

Introduction

At a time of heightened security concerns in the village, the NML Board considered it appropriate to report on a number of matters which we expect to be of interest to all residents in the village.

In this paper, we provide updates on:

- Incidents in Netherne, and how to report crime.
- General Security Advice (as provided on the Surrey Police website).
- The CCTV Project.
- Security Patrols.
- The local policing picture.

Please take some time to read this paper, especially the section on General Security Advice and measures we can all take to keep our homes safe.

Another NML Directors Clinic will be held in the Cricket Pavilion on 22 September 2018, between 12pm and 2pm. Residents are welcome to come along and discuss any security issues they have, or any other issue about Netherne.

The Directors of Netherne Management Limited.
14 September 2018.

Incidents in Netherne, and reporting crime:

We are aware of the concerns over recent increases in crime, with incidents of burglary and car theft rising. It is unclear whether this is linked to street lighting being turned off at night, although a Sergeant at Reigate & Banstead Police is now seeing if we can have the lighting turned back on, even if it's for a few months to see if it has any effect.

Despite these incidents, Netherne remains one of the lowest crime areas in Surrey. Having said that, it is important that we work together as a community to drive down crime and anti-social behavior.

- Between January 2018 to July 2018, there were 55 incidents brought to the attention of police; of these, 20 were crime/anti-social behaviour related.
- NML have provided intelligence/information reports relating to drug dealing in the car park behind the shop, the theft from the Leisure Centre and anti-social behaviour. Residents are encouraged to do the same by calling 101 and asking for Surrey Police.
- Alternatively, you can email "ContactCentre@surrey.pnn.police.uk"
- If an emergency, please call 999.

General Security Advice

Homes with no security measures in place are five times more likely to be burgled than those with simple security measures.

There are three types of burglary:

- **Opportunistic Burglary**

Most burglary is opportunist in its nature. The opportunist burglar will not scout out your house or pre-meditate the crime but will decide to rob you in the moment if it looks worthwhile. Their aim is to make some quick cash so they will likely grab several things of value that sell well on the black market, though not necessarily the most expensive.

An opportunistic burglar does not possess many housebreaking skills, and likes to spend as little time as possible breaking in to a home, so even basic home security measures will likely cause them to give your home a miss.

- **Distraction Burglary**

Most people who call at your home will be genuine but sometimes people turn up unannounced, with the intention of tricking their way into your home. You should always be aware when someone you don't know calls at your door. They can be convincing and often persuasive.

- Bogus callers may be smartly dressed and claim to be from the council, the police, health organisations, or gas, water or electricity companies.
- They may be dealers offering to buy your jewellery, antiques or furniture at what seems to be a good price but could actually be a lot less than the item is worth. They may be "workmen" trying to persuade you that you need urgent repairs doing to your home. You also need to be careful of callers offering to make building repairs or to tarmac your drive. Sometimes they can ask for money in advance or even overcharge you.
- Beware of callers who attempt to distract you by claiming they have seen something untoward in another room or outside, which may encourage you to leave the room.
- Fitting, and using, a door chain or spy hole to the front door will help you to check who the caller is before opening and if they cannot produce an official identity card then do not let them in. You can even ring the company they say they are from to confirm their identity - however don't use a number that the person gives you, find the official number online.
- A genuine caller will not mind you closing the door for two minutes while you check their ID and most will be happy to make an appointment and return at a later date or time.

- **Targeted Burglary**

While most burglaries are opportunistic, some thieves will plan a break in, targeting a property where they know there will be items worth stealing. They may look for people posting about having new and/or expensive items on social media, may peer through your windows or letterboxes, and check for discarded boxes in your bins.

Some of the most common stolen items include cars, laptops, jewellery and cash.

Security measures:

Taking just a few steps can make a big difference in keeping your home safe from burglary. Here are a few tips from Surrey Police:

- Lock your doors and windows every time you leave the house, even when you're just out in the garden.
- Hide all keys, including car keys, out of sight and away from the letterbox (remember a device could be used to hook and remove keys through the letterbox).
- Thieves are now using key amplification technology to remotely unlock your vehicle and steal it. This only takes thieves a few seconds and the media reports that criminals are now using this as their preferred method for stealing vehicles. Putting your vehicles keyless fobs into a secure pouch that blocks wireless signals makes it impossible for thieves to exploit this signal. These can be purchased from retailers and are relatively cheap - here is an example product: https://www.amazon.co.uk/gp/product/B07BMBN65X/ref=oh_aui_detailpage_o09_s00?ie=UTF8&psc=1
- Install an intruder alarm.
- Install dusk to dawn outside lighting.
- Ensure side gates are locked to prevent access to the rear of the property.
- Remove valuables from view of ground floor windows.
- Store any valuables (such as jewellery, passports) in a correctly installed safe.
- Install a home CCTV system.
- Secure bikes at home by locking them to an immovable object inside a locked shed or garage.
- Keep ladders and tools stored away; don't leave them outside where they could be used to break into your home.

