

THE OFFICIAL GUERNSEY

# CRIME

# PREVENTION

HANDBOOK



PUBLISHED ON BEHALF OF



ENDORSED

2015 EDITION



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## INTRODUCTION BY ANDY GOODALL, CRIME REDUCTION ADVISOR

The Guernsey Police produce an Annual Policing Plan which sets out our priorities; crime prevention and reduction form an integral part of this plan.

Although we live in a comparatively low crime Island, we cannot be complacent. Offences of burglary at both domestic and business premises continue to occur and occupiers should take all sensible precautions. Where house burglary is concerned people should be aware that the favoured entry point is through an unlocked door or open window. Simple precautions can prevent this. As technology increases there are a number of forensic security marking systems widely available, designed to both deter the thief and make your property, from jewellery to bikes and outboard engines, traceable and I am happy to advise accordingly. We have noticed recently an increase in thefts from parked cars and unattended motor vehicles and unfortunately the majority of these occur when cars have been left unlocked and cash and other valuable items have been left inside the vehicles on open display.

Included in the Policing plan is a desire to recruit more Neighbourhood Watch areas for the Island. I am always available if anyone needs any information about the scheme which is of great benefit to all local residents.

This handbook gives important and relevant advice on all aspects of Crime Prevention by reading and following the advice within it, together with any further help from myself you will already have taken the first steps towards a safer home, safer travel, a more secure business and a better protected community.

I would also add that if you have any information about any crime and you wish to remain anonymous without any further contact from the Police I urge you to ring CRIMESTOPPERS on **0800 555 111**.



## **FOREWORD BY PAUL LITTEN, CHAIRMAN OF GUERNSEY CRIME PREVENTION PANEL**

Crime and the prevention of crime is not just a matter for the Police alone, it is also for everyone in the community to assist where they can.

This booklet contains lots of extremely useful information on how to prevent crime and how not to become a victim of crime. We all enjoy the benefits that living and working in Guernsey has to offer. It is still a friendly and safe place to live, but that does not mean that we become complacent, there will always be risks to our security and well being and our Police resources are always stretched and the Police have to maintain a level of service which is expected by the community.

I would like to invite everyone who enjoys the special quality of life here in Guernsey to do their bit for Crime Prevention using this publication as a guide, and above all to report any suspicious activity to the Police. This can be done directly or anonymously by calling CRIMESTOPPERS on **0800 555 111**.



## **ENDORSEMENT BY PATRICK RICE, HEAD OF LAW ENFORCEMENT**



It is the mission of the Guernsey Police Force to protect people from harm by reducing and detecting crime which directly impacts upon the quality of life, including business and residential communities.

Neighbourhood policing teams are working in collaboration with a wide range of organisations and businesses, many of whom are represented in this publication.

The Guernsey Police Force, working together with the Guernsey Border Agency, seeks to tackle criminality head-on; however, support from the community is vital.

This handbook highlights some excellent advice that can assist to further reduce the chances of ever becoming a victim of crime in the Bailiwick.

Therefore I am pleased to endorse this handbook.

# YOUR SAFETY

Your personal safety, the safety of your children and the protection of your environment are vital areas of crime prevention. Be aware of the dangers your family may face and take precautions.

## OUT ALONE?

Many people, especially the elderly, are frightened to leave their homes, particularly after dark. If you are worried, but nevertheless need to go out alone at night, remember you must not be complacent. Be aware of the possibility that something might happen. Keep alert at all times. Do not give a criminal an opportunity.

- Walk confidently – step out – don't dawdle. Always stay alert.
- Never use short cuts, such as unlit alleys, routes across waste ground.
- If necessary go out of your way to avoid dimly or unlit areas.
- Make the effort to carry a shrill alarm.
- Walk on the footway closest to oncoming traffic. Keep to well lit streets.
- Never accept a lift.
- Carry your handbag close to your body. Shoulder bags are better than clutch bags.
- Don't put your bag down in pubs or supermarkets; keep it with you.
- Don't leave your purse within easy view or reach.

the risks to yourself and your vehicle increase, the following guidelines may be of assistance to you in guarding against crime.

- Ensure that your car is properly serviced and that any repairs and maintenance are carried out and checked prior to departure.
- All driving documents should be removed from the vehicle each time it is left unattended.
- All non-removable valuables such as radio-cd should be security marked.
- Where possible pre-arrange the overnight stopovers where the vehicle is within an enclosed courtyard, garage or other secure area.
- When travelling keep passports, cash and other valuables either in handbags under your seat or in a key-lockable security travel box/safe securely bolted to the floor.
- Whilst stationary or in slow moving traffic, be extra vigilant for snatch thieves by locking doors and closing windows, especially when passing through areas where you feel you may be vulnerable.
- Wear only costume jewellery, watches etc whilst travelling.
- Always use recognised service areas for toilets, fuel, cafeterias or accommodation.

## SAFETY & SECURITY WHEN IN THE CAR

When taking your car off the Island whether it is to the Continent or the UK

- Familiarise yourself with the types or emergency communications, i.e. public telephones, SOS, motorway phones and emergency service numbers.
- Do not stop in isolated or wooded lay-bys, unless with a group of others.
- Don't become involved in conversations in lay-bys, car parks, hotels or shops apart from being courteous and passing the time of day.
- Fake accidents can result in personal attack, if you suspect this is happening don't stop, lock doors, wind-up windows and drive to the nearest town or village and try and attract attention to summon help.

In the unlikely event that you are attacked consider the following:

- If possible lock yourselves into the car and drive away fending off the attack.
- Attract attention by switching on all lights, including hazard warning lights, and keeping the horn depressed until well out of danger.
- Keep driving to summon help and inform the appropriate authorities.
- Where possible note the description and number of assailants, consider taking photos with a mobile phone, number, make, colour of any vehicles, whether driven by assailants or by independent witnesses who may be able to assist the authorities.
- Avoid using threatening weapons as often the assailants will turn them on the victim.
- Avoid being a hero by resisting a threat by knife or gun – property can be replaced.

## MOBILE PHONES

We all understand why criminals would find a mobile phone extremely useful in planning and carrying out crimes.

How can any decent citizens benefit from using a mobile phone properly and play a part in reducing the crime rate? The general public should recognise that the mobile telephone is an extremely effective weapon in the fight against crime.

The positive aspects of mobile telephone use generally fall under the headings of safety, security and general usefulness.

From a personal safety point of view the mobile telephone can be a real life-saver, literally. In isolated areas where an emergency or accident happens out of sight, a mobile phone can summon aid immediately.

For anybody at risk when travelling alone, especially women, senior citizens and the disabled, merely picking up the phone and appearing to use it will dissuade most potential attackers. If that doesn't work then dialling 999 will get you an immediate reaction from the emergency services. In extreme cases leaving your phone 'open', having dialled, will allow you to be located within a mile or so of the transmitter concerned.

The mobile phone can be an effective tool for stopping a crime in progress or reporting suspicious behaviour in time for corrective action to be taken. Fast reporting of accidents and fires will also enable lives to be saved and property damage minimised. If you are reporting a road accident or reporting drunk or dangerous driving, please make sure that you pull off the road and make your call safely.

## KEEPING YOUR PHONE SECURE

With most Islanders now owning one, mobile phones have become an important part of everyday life. But the rise in the use of mobile phones has been accompanied by an unwanted rise in mobile related crime, particularly the theft of handsets.

Last year numerous mobiles were reported as stolen to the Police, most taken from busy social environments like pubs and clubs. A good proportion of these incidents arise because users are not always careful with their phone and unwittingly provide chances for the opportunist thief. So what can you do to minimise the risk of having your mobile stolen?

There are a number of measures that you can take and which parents can make their children aware of. Firstly, always be careful when using your phone in a public place. It's best to keep your phone out of sight and make sure that you never leave it unattended where it may easily be stolen.

Make a note of the IMEI number of your phone and report it to the police if your phone is stolen. The number is your phone's unique 15 digit serial number which can be accessed by keying \*#06# into most phones; or looking behind the battery of your phone.

For additional security you should use the built-in security features on your phone. These vary between manufacturers, but most phones can be securely 'locked' with a PIN (Personal Identity Number) code that will stop anyone from using your handset.

Another good idea is to get your phone 'security marked.' These markings make it much easier to identify your handset should it be stolen or lost and then recovered and handed to the

Police. It's also worth making sure that your phone is insured for the full replacement purchase price, mobile handsets can usually be added as specific items to your household insurance policy.

If the worst does happen and your phone is stolen or lost, you should report it to the Police immediately. You should also call your service provider's help line for advice and to have your mobile phone account temporarily barred. The help line is open 24 hours a day, 7 days a week, and once in place, the barring procedure prevents anyone from making calls with your phone and running up a fraudulent bill on your account.

If your phone isn't found your service provider can make sure that you don't lose your mobile telephone number by transferring it to another 'SIM card'. This is the card that goes inside your mobile phone and makes it unique to you and your account. This service is useful for both residential and business customers, who have given their number to family, friends and customers and don't want to have to deal with the inconvenience of getting a new number.

So remember, mobile phones are attractive targets for the opportunist thief, but there's no reason to fall victim to mobile crime. By following the simple precautions given here, you can make sure that your phone stays safe and secure.

## STRANGER DANGER

Teach your children that strangers are people who do not visit your home, and "you and your parents do not go to theirs".

Always tell your parents:

- Where you are going.
- Who you are going with.



- What time you will be back.
- What are you going to do.
- If a grown up will be there.

## REMEMBER THE NEVER NEVER CLUB

Never go with anyone - even someone you know - without asking Mum or Dad first.

Never wander off on the way to or from school after dark.

Never be afraid to break rules to stay safe. You can tell a lie, scream, run and kick, scratch, lash out and run to get away from danger.

Never be afraid to say NO – say no, never go.

## REMEMBER

If anything ever happens or anybody ever asks you to do anything which you are upset about, feel uncomfortable with or think is wrong - always tell Mum or Dad or your teacher (Even if that someone else happens to be a relative and has told you it's a secret).

## WEBWISE

Parents, would you leave your child alone in a strange area, let them enter Adult Only shops or meet a total stranger? Unfortunately this is the risk you run when allowing your child to use the Internet without supervision. This modern technology allows those who target children, to enter your homes and interact with your children via their computers.

The Internet is a computer based network which is bringing vast educational, research and communication capability into classrooms, workplace and homes. Increasingly the use of the Internet is becoming more common in business, education and leisure.

Concern has emerged within many organisations that not enough people using the Internet know about the hazards that it may present.

This handbook incorporates a set of user friendly notes for parents and children alike, encouraging them to be WEBWISE when using the Internet. Both parents and children are encouraged to ensure that they are familiar with these notes before using the Internet.

The Internet is used by a variety of people. Most are decent and respectful, but some may be rude, insulting, mean and even criminal. In order for both parents and children alike to utilise the Internet in safety, they should become WEBWISE being aware of the potential hazards.

As well as the advice presented with this handbook, you may contact the Internet Watch Foundation (IWF) or your local Internet reseller to find out about protective software packages that can be installed on your machine.

## GUIDANCE FOR PARENTS

The Internet is already playing an important role in society. Its significance will continue to increase in the course of our children's lives. Parents and carers of all kinds therefore need to know about its power and potential. With care it is possible to reap all the benefits of the Internet, and reduce the possible pitfalls. Here we explain how.

## THE POSSIBLE PITFALLS

The problems your children might encounter fall into three broad categories:

- excessive use leading to a neglect of homework, outdoor or other social activities, and heavy telephone bills;

- accidentally, or deliberately, accessing pictures or written material which are pornographic or offensive in some other way or other;
- unwittingly or otherwise getting into contact with inappropriate individuals who may wish to cause them harm.

## A STUDENT'S PERSPECTIVE ON COMMUNITY SAFETY

What the majority of parents do not understand is that, as teenagers, we have been blessed with the sacred gift of total knowledge.

On our 13<sup>th</sup> birthdays, we are touched by the finger of infinite wisdom, but our parents (being grown ups) are blind to our new status!

The good news is (that even though you sometimes do not serve us as you should) parents are tremendously important to their teenage children, and this report will give a few pointers on how to keep your teenagers happy!

Teenagers need parents! You provide us with the principles, restrictions, security, stability, and love that we need.

