

**NEIGHBOURHOOD  
WATCH™**

**STAY  
SAFE**



**YOUR GUIDE TO CRIME PREVENTION & SAFETY**

**WWW.OURWATCH.ORG.UK**

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# INTRODUCTION

This booklet was designed by the **Neighbourhood & Home Watch Network (England & Wales)** (NHWN). NHWN is a national charity and umbrella body which represents all Neighbourhood Watch and Home Watch members across England and Wales. It is the organisation that engages with the government, partners and like-minded organisations at a strategic level. Our website is [www.ourwatch.org.uk](http://www.ourwatch.org.uk)

The overall aim of the Neighbourhood & Home Watch movement is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen. Crime cannot flourish in a community that cares.

**For more information about Neighbourhood & Home Watch, including how you can join or set up a scheme in your area, see pages 34-35 or visit [www.ourwatch.org.uk](http://www.ourwatch.org.uk)**

We also recommend that you contact your local Neighbourhood or Home Watch Association, who may be able to help you access further support, including in some cases security products. You can find them by contacting your Regional Representative, details of whom can be found at [www.ourwatch.org.uk/get\\_involved/in\\_the\\_regions](http://www.ourwatch.org.uk/get_involved/in_the_regions)

If you see a crime in progress, call **999**. If you see something suspicious or want to report information about a crime that has taken place, call the police non-emergency number **101** or Crimestoppers anonymously on **0800 555 111**.

**We would like to thank our partners** the Police Service, Master Locksmiths Association, Crimestoppers, Suzy Lamplugh Trust, Age UK, Fire & Rescue Service, Get Safe Online, Action Fraud, Secured By Design and Avocet Hardware for their input into this booklet.



# HOME SECURITY

## Remember:

### Most burglaries are opportunistic.

- Always close and lock doors and windows when you go out - even if just for a short time - and when you go to bed at night. Don't forget doors into garages or conservatories.
- Make sure your locks and security measures comply with your insurance requirements. More information can be found at [www.securedbydesign.com](http://www.securedbydesign.com) and [www.locksmiths.co.uk](http://www.locksmiths.co.uk).
- Join or start a Neighbourhood or Home Watch scheme! Membership of a scheme is a proven deterrent to burglars.
- Keep keys, including shed and car keys, in a place where they're not visible to anyone looking in. Don't leave keys in the door and never hide a spare key outside.
- Keep valuables hidden and not visible from windows.
- Take photos of your valuable items for insurance purposes and keep them with your policy.
- Window locks and visible burglar alarms can act as a deterrent to criminals.
- Never leave packaging from new goods visible with your general rubbish. Criminals may see it and target your property.
- Draw curtains in the evening and leave your lights on a timer switch if you're going out.
- Never give your keys to anyone you do not know well. Change locks in a new property so that you know exactly who has keys.
- Never keep large amounts of cash in the house.
- Consider keeping expensive jewellery, house deeds and other important items in a home safe anchored to the brickwork.

Register valuable items **free of charge** with [www.immobilise.com](http://www.immobilise.com), a property register that helps police identify your property and catch criminals.

If you need to have your locks repaired or replaced, are wanting to upgrade your security or simply want a security survey then you can find an approved locksmith near you via the **Master Locksmiths Association**: [www.locksmiths.co.uk](http://www.locksmiths.co.uk) / 0800 783 1498. Their website also has useful security advice including a visual guide to home security.

Consider registering expensive items with a forensic marking company. **Secured by Design** has accredited a number of products:

- **RedWeb** - [www.redwebsecurity.com](http://www.redwebsecurity.com)
- **Selectamark** - [www.selectamark.co.uk](http://www.selectamark.co.uk)
- **SmartWater** - [www.smartwater.com](http://www.smartwater.com)

Look at [www.securedbydesign.com](http://www.securedbydesign.com) for more security tips and recommended products. You can also speak to your local Neighbourhood & Home Watch Association or police as they may have products available directly from them.

If you are replacing your lock cylinder, consider upgrading from the standard Euro cylinder lock to one that has met the Sold Secure SS312 Diamond Standard or 3\*TS007 approval such as an **ABS Snap Secure** lock, which provides protection against lock snapping. You can find out more at [www.homesecurityandsafety.co.uk](http://www.homesecurityandsafety.co.uk) / 01484 725 601



## GARDEN SECURITY



**Garden security is very important as the garden is an access point into your home.**

- Secure your garden with lockable gates and walls or substantial fencing. Thorny plants around the perimeter and trellis on top of fences make it harder for an intruder to access your garden.
- Keep your ladder and garden tools locked away, as they can be used by burglars to access your home. Keep tools inside if you do not have a garden shed.
- Remember to lock garage and shed windows and doors. Use electronic shed alarms or padlock alarms to deter thieves.
- Make sure any valuable items stored in sheds are well-secured, to a ground/wall anchor where possible.
- Store bins securely to prevent them from being used to access upstairs windows or flat roofs.
- Outside security lighting can act as a deterrent for burglars.
- Walking on gravel is noisy and this can help to deter intruders.

