

Doorstep crime and scams



This easy read tells you about keeping safe when people you don't know come to your door, or if people try to scam you.



The information in this easy read is from Trading Standards.



Your home should be a safe place.



Most people who call at your home will be people you know.



You must be careful when people you don't know call at your door.



This easy read tells you:



- How you can keep safe.



- Who can help you and give you advice if you are worried.



If you find it difficult to understand the information in this easy read, you can show it to a support worker, friend or family member, and they can go through it with you.

What is doorstep crime?



Doorstep callers are not always who they say they are.



Some people are criminals who will lie, cheat and trick you into giving them money.

Salespeople



Salespeople are people who call at your home to try to sell you something.



They may seem friendly and nice but all they want is to make money.



Remember:



- You do not have to buy anything.



- You will probably get a better deal by shopping around.

Casual Workmen



These are workmen who you have **not** booked or asked to do some work at your home.



They might come to your house and tell you there is a problem with your home that they can fix.



They might say you need some work doing in your garden.



They often say they can do the work for a bargain price. This means they tell you they will charge less money than other people.

What should I do?



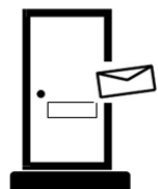
- Never buy anything from people who come to call at your door.



- Do not answer the door if you are not expecting someone.



If the person at your door is genuine and they need to get in touch with you, they will try other ways such as:

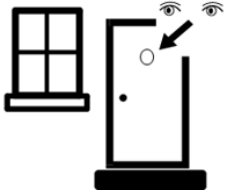


- Putting a note through your letterbox.



- Phoning you (they will have your contact details).

What should I do if I am expecting someone to visit my home?



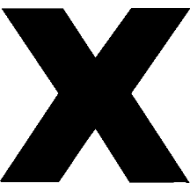
Look through your window or a door viewer to see who it is.



Always check who they are and ask to see an ID card which should have their name and a photo of them on it.



Never let someone in until you are sure about who they are and where they are from.



You cannot always trust a phone number they give you.

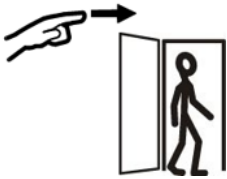


If you phone an organisation to check who someone is, you must not use a number the doorstep caller gives you.



You should use a number that is in the phone book or on a bill.

What do I do if I am worried about or suspicious of the person?



- Ask the person to leave.



- Close and lock your door.



- If they will not leave, or try to get into your house, phone the police straight away on 999.

What if I have bought something?



If you have bought something from a doorstep seller, you usually have 14 days to cancel it if you have changed your mind.

14 Days



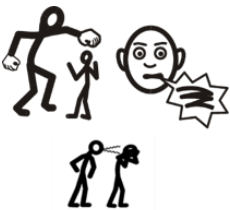
In those 14 days, you can cancel for any reason.



If you are not sure if you can cancel, you can get help and advice from the Citizen's Advice Consumer Service.

Phone 0808 223 1133.

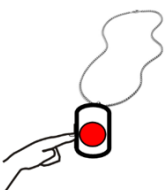
Telling someone about issues and worries



You must never accept bullying, harassment or abuse in your home or at your door.



If you are worried or something bad has happened:



- Press your lifeline button for help, if you have one.



- Tell a family member, friend, or support worker.



- You can phone Citizen's Advice Consumer Service on 0808 223 1133.



If you or someone else is in danger, or a crime is being committed, phone the police on 999.



If you need to talk to the police but it is not an emergency, phone 101 and tell them what has happened.

How can I protect myself or other people?



A '**No Uninvited Callers**' sticker can be put on your door or in your window.



You can get a sticker from Trading Standards by contacting Citizen's Advice Consumer Service.

Phone 0808 223 1133

Nominated Neighbour Scheme



You can ask a neighbour to deal with uninvited callers for you.



You can ask to become a Nominated Neighbour if you would like to support a vulnerable person.



To find out more and to set it up, please contact Citizen's Advice Consumer Service by phoning 0808 223 1133.

Neighbourhood Alert System



You can get email alerts telling you about crimes, police issues and doorstep callers in your area.



To find out more and to sign up for the email alerts, go to [the Neighbourhood Alert System website.](#)

Scams



There are lots of different ways that people can be scammed.



Anyone can fall for a scam, and there are so many different scams it isn't possible to know about them all.



Some people might be more vulnerable to being scammed than others.



You should not feel ashamed if you get scammed, and there are organisations who can help and support you.



Always tell someone if you think you have been scammed.

Signs of someone being scammed



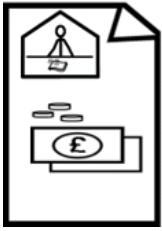
If you are a carer or have older or more vulnerable relatives, look out for the signs of someone being scammed.



Signs of someone being scammed include:



- Getting lots of unwanted calls.



- **Unusual transactions** on bank statements.

This means money coming out of someone's bank account which is not expected or explained.



- Not wanting to go out.



- Having no money or less money to buy food and pay bills.



- Lots of mail about lotteries, prize draws, or unwanted catalogues.



- Not wanting to throw old post away.

If you get letters or calls that worry you



Talk to someone who supports you, like a family carer, friend or support worker.



Talk to the Citizen's Advice Consumer Service by phoning 0808 223 1133.



Talk to your bank if you are worried.

Friends Against Scams



If you have elderly or vulnerable friends, relatives or neighbours, you can help them by [becoming a Friend Against Scams.](#)

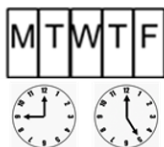
Who to contact for help and advice?



Citizen's Advice Consumer Service



Phone: 0808 223 1133



Monday to Friday

9am to 5pm.



Textphone: 18001 0808 223 1133



Calls to the helpline are free from mobiles and landlines.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.



Phone 0300 500 80 80 if you need the information in a different language or format.

Links in this document

Neighbourhood Alert System website

neighbourhoodalert.co.uk/

Become a Friend Against Scams

friendsagainstscams.org.uk/become-a-friend

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For the standard English web page version of this information, go to:

[Doorstep callers | Nottinghamshire County Council](#)

<https://www.nottinghamshire.gov.uk/business-community/trading-standards/consumer-advice/doorstep-callers>

[Scams | Nottinghamshire County Council](#)

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