

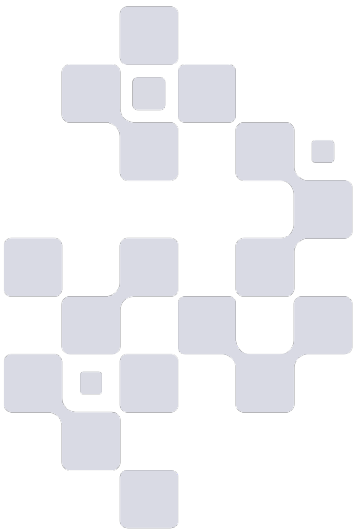
**safe in...**  
warwickshire

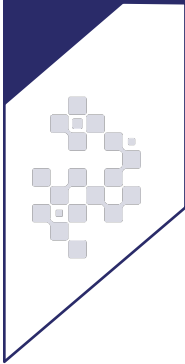


**WARWICKSHIRE  
POLICE**

# Crime Prevention

- how to protect  
yourself from harm





## Foreword

The information and advice is aimed at helping to reduce the opportunities for crime and the likelihood of you or your family becoming a victim.

Where people require us at their time of greatest need, we will ensure the public get a high quality service, which gives confidence in the force and helps to bring offenders to justice.

While the police will always be there for our communities, we are more effective when we operate in partnership with our residents. We each have a responsibility for our own safety and that of our family as well as the security of our property and possessions.

Inside this handbook you will find practical tips and advice for a number of situations. It has been tested over a number of years and has been proven to work. You will also find information on how to report crimes to the police and the contact details of agencies that can offer support should you or your family unfortunately become a victim of crime.

Warwickshire is a safe place to live, work and visit and working together with our partners and communities we will continue to do everything possible to protect you from harm.



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## Neighbourhood Watch

Neighbourhood Watch plays a key role in keeping our communities safe. They're community initiatives owned and run by their members, which work by developing a close relationship between them and the police.

Neighbourhood Watch schemes can:

- cut crime and the opportunities for crime
- help and reassure those who live in the area

- encourage neighbourliness and closer communities



For more information about Warwickshire Neighbourhood Watch Association (WNWA), local schemes and how you can get involved, visit <http://warwickshire.wnwa.org.uk/>

## Victim Support

Victim Support is an independent charity that gives emotional and practical help to people who have been affected by crime in Warwickshire.

You can contact them for support regardless of whether or not you've contacted the police, and no matter how long ago the crime took place.

If you've been affected by crime, you can get in touch with Warwickshire's Victim Support team



on 01926 682 693 between 9am and 5pm from Monday to Friday. Outside of these hours you can call the free Supportline on 0800 168 9111.

Further support and information is available on the Victim Support website: [www.victimsupport.org.uk/help-and-support/get-help/support-near-you/west-midlands/warwickshire](http://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/west-midlands/warwickshire)

## Safe in Warwickshire

Safe in Warwickshire is brought to you by the multi-agency Safer Warwickshire Partnership Board whose aim is to reduce crime and disorder and promote safety in Warwickshire by providing support, advice and leadership to our partners and communities.

The agencies involved include Warwickshire County Council, Warwickshire Police, Warwickshire Fire and Rescue Service, Warwickshire's Probation Services, North Warwickshire Borough Council, Nuneaton and Bedworth Borough Council, Rugby Borough Council, Stratford District Council, Warwick District Council, health partners and voluntary sector organisations.

We work with the four Community Safety



Partnerships in Warwickshire, which are based in north Warwickshire, Nuneaton and Bedworth, Rugby and south Warwickshire.

We also work closely with the [Office of the Police and Crime Commissioner](#) for Warwickshire and other partnerships including the [Youth Justice Service](#), the [Drugs and Alcohol Support Services](#) and [Warwickshire Domestic Abuse Support Services](#).

We are committed to reducing crime and maintaining quality of life for people who live, work and visit Warwickshire.

Visit <https://safeinwarwickshire.com/> for more information.

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## Burglary prevention advice

Burglary is where items are taken without permission from inside a property, business or outbuilding.

Many burglaries are committed by opportunist thieves. While you may think your home, vehicle and property are secure, it is good to get into a routine. The below advice should help you to protect your property:

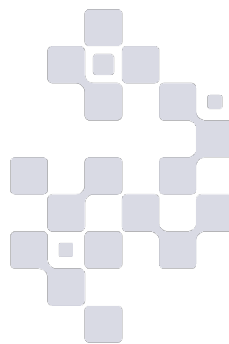
- Fit a good quality house alarm and explore the advantages of remote access CCTV.
- Fit good quality locks to doors and windows – and use them, keep windows and doors secure when you are elsewhere in the house. Fit a door chain and screen callers at the door carefully.
- Fit suitable security lighting and leave a light on a timer at home – especially when the clocks go back.
- Property mark your valuables, keep a record and photos – agree an insurance value and consider a floor safe.
- Protect access to the back of your property especially your garage.