When we are in difficulty, there you are, picking us up, dusting us off, and encouraging us not to give up. When we make mistakes, you always act as if you are angry with us, to prove to us who's the boss, but we know that you are secretly contented as we will learn so much from the mistake!

Adolescence can be a testing time – hormones are racing, bodies are changing, your once delightful child is shouting at you, and of course, they know best! One minute your child is 13 going on 30, the next minute they are 13 going on 3!

The bottom line is that we teenagers need you! Parents seeking advice are sometimes told that their teenagers are now 'grown ups' and that parents can do nothing. This is not true! Try to:

- Find a quiet time to talk with teenagers about how things are going. Don't turn it into 20 questions (we will become paranoid that you know what we did last weekend) but just sit and chat!
- Sometimes, teenagers just do not want to talk to their parents (this is normal) so encourage them to talk to other trustworthy adults or friends.
- Ensure that they know how to keep safe. Tell them that they can ring you (or a friend or neighbour) if they have missed their lift home. Tell them that they ought to call NO MATTER HOW LATE IT IS! And that they should never walk home alone in the dark. Encourage them to walk with friends and take a well-lit route that is likely to be busy with people, not isolated.
- Make sure they know the number of a friend or local taxi service as a back up, and carry a mobile phone, a phone card, or change for a pay phone, in case of a crisis.
- Ask them to call you if they are going to be late, so that you don't embarrass them by calling out a search party!
- Tell them never to get into a car with a stranger, or somebody who is drunk, and tell them not to hitch-hike, as this is risky.
- Stand up as a parent, and don't be scared to say 'NO' (we do know deep in our hearts that you mean well). Let your teenager use you as an excuse to keep out of trouble

– “My (horrible) parents won’t let me” will get sympathy from friends, and a secret sigh of relief from us in a dodgy situation.

- Show an interest in what your child does, but don’t try to be their best friend. Whatever your intentions, we will take it the wrong way and think that you are trying to humiliate, irritate or be patronising!
- Be tolerant. Teenage wit (particularly funny) seems to comprise of burping loudly, passing wind (mostly boys), screeching in public, telling sick jokes, and embarrassing you in front of your boss! Try to ignore small things – save your energy for issues that really matter!
- Explain in advance the consequences which will follow if they do something wrong. Then stick to them. There is nothing more fun for a teenager than testing the limits of parents – believe me!
- Don’t be too harsh. Let’s say your teenager comes home drunk, and is sick all night. The consequences of this will most likely be a much better lesson than a row with a parent will ever be!
- Use humour as much as possible – it will save your sanity!
- Don’t be fooled by the ‘everyone else does it’ ploy – I can assure you, they don’t!
- Tell them NEVER to leave their drinks unattended when out at a party or Night Club. Buy a new drink rather than be drugged – or worse!
- Most youngsters will experiment. We get drunk, come home late, try smoking and do dumb things (this is part of growing up). Remember that

you did the same, had some fun, took a few risks... and learned!

That’s why you can give good advice, but in the long run, it is the example that you set and your ability to communicate that will impress us most!

And most importantly:

- Tell your teenagers that you love them and are proud of them. We may shrug it off, but we need to know it now more than ever. You need to boost our self-esteem, not tear us down. We may appear outwardly confident, but we still need to be loved, and praised (loads!)

Try to be tolerant with us, and console yourself that on the eve of our 18<sup>th</sup> birthdays (so much closer than you think) the finger of never ending intelligence will be lifted from our brow, we will come face-to-face with our true selves.

We will realise that we are, in truth, the ill-mannered little horrors that our parents always thought that we were, and that the world is an unfriendly, and terrifying place.

You, as parents, must help us teenagers to make the most of our years of total knowledge, for we know that when we are adults these will never, never return.

And one last thing, if you are unsure of anything you have read in this report, ask your teenager now, while they still know everything!

*By Kelly Marquis, Grammar School, 6th Form Student.*

## GETTING PROTECTION

Children all need a certain amount of privacy but they also need parental involvement in their daily lives. Familiarise yourself with how your child uses the Internet. Regularly ask them to show you

the sites they access and check the history folder.

If parents could be sure that they would always be present when their child went surfing then they would have less reason to worry about the possible pitfalls. But life just isn't like that so you might also want to install protective software on your computer which, whether you are there or not, could prevent specified types of pictures, or words or access to certain Usenet Groups. Usenet Groups and Chat Rooms have been known to attract unsavoury types who pretend to be young people seeking contacts with other youngsters.

You should reach an agreement with your children about the amount of time they are allowed to surf but most protective software will also allow you to control the amount of time they can access the Internet. The ISPs can advise you on this.

If you feel that your child is using the net and is being targeted, stalked, recruited, etc., by an inappropriate person, pick up the telephone and speak with the Family Protection Team on **T 612240**.

Some families have put the computer in a room, which lends itself to easy supervision, i.e. a living room, but this may not be possible in all households. Certainly we would discourage a child from having the Internet in their bedroom.

If you discover any offensive material, do not delete it, save all disks, tapes and any related media. Then contact any of the companies listed in this handbook for advice.

## **GUIDANCE FOR CHILDREN**

WHEN chatting on the net, sending a picture or details of you or your family,

bank or credit card details is not a good idea without a parent's permission.

E-MAILS that are rude, suggestive or make you feel uncomfortable should be ignored and never give your password to anyone, not even your best friend.

BEFORE meeting a cyberfriend, tell your parents, take them with you the first time and always meet in a public place.

WHEN online, if you see distasteful pictures or bad language, tell your parents.

If an offer seems too good to be true, it probably is.

STAY safe online, never give your name and address on the net without discussing it with a parent.

ENJOY the Net, it is fun, but always be WEBWISE

## **GOING ABROAD – ADVICE FOR STUDENTS**

If you're off to University then you are probably looking forward to the new experiences you are going to encounter when you leave the Island.

This advice is not meant to intimidate you it is intended as an indication of some of the problems you may face when you leave to further your education. None of these hazards are common "exclusively" to people leaving the Island, nor to the young in general.

Whether male or female, walking around at night in whatever town on the mainland you happen to be based may not be safe. Campus Universities, etc sometimes actually suffer rapes or worse within their boundaries. Lighting on campus often is not of an adequate standard for safety purposes, so always walk in at least pairs where possible, some Student Unions run safety-buses

which drop people living slightly away from campus, back home after gigs etc.

All Universities across the country have Welfare Offices, where advice on safety, health, housing, etc can be found - they usually sell personal attack alarms often at cost price or less. They may also operate some form of "Helpline", run by students for students.

In some areas there is a strained relationship between locals and the students in the area and can be something to be wary of.

Basically when you are studying on the mainland if you are careful with your possessions and sensible about the potential risks to your personal safety you can have a very good time without ever encountering any difficulties whatsoever.

Whether living in University accommodation or in a house with other students you will face similar problems.

Insurance of your belongings is a must. Some companies have specific policies just for students that cover all your possessions; it may also be possible for your parents to cover your possessions on their home insurance policy.

Many halls have communal drying areas for clothes - the theft rate is generally very high so labelling clothes is a good idea. Common sense is the key to keeping your belongings and yourself safe. If you live on the ground floor never leave the window open when you go out - no matter how short a time. People have been known to enter rooms and steal money, etc whilst the occupants are in the toilet. Similarly never leave your room unlocked when not inside it.

If you take a bike away with you, one of the safest locks is a U-bolt, any other lock can be cut too quickly. Better than taking your own bike - buy a cheap second hand one to run around on when you get there - its much less likely to be stolen.

## DRUGS: WHAT EVERY PARENT SHOULD KNOW

Here, the word means drugs which are used illegally, such as heroin, cocaine, LSD, amphetamines or barbiturates.

The effect of any drug depends on the drug itself, how it is used and the person using it. But any of them can cause problems when misused, and all parents need to know something about them in order to help protect their children from danger, both now and in the future.

## SIGNS TO OBSERVE

It's difficult to tell when someone is using drugs only occasionally - unless they are caught in the act, or when intoxicated (like being drunk), but here are some of the things you may notice.

- Sudden changes of mood from cheerful and alert to sullen and moody.
- Loss of appetite.
- Unexpected irritability or aggression.
- Losing interest in hobbies, school work or friends.
- Pupils of eyes widely dilated.
- Bouts of drowsiness or sleepiness.
- Telling lies or behaving furtively.
- Money or belongings disappearing.
- Unusual smells, stains or marks on the body or clothes, or around the house.
- Unusual powders, tablets, capsules, scorched tin foil (rarer nowadays) needles or syringes.

Of course many of these are just signs of normal growing pains, particularly the



ones higher up the list; so don't jump to conclusions.

## WHAT TO DO IF YOU'RE SURE

- Don't overreact and take it out on your son or daughter before you know all the facts – or you could make a small problem bigger.
- First, take time to talk to your partner, or perhaps your family doctor, other parents or teachers.
- Try to find out if your teenager has any other worries or problems. Above all show him or her that you care and will give all the support and help you can – even if they are in trouble with the law.
- If you want help or need some more information, call any police station – day or night.

## IN AN EMERGENCY

If your youngster overdoses and you find him or her drowsy or unconscious here's what to do:

- Make sure he or she gets fresh air.
- Turn him or her on their side and try not to leave them unattended in case they inhale vomit.
- Dial 999 and ask for an ambulance.
- Collect any powders, tablets or anything you think may have been used to take the drug. Take them to hospital with you for examination.

Afterwards, give your child the chance to talk it over with you. Now may be the time when he or she is willing to tell you what has been going on. Try to encourage them to accept help.

## THE GUERNSEY ALCOHOL AND DRUG ABUSE COUNCIL

The Guernsey Alcohol and Drug Abuse Council (GADAC) is a voluntary charity administered by an Executive Committee drawn from Council membership. This meets monthly to decide policy and approve expenditure. The paid staff consists of a Director, and Admin/Support Worker, who is also a trained Addiction Therapist together with Sessional Councillors.

The Agency is funded from four main sources – the salaries are 75% met by annual grant from the States and from the Board of Health – all other expenditure is met from rental income from Brockside or by fund-raising/donations.

The service provided by GADAC at present consist of:

- Individual counselling (Drug & Alcohol)
- Couple counselling (Drug & Alcohol)
- Family support and counselling
- Dry House Facilities
- Weekly Group Support Meeting
- Aftercare Support for returning patients of UK Treatment Centres
- Input and involvement in community events.
- Training with Schools, Youth Groups, and Professionals who may encounter people with alcohol/substance problems free of charge.

All counselling/group services are provided free of charge.

GADAC owns two adjoining houses, one of which houses meeting rooms, offices, and counselling rooms and the

other is run as a Dry House with 5 beds for residents coming to terms with their drinking/substance use.

Our client base is extremely varied reflecting all the strata of a society. At one end, we work with professionals who still have all the trappings of success but are afraid they will lose them unless they moderate their behaviour, this contrasts with those at the other end of the scale that have lost everything and are seen by some as unemployable because of their behaviour.

Throughout the range people can, and do, rebuild their lives successfully.

We are based at:

The Alcohol Advice Centre, Brockside,  
The Grange, St Peter Port, Guernsey  
Our contact numbers are:

**T** 723255 **F** 714355

**W** [www.gadac.org](http://www.gadac.org)

**E** [thedirector@gadac.org](mailto:thedirector@gadac.org)

## DRUGS CONCERN

Drugs Concern is run by a committed team of professionals. We offer community focused therapeutic interventions, delivered within a well-established framework which is non-judgemental and confidential.

We give advice on all aspects of drug use. We provide leaflets designed to inform the user all they need to know about the drug they are using. We do not discriminate against age, gender or background, drug use, sexual orientation, ability or HIV status.

We run sessions in schools and colleges and provide training for professionals as well as offering education on drug related issues to interested groups.

We offer counselling and support to people using drugs, people in prison and we offer a range of complementary therapies to assist drug withdrawal.

We are based at the  
The Annex, St Julian House, Les  
Vauxlaurens, St Peter Port

**T** 729000 **F** 724427

**E** [info@drugconcern.org](mailto:info@drugconcern.org)

**W** [www.drugconcern.org](http://www.drugconcern.org)

Opening times: **Mon-Fri 10am – 3pm**

## DOMESTIC ABUSE

*You do not have to suffer abuse from your husband/wife, partner, ex partner or family member.*



Domestic abuse is any incident or pattern of incidents of coercive, controlling or threatening behaviour, violence or abuse between those who are, or have been in an intimate partnership or family relationship.

