

Tips to reduce the risk of doorstep crime

Read through the factsheets in this section to understand more about how rogue traders and distraction burglars operate. This will help to recognise some of the warning signs.

Take a look at your local trading standards, local council and police websites to find out what advice they give and also what schemes operate in the local area that may offer additional support such as,

- Neighbourhood Watch
- No Cold Calling Zones
- Nominated Neighbour Schemes
- Rapid Action Support Teams

Some of these measures will help to protect you from doorstep scams,

- Don't deal with any cold callers.
- Put a no cold callers sign up on your door or window where callers can clearly see it. Your local authority, trading standards, police service or Age UK may be able to provide you with these.
- If possible use a door spy hole to see who is at the door before you open it.
- Use a door chain if possible.
- Don't trust the ID presented, it could be fake. Don't use a contact number on the ID to check if it is valid.
- Close the door while you check if the caller should be operating in the area. If they say they are from the council, police or utility company use the contact number you have on bills/ correspondence to check if they are genuine.
- Set passwords with utility companies, carers that they must use when they visit your home.
- Don't respond to cold calls over the phone or leaflet drops.
- Don't allow strangers into your home. If they need help you can call the authorities for them.

Don't feel embarrassed to say no to people at the door and not let them in. For advice or to report a trader contact Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05.

Call the police if you feel at risk or are concerned for a neighbour.