### Leaving the house or going away?

Your home can be more vulnerable when you are away on holiday or when your house is unoccupied for long periods of time.

- Use timer switches – available from most DIY shops to turn on lights, radios and other appliances when you're out.
- Where possible keep all valuable items stored safely and away from view.
- Get a friend, relative or neighbour to look after your home when you're away by collecting your post, opening and drawing your curtains and generally making the place look lived in. Be prepared to do the same for them.
- Ensure they have a key if you want them to enter your property. Never leave a spare in a hiding place such as under the doormat or in a flower pot.
- Cancel all deliveries to your home while you are away. Lock up properly before you leave and when you return home check everything is as you left it.
- Always remember if you are going away on holiday, out to work, or simply shopping, try not to make it obvious you are not in. Most burglars will only enter a property if they believe no-one is home.



Further advice can be found on the crime prevention section of the Warwickshire Police website:

[www.warwickshire.police.uk/cp/crimeprevention](http://www.warwickshire.police.uk/cp/crimeprevention) or by searching 'Residential Burglary'



## Home security advice

### Doors, locks and windows

- Replace weak doors. Make sure front and back doors and frames are strong and in good condition. Doors should be made of solid core construction – at least 44mm thick.
- Glass panels on or around the door are especially vulnerable, so replace them with laminated glass (BS6206 or European equivalent) or fit security film to the inside of existing glazing.
- Fit back and front doors with a *five/ever* mortice deadlock – and use it. This lock should conform to BS3621 standards (or European equivalent).
- Fit all exterior doors – top and bottom – with mortice bolts. Remember to fit all security devices with strong screws or bolts (BS EN 12051).
- Consider fitting a steel strip to the door frame to strengthen it (this is sometimes referred to as a 'London Bar').
- If you are having a new door fitted ensure it meets Product Assessment Specification PAS 24 (or European equivalent). This is a British Standard benchmark used when testing and assessing the general performance and enhanced security of external doors for houses.
- If you've moved into a new house, change the locks - other people may have keys that fit.

### Living in a flat

- If you live in a flat, your own flat door should be treated as the front door and not the communal door. A communal door is also only effective if it is closed and secure, so always remember to check it locks behind you.
- If you live in a flat consider having a door telephone entry system installed. Never 'buzz' open the door for strangers or hold the door open for someone who is arriving as you are leaving.
- The best communal door entry system is an audio and video one where residents can see and talk to a visitor before they let them in.
- The ideal communal door will be robust, security accredited and fitted with a good self-closing arm and two magnetic locks top and bottom. It should also be linked to the fire alarm and an electronic access control system operated by a key fob.

Further advice can be found on the crime prevention section of the Warwickshire Police website: [www.warwickshire.police.uk/cp/crime-prevention/](http://www.warwickshire.police.uk/cp/crime-prevention/) or by searching 'How safe is your flat?'

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## Patio doors

- Sliding patio doors should be secured using a multi-point locking system with a minimum of three locking points ideally incorporating mushroom-headed bolts, hook bolts or shoot bolts. Where possible, an anti-lift device should also be fitted.
- French doors should be fitted, top and bottom, with a security mortice lock and mortice bolt on both doors.

## Windows

Burglars tend to target windows as they generally offer easier access than doors. Take a look at your windows from the outside and remove potential access points where you can.

- Fit key-operated window locks to all downstairs windows, windows that can't be seen from the street and easily accessible upstairs windows, e.g. those above a flat roof or by a drainpipe.
- Consider fitting locks even on small windows such as skylights.
- Remove keys from locked windows and keep them in a safe place. Ensure all family members know that location.
- If you are replacing windows consider laminated glass. Laminated glass or security film is also recommended for ground floor and accessible windows.
- If you're thinking of buying PVC or metal framed windows or doors, make sure they come with good built-in locks and a fitted chain, which can be difficult and expensive to add afterwards.
- If you're replacing your windows, always consider a security accredited product as these windows are tested to British standards and are insurance approved. A good standard is PAS 24.

## External lighting

- Lighting is a good deterrent and is recommended at doors as it makes it safer for you when coming and going after dark.
- A clear, low white light that activates at dusk to dawn is ideal for lighting a yard and garden.
- Check to make sure trees and plants do not obscure your lighting and regularly cut vegetation back.

## Internal lighting

- Use an automatic plug-in time-switch to operate a lamp or light at pre-set times when you're away.
- Energy saving LED bulbs are best as they do not use as much electricity, last longer than conventional bulbs and do not generate heat, reducing fire risk.
- In blocks of flats, automatic low-energy lights that detect movement are recommended for corridors, stairwells and communal areas such as car parks and cycle stores.

Further advice can be found on the crime prevention section of the Warwickshire Police website: [www.warwickshire.police.uk/cp/crime-prevention/](http://www.warwickshire.police.uk/cp/crime-prevention/) or by searching 'Residential Burglary'



## Home security advice

### Burglar alarms

Alarms can be an effective deterrent against burglars who don't want to be seen or heard. If they think they'll be noticed by the homeowner, a neighbour or passer-by, they are less likely to act.