Everyone has arguments, and everyone disagrees with their partners, family members and others close to them from time to time. And we all do things at times that we regret, and which cause unhappiness to those we care about. But if this begins to form a consistent pattern, then it is an indication of domestic abuse.

The following questions may help you:

- Has your partner tried to keep you from seeing your friends or family?  
☐ Yes ☐ No
- Has your partner prevented you from continuing or starting a college course, or from going to work?  
☐ Yes ☐ No
- Does your partner constantly check up on you or follow you?  
☐ Yes ☐ No

- Does your partner unjustly accuse you of flirting or of having affairs with others?  
☐ Yes ☐ No
- Does your partner constantly belittle or humiliate you, or regularly criticise or insult you in front of other people?  
☐ Yes ☐ No
- Are you ever afraid of your partner?  
☐ Yes ☐ No
- Have you ever changed your behaviour because you are afraid of what your partner might do or say to you?  
☐ Yes ☐ No
- Has your partner ever destroyed any of your possessions deliberately?  
☐ Yes ☐ No
- Has your partner ever hurt or threatened you or your children?  
☐ Yes ☐ No
- Has your partner ever kept you short of money so you are unable to buy food and other necessary items for yourself and your children?  
☐ Yes ☐ No
- Has your partner ever forced you to do something that you really did not want to do?  
☐ Yes ☐ No
- Has your partner ever tried to prevent you from taking necessary medication, or seeking medical help when you felt you needed it?  
☐ Yes ☐ No
- Has your partner ever tried to control you by telling you you could be deported because of your housing status?  
☐ Yes ☐ No
- Has your partner ever threatened to take your children away, or said they

would refuse to let you take them with you, or even to see them, if you left?

☐ Yes ☐ No

- Has your partner ever forced you to have sex with them or with other people? Have they made you participate in sexual activities that you were uncomfortable with?  
☐ Yes ☐ No
- Has your partner ever tried to prevent you leaving the house?  
☐ Yes ☐ No
- Does your partner blame his use of alcohol or drugs for his behaviour?  
☐ Yes ☐ No
- Does your partner control your use of alcohol or drugs (for example, by forcing your intake or by withholding substances)?  
☐ Yes ☐ No

***If you answered yes to one or more of these questions, this indicates that you may be experiencing domestic abuse.***

Domestic abuse is rarely a one-off event. One incident tends to lead to another, sometimes only ending when someone is seriously hurt or killed.

**SAFER** is a local charity offering emotional and practical support to victims of Domestic abuse. They employ Independent Domestic Violence Advisors (known as IDVA's) who support those women and men most at risk of serious injury or death.

**SAFER** also runs a helpline **T 257652** offering advice and support as well as practical information on legal, financial and housing issues, and have a website where additional information can be seen **W [www.safer.gg](http://www.safer.gg)**, where regular updates are made to give more information about the many ways domestic abuse manifests itself and how it can be tackled.

The effects on children of living with domestic abuse can be devastating. **SAFER** employs a children's worker to help and support children who have experience of living with domestic abuse.

For women and children needing accommodation away from the abuse **Guernsey Women's Refuge** provides a safe, comfortable place to stay with trained staff on hand to give the help and support needed. Any woman experiencing domestic abuse can phone the refuge day or night and ask for shelter, or advice. **T 721999.**

If you have a friend or neighbour who you suspect may be living with domestic abuse try to keep the lines of communication open so that they don't become more isolated. This is often a danger in an abusive situation. However, the decision to leave the relationship has to ultimately come from the abused person and sometimes it can take several attempts before they leave the relationship for good.

Remember domestic abuse and violence is always the responsibility of the abuser.

If you fear that there is an imminent danger of a situation getting out of control or that someone is getting hurt phone **T 999.**

## CRIMESTOPPERS 0800 555 111

The Crimestoppers Trust is a registered Charity independent from The States of Guernsey and the Police set up to enable members of the public to pass on information about crime anonymously.

### HISTORY

Although **CRIMESTOPPERS** only began operating in Guernsey in 1996,

the scheme was originally founded in Albuquerque in the USA 20 years earlier. A young man had been shot and killed during a robbery but the local police made little headway in their investigation. Detectives believed that those responsible were local people and that someone knew but for some reason was unwilling to speak directly to the police.



The officer in charge though up the idea of a 'hot line' which would enable callers to pass on information anonymously and this was so successful that within 72 hours of the number being publicised, 2 people were arrested who were later convicted of murder.

Michael Ashcroft (now Lord Ashcroft) launched a similar operation following the murder of PC Keith Blakelock during riots at the Broadwater Farm Estate in north London in 1985. Originally launched as the 'Community Action Trust', the charity was renamed **CRIMESTOPPERS** in 1995.

### GUERNSEY

Thankfully, Guernsey has a relatively low crime rate and **CRIMESTOPPERS** provides a way of helping to keep it that way. The basic details have not changed since that original incident mentioned above in that there is an anonymous freephone telephone line **T 0800 555 111** which callers can use to provide information about crime. Telephone calls are answered in the UK using encrypted lines to preserve anonymity. The call cannot be traced and callers will not be asked their names.

Relevant information is passed to the Police or appropriate law enforcement agency. A procedure is in place that enables a reward to be payable to a caller without their identity being compromised. Rewards are only paid where information leads to an arrest which would not otherwise have been possible without the information given over the Crimestoppers line.

Information can also be provided anonymously online via **W** [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org). Like telephone calls, encryption is also used to remove the identity of email addresses.

Much of the information provided locally in Guernsey relates to drugs and this source of intelligence is invaluable to fighting this menace to our society. The frequency of burglaries, criminal damage and assault including domestic abuse is still far too high and Islanders are strongly encouraged to share information to help keep Guernsey safe- either directly to the Police or anonymously via **CRIMESTOPPERS** **T 0800 555 111**. The Community can play a critical role in fighting crime !

## VANDALISM

At best vandalism is unsightly or just inconvenient, eg graffiti on walls, broken lifts, or damaged trees.

At worst, vandalism may endanger life – damaged telephone boxes, for example, could lead to serious delays in summoning the fire brigade or ambulance. Vandalism also costs you money, for example: through taxes, insurance premiums and bills.

## PROTECT THE ENVIRONMENT

As a member of the community, you can help ensure your neighbourhood is not needlessly spoiled. It is easy not to bother

or become involved, but if you choose not to do anything you've only yourself to blame next time vandalism disrupts your life. If you see vandals at work don't turn a blind eye. **CALL THE POLICE!**

## REPORTING SUSPICIOUS BEHAVIOUR

If you see or hear anything suspicious or think a crime is being committed, **DIAL 999 IMMEDIATELY.**

## SUSPECT PERSONS

This is the kind of information which will be useful to the police:

Male/Female	Face	– long
Colour of Skin		– thin
Complexion		– round
Height		– shaven
Build		– moustache
Age		– beard
Hair	– colour	Marks – scars
	– length	– tattoos
	– straight	Mouth – narrow
	– curly	– wide
	– receding	
Dress	– description	
Eyes	– Colour/Glasses	

## SUSPICIOUS VEHICLES

Car/Van/Lorry/Motorbike; Body type; Make/Model; Registration Number; Colour; Direction travelling; Other details – damage, company name etc.

## ELDERLY AT RISK

- Keep an eye open for your neighbours – and they will do the same for you. If you see anything that worries you, call the police.



- Don't let in strangers at the door – they may say that they are builders or want to buy your furniture or pictures. If you aren't sure, ask a friend or neighbour. Demanding to see their credentials will not upset or offend a genuine trader! Have you got a door sticker? Report any suspicious callers to the police – you may save someone else from being cheated.
- Always lock up and close all windows – even if you are simply popping down the garden, next door or to the corner shop. Take your door key with you.
- Make sure your house or flat is secure – your local Crime Prevention Panel can help with advice here and may be able to arrange the fitting of door viewers, chains and locks.
- If you belong to a pensioners' lunch club or social club – ask them to get the police or other speakers to give members a talk on preventing crime.
- Ask for a written quotation if you intend to have work done – an estimate is only a guess at the cost involved. If possible get a friend or neighbour to witness and discuss.

## BAILIWICK OF GUERNSEY VICTIM SUPPORT & WITNESS SERVICE LBG

Have you been the victim or witness of a crime? Maybe you have to attend court to give evidence?

The Bailiwick of Guernsey Victim Support and Witness Service LBG is an independent, voluntary organisation that

works alongside, but independently of, the Criminal Justice System.

Our services are free and confidential.

Victim Support offers emotional support, practical help and information to victims or witnesses of crime, their partners, families and friends, whether or not the crime has been reported and regardless of when it occurred. Staff and volunteers are specially trained to help people cope with the effects of crime, listen while people talk through their feelings and reactions to the crime and try to help each victim find the way that best suits them to overcome those effects.

We also manage the Witness Service, providing guidance and support for all witnesses before, during and after attending the Court to give evidence. We offer pre-trial visits to the court where the court procedure will be explained and we will answer any questions and hopefully allay any concerns that witnesses may have about the process. We have a totally self contained Witness Suite in which to wait with one of our volunteers on the day of the trial. The volunteer is able to accompany a witness into the courtroom when called to give evidence if required. We can also advise witnesses of the outcome of the trial.

Victims and witnesses and their families and friends will have the very best service provided to them by our staff and volunteers

Please contact Victim Support and Witness Service LBG on

**T** 01481 713000

**F** 01481 710024

**E** [victimsupportgsy@cwgsy.net](mailto:victimsupportgsy@cwgsy.net)

**W** [www.gov.gg/victim-support-witness-service](http://www.gov.gg/victim-support-witness-service) ■

# YOUR HOME

Put yourself in the burglar's position. How would you get in if you were locked out? The chances are that a burglar will use the same route! How attractive is your home to the burglar? Look at the checklist on this page and see how many vulnerable spots you can identify in your home's defences.

Flats and houses in inner city areas often stand a much greater chance of being burgled, but the risk is not just restricted to them. If there's no one in all day, and your home isn't overlooked, you'll need to take particular care. The majority of burglaries take place during daytime – not at night, as many people think, and the intruders often get in downstairs at the back. In many cases a burglar can be in and out in just a few minutes.

If you live in a flat or maisonette you should also check the main communal entrance security and the security of sky lights.

Not surprisingly, detached houses are more at risk than semi-detached or terraced properties. This is because they are often secluded, and neighbours may not be able to see or hear burglars at work. Houses or flats near ends of streets or backing onto alleyways, parks, fields, or waste ground are also particularly at risk, because of the ease of access. Walls, fences and shrubs around the garden may give you greater privacy, but they also enable the burglar to work unnoticed. Patio doors give you a good view out, but they can provide an easy way into your home.

The important thing is that you should be aware of the risks that you face and take all the necessary precautions.

## SECURING YOUR HOME

If you have recently moved in find out who has got the keys. Consider changing the locks or having them re-levered. Contact the installer of any existing alarm system, the number can often be found on the bell box or control panel, and ask them to check it.

To secure your home against the opportunist burglar who steals cash and valuable items, which are on view;

- Check locks of ground floor doors and windows.
- Check the security of shed doors and windows.
- Check that upstairs windows over-looking flat roofs or balconies have locks fitted.
- Check the garage doors are locked.

## NOTHING WORTH STEALING?

Remember that, in most cases, before burglars enter a home they don't know what they'll find to steal. The burglars assume you have something they want, and once they're inside they'll find something to make the risk of being caught worthwhile.

It may be cash or jewellery, TVs or videos, computers, cameras or antiques. These days even the contents of an average home freezer are often worth a second look to a thief, especially if it is unlocked.

Look around your home – if you value your possessions, the chances are the thief will as well.

The top ten items on the burglar's shopping list are money; jewellery, cheque-books and credit cards; computers; cameras; silverware; video recorders; televisions; hi-fi equipment and antiques.

## DO'S AND DON'TS

**Don't:** forget to mark your valuables with your postcode/house number, and to display a sticker showing that you have done so. Marked property is less attractive to the thief and is harder to dispose of. Photograph all items of high value, record serial numbers of televisions, video recorders, cameras etc. Have a ruler in shot so that the size can be gauged of the object.

