



**POLICE  
SCOTLAND**

Keeping people safe

**POILEAS ALBA**

# A Guide To Security In The Rural Environment

Secured by Design



Official Police Security Initiative

Secured by Design (SBD), the national police crime prevention initiative, works with Police Forces around the UK and many other organisations to achieve sustainable reductions in crime to help people live in a safer society.



# RURAL CRIME PREVENTION

## Advice on Crime Prevention for the Rural and Farming Communities.

### INTRODUCTION

By examining your way of life, particularly from the view of the criminal, and by taking the appropriate steps, you can protect your home, your property, and the environment around you. The advice given below is simple, and in many cases costs little, but it can have the effect of reducing the opportunities for the criminal to commit a crime against your property. You may never have been the victim of crime, and maybe never will be, however, it is much better to be aware and prepared, than to become an unsuspecting victim.

Improved road networks throughout the country mean that the opportunist thief is able to travel into the rural environment to commit crime and make good their escape, often before that particular crime has been discovered.

When considering the security of your home, farm or business try to take a systematic approach. This can be compared with peeling an onion. Look at each layer, from the outside in, as representing the various barriers that have to be overcome to reach the 'target' in the centre – your property!

Take a minute to stand back and look at your home or farm and think... if I were a thief, what would I steal? And from where? Once you have given yourself the answer, read the advice below and see what simple steps could be taken to prevent this from happening.

Over to you...

## PHYSICAL AND VISIBLE DETERRENTS

Physical and visible deterrents often give the criminal the first indication that the owner of the property has an awareness around security. These will have to be overcome to reach any 'target' and the criminal will often move on elsewhere to look for easier 'pickings'.

- Take a close look at the outer perimeter of your property and reduce access by removing all gates and entrances that are no longer in use and replacing them with a permanent fence or other barrier.
- Establish a single entrance and exit to your property, if possible. Place a gate at the public end of your entrance to make it less inviting and consider placing a further inner gate at the private end of the entrance. It may cause you some minor inconvenience to open and close these gates but they are an obstruction to any potential criminal access. Criminals now almost always use a vehicle during the commission of crime. They want to load up their stolen property and make good their escape as soon as possible. If they can't get close to the 'target' they will more than likely move on to somewhere easier. They also wish to avoid stopping at the side of the road where they and their vehicle can be seen and possibly identified.
- If a gate or entrance is not in use for a lengthy period, place a temporary obstruction in front of it so it cannot be opened or have it locked securely.
- Secure all gates with good padlocks protected by covers to prevent them being cut off. Ensure that all fixing bolts cannot be removed easily. Remember the hinges! There is no point having a good locking system if the gate can easily be removed from its hinges. Invert or cap gate hinges to prevent gates being lifted off to provide access or from being stolen.
- Consider the use of locking posts or temporary obstructions to control large openings to yards and sheds and prevent access to unauthorised vehicles.
- Where valuable machinery is stored in open yards consider installing a good quality, fit for purpose CCTV system. Be aware that good lighting is important when considering CCTV. Installing good lighting will also enhance the security of the yard and discourage thieves who do not like to be seen.
- Ensure the correct CCTV signage is placed around the perimeter of your property. Signs can be a great deterrent in themselves.
- The planting of thorned bushes or hedges or other similar plants, provide a natural barrier around your property. The hedges should be both thick and prickly making them difficult to penetrate. This type of plant can also be used to reinforce fencing already in place and create a double barrier to be overcome.

- Walls and fences should be properly maintained and any signs of damage quickly repaired.
- Ditches should also be considered as a method of obstruction to the criminal.
- Inspect your buildings and upgrade your storage to reflect the value of the property stored in it.

## **LIGHTING**

- Fit lighting to illuminate outbuildings, courtyards, and houses. Thieves do not like to be seen. A security light being activated is also sign that there may be an intruder on the premises.
- Consider installing sensor controlled 'dusk to dawn' security lights, which will alert you to anyone approaching your property Other infra-red devices can be obtained which will activate an alarm on someone approaching your premises. Infra-red security lighting can also incorporate a camera so that photographs or video can be taken when the light is activated. This is worth considering as an alternative to CCTV.