Correctly fitted alarms are very reliable, simple to use, and can be set with pets in the property.

An alarm provides a good back-up to other measures such as door and window locks, which you should continue to use.

### Are there different types of alarm systems?

You should consider getting an accredited burglar alarm system fitted with audible alarm boxes preferably mounted high at the front and rear of your home to resist tampering.

There are three types of burglar alarm, varying in capability and cost:

- Monitored – once triggered, an alarm company or designated key holder can check to ensure it isn't a false alarm.
- Unmonitored – This type, once activated, will sound a loud alarm designed to scare off an intruder and alert neighbours but they are reliant on someone such as a neighbour checking the house.
- Auto Dialler – This system, once activated, alerts pre-programmed key holders with either a text or a phone call.

### How do I choose a company to install an alarm?

We recommend you obtain quotes from at least three security companies who are subject to independent inspection by a recognised body such as:



- National Security Inspectorate (NSI) including NACOSS Gold and Systems Silver approval schemes. Visit [www.nsi.org.uk](http://www.nsi.org.uk) or call 0845 006 3003 for further information.



- Security Systems and Alarm Inspection Board (SSAIB) - visit [www.ssaib.org](http://www.ssaib.org) for further information.

### Questions to ask the security company

- Don't disclose personal details before checking the credentials of your chosen company. Request proof of identity from the representative.
- Ask which independent inspectorate the company is subject to, e.g. NSI or SSAIB.



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- Does the alarm system reach the required British/European standard?
  - Are there any maintenance and/or monitoring contracts or additional hidden extras, such as call-out charges?
  - Do you own or rent the system?
  - What period of time does the guarantee last for and what happens if there is a problem after that?
  - Ask if there is a 24-hour call-out service and emergency attendance within four hours.
  - Ask the installers for adequate training on how to operate the system. If in doubt – ask again. **Do not accept verbal contracts.**

- Ensure that any agreements between you and the company are written and that you or your representative read the contents carefully before signing.

### Will the police attend an alarm activation at my home?

The police will attend the activation of audible-only alarm systems if there are additional suspicious circumstances reported to them, e.g. the sound of breaking glass. Police will also attend when they receive notification from a central monitoring station that a monitored system has been activated.

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## Vehicle security advice

Car key burglary is a term for a burglary at a house where the sole reason for entering the premises is to steal the car keys.

However not all cars have keys nowadays with some being replaced by fobs.

Whether your vehicle has a key or fob, there are a number of steps you can take to avoid being a victim of opportunist thieves:

- if possible, park your vehicle in a garage overnight
- if you are unable to, park it on a driveway, outside your property or in a well-lit, busy area
- if you have keys, keep them in a safe place away from doors or windows
- consider getting a Thatcham approved alarm fitted, which should activate if the vehicle is tilted or lifted

- consider buying and fitting a full-face steering wheel lock
- if you have a dash cam, ensure it is set to detect movement
- instances of keyless car theft typically occur in residential areas - especially at night - so people are advised to be on their guard when at home
- If you have a fob, consider storing it inside a metal container, a signal blocking wallet such as a Faraday Pouch or even a microwave
- check to see if your vehicle's key fob can be switched off when it is not in use

Further advice can be found on the crime prevention section of the Warwickshire Police website: [www.warwickshire.police.uk/cp/crime-prevention/](http://www.warwickshire.police.uk/cp/crime-prevention/) or by searching 'Theft of a vehicle'



## Garden security advice

The value of property stored in gardens, sheds and garages is often much more than people imagine. Power tools, plants, containers, hand tools, sports equipment, cycles and toys are among those items most often taken by thieves.

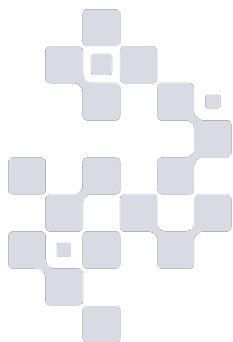
Protecting your garden and outbuildings not only helps to keep bikes and other valuables safe, but it can also stop burglars from getting into your home.

Consider implementing some of the below measures to avoid becoming a victim:

### Sheds, garages and outbuildings

Garden tools are often used to assist burglars. Ensure you put away all tools and equipment and lock them in a secure outbuilding or shed.

