



NEIGHBOURHOOD WATCH

**London Borough of Sutton
Neighbourhood Watch Association**

Looking after each other

Members Guide



This guide is intended to be a quick ready reference for you to dip into and take what you need when you need it.

Additional more comprehensive information is available from the locations mentioned.

Whilst we endeavour to ensure the information contained is correct at publication, please be aware that some things may have changed, especially contact details.

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What is Neighbourhood Watch?

Sutton Neighbourhood Watch, which is a registered charity and non-party-political and non-sectarian, is a community initiative supported by the police but not run by them, so success depends on what the members make of it.

Although independent, it works in partnership with the police, residents associations, local authorities and other agencies to reduce crime and disorder.

Neighbourhood Watch is an alliance of people coming together to make their communities safer, involving the Police and other organisations, but above all, individuals and families who want to make their neighbourhoods better places to live. It aims to help people protect themselves and their properties and to reduce the fear of crime by means of improved home security, greater vigilance, accurate reporting of suspicious incidents to the police and each other and by fostering a community spirit.

we can beat

together

Working together

Neighbourhood Watch is one of the biggest and most successful crime prevention initiatives ever, and the largest voluntary organisation in the country. Behind it lies a simple idea and a central value that is shared by millions of people around the country...

...getting together with your neighbours can cut crime.

Neighbourhood Watch started in the UK in 1982. Its basic aim was to reduce household burglary. More recently, Watch groups are tackling other matters that affect people's quality of life such as, rogue traders & scammers, poor street lighting, dumped cars, fly tipping, graffiti and anti-social behaviour.

The Sutton Neighbourhood Watch Association was created in May 2000 to help develop the existing watches and set up new Neighbourhood Watch groups within our borough.

In short, to help make Sutton a safer and better place to live, work and raise our children.

Neighbourhood Watch is not just about reducing crime figures; it's about community safety and creating communities which care. It brings local people together and can make a real contribution to improving their lives. It's about being good neighbours and caring for vulnerable neighbours as well as helping to reduce crime and the fear of crime.

Neighbourhood Watch is recognised by insurance companies; some offer members a discount on household policies. This is because you are less likely to need to make a claim if you live in a Neighbourhood Watch area.

Objectives of Neighbourhood Watch

- **To bring the benefits of Neighbourhood Watch to EVERY street in Sutton.**
- To prevent crime by improving security, increasing vigilance, creating and maintaining a caring community and reducing opportunities for crime by increasing crime prevention awareness.
- To assist the police in detecting crime by promoting effective communication and the prompt reporting of suspicious and criminal activity.
- To reduce undue fear of crime by providing accurate information about risks and by promoting a sense of security and community spirit, particularly amongst the more vulnerable members of the community.
- To improve police/community liaison by facilitating effective communication through regular meetings; by Co-ordinators circulating warnings of local crime trends and appeals for information from the police, and by members informing the police of incidents and anything suspicious.

How does it work?

Some people can spare some time to help run their Watch. Some may simply want to be part of Neighbourhood Watch as a member. Every member is valuable and important in making the community safer - as long as they are committed and enthusiastic about getting things done.

All members

Being a member of Neighbourhood Watch means being a good neighbour and caring about the local area. It needn't cost anything, except a little common sense and being aware. It doesn't mean interfering in other people's business; just that your neighbours will look out for you, your family, your home and your street or estate, and you will do the same for them.

In undertaking to give whatever support they can to help Neighbourhood Watch achieve its' objectives, all members do whatever they can to make their neighbourhood safer and more secure as well as giving support and help as they are able to the local co-ordinator.

One of the most important duties of members is to look out for anything that seems suspicious or unusual and report it to the police. Some things you see may help the police solve or prevent a crime - and so stop someone becoming a victim. So, if you are suspicious about something, make a note of who and what you have seen and pass the information to the police.

Contact details for your Safer Neighbourhood Team are given later on in this booklet, or in an emergency dial **999** in the usual way.

Let the police check it out and NEVER challenge someone who is behaving suspiciously or put yourself at risk. You will never be criticised for making a 999 call in good faith.

The Co-ordinator's function

The aim is to help people to protect themselves and their properties, to reduce the fear of crime and improve the local environment, also to promote a community spirit and neighbourliness through the network of Ward and Street Co-ordinators, who are the backbone of Neighbourhood Watch.

Having made the decision to become a co-ordinator, you have taken the first step in bringing your community together. Once you start talking to your neighbours you will be surprised at the positive response. There will be few people who will refuse to join a group that has benefits for their community.

Your enthusiasm and commitment is very important to the Sutton Neighbourhood Watch Association and your supporters; the success of your Watch depends on it. But remember, the role of Co-ordinator need not take up very much of your time or be difficult or demanding . . . the choice is yours.

