



**GREENWICH BOROUGH NEIGHBOURHOOD
WATCH ASSOCIATION**

CO-ORDINATOR'S GUIDE

This Guide has been produced by Greenwich Borough Neighbourhood Watch Association, under the auspices of the London Neighbourhood Watch Association Limited and based upon their Street Co-ordinators' Guide.

This Guide was originally produced with funding provided by Greenwich Council. It has been updated with support provided by Greenwich Borough Police and funding provided by the Neighbourhood and Home Watch Fund.

CONTENTS

- 1 Introduction**
 - 2 Neighbourhood Watch – its origins**
 - 3 Greenwich Borough Neighbourhood Watch Association**
 - 4 Greenwich Police, Safer Neighbourhoods Teams and Neighbourhood Panels**
 - 5 The Co-ordinator's Role**
 - 6 Funding and Formality**
 - 7 Setting up and Developing a Watch**
 - 8 Actions for Watch Members**
 - 9 Preventing Crime**
 - 10 Fire Prevention**
 - 11 Reporting Crime and Anti-Social Behaviour**
 - 12 Disseminating Information**
 - 13 Useful Contacts**
- Appendices:** registration document/phone tree

GBNWA has received funding from:



1. Introduction

This Handbook has been developed with the help of the London Neighbourhood Watch Association (“LNWA”) and Bexley Neighbourhood Watch Association. Our grateful thanks are extended to both organisations.

2. Neighbourhood Watch – its origins

Neighbourhood Watch was started in this country by the Police in 1982 with the basic aim of reducing household burglary. Today, it is about much more than crime prevention; it also aims to foster ‘good neighbourliness’ and a strong community spirit. Neighbourhood Watch is now the fastest growing ‘grass roots’ organisation in the country and is so successful that there are over 200,000 schemes nationwide. Neighbourhood Watch is not just about crime and disorder although it obviously has a part to play in any initiative to combat crime and disorder.

“In most of London the fear of crime is greater than the reality”.

In many neighbourhoods it is not always the most serious crimes which cause concern for the majority of residents. Rather it is the overall quality of life, litter, graffiti, troublesome neighbours, disruptive children – in fact a dripping tap, which can wear people down until apathy and a feeling of helplessness set in.

Tackling these issues demands the redevelopment of community spirit and commitment to make a positive change to the quality of life in the area. In some instances Neighbourhood Watch can act to direct problems to the relevant organisation, e.g. the Local Authority for complaints about noise, and consequently reduce the number of inappropriate calls to the Police.

If you set out with clear objectives you will encourage enthusiasm and involvement among neighbours and achieve, over time, a safer neighbourhood. It can be a rewarding and enjoyable role to establish,

which not only assists the Police in combating crime, but also makes for a more friendly and safe community.

3. Greenwich Borough Neighbourhood Watch Association (“GBNWA”)

The current GBNWA was formed in 1999. It is a voluntary organisation, run by an Executive Committee, which is elected from the members at the AGM, held in March of each year. The Committee consists of elected volunteers, who are themselves registered NW co-ordinators, together with provision for a representative from Greenwich Police, Greenwich Council, (and the LNWA, of which GBNWA is a member.

The main objectives of GBNWA are:

- To promote good citizenship and greater public participation in the prevention and solution of crime
- To achieve effective liaison between the police and public
- To further the efficiency of the police in Greenwich Borough.

GBNWA is non-party political and non-sectarian in religion and operates an equal opportunities policy.

The members of the GBNWA are the registered NW schemes in Greenwich Borough. Each Scheme carries one vote at the AGM.

A copy of the Constitution is available upon request from the Secretary.

GBNWA provides support for registered NW Schemes in Greenwich Borough by;

- producing a quarterly Newsletter for registered co-ordinators
- funding the provision of NW street signs to new Watches and supporting new launches
- and organising events and literature for training and information purposes
- promoting home security.

4. Greenwich Police, Safer Neighbourhoods Teams and Neighbourhood Panels

Greenwich Police have set up 18 Safer Neighbourhoods Teams (“SNTs”), which are local police teams, working with the public and other partners to identify and tackle issues of concern in each neighbourhood, including crime and anti-social behaviour.

