

## Activity 1 – What is doorstep crime?

### List

List the different examples of doorstep traders and split them between Rogue Trader and Distraction Burglary. The facilitator will record this but you can make a note here.

### Identify

Look at the newspaper stories and the video (links if possible) about these types of activities.

- How is the victim being conned?
- What methods are used?
- How do they pay?
- What help is available?

Examples are provided but you may wish to research and use news stories in your local area.

Citizens Advice consumer service contact details 03454 04 05 06, Welsh-speaking adviser on 03454 04 05 05

## Activity 2 – Dealing with cold callers

In this activity think about the types of people that call at the door. List these and think about,

- Who is calling?
- What do they want?
- Are they worrying you?
- If they say there is a problem how can you respond without letting them in?
- How can you check they are genuine?
- How can you keep safe?
- Who can help?
- What is your plan of action?

**DON'T** try to take on a dangerous situation on your own!

Citizens Advice consumer service contact details 03454 04 05 06, Welsh-speaking adviser on 03454 04 05 05 or call the police if someone is in danger.

	Scenario 1	Scenario 2
Who is calling?		
What do they want?		
Are they worrying you?		
How can you respond?		
How can you check they are genuine?		
How can you keep safe?		
Who can help?		

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### Activity 3 – Who can help?

This activity aims to raise awareness of what can be done in your area to combat the problem of doorstep crime and what agencies/ organisations are around to assist.

Think who you would initially contact for help and then think about the wider issue of how to reduce the risk of doorstep crime.

- Who would you ask for help?
- what schemes may help
- essential phone numbers

Ensure you have the contact details of the local Trading Standards, local Citizens Advice, and local police,, You will then need to do research into your own neighbourhood schemes.

- Can a local housing authority help?
- Is there a local Neighbourhood Watch?
- Would you be interested in a nominated neighbour scheme?
- Do you live in or would you be interested in setting up a No Cold Calling Zone?

Citizens Advice consumer service contact details

Telephone 03454 04 05 06, Welsh-speaking adviser on 03454 04 05 05

<b>What types of rogue trader activity may go on?</b> <i>Examples given below</i>	<b>What could help?</b> <i>Examples given below</i>	<b>Who can help?</b> <b>List relevant contacts with contact details</b> <i>Examples given below</i>	<b>Find the contact numbers and add them here</b>

## Useful links

### **Citizens Advice consumer pages**

<https://www.citizensadvice.org.uk/consumer/>

### **Neighbourhood Watch Scheme**

<https://www.gov.uk/government/get-involved/take-part/help-make-your-neighbourhood-a-safer-place>

### **Buy With Confidence – Trading Standards scheme**

<https://www.buywithconfidence.gov.uk/>

### **Checkatrade**

<https://www.checkatrade.com/>

### **Trusted traders**

<https://trustedtraders.which.co.uk/>

## **Video Resources**

London Trading Standards Doorstep Crime

<https://www.youtube.com/watch?v=7plnAucy4BM>

London Trading Standards Safeguarding

<https://www.youtube.com/watch?v=vHYbCXQNJsQ>

ITV News

<https://www.itv.com/news/meridian/story/2014-12-22/trading-standards-fights-back-against-rogue-traders/>