The main purpose is to:

- keep an eye on any vulnerable neighbours
- keep a note of incidents or reports made to you and then pass them on to your local Safer Neighbourhoods Team

- give suitable information, advice and publicity material to your supporters
- encourage supporters interest in the work of Neighbourhood Watch
- encourage people to join Neighbourhood Watch, especially newcomers to the neighbourhood

The role of the Street Co-ordinator is to:

- maintain regular contact with the Ward Co-ordinator and the Ward Safer Neighbourhoods Police Team
- maintain contact with the residents in your area, and encourage them to be vigilant at all times and report anything suspicious
- keep the Ward Co-ordinator informed of any crime trends or concerns
- ensure that all residents are aware of the Neighbourhood Watch scheme and encourage the local householders to protect themselves and their properties
- distribute literature to the residents of their street whenever necessary

The role of the Ward (area) Co-ordinator is to:

- represent Sutton Neighbourhood Watch at Police consultative Ward Panel meetings
- be the focal point for communication between the Ward Safer Neighbourhoods Police Team and the Street Co-ordinators within the ward
- foster close working relationships with Residents Associations
- maintain regular contact with the Street Co-ordinators
- arrange periodic meetings of the Street Co-ordinators and the Police Safer Neighbourhoods Team
- recruit Street Co-ordinators and encourage expansion throughout the Ward
- work closely with the Sutton Neighbourhood Watch Association Committee to achieve the objectives of the Association

Sutton's 18 Wards



More details of the wards can be found at: www.sutton.gov.uk > **Find It**

Support

Sutton Neighbourhood Watch Association



The Sutton Neighbourhood Watch Association is the Home Office approved Neighbourhood Watch association for Sutton. The association's committee is essentially a 'support committee' whose function is to manage membership, promote and co-ordinate the activities of the association, liaise with and make representation to the Metropolitan Police and Sutton Council, foster close working relationships with residents groups, provide resources for all members, help people to develop the existing watches and to set up new Neighbourhood Watch groups within our borough.

Members details held by the association are only used to achieve the objectives of Neighbourhood Watch in partnership with the Metropolitan Police.

If you should need any advice or help, please get in touch. (See last page for contact details.)

Communication

Whilst we write to our members occasionally, we regularly send out by email; alerts, timely information about local crime trends, witness appeals and (to minimise costs) newsletters.

It would be ideal if all our members had email, but if not, maybe a trusted neighbour, friend or relative would be willing to receive emails on your behalf?

If you have given us your email address but are not receiving regular messages, please contact us so that we can ensure our records are correct. Also, please remember to tell us if your email address changes.

For more information about our association please visit our website at:

www.SuttonNeighbourhoodWatch.co.uk.

Information is also available at:

www.ourwatch.org.uk (the Neighbourhood and Home Watch Network, representing Home & Neighbourhood Watch members across England & Wales); and at

www.neighbourhoodwatch.net (a charitable trust who supports Neighbourhood Watch through its website).

Sutton Police

Sutton Police work in partnership to ensure that Sutton remains one of the safest boroughs in London.

It is not enough for the police alone to fight crime. Reducing the risk and fear of crime is a task for the police and the community working together. Which is one reason why Sutton has one of the lowest crime rates within the Metropolitan Police Service.

In partnership, the Safer Neighbourhoods Teams and Sutton Neighbourhood Watch helps to keep crime low.



Safer Neighbourhoods Teams

Neighbourhood Watch maintains a close working relationship with the Metropolitan Police Safer Neighbourhoods Teams who work with us to identify and tackle issues of concern in our neighbourhoods.



Officers from the Safer Neighbourhoods Teams are actively involved in conducting home security visits, attending partnership meetings and working with Trading Standards against bogus callers and rogue traders. They are always looking for new initiatives to strengthen the campaign against the criminal and keeping crime low in Sutton.

There are 18 Safer Neighbourhoods Teams and a Town Centre Neighbourhood Team in the borough of Sutton, which are dedicated to our community and are additional to other policing teams and units. Each team is normally made up of about six police and Police Community Support Officers. Their aim is to listen and talk to us to find out what affects our daily life and feelings of security. Then, they work in partnership with us and other agencies to find lasting solutions.

Your Safer Neighbourhoods team wants to hear from you. If your call is not answered, please leave a message or send them an email.

The Safer Neighbourhoods Teams contact details are:

Beddington North	Tel: 020 8721 2496 Email: BeddingtonNorth.snt@met.police.uk
Beddington South	Tel: 020 8721 2073 Email: BeddingtonSouth.snt@met.police.uk
Belmont	Tel: 020 8721 2829 Email: Belmont.snt@met.police.uk
Carshalton Central	Tel: 020 8721 2898 Email: CarshaltonCentral.snt@met.police.uk
Carshalton South & Clockhouse	Tel: 020 8721 2490 Email: CarshaltonSouth.clockhouse.snt@met.police.uk
Cheam	Tel: 020 8721 2830 Email: Cheam.snt@met.police.uk
Nonsuch	Tel: 020 8721 2491 Email: Nonsuch.snt@met.police.uk
St Helier	Tel: 020 8649 3591 Email: SuttonStHelier.snt@met.police.uk
Stonecot	Tel: 020 8721 2492 Email: Stonecot.snt@met.police.uk
Sutton Central	Tel: 020 8721 2710 Email: SuttonCentral.snt@met.police.uk
Sutton North	Tel: 020 8721 2494 Email: SuttonNorth.snt@met.police.uk
Sutton South	Tel: 020 8721 2497 Email: SuttonSouth.snt@met.police.uk
Sutton West	Tel: 020 8721 2498 Email: SuttonWest.snt@met.police.uk
The Wrythe	Tel: 020 8721 2493 Email: Wrythe.snt@met.police.uk
Wallington North	Tel: 020 8721 2495 Email: WallingtonNorth.snt@met.police.uk
Wallington South	Tel: 020 8721 2730 Email: Wallington.snt@met.police.uk
Wandle Valley	Tel: 020 8721 2773 Email: WandleValley.snt@met.police.uk
Worcester Park	Tel: 020 8649 3590 Email: WorcesterPark.snt@met.police.uk