**Do:** lock all your doors and windows when you go out. Pay particular attention to the rear of your premises – a popular entry point for burglars.

**Don't:** leave door keys in hiding places, such as under the doormat or in a flowerpot. Thieves know all the hiding places.

**Do:** fit good quality rim and/or mortice locks to all external doors; use a 'deadlock' on the front door. Use mortice security bolts or key operated door security press bolts on the top and bottom of both solid wood and glazed back doors.

**Don't:** leave a window open a few inches for the cat to get in or out.

**Do:** keep your shed and/or garage locked. Your tools are useful to the thief who wants to gain entry. If your garage has a communicating door with the interior of the house, secure it as another exterior door.

**Don't:** leave ladders lying around. If you must keep them outside, padlock them to something secure so you are the only person who can use them.

**Do:** close the curtains and leave a light on in a room (not the hall) when you are out for the evening. Remember also to close curtains when you are in, so that the burglar cannot see where you are.

**Do:** leave a radio on – with a talk programme on rather than music

**Don't:** leave curtains and blinds drawn during the daytime; they attract the thief.

**Do:** illuminate dark areas around your home. Remember burglars hate light.

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W [www.bourse.gg](http://www.bourse.gg)

**Don't:** leave 'back soon' notes on display. Burglars love a written guarantee that the house is unoccupied.

**Do:** make sure that your house and contents are insured.

**Don't:** leave keys in the lock on the inside of external glazed door.

## LOCK UP YOUR HOME

As many as two-thirds of all burglaries take place through windows, especially those at the back on the ground floor. Shutting them helps but it isn't enough. Often a burglar will break a small pane, and then reach in to open the catch. So how can you make it more difficult?

### LOCK OUT CRIME

First of all, fit locks to all windows on the ground floor and those, which can be easily reached, from flat roofs or drainpipes. If you haven't got window locks, you can buy them (they're not expensive) from locksmiths, hardware stores, DIY stores and builders merchants, some windows may require more than one lock depending on their size and specification. They are effective because even if the glass is broken, the window can't easily be opened, and a burglar won't normally bother to take out all the glass. It takes too long, makes too much noise and increases the risk of being caught. Buy locks which secure the opening sections to the main frames.

### PARTICULARLY VULNERABLE

Patio doors should be fitted with extra security locks, top and bottom, and anti-lift devices, which prevent doors from being lifted off the rails.

Louvre windows are particularly vulnerable because the glass slats can

be easily removed. If you have this type of window, gluing the slats to the frames with strong adhesive (epoxy resin – not superglue) will make it far more difficult for the burglar. There are special locks available too.

All doors, but especially outward opening doors should have hinge bolts fitted.

For the best protection on front main doors you should fit a security deadlock which preferably conforms to BS 3621 – look for the British Standard Kite Mark if you're not sure. Most insurers now require locks to BS 3621.

There are two basic types: a mortice deadlock, which fits into the door, and a deadlocking rim lock, which screws onto the door. The latter may be preferable if the door is thin, as fitting a mortice lock could actually weaken the door. Consider fitting 44mm thick doors or a lock guard kit.

Security deadlocks can be operated only with a key, and a burglar cannot open the lock by breaking the door glass and then reaching in to turn the handle. And, of course, if a burglar gets in through a window a deadlock will prevent him from simply walking out of the door with your valuables.

When fitting locks to main doors, care should be taken as to their position on the door. Ideally the turn lock should be a third from the top and the mortice two-thirds from the top. This helps spread the load should any body pressure be exerted on the door. The weakest part of any door security system is the locking post so fit a London Bar. This is an inexpensive and proven device.

All exterior doors should also be fitted with three hinges; this will necessitate only an extra hinge being fitted half way between existing hinges where there are only two existing.

## STRONG BOLTS

Don't forget that strength can also come in numbers (but not too many), so it's advisable to fit strong bolts top and bottom of all external doors you don't normally use as your main entrance or exit.

Use a key operated mortice security bolt if possible, but if you fit a surface-fixing bolt make sure it is a strong one and well screwed in. And once fitted, always remember to use them.

When choosing a locksmith you should ensure that the locks and bolts they supply and the quality of their installation reach British Standards specifications BS 3621. This will mean they meet the requirements of your insurance company.

For advice on the selection and installation of locks and bolts, you can consult a member of the Master Locksmith's Association. This organisation is pledged to uphold a high standard of workmanship and ethical conduct, offering peace of mind to clients employing its members.

## SECURITY CHECKLIST FOR DOORS & WINDOWS

The following Checklist was prepared after consultation with the Glass and Glazing Federation and the British Plastics Federation (Doors and Windows Group) in order to ensure a reasonable degree of physical security for all installations, whether as part of new buildings or as replacement units. These recommendations are not intended to make such doors and windows impenetrable but to ensure, through design, enhanced resistance to attack. Persons contemplating purchasing such units are strongly recommended to require the manufacturer and/or installer

of their chosen windows and doors to comply with all the recommendations for maximum benefit. These recommendations apply to windows and doors made of any type of material.

## RECOMMENDATIONS FRAMES AND FIXINGS

In accordance with normal practice vertical members of uPVC door sashes and outer frames should be stiffened with an appropriate material, e.g. aluminium or steel.

The use of security devices such as mushroom headed, hook or shoot bolts is strongly recommended: shoot bolts should penetrate a minimum of 10mm into the keep. Where these or similar devices are not used then the locking edges should be appropriately stiffened when they exceed 800mm.

All strengthening should be continuous along at least 85% of the length of the frame members when fitted, and fixed at 400mm maximum centres with a minimum of three fixings.

All locks, mechanisms, hinges and any additional security devices, where screws are not in the 'shear' position, should be screwed into steel or aluminium reinforcement or two thicknesses of uPVC with a minimum total thickness of 4mm.

Frame fixings should securely locate at least 50mm (40mm for lugs) into the fabric of the building and be positioned according to the requirements of the current BPF/GGF Code of Practice. If lug fixings are the sole method used then these must be internally fixed.

Frame fixings should coincide, where possible, with the locating points of any lock system, with suitable packing installed between the frame and the fabric of the building (see paragraph 17). This is particularly important where multi-point locking systems are in use.



Sliding Patio doors should be designed so that the meeting stiles are, or can be, linked.

Residential doors fitted with a mid-rail or a solid panel are generally considered to be a better deterrent to attack.

## LOCKS

For timber and aluminium doors, modern multi-point locks offer a high degree of security. If, however, single point, key operated, mortice style locks are fitted to these doors, then they should comply with current standards and have at least 1000 key differs. Look for the Kitemark.

Multi-point locking systems using either mushroom headed bolts, hook bolts or long throw systems are essential for uPVC doors. Anti-lift devices are also essential. Where hook or dead bolts are used, they should be of a material or construction resistant to hacksaw attack.

Ground floor and other vulnerable windows should ideally be fitted with a security locking device, whether as part of the handle or an additional unit designed to prevent the window opening. An acceptable alternative is to fit a device such as a 'child' lock, designed to restrict the opening of a tilt and turn window to tilt only, or to restrict the opening of a casement window to 100 mm maximum.

The bolts from any locking device should locate not simply into a hole cut into a frame member, but into a metal reinforcement or a purpose designed striker plate.

Hinge bolts, dog bolts or locking wedges should ideally be fitted as standard, but must be fitted to outward opening doors. Removable hinge pins must be secured into position on outward opening doors.

Sliding patio doors should have an anti-lift device, fitted either to the door or the top of the channel, to resist lifting while the door is closed.

## GLAZING

When glazing beads are 'external' they must be 'security glazing beads', which resist removal without the use of special tools. Alternatively, the glass must be retained in position by the use of suitable double sided glazing tape or glass retaining clips.

If glazing beads are 'internal' then they must be designed so that they resist being dislodged by external impact.

The glass unit or infill panel should be packed adjacent to all locking and hinge points, in addition to any conventional location. This is particularly important in units fitted with multi-point locking systems which do not have mushroom heads, shoot, hook or long throw dead bolts locating at least 10mm into the keep.

For improved security, laminated glass is recommended for all doors, adjacent glass panels and vulnerable windows. When using safety glazing materials, to achieve an increased level of security it is strongly recommended that at least one window in each room can be opened from inside and is large enough to provide an emergency exit in case of fire.

## GENERAL ADVICE

Customers should sign for, and state how many keys are supplied with their doors.

Door chains or similar devices to restrict opening are recommended for added security. For use when the door is about to be opened, these devices should not be left on permanently in case of fire.

## CONSERVATORIES

Be security conscious when you have a conservatory added to your home', warn the Conservatory Association;

too many people have a conservatory extension built and in their excitement forget to think about security. This can often leave the house wide open to burglars.

Anyone having a conservatory built should ensure that five basic rules apply.

**First**, check the design of the conservatory has allowed the glass panels to be secured so that they cannot be easily removed from the outside.

**Secondly**, make sure the glass is fixed by physical means and not solely dependent on chemical sealant.

**Thirdly**, ensure that any door can be secured with a lock at least as reliable as the doors in the rest of the house.

**Fourthly**, take steps so that the roof of your conservatory cannot be used to gain access through windows above.

**Lastly**, check that all windows can be locked. If necessary, it is worth installing additional security locks.

If you are still in doubt consult an expert. The majority of reputable conservatory manufacturers and retailers belong to the Conservatory Association. Membership standards are high and mainly concentrate on providing quality products and service, backed by trained personnel and a written guarantee. If a member does not meet its obligations in any way the customer can turn to the Conservatory Association, which acts as a consumer watchdog policing its members.

## DESIGNING OUT CRIME

Secured by Design is a major actively promoted police initiative which encourages architects and builders to apply police recommendations for the security



of all new residential premises and refurbishment projects.

In developing the Secured by Design security recommendations, the police have drawn on the research and findings of such organisations such as the National House Building Council, the British Standards Institution and the Police Architectural Liaison Manual of Guidance, as well as the experience gained from practical crime prevention and the Modus Operandi of criminals acquired by the police throughout the country.

To encourage the adoption of the Secured by Design minimum-security recommendations, a unique logo was created. This official police 'sign of approval' is awarded exclusively to house builders adopting the Secured by Design criteria in their new developments.

Use of the Secured by Design logo offers the builder a direct marketing advantage in that the purchaser can tell at a glance which houses and developments meet police security recommendations.

Secured by Design covers four main areas: Estate design, landscaping and natural surveillance; physical security including the design of and the design requirements of doors and windows; security lighting and smoke detectors.

The objectives of the estate design recommendation is to create an environment which people recognise as their 'neighbourhood' one which will deter the housebreaker.

The recommendations include creating real or symbolic barriers for an estate; ensuring there is an unobstructed view of neighbouring homes but with minimal effect on privacy; restricting access to the public through the estate to as few routes as possible avoiding the

creation of potential hiding places for the housebreaker, especially close to footpaths or dwellings; ensuring that footpaths and secluded roadways are well lit; arranging car parking facilities so that can be kept under general surveillance.

## PHYSICAL SECURITY

Secured by Design recognises that it is not always possible to provide the best natural surveillance or other recommended defences due to planning restrictions or other limitations.

It is therefore very important that certain minimum physical security standards are maintained in new home design. This basically entails increasing the resistance of likely points of entry and ensuring other features such as porches, do not present a security hazard. Secured by Design has established a clear set of guidelines covering the security of front and back doors - including the type and location of locks and the strength of the door mounts and frames sliding patio doors, windows, glazing and integral garages.

## SECURITY LIGHTING, INTRUDER ALARMS AND SMOKE DETECTORS

Recent studies have established a strong relationship between the level of lighting and incidence of crime.

Secured by Design requires security lighting to be placed at the front and rear of premises. Security lighting is defined as a light unit activated by time switch, photoelectric cell or passive infrared.

Intruder alarms are now considered to be an essential adjunct to security for homes of all types, not just high risk dwellings.


Secured by Design requires that all homes be fitted with a power point for an alarm control panel.

A full alarm system need not be fitted to qualify for Secured by Design approval but the house purchaser should be offered the option.

The provision for smoke detectors protects the occupants from the effects of fire in the home.

The above is merely a summary of Secured by Design recommendations and does not attempt to represent all that is necessary to qualify for approved status.