## WHEN YOU GO AWAY

- Make sure your premises are secured every time you leave, even if only for a short time.
- Make sure your alarm, if you have one, is set.
- Put lights on a timer switch to make your house look occupied. You can also get timer switches for the radio and/or TV.
- Ask a neighbour to push post through your letterbox and take in any deliveries for you. Cancel milk, newspapers and other deliveries if you can.
- Ask a neighbour to park a car on your drive so that passers-by assume someone is at home.
- If you have a close friend or relative nearby with a key, ask them to draw your curtains in the evening and back in the morning. Don't leave the curtains drawn during the day.
- If you have a lawn, mow it before you go away.
- Don't display your home address on the outside of your luggage.
- Don't publish your absence on the internet. Status updates, comments and photos on social media can all give away the fact that you are out of your home for an extended period.





# FIRE SAFETY

**Get a smoke alarm on every level of your home. You are four times as likely to die in a fire without one.**

- Test your smoke alarms at least once a week. **More than 20 people die every year because the battery in their smoke alarm was flat or missing.**
- Take extra care in the kitchen and never leave cooking unattended. **Half of house fires start in the kitchen.**
- Stub cigarettes out properly and dispose of them carefully. **Every five days someone dies in a fire caused by a cigarette.**
- Don't overload electrical sockets and watch out for faulty and overheating electrical equipment, wiring and cables.
- Fires in wheelie bins can easily spread if next to buildings or cars. Try to store your bins securely.
- Keep a fire blanket in your kitchen and practice using it.
- You might also want to consider getting a carbon monoxide alarm - these can save lives by measuring carbon monoxide levels over time and sounding an alarm before levels get dangerously high, giving you adequate warning so that you can safely ventilate the area.

## For more advice about fire safety in your home:

- Visit the website of your local Fire & Rescue Service. Some services offer free safety checks to people most at risk of fire.
- Visit the government's **Fire Kills** website: [www.gov.uk/firekills](http://www.gov.uk/firekills) and follow them on social media at [www.twitter.com/Fire\\_Kills](https://www.twitter.com/Fire_Kills) and [www.facebook.com/firekills](https://www.facebook.com/firekills).

## Choosing your smoke alarm

- Smoke alarms are available from DIY stores, electrical shops and most high street supermarkets.
- Your local Fire & Rescue Service will be happy to give you advice on which one is best suited to you.
- Get an alarm with the British Standard Kitemark or Loss Prevention Certification (LPCB) logo which shows the alarm is approved and safe.
- Consider installing a 10-year battery smoke alarm.



Vibrating pad alarms are available for blind or visually impaired people. The RNIB can advise: [www.rnib.org.uk](http://www.rnib.org.uk) or 0303 123 9999



You can get alarms for the hearing impaired – contact your local council or Action on Hearing Loss for information: [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk) or 0808 808 0123

## Bedtime checklist:

- Turn off and unplug electrical appliances unless they are designed to be on, like your freezer.
- Check your cooker is turned off.
- Don't leave the washing machine on.
- Turn heaters off and put up fireguards.
- Put candles and cigarettes out properly.
- Close inside doors at night to stop a fire from spreading as quickly.

## In the kitchen

- Do not leave children in the kitchen alone when cooking on the hob. Keep matches and pan handles out of their reach.
- Take extra care if you need to leave the kitchen while cooking. Take pans off the heat or turn them down.
- Make sure pan handles don't stick out so they don't get knocked off the stove.
- Keep tea towels and cloths away from the cooker and hob.
- Spark devices are safer than matches and lighters to light gas cookers, as they don't have a naked flame.
- Double check the cooker is off when you've finished cooking.
- Keep electric leads and appliances away from water.
- Check toasters are clean and placed away from curtains and kitchen rolls.
- Keep the oven, hob and grill clean and in good working order. A build-up of grease can ignite a fire.
- Take care when cooking with hot oil - it sets alight easily.
- Use a thermostat controlled electric deep fat fryer. They can't overheat.

### If a pan catches fire:

- Turn off the heat if it's safe to do so. Don't take any risks. Never throw water over it.
- Don't tackle the fire yourself. **Get out, stay out and call 999.**



**Plan an escape route and make sure everyone in the family knows how to escape**

- Make sure exits are kept clear.
- The best route is the normal way in and out of your home.
- Think of a second route in case the first one is blocked.
- Take a few minutes to practice your escape plan.
- Review your plan if the layout of your home changes.
- Keep door and window keys where everyone can find them.