- Use good quality locks to secure your gates and doors. Door locks should conform to British Standard BS3621 (or European equivalent). Padlocks should be made of hardened steel and of the close-shackled variety to avoid being cut with a hacksaw or bolt-croppers.
- Some standard locks fitted to up-and-over garage doors are easily overcome. A padlock with a hasp and staple fitted on each side is very effective. Specialist locks for such doors are also available.
- If the garage is attached to the main property, ensure connecting doors are secured with a mortice deadlock and mortice bolts.
- Consider buying a shed alarm. These are usually quite cheap but still effective. You can also add an extra layer of protection to shed windows with laminate sheets.
- Fit a window grille and/or frosted window film or curtains to stop a thief seeing if you have anything worth stealing.
- A tough pad bar or hasp and staple fitted with a strong padlock and secured with coach bolts is an effective way of securing a shed door. To strengthen bolts supplement them with a metal or wood backing plate so the bolts cannot be wrenched through the shed wall/door.
- Chain tools, cycles and other valuable equipment together using high security chain or cable and a good quality padlock. Anchor the chain into the wall or floor. Lockable tool racks are available. All of these products can be obtained from various sources, including the internet and local DIY stores.
- Consider marking your property. In the unfortunate event it is stolen and recovered, it could be returned to you. Products can be obtained from various sources, including the internet and local DIY stores.



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## Around the garden

- Check that your household insurance policy covers theft from your garden and outbuildings.
- Use gravel on paths and driveways, particularly close to your property because it is difficult to walk on without making a noise.
- Use plant protection such as thorny shrubs, planted over or against potential access routes such as walls and fences. These make an effective and attractive barrier.
- Garden gates should be at least the same height and strength as your fencing with hinges securely attached to gateposts. Locks/padlocks should be of good quality with concealed screws. The best security gates are made of 3mm-thick boxed steel, such as the one shown here, with no cross bars or other aids to climbing and incorporating an automatic deadlocking mortice latch ('Yale' type lock).
- Rear garden fencing should be at least 1.8m (6ft) high. However, generally you can add trellis to the top of this without the need for planning permission – although you should check with your local planning department first. Trellis work on top of boundaries is not only decorative, it is also difficult to climb over as it breaks easily and noisily, while affording good natural surveillance.
- Barbed or razor wire should not be used on boundaries below 2.4m in a household environment. Never place glass or carpet grip rod on any boundary. If injury is caused, even to a trespasser, you could be liable under the Occupier Liability Act.
- Mark your power tools and garden equipment with your postcode.
- Photograph valuable and unusual garden ornaments and keep these photos in a secure place. Record details – such as make, model and serial numbers of items.

## Lighting

- Lighting is a good deterrent and is recommended at doors as it makes it safer for you when coming and going after dark.
- A clear, low white light that activates at dusk to dawn is ideal for lighting a yard and garden to the front and back of your property.
- Lights are best sited over doorways and around 8ft above ground level to avoid being tampered with.
- Check to make sure trees and plants do not obscure your lighting and regularly cut vegetation back.

Further advice can be found on the crime prevention section of the Warwickshire Police website: [www.warwickshire.police.uk/cp/crime-prevention/](http://www.warwickshire.police.uk/cp/crime-prevention/) or by searching 'Residential Burglary'

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## Defensive planting

Planting particular shrubs (in their mature or semi mature form) along garden walls and fences can make it harder for burglars to access your property or put them off completely. To maximise this effect plant them close to each other.

Prickly plants can act as a visual deterrent and physical barrier intended, which can be used to complement traditional crime prevention measures such as locks, CCTV and alarms.

We recommend planting any of the following:

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### **Hippophae Rhamnoides**

Sea Buckthorn grows in any soil and is wind resistant with silver foliage and excellent thorns. This large shrub provides superb cover. Plant in groups of three to obtain berries.



### **Ilex (Holly)**

Evergreen shrubs for hedging or individual shrub. Green or variegated available. Plant in sun or shade. Females produce berries when males present.



### **Pyracantha**

Large evergreen shrub suitable for wall training or as a hedge. White flowers May – June, followed by red, orange or yellow berries in autumn. Thorny branches. Grows 2- 4m tall.



### **Berberis Julianae**

Prickly evergreen shrub with shiny dark leaves. Yellow flowers in spring. Grows 1.2–1.8m tall.



### **Crataegus Monogyna**

Common Hawthorn forms an impenetrable thorny hedge. Fast growing, wonderful sight in May and June with fragrant white flowers. Red haws in autumn. Plant in staggered row, four per metre. Prune to required height.



### **Berberis Stenophylla**

Graceful evergreen with long arching prickly branches, masses of yellow flowers in spring. Use as hedge or shrub. Grows 1.8– 2.5m tall. Allow two plants per metre.



### **Rosa Rugosa Rubra**

Fragrant old-fashioned rose – very prickly for hedges or individual shrubs. Grows up to 2m tall. Red, white or purple flowers followed by hips in autumn.



### **Climbing and Rambling Roses**

Useful to give added protection to walls and fences. Wide selection. Heights vary from 2–7m.

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## Rural crime advice

Rural crime is defined as 'any crime or anti-social behaviour that takes place in a rural location.'

Rural crime is an issue for large areas of the country, and can cause huge financial and emotional concerns for those who are impacted by it.

We recognise the impact of incidents or crimes can be higher in rural communities, and that people may feel additionally vulnerable because of their isolated location.

