

Wandsworth Council Community Safety Guide

Supporting you on...

- home security
- crime prevention



Eyes and ears of the community

Firstly, it's important to say that this handbook is not an exhaustive guide to home security and crime prevention. It has been designed to support you as a resident by providing you with up to date, relevant and consistent home security and crime prevention advice.

It is widely recognised that the police and the council cannot tackle crime and anti-social behaviour alone, they need the help of the local community to act as their eyes and ears. Everybody plays an important and worthwhile role in keeping their community safe and crime free by looking out for each other and, and reporting anything that seems suspicious to the police or the council.

Whilst we can never guarantee a totally crime-free future, don't underestimate the effect that the advice that you give to your neighbours can have on reducing crime and anti-social behaviour in your area, as well as making your neighbourhood a safer place.



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Giving home security advice

Most victims of burglary are concerned that they have been specifically targeted or watched for a period of time prior to their burglary, to determine what their movements are. However, more commonly this is not the case, most burglaries are opportunistic. Burglars choose houses that have little or no obvious security, appear unoccupied, have easy, unobserved access to the side and rear, providing them with the chance to gain entry without being seen or heard.

The first thing to remember is that by giving home security advice to your neighbours, you could raise their fear of crime, so it's important to recognise the good things about their existing security and point them out as well.

This format is known as the 'onion peeling principle' (see Fig.1 overleaf), because it provides a framework by which to carry out a home security survey, starting at the outside of a property and working your way into the centre.

Onion peeling principle

The best way to approach a home security survey is to start from the boundaries and work your way into the centre, treating each area as a layer, until you reach the targeted property. This is known as the 'onion peeling principle'.

Although the layers differ for each household, generally they can be broken down into the following sections in the diagram:



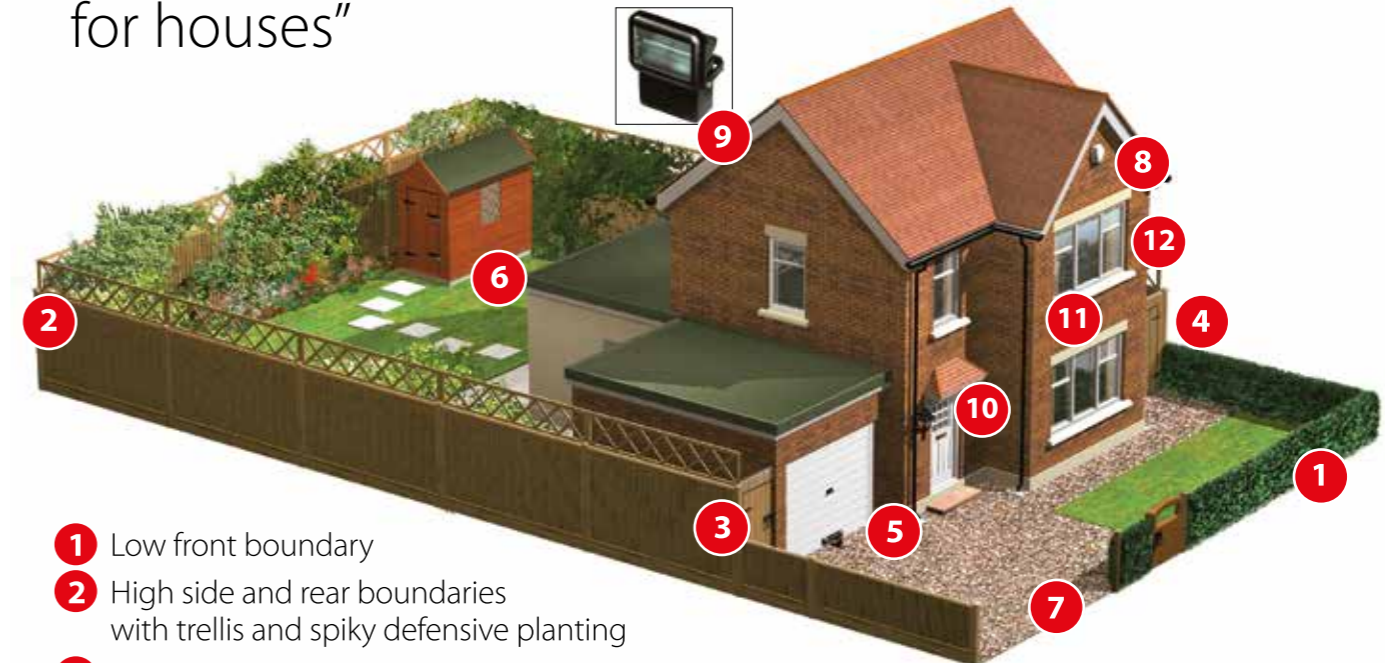
Contents can be any item contained in the building or outbuildings such as cash, jewellery, electrical equipment, tools, motor vehicles or cycles.

“What opportunities do burglars look for in houses?”



