

A Magazine for the 50+ IN CARMARTHENSHIRE

COMMUNITY
SAFETY
SPECIAL EDITION



INSIDE:

Information
and advice
to help keep
you safe





Mark James
Chair of the CSP

Steve Mears
Vice-chair of the CSP

WELCOME...

Welcome to a very special edition of the newsletter for the 50+.

This edition is dedicated to community safety issues and is packed full of information and advice to help keep you safe and secure.

Figures show that Carmarthenshire is one of the safest places to live in the UK; with a three per cent reduction in crime last year – that's 287 less victims of crime. Our aim is to keep it that way.

The Carmarthenshire Community Safety Partnership was set up in 1998 to tackle crime and disorder problems. It includes representatives from Carmarthenshire County Council, Dyfed-Powys Police, Mid and West Wales Fire and Rescue Service, the Local Health Board, Probation Trust and the Youth Offending and Prevention Service working together to improve the quality of life for all in Carmarthenshire.

We hope you will find this newsletter useful and that it will reassure you that we are responding to the issues that matter most to residents with proactive policing, strong partnership working and targeted multi-agency initiatives making a real difference.

We want to make Carmarthenshire an even safer place to live, work and visit.

Burglars beware of the Bobby Van

BURGLARS, thieves and bogus callers beware: the Bobby Van is operating throughout Carmarthenshire.

The Dyfed-Powys Police project visits dozens of homes every month fitting locks, alarms and door chains in a bid to stamp out crime and the fear of crime.

The work is carried out by a qualified carpenter and residents are also given guidance on how not to become a victim of crime in the home.

Joan Thomas from Carmarthen said: "As well as new locks, I was given a UV pen so that I could mark my valuables and I received a personal alarm.

"I was also given lots of advice, for example, to leave the lights on when I go out and to make sure I draw the curtains in the evening.

"It made me think about what I could do myself to improve security, it's made me feel much safer."

The Bobby Van is one of a number of projects under the Community Safety Partnership's 'Think Safe, Home Safe' campaign. Friends, family and neighbours can refer vulnerable people they think could benefit from a visit.

CSP chairman Mark James said: "The Bobby Van



Carmarthen resident Joan Thomas with Bobby Van carpenter Colin Taylor and community safety officer PC Anthony George.

makes a real difference to how safe older people feel in their own homes. It is also a real deterrent to burglars and bogus callers. The staff involved work extremely hard to get round as many homes as they can and their work is very much appreciated."

For further information contact burglary reduction co-ordinator Brian Jones on 101.

The 'face of policing' in Carmarthenshire

Who are they? Neighbourhood Policing Teams are typically made up of police officers, usually inspectors, sergeants, constables and PCSOs and sometimes council officials, including housing managers, youth workers and other community voluntary organisations.

What do they do? Team members are visible, accessible, locally known and knowledgeable about their areas. Their aim is to achieve safe and secure neighbourhoods by providing a service tailored to the needs of the local neighbourhoods they serve. The priorities for one area may not be those of another. NPT officers work in partnership with their communities to resolve problems and find answers to local concerns.

How can you contact them? You can contact your local NP Team by phoning 101 or visiting www.dyfed-powys.police.uk



PACT - help us to help you

PARTNERS and Communities Together – or PACT – is a regular public meeting with local Neighbourhood Policing Team officers

Every month, in most local areas, a meeting is held to gather information about local issues that are important to your neighbourhood.

This information can then be used by us to tackle those concerns.

Help us to help you by coming along to these meetings and let us know what you think are the biggest worries in your community.

Call 101 and ask for your local Neighbourhood Policing Team to find out when the PACT meetings will be held in your area, or visit www.dyfed-powys.police.uk.

We look forward to hearing from you soon.



Helping you all day, every day



Mrs Jeanne Walsop with Cllr Kevin Madge and Bethan Michael Stone of Careline.

A ST CLEARs resident has praised the Careline staff she has credited for saving her life.