The county of Warwickshire is largely rural in nature, and a significant percentage of our communities live and work in this setting.

As such, the force is committed to tackling rural crime and to understanding, listening, and reacting to the concerns of the community.

In 2019, a dedicated Rural Crime Team was launched to provide expert focus and tackle specific areas of rural crime, as well as to deliver a number of key initiatives.

This includes the prevention, disruption and prosecution of criminal activity across all rural areas of the county.

The Rural Crime Team's key areas are:

- agricultural – this includes working farms, farm machinery, farm buildings and smallholdings. Offences include theft of equipment or damage to property.
- livestock – theft, illegal slaughter, worrying and welfare.
- equine – theft of and damage to horses, tack, trailers and horse boxes, plus welfare and fly grazing issues.
- wildlife – which includes hare coursing, poaching and interfering with protected species.

- heritage – heritage crime is defined as 'any offence which harms the value of England's heritage assets and their settings to this and future generations'. That can include offences like lead theft from churches, damage to ancient monuments and illegal metal detecting.
- environmental crime - which covers illegal waste dumping, fly tipping, polluting watercourses and land. The lead agency is the Environment Agency or Local Authority, but police will assist where relevant.
- fuel theft – from storage tanks, vehicles and plant machinery.



Further information on how you can protect your property, land and livestock can be found on the advice section of the Warwickshire Police website: <https://www.warwickshire.police.uk/advice/advice-and-information/> or by searching 'Rural Crime'

To learn more on what is being done to prevent rural crime in your community and receive specific advice on a range of rural issues visit the Warwickshire Rural Watch website: [www.warwickshireruralwatch.co.uk](http://www.warwickshireruralwatch.co.uk)

For the latest updates, follow the Rural Crime Team on Facebook [@WarwickshireRuralCrimeTeam](https://www.facebook.com/WarwickshireRuralCrimeTeam) and our Rural Watch alerts [@WarwickshireRuralWatch](https://www.facebook.com/WarwickshireRuralWatch)



## Property marking advice

### How safe are your possessions?

Do you own things of sentimental value, which would be impossible to replace or things that could be replaced but at a cost? Would you be able to describe them fully and accurately to the police?

Your possessions may mean a lot to you but to a thief they are another way to make easy cash.

Every year, property worth hundreds of thousands of pounds is recovered by the police and not returned to its rightful owners simply because it can't be properly identified.

Property marking deters thieves.

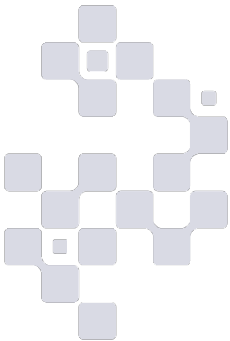
They find identifiable property harder to handle and difficult to dispose of. It also helps the police to return your property if it is found. If a suspect has property we believe is stolen but we cannot prove it, we cannot charge them with an offence.

### Forensic property marking

Forensic marking systems are highly effective. They use a colourless liquid that is simply dabbed onto possessions. It's almost invisible to the naked eye and virtually impossible to remove but it glows under ultraviolet (UV) light making it easy for the police to detect.

If you mark or etch your property with your postcode, house or flat number or the first three letters of your address, it can help police to identify stolen goods, making it harder for thieves to sell.

Property marking isn't just for things like electrical items and bikes: you can also mark high-value belongings like antiques. We recommend that you get specialist advice before doing this.



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**The alternative methods of marking property are:**

### **Ultra-violet or ‘invisible’ marking**

An ultra-violet (UV) pen can put an invisible mark on your property which can only be seen by using a UV lamp. Only use UV marking when other methods would reduce the value of the object. Remember that the mark can fade in time, especially when exposed to sunlight and can be washed off so it needs renewing regularly.

These pens can be purchased from most stationery stores and are relatively inexpensive.

### **Visible marking**

Marking garden equipment and other heavy electrical items, such as power tools, by painting a distinctive mark on them is an a good way of personalising the item to you. Although this reduces their resale value, in most cases this shouldn't matter as these items are generally kept until they are disposed of. It also has the advantage of devaluing the item to the thief, while at the same time making the item easily identifiable as yours.

### **Specialist marking**

Marking things like jewellery or antiques is difficult and could reduce their value however there are now marking and valuation services specifically for these items and a good quality jewellers or antique shop should be able to give recommendations.

You can still protect items that can't be marked by keeping a record of them. A simple and effective way of doing this is to photograph each item, preferably in colour, paying special attention to any distinguishing marks such as initials or crests, which may be used to identify the item.

Take the photograph against a plain background and include a ruler to give an idea of size.

### **Keep a record of your property**

Once you have a record of all your items with photos (where appropriate), ensure this is kept in a secure location.

A property record can prove especially useful if you have gold and jewellery, which can be targeted because of its increased value.

