



COMMUNITY SAFETY HANDBOOK



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CONTACTING THE POLICE

There are four principal occasions when you are likely to want to contact the police, i.e. (i) in an emergency, (ii) when reporting a crime, (iii) to report anti-social behaviour or (iv) when wishing to seek advice.

DIAL 999 ONLY IN AN EMERGENCY

You should only use 999 to report emergency situations. There is a helpful mnemonic to remember when to use 999:

- **P**hone 999 only if:
- **O**ffenders are nearby.
- **L**ife is at risk.
- **I**njury is caused or threatened.
- **C**rime or disorder is in progress.
- **E**mergency situations.

DIALLING 0845 0454545 NUMBER IN A NON-EMERGENCY

If you wish to report a (non-emergency) crime that has occurred you should ring 0845 0454545. Be sure to state clearly that you are reporting a crime. When the police have recorded the details ensure that you obtain a 'crime report number' confirming that your report has been recorded. You can also use the 0845 0454545 number on those occasions when you simply wish to seek advice, or contact the neighbourhood police officer (Beat Manager).

DIALLING 101 FOR OTHER REASONS

The 101 number is intended to deal with community safety issues. You can use it to report anti-social behaviour or, as with the 0845 0454545 number, on those occasions when you wish to seek advice.

You may use 101 to report:

- Vandalism, graffiti and other deliberate damage to property.
- Noise related issues.
- Intimidation and harassment.
- Abandoned vehicles.
- Fly tipping and litter.
- People being drunk and rowdy in public places.
- Drug related anti-social behaviour.
- Defective street lighting.

REMEMBER...

Do not dial 999 except in an emergency. The POLICE mnemonic at the top of this page defines the circumstances that constitute an emergency.

CONTACTING CRIMESTOPPERS (0800 555 111)

Crime has affected everyone at some point in his or her life in one way or another. There may be occasions when you have information about possible criminal activity taking place but you feel uncomfortable reporting the matter to the police. It's easy to feel that there's nothing you can do or to worry about the consequences if you do pass on information. With Crimestoppers you have the power to tackle crime without leaving yourself open. It's easy, it's anonymous, it's up to you.

WHY RING CRIMESTOPPERS?

Crimestoppers is an independent UK-wide charity working to stop crime. Every month they receive an average of 6,000 anonymous calls, which lead to over 500 arrests. Every call is valuable to Crimestoppers. Often your information will be used to help solve existing investigations. Sometimes however, the information may be entirely new to the police and will enable them to tackle crimes that they may otherwise be unaware of. That is why your call to Crimestoppers could be so crucial.

WHO ANSWERS WHEN YOU CALL?

A person, not a machine, will answer your call to Crimestoppers. Any information given will be passed to the area police concerned.

Crimestoppers call operators are specially trained in talking to their callers. They do not use a script or fill in a standard form with your information. Each call is individual so their call handlers are responsive to your needs and the information you have.

If for any reason Crimestoppers cannot take your call you will not be asked to leave a message. Please ring back another time – between 8am and 10pm.

WHAT DO CRIMESTOPPERS WANT TO KNOW?

Crimestoppers wants your information, not your name. You will be asked questions about the information you are giving them – but you will not be asked your name, address, or anything that will allow them to identify you.

Their call operators are not allowed to let the police know anything about you which may reveal your identity, e.g. if the call is about a neighbour of yours we will not disclose this. We don't even make a note of your gender.

REMEMBER...

The 0800 555 111 service is for confidential non-emergency reports only; if you have an emergency problem you should dial the 999 emergency service.

CONTACTING NEIGHBOURHOOD WATCH

This handbook is the result of a collaborative project between Denmead Neighbourhood Watch Committee and Waterlooville & District Neighbourhood Watch Association. Winchester City Council and Havant Borough Council have provided funding to meet the cost of printing.

DENMEAD NEIGHBOURHOOD WATCH

Denmead Neighbourhood Watch is a member of the Meon Valley Neighbourhood Watch Association. Members of the Denmead Neighbourhood Watch Committee can be contacted on (023) 9223 3147 or via the e-mail addresses quoted alongside their names in the list below.

