

Trading Standards

To complain about illegal sales activities:

- www.tradingstandards.gov.uk

Citizens Advice Consumer Helpline

- 03444 111444
- 03444 111445 - text relay

Further assistance

More support and guidance is available from these websites:

- www.dc.police.uk/doorstep-crime
- www.swercots-partners.org.uk
- www.citizensadvice.org.uk

Free local fraud alerts

- <http://alerts.dc.police.uk>

To stop unwanted marketing

Register your request not to receive unsolicited sales and marketing for telephones and mail:

Telephone preference service

- www.tpsonline.org.uk

Mail preference service

- www.mpsonline.org.uk

Crimestoppers

You can give information about crime, anonymously, via phone or email:

- www.crimestoppers-uk.org

CrimeStoppers.

0800 555111

100% anonymous. Always.

How to contact the police

Non-emergency

If a crime has already happened, or to give information about a crime.

 www.dc.police.uk/reportcrime

 101@dc.police.uk

 www.dc.police.uk/find-team

 101

999 Emergency


Where life is threatened, people are injured, offenders are nearby or if immediate action is required.

Deaf/hard of hearing or speech impaired

 999 Emergency - SMS/text number
Register for this at www.emergencysms.org.uk

 18000 Emergency - textphone/Minicom

 67101 Non-emergency - SMS/text number

 18001 Non-emergency - textphone/Minicom

AskNed

For help and advice or to answer your questions
www.dc.police.uk/AskNED



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Doorstep crime information



Trading Standards
Working in partnership



Devon & Cornwall Police

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The aim of this leaflet is to offer advice on how to deal with cold callers, to help prevent YOU from becoming a victim of doorstep crime.

You can't pick out a criminal just by looking at them. If you don't know who is calling at your door or you are unsure - don't let them in.

Always confirm the identity of people who call at your door.

Keep an eye out for elderly neighbours who may be more vulnerable to cold callers and need assistance.

Doorstep criminals are referred to by several different terms:

- **Bogus callers** - These are people who may use tricks to get you to give them money or personal details.
- **Rogue traders** - These may be offering a service but overcharge you for poor or incomplete work.
- **Aggressive sellers** - In some instances this tactic can constitute a criminal offence.
- **Distraction burglars** - One person may keep you occupied at the front door while another one enters your unsecured home at the back.

Tips to help keep you safe

- If you are not sure who is at your door - don't open it.
- Remember to use your door chain if you have to open your front door to strangers.
- Always properly check the identity of all callers if they are not known to you before opening your door.
- Beware of common tricks such as being asked to make a telephone call, wanting to retrieve a lost ball (even if it is a child) or being asked to check your water, gas or electric. If in doubt keep your door secure.
- Always look up telephone numbers for yourself - do not accept numbers provided by callers as they could be bogus.
- Always keep doors and windows secure - it is easy for strangers to enter the rear of your home when you are busy answering the front door to their accomplice.
- Be suspicious of anyone you don't know. If someone is looking for work or offering services, don't rush to agree or sign any documents. Tell them you want to get a second opinion.
- Ask a friend or neighbour to be available to help you if you need them.
- Consider joining a Neighbourhood Watch scheme - email: DACCWA@dc.police.uk.

Working together to combat crime

Devon & Cornwall Police and Trading Standards have created the Devon and Cornwall Doorstep Crime Reduction Partnership to work together to tackle criminals that come to your door.

You can report anyone acting suspiciously to the police.

What you need to do:

1. Read and keep this leaflet where you can easily find it.
2. Record information about people and / or vehicles immediately after they have called at your front door. **See the attached evidential form to be completed.** Hand this form to the police or Trading Standards who may retain it for evidence.
3. 'No cold caller' stickers are available from your local policing team or from Trading Standards. Ensure the sticker is clearly visible from your front door. If your sticker is ignored please advise Trading Standards.