Jeanne Walsop, aged 85, suffered a fall at home during the freezing weather conditions in January. Thankfully, Mrs Walsop was wearing her Careline pendant and was able to raise the alarm – and within seconds help was on its way.

“I was putting out bread for the birds when I slipped on the step, landed on my back and banged my head. Thankfully I was wearing my Careline pendant. Within seconds I had a response – I heard a voice come over and the gentleman on the other side said ‘hang on Mrs Walsop – we are sending someone to help’. Within minutes my neighbour came around, followed quite quickly by an ambulance.

“Everybody has been so

wonderful - if I had not had such a quick response it could have been a very different outcome.”

Mrs Walsop is one of over 6,500 Carmarthenshire residents that use Careline, a 24-hour emergency service for elderly, disabled and vulnerable people.

Providing reassurance and help in an emergency, the confidential call system enables people to speak to someone or call for help even if they can't get to a phone.

Customer services manager Penny Graepel said: “Careline is an excellent service which provides a lifeline for vulnerable people. It gives them the reassurance and peace of mind that help is readily available if they need it.

“I am so glad that Mrs Walsop was able to call for help, and is recovering well from her ordeal.”

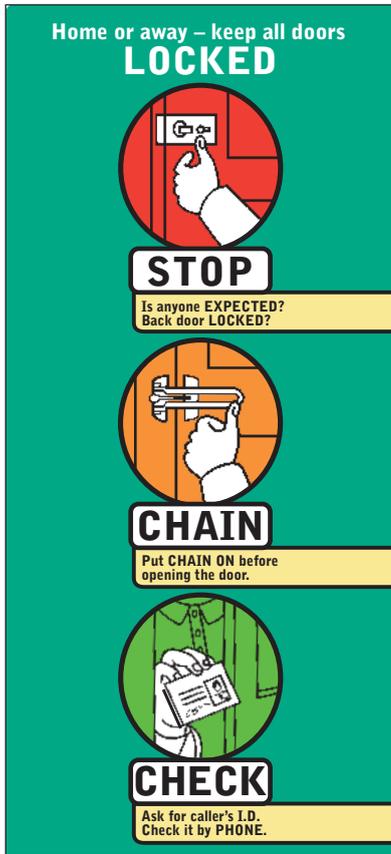
CARELINE is our emergency call centre for elderly, disabled and vulnerable people. It also acts as the county's out-of-hours emergency service for all other council services.

We will:

- Contact you within five working days of your request for an alarm, so that we can discuss the matter with you;
- Tell you how long you'll have to wait before your alarm is fitted;
- Show you how to use your alarm;
- Use your name and tell you who you are speaking to when you phone us;
- Speak to you clearly in the language you choose;
- Talk to you in a friendly and caring way;
- Call for medical help if you need it;
- Contact staff in your sheltered-housing scheme if you need help from them, or contact the person whose details you've given us if you're not a council tenant;
- Contact the fire brigade if your Careline alarm includes a fire alarm and it goes off
- Keep all your personal information confidential;
- Be available 24 hours a day, seven days a week, every day of the year;
- Try to answer all calls within 60 seconds;
- Give you details of our performance if you ask for them;
- Record all phone calls to help us improve customer service and to help you with any complaints you have; and
- Deal with all false alarms in a polite way.

For further information about Careline, call 01558 824283, or email careline@carmarthenshire.gov.uk

If in doubt, keep them out!



RESIDENTS across Carmarthenshire are being warned to be on their guard against bogus callers, the message is **IF IN DOUBT, KEEP THEM OUT.**

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.

They are known as 'distraction burglars' or 'bogus callers' and they often prey on the most vulnerable

people in the community, such as the elderly, who are considered to be an easy target.