Advertising the fact that your property has been marked may warn off thieves. You can do this by displaying a range of stickers anywhere a burglar might get in, for example on the doors and windows of your home. These are normally supplied in property marking kits and should be used in accordance with their guidelines.

Further information about property marking can be found on the crime prevention section of the Warwickshire Police website:

[www.warwickshire.police.uk/cp/crime-prevention/](http://www.warwickshire.police.uk/cp/crime-prevention/) or by searching 'Mark your property'



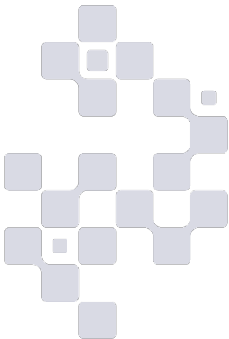
## How does BikeRegister work?

Bike security is a serious concern for cyclists and anyone who's thinking of taking up cycling. Thousands of bikes are stolen every year as thieves believe that bicycle theft is low-risk, high reward crime.

Registering on BikeRegister means you could be reunited with your bike in the event of it being stolen.

Your details are held on a secure online database which all UK police forces have access to.

To reduce the chances of becoming a victim of cycle theft, we recommend marking your bike with one of our Security Marking kits. Find out more here: [www.bikeregister.com](http://www.bikeregister.com)



### Step 1 Register your bike

Add your details to our National Police-approved database for free



### Step 2 Mark & protect

Use one of our security marking kist on your bike



### Step 3 Apply warning label

Reduce the risk of theft warning thieves you use BikeRegister

Further information about Bike Register can be found on the crime prevention section of the Warwickshire Police website: [www.warwickshire.police.uk/cp/crime-prevention/](http://www.warwickshire.police.uk/cp/crime-prevention/) or by searching 'How safe is your bike?'



## Bogus callers advice

Many legitimate businesses sell products door-to-door while gas, electricity and water companies need to visit to read your meters and charities will often call seeking donations.

Fraudsters may seek to take advantage of this by knocking on your door in a bid to part you from your money, or get into your home and steal from you.

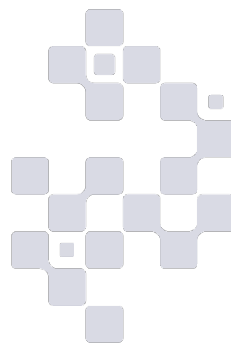
Most door-to-door scams involve selling goods or services that are either not delivered or are very poor quality. They may offer to make building repairs or surfacing your drive.

Often they'll ask for money in advance and could offer to drive you to the bank to withdraw money to pay them. They could then simply disappear or do a poor job very expensively meaning you won't get value for money and you may get billed for work you didn't want or agree to.



### If someone calls at your door

- Check to see who it is by using the spy hole if you have one, or look through a front window.
- Always put the chain or limiter on before you open the door.
- Look at their clothing. Some official callers will have a uniform bearing their organisation's name or logo.
- If you don't know the caller, ask to see their identity card. Check it carefully and keep the chain on while you do this. Genuine callers will normally make an appointment first and will carry identification with their photograph on. They won't mind if you close the door while you check.
- If you're still not sure, ask the caller to come back later. You can then check their story by phoning the organisation or company they claim to represent. Look up the number in your own telephone directory. Don't rely on the telephone number on their card – it may be the number of a bogus caller's partner.
- Bogus callers sometimes work in pairs. Beware of one distracting you while the other steals your property. The best practice is not to let them in.
- Watch out for anyone who says they're in a hurry. Don't let them pressure you. If in doubt, call a neighbour or friend or in an emergency call 999.
- Never leave a lot of money in the house. It's much safer in a building society, bank or post office.
- If you need any building work done, get several written quotes from reputable firms, then decide which one is best. If in doubt, talk it through with a neighbour or someone in your family.



For more help and advice, visit:

[www.warwickshire.gov.uk/tradingstandards](http://www.warwickshire.gov.uk/tradingstandards)

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## Fraud advice

Fraud is when a person lies to you, or 'scams' you, to gain an advantage, such as taking your money or learning private information about you. This could be via email, text, phone or in person, either on the street or on your doorstep.

Some people - especially the elderly - may be targeted as they are more vulnerable to fraud and financial abuse. If you have any elderly neighbours, friends or family please look out for them and share our advice where appropriate.

Should you be concerned about someone you know, contact your local social services and ask for Adult Social Care.

### Courier fraud

In most cases of courier fraud, a fraudster phones their victim and claims to be from their bank, the police or another law enforcement authority. They then con the victim into revealing their PIN and credit or debit card details or get their bank card.

Examples of courier fraud including a scammer calling you to say a fraudulent payment has been spotted on your card that needs sorting out or someone has been arrested using your details and card.

You may be asked to call your bank using the phone number on the back of your card, which helps to convince you the call is genuine. However the scammer has kept the line open at their end, so when you make the call, you're unknowingly connected straight back to them or their friends.