## HOME SECURITY

In the rural environment good home security is essential and is an effective deterrent against crime. Basic advice includes;

- Fit key operated locks to all ground floor and accessible windows. Windows should be manufactured to British Security Standard BS7950.
- Fit British Standard 5 lever mortice locks to all outside doors. Multipoint locking systems with three or more deadlocks may be an advisable alternative. Any new external door-sets should be tested to both British Standard PAS 23/24 and be certified by an independent UKAS accredited certification body. Mortice Locks should be tested to BS3621:1998 and cylinders to BSEN1303 grade 3.
- Fit a door viewer and chain.
- Install security lighting. 'Dawn to dusk' lighting or PIR lighting is preferred.
- Use timing devices on interior lights when your house is unoccupied. Also consider leaving a radio or television on within the house. This could also be fixed to a timer.
- Postcode all household items, including those with sentimental value, by using an engraver or ultra-violet marking pen. All property should be uniquely marked, photographed and recorded in an asset register that includes serial, chassis and model numbers.
- Alternatively Forensic Marking products are now available, which are invisible to the naked eye but can be viewed under ultra-violet light, and can be applied to both household items and machinery alike. These products provide a marking system that is unique to the owner providing police with a ready-made identification system of property that is undisputable. Marking with an ultra violet pen is an inexpensive alternative.
- Photograph all valuable items. Remember antiques and family heirlooms are particularly attractive to the criminal.
- Consider installing a small electronic safe in a discreet position. This will serve to keep your smaller valuable items safe but keep them in a place where you know to find them!
- Fit a good intruder alarm system installed by a reputable dealer. Intruder alarms should conform to British standard BS4737 or EN50131.
- Keep all doors locked, except when property is in use and there is someone present.

Beware of any suspicious callers – strangers may not always be what they seem. Check their identity and if in doubt, note their description and any vehicle they may be using and call the police. Your call may be important and save others from the opportunist thief. These people could be claiming to be lost, looking to buy scrap, carry out garden work etc. Trust your intuition. Better some minor disruption to an innocent person than allowing a neighbour or other person to perhaps become a victim.

## **OUTBUILDINGS AND SHEDS**

Landowners and householders too often pay little attention to garages, sheds and other outbuildings where they store expensive equipment.

- You should ensure that all external doors are of solid construction with suitable locks or a close shackle padlock and bar fitted to it.
- Consider fitting non returnable screws or coach bolts to the hinges. (When a good quality lock is fitted the hinges can become the weakest part of the door!)
- Use laminated glass for the windows and fit an internal screen or net curtain, to hide the contents from anyone outside.
- Locks should be fitted to all windows. The windows should be covered to prevent the property inside from being seen. Protective grilles should be placed on the windows if appropriate.
- All moveable property should be marked so that it can be identified as yours, whether by engraving or marking with a suitable pen.
- Never leave a garage, barn, shed or other door open as this is an open invitation to a thief. Any valuable items within may be visible and encourage the thief in.
- If you have smaller items of value, power tools etc, use secondary secure storage such as a purpose made lockable storage container securely fixed to the ground or wall.
- Cover the shed with a PIR sensor security light.
- Ensure tools are locked away at night so that they cannot be used by the thief against your own property.
- Consider marking tools to ensure that you can identify them if they are ever stolen.



## FUEL TANKS

- The first step in preventing fuel theft is to lock your fuel tank. While a determined thief can use bolt cutters, a good strong steel closed shackle padlock and chain can help prevent a theft from occurring. The fuel tank cut-off valve should be locked rather than the nozzle and hose. Most modern fuel tanks are double skinned and the fuel cannot be accessed merely by boring a hole in the side.
- Tank valves should be secured by removing hand wheels or using padlocks or lockable covers.
- If an electrically controlled pump is fitted to a tank, make sure the control switch is located in a locked building or in the house and that the electricity is turned off when the tank is not in use.
- Fuel theft can be reduced by properly locating storage tanks. Often the primary consideration for the location of fuel tanks is convenience but what is convenient for the resident may be equally convenient for the thief. If the tank is located above the ground, an ideal placement would be where the tank is visible from the house, but concealed from the roadway. Don't locate tanks behind sheds or silos. The further the tank is from the road, the better. Most thieves will think twice about stealing when they have a chance of being seen and do not have an easy escape route. Consider locating the fuel tank in a suitable building or a purpose built 'bunker' where it can be locked inside.
- Keep the area around the pumps or tanks clear of equipment and other obstructions – don't give thieves cover. If there is more than one tank, they can be clustered in the same area. This will simplify surveillance of the area and make it easier to fence or put alarms on the tanks if it becomes necessary. Avoid placing storage tanks in isolated areas such as outlying buildings. Consider using a mobile bowser and remove it to a secure location when not in use. Alternatively secure in a lockable garage (Be aware of relevant Building/Fire regulations!).
- Keep track of fuel purchases. Dip your tanks daily and monitor your fuel usage so that you know if there is an unexplained loss of fuel. Install a flow meter to supervise fuel use. Keep a book at the tank for each user to record fuel usage for various vehicles and machinery.
- Also consider building a security cage around any tanks. For tanks located close to an electricity supply there are additional options such as better lighting, motion sensors and alarms to act as further deterrents.



