

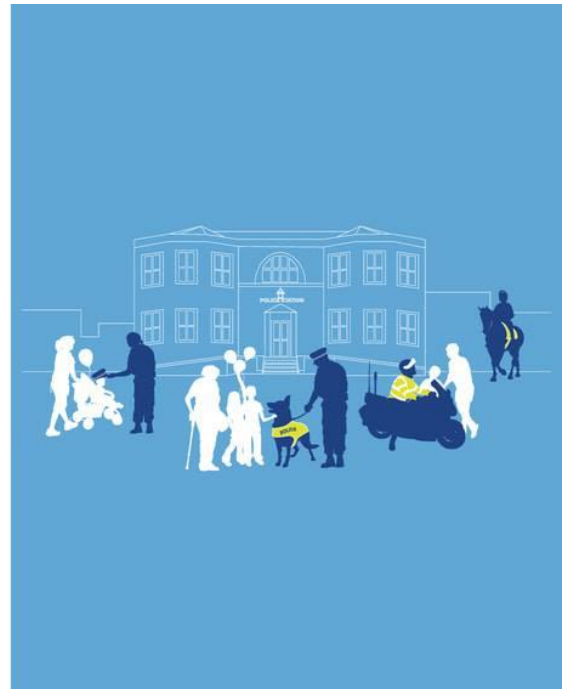
Kingston Police and Kingston Borough Neighbourhood Watch Newsletter March 2019

A summary of Kingston Police and NHW news for the Borough as a whole. Do let us know if there are any other areas you would like future newsletters to cover by emailing Alison.J.McWhinnie2@met.police.uk

#TogetherEvent

#TOGETHER WITH YOUR COMMUNITY

**A FREE family event at
AFC Wimbledon in
Norbition from 11am -
3pm on Friday 12th April.**



#Together is a series of events taking place across London which aim to bring communities together and help them mobilise against violent crime.

The Met police, in partnership with AFC Wimbledon and the Weir Archer Athletics and Fitness Centre, are holding a FREE, child-friendly, community event on Friday 12th April 2018 from 11am - 3pm at AFC Wimbledon Football Ground in Norbiton. The Met police will be joined by Kingston council, local organisations, charities, emergency services and lots more.

The list of confirmed attendees and activities so far includes:

The local policing Safer Neighborhood Team 🚔♂️🚔♀️

Police dogs 🐕

Police cadets

AFC Wimbledon Foundation ⚽️

RBK Housing 🏠

RBK Community Rangers

RBK Time to Changes initiative

Mencap

Vintage police cars 🚗

Public order equipment

Finger printing

Football matches ⚽ ♀ ♂

Free Bicycle security marking 🚲 ♀ ♂

More attractions and activities will be added to the above list as and when confirmed. There will be food and drinks available to purchase on the day and there is a grass area for those of you who may wish to bring a picnic. Please note that there is only disabled parking available. We encourage attendees to come by public transport. The closest train stations are Norbiton and Berrylands (approximately a 10 minute walk from the football grounds).

The full address is:

Kingsmeadow,

Jack Goodchild Way

422a Kingston Road

Kingston upon Thames

KT1 3PB

We look forward to seeing you there!

Arrival of New Officers



A warm welcome to 13 new constables have arrived for the response teams covering Richmond and Kingston

Arrests Following Raids in Kingston and New Malden



Officers from Met's South West Command Unit, along with Assistant Commissioner Mark Simmons, targeted those involved in drug dealing as part of early morning warrants in Kingston and Surrey.

Early on the morning of Wednesday, 6 March, officers from the Met's South West Basic Command Unit (BCU), along with Assistant Commissioner Mark Simmons, executed 13 warrants at residential properties in the borough of Kingston and Surrey as part of a commitment to tackle drug dealing and anti-social behaviour.

The warrants were at addresses across Kingston and New Malden.

In total, 15 people have been arrested for offences including possession with intent to supply class A and B drugs, possession of a stun gun and burglary. They have been taken to south London police stations where they remain in custody at this time.

As part of the operation (Operation Eskimo), £10,000 in cash, a large quantity of drugs and a stun gun were also seized.

Assistant Commissioner Mark Simmons, who joined the warrants this morning, said:

"Operations like this are vital in disrupting criminal activity, suppressing violent crime and

ensuring the safety of local communities.

"No one should profit from the misery that drug dealing brings, especially those that seek to exploit children into the mix as well. I thank all officers who worked hard today to carry out these warrants and remove these drugs and weapons from our streets.

"We will deal robustly with those who seek to peddle drugs, exploit young people and target the most vulnerable within our communities for the sole purpose of financial gain; often instigating violent acts and placing young people at risk of harm and criminalisation in the process.

"The response to violent crime is a collective effort, one which can only succeed with the help and support of communities, partners and families. Only by working together, can we put an end to violent crime on our streets and keep each other safe."

South West BCU Commander, Chief Superintendent Sally Benatar, said: "We are committed to tackling drug dealing and associated violence in South West London and today's action is the arrest phase of a proactive operation that we have been planning for several months.

"Drug dealing and drug use are inextricably linked with a high proportion of the violence that we have seen on our streets. Officers from all across the Met are committed to tackling violent crime of any nature, but we cannot do it alone. We need the support of our residents in South West London to tell us about crime and anti-social behaviour in their neighbourhoods - you are our eyes and ears.

"We want to hear from anyone and everyone who might have information on crime, and if you don't feel comfortable telling us, then please call the independent charity Crimestoppers. They will not ask for your name and cannot trace your call. Everything you tell them is 100% anonymous."

To call Crimestoppers, call 0800 555 111 or visit their website: www.crimestoppers-uk.org/give-information.

Young people can visit their youth website "Fearless" for advice and to pass on information anonymously.

If you need help or information to support someone you suspect is involved in knife crime, or you want to assistance yourself, then you can visit www.knifefree.co.uk or www.london.gov.uk/content/london-needs-you-alive.