They'll either ask you for your PIN or ask you to key it into your phone. The scammer then sends a courier or taxi to pick up the card from your home. Once the scammer has both your card and PIN they can spend your money.

A different version of this scam is where you're contacted and told there's a corrupt member of staff at your bank, post office or bureau

de change and the police need your help to identify them.

They ask you to withdraw a large sum of your money, which the police or bank will mark, then put back into the banking system or transfer it. Once you hand the cash over, the scammers simply keep it.

Another example is where the scammer contacts you and says your bank account has been taken over and you need to transfer all the funds into a 'safe account', which is operated by the scammers who then steal the funds.

In some cases, the caller may even ask you to withdraw a large quantity of money or hand over your bank card to someone who comes round to your house. All of these examples could result in you being the victim of fraud and losing money.

### What can you do?

- Never give banking or personal details to anyone you don't know or trust. Remember police and banks will never call you and ask for personal details such as these.
- Be suspicious of all 'too good to be true' offers and deals.
- Don't hand over money or sign anything until you've checked someone's credentials and their company's.
- Never send or give money to anyone you don't know or trust, whether in the UK or abroad, or use methods of payment you're not comfortable with.
- If you spot a scam or have been scammed, report it and get help. Contact Action Fraud on 0300 123 2040 or visit their website: <https://www.actionfraud.police.uk/>
- Don't be embarrassed about reporting a scam. By reporting it, you'll make it more difficult for them to deceive others.

## Cyber crime advice

Several million cases of fraud and of computer misuse are reported to the police every year. It's staggering, but even more staggering is so many of those crimes could have been prevented by making a few small changes in our online behaviour.

To avoid becoming a victim of online crime you don't need to be a computer expert. Developing a few good habits drastically reduces your chances, makes you less vulnerable, and lets you use the web safely.

Visit the National Cyber Security Centre website: [www.ncsc.gov.uk/cyberaware](http://www.ncsc.gov.uk/cyberaware) for step-by-step instructions on keeping your devices up-to-date with the latest security updates and for more online security advice.

Online fraud, also known as cyber crime, covers all crimes that:

- take place online
- are committed using computers, or
- are assisted by online technology

To reduce your chances of becoming a victim:

- use a strong password or passphrase, which is at least 12 characters long and contains a mixture of letters, numbers and symbols
- never give personal or sensitive details out online or over email
- make sure all devices have up-to-date anti-virus software and a firewall installed
- keep software and apps regularly updated and regularly back up your data
- only download from legal, trusted websites
- only open emails and attachments from known and trusted sources
- look for the padlock icon in the address bar when paying for goods or services online – it means the website is trusted and secure
- check the address starts with https:// whenever you're asked to enter sensitive information online
- avoid using public WiFi hotspots that are not

secure or ask you for personal information to access it

- control your social media accounts – regularly check your privacy settings and how your data is being used and shared
- be cautious of internet chats and online dating – there's no guarantee you're speaking to who you think
- be extremely cautious if you're asked for money
- turn on two-factor authentication on all accounts where possible



## Cyber Safe Warwickshire

In Warwickshire, partner agencies are working together to protect residents from cyber crime. The Cyber Safe Warwickshire website provide advice and information on what to do and what support is available if you or someone in your family has been affected by a range of online crimes such as fraud, harassment, bullying and abuse. You can also sign up to receive regular alerts on the latest cyber threats.

Visit the website here [www.cybersafewarwickshire.com](http://www.cybersafewarwickshire.com) or follow the team on Twitter [@CyberSafeWarks](https://twitter.com/CyberSafeWarks)

## Report cyber crime

If you are currently being subjected to a live and ongoing cyber-attack please contact us on 101.

If you suspect you've been scammed, defrauded or experienced cyber crime, Action Fraud can provide the help, support and advice you need. Call 0300 123 2040 or visit their website: <https://www.actionfraud.police.uk/>

Further information about cyber crime can be found on the Cyber Safe Warwickshire website: [www.cybersafewarwickshire.com](http://www.cybersafewarwickshire.com)



## County Lines guidance

County Lines is where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs. The 'County Line' is the mobile phone line used to take the orders of drugs. Importing areas (areas where the drugs are taken to) are reporting increased levels of violence and weapons-related crimes as a result of this trend.

A common feature in county lines drug supply is the exploitation of young and vulnerable people. The dealers will frequently target children and adults - often with mental health or addiction problems - to act as drug runners or move cash so they can stay under the radar. In some cases the dealers will take over a local property, normally belonging to a vulnerable person, and use it to operate their criminal activity from. This is known as cuckooing.

People exploited in this way will quite often be exposed to physical, mental and sexual abuse, and in some instances will be trafficked to areas a long way from home as part of the network's drug dealing business. Some signs to look out for include:

- An increase in visitors and cars to a house or flat
- New faces appearing at the house or flat
- Substance misuse and/or drug paraphernalia
- Changes in the way young people you might know dress
- Unexplained, sometimes unaffordable new things (e.g. clothes, jewellery, cars)
- Residents or young people you know going missing, maybe for long periods of time
- An increase in anti-social behaviour in the community

We are committed to tackling County Lines as part of our Protect campaign, which sees us working with partner agencies to tackle Serious and Organised Crime (SOC).



