



FLEET & DISTRICT NEIGHBOURHOOD WATCH

NEWSLETTER

Volume 15 Number 1
Winter 2008 - 2009

Calls to the Police:

999

Emergencies and crimes in progress

0800 555 111

Crime stoppers - free, anonymous
crime-related calls

101

Non-emergency and anti-social
behaviour issues: vandalism and
graffiti, noise nuisance, threatening
and abusive behaviour, abandoned
vehicles, dumping and fly-tipping,
drunk and rowdy groups,
drug related anti-social behaviour

0845 045 4545

Routine Police matters and for crime
related issues that have
already occurred

Chairman's Report

Another year has flown by, and I am pleased to report that there has been a continued increase in Neighbourhood Watch membership, including a completely new area "S" within Kenilworth Crescent. This new area will be looked after by Mr Tony Jessett.

Although 2008 saw a new treasurer and secretary arrive, regrettably our current secretary has expressed her wish to resign for personal reasons. Consequently, we are now seeking a replacement. If anyone out there has a few hours a year to spare to help us help our local community then please give me or any member of the committee a call. Shorthand is not a requirement and the committee meets only six times a year.

We have been fortunate in gaining the services of a new webmaster to manage our NHW website, but sadly the offer to replace Harry Fraser-Mitchell as the Senior Co-ordinator on Ancells Farm has been withdrawn. Harry has promised to carry on as best as he is able, but we urgently need a replacement. Can anyone who lives on the Ancells Farm Estate assist please?

By the time you read this 2008 will be history, so allow me to close by thanking all those who have assisted with Neighbourhood Watch over the past twelve months, and may I wish everyone a peaceful, healthy and crime free 2009.

David Bunclark - Chairman

POLICE & CRIME REPORT

The prevention and reduction of crime will continue to be the aim of Fleet Safer Neighbourhoods Team in 2009. The fewer crimes we have the fewer victims there are in the community, the safer we will all feel in our homes, at work and while out in the community. This will be achieved through intelligence led patrolling, high visibility patrols at key locations, investigation of crime and the targeting of known criminals. We will also work with other agencies and colleagues to reduce anti-social behaviour and improve the quality of life in Fleet. As ever the police are dependent upon you as members of NHW to report your suspicions to the police, thereby making life as hard as possible for those who use crime to fund their life styles. This is not the police asking you to do our job, this is about you being active members of your community to help improve the environment where you live and work. To achieve this we must work together to break down the idea that the police and the community are separate; we are all part of the community and the police are an integral part. Hampshire Constabulary has joined other forces in England and Wales in signing up to the national Policing Pledge. The contents of the pledge were first made public in the Green Paper "From the Neighbourhood to the National" published by the Home Secretary. In his review of policing, Sir Ronnie Flanagan identified that communities' confidence in the police increased when they felt they were being treated well and kept up to date with information. The Policing Pledge gives local people a stronger voice and the means to challenge their local force if they are not getting the standard of service they expect. The pledge builds on the positive impact of Safer Neighbourhoods and the growing appetite of local people to understand what is happening in their communities and what they should expect from their local force. There are ten parts to the Policing Pledge. **We will:**

1. Always treat you fairly with dignity and respect, ensuring that you have fair access to our services at a time that is reasonable and suitable for you.

(Police & Crime Report continued on page 2)

2. Provide you with information so that you know who your dedicated Safer Neighbourhoods Teams are, where they are based, how to contact them and how to work with them.
3. Ensure your Safer Neighbourhoods Team and other police patrols are visible in your neighbourhood at times when they will be most effective and when you tell us you most need them. They will spend at least 80% of their time visibly working in your neighbourhood tackling your priorities. We will ensure that your team is not diverted from neighbourhood business more than is absolutely necessary and staff turnover will be minimised.
4. Respond to every message directed to your Safer Neighbourhoods Team within 24 hours and, if necessary, provide a more detailed response as soon as we can.
5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately, giving an estimated time of arrival and getting to you as safely and as quickly as possible. In urban areas we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
6. Answer all non-emergency calls promptly. If attendance is needed we will agree with you an acceptable time for officers to attend.
 - If you are vulnerable or upset we aim to be with you within 60 minutes.
 - If you are calling about an issue that we have agreed is a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes.
 - Alternatively, if appropriate, we will make an appointment to see you within 48 hours at a time that suits you.
 - If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.
7. Arrange opportunities to meet your local Safer Neighbourhoods Team at least once a month to agree your neighbourhood priorities. Your local arrangements can be found on the force website by using the postcode search or by calling us on 0845 045 4545.
8. Provide updates each month on what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
9. If you have been a victim of crime, agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
10. Acknowledge within 24 hours of reporting it to us any dissatisfaction with the service you have received. To help us resolve the matter we will give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly. We want to do our best for you, but if we fail to meet our pledge we will explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.