Scam Alert

Local residents have reported a scam doing the rounds at the moment. This is how the scam plays out:

- The victim receives a phone call from someone claiming to be a police officer – but who isn't.
- The caller says that suspects have been apprehended and they have spent £1.5k on the victim's credit and debit cards.
- In order for the victim to be satisfied that they are speaking to a police officer, the caller asks them to ring 999 and give the operator their name (Matthew Taylor), warrant number and police station so that they can be put through to the caller.

What is actually happening here is that the scammer has kept the line open. The victim will actually be calling the scammer back and not 999 at all.

If you receive one of these calls, hang up straight away. Give time for the line to clear before making your next call. Report the incident to Action Fraud.



Doorcam



The advertisement features a white DoorCam smart doorbell and its grey base unit. The doorbell has a camera lens, a speaker grille, and the ERA logo. The base unit also has the ERA logo and a small display. To the right, there are four icons representing features: a cloud for 'CLOUD BASED', a smartphone for 'SMARTPHONE CONTROL', two speech bubbles for 'TWO-WAY TALK', and a video camera for 'REAL-TIME VIDEO'. A circular badge in the top right corner says 'SHOP NOW RESPONSE @ ERA'. The main headline reads 'BE IN... EVEN WHEN YOU'RE OUT' followed by 'DOORCAM' in large letters, with 'DOOR' in white and 'CAM' in blue. Below this is the tagline 'THE SMART WAY TO ANSWER YOUR DOOR'. The bottom section contains three paragraphs of text describing the product's features and installation options.

SHOP NOW
RESPONSE
@ ERA

CLOUD BASED SMARTPHONE CONTROL TWO-WAY TALK REAL-TIME VIDEO

**BE IN...
EVEN WHEN
YOU'RE OUT**

DOORCAM
THE SMART WAY TO ANSWER YOUR DOOR

The **DoorCam** smart doorbell means you will never miss a caller at your door, even when you're out. Using HD video with zoom capability and a 180 degree fish eye lens, DoorCam delivers excellent video quality so you can see, hear and talk to the caller through your smartphone, wherever you are.

With adjustable motion detection, video recording and snapshots all managed through an easy to use smartphone app, you can know who is at your door before they even press the button, giving you convenience and security in one.

You can choose to either simply wire to existing doorbell wiring or use with the plug adaptor for use in a standard UK socket. The package includes a plug-in WiFi Chime, so even when you are home, you can hear the doorbell.

No hassle. Just simple smart security.

Nottingham Door Knockers



The Nottingham door knockers are knocking doors in this borough.

So you think this lot are out there just making a better living for themselves? Wrong, they seek out the most vulnerable & keep going back selling rubbish at inflated prices. DO NOT DEAL WITH THE NOTTINGHAM KNOCKERS Message: DON'T DEAL WITH COLD CALLERS.

[#BeSafe](#) Option is not to open your front door!

Look Who is Coming to Town! Save the Date!

7pm on 9th November 2019

All Saints Church, Kingston



**Delighted to be welcoming the Met. Police Choir back to Kingston
for their third concert here.**

You can reserve your place later in the year.

Tenancy Deposit Scheme Alert

Action Fraud have received several reports where fraudsters are claiming to be landlords of properties offered for rent online. Prior to a viewing the suspect requests that the individuals pay a deposit and sometimes a month's rent upfront, claiming that this money will be put into the Tenancy Deposit Scheme, and is therefore protected under government legislation.

After the individual pays the money, the suspect sends a bogus email purporting to be from the Tenancy Deposit Scheme confirming they have received their deposit. However, this is not the case as the money was sent directly to an account associated with the suspect and the victim is left out of pocket and without the home they had thought to be putting a deposit on.

What You Need To Do

- Always make sure you, or a reliable contact, has viewed the property with an agent or landlord before agreeing to rent a property.
- Don't be rushed or pressured into making a decision. Only transfer funds when you're satisfied a genuine property, safety certificates and valid contract are in place.
- Only pay for goods or service by bank transfer if you know and trust the person. Payments via bank transfer offer you no protection if you become a victim of fraud.
- Once you've paid your deposit, you can check whether it's protected by entering your tenancy deposit certificate code on TDS website (www.tenancydepositscheme.com).

Travelling by Train?

Did you know you can discreetly text British Transport Police if something concerns you? Tell them what happened and where by text 61016.



The advertisement features a blue background with a white hand holding a black smartphone. The phone screen displays a text message interface with a 'NEW MESSAGE' notification, the contact 'British Transport Police', the number '61016', and a 'SEND' button. To the left of the phone are three speech bubbles containing incident reports: a yellow bubble saying 'Very rowdy on 11pm train to Berryford. Please send help!', a green bubble saying 'Teens vandalising Eastbridge station Platform 2', and a pink bubble saying 'Man drunk on Carriage B. Due in Plainfields in 5mins'. To the right of the phone, the text 'text BRITISH TRANSPORT POLICE 61016' is prominently displayed, followed by the instruction 'Report crime or incidents on your train or at your station - discreetly' and the slogan 'let's make a difference'. At the bottom left, it says 'In an emergency call 999', and at the bottom right is the British Transport Police crest and name.

Very rowdy on 11pm train to Berryford. Please send help!

Teens vandalising Eastbridge station Platform 2

Man drunk on Carriage B. Due in Plainfields in 5mins

text BRITISH TRANSPORT POLICE 61016

Report crime or incidents on your train or at your station - discreetly

let's make a difference

In an emergency call 999

BRITISH TRANSPORT POLICE

Commendation Ceremony February 2019



Congratulations to our officers and staff who were commended today for their acts of heroism and compassion. Some amazing examples of excellent police work being done on this Borough



Honoured to be joined by the Mayor and Mayoress. Pictured here with Borough Commander Sally Benatar



PCs Renshaw & McDonagh went to a man threatening suicide near Kingston Bridge. They found him distressed & disorientated & together they stopped him running into traffic so he could receive the treatment he needed. They are commended for professionalism & compassion.