Sutton police also have a number of other teams and specialist departments of dedicated officers:

Response Team officers - responding to emergency calls

Plain-clothes officers - detecting offences and offenders

Town Centre Teams - providing high visibility patrols and enforcement.

Safer Parks Teams

There are two parks teams to tackle crime, disorder and anti-social behaviour in the borough's parks and open spaces. To help detect offenders, the teams have the latest military specification technology including night vision devices and thermal imaging cameras that track heat sources, like body heat and vehicle engines.

Contact: **020 8721 2268**

Safer Transport Team

The safer transport team operates on buses and around the transport network in the borough to target crime, disorder and anti-social behaviour. They also work to improve passenger perceptions of safety and security.

Contact: **020 8721 2263**

For Sutton Police station call: **101**

www.police.uk

Information about crime and policing in your area plus links to crime prevention websites

www.met.police.uk > Your Borough > Sutton

Sutton Borough Police website containing useful information and links

www.surrey.police.uk

Surrey Police website containing useful information and links

Defeat Rogue Traders & Scammers

Scams to steal your money come by post, phone, email or sometimes in person. Scammers adopt various guises, e.g. phony callers, cold call conmen, cowboy builders, rogue traders, email swindlers.

There's a scam out there for everyone. If you let down your guard and think that you won't be fooled, then you could become a victim.

The number of scams just keeps on growing and scammers are using ever more devious ways to con you out of your money.



Bogus Callers

'Distraction burglars', known as bogus callers, will distract you to get into your home to steal your money or belongings. Always ask for ID and check out whether they are genuine by calling the organisation they say they represent whilst keeping them shut outside.

If in doubt, keep them out.

If you are suspicious, phone the police immediately on **999** whilst keeping them shut outside.

Rogue Traders

Home improvements continue to top the list of complaints about doorstep rogue traders. Last year the top 5 were, Roofing, Tarmac and paving, Insulation, General building work and Burglar alarms.

Rogue doorstep traders often offer services at attractive rates and use persuasive sales techniques to encourage people into making hasty decisions.

It is not illegal for traders to canvas for work, but it is important that you are cautious and do not make hasty decisions. Rogue doorstep trading is an ongoing problem in the UK and work carried out can sometimes be unnecessary, of a poor standard, much more expensive than originally quoted or not done at all.

If an uninvited trader calls at your door:

- don't agree to repairs, or sign anything on the spot
- be wary of special offers or warnings that your house is unsafe
- don't make snap decisions - take time to talk to someone you trust before you make a decision

Always check them out through:

- Trade associations
- The Safer Sutton Trader Scheme tel: **020 8770 5070**
Email: trading.standards@sutton.gov.uk
- www.Checkatrade.com or www.TrustATrader.com ETC.

If you receive a leaflet or business card don't rely on the details supplied, look in the phone or other business directory.

If in doubt contact: **Citizens Advice consumer service** on **08454 04 05 06**.

See page 18 for more about the Safer Sutton Trader Scheme

See also page 17 for the Nominated Neighbour Scheme

Recognising Scams & Frauds

If a letter, leaflet, email, phone call or text message about a surprise windfall, prize, lottery notification or business opportunity has any of the following elements, it's probably a fraud and you should not respond to it. Below are some general tips to recognise scams:

- If it's unexpected and or from a company or person not known to you be suspicious, and also be aware of scammers who pretend to be from your own bank etc. Even if it is personally addressed to you, thousands of others may have received exactly the same notification
- If it looks authentic but the contact details can't be independently verified; e.g. you cannot locate the website; it uses a PO box number or mail box as an address (mail boxes look like a real address but the

business isn't based there); gives a mobile phone number as a contact; the return email address is a yahoo, hotmail, excite.com or other free email account. Legitimate companies can easily afford a website and email account

- If you are asked for bank account information, credit/debit card numbers, PIN numbers, driver's licence numbers, passport numbers, your mother's maiden name or other personal information
- If you are told that you have won a prize or lottery, but you did not enter any competition run by the prize promoters
- If you are given a lot of hype and exaggerations, but few specific details about costs, your obligations, how it works, etc.
- If you are asked to pay a fee in advance (for administration, "processing", taxes, etc.). Legitimate schemes simply deduct that (if any) from the winnings!
- If you are offered bait prizes that, if they are real, are often substandard, over-priced, or falsely represented. Or, as part of the prize you can purchase "exclusive items" which may also be over-priced or substandard
- If you need to travel overseas at your own cost (and risk) to get your prize
- If you are pressured to make a quick decision, e.g. an investment opportunity or discount will end unless you pay straight away

Types of scams

Scams that try to trick you out of your money include:

Psychic or clairvoyant scams

Psychic or clairvoyant scams will either:

- say something terrible will happen to you if you don't pay them
- predict wonderful things happening in your future and request money for a full report. People have lost thousands of pounds paying for these fake reports.

