't it? Particularly as I write this on a dreary February day.

Having said that, the report from St Michaels's church is uplifting and gives hope – of looking forward to better times ahead and to being able to go and sit quietly in church.

There is a lovely insight into an old village family in this month's Scene. We, or should I say the modern world, moves at such a pace these days that I really enjoy looking back to how life used to be in our village – be it having a glimpse into the WI archive or family life. We hope you all do too.

Bye for now.

Please let Stella Angliss have items for the April Scene by March 5th

SCENE EDITING COMMITTEE



Stella Angliss 16 Huckson Road 613594

Yvonne Smith Fairview, High Street 612639

Phyl Moir 42 Lakin Drive 612827

Ann Murphy (ring Stella Angliss if there is a problem)



Set Your CLOCKS Forward

SUNDAY 28th MARCH 2021



USEFUL TELEPHONE NUMBERS

Accounting

Grineaux Accountants 814578
Affordable Accounts 614888

Auctioneers & Valuers

Locke & England 889100

Beauty/Nails

Zoe's Beautique 07946 170450

Building & Home Services

T M & J M Grey Builders 817744
J. M. Services 07834688259
Sparkes Electrical 07950679998
BPS – Southam 819990
Tom Cahill 07788574586

Car Sales/Repair/Service/Hire

A.R.C Services 07810752590

Carpets/Soft Furnishing/Flooring

Southam Carpets & Curtains 814944
Nifty Needle 641741
Wright Flooring 07861 974148

Chimney Sweep

The Shires Sweep 07816337962/614695

Citizens Advice 0844 855 2322

Lighthorne Heath 01789 20013

Computer Services –

Abe Tec Computers 613979

Councils

Parish Council 811394 or 613902
Registrar of Burials 07792 418642
Stratford District Council 01789 267575

County & District Councillors

Christopher Kettle (D. Cllr) 07798 692683

Dance Classes

Loveballet Dance Company 07921 853773

Doctors/Health Care/Dentist

Bishops Itchington Surgery 612977
Harbury Surgery 612232
Health First (J Small) 811272
Tidy Feet Podiatry 07807635112
Thrive Programme 07908 776700

Dog Grooming

Pawfection 07562 377928

Dog Warden

01789 260834

Fencing

MFM Fencing Services 612346



Set Your
CLOCKS
Forward



SUNDAY 28th MARCH 2021

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Bishops Fryer & Offie 614093
The Butchers Arms 614161
The Greaves Club 612349

Fuel

Red Horse Vale Ltd 642832

Funerals

R. Locke & Son 640386
Sun Rising Natural Burials 01295 688488

Gardening

Elms Lawn Care 07931491417

Hairdresser

Emily Jayne 611944

Library

Harbury Library 258776
Southam Library 0300 5558171
Mobile Library 851031

Memorials

C. Pullin & Son 426435

Newspaper Shop

Bishops Itchington News 612387

***Police* Leamington Spa 451111**

***Southam/Neighbourhood Team* 684984**

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Southam 817532
Harbury 612645

Printers

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Warwick Printers 883355

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FOBIPS 07825837326
Out of School Club 07729 134849
Ladybirds Preschool 614300
Kineton High School 640465
Southam High School 812560
Baby & Toddler Group email
hello@bibabyandtoddlergroup.org.uk

Solicitors

Alsters Kelley 359355

Tree Surgery

Tom Rogers 07958 794180 or 810716

Vicarage

613466

Church Wardens

Jim Beeston 612597
Heather Boyd 07973 53 4731

Village Amenities

Community Centre 07548 591 692
Memorial Hall Bookings –
(Mon-Friday 9am-6pm only) 612675

