

# AVON AND SOMERSET CONSTABULARY

## NOMINATED NEIGHBOUR SCHEME

Thank you for agreeing to support the  
Nominated Neighbour Scheme



**IF YOU'RE UNSURE, DON'T OPEN THE DOOR**

The Nominated Neighbour Scheme is designed to protect elderly and vulnerable residents in your neighbourhood who may be susceptible to bogus callers or rogue trading scams.

These types of scams are particularly distressing. They may appear to be legitimate by using false identification cards, using cars or vans that look genuine or saying they are working on a neighbour's house to try and gain someone's trust.

If you are suspicious of a door-step trader call the police immediately on 101. Dial 999 if you think that a crime is in progress.



## HOW DOES THE NOMINATED SCHEME WORK?

- The vulnerable person nominates a neighbour that they know and trust (you) as someone that they can call on when they have suspicious people on their doorstep that they do not recognise.
- When they do not recognise a caller at their door, they can show them a card at a window that explains that they do not accept unknown callers at the door and asks them to contact their nominated neighbour instead.
- As a nominated neighbour you will check the legitimacy of the caller and their company on behalf of your neighbour.

## WHAT TO DO WHEN A CALLER IS SENT TO YOU:

- Do not let them into your house. Keep your own doors locked.
- Check their identity by looking at their badge and any other identification that they may have with them.
- Check their details with the company they claim to work for. Do not use the contact details that they may offer to you as it could be bogus and part of the scam. Always find their number independently, e.g. in a telephone directory or online.
- When satisfied with their identity and their reason for visiting, accompany them to your neighbour's house. Ensure that your doors and windows are locked before leaving and set your intruder alarm if you have one.
- Once at your neighbour's house, check that their front and back doors are locked so no one else can gain access.
- Don't leave the caller alone with your neighbour. If the caller needs to legitimately access other parts of their home, escort them at all times.
- Once their business is concluded, see the caller off of the premises.
- Ensure that your neighbour is happy and ensure that their door is locked when you leave.

## WHAT TO DO IF YOU'RE NOT HOME AND A CALLER TELEPHONES YOU:

- If you can only be contacted by telephone, please arrange for the caller to return when you are able to be there too. Legitimate companies and organisations will be happy to do this.

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