

Neighbourhood Policing and Local Businesses

- 1 My business is burgled and items stolen,**
- a. How long should it take for an incident number to be raised which I can use for an insurance claim?**
 - b. What do I do if this time is exceeded and why might it take so long?

When you call the non urgent phone number to report a crime you should receive a URN (unique reference number) which can be used in connection with insurance claims. If one isn't provided then ask for one.

- 2 What NAG (Neighbourhood Action Group) am I in and how can I make contact with the NAG Chair?**

Maps of the Local Police Areas with their NAGs identified are posted on the Thames Valley Police web site. There's a map for each of the three LPA territories in Berkshire West BCU. If in doubt because of map scale or boundary issue then use the non emergency police number 0845 8 505 505 and follow the instructions. You will be asked your street address which allows your NAG to be identified. At the same time you can ask to speak to a representative from your neighbourhood policing team who can put you in touch with the NAG Chair. Alternatively you can always visit your local police station.

- 3 Can I get my basic business security checked out through neighbourhood policing?**

No not through neighbourhood policing. They can supply some basic security information but visits from the Crime Reduction Advisors (CRAs) who are specialist in giving advice on crime reduction matters can be arranged through your local police station.

- 4 I'm interested in helping out in a small way, what do I do next?**

This will vary according to what help you wish to give:

Refer to the answer for question 2 for NAG help

If you want to find out more about becoming a Police Community Support Officer, a Police Volunteer or a Special Constable then use the Thames Valley Police web site www.thamesvalley.police.uk or use the non emergency police number 0845 8 505 505 and follow the instructions.