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Police Service of Scotland  
Argyll & West Dunbartonshire  
'L' Divisional Headquarters  
Stirling Road  
Dumbarton  
G82 3PT

TEL 101

Dear Sir/Madam

As a recent victim of crime I would like to make you aware of the advice and support available to you across Argyll and West Dunbartonshire by the Community Engagement Team.

We are able to provide advice and support in relation to Personal Safety and Home Security. This can be done either in person at your property or over the telephone.

If you would like us to attend in person this would involve an officer attending at your premises and assessing and identifying potential security risks, providing advice on how to improve your security and making your property less attractive to criminals.

We can also provide preventative advice and information relating to fraud and scams.

The following websites may also be of use to you.

[www.scotland.police.uk/advice-and-information/](http://www.scotland.police.uk/advice-and-information/)  
[www.victimsupport.scot](http://www.victimsupport.scot)  
[www.consumeradvice.scot](http://www.consumeradvice.scot)  
[www.cyberscotland.com](http://www.cyberscotland.com)

In the interim period I have included some basic crime prevention advice for your consideration:

### **Home Security**

- Ensure all doors and windows are well maintained and the locks are in working order.
- Always ensure your doors and windows are locked prior to leaving your property.
- Consider keeping your doors and windows locked when within the property.
- Always remove keys from the rear of doors and windows and store in a safe and sheltered place.
- Ensure any keys removed from doors and windows are kept nearby in the event of an emergency.
- Keep valuables hidden from view when not in use.
- Ensure your personal property and valuables are recorded for insurance purposes and are security marked.

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- Consider contacting Scottish Fire and Rescue for a fire safety evaluation via their web page [www.firescotland.gov.uk](http://www.firescotland.gov.uk).

### **Protecting your Car**

- Mark any valuables in your car with your postcode and house number/name.
- Lock all items out of sight.
- Don't leave anything on display.
- Take items with you.
- Register valuables on Immobilise website [www.immobilise.com](http://www.immobilise.com).
- Fit a car alarm.
- Use locking wheel nuts to protect against theft of wheels.
- Never leave your car open and unattended.
- Never defrost your car with the keys in the ignition.

### **Personal Safety**

- Always keep your personal mobile phone with you and fully charged in the event of an emergency.
- Always stick to well-lit areas, ensuring your path is not isolated and is well populated.
- If possible, phone ahead to let the person you are visiting, know that you are coming round.
- If you have any concerns whilst out, quickly attend the nearest populated area or store and ask for assistance.

### **Online Security**

- Creating unique passwords for your accounts truly is the best way to keep your personal data safe.
- Outside the office or home, never be tempted to use free public Wi-Fi – consider investing in a VPN.
- Make use of additional security measures on your devices, such as fingerprints, face recognition and passphrases.
- Stay alert to phishing emails and scams – help friends and family who may be less tech-savvy.
- There are countless opportunities to share personal information online, particularly identity info – be careful what you share.
- When making purchases online, ensure URL starts with “https” instead of “http” and there is a padlock in the URL field.
- Never click unknown links and offers that seem too good to be true – set parental controls on children's devices.
- Social Media sites have privacy-enhanced settings which are often hard to find – enable these privacy safeguards.
- Keep your devices and software up-to-date so you have the latest security patches.

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Please note that this information is designed to reduce any risks to you and your property and cannot fully eliminate incidents occurring.

To arrange a visit or to speak with us please get in touch via telephone by calling 101 and ask to be put through to the Community Engagement Team at Dumbarton. Alternatively you can email us at **ArgyllDunbartonshireCommunityEngagementTeam@scotland.police.uk**

Yours Sincerely

*Bart Simonis*

Inspector Bart Simonis

Community Engagement Team  
Argyll and West Dunbartonshire Division