They will turn up unannounced and their intention is to distract you and then steal your money or valuables. They may be smartly dressed and claim to be from the police or the council, perhaps from gas, water or electricity companies, or they may ask for a glass of water or to wash their hands. Some may be looking for a lost pet. They may use any story and they often use 'props' like an identity card or wear overalls with a company logo.

Bogus callers can also turn up as builders or gardeners and try to trick you into paying for unnecessary work.

Residents are now being reminded to never let a stranger into their home or agree to have work done by people they don't know.

Community Safety Inspector Tony Ward said:

"Residents should remember that crime rates in Carmarthenshire are low and distraction burglaries account for only a small number of burglaries in the county. However, before opening the door to anyone, use a spy hole or look through the window first, then apply the door chain and ask for identification. If you are still not satisfied that the person is genuine, do not let them in but tell them to come back by appointment, the genuine caller will understand. If the caller is

persistent, close the door and call the police.

"Furthermore, you should never agree to having work done by someone who is just passing, or take their word that work needs to be done at all."

If you suspect someone is attempting to trick their way into your home or trying to obtain money from you call Dyfed-Powys Police on 101 or CrimeStoppers on 0800 555 111.

Trusty traders

HOUSEHOLDERS in Carmarthenshire are being encouraged to turn to the Registered Traders Scheme when they want work done to their home and garden.

The scheme, along with the related Handyperson and Gardener scheme, is supported by the Community Safety Partnership and was set up by the council in response to the growing number of complaints received by trading standards about rogue builders and substandard quality of work.

It is part of an initiative aimed at cracking down on rogue traders and cold callers. Residents can be reassured that work carried out will be to a high standard, at a competitive price and by approved companies.

A list of members can be found on www.carmarthenshire.gov.uk or by calling Carmarthenshire Direct on 01267 234567.



Report it, don't suffer it

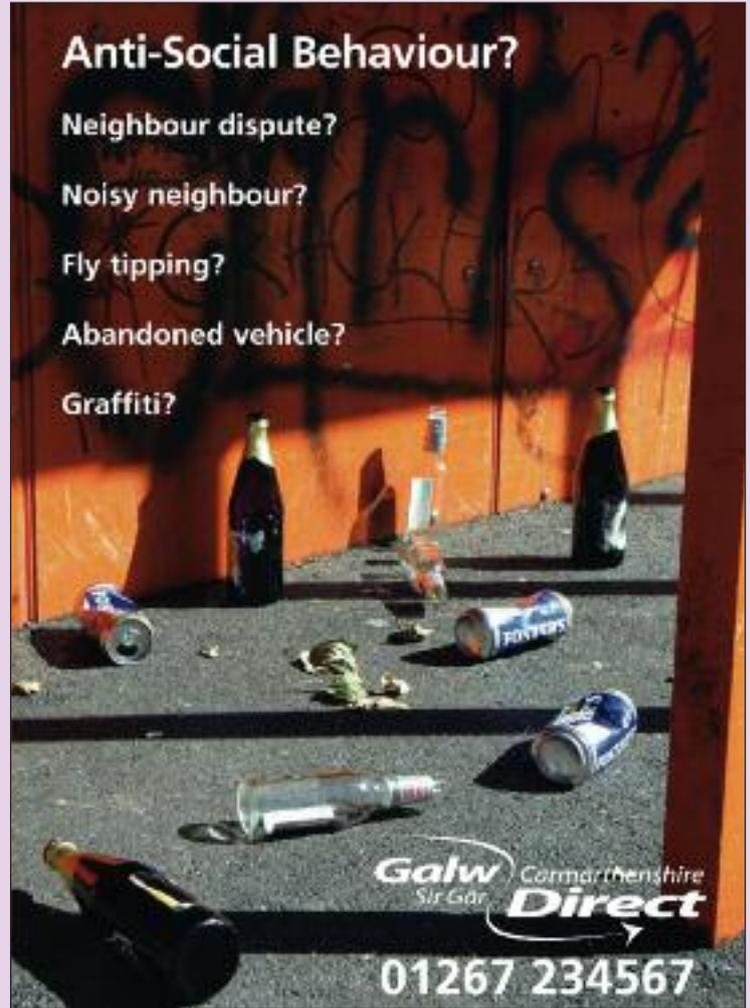
REPORT it, don't suffer it – that's the message to residents in Carmarthenshire whether it's noisy neighbours or fly-tipping outside their front door.