Clairvoyants and psychic scams are one of the most common scams sent by post. Identical letters are sent to thousands of people to trick them. If you get one of these letters, throw it away.

Online dating scams

A particularly cruel scam in which you could be hurt emotionally as well as financially.

In dating scams, the person says they live overseas and need money to help them come to the UK or some other 'emergency'. You send the money but the person disappears, along with your money.

Protect yourself from online dating scams by:

- never sending money to someone you meet online
- asking lots of questions in your emails – if they aren't answered, it's likely to be a standard email that's been sent to thousands of people
- reporting any suspicions to the dating website

Prize draws, sweepstakes and foreign lottery scams

Prize draws, sweepstakes and foreign lottery scams say you have won a prize – all you need to do is pay a 'processing' or 'administration' fee. But you then end up with nothing or a cheap item that's worth less than the fee.

The scam may also ask you to:

- call a premium-rate phone number – you will hear a message that tricks you into staying on the phone for a long time.
Premium Rate numbers generally begin with 09, 118, 0871, 0872 or 0873. Mobile text shortcode numbers are also considered premium rate

- provide personal or financial information for 'identification' – they will use this to steal your money

If you get an offer for a lottery or competition you haven't entered - ignore it.

If you think you've been targeted by a premium-rate scam, tell PhoneyPayPlus.

Financial scams

Financial scams usually promise you something for nothing. For example offering a huge fee in exchange for 'helping' someone transfer money out of a country.

Other scams get you to:

- invest in shares or high-value items like fine wine that turn out to be worthless
- pay upfront fees to access loans or deals you won't get
- bank a cheque for more than the asking price of something you're selling and then transfer the difference to the scammer

The reality is these scams are used to get hold of your bank details and steal money from you. Never give out bank details to people you don't know.

Before you invest or pay any money:

- do an online search for the company or individual
- get independent financial advice on the offer
- take the paperwork away to read – never sign up to anything immediately

Only buy or sell shares with a company that's on the Financial Services Authority register of authorised firms.

Health scams

There are two common health scams:

- miracle cure scams – unproven claims are made for products to treat illnesses like arthritis, diabetes and cancer
- slimming scams – companies sell products they say will result in dramatic weight loss, e.g. a pill or cream

To make these claims sound realistic they:

- use phrases like 'scientific breakthrough' and 'ancient remedy'
- offer 'no-risk, money-back guarantees'
- use quotes they say are from satisfied customers or doctors ('testimonials')

Talk to your GP before you buy any medicine or weight loss product by mail order or over the internet.

Job scams

Job scams promise an exciting new career if you pay an upfront fee for training, study aids or materials for your new job. Examples of careers offered include, author, model, inventor, mystery shopper.

Once you pay the fee, you won't get what you need to start your new career.

Before you pay any money, research the organisation and check any contract to understand exactly what you get for the fee.

Bogus job offers

Some adverts for homeworking jobs are scams. Normally, real jobs don't come with a fee, so never send money up front to anyone claiming they can give you work at home.

If you are interested in an advertised homeworking job, research the company and contact them with your questions. If they are legitimate, they should have no problems with speaking to you and giving you more information.

Common scams involve adverts:

- about addressing and stuffing envelopes which ask for a registration fee - if you pay it you get advice to place adverts like the one you saw, but no actual work

- asking for money for home assembly kits and promising your money back and payment for completed kits - the advertiser will then pocket any money you send and claim the kit you assembled didn't meet the required standard

If you have been the victim of a homeworking scam, contact:

Citizens Advice consumer service on **08454 04 05 06**.

Protecting Yourself from Fraud

Although fraud comes in many forms, there are some simple steps you can take to protect yourself.



- Do not allow unknown or unexpected callers into your home. Always ask for ID and, **If In Doubt, Keep Them Out**. Then phone the police immediately on **999** so they can have a word with them.
- If anyone calls saying they are from the police, check their identity carefully and, **If In Doubt, Keep Them Out** whilst you check with the police on **101**.
Genuine police officers are pleased that you check and will not mind waiting.
- Never, ever give your PIN number. No genuine people need it and only fraudsters ask for it!
- Don't give any personal information (name, address, bank details, email or phone number) to organisations or people before verifying their credentials.
- If you receive bills, invoices or receipts for things you haven't bought, or if financial institutions you don't normally deal with contact you about outstanding debts, take action. Your identity may have been stolen.
- Destroy receipts with your card details on and post with your name and address on. Fraudsters don't need much information to be able to clone your identity.
- Be extremely wary of post, phone calls or emails offering you business deals out of the blue. If an offer seems too good to be true, it probably is. Always question it.
- Many frauds start with an email. Banks and financial institutions will never send you an email and ask you to confirm your bank details. Do not trust such emails, even if they look genuine. You can always check with your bank using the phone number on a genuine piece of correspondence, website (typed directly into the address bar) or the phone book if you're not sure.
- Make sure your computer has up-to-date anti-virus software and a firewall installed. Ensure your browser is set to the highest level of security.
- Register with 'Verified by Visa' or 'MasterCard SecureCode' for online shopping. This adds an additional layer of security with signed-up retailers.
- Regularly get a copy of your credit report and check it for entries you don't recognise.
- If you have been a victim of fraud, be aware of fraud recovery fraud. This is when fraudsters tell you they can help you recover the money you've already lost.