Wheelchair Hire

Katy Biggs 07305170827

Women's Institute

Jane Thomas 07983 973700

Youth Groups

Beavers/Cubs/Scouts Leader
Paul Buckley 07774978734
Youth Club 612165

REGULAR MEETINGS

BABY & TODDLER GROUP	Memorial Hall	Thursday 10.00 - 11.30 am
BEAVERS	Memorial Hall	Thursday 5.45 -6.45pm (School term only)
CUBS	Memorial Hall	Thursday 7.00 - 8.30 pm
DARBY & JOAN CLUB	Memorial Hall	Every other Tuesday 2.15 - 4.15 pm
INFANT WELFARE CLINIC	Early Years Centre	1 st Wednesday of month 1.00 - 2.45 pm
MEN'S SHED	Gaydon Road	Wed & Fri 7pm – 9 pm
NHS BABY CLINIC	Pendicke Street Southam	2 nd and 4 th Tuesdays of month 9.30-11.30
PARISH COUNCIL MEETING	Community Centre Ladbroke Road	2 nd Monday of month 7.30 except Bank Holidays)
RUNNING CLUB	Playing Field	Monday 7.30 pm start
SCENE CLOSING DATE		5 th of month
SCOUTS	Memorial Hall	Friday 7.00 - 9.00 pm
SENIOR RESIDENTS	Greaves Club	3 rd Thursday of month 10 am – 12 noon
SHORT MAT BOWLS	Memorial Hall	Wed & Friday 2 – 4pm
WOMEN'S INSTITUTE	Memorial Hall	1 st Wednesday of month 7.30 pm

****This issue comes out before the end of lockdown - dates & times of Post office
Blue Butterfly Café could be subject to change. Please check****

MARCH 2021	WEDNESDAY		
REFUSE COLLECTION (Grey Bin)	RECYCLING (Blue & Green Bins)		
10 th & 24 th	3 rd , 17 th & 31 st		
POP UP POST OFFICE 1.30 PM – 4.00 PM COMMUNITY CENTRE			
MARCH 2021			
MONDAY 1 st , 8 th , 15 th , 22 nd & 29 th			
WEDNESDAY 3 rd , 10 th , 17 th , 24 th & 31 st			
BUTTERFLY CAFÉ (TERM TIME) 9 AM – 1 PM COMMUNITY CENTRE			
MARCH 2021			
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ST MICHAEL'S NEWS



Lights and Flowers and Reflections

Easter is on its way – and although we will still be under certain restrictions, things are looking more promising than even a month ago.

I think it is still unlikely that we will be able to gather for Easter services, as mingling and group interaction will still be risky, but there will be a programme of things we can share in, as we did at Christmas.

Lights

I would like to open the church again so that people can come and light a candle – it's another significant moment in the year when missing loved ones, personal struggles and hurts can rise to the surface, echoed by the Easter story. A candle can be a symbol of hope rising out of the darkness.

Flowers

I am also exploring something outside. I am hoping to put a plain cross up in the churchyard with binding around it, and if you would like to, please bring a cut daffodil or other spring flower over the Easter weekend and transform it into a cross of flowers.

It's another reminder, a symbol of emerging hope – that through the pains and sadnesses we have all experienced over the last 12 months, there is hope of a new start, of life in all its beauty and joy.

Reflections

We would normally have little reflections each evening of Holy Week, and on Good Friday, and these will be planned online as we are doing at the moment. All links will be on the church website and Facebook page, and you can always subscribe to the YouTube channel so that you get the link notification.

ST MICHAEL'S NEWS



We may also try and set up something live, but that will depend on what we are allowed to do and what we feel safe doing.

Whatever happens, we will do all we can to walk through the Easter story together.

In the meantime, do keep watching the online services and midweek reflections, and if anyone needs to sit in church quietly, please let me know. Sometimes we just need that place of peace and sanctuary from the storm.

Palm Sunday (March 28)

- **Online service** on YouTube channel, church website and Facebook pages
- **Messy church** on YouTube channel, church website and Facebook pages – and activity packs available while stocks last – just get in touch with the vicarage for one....

Holy Week

Daily reflection walking through Holy Week together on YouTube channel, church website and Facebook pages

Good Friday (April 2)

- **Hour at the cross reflection** - on YouTube channel, church website and Facebook pages
- Church open for candle lighting – hope through the darkness

Easter weekend

- **Cross of flowers** – please bring a daffodil or spring flower to put into the cross outside church
- **Easter Day celebration** – planned online, but if things change considerably by then, may be held outside.