The Community Safety Partnership is asking the public for their help in tackling anti-social behaviour which can have a negative impact upon communities. It could be unruly or drunken behaviour, threatening and abusive language in a public place, litter and graffiti or criminal damage.

Members of the public are being urged to report anti-social behaviour incidents to help the partnership identify hotspot areas. Early reporting allows officers to work with those committing the offences at an early stage to prevent further escalation and provide long-term solutions for the community.

One of the tools used by the partnership is the four-stage intervention and enforcement process of warning letters as well as direct work with individuals. Last year 496 warning letters were issued and of these only 49 were follow-up letters – that's a 90 per cent success rate.

CSP chairman Mark James said: "If residents have any problems in their area we need to hear about it so that we can take action. The partnership takes any type of anti-social behaviour very seriously; it is a major concern for local communities and remains a high priority for the council and the police as well as partner agencies."



Remember 'report it, don't suffer it' - call Carmarthenshire Direct on 01267 234567 or contact your Neighbourhood Policing Team on 101.

Fighting crime

WALES Crimestoppers is dedicated to fighting crime across Wales, and is a branch of the UK wide charity. Like many charities, Wales Crimestoppers is run by a dedicated team of volunteers, and, whilst it is not part of the police; it is supported by the four Welsh forces.

Crimestoppers is an anonymous way to pass on information about crime, and Crimestoppers guarantees that anonymity, callers are not asked to give their name or any personal information, and calls cannot be traced. It means that people can feel safe whilst helping to fight crime in the community, with the key message: "tell us what you know, not who you are."



Don't be a victim

POLICE in Carmarthenshire are advising people to follow these simple guidelines to avoid being a victim of scams:

- If you're approached by letter bin it, as you would any piece of junk mail.
- If it's by email, don't reply and report it to the abuse service with your internet service provider.
- If you're approached by telephone, don't give out any information and hang up.

The following may alert you to the fact it's not genuine:

- If it sounds too good to be true
- If you're asked to put money up front
- If you're asked to provide bank account details, etc
- If you're pressurised to give an immediate answer

If you have been a victim of fraud call police on 101.

Lock it, don't lose it plea

GARDEN sheds and garages can be a treasure trove for thieves with bikes, lawnmowers, tools and garden equipment running into thousands of pounds.

The Community Safety Partnership is now urging residents to make sure any outbuildings are secure, particularly at this time of the year with spring and summer fast approaching. Figures show that around a quarter of all non-dwelling burglaries in Carmarthenshire involve an insecure entry.

Community Safety Inspector Tony Ward said: "Garden sheds and garages are too often easy targets for



criminals. However householders can take many simple measures to reduce the risk of becoming a victim of this kind of crime."

For further information or free property security advice contact your local crime prevention officer by calling 101.

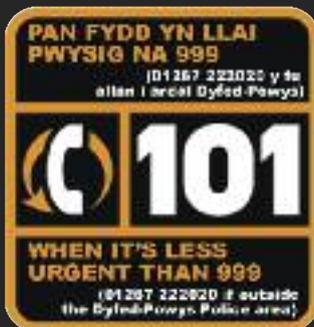
Heating oil thefts

INCREASES in the price of heating oil has led to a rise in theft from storage tanks. The following points may help prevent you becoming a victim of this kind of crime.

- Check oil levels on a regular basis.
- If you have a plastic tank, consider erecting fencing around the tank.
- If you have a steel tank, fit a quality anti-cut close-shackled padlock.
- Consider installing security lighting.