Are you going away?

- Get a trusted neighbour to keep an eye on your property whilst you are away. They could park their car on your driveway.
- Cancel any newspaper or milk deliveries.
- Use automatic timer-switches to turn your lights and radios on when it goes dark, to make the property look occupied.
- Avoid discussing holiday plans on public social networking sites - burglars can use any information you post to their advantage

CCTV Project

CCTV has been on the NML agenda since mid-2016. Following some initial scoping and then buy in at the 2017 AGM, NML started to work through this extensive and complex project. Throughout 2017, NML engaged no less than 9 prospective service providers, involving site visits, technical surveys, informal meetings and then written proposals. This was narrowed down to 3 prospective suppliers in December 2017 and following interviews, The Alarm People (TAP) were selected as our chosen provider in February 2018. Despite their title, they have extensive knowledge and client database in supplying CCTV as well commercial and residential alarm products.

NML has listened to resident feedback and spoken with local police to understand the priority locations for CCTV. These have been identified as the 3 main entrance/exit points to Netherne, plus coverage of our estate buildings/property (Leisure Centre/Village Hall/Pavilion/Children's PlayPark) plus other identified hotspots (shop car park/some 'green' areas/areas identified as being subject to

anti-social behaviour). The 3 cameras at the entrance/exit points will have an ANPR (Automatic Number Plate Recognition) capability so that if someone is not caught in the act of committing a crime, it is highly likely that vehicular traffic will be caught.

Within the plan, NML have also allowed for a mobile CCTV capability, whereby camera locations may be able to be moved depending upon range and technology. It must be understood that whilst CCTV acts as an excellent deterrent, it cannot cover everywhere and so residents must also consider their own measures, as outlined in the General Security Advice section above.

The system will work via wireless infrared radio frequency and not rely upon our poor Wi-Fi coverage. It is a tried and tested system that is used worldwide that meets the requirements around health and safety and Ofcom regulations. Existing NML CCTV on our estate will be incorporated into this system. It will also be registered via the Information Commissioner's Office and be locked down to be used as per their 12 guiding principles. Rest assured that it will not interfere with peoples' Article 8 rights under European Convention on Human Rights.

TAP have quoted that the cost of their work for this project will be between £45,000 to £55,000 (depending, amongst other things, on whether we are permitted to use existing street furniture by Surrey County Council). TAPs quote does not include any electrical work/civil work that will need to be undertaken by an electrical contractor/local council, for which quotations are still awaited.

There will also be other costs of the project, including project management. The TAP cost includes 12 months parts and labour cost; the ongoing maintenance costs beyond this will be minimal and will hardly impact current service charges. The up-front installation costs are expected to be met from existing NML reserves (although if the total cost escalates we may have to consider increasing service charges for one year to meet part of that cost).

NML are now in a position whereby we are reliant upon both SHW and Surrey County Council (SCC) to help us to take this project forward. Some of the outstanding actions are as follows:

- SHW will be appointing a project manager to oversee the delivery of the project; the cost of that is yet to be defined.
- Permissions are being sought from SCC in relation to the use of street furniture (lamp posts). Whilst this is expected to be granted, it currently sits with SCC/SHW.
- If permissions to use street furniture are not granted, NML will revert to using 3 x 5 metre CCTV poles, which will require extra cabling and an electrician contractor to install.
- Between NML and SHW, permissions are being sort from Netherne Green Management (local management company), the Water Tower Management Company and the shop owner to affix cameras to their properties and run the technology. Permissions are expected to be granted but require legal sign off.
- SHW and NML are producing a GDPR policy to ensure data protection issues are covered.

Following the above, and once we know what the total cost of the project will be, an EGM will be called. At that EGM residents will have the opportunity to see a presentation, meet the supplier, view the technology and ask any further questions they may have. As stated earlier, previous AGMs have shown support for this project but it still requires a formal buy-in from NML members, given the level of spend.

As you will see, much has been done to bring the project this far. We understand the frustration from residents, especially in light of the recent increase in crime, that the project has not already come to fruition. Unfortunately, this is not as simple as installing a Home CCTV system and there are a number of complexities and variables still to be worked through. We ask that you bear with us. If

everything works out and we get the relevant permissions, approvals, legal sign offs (and member buy in) we hope that CCTV will be delivered in the new year. We will do everything we can to try and make this happen, but just to manage expectations - there are several factors beyond our control on this, and it is still possible that there will be further delays or even that the project may not be able to be delivered.

