

How to help avoid doorstep scams

- Place a sign outside your window or door that reads 'no cold callers'. This could put someone off coming to your door.
- Password protect your utilities. This can be done by contacting your utility provider. This password must then be used by any official from the company who comes to your house.
- Nominate a neighbour who can be contacted if you're unsure or worried about a particular cold caller being a fraudster.
- Only let someone into your home if you're expecting them. A family member, a friend, or a professional who has previously been in contact with you. You are entitled to turn someone away if you wish.
- Don't allow someone to pressure you into making an agreement, signing a contract or handing over money.
- Always check credentials when possible. You can always phone the company they say they're representing or check online. Do not use contact details that the caller has provided. Go online or check a letter from the company for contact details.
- Never share your bank details or your PIN and never give someone your bank card.
- If you're concerned, you feel uncomfortable or intimidated, don't hesitate to call the police. They can be reached on the non-emergency number 101. Call this number if you want to report an incident. If you feel you are in immediate danger, always call 999.