The aim of the pledge is not to put in place a bureaucratic way of measuring the service we provide, but to give a clear set of minimum standards for the way in which we serve our communities. In fact, as outlined in the Green Paper, there will be only one central performance measure: to increase public confidence that the police and other agencies are dealing with local crime and anti-social behaviour priorities. Over the past year we have received numerous letters of thanks for dealing with a variety of problems from speeding drivers in Crookham Road, the reduction in anti-social behaviour, care of victims, crime prevention presentations, and the dedication of officers to their role and for the investigations they have conducted which have resulted in convictions and jail sentences for violent offenders, thieves, burglars and people involved in drugs.

If my staff do a good job, tell me; if they don't, tell me or contact Hampshire Constabulary as soon as possible.

<http://www.hampshire.police.uk/Internet/localpolicing/northeast/hart/fleet/3HLSNT1.htm>

Sgt. David Hill, Fleet Safer Neighbourhoods Team

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Ancells Farm

Regrettably Mr Cox-Putker found that he was unable to take up the post of the Senior Co-ordinator at Ancells Farm, so we are back to looking for another volunteer to take over. In the meantime I will soldier on as best I can, but for how much longer I just don't know. Even with my trusty electric buggy it is quite difficult to travel around the Estate delivering packs of newsletters to the individual Co-ordinators. The upside is that I meet a number of charming people!

Do, please, see if you can help. It is not too much for a fairly fit person to do, and the administration - printing of copies of streets for the Co-ordinators and counting out the appropriate number of newsletters - is not too time-consuming, and it happens only four times a year.

I met PC Neil Prescott (happily back from sick leave but still on restricted duties) and PCSO Bill Evans recently. They are very approachable, knowledgeable and helpful. They are both allocated to Ancells Farm and Elvetham Heath, together with PCSO Karen East.

To everyone on the Ancells Farm Estate may I wish you all a good and safe 2009. Cheers!

Harry Fraser-Mitchell - Senior Co-ordinator, Ancells Farm

Warning from HM Revenue & Customs

There are a number of fraudulent emails currently circulating across the world encouraging customers to visit a website where personal security and/or credit card details are then requested. **Some of these websites have the ability to capture your personal details and you should therefore treat them as suspicious.** HMRC are working with other law enforcement agencies to close down sites and to investigate those that are behind the scam. In the meantime the use of robust spam filters and other online protection technology is recommended.

Up to date details of HMRC web security and scams can be found at <http://www.hmrc.gov.uk/security/spoofs.htm>

Below is an example of one of these fraudulent emails:

"After the last annual calculations of your fiscal activity we have determined that you are eligible to receive a tax refund of 98.50 GBP. Please submit the tax refund request and allow us 3-5 days in order to process it. A refund can be delayed for a variety of reasons. For example submitting invalid records or applying after the deadline. To access the form for your tax refund, please <https://online.hmrc.gov.uk/login?GAREASONCODE=-2&GARESOURCEID=Common&GAURI> Regards, HM Revenue & Customs"

If you receive an email similar to this you should forward it to a special email address phishing@hmrc.gsi.gov.uk which HMRC have set up to deal with this and similar scams. HMRC recommends that you then delete the email immediately without responding to it. It is important that

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NHW Webmaster retires

After many years of loyal and dedicated service to the Fleet & District NHW in a variety of roles, Colin Greig has finally decided to retire. In the past Colin has been our Chairman, Editor of the Newsletter and, most recently, our first Webmaster and the originator and designer of our NHW Website.

On behalf of all our NHW members we offer Colin our gratitude and sincere thanks for all his work in support of the NHW and we send him our best wishes for the future.

Meanwhile, we are delighted to welcome Andy Allen on to the Committee as our new Webmaster. Andy has given the website a bit of a facelift, so please have a look at: www.fleetnhw.co.uk

NHW Committee

Volunteers required to fill two vacancies

Secretary

Following the recent resignation of our Secretary we are now urgently seeking a volunteer to take over this important role on the NHW Committee.

Senior Co-ordinator Ancells Farm

Despite ill health Harry Fraser-Mitchell has agreed to continue to act as Senior Co-ordinator for Ancells Farm as best and for as long as he is able. However, this is an unfair burden on Harry and we do need a volunteer to take over his role as soon as possible.

If you are interested in either of these posts please give the Chairman or any member of the Committee a call.

Fleet & District Neighbourhood Watch Committee Members

Chairman: David Bunclark email: chairman@fleetnhw.co.uk
Treasurer: Kenneth Hammond email: treasurer@fleetnhw.co.uk
Editor and Advertising: Alan MacGregor email: editor@fleetnhw.co.uk
Webmaster: Andy Allen email: webmaster@fleetnhw.co.uk
Ancells Farm: Harry Fraser-Mitchell
Hart DC Reps: Caroline Ryan email: caroline.ryan@hart.gov.uk

Secretary: Position Vacant email: secretary@fleetnhw.co.uk
Co-ordinators' Rep: George Beauchamp

Ewshot: Philip Donald
Police: Sergeant David Hill Tel: 0845-045-4545
Councillor Jenny Radley email: jenny.radley@hart.gov.uk

Fleet & District Neighbourhood Watch Website: www.fleetnhw.co.uk

Please send inputs to the Editor. Deadline for the next edition: 31 March 2009

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