

Laptops/iPads/Tablets

Follow these steps to make your laptop more secure:

- Keep PINs, passwords and personal financial information in a secure location away from your laptop
- Don't send your bank details by email or store them on your computer
- Security mark your laptop and battery with your postcode and house number
- When shopping online make sure the company has a secure server. (You will know the site is secure if you see a padlock at the bottom right of the screen)

Online security

The vast majority of people use the internet without any problems. Follow some basic security precautions when online:

- Create complex and unique passwords
- Install anti-virus software and make sure it's up to date
- Update your programmes and applications regularly
- Protect your personal information
- Think before clicking on links in emails, especially if you don't know the sender
- Be careful what you download
- Always use a firewall

- Avoid phishing scams - bogus emails asking for security information and personal details
- Never leave devices unattended

Useful contacts

Durham County Council

www.durham.gov.uk/crimeprevention
www.durham.gov.uk/personalsecurity
☎03000 26 00 00

Durham Constabulary

www.durham.police.uk
☎101 (non-emergency)

Crimestoppers

www.crimestoppers-uk.org
☎0800 555 111

County Durham and Darlington Fire and Rescue

www.ddfra.co.uk
☎0845 305 8383

Get Safe Online in Durham

www.getsafeonline.org/durham

Victim Care and Advice Service

www.victimcareandadvice.service.uk
☎0303 0401 099

Please ask us if you would like this document summarised in another language or format.

 Braille  Audio  Large print

العربية	Arabic	(中文(繁體字))	Chinese	اردو	Urdu
polski	Polish	ਪੰਜਾਬੀ	Punjabi	Español	Spanish
বাংলা	Bengali	हिन्दी	Hindi	Deutsch	German
Français	French	Türkçe	Turkish	Melayu	Malay

community.safety@durham.gov.uk
03000 265 436

AHS19359 2016

Altogether
safer

Safe Durham Partnership

Personal security Information booklet



www.durham.gov.uk/personalsecurity

Personal security

The chance that you or your family will be a victim of crime is low. However, we know that for some people the fear of crime is very real.

The best way to cut the risk of becoming a victim of crime is by taking sensible precautions. You may already be doing this as part of your everyday lives without realising it:

- Plan your route before setting off. You will be safer in brighter, well-lit, busy areas
- Tell friends, families or people you work with where you are going and what time you will be back
- Take time to think about what you would do in an emergency and have a rough plan in your mind
- Carry your bag close to you with the clasp facing inwards
- Don't take shortcuts through dark alleys or across waste land
- Cover up expensive jewellery

Stay safe in taxis and private hire vehicles (PHV)

Licensed taxi drivers have passed a vehicle, criminal record and health check before they are licensed by Durham County Council.

- Always travel in a licensed taxi or PHV. Check the signs on the outside of the car and the driver's badge before you get in. You should never agree to travel in an unlicensed vehicle with an unlicensed driver
- Remember touting for a taxi or PHV journey is an offence
- If travelling alone always sit behind the driver in the back seat



Staying safe on public transport

- On an empty bus sit near the driver
- On a train try to find a carriage with other people and sit near the exit



Staying safe when driving

- Make sure your vehicle is in good condition
- Plan your route and stay on main roads if you can
- Make sure you have enough money and petrol for your journey
- Carry a torch in your car
- Don't pick up hitch-hikers
- Keep doors locked when driving and keep bags and valuables out of sight
- If you park in the daylight, think what the area will be like if you will be returning after dark

Personal belongings

We all carry gadgets nowadays, mobile phones, ipods, tablets and laptops.

Most of this equipment is very desirable and can become a target for crime. Here are some quick and easy ways to keep you and your valuables safe:



Mobile phones and smartphones

- Try not to use your mobile in crowded areas if you feel unsafe
- Avoid displaying your mobile in public view
- Do not leave your mobile unattended
- Do not leave your mobile in a car and on display
- Register your mobile with your network operator
- Keep a copy of the IMEI number. Dial *#06# (star, hash, zero, six, hash) into your phone for your IMEI
- Always report your phone or handset stolen to the police and your network operator (this will block the phone handset and SIM card, making it useless)
- Always use your phone's security lock code or PIN number