DC Booty & PCs Foley & Christie investigated an acid attack carried out in July 2017 in Kingston. Thanks to their thorough investigation, the offender was found guilty and sentenced to 6 years imprisonment. They are commended for diligence and professionalism

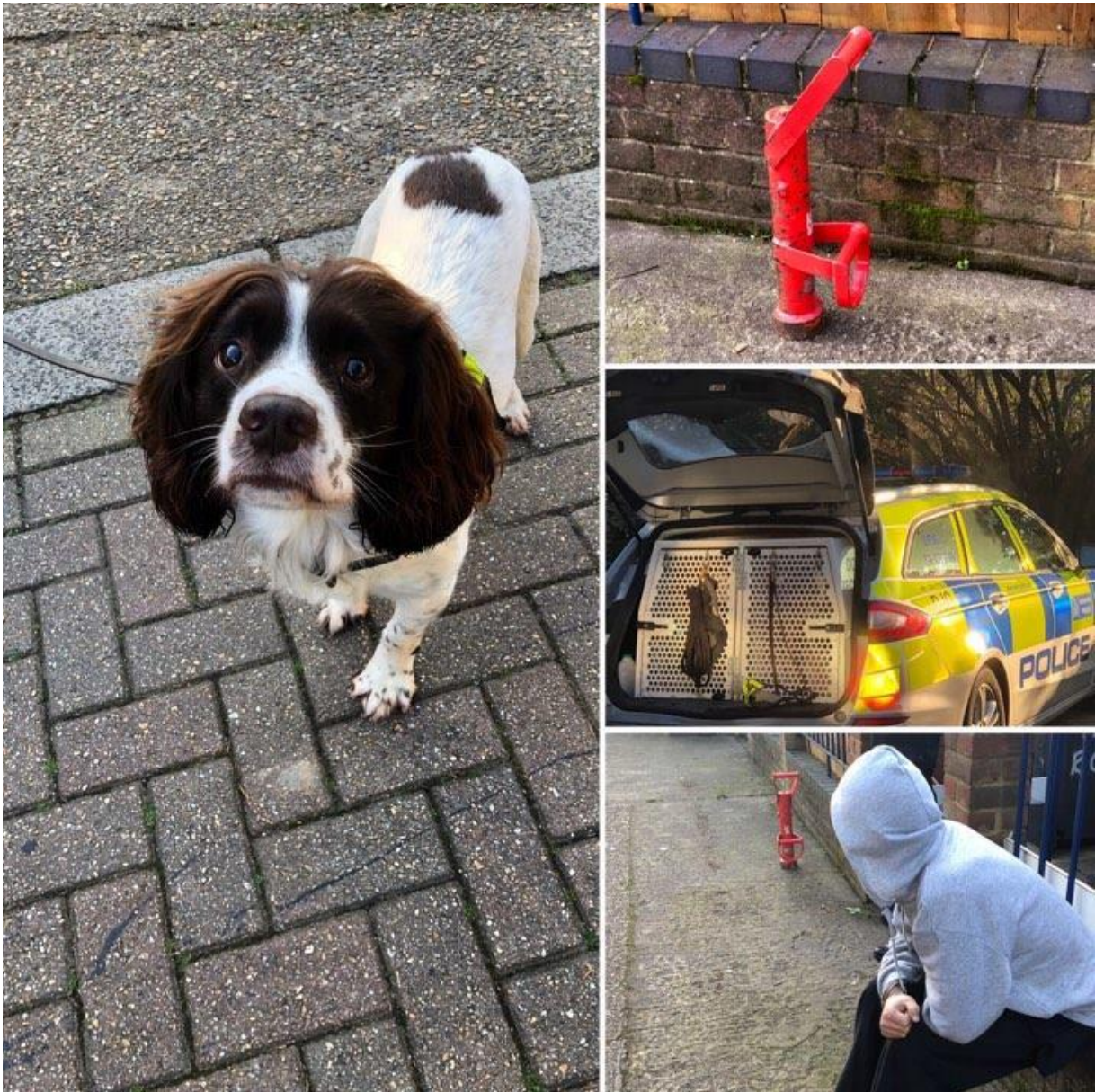


Special Constable Torrance took a call to a person collapsed on a bus in Kingston. She and Ellis Dunsford, a member of the public with no formal first aid training managed to get him breathing again. Their actions saved his life for which they are commended. Bravo!



Many congratulations to one of our favourite colleagues, Ann Chaplin, on her Long Service Award. Ann has been a volunteer since 2003. She was part of the welcoming committee for officers drafted in to help with the 2012 olympics and in 2016 Ann received a Mayor's Community Award. Her expertise at the Front Counter is invaluable. Bravo Ann!

Successful Drugs Warrant



A drugs warrant was conducted at an address in Chessington North on 24th February following information from the public.

One male ran away from police but was caught and later arrested for multiple offences. All officers and police dogs doing well.

Business Crime Fraud Trend

We have noticed a recent fraud trend where suspects are reaching over the counter and stealing the merchant till receipts. The receipts contain the full card details of customers. Suspects have then gone on to use the card details to make fraudulent transactions. The following crime prevention advice will assist both the businesses and their customers.

- Change the setting on the PDQ (chip and pin machines) so the merchant copy only prints the last 4 digits of the customers card.
- Change the 4 digit refund code. (All PDQ machines come with the same 4 digit refund code, suspects can make refunds to themselves if the original factory settings aren't changed)
- Make sure the merchant till receipts are safe and out of reach of the counter.