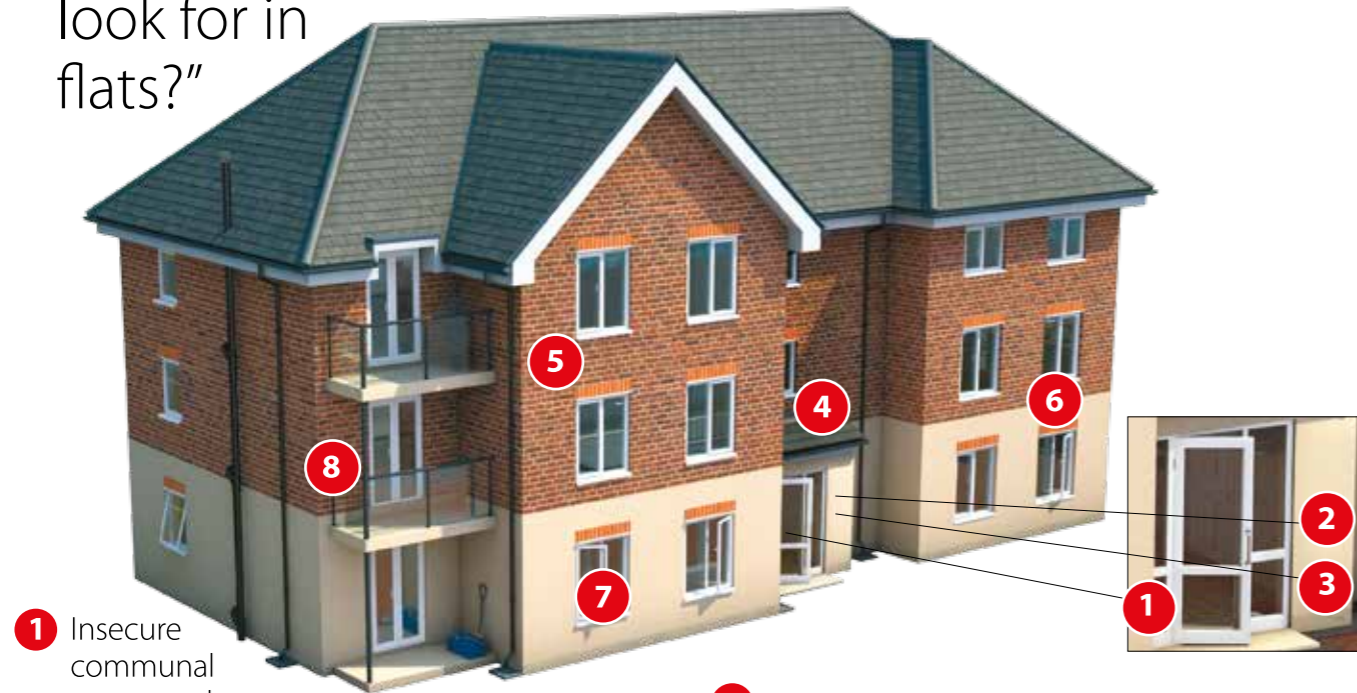
- 1** High front boundary
- 2** Low side and rear boundaries
- 3** Recessed, insecure side gate
- 4** Wheelie bin in front of side gate
- 5** Insecure garage door
- 6** Insecure shed door and window
- 7** Paved driveway and path
- 8** No intruder alarm system
- 9** No security light
- 10** Insecure front door
- 11** Open insecure windows
- 12** Valuables not protected

“Crime prevention recommendations for houses”



- 1** Low front boundary
- 2** High side and rear boundaries with trellis and spiky defensive planting
- 3** Secure side gate, not recessed
- 4** Wheelie bin behind locked side gate
- 5** Secure garage door
- 6** Secure shed door and window
- 7** Gravel driveway and path
- 8** Intruder alarm system
- 9** Security light
- 10** Secure front door
- 11** Closed and locked windows
- 12** Valuables protected

“What opportunities do burglars look for in flats?”



- 1** Insecure communal entrance doors
- 2** No audio/visual access control
- 3** Internal mailboxes to individual flats
- 4** No security lighting to communal areas
- 5** No CCTV (where appropriate)
- 6** No intruder alarm system
- 7** Unimpeded access to ground floor windows
- 8** Easy access to balconies

“Crime prevention recommendations for flats”



- 1** Secure communal entrance doors
- 2** Audio/visual access control where appropriate
- 3** Mailboxes external or in “airlock” areas
- 4** Security lighting to communal areas
- 5** CCTV (where appropriate)
- 6** Intruder alarm system
- 7** Impeded access to ground floor windows
- 8** Difficult access to balconies

Front, side and rear boundaries

- Front boundaries should not exceed 1m in height, unless they are metal railings, which allow natural vision through.
- Side and rear boundaries should be a minimum of 1.8m in height. If the height of the boundary exceeds 2m in height, planning permission may be required. An additional diamond style trellis topping is difficult to climb and provides an ideal framework for spiky defensive planting, such as climbing roses.
- Side and driveway gates should be the same height as the side and rear boundaries and, where possible, be level with the front building line, to eliminate recessed areas which exceed 600mm.
- Metal side and driveway gates allow good natural surveillance, but need careful design to reduce climbing points, particularly at the locking and hinge points. An anti-climb topping, such as a decorative spearhead design, will make the gates difficult to climb over.
- Wooden side and driveway gates should be secured on the inside with two substantial hasps and staples with closed shackle padlocks, one towards the top and one towards the bottom, to reduce leverage.
- Barbed wire, carpet gripper or broken glass are not advisable, as these may cause serious injury, which the occupier could be legally responsible for. There are alternative preventative anti-climb toppings, such as safe plastic strips with rows of pointed cones on top, which make it difficult to grip the top of fences or walls, but will not cause injury. A warning sign may be required.
- Gravel driveways and paths prevent a silent approach.
- Wheelie bins should be stored behind secure side gates until collection day, to prevent them being used as climbing aids.