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Veggie burger, chips & salad

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Steak pie, chips, peas & gravy
Butternut squash, chickpea & spinach curry with rice or chips
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£9 meals

Seafood platter, fish goujons, spicy crab cakes & whole tail scampi with chips, peas & salad
Tandoori chicken wraps, chips, salad & mint yoghurt
Whole tail breaded scampi, chips, peas & salad

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£12 meals

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Sides - Curry Sauce £1 - Small Chips £2 - Large Chips £3

Desserts £4.00

Honeycomb & chocolate nugget cheesecake & cream, lemon tart & cream, apple tart & cream, treacle sponge & custard, chocolate fudge cake & cream, 2 x scones, jam & cream

Kids menu £4.50

Served with chips or mash & peas or beans or salad
Sausage or Burger or Chicken Balls or Fish Fingers
Strawberry Jelly or vanilla ice cream £1.50

Sunday Roast

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THE CRAFTY CUPPA

Hello Crafty Cuppa people

I really didn't think I would be doing another report so quickly as there is not a lot to tell you, not having had the usual coffee morning due to Covid (...roll on when we are free again).

The reason for this report is I have said that we hadn't had any response to my call out for volunteers and it has been pointed out to me that's not entirely true and I have been misleading people. Some 18+ months ago Phyllis Taylor asked for some help from the able bodied church men to come and help with moving the tables and chairs for us. The men from the church, urged on by Barbara Pink, rallied to the challenge and a rota was drawn up and has been working very well (prior to lockdown 1, 2 and 3).

This is an oversight on our part and we apologise for not acknowledging this much needed help - we are truly grateful for this.

The help that we have been asking for is in the kitchen washing up, collecting dirty cups, clearing tables etc. Also someone to store some of the raffle prizes and eventually people to take over running the coffee mornings. We did not intend to mislead anyone and certainly did not intend to dishonour the help given to us from the wonderful church men.

I will report again when we are hopefully free and nearing rearranging another Crafty Cuppa Coffee Morning.
Take care and stay safe.

Bishop's Itchington | Parish Council

Parish Council Meetings

Following the new Covid-19 national lockdown, the parish council is still holding its business meetings remotely via Zoom. The next meeting will be held on Monday 8 March 2021 at 7.30pm - if you would like to attend, please join using the details below:

Follow the direct link:

<https://us02web.zoom.us/j/4544546176?pwd=aUNtSzVmamNxd0lER2lBUkZlMkR0QT09>

OR

Launch the Zoom app and enter the meeting ID: 454 454 6176

Or

Join by telephone 0203 481 5237 and enter the meeting ID above, followed by the # key.

A copy of the agenda is always posted on the parish council notice board at the corner of Chapel Street and Poplar Road.

Pavilion Project

The working party meets every third Tuesday of the month at 7.30pm – next meeting will be held on 16 March 2021. Everyone is welcomed to attend but during the national lockdown, these meetings will continue to be held on zoom – joining instructions can be found on Bishop's Itchington Parish Council web site. Progress is continuing and funding applications are being drawn up.

Children's Play Area/Tennis Courts

The broken mini crawl/scramble net has now been replaced with a new piece of equipment (Mini Twist Net) as voted for in our Facebook poll.

The working group is now considering a new piece of equipment to replace the tractor.

Bishop's Itchington | Parish Council

Again, after careful consideration, they will come up with a shortlist of three possible pieces of equipment and then will undertake a Facebook poll to see which is the most popular. Unfortunately, due to the high cost of playground equipment, some match funding will need to be obtained to supplement the parish council's funding.

It appears that Covid19 restrictions are about to be relaxed therefore it is hoped that the tennis courts can re-open at the end of the month and that grassroot sport can also start again.

Neighbourhood Development Plan

The public consultation process started on Monday 1st February 2021 and will close on **28 March 2021**.