Chairman: Brian Turner (bturner@dircon.co.uk)
 Treasurer: Jilly Critchley (denmeadnw@dsl.pipex.com)
 Co-ordinator: Dave Thornton (denmeadnw@dsl.pipex.com)
 Secretary: David Godson (davidgodson@simply-slow.org)

Police Officers and allied staff with responsibility for policing Denmead are based at Bishops Waltham Police Station and may be contacted by telephoning 0845 0454545.

WATERLOOVILLE & DISTRICT NEIGHBOURHOOD WATCH ASSOCIATION

Waterlooville & District Neighbourhood Watch Association has a website (www.wdnwa.org.uk) that contains a lot of useful information ranging from the aims of the organisation to how to set up a new scheme. All Area Co-ordinators and other NW officials may be contacted via the e-mail addresses quoted below or, alternatively, by leaving a message on the dedicated answering machine service by telephoning (023) 9289 2627. Note: The names of current Area Co-ordinators can be found on the website.

Area Co-ordinator, Beat JW2 - Waterlooville) (jw2@wdnwa.org.uk)
 Area Co-ordinator, Beat JW3 - Cowplain (jw3@wdnwa.org.uk)
 Area Co-ordinator, Beat JW4 - Purbrook and Widley (jw4@wdnwa.org.uk)
 Area Co-ordinator, Beat JW5 - Stakes and Crookhorn (jw5@wdnwa.org.uk)
 Area Co-ordinator, Beat JW6 - Horndean (jw6@wdnwa.org.uk)
 Area Co-ordinator, Beat JW7 - Clanfield (jw7@wdnwa.org.uk)
 Area Co-ordinator, Beat JW8 - (Vacancy)
 Hon. Secretary (secretary@wdnwa.org.uk)

Police Officers, Crime Reduction Officer and Field Intelligence Officer may be contacted by telephoning 0845 0454545.

DISTRACTION BURGLARY

WHAT IS DISTRACTION BURGLARY?

Most people who call at your home will be genuine. But sometimes people turn up unannounced, with the intention of tricking their way into people's homes. They are known as 'distraction burglars', whose only aim is to get into homes to distract people and steal their money or valuables. You should always be aware when someone you don't know calls at your door. Bogus callers may be smartly dressed and claim to be from the council, the police, health organisations or gas, water or electricity companies. They can be convincing and persuasive. They may be men, women or even children. They may ask for a drink of water or to wash their hands. Some may be looking for a lost pet. In fact, people may use any story.

WHAT CAN I DO TO PREVENT DISTRACTION BURGLARS?

Householders are encouraged to take note of the following advice.

- If you require the services of a utility or other company remember to pre-book the time so that you know whom to expect and when.
- Don't open the door to anyone before you've checked who it is – look out of the window or use a spy hole in your door. (see Page 15 for a list of utility company telephone numbers if you need to confirm the identity of callers).
- If you open the door, keep the chain on while you find out who is calling and what they want.
- If you're not expecting someone and you don't know them, don't let them into your home, no matter what they say to you. If a caller is genuine, they will understand your concerns.
- If someone is asking for a favour, such as to use your toilet, borrow a pen or retrieve a ball, don't let him or her in. Instead direct them to a shop, office or public place. It's only natural to want to help someone, but sadly that's one of the techniques often used by distraction burglars.
- If you have any concerns about someone who has called at your door, call the police immediately. If you have a chance, try to note what they look like and any vehicle they have with them, so police can investigate.
- If someone from a company calls at your door, even if you are expecting them, ask to see their identification and check it thoroughly. If you are blind or partially sighted, ask a friend or neighbour who you trust to help you if someone calls at your door.
- If you were not expecting anyone, explain that you need to check they are legitimate and ask them to wait outside for a few minutes. Take a note of their name and the company they claim to be working for and then close and lock the door.
- Look up the phone number for the company in a telephone directory and check they have an employee of that name and that they are visiting you on legitimate business.
- Never just take someone's word for it and don't use any phone number they give you to check their identity – you don't know if it's a genuine number.

HOW TO RECOGNISE A SCAM

WHAT WILL THEY ASK ME TO DO?

They'll ask you to:

- Send money up front – an administration fee or tax, the list is endless but it's always a ruse to get you to give them money.
- Give them your bank details or other personal details.
- Ring a premium rate number (all UK premium rate numbers start with 090).
- Buy something to get your prize.
- Contact them at a PO Box number.