Front, side and rear boundary security

“Remove the opportunities for burglary”



Low front hedge and gate



High side and rear boundaries with diamond style trellis



Locked side gate, not recessed



Safe plastic anti-climb topping



Spiky defensive planting



Wheelie bin behind locked side gate



Hasps and staples with closed shackle padlocks



Gravel driveways and paths

Garages and sheds

- Metal up-and-over garage doors can be secured with additional purpose made locks fitted to either side, approximately 300mm up from the floor, to reduce the leverage points.
- An external floor mounted, solid steel locking 'T' bar with a closed shackle padlock, will offer a good visual deterrent and make it difficult to force the door open.
- Wooden garage double doors can be secured with two substantial hasps and staples and closed shackle padlocks, one towards the top and one towards the bottom.
- Garage side or rear doors can be secured with British Standard 5-lever mortice locks and two internal mortice rack bolts, one towards the top and one towards the bottom to reduce the leverage points.
- Shed doors can be secured with two substantial hasps and staples and two closed shackle padlocks on the outside, one towards the top and one towards the bottom. External hinge screws should be replaced with one-way clutch head screws to prevent them being removed and access gained this way.
- Garage and shed windows can be secured with internal diamond mesh grilles, which provide a good visual deterrent to opportunistic burglaries.
- Garden tools and ladders should be secured by wrapping a substantial chain around them and padlocking them to an eyebolt which has been secured to the floor or wall. This will prevent them being stolen or used to break into the house.
- Tools and garden implements should be visibly property marked with the postcode and house name or number, to deter theft and assist police with identifying the rightful owner.

Garage and shed security

“Garages and sheds are often the first places a burglar will target”



Garage door lock



Floor mounted locking 'T' bar



Secure garage side or rear door



Secure shed door



Hasp and staple with closed shackle padlock



Secure shed door hinge with one-way clutch head screws



Internal diamond mesh grille over shed window



Property marked and secured garden tools and ladders

Porches

A porch is a proven deterrent to would be thieves and can give an extra layer of security by having a sturdy locking door that could also be alarmed to deter opportunist burglars. All porches should have high security locking systems on windows and doors, with secure hinges and safety toughened glass.

Porch base construction should be built in compliance with Building Regulations and good building practice, preferably using identical building materials and finishes to the rest of the building, with either a tile or slate roof.

Letter boxes can be fitted into doors but they must have a letter box deflector plate.

If the porch is glazed (this should be with laminated glass), it is even more essential that locks and glass meet security standards and it is not advisable to leave valuable items such as bicycles or tools in view as they can be seen from outside and may prove a temptation to opportunist burglars.

Porch doors now become your front door and therefore they need the same security measures as all front doors and must comply with British Standards.



Unsecured porch



Secured porch



Secured porch

Shared driveways

Shared driveways should where possible be gated at the front building line. If not, they provide burglars with an opportunity to gain easy, unobserved access to the rear of your property. Gates should be locked and be the same height as your side and rear boundaries.

If it is not possible to gate a driveway at the front, it is vital that gates at the rear building line are locked and secured and any objects such as wheelie bins are removed and stored behind them to prevent easy climbing.



Doors and access control systems

- All doors and access control systems should comply with secure by design recommendations.
- UPVC and aluminium doors should have multi-locking systems. The lock cylinders should be tested to TS007 or Sold Secure SS 312 Diamond Standard and can be easily replaced if necessary. Additional mortice deadlocks and/or key operated throw bolts can be fitted to provide additional security and reduce the leverage points.
- Householders must remember to lift multi-locking handles and lock with a key, to prevent burglars reaching through the letterbox to open the door.
- Wooden front doors should be solid timber, with a BS 5-lever mortice lock one third of the way up and an automatic deadlocking rim latch one third of the way down.
- Wooden back doors should be solid timber, with a British Standard 5-lever mortice lock and two mortice rack bolts.
- Frames should be reinforced with metal strips called 'London' and 'Birmingham' bars.
- Hinge bolts should be fitted to support the external hinges on outward opening doors.
- Glass panels in doors should be replaced with laminated glass or reinforced internally with security film or grilles.
- Door viewers provide good vision; they should be positioned so that all persons of all ages can use them.
- The final exit doors from blocks of flats and multi-occupancy premises should be fitted with an automatic door closer and locks/catches which can be opened from the inside without the use of a removable key. Where communal door locks are fitted, they should have a suitable internal thumb-turn or, if electrically operated, must fail-safe open or have a manual over-ride in the event of power failure.
- Fitting two magnetic locks (one towards the top and one towards the bottom of the door) to communal doors will reduce the leverage points.
- Communal mail delivery should have individual letterboxes with anti-fishing properties and be located at the main entrance either externally or within an "airlock" access controlled area in full view.
- As a minimum standard, blocks with fewer than 10 flats should have audio access control. Blocks with 10 flats or more should have audio-visual access control.

Door security

"Consider all the entry points to the building"



UPVC/aluminium front door



UPVC/aluminium back door



Wooden front door



Wooden back door



Communal door with magnetic lock and automatic closer



Letterbox shield



Hinge bolt



BS 5-lever mortice lock



Automatic deadlocking rim latch



Door viewer

Intruder alarms, patio doors and windows

- Intruder alarm systems are the best deterrent against burglary, as burglars don't want to be seen or heard; time and noise are their enemies.
- Preferably, an alarm company should be affiliated to an inspectorate body, i.e. 'NSI' or 'SSAIB'.
- Generally, there are three types of intruder alarm system available:-
 - monitored - which provides a police response via the alarm company
 - speech dialer - which automatically calls pre-programmed keyholders
 - audible only - which relies on neighbours and passers-by to react.
- External active alarm bell boxes (which have sounders and flashing lights) are required at the front and rear of the building to maximise the visual deterrent of the system, no matter what direction a burglar approaches from and regardless of whether it's day-time or night-time.
- DIY intruder alarm systems are available, but are not eligible for a police response.
- Security lights increase visibility and make burglars feel vulnerable and at risk of being seen.
- Patio doors should have a minimum of three locking points, with an anti-lift device to prevent them being lifted from their runners. Extra surface mounted patio locks can be fitted to provide additional security and reduce the leverage points.
- Externally beaded windows should be secured with security clips, security tape or sealant.
- All ground floor windows and any windows that are easily accessible above ground floor should have key operated window locks, unless they are being used as a fire escape.
- Window handles should be multi-locking, with shoot bolts into the frame. If not, surface mounted, key operated window locks should be fitted to provide additional security and reduce the leverage points.
- Louvred window panes should be removed where possible and replaced with a fixed glass pane.

