

BOGUS CALLER INITIATIVE

Nominated Neighbour Scheme

Help put a stop to Bogus Callers and feel safer in your home against unwanted visitors by joining the 'Nominated Neighbour Scheme'. Designed to encourage vulnerable members of the community, it seeks the help of neighbours or relatives to check unexpected callers are genuine.

You get a card to hold up to the window or door telling the caller that you do not recognise them and to go to your 'Nominated Neighbour'. That person will then try and check the callers's identity. A genuine caller will not mind following the instructions on the card.

How do I find a 'Nominated Neighbour'

Arrange with a trusted neighbour or a member of your family who lives nearby, to be your 'Nominated Neighbour'. This could also be a Neighbourhood Watch Coordinator, Housing Association Warden or Parish Councillor.

Ask them if they will be prepared to help you check the identity of any unrecognised callers to your home and if they would be willing to accompany them while they speak to you.

Hand them the 'You are the Nominated Neighbour' form.

How to use your card

- ▶ Keep your card near the front door.
- ▶ When someone calls at your home, try to look through a window to see if you recognise them – DO NOT OPEN THE DOOR.
- ▶ Display your nominated neighbour card to them through the window.
- ▶ Telephone your 'Nominated Neighbour' and tell them you have a caller and they will be coming to speak to them.
- ▶ Wait for the caller to return with your 'Nominated Neighbour'.
- ▶ If the caller returns alone and persists in gaining entry, call the Police on:

0845 60 60 24 7

or dial **999** in an emergency.

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Hambleton
Community
Safety
Partnership



I DO NOT RECOGNISE YOU

Please go to:

My nominated
neighbour has
agreed to check
your identity
and contact me

WE DO NOT PURCHASE ITEMS AT THE DOOR



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If you do not recognise the caller, hold this notice to the window so the caller can see it

DO NOT OPEN THE DOOR

If you still feel threatened by the caller, contact the Police on:

999

Non-emergency 0845 60 60 24 7

**BE ON YOUR GUARD AGAINST
BOGUS CALLERS**

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You are the Nominated Neighbour for :

Name :

Address :

More and more often criminals are turning to distraction burglary or bogus caller type offences. Most victims are the elderly or vulnerable members of society.

The 'Nominated Neighbour Scheme' is designed to encourage the elderly or vulnerable to seek the help of neighbours or relatives to check unexpected callers are genuine. If an unrecognised person calls at your neighbour, the caller will be instructed to contact you.

This ensures that your vulnerable neighbour does not have to talk to unrecognised callers until you have verified who they are and if necessary have returned with them.

If they persist in gaining entry to your neighbour's home call the Police on **0845 60 60 24 7** or **999** in an emergency.

DO NOT buy goods or services from doorstep callers

If you are approached as a 'Nominated Neighbour' by someone offering goods or services say NO on your neighbour's behalf. If the caller is from a bona fide organisation – water, gas and electric – they will have identification. Check it carefully – make sure the person on your doorstep matches the photo on the card.

Call the company involved to ask if they know the caller – most ID badges carry a number you can call but always verify it through the phonebook first.

Genuine callers will not object to having their identity confirmed.

All doorstep sellers must have a Pedlar's Certificate issued by the Police – if they have no other form of identification ask to see this.

Useful Telephone Numbers

Accuread (meter reading company)	0800 393 499
Meter Plus Reading Services	0800 073 0030
Powergen	0115 906 6000
Npower	0800 073 3000
Transco	0845 605 6677
Scottish & Southern Energy	0800 300 000
British Gas/Scottish Gas	
Sales Representatives	0800 300 100
24 hour Gas Emergency Services	0800 111 999
Northumbrian Water	0845 717 1100
Yorkshire Water	0845 124 2424
BT	0800 321 999
Trading Standards (Consumer Direct)	0845 404 0506

If you have any doubts about the caller – **DO NOT** let them into either your home or your neighbours.

Call the police on **0845 60 60 24 7** or in an emergency dial **999**.