- Each Team is made up of at least six officers, comprising one Sergeant, two Police Constables and three Police Community Support Officers (“PCSOs”).
- Some teams are ‘enhanced’ with up to six PCSOs.
- Each team covers an area similar to the local Ward of the same name. Additionally Greenwich Council funds a team in the Ferrier Neighbourhood taking some of Eltham West, Middle Park and Sutcliffe Wards.
- Regular meetings called Neighbourhood Panels operate in each team area, comprising the Safer Neighbourhood Teams, and volunteer members of the public.
- The Panels purpose is to decide regularly, on behalf of the team, which local issues they should focus on.
- The Team then work in partnership with the public and other agencies, such as the Council, to find a solution. Each SNT organises itself so individual details will differ.
- The panel members should represent a good cross-section of the area, including where applicable representatives from schools, businesses, and NW co-ordinators. The Chair is always a member of the public and there should also be a Secretary to take the Minutes.
- Its main purpose is to set, in consultation with the SNT, local priorities for the SNT to work on, subsequent meetings review SNT progress and hold the team to account.
- SNTs will report back on progress and the panel re-set the priorities for the next period, and so on. A 7-step guide and sample constitution are available upon request to the Secretary of GBNWA.

It is important that you maintain links with the Police and although your first point of contact will be your Safer Neighbourhoods Team, you should also be aware of your Sector Inspector.

You can find out more about your SNT on the Metropolitan Police website at www.met.police.uk/safer neighbourhoods

SN Team	Mobile No	Landline	Email
Abbey Wood	07799 582 170	020 8721 2286	AbbeyWood.SNT@met.police.uk
Blackheath & Westcombe	07920 233 828	020 8721 2635	Blackheath.Westcombe.SNT@met.police.uk
Charlton	07766 992 585	020 8721 2734	Charlton.SNT@met.police.uk
Coldharbour & New Eltham	07768 083 607	020 8721 2736	ColdHarbour.NewEltham.SNT@met.police.uk
Eltham North	07920 233 826	020 8721 2637	ElthamNorth.SNT@met.police.uk
Eltham South	07920 233 827	020 8721 2636	ElthamSouth.SNT@met.police.uk
Eltham West	07766 992 602	020 8721 2716	ElthamWest.SNT@met.police.uk
Ferrier	07917 243 873	020 8721 2287	Ferrier.SNT@met.police.uk
Glyndon	07920 233 825	020 8721 2638	Glyndon.SNT@met.police.uk
Greenwich West	07843 065 877	020 8649 3536	WestGreenwich.SNT@met.police.uk
Kidbrooke with Hornfair	07920 233 829	020 8721 2634	Kidbrooke.Hornfair.SNT@met.police.uk
Middle Park and Sutcliffe	07843 065 878	020 8649 3538	MiddlePark.Sutcliffe.SNT@met.police.uk
Peninsula	07920 233 830	020 8721 2633	Peninsula.SNT@met.police.uk
Plumstead	07920 233 824	020 8721 2639	Plumstead.SNT@met.police.uk
Shooters Hill	07843 065 879	020 8649 3540	ShootersHill.SNT@met.police.uk
Thamesmead Moorings	07920 233 832	020 8721 2630	ThamesmeadMoorings.SNT@met.police.uk
Woolwich Common	07920 233 833	020 8721 2629	WoolwichCommon.SNT@met.police.uk
Woolwich Riverside	07766 992 596	020 8721 2735	WoolwichRiverside.SNT@met.police.uk

5. The Neighbourhood Watch Co-ordinator's Role

You are a volunteer. This carries several important aspects. First, it entitles you to determine the extent of your role. Do not take on more than you feel comfortable with, or it will put you off. Secondly, you are not expected to be any sort of vigilante; or a substitute for the police. Nor are you expected to put yourself in any danger. Some of the benefits of NW are:

- Regular updates concerning local criminal activity
- Crime prevention advice
- A collective voice in your community
- Making your street a safer place to live
- Reducing the fear of crime
- Fostering a community spirit
- Improved home security

The co-ordinator's role is the lynch-pin for a successful scheme and will become the first point of contact for Neighbourhood Watch both for your members and for your SNT. A co-ordinator carries out many roles, some are necessary to run an active scheme; some are helpful additions that you may be able to use.