Telephone Numbers for Safer Neighbourhood Teams

ALEXANDRA	020 8721 2516
BERRYLANDS	020 8721 2002
BEVERLEY	020 8721 2750
CANBURY	020 8721 5882
CHESSINGTON NORTH AND SOUTH	020 8721 2001
COOMBE HILL	020 8721 2804
COOMBE VALE	020 8721 2515
GROVE	020 8721 2588
NORBITON	020 8721 2000
OLD MALDEN	020 8721 2517
ST JAMES	020 8721 2595
ST MARKS	020 8721 2044
SURBITON HILL	020 8721 2518
TOLWORTH	020 8721 2045
TUDOR	020 8721 2580

Burglary Prevention

We have been requested to provide this advice again.

A reminder of our Top Ten Tips for securing your home:

1. Don't leave your keys or ID documents within easy reach of doors, letterboxes or windows.
2. Close and lock all doors and windows. If you have multi-locking door handles, lift the handle, lock it with the key and remove it - LIFT - LOCK - REMOVE. Put the key in a safe place out of sight in case of fire.
3. Lock garages and sheds so garden tools and ladders can't be used to break into your home.
4. Keep side gates locked and wheelie bins stored behind them.
5. Use timer switches linked to lights and a radio so it appears that someone is at home.
6. Invest in a safe for valuables and sentimental items and securely fix it to a solid surface.
7. Install a burglar alarm. Use a reputable company approved by either of the two industry bodies, the National Security Inspectorate (NSI) and the Security Systems & Alarms Inspection Board (SSAIB).
8. Install low level 'dusk till dawn' lighting to increase visibility and deter burglars.
9. Keep side and rear boundaries high to restrict access and front boundaries low to remove hiding places.
10. Photograph and mark valuables and sentimental items with your postcode and house number/name. Do consider using Smartwater; further details are towards the end of this newsletter. Register items with serial numbers at: immobilise.com - see related

Insecure house

"What opportunities do burglars look for?"



Leaving Your Home

When you leave your home it's important to ensure you leave it as secure as possible. Getting into an 'exit routine' can help ensure that you don't forget obvious, but important things, like not leaving your valuables near windows. Here's our quick reminder on what to do when you leave your home.

- Close and lock all your doors and windows, even if you are only going out for a few minutes.
- Set your burglar alarm.
- Make sure the side and/or back gate is locked.
- Lock your shed or garage.
- Make sure that any valuables are not in sight.
- Put keys out of reach of letterboxes.
- In the evening, shut the curtains and leave some lights on.
- Never leave car documents or ID in obvious places such as kitchens or hallways.

If you are going to be away for days or weeks at a time, you will need to take additional action, such as cancelling newspaper and milk deliveries. Consider asking your neighbours to close curtains, or park on your drive. Use a timer device to automatically turn lights and a radio on at night.

Lighting -Security lighting

Lights can be used in a variety of ways to deter burglars at night. Exterior lights will make it more difficult for burglars to stay undetected when they're trying to break in. Make sure they're designed to be tamper-proof or at least positioned where it's difficult for intruders to reach them. As a further deterrent, you can also leave interior lights switched on or use timer switches to make it look as if you're at home – even when you're out.

In most cases, the preferred and cost-effective security lighting option is low wattage bulbs activated by photo-electric cell which will automatically switch on from dusk till dawn. The alternative of passive infra-red lights can be accidentally triggered by pets or wild animals and must be thoughtfully positioned to avoid annoying your neighbours.

Lighting – Interior

A sensible arrangement of leaving lights switched on inside the house while the house is unoccupied can help to give the impression to a passer-by that the house is in fact occupied. It is sensible to use a downstairs room with a drawn curtain and sufficient light inside to suggest that the room is occupied. A light should not be left on solely in the hall - a thief may guess that the premises are unoccupied as it is not normal for the occupants to spend all night only in the hall!

There are many automatic devices available - simple and extremely sophisticated - that will turn lights on and off in random fashion and may even be set to control other electrical appliances such as the radio or television. Automatic switching will help to convince the casual thief that the house is occupied.

Doors

Doors and windows are the primary route of entry and exit for most burglars, so it's vital that you know what the safest kinds of doors and locking systems are. Remember to take this guide with you if you are considering buying new ones. **If you replace doors, ensure that they have been tested to withstand attack and meet one of the following standards: PAS 24:2012, STS 201 or LPS 1175 SR2.**

Wooden Doors

Front doors should be solid timber, with a British Standard BS 3621 5-lever mortice lock one third of the way up and an automatic deadlocking rim lock one third of the way down. Back doors should be solid timber, with a BS 3621 5-lever mortice lock and two mortice rack bolts or surface mounted press bolts.

Construction: make sure your wooden doors and frames are made of solid wood or a solid core construction. Frames should be reinforced with metal strips, called 'London' and 'Birmingham' bars.

Sizes: The door must be at least 44mm thick.

Hinges: Use three high quality 100mm hinges and two hinge bolts to provide additional security, particularly for outward opening doors where the hinges are exposed.

Door viewer: fit a door viewer at the user height; it may be appropriate to fit more than one at different heights.

Glazed Doors

Make sure any glass panels are at least 6.4mm thick and are either laminated, or reinforced with security film. Consider using internal grilles if there is a risk that lock releases could be accessed via a broken pane of glass.

Multi-locking Handles

If your doors have multi-locking handles, make sure that you always lock the door with a key. Simply closing the door and pushing the handle up will not prevent someone entering. Ensure that you engage the multi-locking mechanism and that the door is securely locked – LIFT, LOCK, REMOVE. Remember to keep the key in a safe place out of sight and in case of fire.

Patio and French Doors

Patio doors should have a minimum of three locking points, with an anti-lift device to prevent them being lifted from their runners.

Tips

- The door should be fitted with a 5 lever mortice deadlock.
- Ensure that the frame is strong and will support the door, hinges and lock.
- Make sure the door is suitable for external use and is a minimum of 44mm thick.
- Consider fitting a London Bar or Birmingham bar to provide additional support to the door frame.
- Letterboxes should have an internal cover plate.
- Fit a door viewer at the user height [consider several heights to accommodate all occupants]
- Do not leave house keys in or near the door as they can get removed through the letterbox.