A copy of the Plan for you to review can be found on the Parish Council website – select “The Parish Council” tab, then click on the “Neighbourhood Plan” tab - a copy of the Plan can be found here. If you do not have internet access and you wish to see a copy, please phone the Parish Clerk on 07450360453 and request a hard copy – we will deliver one to you. If you have any comments or questions, there is also a “Comments Form” on the website – please use this to correspond. The PC will not be responding to questions individually as and when they are raised – all comments will be collated and followed up at the end of the consultation. Similarly, please request a hard copy Comments Form if required.

A public meeting will be held on **Monday 15 March 2021 at 6.30pm** via the Zoom platform. This meeting will allow the public to engage with councillors regarding the Neighbourhood Plan. Joining instructions are the same as the Parish Council meeting detailed above,

Bishop's Itchington | Parish Council

Cemetery.

Please contact Valerie Powell, cemetery manager, for all enquiries about burials, memorials etc. and any other matters relating to the cemetery. Valerie works part time and if she cannot take your call straight away, she will phone you back as soon as possible. Tel 0779 241 8642 or email cemeterymanager@bishopsitchington-pc.gov.uk .

Call a Councillor

If you have an issue you want to raise about local services, planning matters or anything else which impacts on this village, please pick up the phone and speak to one of your friendly parish councillors.

Cllr Adam Dugmore, chairman	614690
Cllr Judith Christian - Carter, vice-chair	614767
Cllr Sharon Bougoussa	07813 306 337
Cllr John Gates	613902
Cllr Chris Kettle (also our district councillor)	614395
Cllr Dawn Mann	613817
Cllr Michael Mann	612346
Cllr Norman Thomas	07484 673 331
Cllr Steve Tressler	07746 593 163

We currently have one vacancy for a Parish Councillor. If you are interested in applying, please contact the parish clerk (see below).

Parish Council Office

Karen Stevens, Parish Clerk
The Old Sorting Office, Chapel Street, Bishop's Itchington
Southam, CV47 2RB
Tel 07450360453

clerk@bishopsitchington-pc.gov.uk

Unfortunately, the Office is closed to the public until 29 March 2021, but the Clerk can still be contacted Monday to Thursday from 9.00am to 12.00noon.



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REPORT

Well, even though we haven't been able to hold any meetings, that doesn't mean to say that your Committee hasn't been doing anything. We have been doing a lot of thinking. And we've had a few meetings and discussions (via Zoom I hasten to add), and as a result, whilst restrictions are still in place, we're going to hold Zoom meetings for our members. We are aware that this won't suit everyone, but it's all we can do in the current situation. Most other WIs round the country are having to resort to this. It's not ideal but please bear with us until we can hold our normal meetings. We are planning to issue an instruction sheet to those who have internet access but have never Zoomed in the hope that you'll give it a try. We know that some of you haven't the devices to enable access to Zoom and we appreciate your situation and are thinking of you. However, we'll try to keep you all in the picture. The first Zoom meeting is in March, on what would have been our normal meeting date and at the usual time. We haven't booked a speaker for this as it's our first meeting in this format but our President Jan is going to do a craft session with us. Please try to attend – it would be lovely to see many of you there. (Although I expect we'll all have long hair by then so may not recognise each other!)

And, in addition, so that we can fit in more informal chatting, we're planning to hold a coffee morning each month, between meetings. This will also have to be via Zoom I'm afraid. So make your coffee and log in for these. See "For your diary". Whilst on the subject of Zooming several of us have undertaken Denman courses online. These have, so far, been very good and at only £5 a time a bargain. There is a wide variety of subjects which change regularly – investigate this via "Denman at Home". And check Fed website for others.

Don't forget that this year's subs aren't due till April, so make the most of what is available in your three free months. Further details regarding subs will be coming your way soon.



REPORT

Now back to the archives:-

Monthly Meeting held in The Memorial Hall, July 1st 1937.

Mrs W. Jenkins in the Chair.