- ✓ Necessary
- ◆ Desirable

- ✓ A regular newsletter distributed to all neighbours in the scheme
- ✓ Street Co-ordinators who can help the NW Co-ordinator by monitoring activities in the area
- ✓ Keeping a neighbourhood watch record of every incident that occurs
- ✓ Ensuring links to your Safer Neighbourhoods Team and particularly the person who is your key contact
- ✓ Regular meetings with the neighbours in your Watch to share information, ideas and crime statistics
- ✓ Ensuring NW materials are distributed and clearly displayed in properties in your scheme.
- ✓ Hold an annual general meeting.

- ◆ Setting up a secure email group or forming a Yahoo newsgroup
- ◆ To hold a list of key neighbours willing to assist you
- ◆ Consider becoming a member of your local Ward Panel

- ◆ Take part in training/events offered by GBNW A
- ◆ Consider becoming a member of that committee.
- ◆ Designate a deputy to assist you.
- ◆ Think of holding social events so that neighbours get to know each other better

For the first six or so months of the scheme people will be relatively enthusiastic about it. But once your original objectives have been achieved, maintaining the scheme becomes slightly more difficult. There are certain other things you can do to keep the scheme productive:

- Schedule meetings to decide on new objectives.
- Involve new residents - it's a great way for them to get to know their neighbours.
- Invite crime specialists along to meetings to talk about issues like burglary, or bogus callers.
- Build up a network of trust between your neighbours and, if so, ask them to keep an eye on your house while on holiday, and to put post through your door. Do the same for them.

6. Funding and Formality

Formality is not compulsory, except in the situations set out below.

You do not have to adopt any particular format or legal form. Your scheme does not have a separate identity. However, if you wish to do so, you can have a constitution and hold an AGM. This lends some structure and gives a cyclical rationale and momentum. It also offers an opportunity to share the load between a Chair, Treasurer and Secretary. However, it also carries its own workload: taking minutes, arranging the meeting and voting for the officers.

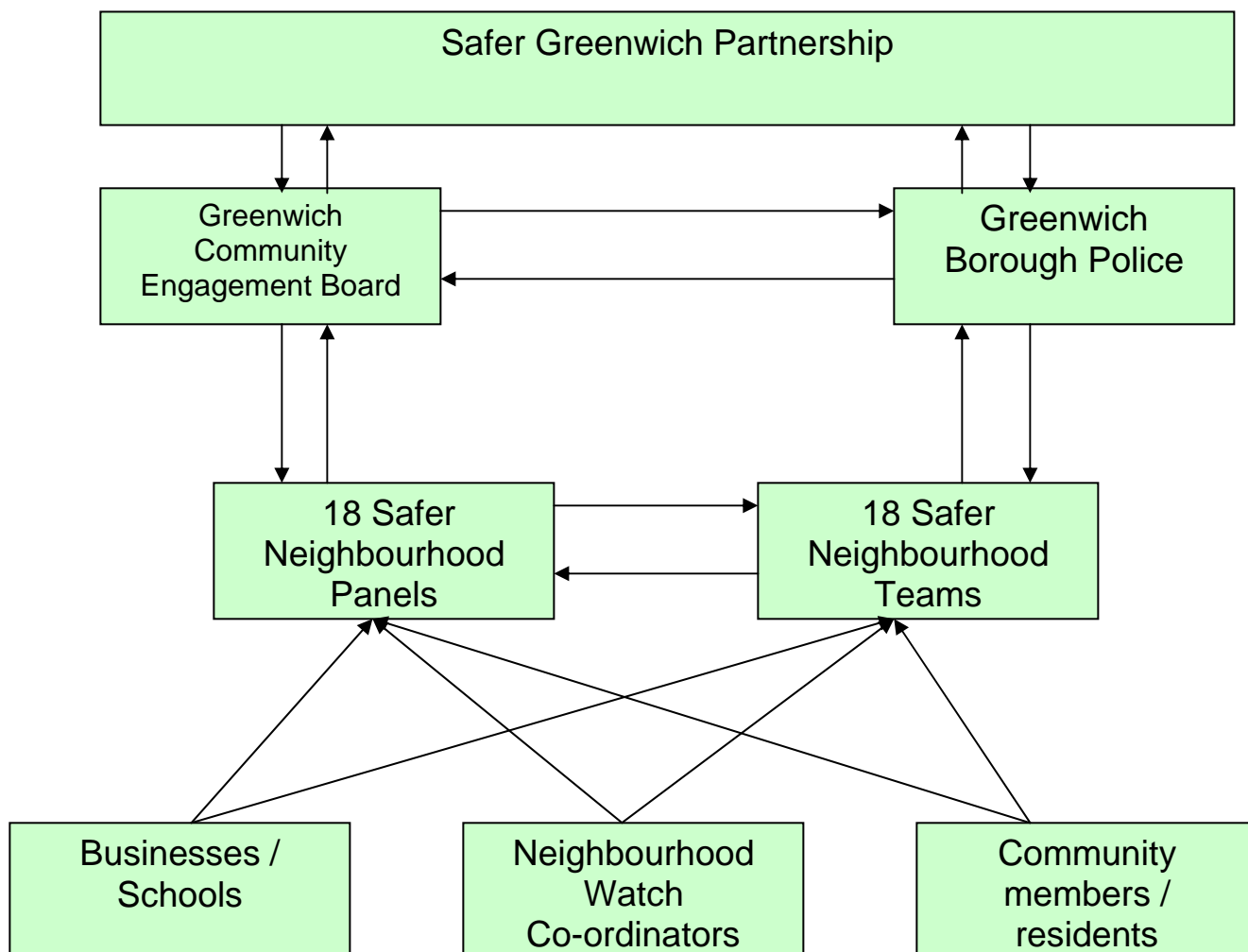
Your most likely costs are printing or photocopying charges; the paper, and purchase of the ink cartridges, if you have your own printer. (Safer Neighbourhoods Teams may be able to assist with this)