- Security lights, if properly installed, can provide excellent low cost security for fuel tanks located within the farmhouse and yard area. Lights can be linked to a sensor illuminating only with the presence of physical movement in the area or reacting to changes in light: coming on and staying on throughout the night.
- Where your tanks contain a large amount of fuel consider installing a CCTV system that operates equally well both during the day and at night.

## **VEHICLES**

Many people in rural areas experience low levels of crime. Sometimes this can lead to a lapse in normal security precautions. Vehicles have been stolen from rural properties but by taking a few simple precautions you can make this much less likely. Vehicle owners should ensure they:

- Lock their vehicle and keep the keys secure within their home.
- Keep their homes/garages secure and lock all the doors and windows at night.
- Remove any items from within their cars and don't leave valuable items in the boot if possible.
- Ensure no items are left in view.
- Try and ensure your car or any other vehicle is parked in a well-lit area.
- Use security devices at all times (e.g. alarms, immobilisers, etc).
- If you have a garage use it every time you park your vehicle at home.
- If parking in a driveway, close any gates behind you and position your vehicle so that it is illuminated by either your own or street lighting.
- If you have a movement activated sensor on your external house light, position it, if possible, to activate when someone approaches your vehicle in the drive.
- Clean off any sat nav sucker marks from your windscreen.

Many cars which have items stolen from them have been left unlocked or the keys for the vehicles have been taken from houses that have been left insecure. This makes it easy for a thief to steal a vehicle simply by taking the key.

Sometimes basic precautions and changes in habit can make a big difference.

## **MACHINERY AND EQUIPMENT**

Machinery and equipment are popular targets for the opportunist thief, particularly smaller items such as chain saws, welding and cutting equipment, vehicle spares, riding tack and power tools.

- Nothing should be stored or kept in a vulnerable, visible, location, except when in use. There is no point in offering such items as 'up for grabs'. Do not leave barn or shed doors open when not in use especially if they can be seen from the road or someone driving around the yard.
- All vehicles should be parked in a secure area or close to your premises.
- When vehicles or plant of any sort are kept outside they should be secured with the keys kept safe in your possession or in a locked key cupboard. Use any fitted immobiliser or other security device.
- If your property is high value fit a tracking device or a data-tracking chip.
- Keep a record of all machinery, tools, vehicles and equipment with photographs and serial numbers where possible. If they are stolen and later recovered it will be much easier for the property to be identified as yours and returned to you.
- Tractors and other machinery should also have their keys removed when not in use. If possible, the registration or chassis number should be etched on all windows.
- Quad bikes or similar small utility vehicles are a popular target for criminals. Keys should be removed and the vehicle immobilised when not in use. They should be kept in a locked garage or shed and should never be left in open view. Block the machine in with other equipment so that it cannot be pushed away.
- Vehicle fuel tanks should be fitted with locking fuel caps. These can be alarmed if appropriate. Park vehicles to make access to the fuel tank as awkward as possible. Fuel is an expensive commodity and now a common target for thieves.
- Avoid leaving vehicles exposed in fields with full tanks of fuel or filling the tanks last thing at night.
- Restrict access to where vehicles are parked. Thieves will not carry large quantities of fuel over any distance to their vehicle.

- Consider fitting CESAR marking to your vehicles. CESAR is the nationally recognised marking scheme and is fitted at source to many new quads and tractors. CESAR gives each machine its own unique “fingerprint” that is impossible for thieves to remove. Many insurance companies offer premium discounts for vehicles fitted with CESAR. Only approved suppliers can fit CESAR. Please contact your local dealer for further information.



