

# Beat Doorstep Crime



**POLICE  
SCOTLAND**  
Keeping people safe

How to be a Nominated Neighbour  
Nominated Neighbour Scheme



## Beat Doorstep Crime

Thank you for agreeing to take part in the Nominated Neighbour Scheme. We hope this scheme will reduce doorstep crime against older and vulnerable members of our community, helping them feel safe at home.

A neighbour has asked you to be their own Nominated Neighbour. By doing this you can deter doorstep criminals - who could be anyone who attempts to enter your neighbour's home by tricking or confusing them.

As a Nominated Neighbour you will help verify the identity of any person who calls at your neighbour's door. If the caller's identity can be verified, you will accompany them into your neighbour's home to speak.

You can write your neighbour's details in the box below:

Name	<input type="text"/>
Address	<input type="text"/>
Phone	<input type="text"/>

**Contact your local Trading Standards: Some operate No Cold Calling Zones or have lists of approved traders.**

## Your role as a Nominated Neighbour

- You should receive a phone call from your neighbour informing you that a caller is on their way to your home to verify their details and reason for visiting. (The caller will have been shown the Nominated Neighbour card, directing them to your house.)
- **Do not allow the caller to enter your house.** He/she can provide photographic identification but remember, ID can be faked and shouldn't be relied upon. Don't assume a caller is genuine because they are wearing a uniform. Check ID carefully; make sure the person on your doorstep matches the details on the card.
- Call the company to ask if they know the caller. Don't use the number on their ID card; look it up in the telephone directory.
- If you are happy the caller is genuine, return with them to your neighbour's house (locking your own house).
- Stay with the caller in your neighbour's house and ensure doors are locked so no other person can enter. Never leave a caller alone or allow them to move room to room. On completion of business, see them out.
- If the person is offering goods or services that your neighbour doesn't want, say **NO** on his/her behalf.

**If in doubt, keep them out.**

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If you have any doubts about the caller **DO NOT** let the caller into either your home or your neighbour's home.

If the caller returns alone and persists in gaining entry or you feel threatened, call the police on **101** or in an emergency dial **999**.

## Useful numbers for checking callers' identities

- Accuread (meter reading company) 0845 601 6016
- British Telecom 0800 321 999
- Scottish Gas 0845 600 0560
- Scottish Hydro 0800 300 000
- Scottish Power 0845 270 0700
- Scottish Water 0845 601 8855



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