Intruder alarms, patio doors and window security

“Intruder alarms are the best deterrent against burglary”



Front active alarm bell box



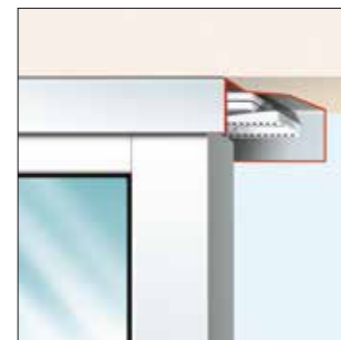
Rear active alarm bell box and security light



Intruder alarm speech dialer



Surface mounted patio door lock



Patio door anti-lift device



Surface mounted key operated window lock

Lift, Lock, Remove

We have recently seen an increase in burglaries where access has been gained through UPVC front doors. This is mainly due to the fact that householders are not using the key to lock their UPVC front doors.

Most UPVC doors have multi-locking mechanisms, which are operated by lifting the handle. If the handle is not lifted and locked with the key, then access can easily be gained from outside, by simply reaching through the letterbox and using an implement to push the handle down.

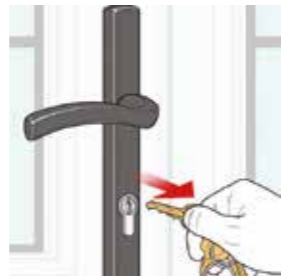
The 'key' message for anybody with a UPVC front or back door is to always lift the handle, lock it with the key and remove it.



LIFT



LOCK



REMOVE

Remember to put the key in a safe place out of sight, but within easy reach in case of fire

Securing valuables

- Burglars very rarely come equipped to deal with safes that are fitted to solid floors and/or solid walls with the correct fixings. A safe will reduce the likelihood of important documents, valuables and sentimental items being stolen if the property is burgled.
- It's important to leave lights on if you are not returning until late afternoon or early evening, particularly during the Autumn and Winter months. Timing switches linked to the lights, normally two downstairs and one upstairs, and a radio tuned to a talk station, will give the impression that the house is occupied.
- Property mark valuables with the postcode and house name or number, to assist with identification.
- This can be done with an ultra violet pen or with a specialist marking kit, such as a purpose made stencil with etching liquid, a unique chemical trace liquid or microdot system.
- Companies such as Smartwater or SelectaDNA specialise in providing more permanent marking, including etching or tracer solutions. These consist of colourless liquids, which have unique chemical / DNA codes specific to your premises and are almost impossible to remove. If burglars are detained with property that has had this liquid applied, it ties them to a particular burglary.
- Photographs of stolen objects greatly improve the chances of recovery. Concentrate on what makes this object unique or identifiable. Indicate the object's size and dimensions by placing a ruler next to small items, or writing down the measurements. Try to use a plain dark background and avoid patterned wallpaper or carpet.



Keep valuables in a safe



Property mark valuables



Photograph valuables



Light and radio plugged into a timing switch

Multi-occupancy

If you rent a room or share with a group of friends there are precautions you can take to safeguard your property. Many people living in multi-occupation are students and on average they own more expensive consumer items per person than the rest of the population.

One student house could have four TVs, four stereos and four laptops for example. A student property can be a goldmine to a burglar. Those aged between 16 and 24 are around three times more likely to be burglary victims than any other age group.



Multi-occupied houses are also targeted because of their low levels of security. Landlords tend to be more concerned with making money than providing a safe environment for their tenants. These properties are not normally fitted with good security features such as a burglar alarm or mortice locks.

Basic common sense precautions

- Always lock up when leaving the property and if you have deadbolts always use them.
- All residents should have their property insured and property marked, this will make it more difficult for a burglar to sell your possessions.
- If the house is left unoccupied during the evening then at least one light should be left on. As an extra precaution it is also worth leaving a radio on.
- If you have a room on the ground floor close the curtains or hang a net curtain so that your property can't be seen from outside.

Basement flats

“These properties have their own security problems as they can be more vulnerable to opportunist burglars”

Window locks and grilles

- Collapsible gates or removable grilles on the inside of existing windows or laminated glass on the inside of sealed units to at least 6.4mm thick on front and back windows and patio doors.

Entrance door

- Glazing should be laminated and resistant to breakage and, if possible, reposition the door at a 90° angle so that it can be seen from the street above.

Lighting

- Low energy security lights should be operated by a dusk to dawn switch.

Gates/walls/railings

- If you have a gate, lock it at street level but make sure that all residents know where the key is and if possible have prickly plants behind the wall or railings to deter intruders.

Exit in case of fire

- Smoke detectors in all rooms and door closers fitted to all doors.



Distraction burglary

- Check to see who is at the door by using your door viewer, or looking through a front window.
- There are two checks that you can easily put in place to help verify that a caller claiming to work for one of the utility companies is genuine. All of the utility companies operate password schemes. Contact the customer services department and set up a password with them.
- Also, make a note of your customer number, which can be found at the top of the utility bill and keep it handy. This number is unique to your household.
- As added proof of identity, genuine tradespeople should carry an identification card with their photograph on. Make sure that you check this carefully.
- When an unexpected caller claims they work for one of the utility companies, they must be able to quote your password and unique customer number and produce an identity card.
- If you're unsure about the caller's identity, telephone the company the caller claims to represent, but don't rely on them giving you the number as it may be false.
- Beware of anyone who says they are in a hurry. If in doubt, call a neighbour or friend or the police.
- Genuine callers won't mind waiting.
- If you're still unsure, ask the caller to come back later so that you can arrange for a friend or relative to be present.