### If you can't get out:

- Get everyone into one room, ideally with a window and phone.
- Put bedding around the bottom of the door to block out the smoke, then open the window and call "Help, fire."
- Use bedding to cushion your fall and lower yourself down carefully. Don't jump.
- If you can't open the window, break the glass in the bottom corner. Make jagged edges safe with a towel or blanket.



## Barbecues & bonfires

- **Never leave a barbecue or bonfire unattended.**
- **Always supervise children and pets around barbecues and bonfires.**
- Don't use petrol or paraffin with your bonfire or barbecue.
- Keep a bucket of water, sand or a garden hose nearby in case of emergencies.
- Make sure your barbecue or bonfire is well away from sheds, fences, shrubs or garden waste. Avoid lighting bonfires near thatched properties.
- Don't drink too much alcohol if you are in charge of the barbecue or bonfire.

**There have been carbon monoxide fatalities with gas barbecues in enclosed spaces. Don't be tempted to take the barbecue into your tent, awning or garage if it starts to rain.**

### Take care with gas cylinders:

- Store gas cylinders outside, away from sunshine and frost.
- Always change gas cylinders outdoors.

### After your barbecue:

- Turn the gas supply off and then the barbecue control.
- Ensure your barbecue is cool before moving it.
- Don't put ashes into wheelie bins.

## Fireworks

- Follow instructions on fireworks.
- Make sure fireworks are well secured in the ground and pointing upright.
- Light fireworks at arm's length and stand well back when lit.
- Never return to a firework that has been lit, even if it hasn't gone off.
- Never throw fireworks.
- Don't put fireworks in your pocket.
- Make sure pets are supervised around fireworks. Keep them indoors if necessary.



# VEHICLE SECURITY

## Cars

- Keep your car keys somewhere out of sight in your home where they aren't visible from windows or doors. When you go to bed, take keys into your bedroom to make them less accessible to intruders.
- Use an anti-theft device on your car. Get one that is Sold Secure approved ([www.soldsecure.com](http://www.soldsecure.com)). You can search for suppliers on [www.securedbydesign.com](http://www.securedbydesign.com) and your insurance company may also be able to advise you on approved security devices.



## Bikes

- When parking away from home make sure your bike or motorbike is locked to a heavy duty piece of street furniture and where possible with the lock or chain off the floor.
- At home, lock bicycles and motorcycles in a secure garage or shed if you have one, using a good quality U-lock or chain and padlock to a ground anchor.
- Fit an alarm to your motorcycle.
- Mark your bicycle frame with your postcode in two separate locations if possible, one of which should be hidden.
- **Register your bike for free with [www.immobilise.com](http://www.immobilise.com). This will help police to find it if it gets stolen.** The Immobilise website also has some useful tips about bike security.
- Take a photo of your bike and keep it with the insurance details. Make a note of the make, model and serial number.

# THEFT FROM CARS

## When you park up

- Try to park somewhere open and well-lit.
- Lock up – including the boot.
- Remember to close the windows and sunroof.
- Don't leave **anything** on show in your car when you park – not even a coat or empty carrier bag.
- If you have a removable sat nav, remove it and take it with you if possible when you park up, even if only for a short time. Remove the mounting, polish any marks off the windscreen and hide the cable and mounting.

## Remember...

- Store car ownership information at home, not in your car.
- Number plates are often stolen for criminal use. Use plates secured with anti-theft screws, available from car accessory stores.

## Overnight

- Try not to store things in the boot.
- When you leave the car, take removable radios, stereos and sat navs with you.

A '**Park Mark**' shows that a car park meets recognised security levels. More information can be found at [www.parkmark.co.uk](http://www.parkmark.co.uk) or via the British Parking Association on [www.britishparking.co.uk](http://www.britishparking.co.uk) or 01444 447 300.



# DOORSTEP CRIME

## Not sure? Don't open the door!

- Keep your front and back doors locked, even when you are at home.
- Install a 'spy hole' or electronic viewer in the front door so that you can see who the caller is before opening the door.
- Use a door chain or door bar so that you don't have to open the door fully to talk to the person on your doorstep.
- Even if the person calling has an appointment, check their identity card carefully.
- If the caller claims to be from a particular company, you can check by calling the company in question using a number from the phone book. Don't use a card or number given to you by the caller. Close and lock the door while you check. A genuine caller won't mind waiting.
- Don't leave any doorstep callers alone with your door open.



Never agree to have work done by someone just passing by. If you think work needs to be done, get at least two quotations from reputable companies. Never sign anything on the spot - but if you have, remember you have a 7 day cooling-off period during which you can cancel and receive a full refund.