Reporting Scams

Citizens Advice consumer service

Please note: from April 2012 the Citizens Advice consumer service took over the responsibilities of Consumer Direct.



Consumer Helpline

08454 04 05 06

www.adviceguide.org.uk

For free, independent,
confidential and impartial
advice on consumer issues.

No matter how small the scam. It is important that scammers are stopped.

If you suspect it - Report it!

A team of trained advisers is available to provide clear, practical, impartial and free advice to help consumers sort out problems and disagreements with suppliers of goods and services. If appropriate, they may forward details of a complaint to an agency that is authorised to take direct action, such as Trading Standards.

To receive consumer advice or to report a scam or suspected scam

Tel: **08454 04 05 06** or visit: www.adviceguide.org.uk

About the Citizens Advice service

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

www.citizensadvice.org.uk

Sutton Citizens Advice Bureau

The Central Library, St Nicholas Way, Sutton SM1 1EA

Tel: **020 8405 3552** (Diagnostic Interview) www.suttoncabx.org.uk

PhonpayPlus

Regulates premium rate (or phone-paid) services in the UK. It has the power to fine companies and stop them offering premium rate numbers.

They will help you if you've experienced problems in a number of specific areas. For example, if you have a problem about:

- the promotion or advertising of a service – e.g. the cost of the call wasn't stated, or misleading claims were made in the promotion
- the way the service was operated - e.g. a prize was promised but wasn't delivered, or a paid service wasn't stopped when it should have been
- the actual content of a service – e.g. you came across offensive content or the service was unnecessarily long - and therefore expensive

To contact them to make a formal complaint or to get advice:

Online: www.phonpayplus.org.uk

Tel: **0800 500 212** (open 0900-1700 Monday to Friday)

Text to: **020 7407 3430**

Write to: PhonpayPlus, Freepost, WC5468, London SE1 2BR

Action Fraud

Action Fraud provides a central point of contact for information about fraud.

The service is run by the National Fraud Authority – the government agency that helps to co-ordinate the fight against fraud in the UK. Report:

Online: www.actionfraud.org.uk

Tel: **0300 123 2040**

Forward email's to: email@actionfraud.org.uk

Securing Your Home

For more comprehensive advice, we strongly advise that you visit:

www.met.police.uk > **Crime Prevention** > **Burglary**

and

www.direct.gov.uk > **Crime and Justice**



Homes with no security measures in place are five times more likely to be burgled than those with simple security measures. Good window locks and strong deadlocks can make a big difference.

Things you can do:

- Lock your doors and windows every time you leave the house, even when you're just out in the garden
- Hide all keys, including car keys, out of sight
- Hide away cash and wallets and store valuable items (including passports, driving licences and bank statements) out of view
- Mark or etch your property with your postcode, house or flat number or the first three letters of your house name.
- Register items with a serial number at: www.immobilise.com
- Install a visual burglar alarm that is certified to British Standard BS4737/BS EN 50131 (for hard-wired systems) or BS6799 (for wire free systems)
- Install good outside lighting
- Leave radios and lights in your house on a timer
- Never leave a spare key in a convenient hiding place, such as under a flowerpot or doormat, or behind a loose brick. Burglars know to look there. They will also check the garage or shed for spare keys to get into your home
- Keep ladders and tools stored away; don't leave them outside where they could be used to break into your home
- Secure bikes by locking them to a secure ground anchor inside a locked shed or garage
- Secure your garden with lockable gates, good quality fences, trellising and/or thorny plants.
- Lock outbuildings. Don't store valuables in sheds unless well secured, e.g. with anchor bolts for large items, and use electronic shed alarms or padlock alarms to deter thieves.
- If you live in a building that has a shared entrance, be careful about 'buzzing' people in or holding the door open for strangers

Door and Window Security

In most burglaries, criminals break into a house or flat through the door, either by forcing the lock or kicking it in. So make sure your doors are strong and secure. Consider fitting a bar for extra strength; a locksmith can advise you on how best to do it.

Glass panels on doors are particularly vulnerable. If you have one on your door you could replace it with laminated glass, which is stronger. You can also buy a security film in a DIY store that you can stick over the glass to make it harder to break.

Home security and DIY shops sell inexpensive, key-operated locks to fit most kinds of windows. Fit window locks with keys to all downstairs windows and those upstairs that are easy to reach.

