

## Nominated Neighbour Scheme

(How to be a nominated neighbour)

West Mercia is a safe place to live and crime figures remain low. The Nominated Neighbour Scheme has been launched by West Mercia Police to help elderly and vulnerable members of the community feel safer in their homes and reduce the chances of distraction burglars targeting the area.

A distraction burglary involves criminals tricking their way into a home by taking advantage of the trust shown to them by the occupier.

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### What's my role as a nominated neighbour?

1. Your friend or neighbour will write your address onto their nominated neighbour card.
2. When your neighbour has a caller at the door who they do not recognise, they will show them the card which will direct the caller to your home.
3. When the caller arrives at your home, confirm their identity – **DO NOT LET THEM INTO YOUR HOME.**
4. When you are happy that the caller is genuine, return to your neighbour's home with them. **ENSURE YOUR HOME IS SECURE BEFORE YOU LEAVE.**



5. When you arrive at your neighbour's home, stay with the caller while they conduct their business (unless your neighbour asks for privacy).
6. Ensure your neighbour's house is secure and never leave the caller alone.
7. When the caller has completed their business, see them off the premises.

### **IF IN DOUBT, KEEP THEM OUT!**

If you are uncertain or have doubts about the identity of the caller, contact the police immediately.

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### **What happens if I'm not at home when my neighbour has a caller?**

Tell your neighbour that is the caller returns to their house and says that you are not at home, they should simply tell the caller to make an appointment by letter and come back another day.

The utility companies can arrange passwords to ensure that only genuine company officials gain access to their customers' homes.

## **How to Contact the Police**

**0300 333 3000**

**In an emergency dial 999**

**[www.westmercia.police.uk](http://www.westmercia.police.uk)**



**West Mercia  
POLICE**



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