Your front doors are the primary route of entry and exit into the house. You can improve home security by making simple adjustments to your front door.

Door, frames and locks

A rim latch (Yale type) on its own is not sufficient. The door should also be fitted preferably with a 5 lever mortice deadlock, though insurance companies will accept a rim automatic deadlock; both must be to British Standard 3621 or the equivalent European Standard EN12209.

Quality locks are only as strong as the doors and frames to which they are attached. Ensure that the frame is sound and the door suitable for external use; for instance, a wooden hollow core door would not be suitable. It should be of substantial construction, at least 44mm (13/4") thick to support the mortice lock and hung on three strong 100mm (4") hinges. The

rim latch and the mortice should be fitted 45 to 60cm (18-24") apart. In the door itself, recessed or decorative panels should be a minimum of 9mm (1/3") thick.

Consider fitting a London Bar (metal strip on frame side) to support the strike box, or Birmingham bar to support the frame on the hinge side. If the door is weak consider fitting a sheet steel plate or door reinforcer on the outside covering the lock area.

Timber frames should be sound and securely bolted or screwed to the walls every 600mm (23") around the whole frame.

Glazed panels

Doors with glazed panels are inherently less secure than solid doors, hence the need for a deadlock. Consider replacing ordinary or toughened glass panels with laminated glass - two pieces of glass bonded together with a sheet of laminate - as they offer much greater resistance to attack.

Letter boxes

Letter boxes can be used by the criminal, either to extract goods from within in close proximity to the door, commonly door keys, or to work vulnerable locking devices from the inside.

Letter plates should conform to British Standard. They should be positioned no closer than 400 mm from the door lock and under no circumstances should they be fitted to the bottom rail of the door. An internal cover plate offers additional security, as does a letter basket, though you might wish to consider removing the bottom, allowing the mail to fall to the floor and thus preventing theft of the mail.

For added safety and security fit a spy hole and door chain or limiter. These will enable you to deal with callers to your front door whilst retaining a level of security.

UPVC/PVCU Front Doors

UPVC/PVCU front doors are generally unsuitable for retro-fit security devices. Not only is the material not strong enough to support devices fitted with steel screws unless secured into the internal metal framework, but such changes to the original design may invalidate an existing warranty or possibly damage the integral locking assembly. If in doubt, consult the installer/manufacture. Modern designs will usually incorporate deadlock shoot bolts or a multi-point locking system, both throwing a number of bolts from the door into the frame. Under these circumstances there will not normally be any need for additional devices.



Back Door

The door should be fitted with a 5 lever 2 bolt mortice sash lock halfway up the door, (a deadlock with a handle for convenience). Unlike front doors, many insurance companies do not specify that they should be to British Standard 3621 or equivalent European Standard EN 12209, though the use of this standard of lock is recommended.

The sash lock should be supplemented by mortice rack bolts (bolts fitted approximately 150mm (6") from the top and bottom of the door into the wood and operated internally) or surface-mounted locking bolts top and bottom. They should always be fitted at 90° to the grain of the wood, reducing the likelihood of the wood splitting if subjected to pressure. Any glass panels should be laminated and fitted from the inside to prevent the putty or beading being removed. Grilles could also be fitted to the inside of the panels.

French Doors

Also known as French windows, they are intrinsically less secure than single leaf doors, which may reflect on their comparative lack of popularity as compared with the modern patio door. However, this need not be the case provided that suitable security measures are taken.

Both doors should be fitted with mortice rack bolts (bolts fitted within the door and operated internally by a threaded key). They should always be fitted at 90 ° to the grain of the wood, reducing the likelihood of the wood splitting if subjected to pressure. Alternatively, use surface-mounted locking bolts (push to lock, key to open). Whichever type you use, fit top and bottom to provide rigidity.

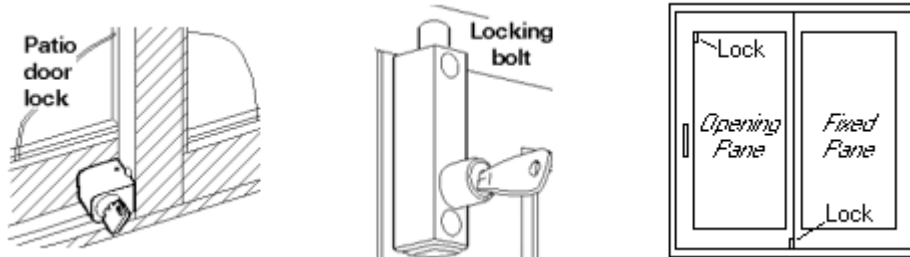
If the style of door is capable of it, a mortice sash lock can be fitted for extra security (rebate sets may also be required).

As most French Doors are outward opening, the addition of hinge bolts is also recommended. They should be located 100-150mm (4-6") below the top hinge and similarly above the bottom. Note: It would be acceptable, for insurance purposes, for key operated bolts only to be fitted top and bottom of both doors.

Consider replacing ordinary or toughened glass panels with laminated glass - two pieces of glass bonded together with a sheet of laminate - as they offer much greater resistance to attack.

UPVC/PVCU French doors are generally unsuitable for retro-fit security devices. Not only is the material not strong enough to support devices fitted with steel screws unless secured into the

internal metal framework, but such changes to the original design may invalidate an existing warranty or possibly damage the integral locking assembly. If in doubt, consult the installer/manufacture. Modern designs will usually incorporate deadlock shoot bolts or a multi-point locking system, both throwing a number of bolts from the door into the frame. Under these circumstances there will not normally be any need for additional devices.