20 Members present.

Apologies for absence from Mrs Jeffrey and Miss Davies.

There was no "Monthly Letter" from the Office.

Mrs Austin wrote regretting that she was unable to visit the WI and give her lecture as arranged.

Mrs Pluvus, Group Convenor, visited the Institute and explained the arrangements for the Group Garden Party at Guys Cliffe and the names of twenty members was given as intending visiting the Meeting and Sec was asked to make arrangements for a Bus at 1s 6d per member.*

Mrs Waddy, VCC, attended the meeting and gave a very interesting talk and report of the Annual Meeting in London.

The prize for the best vase of home grown flowers was won by Mrs P. Finch and the Pincushion Competition was won by Mrs P. Cummings, with Mrs Waddy and Mrs Pluvus being the judges.

*A short Whist Drive followed refreshments, the winners being 1st Mrs Heath, 2nd Mrs Mann, 3rd Mrs Reeve. Lowest score Mrs Hopcutt.
(Signed) Muriel Davies*

**Oh, yes? Twenty members present and twenty members offering to go?
I'll say no more.*

For your diary

Weds 3 March

Monthly meeting via Zoom, 7.30pm

Weds 24 "

Coffee morning via Zoom, 11am

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CONGRATULATIONS, THANKS & ACKNOWLEDGEMENTS

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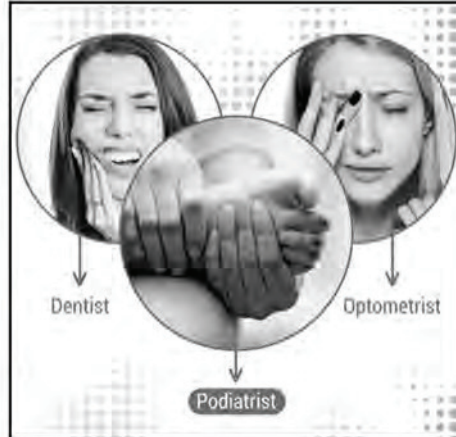
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A Special Tribute for our Mother,
Nan and Grandmother, Wife, Aunt, Sister
on Mother's Day
Mrs Joan Mary Worrall



23rd December 1925 – 8th November 2020, Remembrance Sunday
Our mother born in 1925 and Dad, Horace Worrall born in 1912, were married in 1947 on 27th November. They had four children Sandra, Rosemary, Raymond and Philip. We all lived in Bishops Itchington, in a small cottage opposite the Post Office - it was called The Bank. There were four cottages -two up and one down rooms, toilet outside, it was very cold. We all lived there for a few years. Early years, our Aunt Ruth looked after us sometimes. Then we moved down to Old Road in Bishops Itchington in 1960, but it was very cold as it was November/December we moved there.

Our Dad rented a small holding over the road from Old Road. He had cows, sheep, hens and geese and a gander, so all we had to do was go over the fence and we used to spend our days playing around the farm and go up to the hills and watch the steam trains go by and wave to the drivers. It was many years ago.

Our mother used to work at the chicken farm in Knightcote for a few years with Mrs Hyatt, Mrs Jessie Waring (Taylor) and Minnie Hobday. Mother did some work on Dad's farm for a while, collecting the eggs and feeding the animals, and worked at the mushroom farm down the Gaydon Road in Bishops Itchington. Going back a lot of years, our Josie came across a cutting in a newspaper dated 1952 - our Dad was on his tractor in the village, talking to John Profumo. He was an MP and was very famous not so many years ago, as some of the locals and public would know. Our mother's mother and father lived down near the cement works in some small cottages - there were only four or five - and then moved up into the village of Bishops Itchington, at the top of the hill, in another row of small cottages where Gran and Gramp Taylor lived for many years.



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We all started growing up and went our different ways - like going to school and then working. My mother, when I left school in 1965, took me into Leamington Spa to find a job. There was a choice of George Masons, the grocers, which I took and West's fruit & veg, which was mostly outside and I thought about it, not for me, it would have been too cold. So, after a few years in 1972, I went on a cruise on my own. Dad took me to Leamington train station, went to Southampton to the ship. Was gone two weeks, came back to George Masons and then decided to go to Weymouth to work at Pontins for two years.