- Always shop around for the best price.
- Be wary of 'special offers' or warnings about your home.
- Never hand over cash or sign anything.
- Talk to someone you trust, such as a relative, friend or neighbour, for a second opinion.

Bogus callers may be smartly dressed and claim to be from the council, police or utility companies. They can also turn up as builders or gardeners and try to trick you into paying for unnecessary work.

Here are some responses you can use to callers at the door:

- "I do not buy goods or services at the door."
- "I'd like more time to think about it."
- "I want to shop around and get other quotes."
- "I'd like to discuss it with someone else."

You can download a notice to deter cold callers here:

[www.ourwatch.org.uk/resource\\_centre/document\\_library/cold\\_caller\\_warning\\_sticker](http://www.ourwatch.org.uk/resource_centre/document_library/cold_caller_warning_sticker)

If you think a bogus caller has called on you, report it to the police immediately on 101 and to Trading Standards via the consumer helpline numbers below.

For advice on doorstep selling you can call the **Citizens Advice consumer helpline** on 08454 04 05 06 (English) or 08454 04 05 05 (Welsh), or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

# SAFETY ON THE TELEPHONE

- Never agree to anything over the phone. Don't be shy of just hanging up on telephone cold callers.
- Never reply to unsolicited text messages, even to try and stop them. Just delete them.
- Never give any personal information over the phone unless you made the call and are certain of who you are speaking to.
- Use a password, passcode or pattern code to lock your phone.
- Don't store password reminders on your phone.
- Don't open suspicious or unsolicited messages.

Register your mobile with [www.immobilise.com](http://www.immobilise.com), using your IMEI number (15 to 17 digit code usually behind the battery - or key in \*#06#).

If your phone is stolen, report it immediately to the police and your service provider to block usage, even if it's pay-as-you-go. Don't report lost phones as stolen. This is a crime.



## If you have a smartphone

- Install anti-virus software specifically designed for mobile phones. Ask for advice at the store where you bought your phone.
- Avoid opening links or downloading games and apps unless you are certain of their source.
- Clear your browser history – especially if using online banking.

**Remember:**  
**If you have a smartphone,  
take the same precautions  
as you would when accessing the  
internet over any other device.**

### Be careful with your location settings.

If you use your phone to update social media or to upload photos, location data could be uploaded to the internet without you realising. Burglars can use this information to find out where you live and even when you are likely to be out of the house.

**If you are unsure, ask a member of staff at the shop where you bought your phone to show you the location settings.**





**Sign up to the  
Telephone Preference Service  
([www.tpsonline.org.uk](http://www.tpsonline.org.uk) or 0845 070  
0707) and the Mail Preference Service  
([www.mpsonline.org.uk](http://www.mpsonline.org.uk)) to minimise  
unsolicited calls and mail.**



## Stay safe from scams

**Remember:** scammers often pretend to be from legitimate, well-known, national or global companies like banks or utilities providers. If in doubt, hang up and phone the company yourself, using a phone number from their official website, Yellow Pages or letterheaded correspondence from them.

A common scam involves someone calling you up and claiming that there is something wrong with your computer and they can fix it for you. This is a hoax.

If you think there is a problem with your computer or you want to buy or update antivirus software:

- Ask advice from the store where you bought it.
- Ask a trusted computer repair technician that you have contacted yourself.
- Never give control of your computer remotely to a third party over the telephone.

The Metropolitan Police produce a useful online booklet called **The Little Book of Big Scams**. This can be downloaded at [www.met.police.uk/docs/little\\_book\\_scam.pdf](http://www.met.police.uk/docs/little_book_scam.pdf) and an audio version is also available (visit [www.met.police.uk](http://www.met.police.uk) and type 'little book big scams' into the search box). Two websites with useful information about hoaxes are [www.snopes.com](http://www.snopes.com) and [www.hoax-slayer.com](http://www.hoax-slayer.com).



Some scams or frauds involve online dating. Be very careful about what information you give to someone you have never met in person, and never send any money to someone you haven't met.



Scams can also revolve around job-hunting. As well as being wary of links and attachments in unsolicited emails, beware of interview, job or training 'offers' that require you to buy books or equipment, or pay a fee upfront.

The charity '**Think Jessica**' has an anti-scam website, [www.thinkjessica.com](http://www.thinkjessica.com), with a useful poster, FAQs and information about what to look out for, as well as further materials that you can order.