Patio door

Entry through a patio door is a common means of entry and therefore, unless the doors are fitted with a multi-locking system, it is best to fit extra locks. These are fitted on the bottom fixed frame pushing through to the sliding frame in the centre and on the side frame at the opening point no lower than a third of the way from the top of the door. Most such locks are push to lock and key to open and are therefore easy to use. Make sure there is enough frame to fit them on if drilling is required. If in doubt, consult the installer or manufacturer. A dual screw can be fitted between both frames but it is more awkward to use, so there can be a tendency to leave it unlocked, thus defeating the object. An alternative would be to fit long-throw bolts top and bottom of the opening door. Some patio doors can be lifted off their track. If you can lift it more than 1/4" simply screw wood blocks of a suitable depth into the channel above the opening door to prevent this. Alternatively, anti-lift devices are available from locksmiths.

Windows

All accessible windows must have key operated locks, unless they are being used as a fire escape. Key operated locks are essential. Window handles should be multi locking, with shoot bolts into the frame. Extra security can be added to externally beaded windows with security clips, security tape or sealant. Louvre window panes must be secured to prevent them being removed, or consider replacing them with a solid glass panel. If you replace windows, ensure that they have been tested to withstand attack and meet one of the following standards; PAS 24:2012, STS 204 or LPS 1175 SR1.

Tips

- Remember to close and lock all your windows, even if you are only going out for a few minutes.
- Consider using laminated glass in ground-floor and accessible windows such as those above a flat roof
- Make sure windows are fitted with a good lock appropriate for the window type.
- Avoid leaving valuables, house or car keys near windows.

Double glazed windows



In many cases it is not possible to retro-fit any extra locks to UPVC windows. This is because the material used is not strong enough to support a metal lock fitted with steel screws. It could also damage the window and perhaps invalidate any existing warranty. Double glazed window locking systems should be fitted at the time of manufacture. A general rule to follow is that the handle should not be the only means of keeping the window closed. The locking system should be fitted within the framework and the handle is used as a means of throwing or engaging the internal locking system.

Always consult the manufacturer/supplier before attempting to fit any extra locks. There are locks that can be fitted to UPVC casement windows, but only if there is no integral locking system within the framework, typically where the only means of security is a locking handle.

There are two main types of locking systems:

- The first is espagnolette (multi-point) locking, which are bolts (normally 3 sets) set into the window and located into locking points in the frame when the handle is turned. The bolts should be mushroom headed so that they can engage behind the locking point, thus enabling the window to resist being forced apart from the frame.
- The second type is deadlock shoot bolts which locate into the frame at both opening side corners. There is also a deadlock which secures the opening side of the window at the handle. The window can also be fitted with high security friction hinges which locate into the frame on the hinge side.

For additional strength sections of hardened aluminium or galvanised steel reinforcements should be fitted at the time of manufacture within the hollow profiles of the windows and frames, so that the locking systems can be secured through the UPVC frames into the reinforcements.

It is preferable for the windows to be fitted with internal beading to avoid the possibility of the glass being removed from the outside. There are some systems which have external beading but are secure because the glass is adhered to the frame or secured by special tamper-proof clips, but in most cases internal beading is preferable.

Lastly, if you are considering replacing your existing windows, look for the new British Standard 7950 kite mark. It has been established to set specific manufacturing standards of design and security for windows.

Secondary Glazing

Though they are not installed these days, there are still many houses fitted with secondary glazing, mainly aluminium. Because of the narrow profile and intrinsic weakness of the frames, there is very little additional security which can be added. Such glazing has generally been fitted to wooden framed windows, which can be secured by standard window locks.

However, sliding secondary glazing can offer additional security with the fitting of a key operated clamp on the bottom rail of the frame. Particularly in hot conditions windows are left open to allow the circulation of air. This, inevitably, reduces the level of security. By fitting a sliding window lock to the bottom rail you can restrict the slide to a few inches.

Alternatively, drilling a small hole through the bottom rail at the point at which you wish to restrict the slider and inserting an appropriate sized bolt will suffice. Additionally, to prevent the slider being lifted, fit a wooden block of a suitable depth into the track above the slider. When used in conjunction with stay locks or child safety locks on the primary glazed window, security is enhanced further.

Single Glazed Windows



All single-glazed areas on both the ground floor and other accessible areas can be vulnerable to attack. After all, plain glass is easily breakable. Consider replacing ordinary or toughened glass with laminated glass, two pieces of glass bonded together with a sheet of laminate. This is far more difficult to break through as it will not shatter and will therefore delay any attempt at forced entry, a valuable deterrent. Alternatively, you can place a plastic glazing film over the glazed area to prevent the glass from shattering, though the clarity of the glass will be reduced. When replacing glass in wooden windows use a glazing mastic to bond it to the frame, as it is far tougher than putty.

Leaded windows are particularly susceptible in that they offer little resistance to attack. Lead is a soft material with poor tensile strength. To protect them you can install secondary glazing, or, alternatively, fit metal grilles or bars. Such measures can detract from the overall look of your windows, but it is important to be aware of their vulnerability.

Wooden Casement

Fit locks which secure the frames together in preference to locks which simply secure the handle or stay bar. Casement windows, by their very design, need to be locked by securing the window to the frame. Most casement locks are screwed to the window rather than the frame - a weaker system. There are locks which are fixed to the frame and these are probably more secure, as well as being easy to use. There are also locks specifically designed for use on windows with tapered edges (not 90° to the frame). If the window is flush to the frame fit mortice rack bolts (bolts fitted into the window and operated internally with a key). They should always be fitted at 90° to the grain of the wood, reducing the likelihood of the wood splitting if subjected to pressure and fixed into either end of the frame. You might want to consider using door mortice bolts for a longer throw.

If you are intending to use the type of lock that screws to the window, the following test is a rough guide to help you to decide how many you will require: with the window closed, press each opening corner. If there is any movement, fit a suitable lock, such as a push lock (push to lock, key to open) at each corner on the opening side. If there is no movement, a lock fitted to the centre of the opening frame will suffice.