Raymond worked at the chicken farm for a few years. Phil worked for Basil Childs. Dad worked later in life for Basil Childs until 1979, until he passed away suddenly on 27th January 1979.

Sister Rosemary left home and went to Kineton. She had Josephine first, her first daughter, then Karen and Ansolena.

Raymond was never married. After Dad passed away, he stayed with my mother at Old Road. Phil got married to Linda, had two children - Amanda and Anthoney. Amanda has a son Jayden, Mum's grandson - he always got a smile from his Nan when he walked in the room. Myself, I got married to Tony on 7th June 1975. We met at Pontins Holiday camp in Weymouth.

Our mother loved going on day trips with senior citizens, playing bingo and all the Christmas dinners and parties with her long-time friend Mrs Fields of Bishops Itchington, who sadly passed away a few years ago. We had a 90th birthday for my mother, she liked a good party. Also, she loved to go to Blackpool for long weekends or for a weeks' holiday. Mum had seven brothers and sisters and she was the last surviving member of the family, so it was a really special time for us.



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Mum and Dad looked after Josephine, their granddaughter, who has a daughter Emily and Josie's boyfriend Paul whom mother thought the world of.

Mother was 94 when she passed away peacefully on 8th November 2020, Remembrance Sunday. Josie travelled to Bishops Itchington from Radford Semele in her lunchtimes to feed her Nan and she misses her very much. Myself only visited her a few times to keep her company, as she was in a hospital bed at Old Road being cared for by the family and Linda. Linda was her carer, she did everything for our mother for six months or more and was very good. Also, Amanda helped at the end as mother needed more care. Phil and Anthony were there keeping an eye on her at night and during the day.

Mother had a lovely funeral on 20th November at Bishops Itchington Cemetery. We had lovely music and the vicar, Reverend B. Clucas, was great. She was buried next to Dad and Ray, reunited with Dad after all these years. Mum's son Raymond passed away 21st June 2015, son-in-law Tony on 11th August 2017 (Sandra's husband) and then suddenly daughter Rosemary on 21st January 2020, so not a very good year really.

We thank my Mother and Dad for the life they gave us and all rest in peace. God Bless. Will be missed by the family.

Sandra, Phil, granddaughter Josie, great granddaughter Emily
Amanda, Anthony and Jayden also Paul.

Thanks to Linda and Amanda for taking care of Mother. When it's allowed for a get together, mother wanted everyone - friends, relatives and family - hopefully in the near future, at the Greaves Club – where else.

Mrs Sandra Holt & family



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Trading Standards



Vaccination Scam Email. Beware of a scam email entitled ‘**This is a public health message from NHS**’. This scam email claims that the recipient has been selected for a coronavirus vaccination based upon their family genetics and medical history. The emails contain a link that will take you to a website that asks for financial details to pay for the vaccine.

Example scam email:

<https://safeinwarwickshire.com/2021/01/27/vaccination-scam-email-phishing-renewal-warning-bogus-online-sellers-and-blue-badge-copycat-websites/#prettyPhoto/1/>

Phishing Email ‘Renewal’ Warning. Warwickshire Trading Standards has seen several scam ‘renewal’ emails circulating recently. The bogus emails carry the names of genuine businesses or Government organisations. They usually claim that a payment has failed because there is not enough money in your bank account, or your payment card has expired. The scam emails contain links that direct you to bogus websites where you are asked to login in/enter personal and financial information. This is then stolen and used to commit fraud and identity theft. These bogus websites may also contain malware that could pose a threat to your computer.

Recent scam ‘renewal’ emails have used the names of these genuine businesses/organisations:

- DVLA (Car tax renewal)
- Netflix
- EE
- TV Licensing
- O2

Never visit a website or log in to an account by following a link in an email. Always type the genuine website address into your browser. Delete all suspicious emails. Don’t download any attachments they contain - this might be malware.