If you are fitting new doors or windows, make sure they are certified to the latest British Standards for security.

No matter how good these measures are, as burglars prefer to gain easy access through an open door or window, even if you are 'just popping out', never leave them open.

Nominated Neighbour Scheme

Sutton's Crime Prevention Team run a Nominated Neighbour Scheme where vulnerable residents get help from a neighbour when they get unexpected callers.

Residents show callers a card which directs them to their Nominated Neighbour. The Nominated Neighbour then verifies that the caller is genuine before returning with the caller to the resident's home and stays until the visit has finished.

Co-ordinators are invited to volunteer to act as the 'Nominated Neighbour' for any vulnerable persons in their area.

For further information contact your Safer Neighbourhoods Team.

Safer Sutton Trader Scheme

Sutton's Trading Standards run a 'Safer Sutton Trader Scheme'. This is a directory of reputable traders which is available to all householders. It has been produced by Sutton Council's Business Regulation Service and can be used to check a company's credentials.



The traders, including plumbers, carpenters, roofers and general builders have been checked by the council. These verifications include references, qualifications, their insurance details and criminal record checks.

For further information contact the Business Development and Regulation Service at Sutton Council on **020 8770 5070**

or Email: trading.standards@sutton.gov.uk

visit: www.sutton.gov.uk > Safer Sutton Trader Scheme

Personal Safety When Out & About

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"

PREPARE and PLAN your journey

- Prepare - think about how you're going to get there and back and remember to tell someone where you're going, who you are going with and when you expect to return
- Carry a personal safety alarm and learn how to use it
- Carry emergency phone numbers (including the numbers to cancel your credit cards), some change, a phone card and your keys in a safe pocket
- Avoid short cuts through dark places. Keep away from odd and out-of-the way places whenever you can
- Avoid dark or deserted areas late at night
- Try not to change plans at the last minute, but if you have to, tell someone

Be AWARE of your surroundings and stay ALERT

- Avoid risks and be aware - keep looking and listening to what's happening around you
- Look confident – remember your body language - stand tall and look like you know where you're going
- Avoid people you don't feel comfortable about and be aware of who's around you
- Walk in the middle of the pavement facing the traffic, so that cars can't follow you
- Trust your instincts – if you feel that something is wrong, avoid it

KEEP your possessions SAFE

Snatch robberies can involve violence or theft. The chance that this will ever happen to you is quite small, but you should be aware of what you can do to keep yourself and your property safe:

- Be discreet with your belongings; displaying expensive jewellery or electronic devices, like mobile phones or cameras, could attract unwanted attention

- Be aware of chain-snatch thieves and make sure your jewellery is not visible
- Keep your bag closed. 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 an easy target if you leave your bag open, facing backwards over your shoulder or carry it over one shoulder
- Never leave your bags or other valuables unattended in public places
- 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
- Don't let yourself be distracted. While you are talking to one person another may be taking something of yours

Safeguard your mobile phone

- Don't place your phone on tables in pubs or restaurants
- When making a call, be aware of those around you
- When you leave a station don't use your phone immediately, wait a few minutes
- Don't walk and text at the same time, you will be less aware of what's happening around you
- Keep calls in public places as brief as possible, the longer you talk, the more likely you are to be spotted by a potential thief
- 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 when you are using them.
Property mark and register them with www.immobilise.com
- Make sure you have made a note of your mobile phone IMEI number (*#06#)

Anti-social behaviour

Anti-social behaviour is any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life.

If you are being harassed or victimised; if anti-social behaviour is affecting your quality of life, or making you fear for your safety or the safety of others, contact your local Safer Neighbourhoods Team or Sutton police station directly.

Alternatively contact Sutton's anti-social behaviour co-ordinator on **020 8770 5000** (24hr helpline)

All complaints are treated as confidential under the Data Protection Act, so you don't have to worry about your identity being revealed.

If the situation is an emergency (i.e. someone's life or health is threatened) call **999**.

Nuisances

Common law nuisance

In common law a 'nuisance' is defined as a matter which is an unreasonable and substantial interference on the use and enjoyment of a person's property.

For a matter to qualify and be actionable as a nuisance in law it must be a serious matter.

One-off events are rarely sufficient. Also, specific sensitivities of those suffering cannot be taken account of in deciding whether a matter is a nuisance.

Taking action in common law has some advantages over the statutory nuisance procedure. Principally action is not restricted to the particular types of nuisance, which form 'statutory nuisance'. However, there are also disadvantages and you are strongly advised to seek legal advice before embarking on common law nuisance action.



Statutory nuisance

The Environmental Protection Act 1990 (and its predecessors) has borrowed the term nuisance and there are many similarities between the common law concept and that of statutory nuisance.

An important difference is that action under common law must be taken by the person suffering it, whereas action in respect of statutory nuisance can be taken by that person or by the local authority.

Other important differences include the following.