## SECURED BY DESIGN

If you are involved in any way with the planning or the building industry and would like further information contact the Architectural Liaison Officer on  725111.

## FITTING AN ALARM

An intruder alarm installed and used properly can deter the burglar. The sight of an alarm bell box outside a home has been proved to discourage break-ins. The law now requires that an alarm bell or siren cut out after 20 minutes: some alarms may continue with a flashing light.

Before the bell box stops ringing, it is likely the neighbours or police will have contacted a keyholder to switch off the alarm.

It is important to remember that a burglar alarm is not a substitute for installing good locks and physical security, but it is an additional measure to help reduce the opportunity for crime.

Basically, an alarm consists of three main elements - the detector devices, the control panel and the warning device, usually a bell box. The most difficult part

of installation is the wiring, and it is here that the DIY amateur can find trouble.

Detection devices are pieces of equipment strategically sighted in the house to quickly detect intrusion. Once triggered through the control panel, the alarm is activated.

The following are some of the different systems available:

- **Magnetic contacts** – small devices for use on external doors and accessible windows;
- **Sonic detectors** – devices triggered by unusual sounds eg breaking glass;
- **Passive infrared** – equipment which recognises any change in the ambient level of infrared energy (heat) in a room. Such a level is altered when a person comes into the room.

## INSTALLATION

There are two ways in which you can install an alarm, which will provide effective protection for you, your family and your property.

First, you can have a system professionally installed preferably by a company affiliated to an independent inspectorate. Currently these are:

- **National Security Inspectorate**  
Sentinel House, 5 Reform Road  
Maidenhead SL6 8BY

**T** 01628 637512

**E** [nsi@nsi.org.uk](mailto:nsi@nsi.org.uk)



- **SSAIB**  
7-11 Earsdon Road  
West Monkseaton  
Whitley Bay  
Tyne & Wear NE25 9SX

**T** 0191 296 3242

**E** [ssaib@ssaib.co.uk](mailto:ssaib@ssaib.co.uk)



# Watchman Security

Watchman Security can provide a combination of products and expertise to fully protect your property. We can design and install a system to suit you and give you peace of mind.

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All systems can be monitored to call the relevant authorities and any keyholder in the event of an alarm.



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Systems



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Intruder Alarm  
Systems



**Tel: 01481 200485 Fax: 01481 200492 Mobile: 07781 100 120**  
**Email: [watchman@guernsey.net](mailto:watchman@guernsey.net)**

These organisations publish lists of relevant companies.

If you intend to have a system professionally installed you should:

- Check the address and credentials of the company and see proof of the representative's identity.
- Find out if the company is subject of an independent inspection process and from which organisation?
- Find out if the installation of an alarm is a requirement of your insurance company. If so, is the company acceptable to your insurer?
- See if the company representative can provide a list of police rules for occupiers of premises with alarms and written confirmation that the alarm and company are currently acceptable to the local police for the transmission of alarm messages from new installations?
- Seek written quotations from at least two alarm installers
- Does the company operate a 24 hour call-out service and emergency attendance within 4 hours?

Again, if you are in any doubt call the Crime Reduction Officer for free impartial advice.

Secondly you could install a system, yourself, for as little as £200, however, it may not provide the same level of protection as a professionally installed system. You should undertake installation only if you are an experienced, competent DIY enthusiast.

The best type of system to install yourself is a Radio alarm system which is easier to install, but cannot be connected to the police. They have one clear advantage – no wiring is necessary. Properly installed and set up,

transmitters may be placed on windows and doors sending a signal to a receiver which will sound an alarm.

Transmitters may also be used in conjunction with movement detectors, smoke detectors and even locking devices.

## GARDEN SECURITY

Break-ins to garden sheds and thefts from the garden are a common problem. Valuable equipment such as lawnmowers, bicycles and golf clubs, are often stolen from garages, sheds and out-houses because security is inadequate. By making the perimeter of your garden secure and limiting access to it you will prevent the theft of items outside your house and of course provide another layer of defence for your house against burglars.

## BOUNDARY FENCES & WALLS

The boundary fence or wall to the rear of your home should be of a sturdy construction and suitable height so that it is difficult to climb. The delay and increased visibility caused when attempting to climb such a fence will invariably deter the criminal. The fence or wall to the front should be kept at waist height to avoid obscuring doors and windows. This discourages thieves because they cannot attempt to force entry into your home without being seen.

Enhancements include a trellis fixed to the top of the fence and allowing thorny plant to trail over the fence, both of which make it difficult for a fence to be climbed over.

When considering a fencing contractor make sure that they employ qualified fence erectors and that they are a member of a relevant trade organisation.



For more information about different types of fencing see the Fencing article in the 'Your Business' section of this handbook.

## **GARDEN PLANTS AND SHRUBS**

Plants and shrubs which are prickly, such as Berberis, Hawthorn, Pyracantha, Holly and Roses including climbing and wild varieties will help deter the intruder. You should also consider choosing low growing plants which will not provide a hiding place for a thief. Any of these, or combination, can provide additional protection to boundary fences, walls and drainpipes.

## **PATHS**

A gravel path is a good crime prevention alternative to paving slabs or monoblocks. If the gravel is laid fairly thickly it will crunch under foot and act as a deterrent to a thief.

## **GARAGES**

Interconnecting doors between dwellings and garages should be fire resisting and self closing. Construction and locks should be the same as other external doors.

Up and over garage doors should be secured by a closed shackle padlock and bar in addition to the lock supplied with the door, or with a pair of five lever deadlocks morticed into the door frame with the bolts shooting into a striker plate mounted on the edge of the door frame. The deadlocks can be located near the top or bottom of the door.

## **GARDEN SHEDS AND outhouses**

Doors – fit good quality hinges, hasps and close shackle padlocks to doors. The hinges and hasps should be held in

place by dome headed bolts to prevent tampering.

Windows – fit window grilles internally or use heavy wire mesh. Reinforced glass is a good alternative. If the window opens, a window lock should be used. Consider using curtains to stop the thief seeing what's inside.

Remember, in addition to the contents being stolen, tools could be used to force entry to your home.

## **LIGHTING**

Outdoor security lighting is a proven deterrent to criminal attack and the best protection is lights which are lit during every hour of darkness. No thief likes to be seen! It also lets you see prowlers, check identity of callers and give you peace of mind.

Lighting can be either low cost compact fluorescent bulkhead units or floodlights activated by one of the following methods: Manual switch, Timer Switch, Passive infra-red sensor – which detects the body heat of any person within range or Photo-electric (dusk-to-dawn)

## **GARDENING TOOLS / FURNITURE**

Ensure that all your gardening tools and furniture, including your lawnmower, have been security postcoded. This can be done by marking with paint, engraving, scratching – or where appropriate by ultraviolet pen.

Never leave tools or ladders lying around the garden – they can be used by a thief to break into your home. Linking garden tools and ladders with a chain and padlock when not in use will also reduce the chances of theft. Be mindful that the garden furniture can be used by the thief as a climbing aid

to gain entry into your home. Consider storing in a shed, outhouse or garage when not in use.

## WHO'S AT THE DOOR?

Always answer every call. Doors are never too thick to talk through – call out through the letter box.

Have a chain fitted to your front door. Make sure it is in position before you open the door.

It is a good idea to have a light fitted outside the front door, so that you can see the callers at night.

Door chains are available which can be morticed into the door – making the fitting as strong as the door itself. These are automatic in operation – you don't have to remember to put them on – and are released at a press of a switch.

Operation of this type of chain has considerable advantages for the elderly or very young, who may have difficulty with conventional fittings.

A door viewer is useful, because you can see who is outside without opening the door. If you have one fitted, make sure that it is at a height that is convenient for you.

Some door chains even have locks, so that you can give the key to a trusted friend or relative. Don't leave the door chain on all the time.

## BOGUS CALLERS

1. Think before opening the door put the chain on.
2. Check to see who they are – use the door viewer.
3. Ask if you don't know them 'Who are you? What do you want?'

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YOUR HOME

## THREE STEPS TO YOUR SAFETY



Sometimes Guernsey Water (GW) staff need to visit your house. We have a scheme which allows you to check if the person calling on you is from GW. All staff carry identification and the process to check the validity of the person calling is:

**1). Check that the photo on the GW staff member's ID card matches the person at your door**

*If you still require further proof :*

**2). Keep the person on your doorstep until you have phoned us and asked for the staff member's unique ID number**

**3). Request the ID number from the person and check that the numbers match. If they don't, do not let the person into your house**

**CONTACT US:**

• 239500  
(24 hours a day)

 **GuernseyWater**  
A DIVISION OF THE PUBLIC SERVICES DEPARTMENT

4. Ask to see their identity card – Check carefully. Keep the chain on.
5. Note the name, company and telephone number. If you are unsure request the caller to return.
6. Check them out by phoning their company. Arrange for a friend or relative to be present when they return.

## BOGUS TRADERS

Among the people calling at your door, you may be faced with callers offering to repair or improve your home. Many of these are quite reputable but some are not what they appear to be. They may claim to have noticed a fault in your roof or walls, or to offer to resurface a path or drive. They are skilled con-men and will almost always sound genuine,

offering cut-price service usually for cash. The following advice will help you establish whether such workmen are genuine.

- Ask to see their credentials – most genuine traders have a business card.
- Ask them to call again. In the meantime check their reputation. Don't be pressured; if they are genuine, they won't mind waiting for a few days.
- Ask for a written quotation - not an estimate, which is only a guess at the cost involved.
- Ask if the guarantee is still valid if the company goes into liquidation before it expires. Check on their story and check all agreements. (The local Citizens' Advice Bureau will help you.)
- Remember a 'cheap' job may cost you thousands of pounds more in the long run.
- Never allow unqualified or uninsured builders or tradesmen to work on your property.
- Preferably, although not necessarily, they should be members of a recognised trade association such as: Guernsey Electrical Contractors Association, GGF, NICEIC, Guild of Master Craftsmen or Master Locksmiths Association.
- Get other quotations for the work involved – from reputable local tradesmen. If in doubt, and the job is large, pay for an independent survey of your property including the fault.
- Report any suspicious callers to the police – you may save someone else from being cheated.

## Problems?

for free, non-judgemental  
and confidential  
advice or information from  
our trained advisors



tel 242266 or visit us at  
Bridge Avenue, The Bridge,  
St Sampson

## GOING ON HOLIDAY

However keen you may be to start your holiday, don't forget to take precautions to protect your property while you are away. The best way to do this is to plan well ahead and make a list of those things, which must be done to secure your home. Inform everyone who needs to know that you will be away, and avoid letting strangers know – you may be helping the burglar choose his next target. The following checklist should help you avoid his attentions.

### HAVE YOU

- Arranged for pets to be properly cared for? Your local branch of the GSPCA, pet shop or vet will be able to advise you on kennels, catteries, pet sitters etc.
- Locked all doors and windows?
- Cut the lawn?
- Locked the shed and/or garage and put all tools away?
- Told your neighbours co-ordinator that you will be away? Give them your holiday address in case of emergency.
- Asked your neighbours to remove any post or newspapers left showing in the letter box, and put some rubbish in your dustbin?
- Asked your neighbours to return your dustbin once emptied?
- Turned the gas and water supply off? Turn off electricity unless you need it for a freezer, time switches etc.
- Cancelled milk and newspapers, bread and other regular deliveries?
- Deposited small items of value such as jewellery and quantities of cash at the bank?
- Considered time switches to operate lights during the hours of darkness to give the impression the house is occupied?

## IF YOU ARE BURGLED

First of all what you don't do is panic. Your action and behaviour at the time can make the difference between the arrest and conviction of the burglars or giving them another chance to carry on with their dishonest practices.

### DON'T TOUCH ANYTHING

If you have the misfortune to be the victim of a burglary, it is vital that no one touches anything concerned with the crime. Indeed, if it is at all possible keep away from the main area affected. Lock up the room(s) if it is likely that members of the family or staff (if the burglary has taken place at work) are going to enter and disturb the scene. Then call the police.

It would be quite natural, at the time of discovery, for you to check what is missing and possibly tidy up. Other thoughts may enter your head. How did they get in? What's the damage? Did they get away with all the jewellery? Where's my wallet? Did I leave it on the table last night? Or even, is the burglar still in the premises? Remain calm, await the arrival of the police and find something positive to do. List all items which may have been stolen, so that later on you have a clear idea of what you need to check.