Bogus traders

“Burglars won't go to the trouble of breaking in if they can just knock on the door and be invited in”

- Don't be forced into making a quick decision on the doorstep.
- Get at least three quotes from local reputable companies who have reputations to maintain, and if possible seek recommendations.
- Only deal with firms with genuine verifiable telephone numbers and addresses. Beware of companies that only use mobile phone numbers and accommodation addresses.
- Anyone who signs a contract on the door step following a visit that was not arranged (unsolicited) generally has a cooling off period by law. To find out more information about what your consumer rights are consult advice from Citizens Advice Bureau or visit www.which.co.uk.
- If you don't want to speak to the trader don't open your door to them. It can be hard to distinguish the good traders from the cowboys; it might be easier to keep the door closed. Do not allow uninvited callers into your home.
- Refuse to be taken to the bank to withdraw money. If you ever feel intimidated by them, close the door and call the Police.



Street robbery and personal safety

- Prepare - think about how you're going to get there and back and remember to tell someone where you're going, who you're going with and when you expect to return.
- Look confident - remember your body language - stand tall and look like you know where you're going. Carry a personal safety alarm and learn how to use it. Also carry emergency phone numbers (including the numbers to cancel your credit cards), some change and keep your keys in a safe place.
- Avoid risks and be aware - keep looking and listening to what's happening around you. Try not to change plans at the last minute, but if you have to, tell someone.
- Never take safety for granted - don't say to yourself "it only happens to other people," "it's only a short journey" or "they look honest." Trust your instincts - if you feel that something is wrong, it makes sense to avoid it.
- Avoid short cuts through dark places. Keep away from odd and out-of-the-way places whenever you can.
- Cross the road if you see people you don't feel comfortable about and be aware of who's around you when you're out and about.
- Walk in the middle of the pavement facing the traffic, so that cars can't follow you.
- Mobile phones, MP3 players and laptops are attractive to thieves, so be careful where you use them and be aware of what's happening around you if you are using them.
- Cover up expensive looking jewellery and wear your bag across your body, so that it opens on the side facing you. In winter, wear your coat over your bag to hide it. You're any easy target if you leave your bag facing backwards over your shoulder or carry it over one shoulder.
- If you use a wheelchair or motorised scooter, keep your handbag in front of you, rather than hanging it on the back of the chair where thieves can steal it.
- If somebody does try to take your bag, let it go and don't fight to keep it, you're less likely to be hurt.

Pickpockets and handbag thieves

- Be aware of who's around you when you're shopping. Pickpockets often operate in pairs and use distraction techniques to avert your attention whilst they steal from your bag.
- Wear your bag across your body, so that it opens on the side facing you. In winter, wear your coat over your bag to hide it. You're any easy target if you leave your bag facing backwards over your shoulder or carry it over one shoulder.
- Never leave your bag unattended in a shopping trolley or basket or on the back of a pushchair, always keep it with you.
- Avoid carrying valuables in the outside pockets of rucksacks.
- If you use a wheelchair or motorised scooter, keep your valuables in front of you, rather than hanging them on the back of the chair where thieves can dip into them.
- Keep your bag or briefcase where you can see it or feel it - on your lap or touching your feet, not hung on the back of your chair when you're eating or having a drink.
- Keep your keys in a different pocket from anything that has your address on it.
- Don't keep the PIN number for your cash card with you. Keep the emergency number to cancel your credit cards with you so that you can phone immediately if you have to.
- Cafes, restaurants, pubs, clothes and shoe shops are places where people tend to be careless with their bags.



Cash machine (ATM) security

"Be aware of your surroundings. If someone close to the cash machine is behaving suspiciously or makes you feel uncomfortable, choose another"

- If you suspect that a skimming device has been attached to a cash machine, inform staff within the bank or, if this is not possible, inform the police. Put your personal safety first and do not attempt to remove it yourself.
- Do not accept help from seemingly well-meaning strangers and never allow yourself to be distracted.
- Stand close to the cash machine and always shield the keypad to avoid anyone seeing you enter your PIN.
- Once you have completed a transaction, discreetly put your money and card away before leaving the cash machine.
- If the cash machine does not return your card, report its loss immediately to your bank.
- Tear up or preferably shred your cash machine receipts, mini-statements or balance enquiries when you dispose of them.



Mobile phone security

- As many as 10,000 mobile phones are stolen every month.
- Two thirds of the victims are aged between 13 and 16 and have their phones taken from them by force. Many phones are also stolen from unattended cars.
- Register mobile phones free of charge at www.immobilise.com
- Keep phones out of sight in a pocket or handbag when not in use.
- Use the phone's security lock code, if it has one.
- Report lost or stolen phones to the police immediately.
- Always keep a record of your mobile phone's unique IMEI/serial number and keep it in a safe place separate from the phone. The 15 digit IMEI number is normally located on a strip behind the battery or can be obtained by pressing *#06# to display it on the handset screen.
- If the phone is lost or stolen, call your provider to ensure that it's blocked across every network immediately.
- Ensure that your phone is property marked.