A matter, which is a statutory nuisance, must fall within one of the following categories:

- any premises in such a state as to be prejudicial to health or a nuisance;
- smoke emitted from premises so as to be prejudicial to health or a nuisance;
- fumes or gases emitted from premises so as to be prejudicial to health or a nuisance;
- any dust, steam, smell or other effluvia arising on industrial, trade or business premises and being prejudicial to health or a nuisance;
- any accumulation or deposit which is prejudicial to health or a nuisance;
- any animal kept in such a place or manner as to be prejudicial to health or a nuisance;
- any insects emanating from relevant industrial, trade or business premises and being prejudicial to health or a nuisance;
- artificial light emitted from premises so as to be prejudicial to health or a nuisance;
- noise emitted from premises so as to be prejudicial to health or a nuisance;
- noise that is prejudicial to health or a nuisance and is emitted from a vehicle, machinery or equipment in a street
- any other matter declared by any enactment to be a statutory nuisance.

There are no such constraints in common law and any type of matter could, in theory, be a common law nuisance.

Statutory nuisance law is based in public health legislation and for something to be a statutory nuisance there must be a health effect.

Also, as stated in the section above on common law nuisance, the specific sensitivities of those suffering cannot be taken account of - the test is therefore whether a typical person would be expected to suffer some health effect from the nuisance.

Bonfires

There are no specific laws against having a bonfire, or when you can have one – but there are Acts that deal with the nuisance they can cause.

Under the Environmental Protection Act 1990, it is an offence to emit smoke, fumes or gases from premises which cause a nuisance.

To be considered a nuisance, bonfires need to be a regular occurrence and seriously interfere with your well-being. If the bonfire is only occasional, e.g. a couple of times a year, it's unlikely to be considered a nuisance in law.

Allowing smoke to drift over nearby roads can lead to prosecution under the Highways (Amendment) Act 1986 if it endangers traffic.

For help & advice, contact **Sutton's Environmental Health** (see page 26)

Residential Noise

Sutton's Environmental Health operates a noise complaints service.

They investigate noise problems, will make every effort to improve or control the noise, will carry out noise level assessments and provide advice about dealing with noise problems.

They cannot deal with the normal everyday sounds of living in dwellings, such as children playing, people walking across their floors, washing machines, doors banging, dogs barking occasionally, reasonable periods and levels of music, people shouting, laughing and arguing, etc.

These things may be irritating on occasions, but they are not illegal or criminal activities, and the Council

cannot take formal legal action on such matters.

In these cases, it may be possible for the Council to write informally to your neighbour offering some general advice on neighbour noise.

What you can do if you have a noise problem:

- Discuss the problem with the person creating the noise and try to compromise.
- Contact Sutton's Environmental Health Team and keep detailed records about the problem, these may be used in court proceedings. Tell them in advance of possible noise events and be prepared to attend court to give evidence.
- If they can't resolve the problem, consider taking your own action (ask for their guidance booklet).

What they can do if you contact them regarding a noise problem:

- Visit on the same day for urgent problems. Provide a 24 hour service for car and intruder alarms.
- Respond to all service requests within two working days.
- Respond to complaints of very noisy parties that are affecting a number of neighbouring properties.
- Discuss with you the best way to progress your complaint to find a practical and reasonable solution.
- Make up to five visits to obtain evidence and assess whether a noise nuisance exists (including out of hours visits where necessary) and consider legal action.
- Offer advice and support on taking your own action if they cannot resolve the problem.

For help & advice, contact **Sutton's Environmental Health**

Road traffic noise

There are no specific legal limits on noise from roads, but noise levels might be taken into account when planning to build new roads or dwellings near to roads.

If noise from new roads exceeds certain limits at existing houses then as a householder you might be able to get a noise insulation grant. These are available through your local highway authority.

High hedges

A High Hedge is defined as a line of two or more evergreen or semi evergreen trees or shrubs that is more than 2 metres above ground level and capable of obstructing light or views.

Legislation allows local authorities to adjudicate in neighbour disputes over high hedges.

There are grounds for complaint if the hedge is so tall that it detracts from the enjoyment of your home or garden, obstructing light or views.

Residents should first attempt to solve the problem amicably with their neighbour, failing which they can complain to the Council.

If you register a complaint you will have to produce evidence of negotiations and pay a non-refundable fee.

For help & advice, contact **Sutton's Environmental Health**

Fly Posting and Fly Tipping

Fly posting is illegal advertising on unauthorised sites including walls, traffic lights and street furniture. If you see illegal advertising please report the exact location.

Report fly tippers, noting time, date & vehicle registration to the Police or to the Council. Do not put yourself at risk and do not touch the waste, there may be evidence that can help identify the culprit.

To report fly tipping or fly posting contact:

Street Cleaning, 24 Denmark Road, Carshalton, Surrey SM5 2JG

Tel: **020 8770 5070**

Email: streetscenesupport@sutton.gov.uk

Abandoned & Untaxed Vehicles

An abandoned vehicle is one that has been discarded by its owner. Typically, it has been left unused for over a month, has no commercial or historic value, is in an unroadworthy condition and displays either no tax disc or a tax disc expired by over a month.

The Council will remove vehicles which appear abandoned from public roads. They may also remove abandoned vehicles from private land, subject to conditions.