Security Patrols

In the summer of 2017, there was a heightened period of attempted burglaries and garage break-ins, causing residents to be concerned for both their safety and the security of their properties. The NML Board reacted quickly in securing the services of the Caterham based private security firm, Thompson Rural Security.

The services started on 21st July 2017 and a short-term overt security presence was provided to attempt to deter and prevent theft from local properties, as well as to put at ease the minds of residents who were becoming increasingly concerned by the lack of street lighting as well as the absence of Surrey Police patrols. These private security patrols took place between the hours of 9.30pm and 4.30am for an initial period of 7 calendar days.

At the time, private security patrols were not part of the annual NML budget, and so the cost (£2,500 for two people for 7 nights for 7 hours) meant a budget overrun. Providing private security patrols is not cheap; however the Board believed this spend was necessary, for the reasons outlined above.

The NML Board decided to continue these patrols for a second week at further (unbudgeted) cost, and took the decision to overtly communicate these patrols utilizing a number of media, including the Netherne Facebook page.

As part of the services provided by Thompson Rural Security, the NML Board received a report with various suggestions, including having an ad-hoc pattern of regular overt patrols to break the pattern of anti-social behaviour with a particular focus on the Halloween / Bonfire night period. We did engage Thompson Rural Security again during the year, and our total (unbudgeted) spend on security patrols during 2017 was £10,000.

For 2018, we included a small provision (£5,000) for security patrols in the annual budget. The inclusion of that small provision was one of the factors that led to an increase in service charges for 2018. At the time of writing, that provision has already been utilised for this year, as the patrols have been out again following the recent spate of burglaries in the village. That does not mean we cannot spend more on security patrols during 2018; if the need arises we will of course engage the services of a security firm.

Surrey Police have also been carrying out some high visibility patrols in the village, but with offences scattered across the borough it makes it hard for them to focus on any one particular area with the resources they have. We are pleased however that on the night of 12 September two arrests were made in the village by patrols from Reigate and Banstead Beat.

As we begin to set the budget for 2019, we are looking to further increase the provision for private security patrols. This will mean further increases in service charges, so the cost of providing security patrols ultimately falls on residents. We need to be honest and realistic about how much we should spend on private security patrols; we do not think having such a service for 365 days a year (as proposed by some residents) would be money well spent as it would mean service charge increases of the order of 33%; something which may be unaffordable for many residents.

We will do what we can to continue to provide some deterrent, but residents should also take all steps possible to secure their properties, and make it as difficult as possible for those attempting theft against you and your neighbours, as outlined in the General Security Advice section.

The local policing picture:

- Netherne remains a low priority for police due to its current levels in crime (although locally we have seen a small rise). There are no direct taskings for extra patrols and resources are prioritised accordingly. NML have quarterly meetings with the local police and an updated crime picture for Netherne is being sought, along with a review of their patrol priorities.
- NML have expressed concern around perceived disengagement with police and so the local safer neighbourhood team (SNT) will provide better visibility in terms of community engagement and reassurance patrols during the day and evening. This will be on an ad hoc basis and a good will gesture pending the above.
- Surrey Police do not run safer neighbourhood clinics nor do leaflet drops. NML are asking for this to be reviewed. However, there are some social media options, such as following the *“Reigate and Banstead Beat (Surrey Police)”* Facebook page.
- Residents are encouraged to sign up to a local email bulletin regarding local policing issues and news from partners and the business community. You can sign up by going to the website <https://www.intheknow.community> This is published minimum fortnightly.
- <https://www.police.uk> is a police centric website aimed at informing you of your local policing picture. Just put in your postcode and you will see the news for your area.

Summary and NML Directors Clinic

We hope that this update and summary of crime prevention steps that we can all take, provides some reassurance that NML takes these issues very seriously. We will do all that we can, within our remit and resources, to continue to progress the issues that we can influence with the relevant authorities. Another NML Directors Clinic will be held in the Cricket Pavilion on 22 September 2018, between 12pm and 2pm, and residents are welcome to come along and discuss any security issues they have, or any other issues about Netherne

In concert with efforts from the Residents Association, we ask that everyone remains vigilant, report crime and suspicious activity accordingly, and take the steps that are within our own control to minimise the risk of further criminal activity.

As you know, all the Directors live in Netherne and we want this Village to remain a safe and welcoming community which we can all be proud to live within.