WHAT WILL THEY OFFER ME?

They offer you something for nothing such as:

- You've won a prize in a draw or a lottery (even if you haven't entered one).
- An exclusive entry to a scheme that's a surefire way to make money.
- Easy money by helping them get untold millions out of their country.
- The chance to join an investment scheme that will make you huge amounts of money; and so on.

CAN I BE CAUGHT OUT?

It is possible for anyone to be caught out because scam artists will:

- Catch you unawares, contacting you, without you asking them to, by phone, email, post or sometimes in person.
- Sound pleasant, well spoken and kind (on the phone or at your door) and want you to think they're your friend.
- Have slick, professional leaflets and letters.
- Be persistent and persuasive.
- Rush you into making a decision.

WHAT CAN I DO TO AVOID BECOMING VICTIM OF A SCAM?

New scams from the UK and overseas appear every day - so it's important to know how to spot them. They come in many guises, e.g. by email, telephone, post or by a knock at the front door. There are hundreds of examples but we can all protect ourselves by being sceptical. Is it likely that someone you don't know, who has contacted you out of the blue will give you something for nothing? Never send any money or give personal details to anyone until you've checked them out and talked to a professional or family and friends. If they ask you to do any of these things then it's likely to be a scam.

WHAT SHOULD I DO IF I BECOME A VICTIM?

If you discover a scam tell your friends and family. If you have been the victim of a scam you should report it to the police. See 'Contacting the police' (Page 1).

IDENTITY THEFT (SEE ALSO PHISHING)

WHAT IS IDENTITY THEFT?

Identity theft occurs when criminals find out your personal details and use them to open bank accounts and get credit cards, loans, state benefits and documents such as passports and driving licences in your name. This is often done by taking documents from your rubbish or by making contact with you and pretending to be from a legitimate organisation.

HOW CAN I PROTECT MYSELF?

Your identity and personal information are valuable assets. These are just some steps you can take to keep them secure:

- If you move house, tell your bank, card issuer and all other organisations that you deal with immediately. Ask the Royal Mail to redirect any mail from your old address to your new one for at least a year.
- If you suspect your mail is being stolen, check with Royal Mail whether a mail redirection order has been made in your name without your knowledge.
- If your plastic cards are lost or stolen, cancel them immediately. Keep a note of the emergency numbers you should call.
- When giving your card details or personal information over the phone, Internet or in a shop, make sure other people cannot hear or see your personal information.
- Never carry documents or plastic cards unnecessarily. When not in use keep them in a safe place.
- Keep your personal documents in a safe place, preferably in a lockable drawer or cabinet at home. Consider storing valuable financial documents such as share certificates with your bank.
- If your passport or driving licence has been lost or stolen contact the issuing organisation immediately.
- Don't throw away entire bills, receipts, credit-card or debit-card slips, bank statements or even unwanted post in your name. Destroy unwanted documents, preferably by using a shredder.
- Check statements as soon as they arrive. If any unfamiliar transactions are listed, contact the company concerned immediately.
- Never give personal or account details to anyone who contacts you unexpectedly. Be suspicious even if they claim to be from your bank or the police. Ask for their phone number, check it is genuine and, if so, call them back. Be aware that a bank will never ask for your PIN or for a whole security number or password. Keep them secure.
- Don't use the same password for more than one account and never use banking passwords for any other websites. Using different passwords increases security and makes it less likely that someone could access any other accounts.
- Keep your passwords safe and never record or store them in a manner which leaves them open to theft, such as in your purse or wallet.

UNSOLICITED (JUNK) MAIL, FAXES AND TELEPHONE CALLS

REDUCING JUNK MAIL, UNSOLICITED FAXES & TELEPHONE CALLS

Sadly, if you see this as a problem it is unlikely that you will completely stop it happening. However, by taking some simple steps you can go a long way to reducing the impact.

MAILING PREFERENCE SERVICE (MPS)

The MPS is a free service funded by the direct mail industry to enable consumers to have their names and home addresses in the UK removed from or added to lists used by the industry. It is actively supported by the Royal Mail and all directly involved trade associations and fully supported by The Information Commissioner's Office. To register with this service, visit www.mpsonline.org.uk or telephone 0845 703 4599.

