



**POLICE CONNECT**  
*Keeping you informed, keeping your community safe*

Norfolk residents are reminded to remain vigilant, and look out for vulnerable neighbours, as rogue traders operate during the lockdown period.

Doorstep rogue traders will pretend to be skilled tradespeople such as builders, gardeners or handymen, offering services which often turns out to be of poor quality or unnecessary, resulting in costs that can rise far beyond an agreed quote.

Norfolk Constabulary received a report on Tuesday 14 April 2020 of suspected rogue traders operating in the Swaffham area, after a van was seen collecting rubble from a number of residents, with related services also being offered.

Following enquiries, no evidence was found to confirm any illegal trade in this instance, however officers are reminding residents not to accept offers of labour or services from people selling door to door.

If tradespeople are needed, these should be secured from reliable sources such as Norfolk County Council's Trusted Traders website: <https://www.norfolk.gov.uk/trustedtrader>

Door to door selling is not currently categorised as 'essential travel', and should not be taking place.

Officers are reminding residents of the following, to help them stay safe against rogue traders:

- Trust your instincts. While many people are genuine and want to help you, there are others who will try to take advantage of you.

- Always remember in the case of cold calling – it is your home and you don't have to agree to anything. Do not be bullied.

- Take your time when making decisions. Only criminals will try to rush you.

- Search for tradespeople through reliable sources, or take recommendations from people you trust.

- If you feel threatened or in danger, go inside, stay inside, and call 999.

If a rogue trader is currently at your home or will be coming back, you can contact the Citizens Advice consumer helpline on 0808 223 1133 (freephone).

If you think you've been a victim of rogue trading or a scam, you can report it to Action Fraud, the UK's national reporting centre for fraud and cybercrime, at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call 0300 123 2040.