The most direct way of covering these costs is to ask members for a small annual voluntary subscription. However, if you are going to handle other people's money, you should have a Treasurer and prepare an annual statement explaining how the money has been

spent. If you handle money in any quantity, you will also need a bank account. The Bank will require some extra formalities: at the very least formal proof of the authorisation of the cheque signatories (of which 2 are usually required). The Bank may also require you to have a constitution, which in turn may then contain its own additional formalities.

To minimise costs, if you organise any social events with refreshments, consider doing it on a bring-and-share basis. If you have businesses local to your scheme, they may be prepared to sponsor a specific project or offer a free meeting venue, in exchange for some credit in your newsletter. If you have a local café, sports club or pub within your Watch, consider asking for their help in providing a venue/coffee (Starbucks have obliged in the past.)

Refer to the next section for the formalities required by the Data Protection Act in relation to the keeping of records.



7. Setting up and developing a Scheme

In conjunction with your Safer Neighbourhood Team:

Set objectives – Decide the issues, relevant to your area, you want your Scheme to tackle.

Consider the size of the Scheme – There is no upper limit but you should not aim too low or too high. Around 50 homes is a manageable size for a Scheme. If you live in a small cul-de-sac, for instance, consider including other, surrounding streets. Decide where you would like your NW street signs to be positioned. These can be ordered, via your SNT, from GBNWA, which provides and funds signs for new Schemes and provides replacement signs for which we ask for a contribution of £1.50 per sign. The signs must be mounted no lower than 2.1 metres high at the lower edge.

Canvass your neighbours – There are no formal requirements for membership. You should contact the residents of your target area, personally or by mail or email, to see how many are interested in forming a Scheme. This will help you to determine how much help and support you are likely to receive and from whom. It also establishes a core of people who are likely to attend meetings, and get to know each other, and may be prepared to volunteer to contribute towards any costs. However, when it comes to distributing information, it is recommended to deliver to everyone within the geographical scope you have identified. You may find that people who were not originally interested become so later on, once the Scheme produces some visible benefits. Think about publicising your Scheme and your role to trusted individuals who are regularly in your road, such as dog walkers and particularly the postman. He may be the most likely person to notice something odd or out of the norm.

Appoint a Co-ordinator – The Co-ordinator's role is described above and is the key element of an effective scheme.