FAX PREFERENCE SERVICE (FPS)

The Fax Preference Service is a central opt-out register whereby individuals (and businesses) can register their choice not to receive unsolicited sales and marketing faxes. It is a legal requirement that companies do not send such faxes to numbers registered on the FPS. To register with this service, visit www.fpsonline.org.uk or telephone 0845 070 0702.

TELEPHONE PREFERENCE SERVICE (TPS)

Telephone Preference Service (TPS) helps you to make sure your telephone number is no longer available to organisations, including charities and voluntary organisations who may telephone you with offers and information you do not wish to receive. Under Government legislation it is unlawful to make unsolicited direct marketing calls to individuals who have indicated that they do not want to receive such calls. To register with this service, visit www.tpsonline.org.uk or telephone 0845 070 0707.

EMAIL PREFERENCE SERVICE (e-MPS)

Members of the Direct Marketing Association who wish to send unsolicited commercial e-mail must purge their e-mail lists of the individuals who have registered their e-mail address with e-MPS. Although registration with e-MPS will help reduce the number of e-mails you receive, it will not stop all commercial e-mails. To register with this service visit www.dmaconsumers.org/optoutform_emps.shtml

ROYAL MAIL OPT OUT SERVICE

You can reduce the amount of unwanted unaddressed mail you receive by opting out of the Royal Mail Door to Door service. Please remember that some local authority mailings, e.g. newsletters, are sometimes delivered by this method and would also be excluded. To register, email optout@royalmail.co.uk or telephone 0845 7950950.

PHISHING (ELECTRONIC IDENTITY THEFT)

WHAT IS PHISHING?

Phishing attacks use both 'spoofed' e-mails and technical subterfuge to steal consumers' personal identity data and financial account credentials. Phishing schemes use 'spoofed' e-mails to lead consumers to counterfeit websites designed to trick recipients into divulging financial data such as credit card numbers, account usernames, passwords and social security numbers. Hijacking brand names of banks, e-retailers and credit card companies, phishers often convince recipients to respond. Technical subterfuge schemes plant so-called 'crimeware' onto PCs to steal credentials directly, often using Trojan keylogger spyware.

WHAT CAN I DO TO AVOID BECOMING A VICTIM OF PHISHING?

These are some precautions that you can use to avoid becoming a victim of these scams.

- Be suspicious of any email with urgent requests for personal financial information. Phishers typically include upsetting or exciting (but false) statements in their emails to get people to react immediately. They typically ask for information such as usernames, passwords, credit card numbers, social security numbers, etc. Phisher emails are typically NOT personalized, while valid messages from your bank or e-commerce company generally are.
- Don't use the links in an email to get to any web page, if you suspect the message might not be authentic, instead call the company on the telephone, or log on to the website directly by typing in the Web address in your browser.
- Avoid filling out forms in email messages that ask for personal financial information; you should only communicate information such as credit card numbers or account information via a secure website or the telephone.
- Always ensure that you're using a secure website when submitting credit card or other sensitive information via your Web browser. To make sure you're on a secure Web server, check the beginning of the Web address in your browser's address bar - it should be "https://" rather than just "http://"
- Consider installing a Web browser tool bar to help protect you from known phishing fraud websites. EarthLink ScamBlocker is part of a free browser's toolbar that alerts you before you visit a page that's on Earthlink's list of known fraudulent phisher Web sites. It's free to all Internet users - download at <http://www.earthlink.net/earthlinktoolbar>
- Regularly log into your online accounts; don't leave it for as long as a month before you check each account. Regularly check your bank, credit and debit card statements to ensure that all transactions are legitimate. If anything is suspicious, contact your bank and all card issuers. Ensure that your browser is up to date and security patches applied; in particular, people who use the Microsoft Internet Explorer browser should immediately go to the Microsoft Security home page -- <http://www.microsoft.com/security/> -- to download a special patch relating to certain phishing schemes.

AVAILABLE FROM NW & THE INTERNET (HOME OFFICE)

MINDER View-Com door entry system at £10 each

This item is available through Neighbourhood Watch at a cost of £10 each. It is a combined door viewer and two-way intercom that will work on wood or UPVC doors up to 50mm thick (a limited number of extensions up to 60mm are available).

Loan of post coding kit - free

Every year, property worth hundreds of thousands of pounds is recovered by the police and not returned to its rightful owners, simply because it cannot be properly identified. The association holds marking kits, which are available for use by all Neighbourhood Watch members.