### POSSIBLE CLUES

Among the articles disturbed, and even among those articles not disturbed, there may be potential clues which

could lead to the burglar's arrest. If anything is touched or removed at the scene of the crime in any way, you are effectively making the job of the police that much more difficult.

Be prepared to give the police as many facts as possible about what you have noticed: for instance, doors open that are usually shut, unusual footprints in the garden, strangers that have recently called. If you can, write it down. When the police arrive give them a written account. They may learn more from reading it than merely from your answers to their questions, and may have a better idea of what to ask about.

## HOME INSURANCE

Home Insurance, whether covering your home or its contents, is designed

to encourage you to protect your property, and to reimburse you for any unavoidable damage or losses you may sustain.

The insurance policy requires you to take all reasonable steps to safeguard your property and keep it in good repair. If you do not, any claim you may make may be rejected.

The obvious answer is to ensure your house is secure, by locking doors and windows and not leaving attractive items on view to the prying eyes of a burglar.

If it is a requirement of your policy to have special locks fitted to the doors and windows, these must be fitted before the insurance comes into force. Furthermore, once fitted they should be operated when you leave your property empty.



### Are You Covered? Is It Enough? Have You Remembered To Renew Your Policy?

The complete Household Insurer

**HOME**

**BUILDINGS**

**CONTENTS**

Your local Guernsey Insurer giving prompt attention

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If you have a burglar alarm fitted, this must be switched on before you leave or your insurance could be invalid.

You are advised to contact your local Crime Reduction Officer for advice on how best to secure your home.

It is the contents of your home to which the thief is attracted, and it is up to you to safeguard them as well as you are able. Some insurance companies require you to lock away jewellery when not being worn, and if you fail to do so you may have no grounds for a claim if it is stolen.

It is wise to photograph anything of special value and keep receipts and details in an insurance file. The use of an ultra-violet marking pen will also assist the police in helping you to recover your property, some of which neither you nor the insurance company will be able to replace. Your postal code number and house number or first two letters of its name are all that is required.

If you have items of special value, such as antiques, you would well be advised to contact a loss assessor and valuer to have them valued. This not only proves that you had the items but confirms their value in the event of them being stolen. You should give these details to your insurance company and make sure you possess written confirmation that they are insured. Recovering your property is not your only consideration. The identification of the thief enables the police to put him or her out of business, thereby protecting other peoples' property.

## BUILDING INSURANCE

Building insurance covers the structure of a building as well as its permanent fixtures, such as fitted kitchens, cupboards and bathroom fittings. You should insure your home for its

full rebuilding cost, including debris removal and architect's fees, so you are protected if it is completely destroyed. Remember that the cost of rebuilding is not the same as the market value. Some policies offer useful extensions to the basic cover. To make sure what your building insurance covers and excludes, you should contact your local insurance broker to explain the fine print.

## CONTENTS INSURANCE

Contents Insurance covers furniture, household goods, domestic equipment, electrical appliances, clothing, personal effects, food and drink, jewellery and other valuables and a reasonable amount of cash: in fact, just about anything you keep in and around the house.

Your policy will usually cover the loss of or damage to such articles against a wide range of risks whilst they are in the home. It will also give you limited cover on certain items temporarily removed from the home. Some policies will have optional extensions for television sets, hi-fis, etc and some can be extended to include accidental damage.

Wherever you live and in whatever type of dwelling, the value of your possessions is often higher than you think. To start adding up the value of your contents, go around every room of your home, make a list of all items in it and work out how much each would cost if you had to replace it at today's prices.

You can choose a 'new for old' policy or 'straight indemnity'.

'New for Old' covers the full cost of repair or replacement at today's prices. The premium will obviously be higher, but it may well be worth it.



'Straight Indemnity' will cover only the cost of repairing or replacing lost articles, less depreciation and wear and tear.

Some householders may think of installing a burglar alarm. If you are, you should check with your insurer that the alarm system you wish to install is approved by NACOSS or SSAIB and the insurer. If the insurer is not consulted, it could cause problems if a claim arises.

## TAKING OUT COVER

It is important when taking out or renewing insurance cover on your home to check carefully the small print on the policy with regard to security.

Many of the larger insurance companies state in the policy the minimum standard of security that should be installed in your home in relation to locks on doors and windows. ■



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**To pass on information about crime anonymously, call Crimestoppers on 0800 555 111 or fill out our secure, encrypted online Giving Information Form at [secure.crimestoppers-uk.org](https://secure.crimestoppers-uk.org)**

# YOUR PROPERTY

Despite the steps which may be taken to safeguard your home against burglary, your property may still be at risk. Follow the advice given in this section of the handbook and take sensible precautions to safeguard your money and possessions. Remember to show the burglar that you have done this by displaying the sticker in the window, which states that the property has been marked, and can be identified.

Think about all the things in your home, which are of special importance to you and your family. They may be items of particular sentimental value, which would be virtually impossible to replace, or other property, which could be replaced if necessary, but at a price. Either way, to you they're unique.

Every year hundreds of thousands of pounds' worth of lost or stolen property is recovered by the Police and not returned to its rightful owners, simply because they cannot be identified.

## POSTCODE YOUR PROPERTY

So you've taken every precaution to secure your home, car or office, but still thieves managed to break-in. What else can you do to secure your belongings?

Marking property is a proven way to deter theft. Most stolen items are sold for cash, but if they can be identified as stolen property they are dangerous for a thief to handle or sell. Remember to show potential thieves that you have marked your property by using a sticker somewhere on the item and keep a record of where the mark has been made as well as the serial number. Make, model, colour or a description where appropriate.

But what is the best way to mark possessions so that they can be identified

as your own? There are thousands of bicycles, stereos and cameras out there and it is difficult to distinguish one from another. Every year thousands of pounds worth of lost or stolen property is recovered but cannot be returned to its owners simply because they cannot be identified.

The police and Guernsey Post recommend that you **USE YOUR POSTCODE** when marking your property.

Your postcode is unique to the road in which you live. To make sure the police can narrow it down even further, write your postcode in block capitals followed by the number or first two letters of your house name.

So, for example, if your postcode was GY3 9ZX and you lived at number 15, markings would be GY3 9ZX 15. If your house name was Crossroads Cottage, the code would be GY3 9ZX CR.

If you move house, simply put an X at the end of the old code and mark again with your new code.

Call Guernsey Post's Customer Services team on **711720** if you're unsure of your postcode.

Remember: Always use information which will identify the owner.

## VEHICLE SECURITY

Vehicle crime continues to be a problem. So on account of the ever growing numbers of claims, insurance companies

have had to increase premiums substantially, especially on certain high performance and prestigious models favoured by car thieves.

## BASIC MEASURES

There are many simple, common sense measures you can take to prevent vehicle crime:

- Park your car where it can be seen and at night in a well-lit area.
- Never, even for a moment, leave your keys in the ignition or leave any of the doors unlocked. It takes a matter of seconds for an opportunist thief to rifle your vehicle for valuables or drive it away.
- Always activate your steering lock even in your own drive or garage.
- Always check that all the windows and sunroof are fully closed, as even the smallest opening will aid the thief.
- If you must leave valuables in your vehicle don't leave them in view; conceal them, lock them in the glovebox, or better still in the boot. If you have a removable radio/cassette, lock it in the boot.
- Never leave luggage unattended on the roof rack.
- Don't leave documents which may aid the thief, such as your driving licence, MOT and insurance certificate, in your vehicle.
- Thieves steal wheels, especially expensive alloy ones, valuable parts and even siphon off fuel. So fit locking wheel nuts and lock your fuel filler cap.

## PHYSICAL PROTECTION

There are many inexpensive simple devices available, which work by locking

up the main controls, ie steering, gearshift, brakes or a combination.

They are usually brightly coloured and made of toughened materials, which resist any quick way of freeing up the controls. This deters the thief, whose main concern is to get away with the vehicle as quickly as possible. Some of these devices incorporate an alarm, which draw attention to the thief's activities.

## ALARM SYSTEMS

Much more sophisticated anti-theft devices can be fitted to your vehicle which make entry into or theft from it extremely difficult without literally sounding the alarm. They usually work together with an engine immobiliser which when the alarm is activated throws a switch in the ignition circuit and disables the engine.

There are two methods of activating your alarm. The first is Passive Arming – the alarm is activated automatically when the last door is closed. It's a good idea for the forgetful, but can lead to some embarrassment if it is triggered accidentally when you return to your vehicle. The second method is Active Arming – this requires you to activate the alarm by a remote control device. These systems have the ability to lock all the doors, and if you have electric windows close them too. Additionally the alarm can be sounded at will as a sort of personal alarm when you feel threatened in your vehicle.

There are many ways an intruder can be detected. The following sensor systems can be used in combination to provide the best possible defence for your vehicle:

- **Air Pressure** – fluctuations in air pressure inside the vehicle are detected when a door is opened or a window is smashed.

- **Ultrasonic** – the interior is filled with high frequency, inaudible sound waves that are disturbed by any movement in the vehicle, and this is detected by the system.
- **Voltage Drop** – this detects the small voltage drop when the courtesy light comes on when a door is opened, this facility can also be extended to the bonnet and boot.
- **Movement Sensing** – this method detects jarring movements applied to the vehicle, but ignores slow large movements.
- **Microwave** – works in a similar way to ultrasonic but uses low power microwaves. This system is especially suited to convertibles as it is less sensitive to the slight disturbances caused by the small movements of the textile roofs in bad weather.

Battery back-up is an essential feature for a vehicle alarm. It provides an alternative power source if the main vehicle battery is disconnected.

## FITTING AN ALARM

All alarm systems have one thing in common: they will not protect your vehicle against a thief if they are not installed properly.

Poorly designed and/or installed systems are the cause of frequent false alarms and will result in any real break-in being ignored and much annoyance to your neighbours. You should ensure before having an alarm fitted that the control box, if it is to be fitted into the engine bay, is adequately protected against the heat and corrosion associated with engine bays.

There are many DIY alarm systems available which, if fitted properly, will provide a reasonable level of security.

If however, you are considering a more advanced system, have it professionally fitted by a recommended installer.

## MARINE SECURITY

Generally yachts, boats and dinghies of all descriptions left unattended for any length of time need to be particularly well secured to ensure the absolute minimum risk of theft, arson or damage.

Although local marinas are gated this may not deter the determined thief or 'overnight sleeper.' CCTV cannot cover all areas, all the time.

Boats moored in drying harbours, which have easy foot access, may also be targets for thieves or 'nosey' children to 'visit.'

An opportunist thief could be anyone, even a fellow visiting sailor. They will take the advantage of any opportunity to take anything. It takes only a few minutes to unscrew a fitting to take something which is unsecured. Every year surfboards, sailboards and sails are stolen, even from car roof-racks. Boats, including those on trailers, are broken into and fittings, accessories and other property are removed.

Most thefts are not reported to the Police. On occasions when property is recovered it is impossible to trace the owner as no report has been made, the thief could even get off scot-free.

When visiting other ports check your security before leaving the vessel.

## CHECK LIST

1. Check all windows and doors are adequately secured and locked and fit good quality deadlocks.
2. Batten down and lock hatches and lockers where required with close-shackled padlocks.
3. Chain and close-shackle padlock boats and dinghies whilst in port

especially during long periods of absence.

4. Remove outboard motors or if unable to do so fit a key lockable anti-theft bar or chain to the vessel. Remove specialised propellers from engines.
5. Remove or lock away all removable valuables in the strongest of lockers and security mark both removable and non-removable items.
6. Seek assistance of your fellow sailors or friends and arrange for them to keep an eye on your craft during your absence, do the same for their craft.
7. Make a record or inventory of all your equipment and fittings, including model and serial numbers, identifying features and security marks.  
Photograph more valuable items.

## DEBIT & CREDIT CARDS

- Ensure that your new card is signed, using a ballpoint pen. Destroy the old card immediately.
- Notify the bank or credit card company of any change of address, and tell them if your cards have expired and you haven't received the replacements.
- Never tell anyone your Pin number and be sure to conceal what you are typing when making purchases or using a cash point.
- Never keep your cheque book and cheque card or credit card unattended. Thieves are actively looking for these items in unattended vehicles, office drawers, jackets and handbags left lying around, and changing rooms.