Car and van security

- Thatcham approved alarms and immobilisers are an excellent deterrent. Thatcham are an independent motor vehicle security testing centre. Good security acts as a deterrent by slowing a thief down and increasing his/her chances of being seen or heard. (For further information please visit www.thatcham.org/security)
- Don't leave anything on display - it's a prime invitation to passers-by. Even an old coat or plastic bag can tempt a thief. If items have to be left in the vehicle, put them out of sight at the start of your journey.
- Portable 'sat-nav' systems are often held in a cradle attached to the windscreen or dashboard on full view, so take it out of the vehicle and place the cradle out of sight in the boot.
- Cradles alone indicate to offenders that vehicles have 'sat-nav' systems, so ensure that you remove all traces by wiping off the suction marks from the windscreen.
- Property mark your sat-nav and make a note of the make, model and serial number and register it free of charge on the National Property register at www.immobilise.com.
- Do not leave your car unlocked or leave the key in the ignition while you are buying fuel.
- Get a music system that's removable or has a front that can be taken off.
- Driving documents and personal correspondence could help a thief to sell your vehicle or provide a cover story if stopped by the police - don't keep them in the vehicle.
- Some thieves break into houses to steal vehicle keys. Always keep the keys in a safe place. Don't leave them in the hallway or kitchen, as these are the obvious places a thief will look.
- Alloy wheels should be secured with locking wheel nuts, which have been tested to withstand attack and meet Category 4 Thatcham approval.
- Steering wheel locks, which have been tested to withstand attack and meet Category 3 Thatcham approval, should be applied every time you leave your vehicle.
- Number plates should be secured with one-way security screws, to prevent them being removed and used in crime.
- If you have a garage at home, use it. If you don't, try to park in a well lit open place.
- Look for public car parks that are part of the police approved 'Park Mark' Safer Parking Scheme.

Car and van security

“Follow these tips and help prevent car crime!”



Remove 'sat-nav' and wipe away suction marks



Use steering wheel lock each time you leave the vehicle



Remove front from music system



Don't leave keys where they can be seen by a thief



Secure alloy wheels with locking wheel nuts



Secure number plates with one-way security screws

Motorbike and scooter security

Motorbikes and scooters are often not secured properly so they can be easy targets for thieves.

- **Use a good-quality chain and lock or D-lock!** Don't use cable locks as virtually all of them are very poor as deterrents and not appropriate for motorbikes.
- **How does a D-lock compare with a chain and padlock?** A chain and lock generally provides a better deterrent than a D-lock, but can be heavier. D-locks can offer a useful compromise in terms of cost and weight against security level, so it is important to follow guidance on how to use a D-lock.
- **Which chain should I choose?** Motorbikes and scooters should be secured with a 16mm chain as a minimum as anything less can be cut with bolt-cutters. We recommend 16mm and 19mm chains.
- **Use a ground anchor.** This is most important for motorbike and scooter security and it is critical to lock your bike to something solid whenever possible. Most bikes are stolen from home so home security is as priority. Using a ground anchor can give a sound foundation for a good chain around the bike. A properly fitted ground anchor set into solid concrete is preferable.
- **Secure the building as well as the bike.** If you are keeping your bike in a metal bike store, they are often very insecure and easy targets for thieves. If you keep the bike in a garage, you are more able to use higher-grade security products as a concrete floor is more likely to be available to fix a proper ground anchor. If you can use a motion-sensing alarm, it could encourage a thief to leave quickly, but do not rely on an alarm alone!
- **Anti-pinch pin.** Some modern bikes can't be anchored with just a chain. The anti-pinch pin is a simple device that enables the owner to route a decent-sized chain through a modern bike. The anti-pinch pin is like a giant drawing pin or rivet and only the pin part of it, a hardened steel bar, needs to go through the bike. You loop the chain onto one or both ends of the pin, with a padlock clamping sideways onto a recess at the non-headed end. There is a large head at the other end that prevents it being pulled through the bike.
- **Insurance.** Check with your insurance company to see what security standards they require for your insurance cover to be valid.

Motorbike and scooter security



“Motorbikes and scooters are targets for thieves! Don't make it easy for them!”



Chain and padlock



D-lock



Ground anchor



Anti-pinch pin

Mobility scooter security

■ Out and about with your mobility scooter

- Invest in a mobility scooter alarm.
- Buy a scooter with a locking ignition.
- Ask a friend to watch your scooter while you are in the shop.
- Give your scooter a unique mark so should it be recovered you can identify it.
- Don't leave any valuables in the scooter basket.

■ Mobility scooter security at home

- Keep your scooter locked away at night.
- Make sure that the lock is strong and secure.
- Do not leave unattended outside to charge overnight.

■ If you keep your mobility scooter in a shed

- Make sure that the shed or garage that it is in is secure.
- Make sure that you have a strong padlock or that the door lock is strong enough to stop thieves from breaking in.

■ Insuring your mobility scooter

- Insuring your mobility scooter against theft is advisable.
- Although you do not have to be insured by law, we strongly recommend that you have at least third-party cover.
- It is also a good idea to be covered for fire, theft and damage.



For further information on vehicle security please visit:

www.thatcham.org/security
www.soldsecure.com

Bicycle theft

“Follow our simple crime prevention tips and keep your bicycle safe from theft”

- Take out insurance, either by extending your home contents insurance or through a separate policy; cycling organisations and bike shops may offer specialist cover.
- Record and register your bike on Bike Register - www.bikeregister.com. This is a national database that is endorsed by the Metropolitan Police and Transport for London. Registration is free.
- More than half of all bicycle thefts take place from an owner's property.
- Keep your bike in a secure garage or shed and keep the door locked .
- Keep it out of public view.
- Always lock your bicycle, even if you are just leaving it for a couple of minutes.
- Avoid isolated places; leave your bike where it can be seen.
- Hardened steel D-shaped locks are recommended as the minimum lock standard; check out Sold Secure for certified locks, or ask your local bike shop.
- Lock your bike to an immovable object - a bike rack or ground anchors; thieves can remove drainpipes and lift bikes off signposts .
- Secure removable parts; lock both wheels and the frame together.
- If you think you are being offered a stolen bike, ring Crimestoppers on **0800 555 111** or the police non emergency number **101**.



Children's personal safety online

It's important your child realises that people online might not be who they say they are and could be dangerous. They should also be aware that any personal information they give out can be used in financial scams or for bullying.

To keep your child safe you should tell them not to:

- Give out personal information to people they only know online - this includes name, home address, landline and mobile numbers, bank details, PIN numbers and passwords.
- Supply details for registration without asking for permission and help from you.
- Visit chat websites that aren't fully moderated/supervised.
- Arrange to meet an online friend in person without your knowledge and permission (if you agree to let them, you should always go along with them).
- Give any indication of their age or sex in a personal email address or screen name.
- Keep anything that worries or upsets them online secret from you.
- Respond to unwanted emails or other messages.