Data Link – free

Data Link is a simple method of storing essential information in the home in order that it is readily available should the need arise. Data Link is recognised by the Police, Ambulance and Fire Services. It is a voluntary scheme for anyone who might be reassured to know that, should they suffer an accident or sudden illness in the home, personal information would be available to the Emergency Services.

For further details about all of these items please contact your Scheme Co-ordinator. Alternatively see 'Contacting Neighbourhood Watch' (Page 3).

Members of the public can download a number of PDF versions of useful publications free from the Home Office website at www.crimereduction.gov.uk/publicity_catalogue/ These include:

General Crime

Materials available cover all crime areas, including a comprehensive reference booklet.

Household and Property

Includes advice on bogus callers, and tips for securing property against burglary, such as bicycles, boats, theft from churches and religious buildings and protecting your home.

Vehicle

This section covers a range of vehicle crime including cars, motorbikes and scooters, trucks, plant equipment and caravans.

Community

This section includes packs designed to help establish and organise community support groups such as Neighbourhood Watch and Home Watch.

Personal

This section covers personal crimes such as domestic violence, mobile phone theft, pickpocketing, bag snatching; and advice for children and young people.

GOING ON HOLIDAY

Going on holiday is an annual occurrence for most people and much time is given for preparation for the trip. It is vitally important that you consider the risks of leaving your home unattended for so long and implement precautions, some of which are quite simple, so that your home is left as secure as possible.

A FEW SIMPLE STEPS

- Tell a member of your family, local friend or trusted neighbour that you plan to go on holiday and inform them of the details of your holiday such as when you are leaving and when they can expect you to be back in the house. Leave your contact address and/or telephone number with the person you are entrusting with the caretaking of your home. Always consider informing your NW scheme co-ordinator when you go away.
- Cancel delivery of milk or newspapers.
- Either ask the person looking after your house to collect the mail and put it out of sight of prying eyes or use The Royal Mail's 'Keepsafe' service which will keep your mail for you while away.
- Security Timer switches are a great idea for holiday security. They usually work as a plug socket adapter with a timer built in. The timer runs so long as the adapter is plugged in and the plug socket switched on. The timer can be then set to automatically give power to anything that is plugged into it such as lights or radios. This can give the appearance that someone is in the property and deter burglars.
- Check your window security measures. 30% of all burglaries start with an unsecured window as an entry point. If need be, fit window locks. You may only be going away for a week or two but the window locks will provide security for your house whenever you leave it and are considered a good precaution to have all the time.
- Try not to discuss holiday plans in public places where strangers may hear details. You never know who may be listening.
- Never put your full home address on your luggage when you are travelling. The smarter thief may be able to tell from this that you are away and have full details of your home. A name and postcode is sufficient.
- If there are valuable documents or items that you are leaving in your house while away, either place them in a safe or take them to your bank, which will gladly, deposit them in its own safe while you are away.

BEFORE YOU LEAVE

Just before you leave for your holiday, do a last minute check to ensure all windows and doors are locked including garage doors, side gates and sheds. Turn on the burglar alarm if you have one. Make sure all of the above points have been considered. Maybe create a checklist for this last minute check and tick off each area of security that needs checking as you go along.

ROGUE TRADERS

WHAT IS A ROGUE TRADER?

Rogue traders come in many guises but in general terms they are doorstep traders who call without the express request of the owner of a property offering to carry out work, which is often unnecessary. The work completed is frequently substandard and the financial cost to victims is often exorbitant. The simple response to such callers is to say “No thank you”. If such traders persist in trying to sell their services they can be reported to Hampshire Trading Standards. If their behaviour is threatening or clearly unlawful then the police should be contacted. See ‘Contacting the police’ (page 1).

HAMPSHIRE TRADING STANDARDS QUICK RESPONSE TEAM (QRT)

Hampshire Trading Standards Service has set up a quick response team to deal with the increase in complaints about doorstep traders who target the elderly and vulnerable. A number of specially trained officers can intervene at short notice and assist in dealing with such traders while they are still in the area.

Rogue traders frequently target older people by knocking at the door and offering immediate work such as drives, roofing and gardening services. In most cases it is unlawful for cold callers to begin work unless written cancellation rights have been given in advance. The aim of the QRT is to attend the incident and advise both parties of their rights, to disrupt work and where appropriate prevent payment.

