

HOW TO BE A NOMINATED CONTACT

Your Role

1. Your relative, friend or neighbour will write your house number or address and/or telephone number onto the panel on their display card.
2. When someone calls at their home, who they do not recognise, the display card will direct the caller to contact you.
3. If they go to your address, check their identity. **DO NOT LET THEM INTO YOUR HOME.**
4. When you are happy that they are genuine, return with them to your contact's home. **LOCK ALL YOUR DOORS BEFORE YOU LEAVE.**
5. When you arrive at your contact's home, stay with the caller while they conduct their business (unless your contact specifically asks for privacy).
6. Secure both front and back doors and ensure that no one can enter undetected.
7. Never allow the caller to move from room to room and never leave the caller alone.
8. When they have completed their business, see them off the premises.

Note: If they telephone you, you may wish to ask them to make an appointment for when you can be there.

SAFER NEIGHBOURHOODS SCHEME



Creating a safer Cambridgeshire

If you are uncertain or have any doubts about the identity of the caller, contact the Police immediately by dialing 999.

For non-urgent calls, or to contact your local Crime Reduction Officer for advice, please dial 101.



in association with



Helping our community stay safe at home

SAFER NEIGHBOURHOODS SCHEME



Creating a safer Cambridgeshire

BOGUS CALLER INITIATIVE

Helping to protect our vulnerable and older members of the community from rogue traders and bogus callers

in association with



Helping our community stay safe at home

THE SCHEME



The Safer Neighbourhoods Scheme is designed to let a trusted neighbour, relative or friend, help an elderly or vulnerable person to deal with unexpected or unrecognised callers at their door.

When a visitor calls at their property, they will see the notice and, if the caller is genuine, then they can contact the name / number on the card to verify their identification.

This initiative will particularly help older and vulnerable members of the community feel safer in their homes and will give peace of mind to those relatives, friends and neighbours, who worry about an older or vulnerable person being a victim of doorstep crime.

IF IN DOUBT, KEEP THEM OUT!

What is a bogus caller?

Any person who attempts to enter your home by tricking or confusing you.

What is a rogue trader?

Is any 'company' or 'individual' who offers home improvement services on your doorstep, often with little or no means of identification, and who may carry out substandard work for over inflated prices.

**REMEMBER GENUINE
CALLERS WILL NOT MIND
WAITING OR RETURNING
AT ANOTHER TIME**

**IT IS YOUR HOME,
YOU DO NOT HAVE TO
LET ANYONE IN**

HOW TO USE YOUR CARD

Before you use your card, arrange with a trusted neighbour, friend or relative to be your nominated contact. Ask them if they are prepared to help you check out the identity of any uninvited callers and to then accompany the caller into your home while they speak to you.

Write their address and/or telephone number into the space provided on the card.

1. Place the card on the glass of your front door (or window), or near your front door, so that it can be clearly seen by visitors.
2. When someone calls at your home, look through your window or spyhole in your door. If you do not recognise them **DO NOT OPEN THE DOOR**.
3. Give them time to read the card. If they do not leave, call your nominated contact and tell them you have a caller at the door.
4. If the caller is genuine, he/she will read the details on the card and will get in touch with your nominated contact. The visit can then be rescheduled for another time when your contact is available to be there with you. If they do not leave and you feel they are suspicious, then please dial 999.