

# Nominated Neighbour Scheme



## How to be a Nominated Neighbour

Thank you for agreeing to assist with the Nominated Neighbour Scheme.

This initiative has been launched to reduce doorstep crime. We hope the scheme will help our vulnerable neighbours feel safe in their homes once more.

## What is Doorstep Crime?

Here are some examples of doorstep crime:

**Rogue traders:** unqualified traders offering to make repairs to your home, tarmac your drive or do gardening jobs – often badly and at a hugely inflated cost. They might take your money and not carry out the work at all, or may even start work while you are still undecided.

**Unannounced sales people:** these are ‘hard sell’ door-to-door representatives who turn up unannounced, convince you to let them in and won’t leave until they have a signed order or contract from you.

**Distraction burglars:** this can include someone pretending to be an official from a utilities company (for example electricity, water, gas). They may be wearing a uniform and even have fake identification cards to make their story even more convincing. A distraction burglar may keep you busy at the front, while an accomplice gets in by the back door. They could be looking for a ‘lost ball’, claim to be looking for an address or even ask to use the telephone for an ‘emergency’.

## What is your role?

- Your neighbour will write down your address onto the supplied “Nominated Neighbour” card;
- When you receive a caller for your neighbour, check their identity. **DO NOT LET THEM INTO YOUR HOME;**
- When you are happy that they are genuine, return with them to your neighbour’s home. **SECURE YOUR HOME BEFORE YOU LEAVE;**

- When you arrive at your neighbour’s home, stay with the caller while they conduct their business (unless the neighbour specifically asks for privacy);
- Secure both front and back doors and ensure no one else can enter your neighbour’s property undetected;
- Never allow the caller to move from one room to another;
- Never leave the caller alone;
- When they have completed their business, escort the caller off the premises;
- Utility companies can arrange passwords to ensure that only genuine officials gain access to their customers’ homes;

## If you are out

Tell your neighbour that if the caller returns to their home and says that you are not at home, then they should simply tell them to make an appointment by letter and come back another day. Tell them not to argue, but simply walk away from the door.

## Remember!

All genuine callers will not mind waiting while you confirm their identity.

If they argue – be very suspicious. Most criminals will be put off by the scheme, and not call at your home. However this cannot be guaranteed, so you cannot afford to be complacent. If you are uncertain or have doubts about the identity of the caller, call the Police immediately. If you wish to speak to the Police but it is not an emergency, please contact the Police on their Non Emergency Number: **101**

In an emergency or for an incident requiring urgent Police attention dial **999**.