- If you lose your cheque book, cheque card or bank card tell your bank immediately. Criminals use these items quickly. The sooner you tell the bank the quicker they may be able to do something about it.

## HOW TO PROTECT YOURSELF FROM FRAUD

Here are some simple steps that you can take to protect yourself from fraud:

- Never give out personal information (name, address, bank details, email or phone number) to businesses or people without checking them out first.
- Remember that banks and financial institutions will never send you an email asking you to click on a link and confirm your bank details. Do not trust these emails as this is known as a phishing scam. If however, you are not sure if it genuine then it is advisable to contact the genuine bank by contacting the telephone number in the phone book or on genuine correspondence that you have received. The website [www.banksafeonline.org.uk](http://www.banksafeonline.org.uk) has useful information on how to bank safely online as well as the latest phishing scams.
- Destroy and ideally shred receipts with your card details on and any correspondence with your name and address on.
- Make sure your computer has up to date anti virus software and a firewall installed.
- If you receive bills, invoices or receipts for items that you have not bought or financial institutions that you do not

deal with your identity may have been stolen. Contact one of the agencies that can do a credit report check for you. This can be Experian ([W www.experian.co.uk](http://www.experian.co.uk)) or Equifax ([W www.equifax.co.uk](http://www.equifax.co.uk)) Often this will be a 30 day free trial which will also cover online identity protection and alerts

- Be extremely wary of post, phone calls or emails offering you business deals out of the blue (e.g. shares) IF AN OFFER SEEMS TO BE TOO GOOD TO BE TRUE THEN IT PROBABLY IS
- If you need advice about fraud or want to report a fraud contact Action Fraud at [W www.actionfraud.police.uk](http://www.actionfraud.police.uk). This is the UK's national reporting centre for fraud and internet crime. You will receive a crime reference number and your report will be transferred to the National Fraud Intelligence Bureau for analysis and assessment.
- To reduce the amount of junk mail, register with the Mail Preference Service [W www.mpsonline.org.uk](http://www.mpsonline.org.uk) - this service is free.
- To reduced the amount of cold calls, register with the Telephone Preference Service [W www.tpsonline.org.uk](http://www.tpsonline.org.uk) - this service is free.

## HOW SAFE IS YOUR CASH?

In most muggings the objective is the same: the villain is after your money. Cash, in any quantity, attracts the thief. It is easily disposable and for most practical purposes is untraceable once it has left your possession.

The more cash you have, or are thought to have, the greater the risk. Take, for example, pensioners who always draw

their pension in full from the post office, roughly at the same time on the same day each week and never go to a bank. Such persons are prime targets for the thief, not only because they have drawn cash, but also because the timing is predictable and because their "non-banking" habit suggests they deal only in cash, either carrying it with them or keeping it at home.

In practice, however, any money you receive is considerably safer and generally more convenient if paid direct into a bank account. You can then draw as much, or as little, cash as you need, when you need it, and what's left is well out of the thieves' reach.

Pensioners can have their pensions paid direct into their bank account or building society account by the GSSA (Guernsey Social Services Authority).

The traditional banks have a combined total of 12,500 branches and, although their normal opening hours are short, many stay open late one afternoon a week and some now open on Saturdays.

Having a handy branch is important because you will always need some cash for daily expenses. But you will soon find that, with a bank account, you won't need it as often as before. You can have your bank make regular payments for you automatically, when due, by standing order or direct debit and you be able to make purchases in shops and online with a debit card.

All the major UK banks provide Automatic Teller Machines (ATMs), often called 'cash dispensers', from which cash can be drawn using a debit card.

But whatever method you finally decide to adopt for looking after your money, the police implore you to reduce the amount of cash you carry on your person or keep at home. Hiding money in a mattress, in a biscuit tin or under the floorboards is asking for trouble. Your average thief knows exactly where to look! ■



# YOUR BUSINESS

Whatever your line of business, security and the prevention of crime is of vital importance both during the day and after you 'shut up shop' for the night. Any business premises, shop or office will be made reasonably secure by adopting the suggestions made in this handbook. You may not be able to adopt them all if your business is a small one but many of these precautions cost nothing – others are relatively cheap. The more you can adopt, the less likely it is you will suffer a severe business loss.

## OFFICE SECURITY

By following the advice given below, you should greatly increase the security in your office.

- All visitors should sign in at reception and be issued with a visitors identity badge.
- Never leave handbags on desks or wallets in coats in your absence. Take them with you or lock them away.
- Always keep money in a safe place. Even if it is only the tea money, never leave it in an unlocked drawer during the day. And at night, put it in a safe or remove it from the building altogether.
- Be careful with keys. Get a key cabinet and put them in it. Don't put spare keys for Safes etc in desk drawers. Deposit them at the bank.
- Ensure adequate control of entrances and exits, checking fire exits regularly.
- Fasten vulnerable windows in your absence. It's easy to forget, particularly in the summer, and a thief can come and go in minutes.
- Never assume that a stranger wandering in the building is a member of staff. Challenge him or her. Even 'Can I help you?' will deter the dishonest.
- Don't just accept that a stranger is authorised to be in the building just because he or she says so. If the stranger is from an authorised company, someone in your firm will know. And never allow anyone to remove office equipment without checking first.
- Don't be overawed by callers. Even if he does want to see the managing director, make sure he or she is known and expected. Never leave visitors alone in your office. Use the telephone to enquire whether someone can see them.
- Don't disclose confidential information to a stranger. No matter how important he may seem, always report such requests for information to your employer.
- Don't assume all staff are as honest as you. Take care of your property and that of your employer.
- Number each key instead of writing on a label what locks they are for.

## INDEPENDENT PROFESSIONAL SECURITY ADVICE

Countering business security risks can be expensive and may involve the introduction of measures which can compromise the operational efficiency of commercial activity. In such circumstances it may be prudent to obtain independent security advice to ensure that cost effective solutions are employed and that any security products or services are correctly specified. It follows that such advice is obtained from someone who is not directly involved with the supply of commercial security services or products.

An independent Security Adviser is an expert in all matters pertaining to security assessment, loss prevention and the protection of physical assets. In the UK, the Private Security Act 2001 has been enacted and one purpose of this legislation is to ensure that commercial security advice is only provided by properly qualified consultants. In Guernsey, we usually take the lead from the UK mainland lawmakers when it is both sensible and relevant that we should.

The qualifications to look for when employing a Security Advisor are well established internationally. In the United States and Europe, he/she will invariably be Certified Protection Professional (CPP) and, in the UK and the rest of the world, a Member of the International Institute of Security (II Sec) and/or the Institute of Professional Investigators (IPI). All these qualifications can only be obtained by written examination and a CPP has to be re-certified triennially. If a Security Advisor acts in security legal disputes in the UK, for example when a

security failure has occurred, he should be English Law Society approved as an Expert Witness. Such disputes are rare in Guernsey but this could change with the increasing tendency to rely on commercial security suppliers.

The role of a Security Advisor to either a Corporate or a private Client is that of a professional consultant is that he/she is not the supplier of security services to systems to the client but provides guidance on the specification, level and quality of these against the real risk and against cost effectiveness (value for money). It is just as likely for a Security Advisor to recommend reduced levels of security as it is for him/her to advise on an intensification of security protection. This is the essence of objectivity.

It is necessary for the Security Advisor to gain a detailed knowledge of the client's business as it relates to the exposure to security risks. In the case of corporate clients, assessment and advice will only be provided following a thorough review of the operating profile and conditions of the company. The Security Advisor will accurately assess the security risks posed to a client's business and recommend an appropriate physical and procedural response. In the case of private clients, the Security Advisor may need to develop a close personal relationship with the customer and will offer an extremely high degree of discretion and confidentiality in doing so.

## EXPOSED ONLINE

The recent growth of home broadband has given rise to the widespread use of file-sharing networks, otherwise known as p2p or 'peer-to-peer' networks. These networks are designed to allow people to exchange recorded music and videos across the internet. However, despite

their popularity, they carry major risks that people seem to be unaware of.

## COPYRIGHT INFRINGEMENT

Commercial CD and DVD recordings are strictly copyrighted. Making copies without the copyright owner's permission is an offence. In some cases, merely making copyrighted material available for download can be an offence. File sharers would be naïve to think that they are unlikely to get caught; in April 2006, the IFPI, a recording industry watchdog, took legal action against 2,000 people across Europe, with fines averaging £1,773.

With cooperation from internet service providers, the prosecutors are now able to identify and locate the offenders. In addition to fines, the abusers can expect to have their connections terminated.

## PRIVATE AND CONFIDENTIAL

But there is another, far more sinister risk attached to p2p networks; one that could leave the file sharer as the victim. Although p2p networks are mainly used to share music, they support virtually any type of content. Because of this, careless users can unwittingly expose extremely private and personal data to anyone who is interested. Criminals are now using p2p networks to carry out what is dubbed as 'cyber-looting'.

By setting software options incorrectly, users are inadvertently sharing far more than just mp3 files; in some cases their entire 'My documents' folder has been made available online. Criminals know this, and they know what search terms will pull up private information that they can use dishonestly. Some of the sensitive data potentially available online includes:

- Documents containing lists of online retail and e-Banking usernames and passwords

- Scanned passport images, including signatures
- Passport applications, showing mother's maiden name, dates of birth etc.
- Commercially sensitive business plans
- Payroll records
- Medical records
- Social security numbers
- Credit card and bank details

The cyber-thieves then use this personal data to attempt far more elaborate and effective crimes than they would with just a stolen credit card. Knowing the victim's personal circumstances, family history, even what they look like can allow virtual impersonation of the victim. Delivery and statement addresses can be changed, security questions answered correctly, and even fake ID produced on request. It is no wonder that identity theft is thought to be the fastest growing crime in the UK. Rising by 17% in the first quarter of 2006, and 137,000 cases reported last year (CIFAS UK Fraud Prevention Service).

## TIME FOR ACTION

File sharers need to act responsibly and realise that one way or the other, file sharing could prove to be a very costly activity.

This article is intended to provide general guidance. It is not intended to replace the specific advice which should be sought from an appropriate professional adviser before taking any particular course of action.

## RETAIL SECURITY

Losses per annum to the retail industry are staggering. 'Shrinkage' is giving cause for great concern amongst proprietors and management.

- Genuine mistakes resulting in losses.
- Accounting and invoicing errors.
- Malfunction of deliveries or non-deliveries.
- Theft by customers.
- Theft by staff.
- Dishonest staff and customers working together.

## SUGGESTED GUIDELINES

- Keep staff alert/use and early warning system.
- Keep your shop tidy.
- Ensure good visibility/good lighting.
- Use security mirrors / cameras / alarms.
- Never keep too much cash in the till.
- Always be thorough with cheques and credit cards. Take your time, follow company policy. Vary the floor limit.
- Keep stockrooms locked.
- Make regular stock accounts.
- Institute staff training.
- Take up references, ensure that dates are given and checked. Phone the last boss and ask, 'Would you employ this person again?'
- Ensure that lockers are provided for all the staff and that they use them. (No handbags on the shop floor.)
- Ensure that police have details of current key holders.

Nothing can compensate for good, honest, hard-working staff.

## SHOPLIFTING & THEFT

Everyone knows how difficult it is to contain this crime. Some of the most valuable sales aids, such as a display of goods or self-service, are as great an invitation to the thief as to the genuine shopper. However, the following suggestions will certainly make the thief's work much harder.

- When planning displays, place valuable, portable goods so that they are difficult to steal, where they can be guarded by reliable staff, or protected by reliable staff, or protected by an alarm. (To ensure staff are reliable, check their references carefully.)
- Be specially on your guard at times when all your staff are not on duty, eg for lunch or tea.
- If you use observation apertures, mirrors, etc to keep the shopping area under observation, let everyone know about it! Knowing they're likely to be caught discourages thieves.
- Report to the police all those found stealing.

## CCTV SURVEILLANCE SYSTEMS

Closed Circuit television (CCTV) is now cheap enough to be well within the reach of most businessmen, whether hiring or buying a system. Less manpower is needed, and systems provide an excellent deterrent.

In some situations, a system, which can record a crime in progress, is an excellent aid to identification and arrest. Always seek the advice of the Crime Reduction Officer or a CCTV Company before installing a CCTV system.