Consider Street Co-ordinators – Although delivery of material is rarely urgent, you may want to consider splitting the Scheme into segments (about 30 homes each) and appointing a Street Co-ordinator for each segment. This way, the Co-ordinator distributes his or her

local segment, plus single, bulk deliveries to the Street Co-ordinators. If the Co-ordinator has no ready access to a car, one of the Street Co-ordinators could, perhaps, be appointed to collect material from storage as needed. Email is the easiest method of disseminating information quickly. If your members are not all on email, you may wish to consider a phone tree, which spreads the burden of alerting neighbours by establishing a chain of communication in the event that a message needs to be passed on. A sample is included at the back. You will need to obtain your member's written consent before you include their details on the tree, as this will be passed to others in your scheme.

Organise a “Launch” venue – Decide where the Scheme is to be “launched” and, in consultation your Safer Neighbourhood Team, arrange a date and time. A member of the Safer Neighbourhoods Team will attend and bring along launch material. A member of the GBNWA Executive Committee will also attend if possible.

Keeping records - Talk to your members before you start. Discuss with them exactly what information you plan to collect and how you will be storing it, and only go ahead with their agreement. You are free to adapt the sample consent form appended at the back of this Guide, which GBNWA uses to update its own records. Never give anyone information about a member unless he/she has agreed. Keep a diary sheet record of crimes and other problems reported by members; but never keep records about people suspected of committing a crime or anti-social behaviour. Remember, if you use a computer to keep records you will be a data controller, and will therefore have obligations under the Data Protection Act to comply with the “eight principles” set out in the Act, to ensure that personal information is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Not kept for longer than is necessary
- Processed in line with the individual's rights
- Secure
- Not transferred to other countries without adequate protection

Data controllers are also required by the Act to register with the Information Commissioner's Office. However, there is an exemption

from registration for “not-for-profit” organisations, provided that the information is processed only for the purposes of:

- Establishing or maintaining membership
- Supporting a not-for-profit body or association; or
- Providing or administering activities for wither the members or those who have regular contact with it.

The exemption also restricts the type of information, the people it relates to and the disclosures which can be made, to only that which is necessary for the purposes described above, unless the individual agrees to the release of their personal information.

For further information, log on to the Information Commissioner’s Office at www.ico.gov.uk

Training - There is a very useful Home Office website for Co-ordinators which provides self-help modules for various aspects of being a Co-ordinator, such as addressing meetings, writing a good newsletter and making your meetings more effective. At [http://www.crimereduction.homeoffice.gov.uk/neighbourhoodwatch/nw
atch08.htm](http://www.crimereduction.homeoffice.gov.uk/neighbourhoodwatch/nwatch08.htm)

In addition, GBNWA periodically arrange training sessions for new and experienced co-ordinators. If you are a registered co-ordinator, you will be invited when these take place.

Insurance – The Home Office currently arranges the benefit of free public liability cover for qualifying NW Schemes with Ansvar for damage caused by NW street signs, provided they are fixed at a height of not less than 2.1 metres at the lower corners. As from April 1, 2008 the cover runs from April 1st to March 31st each year. Administration of the insurance lies with the National Council for Voluntary Organisations (“NCVO”) working in conjunction with CaSE – Charities & Social Enterprise Insurance Management. The NCVO Helpdesk can be reached on 0800 2798 798. CaSE handle claims and will deal with enquiries relating to other insurance requirements, for example specific Events, on 0845 2252288. Ansvar can be contacted direct on 01323 737541. GBNWA has registered with Ansvar.

8. Actions for Scheme Members

'Observe and report' - promptly alert the police if there are suspicious persons in the neighbourhood.

Keep a watchful eye on each others' home and cars when they are at work, on holiday or in hospital. Ensure items such as milk left on the doorstep, or mail spilling out of the letterbox, are removed – do not let an opportunist burglar know that the house is empty!

Discreetly identify elderly and other vulnerable neighbours and invite them to ask for help when faced with unsolicited callers; and make sure they are alright in times of severe weather conditions or power cuts; or if they have not been seen for a while.

Tell the Street Co-ordinator about matters of concern such as anti-social behaviour, graffiti, vandalism, bad parking, poor street lighting and rubbish tipping; and consider keeping your own diary sheet (anonymously if you prefer) to help record for the police what is happening, where and when.

Look at what needs to be done to improve your area – for example, organise with the council a special rubbish collection day.

Focus on cleaning up graffiti – cleaning kits may be available from your Council.

Hold an annual front garden or window box competition and get someone from the Parks Department to judge the entries.