## **PREVENTING METAL THEFT**

Over the past few years there has been a significant up-turn in demand for metals that has resulted in increased prices and scrap values. This has led to a rise in thefts, with criminals targeting, amongst other things, building sites and farms.

Owners of such premises can take steps to prevent these thefts.

### **This can include:-**

- Restricting vehicle access to your property. Thieves need access to the site for their vehicle.
- Identify where metal is located within and around your premises. Treat it as the valuable commodity it is and store it accordingly.
- Have any unwanted metal removed from the site. If it is not there then it cannot be stolen and thieves will have no reason to be on your property.
- Where practicable, employ the use of CCTV cameras and ensure external lighting is in good working order.
- Use suitable lighting to illuminate your area of risk during the hours of darkness.



## **HORSES**

- Report all suspicious activity involving your horse or pony to the police.
- Take good, clear pictures of your horse, from all sides, in winter and summer.
- Remove head collars when grazing in the field.
- Mark your horse or pony using Freeze branding or microchipping.
- Horses born before 01.07.09 and do not have an existing passport, must be microchipped when the passport is issued.
- Keep the passport and a photocopy in a safe place. It will help with proof of ownership.

## **TRAILERS, HORSE BOXES ETC.**

Vehicles, trailers and horseboxes are all potential targets for criminals, especially if they are left unsecured or in isolated locations.

- If possible park them as close to your premises as possible, preferably out of sight, in a building or secure compound, from nearby roads.
- Wheel clamps are available to fit all sizes of wheel and should be used to help prevent trailers, horseboxes other vehicles from being stolen. Locking posts can also be installed to provide further security for trailers. Block in your trailer etc. with a vehicle or other object to prevent it being towed away.
- Mark or customise your trailers etc. so they are easily identifiable as belonging to you. This can deter thieves in itself and assist recovery if they are stolen. Use either your postcode or other mark. This information can be die-stamped or engraved.
- Register new trailers with the manufacturer/ equipment register database.
- Consider installing an alarm to trailers and horseboxes that is activated when they are moved.
- Keep receipts/ documents/ photographs of your trailer in a safe place to assist the Police should your trailer ever be stolen.



There is a strong second hand market for trailers or horseboxes making them attractive to thieves. When buying a used trailer or horsebox;

- Ask for proof of ownership and be suspicious of those trailers that appear to be a bargain!
- Never view a trailer in a public car park or other public place. Always try to view at the seller's home address.
- Check for any tampering or removal of the chassis or serial number.

## **HORSE TACK**

- The construction of tack rooms is an important aspect in keeping the contents secure - brick or concrete block is ideal and wood can be reinforced internally with steel plate or mesh.
- Wooden doors should be reinforced with steel where appropriate with door frames being of strong construction secured to the fabric of the building. Use good quality mortice locks on doors, or alternatively use heavy-duty close shackle padlocks and heavy duty pad bars.
- Windows, no matter how small, can provide entry for would-be thieves and should be fitted with grilles, bars or removed completely if not required .
- Saddles and bridles should be secured to their racks when not in use and wheelbarrows, trolleys and other moveable items should be kept separate to tack or secured as they could be used to make removal of property easier.
- Security-marking property can be a deterrent to thieves and makes stolen items easier to return to their rightful owners if they are recovered.
- Saddles, bridles, grooming equipment etc. should be marked or die-stamped with the postcode and house number or the first two letters of the farm or house name.
- Rugs and blankets should be post coded using an indelible ink pen, ultra-violet marker, or machine stitching.



## LIVESTOCK

Today livestock theft in Scotland is rare but does occur occasionally.

Grazing animals are a potential target for criminals and should be treated like any other valuable property.

- Check the security of perimeter fencing/hedging and make regular checks of fields where animals are kept to ensure perimeter fences are not breached. Repair any damage promptly to prevent escape and to indicate to thieves that you are watching out for your stock.
- Ensure field gates are in good condition and do not be afraid to lock them using a good quality padlock.
- Check your stock regularly and don't ignore anything suspicious.
- Use forensic keel paint, horn brands, freeze marking or tattooing to make animals more easily identifiable.
- Ask a neighbour to check your stock when you are away from home and do likewise for them.
- All unexplained, suspicious stock losses should be reported to the police immediately.

Remember to make identifying marks distinctive and photograph all valuable and champion stock.