It is possible to secure wooden casements in the open position for purposes of ventilation, very necessary in hot weather, or child safety. These are particularly appropriate in a ground floor bedroom situation where someone wishes to sleep with the window open.

Likewise they are well suited to upper floors where windows can be locked open, allowing ventilation but, at the same time, preventing children from opening the window beyond a safe aperture. Whilst it is recognised that this type of device is designed more for safety purposes rather than security, it would be likely to alert the occupant if an attempt to force it was made. It is intended that these locks should be used only when someone is in residence. If your home is unoccupied the windows should be locked in the usual manner.

If you are considering replacing your existing windows, look for the new British Standard 7950 kite mark. It has been established to set specific manufacturing standards of design and security for casement windows.

Wooden Sliding Sash

You cannot rely on existing central sash fasteners. Sash stops are strong and convenient to use and do not need to be removed from window when opening fully. They can be set into the top frame allowing the window to be left open about 5" for ventilation but still secure. For optimum security fit in pairs.

An alternative form of lock is the dual screw. These in effect bolt the two sashes together. An added bonus is that, in so doing, they also reduce draughts.

The beading which holds the glass in place is frequently only pinned. The window can be made more secure, either by gluing in addition to pinning or screwing the beading, if wide enough, in place.

A modern style is the 'tilt to clean' sliding sash, not only sliding up and down but also tilting inwards for cleaning by undoing two clips on top of each moving sash. These should be secured by fitting both sash stops and dual screws.

Metal Crittal

You can either secure the window or the handle to prevent opening. One of the main problems with this type of window is the narrow profile of the frame, making it difficult to fit devices. For this reason there are locks specifically designed for this type of window. It is probably easier to secure the handle, where there is normally more room to fit the lock. Use a fanlight lock to secure the fanlight window.

Aluminium

The highest level of security fitted by the manufacturer on most aluminium windows, including coated aluminium, is a locking handle, but, whilst it would be satisfactory to most insurance standards, it is not particularly secure. This is because it is the handle which is being locked

and not the window. As most handles are not of a good casting standard they have a tendency to break under pressure, or come loose from the frame.

It is possible to fit extra locks to aluminium windows, but care should be taken to ensure that there is enough metal around the window to be able to fit the lock without contacting the glass. Suitable locks designed for this purpose are available.

In the case of sliding horizontal aluminium windows, additional security can be achieved with the fitting of a key operated clamp on the bottom rail of the frame. Windows are often left open to allow the circulation of air, particularly in hot conditions. This, inevitably, reduces the level of security. By fitting a sliding window lock to the bottom rail you can restrict the slide to a few inches.

Alternatively, drilling a small hole through the bottom rail at the point at which you wish to restrict the slider and inserting an appropriate sized bolt will suffice. Additionally, to prevent the slider being lifted, fit a wooden block of a suitable depth into the track above the slider.

Louvres

Louvered windows are not so common as they used to be. In the main, this is because their inherent lack of security is well recognised. There are some measures that can be taken to make them less vulnerable, but these should be seen only as temporary, for overall, it is best to replace them at the earliest opportunity.

Some are made with the glass secured in the frame. If not, fix the glass in both frames with an epoxy resin adhesive. If the windows are sited in a vulnerable position, you may need to fit a grille or bars, though the better option would be complete replacement.

Flats and Apartments



Burglars will often target blocks of flats because they can easily gain access to them through a communal entrance, which may have poor access control. Once inside they will often go straight to the top floor flats first, as there is less likelihood of passers-by seeing them whilst they break in. So, if you own or manage a flat which is off a shared landing and not on the ground floor, remember that your front door is your only form of defence against intruders.

Flats

If your flat is on the second floor or above, you need to balance security with fire safety. That means you shouldn't fit your front door with a lock that needs a key to open it from the inside. Choose one that complies with BS 5588/BS 8621, allowing you to release the lock and leave the flat with a single action. Add a letterbox cowl if required to prevent thieves tampering with the lock from outside.

Communal Doors

Care has to be taken when securing communal doors as the ability to escape in case of fire is vital. You should always be able to open the communal door (from inside) using a single keyless action. If you fit an automatic door closer, it should be of a good quality. Poor quality closers can fail to engage the lock. Locking mechanisms vary, depending on access control and door type

Tips

- Invest in a strong door and door frame with good quality locks.
- PVCu and aluminium doors generally have multi-locking systems. When you lock the door, remember to remove the key. Always put keys in a safe and easily accessible place in case of fire.
- Internal letterbox shields also prevent access to the handle inside or keys being fished through the letterbox.
- Frames should be reinforced with reinforcing metal strips called 'London' and 'Birmingham' bars.
- Hinge bolts should be fitted to outward opening doors.
- Glass panels in doors should be replaced with laminated glass or reinforced with security film or grilles.
- Door viewers enable residents to see callers before they open the door.
- Wooden back doors should be solid timber, with a British Standard 5-lever mortice lock and two mortice rack bolts.
- French, patio and balcony doors should have a minimum of three locking points. Patio doors should be fitted with an anti-lift device to prevent them being lifted from their runners.
- All ground floor windows and any windows that are easily accessible must have key operated window locks.
- Audible intruder alarm systems with flashing lights are a good deterrent against burglary.
- Security lighting increases vision and makes burglars feel vulnerable and at risk of being seen.

Access into communal entrances

Doors without Electronic Access Control

Ideally the door should be fitted with a lock which has an automatic deadlocking facility, approximately a third of the way down from the top of the door. Additionally, a mortice deadlock latch should be installed a third of the way up from the bottom of the door and it should be used as often as is practicable. These locks must be suitable for emergency exit purposes, in that they must not require key release from within, opening being achieved by means of a handle or thumb turn. Where there is any conflict between security and fire requirements or legislation, the latter must prevail. In any case of doubt, seek the Fire Officer's approval.

All doors must be fitted with an automatic closing mechanism, both properly adjusted and regularly maintained, to ensure that the door is secured at all times. Doors should never be left wedged open, as this not only negates any security within the building, but may also contravene any Fire Regulations.