Organise a 'clearing up' day on say some nearby waste ground that needs tidying up; or a visit to the Greenwich Recycling Centre

Work together in supporting a local charity, for example by holding a coffee morning or a book or garage sale. Some NW schemes are very sociable – holding BBQs, Christmas get-togethers, and/or inviting speakers.

Exchange information between neighbours in order to compile a list of recommended tradesmen, who will then become additional trusted individuals in the street.

Involve young people in the activities – many of them have good ideas about what needs doing. Contact the local brownies or cubs groups; they might like to join in. If you have a school nearby, they also might like to get involved as part of their citizenship studies.

The aim of every member should be “to be a good neighbour and look out for each other”. By doing this, as well as working together to defeat the criminal, everyone in the community can become involved, from the young to its older members. Everyone can play a part and the more people that become involved in their Watch, the more effective it will be. Neighbours can become real friends and no-one will ever feel alone because they will know that everyone is also looking out for them.

If you need help from the Council’s Community Safety Team or Anti Social Behaviour Team, call the Council on 020 8854 8888. If you need help with the removal of rubbish or graffiti, you can call Cleansweep on 020 8921 4661.

For specific improvement projects, you could consider applying for a grant from the Council. A small Problem Solving Group budget is co-ordinated through community safety each year. Consider the Greenwich Pride Grant Scheme, aimed at enabling groups and individuals to improve facilities, services or the environment for the enjoyment of everyone in the Borough. For further information, contact the Greenwich Pride Co-Coordinator on 8921 5380 or visit the website: www.greenwich.gov.uk/gr_pride

9. Preventing Crime

What you should do if you are going on holiday - Cancel deliveries of milk, newspapers etc. discreetly – don’t announce your departure in a shop full of people! Only tell those who need to know (e.g. your immediate neighbours). Make sure that your home looks occupied – closed curtains during the day make it look as if no one is at home! Consider fitting automatic time switches to switch on lights and a radio in a downstairs room;

“Leaving the lights and a radio on when you go out at night will make a burglar think twice!”

Beware of bogus callers and tradesmen - Distraction burglary, bogus caller crime and burglary by trick is increasing! Criminals use a variety of hoaxes to get into people's homes:

- Children who have lost their ball in the garden,
- Someone needing to borrow a pen to leave a message for a neighbour, 'carers' from the hospital picking up people for appointments.
- Bogus policemen checking for counterfeit notes or chasing criminals escaping through the back garden.
- Delivery men leaving packages.
- People with broken-down cars needing to use the phone or wanting money for public transport.
- Incidents involving bogus fire officers have been reported!
- Bogus Utility representatives pretending to be from say a gas or water company. In order to help to reduce this threat, utility firms have introduced a system whereby their workmen should only be allowed entry if they can give the householder a pre-agreed code-word.
- Beware of unrecognised window cleaners, especially those with ladders!

Be a good neighbour to someone who is vulnerable to this type of crime, e.g. the elderly, and remind them that they should not open their door to anyone without proper prior arrangements, and let them know that they may call you if they are worried about someone at the door. This could make all the difference. If you think that you have been visited by one of these bogus callers, telephone 999 straight away.

Bogus tradesmen are also of concern, like those who knock at the door saying they would like to check your roof for loose tiles or offer to tarmac your drive as they have some left over from a previous job. Many of these people will either grossly over-charge for a bad job – or might even be checking out your home to see whether they would be able to achieve easy entry when you are out. Always ask yourself: “Would I have had these repairs done if a trader had not called?” If the answer is “no”, think very carefully about your decision! If the trader

refuses to leave when asked, call the Police. The Greenwich Trading Standards Officer should be informed of any such cases (see section 12); but, remember, they will have less chance of taking effective action against bogus traders if there is no evidence with which to follow-up the incident. So, to help them, get the suspected bogus trader to provide you with a *written* estimate, note the trade name under which they are operating and try to make a note of their vehicle's registration number.

Protecting your Possessions and Personal Security

- Consider marking items of value with your postcode, plus your house or flat number.
- If too small to postcode, consider photographing them and write a description including size, colour and any special markings.
- Try not to use your mobile phone in crowded areas where it could be easily snatched from you, and avoid keeping it in public view.
- You should also do the following, both to help trace your phone if it is stolen and to make it more difficult for thieves to sell it on: always use your phone's security pin code; security mark it and the battery with your postcode; register it with your network operator, so that they can block its SIM card if it's stolen; and make a note of your phone's unique serial number (you can get this by typing **#06#* into your phone).