If you have any information or concerns about drug dealing in your area please call 101 or call Crimestoppers on 0800 555 111.

### Run, Hide and Tell – advice for terrorism incidents

While the chances of being caught up in a terrorist incident remain rare, it is important to be prepared and know how to protect yourself if the need arises.

Counter Terrorism Policing has released guidance that sets out three key steps for keeping safe in the event of a firearms or weapons attack.

If you are caught up in an incident our advice is to 'Run, Hide and Tell' – guidance which can be applied to many places and situations. We know from case studies and testimony of people who have survived attacks that this advice can save lives.

#### **RUN**



Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

#### **HIDE**



It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

#### **TELL**



Tell the police by calling 999.

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## Hate crime advice

A hate crime is when someone commits a crime against you because of your disability, gender, identity, race, sexual orientation, religion, or any other perceived difference.

Hate crime doesn't always involve physical violence. It can include property damage, theft, harassment or online abuse.

Someone using offensive language towards you or harassing you because of who you are, or who they think you are, is also a crime.

Anyone can be affected by hate crime, and it can be a very frightening and traumatic experience. It can feel particularly personal as someone has targeted you because of who they think you are.

Hate crimes, such as racist crime and homophobic crime, are one of our highest priorities. In partnership with external agencies, we're supporting the needs of victims, their families and their communities to make them safer.

### Reporting hate crime

It's not acceptable to be targeted because of who you, your family or your friends are – or who people think they are. You have the right to live your life free from abuse and violence. If you've been the victim of a hate crime, it is not your fault and help is available.

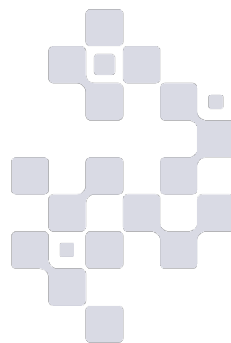
By reporting hate crime you may be able to prevent this from happening again to you or someone else. Our officers and staff are trained to deal with hate crime sensitively and professionally.

Remember, you don't have to be the victim of hate crime to report it. You can report anything you've seen happening to someone else, or report it on their behalf if they don't want to.

### Supporting diversity

We are committed to supporting the needs of the diverse communities we serve. We can provide interpreters and information in alternative formats. If you have additional needs please let us know so we can put the right support in place.

Further advice and guidance about hate crime can be found on the Warwickshire Hate Crime Partnership website: [www.reportthatenow.com](http://www.reportthatenow.com)





## Domestic abuse guidance

### What is domestic abuse?

Domestic abuse is categorised by any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of their gender or sexuality.

It can encompass, but is not limited to, the following types of abuse:

- physical
- emotional
- psychological
- sexual
- financial

It is a crime that remains largely hidden behind closed doors leaving victims feeling trapped, powerless and isolated – afraid to say anything in case it makes a bad situation worse.

Domestic abuse can affect anyone regardless of their ethnicity, age, gender, sexuality or social background. It is rarely a one-off event, however the frequency and severity of domestic violence varies dramatically – one incident counts as abuse but it can also be an ongoing pattern of behaviour.

Victims are never to blame for what is happening. They are not alone, and above all, they do not have to suffer in silence – help is available.

### How can I get help?

The force is committed to tackling domestic abuse and our officers continue to be proactive every day by arresting perpetrators and supporting victims.

Refuge - Warwickshire's Domestic Violence Service – can help provide advice and support to women, men and children experiencing domestic violence in Warwickshire. They have a 24-hour national helpline, safe house accommodation, advocacy and outreach support.



Phone: 0800 408 1552

Email: [DVSW@refuge.org.uk](mailto:DVSW@refuge.org.uk)

Website: [www.refuge.org.uk/our-work/our-services/refuge-warwickshire-domestic-violence-service/](http://www.refuge.org.uk/our-work/our-services/refuge-warwickshire-domestic-violence-service/)

In an emergency always call 999.

Further advice and guidance about domestic abuse can be found on the Talk2Someone Warwickshire website: [www.talk2someone.org.uk](http://www.talk2someone.org.uk)

# Warwickshire Connected

**Get connected** with what is happening in **your local area.**

Warwickshire Connected is a **free community messaging system** brought to you by Warwickshire Police.

**You can sign up to receive real time email updates about the things that matter to you most, including:**

- 📡 News from your local policing teams
- 📡 Updates and appeals on local incidents
- 📡 Useful crime prevention advice
- 📡 Information about policing events happening in your area



To sign-up visit: **[www.warwickshireconnected.com](http://www.warwickshireconnected.com)**  
or scan the QR code.



[www.warwickshire.police.uk](http://www.warwickshire.police.uk)

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