Systems may be fitted with alarms and facilities to pan, zoom and tilt. Cameras

are also available which can operate in low light, providing an ideal solution to observation in stores and warehouses. Infrared cameras may also be used.

Each system may be adapted to the configuration most suited to observation conditions, whether in a bank, building society or shop, or covering a huge industrial complex.

It is also possible for CCTV systems to interface with alarm systems. Upon the activation of the alarm, the CCTV system will record all visible activity. Conversely, CCTV systems may relay information to an observer, who may sound the alarm. Cameras and other exposed equipment may be equipped with an alarm system to give warning of tampering or developing faults.

Saving on manpower and potential petty theft and pilfering make the pay back period on these systems fairly

short. Dependent upon existing conditions, hiring a system may well prove an economic way to acquire CCTV security systems.

## RECEIPT OF GOODS

If you receive goods you will obviously be careful – make sure your staff are just as careful. The following are a few precautions:

- All goods should be checked in as thoroughly as possible on delivery and re-checked in the stockroom. Make spot checks yourself.
- Don't allow people from outside in the receiving bay or stockroom unnecessarily – and never unescorted.
- Keep the bay and stockroom locked when not in use.



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- Keep your stockroom and loading areas under constant observation by CCTV.

It is imperative that good quality equipment and videotapes be used and regularly maintained. A proper tape rotation schedule must be established.

## WINDOWS AND GLASS

Valuable goods should be taken out of windows and display cases at night. If goods are left in windows a fine mesh grill can best protect them. Security blinds can be fitted where good appearance is important. They give excellent protection against vandals and hooligans, and greatly increase the time taken by a determined intruder – giving police time to arrive in response to an alarm, thus deterring a prolonged assault.

Don't have any more back windows than you need for light and ventilation. In new premises, have the back windows made of glass brick or high up, so that the thief cannot readily look in, and so narrow that they cannot squeeze through. In existing premises brick up any unnecessary back windows and have others barred and shuttered, provided there are other adequate means of escape in the event of fire.

If windows need to be kept open, security stays can be fixed to allow a maximum opening of 100mm – too small for an intruder to enter. It is necessary to close a window completely to release the stays, which can be locked into position to avoid tampering with the present maximum opening.

The installation of laminated glass in shopfronts, doors, etc, is an effective deterrent to burglars.

Laminated glass may craze at the point of impact but, because of a tough, resistant PVB interlayer, will remain in one piece, continuing to protect the contents of the shop window against theft or looting and the weather until replacement is possible. Therefore boarding up costs can be avoided.

In addition to the security advantages, laminated glass also has ultraviolet screening properties which help protect goods displayed in the front window from fading sunlight. This is of particular importance for retailers displaying clothes, fabrics, etc.

Laminated glass can be manufactured in numerous different configurations depending on the level of security required. For instance, for shopfronts displaying high value products such as jewellery, hi-fi and cameras, a five ply 11.3mm configuration is recommended consisting of three pieces of 3mm glass with two PVB interlayers. Shops displaying less valuable goods may require only a three ply configuration of laminated glass amounting to a thickness of 8.8mm.

It should also not be overlooked that the frame should be as strong and resistant as the glass itself. Laminated glass costs about one third more than ordinary glass, but used as part of a total security system helps protect the shop and contents from a break-in, provided it is securely fixed in its frame and cannot be easily removed.

Shatter Resistant Safety Film is the most effective and economic method of converting existing glass into safety glass and conforms to BS6262.

## FENCING

Fencing in its various forms provides effective first line defence against intruders intending to trespass and



cause damage or commit theft at the premises whether it be a private house, business premises, school or community facility.

No fence can be guaranteed to be impregnable but it can certainly deter opportunist criminals or provide a critical delay and assist interception of the intruder by the police or security patrols.

Anti-intruder chain-link, welded mesh, steel palisade and expanded metal may be used to act as a deterrent in those areas not classified as high risk.

Where a higher degree of security is required, patented high security fencing systems with alarm sensors and surveillance equipment can be used to make entry difficult, noisy and time consuming, as well as detectable.

If aesthetic qualities are an important consideration ornamental fences can be designed incorporate high security characteristics.

British Standard 1722 (Part 1-14) covers a variety of fences, some of which will serve as a reasonable boundary protection.

It is, however, essential that fencing is specified with great care depending on the level of security required, the location and vulnerability of the premises, the value of equipment or property to be protected and the expense and inconvenience involved in the event of a break-in.

## DON'T FLASH THE CASH

Never try to hide cash on the premises at night, however good the hiding places may seem - an experienced thief will know them all.

The only truly safe place for cash is in the bank. The next best is a thief resistant safe, so tills should be cleared

into a safe as frequently as possible (and always last thing at night), and kept locked unless in use. Leave tills empty and open at night, or any thief who does get in will ruin them.

## BANKING AND MOVING CASH

The safeguards you take will depend on the size and turnover of your business, but the owner of even the smallest shop can avoid risks by taking practical precautions. Remember that the thief is likely to strike when you least expect it.

Often the best way of moving cash is to get a security firm to do it; this saves your staff (and you) from worry and possible injury. If you have to move cash yourself and you employ staff, send at least two reliable, fit people. It is vital to have a proper security procedure and make regular checks on it.

Notes may be carried on the person and coins in a bag or case, but the use of special cash carry garments or alarm bags should be considered. Vary the route and time if possible and never announce them in advance. Try to choose a route that avoids quiet streets. Take special care if you use a night safe; money should never be exposed to view until the night safe door has been opened. Be watchful and suspicious at all times.

## SAFES

An inefficient safe is useless - worse, it shows the thief where the cash is, and it will be only minutes before it is opened. See that you have a good modern safe and that you get it fixed to the floor if it weighs less than a ton. Fix it where it can be seen readily and make sure it is lit at night. A safe with a combination as well as a key lock is a good idea; the

key and the code can then be entrusted to different members of staff. If they leave your employ the code and lock should be changed.

**Above floor Safes** may be bolted to concrete floors or fixed to the joists of wooden floors for situations needing greater strength and security than a conventional wall safe may provide.

**Underfloor Safes**, as the name implies, are installed under the floor or embedded within it, offering concealed protection of cash, valuables and documents.

Although such Safes are normally fitted with a round door, square door models offer easier storage of more bulky items. At the top end of the market, models may even be equipped with time locks.

For hotels, electronically operated Safes are available for the individual security of guests' valuables. Using a personal code, each guest may lock his/her own safe. Alarmed, and with many sensors, the safe will react to any interference, sounding the alarm until the guest's correct code is entered.

For high security, safes are available which resist most types of forced entry, including drilling, torch and explosion attacks by the determined burglar.

Many Safe suppliers can source quality second hand safes at great savings allowing the installation of higher quality safes for the same money as a weaker, new model.

Before purchase, always ensure that your insurers to cover the specific risks involved approve the safe you wish to purchase.

Consult a specialist manufacturer or installer for information on the type of safe most suited to the protection of your particular valuables.

Various categories of safe are available to protect against fire and against

different types of forced entry. **The Association of Burglary Insurance Surveyors (ABIS), 51 Gresham Street, London, EC2V 7HQ** can advise you on the recommended value of items to be protected by each type of safe.

## ARSON ACTION PLAN GUERNSEY

Arson in Guernsey unfortunately appears to be on the increase particularly involving motor vehicles. Incidents involving commercial and industrial premises have also shown an increase.

Arson is an increasingly significant factor in fire losses and industrial and commercial buildings are major targets for arsonists.

Although the public perception is that arson is a crime against property rather than the person and that the insurer will pay, the losses due to arson fires are not simply financial, they can also involve:

- Deaths and injuries to staff and fire fighters.
- Business interruption, or even closure of the company.
- Loss of jobs.
- Loss of facilities or amenities for the community.
- Pollution of the air by smoke and possibly water pollution as a result of the run off water used in the fire fighting operations.
- Loss of buildings with heritage importance.

In addition to those fires that are known to have been started deliberately there are a number of small fires that are extinguished in their incipient stages

without the fire brigade being called; some of these may also have been started deliberately. There are also a number of incidents that are recorded as being of unknown origin, a large proportion of these may also have been the result of arson.

In an attempt to reduce the number of incidents of arson that occur in industrial and commercial buildings, the Guernsey Fire & Rescue Service recommend that you consider formulating a Arson Management Action Plan.

For further advice contact the Fire & Rescue Service on **T 724491**

## ALARM SYSTEMS

In recent years, commercial premises have been more highly protected by security systems, resulting in a drop in burglary related crime. A properly installed alarm system will help to protect your premises when they are unoccupied.

Such a system should comply with the British Standard specifications for Intruder Alarm Systems in Buildings (DD243).

Devices are available which detect the presence of an intruder. They fall into two main categories – fixed point detectors and movement detectors. They may trigger integral or nearby alarms or sirens, or security company central monitoring stations.

### FIXED POINT DETECTORS

Most basic of all are the switches operated by pressure pads on the floor and by contact points on doors, windows and other openings.

Active infrared beam devices react when an invisible beam between two fixed points (transmitter and receiver) is broken.

Inertia switches are devices which detect vibration. Electronic processing reduces the possibility of accidental triggering by filtering out unwanted vibration frequencies such as traffic and weather, concentrating on high frequencies associated with shattering glass.

## MOVEMENT DETECTORS

There are three main types of sensor:

- **Ultrasonic** – these transmit a high frequency signal over an adjustable range and react to changes in sound pressure waves caused by movement.
- **Passive Infrared** – these react to changes in temperature rather than movement. They are the most common type of all space detection devices. An intruder's body heat will trigger the device.
- **Microwave** – operating on the same principle as ultrasonic, these detect changes in electromagnetic waves.

## REMOTE MONITORING

It is possible to monitor almost all building environmental and security systems from a distance – several hundreds of miles if necessary.

Security, heating and ventilation, fire and other systems can be equipped with detection devices and relays which keep a remote computer system informed of their status. Any irregularities result in an immediate response; again, remote control is possible to fine-tune a system to verify the conditions – fire, burglary or other event.

## ACCESS CONTROL

In addition to monitoring systems which allow the observation of visitors to

commercial premises, and detection devices which give warning of intruders, it is often necessary to have a secure system which limits access to premises to authorised personnel only.

In areas of low security, a good lock allows access to chosen keyholders, but the more personnel and points of access you have, the more inadequate this system is.

Push-button combination locks offer key-less access with the security of a high quality locking system. The simple entry of a correct code on a keypad releases the door. There are no keys to lose, and security is high – some systems offering tens of thousands of combinations of up to 14 digits – making ‘informed guesses’ virtually worthless to the intruder.

Card access allows individual entry to carriers of identity cards or tags which can be ‘read’ by a computer operated system. It is perfectly possible to use this system to limit access to different parts of the same building – each individual card carrier’s code allowing a certain freedom of movement. Computer control may also be used to place time limits on access – for example, to a computer room for the night shift workers only.

Cards must be inserted into a slot to be read (like an automatic cash dispenser). Tags, however, may be read at a distance, using sensors. These sensors, which may be concealed, are capable of identifying the approaching tag wearer and determining access status. This gives an added level of security – if a tag is stolen the thief would need to know the location of the invisible sensors to gain access to the area.

Cards and tags may also be used to activate further security systems – CCTV, for example. This allows for further identification of the bearer.

Computer control of these systems makes their potential use broader than security – staff may be located more easily, and their times of entering and leaving particular buildings may be recorded. The whole system may be expanded to provide overall control of automatic locks, smoke and fire detectors, and alarms, building up to a complete management reporting package.

## LOCKING DEVICES

Normally, electronically released locks are incorporated into access control systems. This can mean the lock itself is connected to the system or, more usually, the strike is electrically released.

The lowest cost units are really only convenience locking and will never be proof against a determined attack. The highest are usually made with stainless steel components and will last for many years despite heavy usage. Consider the value of the property you are attempting to protect.

Whatever lock you use with the electric strike, be sure the two units are compatible. If the latch bolt will not press home easily the door will have to slam home to engage the strike, causing damage and nuisance.

Electro magnetic locks are growing in favour. Without power they must release, which makes them ideal for escape in case of fire. They use very little power and are easy to fit to existing doors and frames. They are also available for use on outside gates and they work well on sliding doors. ■



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