

Join an existing community group

Don't cold call people - if you want to volunteer your services, find a verified organisation or community group through Neighbourhood Watch Scotland. This will help vulnerable consumers feel safer.

Carry verifiable ID

If you are volunteering for an organisation, they should have a point of contact that people can call to verify your identity. The person you are offering to help must be able to check that you are who you say you are.

Protect others in your community

If you see or hear about anyone suspicious who is cold calling people in your community, report it to Police Scotland on 101

Wait to receive payment

Don't take cash from anyone up front - wait until you have delivered their items.
NEVER accept anyone's bank card or sensitive information such as PIN numbers or bank account details.

Distance yourself from others

Keep at least 2 meters away from other people - leave deliveries at the door and take steps to keep both yourself and those you are helping safe from harm.

Get the latest advice from NHS Scotland:
nhsinform.scot/coronavirus

Helping Hands

Advice for those wishing to help others in their community

Trading
Standards
Scotland



Report scams to Advice Direct Scotland on 0808 164 6000
or through coronavirusadvice.scot



Sign up to receive Neighbourhood Watch Alerts at
neighbourhoodwatchscotland.co.uk/sign-up-for-alerts

Stop uninvited callers on your doorstep

Don't feel obliged to answer the door to anyone you don't know.

Check who you are dealing with

If a caller you don't recognise says that they are from a community group or verified organisation, ask to see their ID. If you're still not sure whether they are genuine, call the organisation using a number from their official website.

Wait to hand over money

Those who are genuinely trying to help will be happy to receive payment once they have delivered your items.
NEVER give out your card or bank details and **NEVER** hand your bank card to anyone at the door. Many supermarkets have 'volunteer cards' which work like gift cards.

Avoid cyber and phone scams

Keep up to date with the latest scams by signing up to the Scam Share bulletin or visit www.tsscot.co.uk/coronavirus

Report suspicious callers / activity

Call Police Scotland on **101** or **999** in an emergency
Report scams to Advice Direct Scotland on **0808 164 6000**

Helping Hands

Advice on dealing with unsolicited callers while self-isolating

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Standards
Scotland



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