# PROTECT YOURSELF FROM FRAUD & IDENTITY THEFT

**Don't give any personal information to anyone – either online, face to face or over the phone – before verifying their credentials.**

- Never give your credit card number over the telephone unless you made the call and are certain of who you are speaking to.
- Don't let anyone take your debit or credit card out of sight when paying in a shop or restaurant.
- Shred receipts with your card details on and correspondence with your name and address on.
- Never throw away credit statements, credit cards or bank statements in a usable form. Shred them.
- Remember that your bank would never contact you to ask you for your PIN, password or other security information in full.
- Shield your PIN when withdrawing cash and when using your credit or debit card to pay for items in a shop.
- Regularly get a copy of your credit file and check it for entries you don't recognise. **Callcredit** ([www.callcredit.co.uk](http://www.callcredit.co.uk) / 0113 388 4300), **Equifax** ([www.equifax.co.uk](http://www.equifax.co.uk)) and **Experian** ([www.experian.co.uk](http://www.experian.co.uk) / 0844 481 0800) can all provide your credit file.
- If you move house, contact your bank, give them your new address and arrange with the Post Office to have your mail redirected.
- Be extremely wary of post, phone calls or emails offering business deals out of the blue. If an offer seems too good to be true, it probably is.

- Reconcile your bank account monthly and notify your bank of discrepancies or unauthorised transactions immediately.
- Keep a list of telephone numbers to call to report the loss or theft of your wallet, credit cards etc.

**ActionFraud**  
❑❑❑ Report Fraud & Internet Crime ❑❑❑  
**[actionfraud.police.uk](http://actionfraud.police.uk)**

**Action Fraud is the UK's fraud and internet crime reporting centre.**  
**For advice, resources or to report suspected or attempted fraud visit**  
**[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**  
**or call 0300 123 2040.**





- If you are expecting a statement, new card or cheque book by post and it does not arrive within the indicated length of time, contact your bank immediately.
- Protect mail left in communal areas of residential properties.
- When registering to vote, tick the box to opt out of the 'Edited' register.

**You can contact Trading Standards via the Citizens Advice Consumer Helpline on 08454 04 05 06 (English) or 08454 04 05 05 (Welsh), or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)**



## ONLINE SAFETY

- Make sure you have an up to date security programme and anti-virus software installed on your computer.
- Install updates for your operating system, web browser and other software as soon as it is available. But beware of emails about security updates; these are hoaxes.
- Make regular backups of important files.
- Be careful about clicking on links and attachments in emails. Don't click on links from an unknown sender. Remember that spammers could also gain access to a friend's account, so if you get an uncharacteristic email containing a link from a friend, do not click on it but find another way of contacting them to check that the message is genuine.
- Remember that free screensavers and games can be used to infect computers with viruses. Never download them, no matter who has sent them to you.



- Never click on a link in an email from your bank. If you want to use online banking, enter the website address in the address bar yourself, so that you know you are going to the right website and not a fake site designed to replicate the genuine article.
- Leave a website if you feel suspicious - if the site doesn't look or 'feel' right, if there is text that doesn't appear to have any purpose or doesn't tie in with the rest of the site, or if you feel uneasy for any reason.
- Don't use open wi-fi hotspots to send private information such as bank details.
- When buying things online or otherwise entering sensitive data, look for a padlock in the bottom right corner of the screen and a web address beginning with https. This indicates that you are on a site that has its own built-in security.

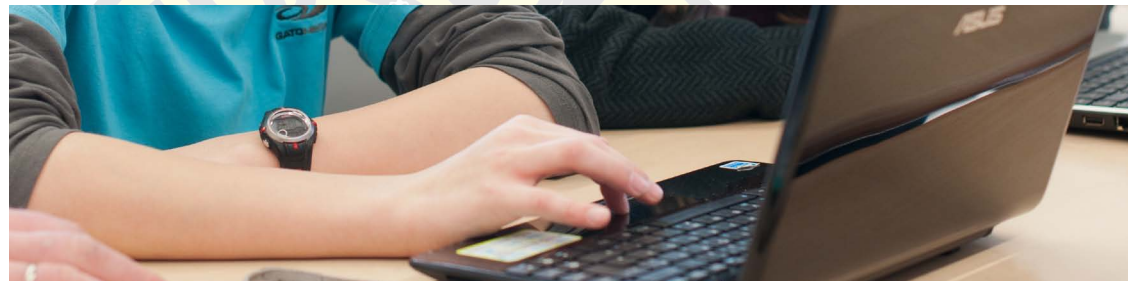
**If you use a **wireless network** at home, password-protect it.**

- Make sure your passwords are strong and you use a different one for each account. As a general rule, passwords should contain a mix of numbers, symbols and upper and lowercase letters.
- Regularly check your social media privacy settings to control exactly what you're sharing with whom.