ONE of Dyfed Powys Police's key aims is to increase the public's confidence that we are doing all we can to tackle anti-social behaviour and crime. To do that we aim to keep you as informed as possible and also to listen to what you tell us needs to be done. You may be asked to take part in a survey. This is one of the ways we can find out if we're addressing your needs and concerns. So if you're asked to take part, please let us know what you think and help us make your neighbourhood a better place to live.

101 – the new non-emergency police number



IF you need to get in touch with the police but it's not an emergency, you can now ring 101.

The calls will be answered by dedicated call handlers working in the Dyfed Powys Police force area.

This is the number to call when you want to :

- speak to your local Neighbourhood Policing Team
- report anti-social behaviour or harassment
- make the police aware of menacing driving behaviour

This number does not replace 999. However if it's not an emergency, but it's something you feel the police should be aware of ring 101.

"The aim of 101 is to provide a single number that people living in Wales can use to report low level annoyances and anti-social behaviour," said Deputy Chief Constable for All Wales Collaboration Andy Edwards.

"Wales is first to have just two phone numbers for the Police. Residents and visitors can dial 999 in an emergency and 101 when it is less urgent."

Bridging the gap between young and old

WORK is underway to bridge the gap between young and older people in Carmarthenshire.

The Community Safety Partnership has organised a number of events along with the 50+ Forum and Carmarthenshire Youth Council in a bid to break down the barriers between the two generations.

The 'We are all young once' events were held at venues in Llanelli, Carmarthen, Ammanford and Kidwelly. The aim was to improve relations between the two groups, as well as alleviate older people's fear of youngsters and the fear of crime in general and give young people a positive view of the elderly.

The events were attended by local Neighbourhood Policing Officers as well as the Mid and West Wales Fire and Rescue Service, Women's Aid, Victim Support, Age Concern, SUDDS (under 18s service), PRISM (alcohol and drug advisory service) and the Children and Young People's Partnership.

It included information stands on services available to both older and younger people as well as workshop sessions on issues important to them.



Community safety manager Kate Thomas said: "Older and younger people live, work, learn and play side by side. They may have common interests and concerns, live in the same area, pass each other in the street, shop in the same shops but may never really get to know with each other. Initiatives like this help to bring generations together to work as a team, share experiences, debate issues and generally break down barriers in a safe and comfortable environment."

Our Policing Pledge to our communities

Dyfed-Powys Police will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbourhoods safe from harm.

We will :

1. Treat you fairly, with dignity and respect.
2. Provide information about your Neighbourhood Policing Team and how to contact them.
3. Ensure your Neighbourhood Policing Teams spend as much time on your patch as possible.
4. Respond to all messages directed to Neighbourhood Policing Teams within 24 hours.
5. Aim to answer 999 calls within 10 seconds and arrive within 20 minutes of the call being received.
6. Respond promptly to non emergency calls, especially if you are vulnerable or upset or calling about a neighbourhood priority.
7. Arrange regular public meetings to set local policing priorities.
8. Provide regular updates on progress against local policing issues.
9. Keep you informed about the progress of your case if you are a victim of crime.
10. Acknowledge any complaints about our services within 24 hours of you reporting it to us.



Free fire safety checks

DID you know that Mid & West Wales Fire & Rescue Service will visit your home and provide fire safety advice and supply and install a smoke alarm free of charge?

Home Fire Safety Checks only take 30 minutes or so to carry out and could save your life.

They include:

- Installation of FREE 10-year smoke alarms where necessary.
- Life saving advice in the event of a fire in your home.
- How to make a fire escape plan for you and your family.
- Practical advice on identifying fire hazards in the home.
- Issuing free equipment to reduce fire risk.

Home Fire Safety Checks are carried out by fire and rescue service staff and are free to all residents living in Carmarthenshire.

To request a Home Fire Safety Check call 08001691234 or SMS text 'HFSC' and your name to 88365; or book online at www.mawwfire.gov.uk