The victims, often frightened by the experience, are offered advice on how to make sure they are not targeted again. Residents in the surrounding area are warned that others might be caught out – both by a messaging service through voluntary groups such as Neighbourhood Watch and by leaflets entitled “Rogue traders are operating in this area” being delivered to all properties in the vicinity.

To contact the quick response team telephone 08454 04 05 06.

BUY WITH CONFIDENCE SCHEME

In response to concerns about rogue traders, which are often highlighted in the media, Hampshire Trading Standards has taken a ground-breaking step by putting together the Buy With Confidence Scheme. The scheme provides consumers with a list of reliable local businesses, which have proved their commitment to trading fairly. Every business listed has undergone a series of detailed checks before being approved as a member of the scheme.

Full details, and the list of approved businesses can be viewed at www.buywithconfidence.gov.uk or telephone 08454 04 05 06.

PROTECTING YOUR MOPED OR SCOOTER

Mopeds, scooters and other smaller-engine bikes are increasingly at risk of theft. As with bicycles, mopeds and scooters are an easy target for thieves if they are not secured as they can be wheeled away or bundled into a van. This is seen as a reflection of the growing popularity of mopeds and scooters as commuter bikes. More generally, newer bikes are consistently most at risk.

With the continued support of manufacturers including security features such as immobilisers or parts marking as standard, and increased awareness and use of security devices by riders, this problem can be tackled more effectively. The more security measures you can take, the less attractive your bike will be to thieves. No single product can cover all possibilities, but if you invest in both mechanical and electronic security devices, you will greatly reduce your risk of becoming a victim of this particularly disruptive type of theft.

ELECTRONIC SECURITY

Owners of more vulnerable bikes can help reduce the risk of theft by using properly installed Thatcham compliant or Sold Secure approved security devices. Some security devices may get you a discount on your insurance (up to 10% for immobilisers).

MECHANICAL SECURITY

Whatever type of mechanical security you opt for remember:

- Although it is difficult to carry around, it does act as a good deterrent to casual thieves.
- Always try to secure your bike to something solid and immovable, such as a ground anchor. Keep locks and chains off the ground – this makes them harder to break. A common method of bike theft is simply to lift the vehicle into the back of a van.
- Don't rely on this form of security alone.

PARKING

Park in safe well lit areas. Try to look for a public car park that is part of the police approved 'Safer Parking Scheme'. For further information and location of your nearest accredited safer car park scheme go to www.saferparking.com Use a bike cover whenever your bike isn't garaged.

PARTS MARKING AND IDENTIFICATION SYSTEMS

Put security marking on as many parts of your bike as you can. This will make it less attractive to opportunist thieves and will increase your chance of getting your bike back if it is stolen and then recovered.

PROTECTING YOUR VEHICLE

Vehicle crime accounts for around a fifth of recorded crime, and causes immense distress and inconvenience to its victims. A lot of car crime is opportunistic and could be prevented. For example about two thirds of all vehicle crime is theft from vehicles. By simply not leaving goods on display in a car, motorists can reduce the risk of theft considerably.

TOP TIPS

- Don't leave anything in your car, particularly when it's parked overnight. 63% of thefts of and from vehicles happen when they are parked outside the home.
- Always keep your car locked. This includes closing the sunroof and windows, even if you only leave it for a few seconds. That's all it takes for a criminal to steal your car.
- If you're going out and have to leave things in your car, put them out of sight, in the boot, before you leave home.
- When you park, take out your removable car stereo and take it with you. Don't leave it in the glove compartment.
- The same advice applies to Satellite Navigation Systems, which are becoming increasingly popular with thieves.
- Park with care. Park in busy or well-lit areas near CCTV cameras, or in police-approved car parks (look out for 'ParkMark™' on signs) if possible. You can find out which car parks are approved at www.saferparking.com
- Never leave car documents or spare keys inside the car. Hide them at home, but not by the door. Thieves will use a rod or pole through the letterbox to steal car keys from hall tables.
- If you have a garage, keep your car in it and remember to lock both your car and the garage.
- Get a professionally fitted Thatcham-approved electronic immobiliser (you can find an approved installer through the Vehicle Systems Installation Board at www.vsib.co.uk), or you can use a steering lock on older cars. You can find information on products that have been tested by Thatcham (0870 5502006) or Sold Secure (01327 264687).
- When purchasing a new car, check out the list of top 70 vehicles, which are safest from theft. These are highlighted by the Car Theft Index and by British Insurance Car Security Awards listed on www.thatcham.org.
- Consider fitting a car alarm.