## **FIRE-RAISING ETC.**

Hay and straw bales on farms are susceptible to fire whether deliberate or accidental.

- They should be stored away from roads where dropped lights may cause fire and should be removed from fields as soon as possible after harvesting.
- While within view of the farmhouse and separately from other buildings, particularly those housing fuels, agrochemicals and machinery, stacks of reasonable size should be spaced at least 10 metres apart, separately from livestock housing and at several sites to reduce the danger of fire spread.
- Fertilisers and pesticides should be kept under lock and key and stored separately from other combustible materials away from roads and public view.
- Fertilisers and pesticides can also be used in the manufacture of explosives and any theft of such items, particularly of larger amounts, should be reported to the Police immediately.
- Smoke detectors should be fitted in outhouses to detect fire at an early stage.

The Scottish Fire and Rescue Service and the Health & Safety Executive can provide further advice on the storage and transportation of fertilisers, particularly ammonium nitrate.



## FIREARMS AND AMMUNITION

Firearms, shotguns and ammunition must be stored safely at all times. In accordance with the licence issued and with current legislation.

- Cabinets should be out of sight of the casual visitor and kept locked at all times.
- Keys for gun cabinets are the responsibility of the Certificate holder and should be kept in a safe, secret place and not on key hooks in kitchens etc.
- Air weapons should also be kept secure, if possible, and out of sight in any case.
- Remember – firearms are dangerous and should be locked away when not in use. It is an offence to be in possession of a firearm without an appropriate certificate issued by the Chief Constable.
- All Firearms regulations should be strictly adhered to and safety considered at all times. For advice on Firearms matters contact the Police and ask to speak to a Firearms Licensing Officer.





## **WILDLIFE CRIME**

All wild animals, birds and plants are afforded varying degrees of legal protection. Despite this wildlife crime still occurs in the countryside today.

Wildlife crime is committed for financial gain, for 'sport' or other purposes. Irrespective of the motivation however, wildlife crime can be damaging to species and habitats and can impact upon the livelihood of people who live and work in the countryside.

### **Wildlife crime can take many forms:**

- Poaching: especially deer, salmon and hare coursing.
- Badger persecution: including sett blocking and destruction; and badger baiting.
- Bird of prey persecution: including poisoning, trapping and shooting.
- Unlawful shooting, trapping and poisoning of birds and animals.

Those involved in wildlife crime are frequently involved in other rural criminality, and therefore should never be approached.

In certain circumstances a relevant authority may grant licences to permit an activity which would otherwise be illegal.

For advice on wildlife crime contact the Police on 101 and ask to speak to a Wildlife Crime Officer.

## If you suspect an offence has been committed:

- ✓ Do report. Even if you are not sure - report the incident.
- ✓ The evidence of wildlife crime is not always obvious.
- ✓ Do take a note of the date, time and weather conditions.
- ✓ Do identify a map reference, GPS reading or accurate description of both the incident scene and location from where you witnessed the incident.
- ✓ Do note a description of person/s involved including gender, age, height, clothing etc.
- ✓ Do Write down any vehicle registration numbers, make, model, and colour that may be involved.
- ✓ Do identify other witnesses and obtain their name and contact details.
- ✓ Do video or photograph the scene, or make a rough sketch.
- ✓ Do cover up any suspected poisoned baits or victims to prevent any animal / person coming into contact with them.
- ✗ Do not disturb the scene by moving items or walking about unnecessarily.
- ✗ Do not touch dead animals or birds, especially if you suspect that poison may have been used.
- ✗ Do not interfere with legal countryside practices such as the legal use of traps and snares, hides, high seats and shooting butts.
- ✗ Never approach suspects or intervene if you suspect someone is committing a wildlife crime – you may put yourself in danger.

## DOORSTEP CRIME

Doorstep Criminals are people who use distraction techniques to preoccupy a victim and steal from their home. This could be someone asking to use the bathroom, telephone or for a drink of water. Often termed as 'bogus callers' or 'rogue traders', they may also pretend to be a utility worker or tradesperson to gain access to a property and offer to carry out maintenance work for an over inflated price, which is substandard or not carried out at all.

These criminals can target properties in villages and rural areas as well as the larger centres of population in cities and towns.