Reporting abandoned or untaxed vehicles

- A vehicle abandoned or untaxed (for over 28 days), on the public road should be reported to the Council's Call Centre on **020 8770 5070**, or at www.sutton.gov.uk > **Report It**
- A vehicle abandoned or untaxed on part of a council housing estate such as a garage or parking area, should be reported to Sutton Housing Partnership on **0800 195 5552** or Email: customerservices@suttonhousingpartnership.org.uk
- If the vehicle appears to be abandoned on privately owned land, the occupant of the property (or agent) can write to Sutton Council giving permission for the removal of the vehicle, enclosing the investigation fee (currently £47 per vehicle).

Untaxed vehicles on the public road, but not abandoned

It is an offence to use or keep on the public road a vehicle (registered in the UK) without valid road tax. You may report such vehicles to the Council.

The offence may also be reported directly to the DVLA at:

DVLA Vehicle Registration Office, Sidcup House, 12-18 Station Road, Sidcup, Kent DA15 7EQ

Tel: **0800 0325 202**

or: www.dft.gov.uk/dvla > **onlineservices**

In most cases the DVLA will clamp or impound such vehicles.

Stopping Unsolicited Mail

If you want to stop unsolicited mail register FREE with the Mailing Preference Service (MPS)

Mail Preference Service, FREEPOST 29 LON20771, London W1E 0ZT

MPS Registration Line: **0845 703 4599** (automated)

www.mpsonline.org.uk

Stopping Unsolicited Sales or Marketing Telephone Calls

If you want to stop unsolicited sales or marketing calls register FREE with the Telephone Preference Service (TPS)

TPS Registration line: **0845 070 0707**

www.tpsonline.org.uk

Counter Terrorism

If you've seen something suspicious or you're unsure about somebody's activities or behaviour, however insignificant it seems, you are asked to trust your instincts and call the confidential Anti-Terrorist hotline on

0800 789 321.

A textphone service is available for people with speech or hearing difficulties on

0800 032 45 39.

Any information passed to the Anti-Terrorist Hotline is treated in the strictest of confidence and is thoroughly analysed and researched before, and if, any police action is taken.

or alternatively contact the Sutton Counter Terrorist Security Desk on

020 8649 0516

Email: ZTMailbox-operations@met.pnn.police.uk

No information is too small or insignificant, you may have the final piece of the puzzle.

If you suspect it - report it.



Fire Safety



Sutton's Fire Stations actively support the local community; and want us to live in a safe environment. That is why they carry out Home Fire Safety Visits. Getting a smoke alarm, regularly testing and maintaining it, as well as planning your escape route in the event of a fire can dramatically decrease the risk of death or serious injury.

Free home fire safety visits

If you or someone you know wants a home fire safety visit, call their freephone number. They will visit your home to give advice and also, without charge where necessary fit one or more smoke alarms, including specialist alarms for people with hearing impairment.

To arrange your free Home Fire Safety visit, tel: **0800 028 4428**

For more information about fire safety visit: www.london-fire.gov.uk

Need to report something?

Crime or Crime Related

Emergency/Urgent:	999 (a crime is taking place or someone is in immediate danger)
Non-Urgent:	101 (To report a crime that has already happened, seek crime prevention advice or to advise the police of local issues)
Report a crime on-line:	www.met.police.uk
Sutton Police station:	101 suttonpolice@met.police.uk (general enquiries)
Safer Neighbourhood Teams:	See pages: 7 & 8
Crimestoppers:	0800 555 111 (pass information anonymously) www.crimestoppers-uk.org PO Box 324, Wallington, SM6 6BG
Anti-Terrorism Hotline:	0800 789 321
Abandoned & Untaxed Vehicles:	See page: 24
Anti-social behaviour:	See page: 20
Fly Posting and Fly Tipping:	See page: 23
Rogue Traders, Scams & Frauds:	As this depends on the type, circumstances and urgency please see the section dealing with the matter.
Bonfires:	Sutton Environmental Health
High hedges:	24 Denmark Road, Carshalton, Surrey SM5 2JG Tel: 020 8770 5070
Residential Noise:	Email: Environmentalhealth@sutton.gov.uk



NEIGHBOURHOOD WATCH

London Borough of Sutton
Neighbourhood Watch Association

Registered Charity No. 1120448

Sutton Neighbourhood Watch
c/o Sutton Police Station, Sutton, Surrey, SM1 4RF

www.SuttonNeighbourhoodWatch.co.uk

Email: admin@SuttonNeighbourhoodWatch.co.uk

Answer phone: **020 8649 0614** (messages only)



IN
PARTNERSHIP
WITH



We hope you find this members guide useful and thank you for your support.

It's disappointing that so many people don't take crime seriously until after they become a victim.

Please invite your neighbours and friends to become members and not to wait until they become victims of crime before joining Neighbourhood Watch.

Unfortunately some people assume that just because they live in a "Neighbourhood Watch Area" they are "automatically" members.

Please encourage others to join with us in bringing the benefits of Neighbourhood Watch to **EVERY** street in Sutton.

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