You can monitor your child's internet use by checking the history folder on your browser as it contains a list of previously visited sites.

If there's a problem

- Inform your internet service provider (ISP) if your child comes across inappropriate content or is subjected to any inappropriate contact while online.
- Install and regularly update filtering software to protect against inappropriate internet access.

If you are worried about illegal materials or suspicious online behaviour, contact the Child Exploitation and Online Protection Centre (CEOP).

Source: www.direct.gov.uk



How to protect your PC

- Source good anti-virus software and a firewall.
- Keep your computer up-to-date i.e. run 'windows updates' automatically or other operating system updates.
- Block spam emails.
- Beware bogus emails and attachments.
- Use an up-to-date web browser.
- Back up your files regularly on discs or an external hard drive.
- Secure your WIFI - if you can access it without entering security data, so can someone else in the vicinity.
- Avoid online rip-offs.
- When you're shopping online, look for clear signs that you're buying from a reputable company and check for real-world contact details.
- On an online auction site, take time to research how it works and learn to pick good sellers.
- Use ways to pay that protect you, such as PayPal or credit cards.
- Use your common sense to avoid scams - if it sounds too good to be true, it probably is. Be wary of unsolicited emails requesting money for sick relatives/charities and if you haven't entered a lottery you can't win it.

Take care of your identity and privacy

- Avoid identity theft by using an up-to-date web browser and blocking bogus emails with a spam filter.
- Always use strong passwords - use characters, numbers, symbols, capitals and lower case.
- Don't put personal information like mother's maiden name, date of birth or pet's name on social networking sites - this can be used by thieves to identify your security passwords etc.



Be safe online

- Do not click on links in emails from senders you don't know. It could be a phishing attempt.
- Forward suspected phishing emails to your bank and then delete them. You can also report phishing to www.banksafeonline.org.uk.

Shopping and surfing safely

- When purchasing online, ensure the address line reads https:// to show it is secure.
- Be aware that sponsored links at the top or side of a search page pay to be there, these are not always reliable and can be used by criminals.
- Ensure the web address shown on the search matches that which appears on the bottom bar of your computer when you hover over the link - if it doesn't, do not enter the site or you could be taken to a phishing site.

What can you do to protect yourself

- Don't use the same password for different websites.
- Protect your computer with anti-virus software available from many commercial vendors. Some products are subscription based, others offer free downloads.
- A number of internet security companies offer free download security software which gives advice on whether or not a website is safe and free from viruses.
- Use a credit not debit card for online purchases, as this offers insurance on purchases - limitations may apply.
- Use one dedicated credit card for all online purchases. This way, if you are subject to fraud, it is easy to replace and will not impact on your day to day life. Alternatively, consider using a pre-pay credit card for online purchases.



Identity theft

The fraudulent act of collecting sufficient personal information about an individual, in order that their identity can be assumed for the purposes of carrying out some other illegal or malicious activity.

Advanced fee fraud

A confidence trick, where upon receipt of an unsolicited email, the victim is persuaded to give small sums of money or bank details in exchange for huge returns, (sometimes referred to as 419 Fraud). Too good to be true.

Pop-up

A supplementary and often unwanted window. Pop-ups may contain undesirable or otherwise unwelcome content and may have design elements that make them difficult or impossible to close.

Phishing

The fraudulent act of sending bogus or spam emails (which appear to originate from a legitimate organisation) which entice the recipients to visit a fake website (which is an almost exact replica of the organisation's genuine site) for the purposes of gathering personal or sensitive financial information.

Spam

The electronic equivalent of junk mail. Thanks to the availability of huge email address databases and the relatively small cost of sending emails, spam is a lucrative business and now accounts for the majority of all email messages.