**If you're going away on holiday, don't advertise it on social media!**

**There is lots of information about staying safe online on the websites **www.getsafeonline.org** and **www.cyberstreetwise.com****

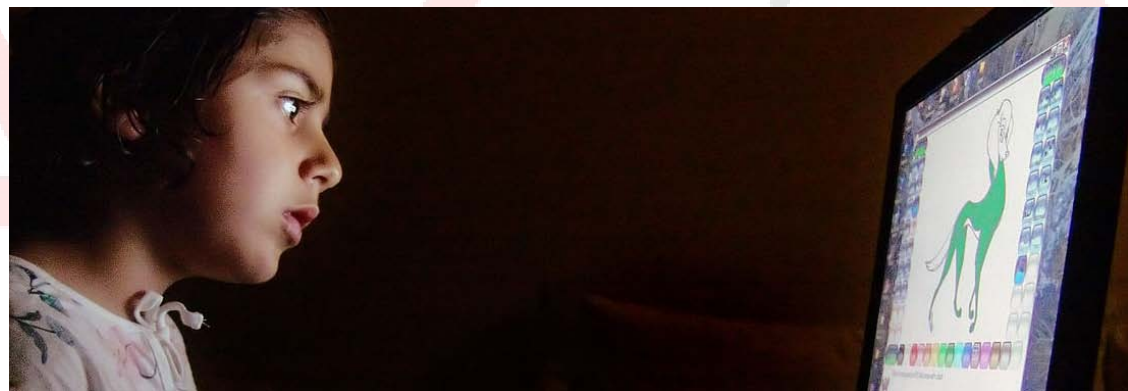
For advice about keeping children safe online, or if you want to report someone who is behaving suspiciously towards a child online, contact the Child Exploitation & Online Protection Centre at [www.ceop.gov.uk](http://www.ceop.gov.uk) or 0870 000 3344.



**If a child is at immediate risk, call 999.**

You can report illegal online content to the Internet Watch Foundation at:

**[www.iwf.org.uk/report](http://www.iwf.org.uk/report)**





# PERSONAL SAFETY WHEN OUT & ABOUT

## When on foot:

- Be aware of your surroundings.
- Keep to well-lit and busy areas whenever possible and try to avoid routes that include underpasses, quiet alleyways, wooded or deserted areas.
- Try to look and act confident.
- Keep valuables out of sight. Be careful if you decide to take out your phone, mp3 player or wallet in public. If you are wearing your music player this will also make it more difficult to hear someone approaching you.
- Try to avoid chatting or texting on your mobile phone when walking alone, as this could distract you and prevent you from noticing potential danger approaching.
- Spread your valuables around – e.g. keys in jacket pocket, phone in bag, money in trouser pocket.
- Consider getting a personal safety alarm to carry with you when out and about.

**If someone tries to take something from you, it is usually safer to let them have it rather than get into a confrontation.**

- Walk facing traffic so a car can't pull up beside you without warning.
- Try to avoid using cash machines at night.
- Consider using a purse chain or bell.
- Avoid carrying important documents or credit cards that you don't need to take with you.
- Cover up expensive-looking jewellery.
- Remember that you are more vulnerable to attack when you have been drinking. Be careful of drink spiking – never leave drinks unattended; ask a trusted friend to look after your drink for you if you need to go to the toilet.



## If you go **jogging** or **cycling**:

- Vary your route from day to day, and the time if you can.
- Stick to well-lit areas and open spaces.

**If you think someone is following you, go to the nearest place where there are other people, such as a shop.**

## If a **vehicle driver** stops and speaks to you:

- Keep your distance from the vehicle.
- If you feel threatened, move away quickly in the opposite direction from the way the car is facing.
- If you can, try to remember vehicle details (number plate, make, colour) and call the police.
- Never accept a lift from someone you don't know well or don't feel comfortable with.

## When **driving**:

### Before you go:

- Make sure your vehicle is in good condition and has plenty of fuel. Carry a spare empty fuel can and a torch.
- Tell someone where you are going and what time you plan to arrive.
- Plan your route.

### On the road:

- Don't stop for hitchhikers.
- Make sure you have enough money, contact details for breakdown services and a fully charged mobile phone.
- Keep any bag, phone or valuables out of sight.
- When driving in towns or cities, don't wind your window down far enough for someone to reach in while you are stopped in traffic.
- If you think you are being followed, or if someone tries to flag you down, drive on until you come to a service station or somewhere busy and call the police.



## On **public transport**:

### Buses & trains:

- On buses, try and avoid isolated stops. If you want to feel safer, sit on the lower bus deck near the driver. On trains or tubes, sit in a busy carriage.
- If you are arriving at night, try and arrange to be met by someone at your destination. Use main escalators and walkways where there is CCTV.