Doors with Electronic Access Control

The remote release lock should be of a type that has an electrically operated bolt action with an automatic deadlocking facility, or is a magnetic type lock. It is imperative that the system has a safeguard incorporated, which ensures that the lock can be released in the event of a power failure.

Access Control Systems

It is preferable that at least one of the following security measures applies:

- The door is secured at all times and visitors are permitted entry via a remote release facility which is linked to an audio-visual or at the very least an audio only entry-phone.
- The door is secured at all times and visitors are met personally at the door.
- The communal entrance is constantly monitored by a receptionist or concierge.

Security Alarms



The variety of alarms and their fitting is a complex subject. As a starting point the installation should meet with British Standard PD6662 (This calls up European Standard EN 50131 and UK standards such as BS8243 for alarm confirmation). These standards cover both hard-wired systems and wire-free. Though more expensive than many wire-free or DIY packages on the market, they are more reliable and conform to the National Police

Chiefs Council Security Systems Policy.

If you are thinking about the installation of an alarm system in your home it is worth taking into account that the police response to alarm activations varies according to the type of alarm installed. In recent years the percentage of false alarm calls caused by equipment, communication or user error represented in excess of 92% of all alarm activations nationally. In order to redress the balance in favour of genuine calls the National Police Chiefs Council Security Systems Policy has been adopted by the police in which two types of alarms are defined, together with the relevant police response.

Type A - Remote Signalling Alarms, including intruder alarms terminating at approved central monitoring stations. They must be maintained and used in accordance with British Standards PD6662. Such alarms will be registered with the police and identified by a unique reference number (URN) for intruder alarm response and a URN for hold up alarm (personal attack alarm) response. The police response to their activation will be based on the assumption that an offence is taking place, but against the background of competing urgent calls and available resources. Such a response will also be conditional upon the number of false activations in any 12 month period, in which case the activation may receive a lower priority police attendance.

Type B - Audible Only and Hybrid Alarms, including bells-only and automatic dialing alarms, as well as alarms from non-compliant companies and non-compliant central stations. URNs will not be issued for these systems. To obtain police attendance, in addition to their activation Type B alarms will also require some indication that an offence is in progress, e.g. from a witness at the scene.

In identifying a compliant company installing Type A alarms you should seek answers to the following questions:

- Before disclosing personal security details, have I checked the address and credentials of the company and seen proof of identity from the representative?
- Is the company subject of an independent inspection process and if so which organisation?
- Is the installation of an alarm a requirement of my insurance company and if so, is the company acceptable to my insurer?
- Can the company representative provide me with a list of police rules for occupiers of premises with alarms and written confirmation that the alarm and the company are currently acceptable to the local police for the transmission of alarm messages from new installations?
- Have I sought written quotations from at least two alarm installers?
- Does the quotation: specify that the installation will be to British Standard PD662 and include the terms of maintenance and monitoring contracts?
- Does the company operate a 24 hour call-out service and emergency attendance within four hours?

Police accept the installation of remote signalling alarms from alarm companies whose business is subject to inspection by independent inspectorate organisations identified in police policy.

Currently these are:

- National Security Inspectorate (NSI)- see related link
- Security Systems and Alarm Inspection Board (SSAIB)- see related link

These organisations publish lists of certificated companies.

All alarm systems should have two keyholders, trained to operate the alarm, able to attend activation within 20 minutes, contactable by telephone and with their own transport.

If several houses in a street or Neighbourhood Watch are considering installing alarm systems, it is possible that an installer may give a discount for multiple installations. What is more, it is possible that the cost of an installation could be partly offset by reduced household insurance premiums.

You should be aware, however, that the insurer may stipulate that the alarm should be set at

all times when the property is unoccupied, and that any claim for losses incurred as a result of a break-in while alarm was not set may be adjusted accordingly.

Top 5 most common items stolen from sheds



- 1. Bicycles**
- 2. Mowers**
- 3. Sporting equipment**
- 4. Power tools**
- 5. Garden equipment (tools)**

What do I need to do?

- Check that your insurance covers the contents of your shed or outbuildings from theft
- Have a look at your shed and consider how you would break in. It is worth having a good lockable padlock and hasp on the door with no exposed screws. Pay attention to hinges as these are sometime easily removable. If you have windows then these could be vulnerable unless they are secured with wire mesh or grills.
- It is worth securing bicycles inside the shed to a ground anchor or lockable stand. Tools can be locked inside a locker or box or secured with a chain.
- Consider putting an old sheet or blanket over the top of mowers or bikes to keep them covered from view.
- Property marking your items is a good option, some tools can be painted with your name or postcode. Forensic marking is also an option and you can register some items on the website Immobilise for free - www.immobilise.com - see related link
- Battery operated shed alarms can be purchased quite cheaply that respond to movement with an extremely loud siren and this is another effective option.

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All new Co-op Insurance customers who are active members of a Neighbourhood Watch Scheme and purchase a home insurance policy directly from Co-op Insurance over the phone will receive a 10% discount for the first year of their policy. In order to claim this offer you will need to telephone their customer contact centre for a quote. An active member of a valid Neighbourhood Watch Scheme is someone who is designated as such by Neighbourhood Watch. The terms and conditions of this promotion do not alter or vary the terms and conditions of any Co-op Insurance home policy which may be purchased. The Co-op reserve the right to decline any application for any insurance policy in their absolute discretion and they are not obliged to disclose any reason for rejection. Please visit www.ourwatch.org.uk/exclusions-and-limitations/ for Exclusions and Limitations for this offer. A new customer is someone who has not had an Insurance policy of the same type with Co-op Insurance in the last 12 months. Home insurance lines are open from 8am- 8pm weekdays, 8am-5pm Saturdays and 9am-4pm Sundays. Applicants for insurance are subject to normal underwriting criteria.

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