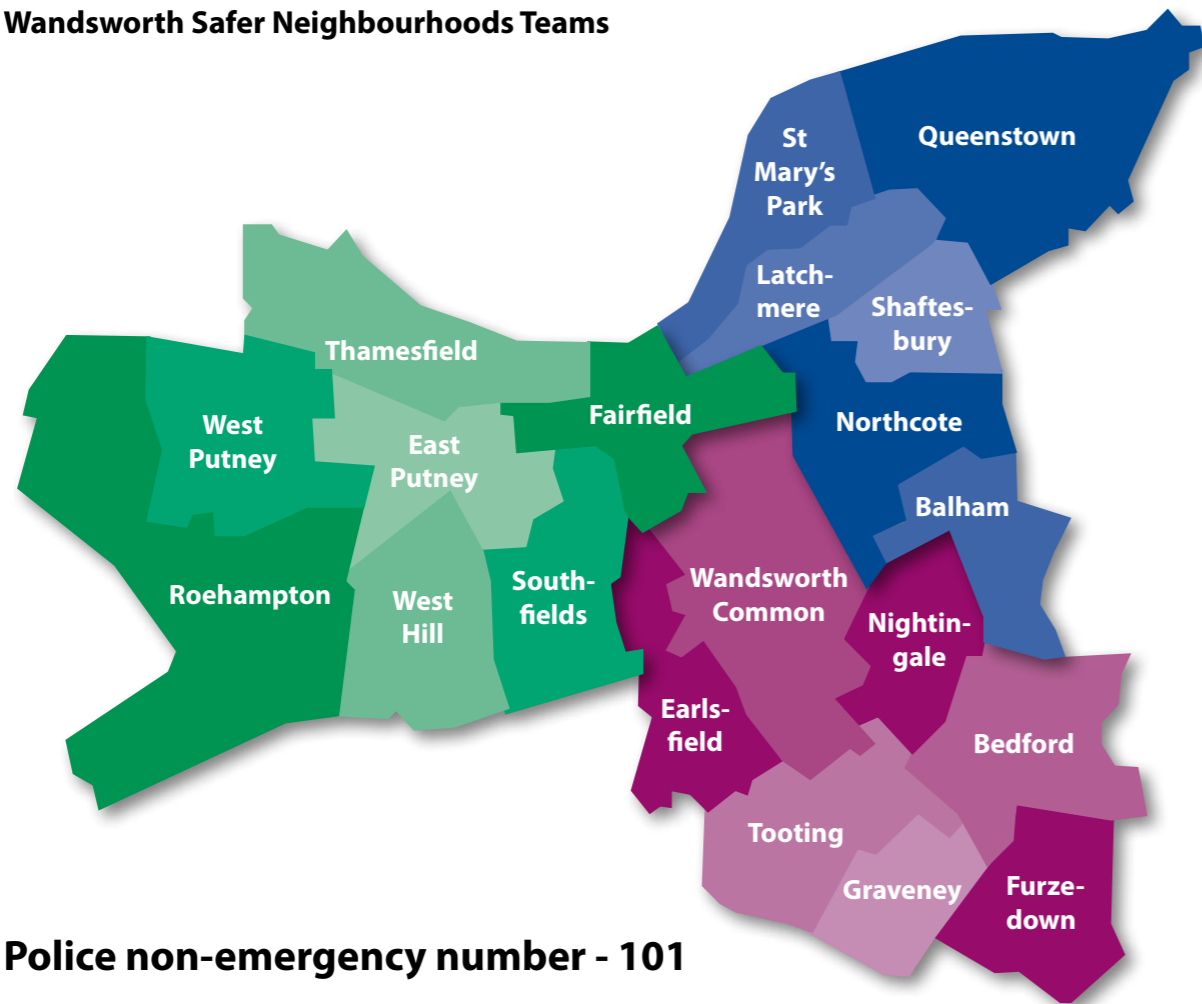
Virus

Code written with the intention of replicating itself. A virus attempts to spread from computer to computer by infecting another file. Besides spreading, viruses can be used for criminal activity or to do harm. Types include: email virus, boot sector virus, etc.

Wi-Fi

Wireless-Fidelity. Common applications for Wi-Fi include Internet and VOIP phone access, gaming and network connectivity for consumer electronics such as televisions, DVD players and digital cameras.

Wandsworth Safer Neighbourhoods Teams



Police non-emergency number - 101

Wandsworth Safer Neighbourhoods Teams

To contact your ward Local Neighbourhood Police Team:

Battersea Sector

- Queenstown
- Northcote
- Shaftesbury
- Latchmere
- Balham
- St. Mary's Park

Email - Queenstown.SNT@met.pnn.police.uk
 Email - Northcote.SNT@met.pnn.police.uk
 Email - Shaftesbury.SNT@met.pnn.police.uk
 Email - Latchmere.SNT@met.pnn.police.uk
 Email - Balham.SNT@met.pnn.police.uk
 Email - StMarysPark.SNT@met.pnn.police.uk

Putney Sector

- Roehampton
- West Putney
- Fairfield
- Southfields
- Thamesfield
- East Putney
- West Hill

Email - Roehampton.SNT@met.pnn.police.uk
 Email - Westputney.SNT@met.pnn.police.uk
 Email - Fairfield.SNT@met.pnn.police.uk
 Email - Southfields.SNT@met.pnn.police.uk
 Email - Thamesfield.SNT@met.pnn.police.uk
 Email - EastPutney.SNT@met.pnn.police.uk
 Email - Westhill.SNT@met.pnn.police.uk

Tooting Sector

- Earlsfield
- Wandsworth Common
- Furzedown
- Graveney
- Nightingale
- Bedford
- Tooting

Email - Earlsfield.SNT@met.pnn.police.uk
 Email - Wandsworthcommon.SNT@met.pnn.police.uk
 Email - Furzedown.SNT@met.pnn.police.uk
 Email - Graveney.SNT@met.pnn.police.uk
 Email - Nightingale.SNT@met.pnn.police.uk
 Email - Bedford.SNT@met.pnn.police.uk
 Email - Tooting.SNT@met.pnn.police.uk

Wandsworth Council
Community Safety
contact details

Battersea Sector

Roger Lyddon
 T: 0208 871 6950
 E: rlyddon@wandsworth.gov.uk

Putney Sector

Andrew Jolly
 T: 0208 871 6567
 E: ajolly@wandsworth.gov.uk

Tooting Sector

Adama Fregiste
 T: 0208 871 8895
 E: afregiste@wandsworth.gov.uk

The Police's commitment to victims of crime



Initial investigation
 You have reported a crime and an officer has carried out the first part of the investigation. Their findings will be examined to establish whether this crime can be solved. This will involve a review of witnesses, CCTV and all other evidence.

Crime recorded
 The crime will be recorded on the Police system before the end of the officer's shift.

Crime reviewed
 The crime will be reviewed and a crime number issued within 36 hours of the initial investigation.

Crime transferred
 Officer in case (OIC) assigned. This officer will be leading the investigation into your crime. You will be updated on the status of this investigation within five days.

Investigation closed
 Unless further evidence comes to light, the Police will keep all details on record and will refer to your report when investigating other related crimes or trying to identify stolen property. The information you provide forms a vital part in deciding where and when to allocate Police resources to best address the types of crime most difficult to solve.

Every crime will be investigated to the standards provided to you here. We will treat you with dignity and respect. Further help is available through Victim Support.



Useful contact details

Police non-emergency 101

Wandsworth Council Community Safety

Telephone: 0208 871 6557

Email: communitysafety@wandsworth.gov.uk

Twitter: [@saferwandsworth](https://twitter.com/saferwandsworth)

