

Napton on the Hill :: Neighbourhood Watch

Newsletter - Summer 2013

In this Newsletter you'll find some useful information about the different phone numbers to call for different types of crime and other issues. Please don't worry if you call the wrong number - any of these agencies will gladly signpost you to the correct number.

"999" - Police Emergency Number - to be used only for real emergencies :-

- when a crime is in progress
- someone suspected of a crime is nearby
- when there is danger to life
- when violence is being used or threatened

"101" - Police Non-Emergency Number - please call this number when you want to contact your local police - when it's less urgent than a 999 call. This number is available 24 hours a day, 7 days a week. Calls to 101 are answered by police officers and staff in the control room of Warwickshire Police - this ensures that staff with local knowledge can answer and deal with your call, and respond appropriately. Use 101 to report crime and other concerns that do not require an emergency response, for example :-

- if your car has been stolen
- if your property has been damaged
- if you suspect drug use or dealing in your neighbourhood
- to report a minor traffic collision
- to give the police information about crime in your area
- to speak to the police about a general enquiry

Action Fraud (Tel: 0300-123-2040) - this is the UK's national fraud and internet crime reporting centre. It provides a central point of contact for information about fraud and financially motivated internet crime. This is not an emergency service - always dial 999 if you are in immediate danger. Are you being scammed, ripped off or conned? Then please report the matter to Action Fraud (and the Police). Typical incidents include :-

- someone is paying for goods/services using forged cheques
- consumers receiving phone calls/letters/e-mails (often from outside the UK) which are used to perpetrate advanced fee frauds, such as being asked to send money to receive a 'lottery prize', government payout or PPI compensation
- consumers receiving bogus phone calls/e-mails from someone claiming to want to fix their broken computer, and requesting payment
- consumers receiving phishing e-mails i.e. bogus e-mails that try to trick people into revealing their personal or financial information

Warwickshire Trading Standards (WTS) (Tel: 01926-414040) - this County Council department investigates criminal breaches of the law largely associated with trading. For example, WTS would investigate traders who seek to mislead the public, or use high pressure sales techniques to sell people goods or services they do not want or need. Here are some examples of issues which should be reported to WTS :-

- garage is selling unroadworthy vehicles; taking money and not carrying out services properly; 'clocking' car mileages
- local trader is claiming his meat is organic when it is not
- pub is substituting branded vodka for a cheap alternative, and not telling customers
- sales team is making unexpected phone calls or door to door visits to sell goods or services using high pressure sales talk/misleading claims (e.g. alarm sales)
- rogue builders/tarmac gangs/gardeners/roofers are

going door to door misleading customers into thinking they need work done on their property, and then doing a poor job for a high price

- trader is selling fake/counterfeit or dangerous goods
- trader falsely claims to be a charity
- trader is selling dodgy goods, such as bogus cures for illnesses and ailments
- trader is selling bogus advertising space in a publication with little or no circulation
- trader is using misleading claims to convince people to pay for services which they could obtain for free
- estate agent or holiday company is using false information in brochures
- bogus e-mails (an overlap with Action Fraud above)

Warwickshire C.C. (Tel: 01926-410410 or 412515)

Stratford-on-Avon District Council (Tel: 01789-267575)

When reporting any of the problems shown below, please call either WCC or SDC :-

- graffiti (SDC)
- dog fouling (SDC)
- abandoned vehicles (WCC)
- dumping and fly tipping (SDC)
- damage to public property (SDC)
- pot holes (WCC)
- missed wheelie bin (SDC)
- street lighting, blocked drains, sewer flooding, faulty traffic signal (WCC)
- overhanging trees, road obstruction, damaged road sign (WCC)
- ragwort (WCC)

Police Message: Many burglaries across the county are being committed by opportunist thieves who are trying door handles to see if they are unlocked or, reaching or climbing through windows left open due to the hot weather. In some cases, thieves are entering homes whilst the residents are in the garden, having left their door open. Please ensure that you close and secure all ground floor windows overnight or when leaving your home unattended. Always close and secure upper windows that may be accessed via a flat or sloping roof. Please ensure that you lock your door when you are working in your garden. Remove all tools from the garden and secure them in a shed when they are not in use to prevent them being used by an offender intending to burgle your home. If you are going away on holiday, use timers on lamps, lights and radios and ask a neighbour to draw and undraw curtains while you are away to give your home the appearance of being occupied.

Warwickshire Fire & Rescue Service would like to raise the public's awareness that, as the school year has come to an end and the temperature begins to soar, more people will be spending more time outside of their homes. Either in the garden or in the countryside, the warmer weather brings unique risks. The summer months therefore provide a focus for the Fire Safety Team on risks such as fire safety in the countryside, camping, barbecues and fire safety on inland waterways and pools. This year Warwickshire Fire and Rescue Service would also like to raise the public awareness around carbon monoxide poisoning and the devastating effects it can have. www.warwickshire.gov.uk/firesafetycampaigns for info.

If you are over pension age, disabled, chronically sick and receiving pension credit or council tax benefit or housing benefit, you can probably get a free Gas Safety check from your energy supplier. (See the back of their bill.) If your home is rented then your landlord must provide a Gas Safety check every 12 months.

Wishing all parishioners an enjoyable summer

Compiled, produced and published by Napton Neighbourhood Watch