PROTECTING YOUR HOME

Reduce the risk of your home being burgled by making sure you've taken these simple (and often inexpensive) precautions. Look at your home through a burglar's eyes.

- How would you get in if you'd forgotten your keys? If you can get in, so can a burglar.
- Are there places where they could break in without being seen?
- Would they have to make a lot of noise by breaking glass?

Opportunist thieves carry out most burglaries. In three out of ten burglaries, they don't even have to use force - they get in through an open door or window. So fit strong locks to your doors and windows and make sure you always keep them fully locked.

- If you are replacing or fitting new doors and windows, get ones that are certified to British Standard BS7950 (windows) or PAS 24-1 (doors).
- If you can afford it install a burglar alarm.
- Lock away ladders, garden tools and other items that burglars could use.
- Make your home appear occupied when out or away by using timer switches or leave your lights on.

Good external lighting can put off or draw attention to a thief. The most appropriate form of lighting to use is high-efficiency low-energy lighting, controlled by a dusk-to-dawn switch so that it comes on only when it's dark. This provides a constant and uniform level of light. It costs very little to run and helps to create a more reassuring environment. If possible fit lights out of easy reach - at a height of at least 2.5 metres (eight feet).

Remember, most burglaries happen when a house is empty. They are also more likely to happen during the evening or at night.

- Don't leave curtains closed during the daytime.
- Use timer switches to turn on lights, radios and other appliances when you're out. You can buy these from DIY shops. But don't use them if they will show a burglar that you're out, for example, in ground floor rooms where the curtains have been left open.
- Keep all valuable items out of sight, including presents (e.g. under the Christmas tree) if they are in full view of open un-curtained windows.

HANDBOOK CONTACT DETAILS

Police (see Page 1)

- Tel: 999 in an emergency only.
- Tel: 0845 0454545 to report non-emergency crime.
- Tel: 101 to report anti-social behaviour or seek advice.

Crimestoppers (see Page 2)

- Tel: 0800 555 111 to anonymously inform about possible criminal activity.

Distraction burglary (see Page 4)

- Telephone the following to confirm the identity of utility company staff:
 - Tel: 0870 608 1524 Transco.
 - Tel: 0800 393 499 Accuread (meter read).
 - Tel: 0870 013 2080 Atlantic Electricity & Gas.
 - Tel: 0845 966 8866 British Gas.
 - Tel: 01386 757 333 Countrywide Gas.
 - Tel: 0845 601 1102 Npower.
 - Tel: (023) 9247 7999 Portsmouth Water
 - Tel: 0500 240 500 Powergen.
 - Tel: 0800 400 200 Scottishpower.
 - Tel: 0800 622 838 Southern Electric.
 - Tel: 0845 278 0845 Southern Water.
 - Tel: 0800 321 999 British Telecom.

Preference Services (see Page 7)

- Contact the following to register for the relevant preference service:
 - Tel: 0845 703 4599 or visit www.mpsonline.org.uk (Mail).
 - Tel: 0845 070 0702 or visit www.fpsonline.org.uk (Fax).
 - Tel: 0845 070 0707 or visit www.tpsonline.org.uk (Telephone).
 - Visit www.dmaconsumers.org/optoutform_emps.shtml (Email).
 - Tel: 0845 7950950 or email optout@royalmail.co.uk (Mail Opt Out).

Electronic identity theft – known as Phishing (see Page 8)

- Visit www.earthlink.net/earthlinktoolbar to install a phisher Web Site alert.
- Visit www.microsoft.com/security/ to install a special patch relating to certain phishing schemes (Internet Explorer).

Rogue traders (see Page 11)

- Tel: 08454 04 05 06 to contact Hampshire County Council Trading Standards Service quick response team.
- Tel: 08454 04 05 06 to contact Hampshire County Council Trading Standards Service Buy With Confidence Scheme or visit www.buywithconfidence.gov.uk