### **Follow these simple steps to keep yourself safe:**

- Keep front and back doors locked.
- Use the door viewer or nearby window when answering the door.
- Fit a door chain or bar – and use it.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Always ask for identification badges of anyone you answer the door to, but don't rely on them. ID's can be faked.
- If you don't know the person who is calling, and you're not expecting them, don't let them in.
- If you have a password with a company make sure the caller uses it.
- Never let people try to persuade you to let them into your home. If someone is persistent, ask them to call at another time and arrange for a friend or family member to be with you.
- Never agree to pay for goods or give money to strangers who arrive at your door.
- Don't keep large amounts of money in your home.
- Look out for those in your community, and report any suspicious activity immediately to Police Scotland on 101, or your local authority Trading Standards.
- Ask your local policing team about the 'Nominated Neighbour Scheme'.
- If the person refuses to leave your door, or you feel threatened or scared - Call 999 and ask for the police.

## **CYBER CRIME GUIDANCE**

The effect of cybercrime can be extremely upsetting for victims, and not necessarily just for financial reasons. Victims may feel that their privacy has been violated, and that they are powerless. Unfortunately, as Scotland's reliance on technology grows, the cost and incidence of cybercrime is expected to increase.

Cybercrime consists of criminal acts that are committed online by using electronic communications networks and information systems. It can be classified in three broad definitions:

1. Crimes specific to the Internet, such as attacks against information systems or phishing (e.g. fake bank websites to solicit passwords enabling access to victims' bank accounts).
2. Online fraud and forgery. Large-scale fraud can be committed online through instruments such as identity theft, phishing, spam and malicious code.
3. Illegal online content, including child sexual abuse material, incitement to racial hatred, incitement to terrorist acts and glorification of violence, terrorism, racism and xenophobia.

### **Typical Examples of Cyber Crime.**

- Distributing viruses or posting confidential business information on the internet.
- Identity theft, where criminals use the internet to steal personal information from other users.
- Fake email, luring users to fake websites to take personal information e.g. usernames and passwords, phone numbers, credit card numbers ect.

## **TOP 10 TIPS**

- Choose strong passwords and keep them safe.
- Protect your computer with Internet security software.
- Protect your personal information. Never give out personal information to anyone.
- Keep your computer current with the latest patches and updates.
- Make sure your computer is configured securely.
- Never open or forward chain e-mails.
- Online offers that look too good to be true usually are.
- Review bank and credit card statements regularly.
- If something sounds too good to be true or far-fetched, be sceptical about it. Research the information to see if it's a scam.

## **Cyber Crime Prevention Useful links**

For more information on cyber crime prevention please visit the websites below:

**<https://www.getsafeonline.org/>**

**<https://www.cyberstreetwise.com/>**

**<https://www.ecrimescotland.org.uk/>**

The Scottish Business Resilience Centre work closely with Police Scotland and Scottish Government can help you to implement any of the above tips. Their contact details are below:

**Web: <http://www.sbrcentre.co.uk>**

**E-mail [enquiries@sbrcentre.co.uk](mailto:enquiries@sbrcentre.co.uk)**

**Tel 01786 447 441**

## RURAL WATCH SCOTLAND

Make sure you know what's going on in your area & help keep yourself safe from crime by signing up to the Rural Watch Scotland alerts scheme.

'Rural Watch' is now available across Scotland and is a direct messaging system that can send email and text alerts about information relevant to your area. The information will come from local police officers and other approved information providers.

Sign up to receive relevant information about rural crime in your area. Signing up is quick and easy, simply follow the link at -

**<https://member-registration.neighbourhoodalert.co.uk/173/Join>**

## TELEPHONING POLICE SCOTLAND

If you need to contact Police Scotland then the number you use will depend on whether what you are reporting is an emergency or not.

You should always use **999** when:

- there is a risk of injury or loss of life.
- a crime is in progress.
- someone suspected of a crime is nearby.

Deaf, deafened, hard of hearing or speech-impaired callers using a Textphone (minicom) should dial **18000** in an emergency.

Alternatively if you are deaf, hard of hearing or speech impaired, you can register with emergency SMS text service. The emergency SMS service lets people in the UK send SMS text message to the UK **999** service where it will be passed to the police, fire, ambulance or coastguard as appropriate.

**101** Non-Emergency Number should be used for all non-emergencies and general enquiries which do not require an immediate police response. This keeps the **999** service free for emergencies, alternatively information can be passed anonymously to Crimestoppers on 0800 555 111.





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