Protect yourself from Identity Theft

- Before disposing of it, shred or destroy any paperwork that could enable someone to represent themselves as you and run up heavy expenditure in your name. Such paperwork includes bank and credit card statements, invitations to take out a credit card and household bills etc, bearing your name and address.
- Keep all such paperwork locked or hidden away in case your home is burgled!
- Never disclose your pass words or pin numbers for bank or credit cards to;
 - Unauthorised persons or to organisations which you do not know for certain are trustworthy. Do not use pin numbers that are dates and do not to use identifiers such as your mother's maiden name, or reveal other personal information, particularly your date of birth, as such information can easily

be used to impersonate you or even to obtain a copy of your birth certificate. Also consider regularly checking your current credit status position with a credit check agency.

Always be suspicious of email pages or attachments which ask for personal information, however authentic they appear, particularly if it purports to be from an organisation with which you are used to dealing – this can throw you off your guard.

Phishing

- Email and Internet users will already be familiar with this phrase. Phishing is an attempt by a fraudster to obtain your personal data, such as credit card details, password and account data, which could lead to theft, including identity theft. Typically, the fraudster sends an email message, which masquerades as a message from a legitimate, familiar entity, displaying the logos and graphics from their legitimate website. There is often a link to another page, which makes it look even more authentic, but which also asks for your personal account information.
- Suspicious indicators include:
 - Phrases such as “Verify your account information” or “Dear valued customer” with no indication that they know who you are
 - Spelling mistakes
 - Variations on the given website address
 - The rest of the page is not inter-active and you cannot get to the main website from it.
 - Does the logo look odd?
- If you encounter such a scam, do not give out any details and inform the legitimate organisation through their official channels. You can also install phishing filters and should in any event have up-to-date antivirus and anti-spyware software. If you think you have been the victim of a phishing scam, report it to your credit card company immediately and inform the legitimate organisation through their official channels.

Burglaries

- How vulnerable is your home? Put yourself in a burglar’s shoes and think about how you could gain entry. Remember, the burglar would want to avoid making a noise or being seen. Most would first wander around to identify easy targets – looking at these from the

road, an adjoining footpath or alley, or any open land before deciding which home to break into. They look for homes that appear to be empty, have easy access to the rear and provide good cover in the form of bushes and trees; and they prefer those with no visible signs of protection such as alarms and lighting – and they will not try to enter a garden through say a prickly hedge.

- Be aware that once a property has been burgled then it is very likely to be burgled again within a very few weeks. This is because the burglar has already found the weak points to your security and has first hand knowledge of the layout of the property. So enlist the watchful eyes of neighbours during this critical period and try to set up, by say rota, a cordon of protection around the home in question. This action will likely catch the villain second time around!

Vehicle Safety

- When leaving your car ensure that you lock the vehicle securely, set the alarm and if you have one set the immobiliser.
- If leaving the vehicle over night then park it in a garage or behind locked gates on the drive if you are lucky enough to have them. Where this is not possible, park the vehicle in a well lit place preferably under a street lamp.
- Do not leave your sat nav on view in the car when you leave it; and be aware that if you have the kind of sat nav which sticks to the window, this will leave a mark which thieves identify and may break in, assuming you have left the sat nav in the glovebox.

Scams

- A scam is when people con you out of your cash by offering you something for nothing! To recognise one, ask yourself “Is it too good to be true?” Be very wary and do not respond to their offer if they ask you to send money straight away, or give you a PO Box number as their address or if they ask you not to tell anyone about the deal! Further information is available from the Trading Standards Office (see 12) or the Scam busters pages of the Met Police Website.

Personal Security

- Be aware of what is going on around you when out and about, especially where the area has poor street lighting and in the early mornings and late evenings.
- Whenever possible during the above times when you need to go out do not travel on your own. Go with a friend you will feel more confident and two or more people together deter the opportunist criminal from attacking you.
- Keep your valuables secured and out of sight.