### Taxis:

- Always use a reputable mini-cab or private hire car firm and pre-book at their office or by phone.
- Check your taxi is the one you booked. Give your name at the time of booking and ask the driver to repeat it before you get in. Look for identification on the driver or vehicle. If you are not sure about the driver, do not get in. If you feel uneasy once you are in the taxi, ask the driver to let you out at a busy, well-lit place.
- At the end of your journey, ask the driver not to drive off until you get indoors.
- Find out if your town has a Taxi Marshalling Scheme at weekends. These are available in many major towns and cities.

**For more information  
about personal safety, visit  
[www.suzylamplugh.org](http://www.suzylamplugh.org)**



## QUICK REFERENCE

**Report a crime in progress** to the [police](#) on 999.

**Report suspicious information** to the [police](#) non-emergency number 101 or anonymously to [Crimestoppers](#) on 0800 555 111.

**Find out about Neighbourhood or Home Watch:**

[www.ourwatch.org.uk](http://www.ourwatch.org.uk) / 0116 229 3118

**Property marking and security products:**

[www.securedbydesign.com](http://www.securedbydesign.com)

[www.locksmiths.co.uk](http://www.locksmiths.co.uk) / 01327 262 255

[www.homesecurityandsafety.co.uk](http://www.homesecurityandsafety.co.uk) / 01484 725 601

Property register - [www.immobilise.com](http://www.immobilise.com)

DNA property marking - [www.redwebsecurity.com](http://www.redwebsecurity.com)

DNA property marking - [www.selectamark.co.uk](http://www.selectamark.co.uk)

DNA property marking - [www.smartwater.com](http://www.smartwater.com)

**Safety advice:**

Fire safety - [www.gov.uk/firekills](http://www.gov.uk/firekills)

Safe car parks - [www.parkmark.co.uk](http://www.parkmark.co.uk) / 01444 447 300

Personal safety - [www.suzylamplugh.org](http://www.suzylamplugh.org)

The Royal Society for the Prevention of Accidents (RoSPA) - [www.rospace.com](http://www.rospace.com) / 0121 248 2000

**Fraud, trading standards & online safety:**

Report fraud - [www.actionfraud.police.uk](http://www.actionfraud.police.uk) / 0300 123 2040

Online safety advice - [www.getsafeonline.org](http://www.getsafeonline.org)

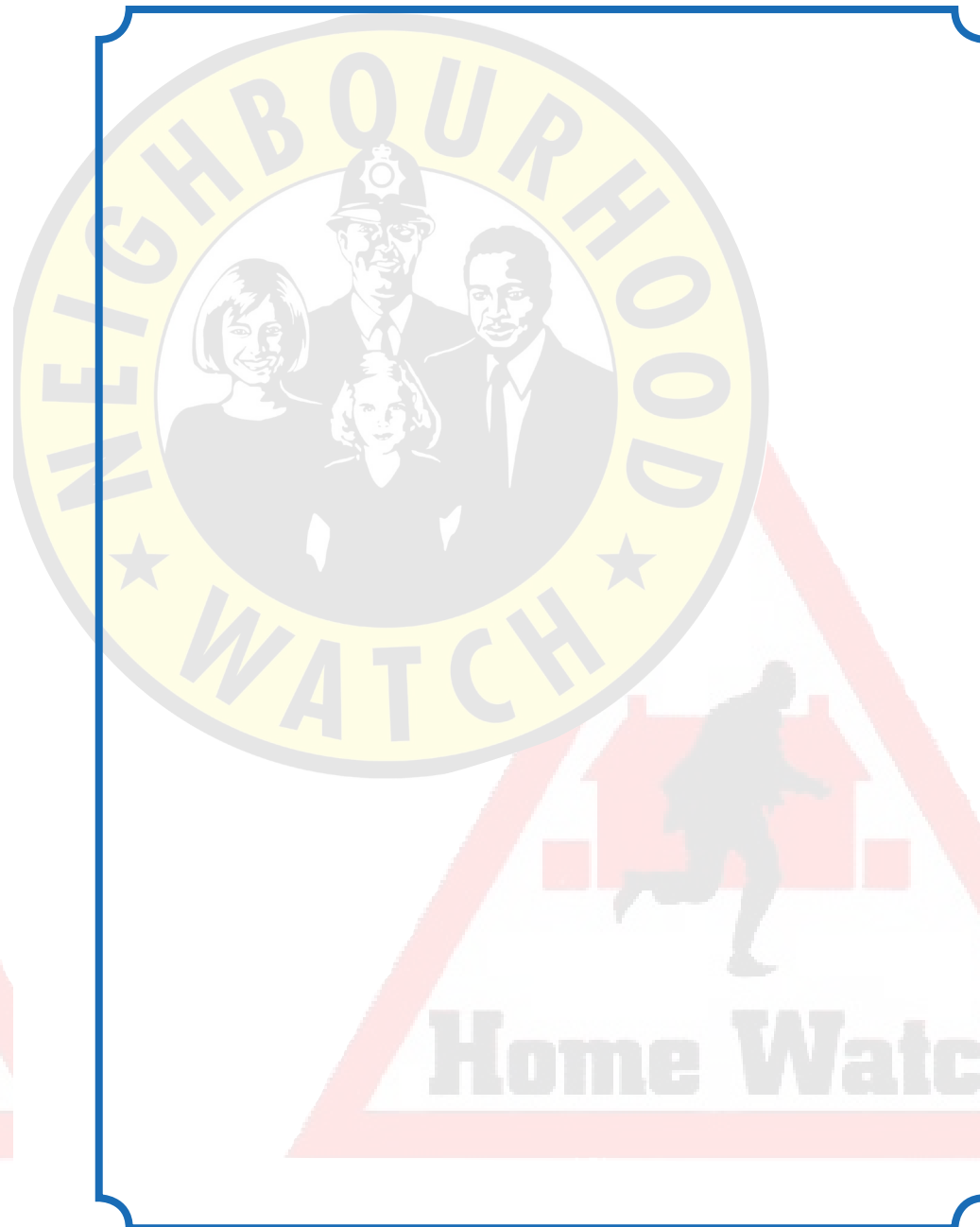
Scams advice & resources - [www.met.police.uk/docs/little\\_book\\_scam.pdf](http://www.met.police.uk/docs/little_book_scam.pdf) and [www.thinkjessica.com](http://www.thinkjessica.com)

