

In an emergency: Police, Fire & Ambulance

Police Stations Switchboard

999

020 8563 1212

Fire Service

Home Fire Safety Checks

0800 028 44 28

H&F Fire Service

020 7587 4800

NHS Direct Medical Advice Line

24-Hour line

0845 46 47

Hospital Switchboards

Charing Cross Hospital

020 8846 1234

Chelsea & Westminster

020 8746 8000

Hammersmith Hospital

020 8383 1000

Hammersmith & Fulham Council

Switchboard

020 8748 3020

Gas

British Gas

0845 600 5100

National Grid

0845 605 6677

Emergency Service (24-hour)

0800 111 999

Electricity

EDF Energy

0800 096 2270

Southern Electricity

0845 7444 555

Water

Thames Water

0845 920 0800

Telecoms

British Telecom

0800 800 150

For more information contact the Council's **Community Safety Unit**

Community Safety Unit

Room 48, Hammersmith Town Hall

020 8753 2816

King Street

020 8753 2819

London, W6 9JU

csu@lbhf.gov.uk



Distraction Burglary

A guide to
doorstep safety

Bogus callers

Although the vast majority of people who call at your door will be legitimate there have been incidents of bogus callers whose aim it is to enter your home under false pretences and steal from you.

The perpetrators are often highly organised, work alone or in pairs, and operate under an array of guises including utility company personnel, builders & gardeners, door-to-door sales people, and even council staff and police officers.

Somebody at the door?

Ask yourself

- Am I expecting anyone?
- Are my doors and windows secure?

Ask them

- What are you here for?
- Can I see your ID please?
- Do you have any paperwork relating to your call?



If in doubt, keep them out

Legitimate callers

In most cases legitimate callers will carry an ID and relevant paperwork. Most will wait patiently and be willing to answer any questions regarding their visit.

It is also good practice among many organisations to ring and make an appointment beforehand rather than turn up at your doorstep unannounced.

In any case, always be cautious and vigilant.

If unsure

- Ring the company they say there are from independently. Never ring the number given by the caller but locate it from another source e.g. phonebook or directory enquiries.
- Do not give them any personal information about yourself, your family or your home.
- If necessary ask them to wait outside while you ring a friend or neighbour to come over and supervise the visit.
- If you are still unsure as to whether they are legitimate do not let them in.

Keep your home secure

Homes that appear to be well protected and in good condition are less likely to be targeted by bogus callers.

Homes that appear to be in disrepair however are at greater risk as a result of inadequate security precautions.

Ensure that your doors and windows are in good condition and that they are secured when someone calls at your home.

If your door has a spy-hole use it to identify callers before opening your door.

If you have a shared entrance never buzz open the door for strangers or hold the door open for someone who is arriving just as you are leaving the building.

General precautions

- Avoid keeping large sums of money in the house.
- Keep valuables and items of sentimental value where they are not easily accessible.
- Keep documents containing personal details out of sight.
- Keep your keys in a safe place and not on display.
- Close other doors and windows before answering the door.

When to call the Police

- If you are suspicious or feel that the caller may be bogus.
- If someone forces entry or enters your home without permission.
- You notice valuables or money have gone missing shortly after someone has visited.
- Whenever you think a crime has been, or is about to be, committed.