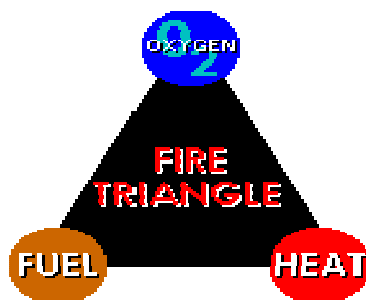
There are various internet sites that provide excellent information on keeping yourself and your valuables safe. Probably the best organisation providing this information is the Suzy Lamplugh Trust and the web address to this site is given below for those of you that have access to the internet. It is well worth visiting.

<http://www.suzylamplugh.org/home/index.shtml>

10. Fire Prevention

If your home caught fire would you know what to do? Would your children?

For a fire to exist there must be three things present: oxygen, fuel & heat. These 3 elements make up what is commonly called the Fire Triangle.



If a Fire should occur in your home

- **Leave the house** - Familiarise yourself with at least two exits from each room; for example, one window and one door. Know where the exits are; practice using them.

- **Have a safe meeting place located outside your home** - A fire is no time to be worrying about who made it out and who did not. By establishing a central meeting place outside the house, you can count heads and not have to wonder who might still be inside.
- **Telephone the Fire Brigade (999)** - from a neighbour's house
- **Do not re-enter your home for any reason** - Once you are outside, do not go back inside. The fire brigade will be there in a matter of minutes. Stay at the meeting place and wait for them.
- **In a fire, seconds count.** For early detection of fires, install **smoke detectors** near your sleeping areas. If you have a multi-story house, install smoke detectors at each level.

REMEMBER, THE BEST STEP TO TAKE IS TO PREVENT FIRES FROM OCCURRING

- Knowing what to do should fire occur is very important. More important still is the **prevention** of a fire. Take the time to inspect your home for possible safety hazards, bare wires, and improperly operating heating equipment.



- Fire prevention is something the entire family may participate in. Encourage children to assist with checking the home for hazards.

- By taking the time to carefully inspect your home for possible hazards, you may prevent a major catastrophe later on.



11. Reporting crime and anti-social behaviour

The different ways of reporting crime or anti-social behaviour are:-

Emergencies – telephone **999**

Non-emergencies - e.g. if you notice that your shed has been broken into overnight telephone the Metropolitan Police on **0300 123 1212**

Hate crime - Racist crime, hate mail, homophobic crime or domestic violence - telephone the Metropolitan Police on **0300 123 1212**

Disorder, anti-social behaviour or similar activities - contact your Safer Neighbourhoods Team (using the details on page 6.)

Graffiti, abandoned vehicles and fly-tipping for removal - Log onto the Council's website or telephone Cleansweep

Anti-Terrorist Hot Line - Where anyone has specific information to assist police concerning terrorist activity telephone **0900 789 321**

Anonymous reporting of crime - Crimestoppers 0800 555 111
(also to give anonymous information about a person whom you believe has committed a crime).

Remember, though, that whilst a crime can be reported anonymously by this method, the police may be unable to fully investigate it without a statement from you.

12. Disseminating Information

The usual method for passing information down to members is a regular Newsletter.

Much useful information can also be found in leaflets published by organisations such as Victim Support, Age Concern, the Fire Service, the Police, the local NHS Trust, the Home Office and the Borough Community Safety Partnership. Another good source of leaflets is your local Library. Local crime information and recent statistics can be obtained from your SNT and Neighbourhood Panel. GBNWA produces a quarterly Newsletter for Co-ordinators.

Another useful website is: <http://www.nwinfo.co.uk/headlines/>

13. Useful Local Contacts

Chair of GBNWA: 07984 777572 or 020 8488 3206

GBNWA's Website: www.gbnwa.org

Age Concern: 020 8269 1622

Community Safety Team at Greenwich Council: 020 8921 8389

Borough Council (main switchboard): 020 8854 8888 or www.greenwich.gov.uk

Greenwich Borough Police: 0300 123 1212

London Neighbourhood Watch Association: 020 7397 8387 (ask for Commercial Director) or www.lnwa.org

Homesafe: 020 8316 4188 (see next page for further information)

Trading Standards:

**0845 404 0506 (Consumer Services) or
020 8921 8377 (Consumer Advice, Greenwich Council)**

**Home Office Supplier - Prolog (for literature & leaflets):
0870 241 4680**

Greenwich Pride Co-ordinator: 020 8921 5380

Cleansweep 020 8921 4661