You can find out more about protecting yourself online by visiting Get Safe Online: <https://www.getsafeonline.org/>

Trading Standards



Bogus Seller Warning. The pandemic has seen an increase in consumers buying goods and services online. Warwickshire Trading Standards has received a number of complaints from Warwickshire consumers who purchased goods via social media platforms or little-known websites, only to find that the seller was bogus. Money was taken but either no goods were delivered, or the products were fake.

Protect Yourself

- Do your own online research. How long has this business/website/social media profile been in existence? What are other people saying about the seller? Can you verify where the seller is located? Is there any other way of contacting them, other than via an email address or social media?
- If you are buying via a website, make sure it is secure before you place your order. Check their returns policy.
- Pay using a credit card. For products costing more than £100 and below £30,000 you have added protection if things go wrong, and your goods are not delivered. Alternatively, online services like PayPal mean scammers will not be able to get hold of your bank details.
- Don't pay by bank transfer. Fraudsters will often press buyers to pay by bank transfer, but if you get scammed, you don't have the protections afforded to you if you paid using a bank card or via a service such as PayPal.

For more advice visit:

<https://www.moneyadvice.service.org.uk/en/articles/shop-safely-online>

Blue Badge Copycat Websites. Warwickshire Trading Standards have been made aware of Blue Badge copycat websites. Copycat scams often involve unscrupulous people setting up websites which closely mimic Government or other official sites and charge people a fee to use them, even though the service they are offering is often free of charge. These websites may appear above the genuine website in a web search.

Official Blue Badge application/renewal website:

<https://www.gov.uk/apply-blue-badge>

Scam Cavity Wall Upgrade

Warwickshire residents have reported receiving unexpected phone calls from traders, claiming that their cavity wall insulation has degraded and will require upgrading. The callers usually offer free surveys. Residents who initially agree to a survey and then later change their minds have reported not being able to contact the trader.

You can't tell a good trader from a bad one on the doorstep or over the phone. Trading Standards advises that you should never agree to purchase goods or services from cold callers.

For more advice about home improvements, including Trading Standards approved traders, visit our website:

<https://www.warwickshire.gov.uk/consumeradvice>

For advice on energy saving, visit:

<https://www.simpleenergyadvice.org.uk/>

National Insurance Number Scam

Several Warwickshire residents have reported receiving bogus phone calls relating to National Insurance (NI) Numbers. The calls range from being told that their NI number has been 'compromised' to being informed that their NI number has been used in a 'suspicious' way and must now be cancelled.

Action Fraud has reported receiving over 1000 reports of NI related scam phone calls. The scammers may be attempting to obtain personal and financial information on the pretence of arranging the delivery of a new NI card. Do not reveal any personal or financial information to cold callers. Always put the phone down.

Appliance Insurance Scam

If you insure your household appliances annually against breakdown, then beware of a scam that is currently circulating. Fraudsters are cold calling Warwickshire residents claiming to be well known insurers and stating either that the appliance cover has lapsed or that it would be cheaper to make a one-off payment than to pay monthly. The fraudsters then take the payments over the phone before disappearing with the money.

Never buy goods or services from cold callers.

Bogus Investment Opportunities

Fraudsters are emailing and cold calling Warwickshire residents claiming to be established and well-known investment companies. The fraudsters then offer the opportunity to invest in a bond before disappearing with the money. The Financial Conduct Authority recently issued a warning about cloned investment firms. Find out more here: <https://www.fca.org.uk/scamsmart/how-avoid-investment-scams>

Local Council Repairs Cold Calls

Warwickshire residents have reported receiving unexpected phone calls from individuals claiming to be from the 'local council housing repairs department'. These bogus callers appear to want to arrange home repairs to council properties. These phone calls are not being made by genuine councils. Residents are urged to put the phone down.

To make a consumer complaint or for consumer help and advice, please contact the Citizens Advice Consumer Service on 0808 223 1133.

For more consumer help and advice, including details of our approved trader scheme, please visit our

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