Protecting children online - [www.ceop.gov.uk](http://www.ceop.gov.uk) / 0870 000 2244

Report illegal online content - [www.iwf.org.uk/report](http://www.iwf.org.uk/report)

Trading Standards - [www.adviceguide.org.uk](http://www.adviceguide.org.uk) / 08454 04 05 06 (England) / 08454 04 05 05 (Wales)

## USEFUL LOCAL CONTACTS



# ABOUT NEIGHBOURHOOD & HOME WATCH

Neighbourhood Watch, known in some areas as Home Watch, is one of the UK's largest voluntary movements, covering approximately 3.8 million households.

The overall aim of the movement is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen. We believe everyone has the right to feel safe where they live.

Neighbourhood and Home Watch is a partnership between the community and the police. Our vision is that of a caring society that is focused on trust and respect in which people are safe from crime and live in communities that enjoy a good quality of life.

It has been proved that Neighbourhood and Home Watch schemes help to reduce crime and keep people safer in their homes and communities. A 2009 study showed that Neighbourhood and Home Watch reduced crime in 79% of cases in the UK.

## How to join

You can find your nearest local scheme by using the postcode search on the website [www.ourwatch.org.uk](http://www.ourwatch.org.uk). If there is a scheme near you, you can apply online to join, or send a message to the coordinator via a secure web form.

If there is no scheme showing near you, contact your Regional Representative - their details can be found at [www.ourwatch.org.uk/get\\_involved/in\\_the\\_regions](http://www.ourwatch.org.uk/get_involved/in_the_regions)

If you don't have access to the internet, you can call the Neighbourhood & Home Watch Network (NHWN) office on

0116 229 3118 and a member of staff will be happy to point you in the right direction.

## Starting a scheme

If there is no scheme near you, you might like to start your own. It's very easy! All you need to do is speak to some of your neighbours and find out whether they are interested in taking part.

Once you and your neighbours have decided to start a scheme, you need to contact your local Neighbourhood or Home Watch organisation. Most have a website, or you can get in touch via your Regional Representative (go to [www.ourwatch.org.uk/get\\_involved/in\\_the\\_regions](http://www.ourwatch.org.uk/get_involved/in_the_regions) or call 0116 229 3118 for their details). You can also contact your local Neighbourhood Policing Team by calling 101.

There is lots of information about setting up and running a scheme on the NHWN website at [www.ourwatch.org.uk/resource\\_centre](http://www.ourwatch.org.uk/resource_centre).

## Local Neighbourhood or Home Watch information:



# The Neighbourhood & Home Watch Network (England & Wales)

We support Neighbourhood and Home Watch schemes across England and Wales by providing a central resource for members as well as by liaising with other national organisations and strategic bodies on behalf of our members.

We support members to communicate with each other and with partners, local authorities and the police. We provide free tools and resources for our members and help identify opportunities such as local, regional and national-level funding, training, peer mentoring, media outlets and community projects. We also promote safety awareness and community cohesion in partnership with a wide range of other national organisations.

We are committed to increasing the coverage of Neighbourhood and Home Watch and attracting a new and diverse membership.

