

# LOCAL WATCH-WORD



Eastleigh Neighbourhood Watch Association express their sadness at the passing of Her Majesty Queen Elizabeth II

Sep 2022

## GETTING YOUR OWN BACK

Often members of the public feel that crime is going on around them, and that they are helpless observers of these activities. Obviously dealing with crime is the domain of the police and other agencies, but their effectiveness can be enhanced by our reporting of incidents. Also our awareness of the causes and prevention of crime.

If a crime is occurring or danger to life exists then calling 999 is the correct and rapid response route to take. Should the crime have already taken place, then reporting is important as it enables the police to record trends and target areas for increased surveillance. There are three methods of reporting: by phone using the 101, anonymously to Crime Stoppers on 0800 555 111 and online.

Your telephone reports should be dealt with by a person who will guide you through the reporting process and will ask you relevant questions. Members have however, experienced difficulties in reporting online as the system is designed to pigeonhole answers into specific categories that sometimes do not fit the particular incident being reported. We have been made aware of people giving up in frustration at the rather prescriptive options available to them on the Hampshire Police website. Having recently looked at the Hants Police website, it seems they have gone some way to addressing this particular issue by adding 'report something else' to encompass things not in their limited list. This can be accessed by using the link: <https://www.hampshire.police.uk/tua/tell-us-about/soh/seen-or-heard/>



### Quarterly Tip

**Safe shortcut to your Bank**

**Phone** 1 **00** 5 **JKL** 9 **WXYZ**



- Email phishing, scam or other suspect communications online can be reported and forwarded to the National Cyber Security Centre at: [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- If you have become a victim of one of these

- emails then you should report to [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call 0300 123 2020
- Mobile text spam can be forwarded to NCSC on the number 7726 ('SPAM') on a keypad
- Should you require help with any online vulnerabilities you can contact one of our Cyber Champions for FREE advice at: <https://hampshirecyberwatch.org/urgent-support/>

We would encourage you to report anything that would seem relevant to the police and to back it up with any CCTV footage you might have. Remember if you don't have video monitoring yourself, neighbours may have a camera such as a 'Ring' doorbell, which seem to have become more common these days. Good descriptions of potential perpetrators or vehicle registrations can be particularly useful in bringing actions against criminals.

If you have some sort of video monitoring, let your neighbourhood watch coordinator know, so that they have that information to hand, should an incident occur locally. Even if the image is not very good, getting the exact time is useful in collecting evidence.

### Report

Does your information relate to any of the options below? If so, click on the relevant one to find out how best to report it.

- [Crime](#)
- [Possible terrorist activity](#)
- [Road traffic incidents](#)
- [Antisocial behaviour](#)
- [Civil dispute](#)
- [Fraud](#)
- [Lost or found property](#)
- [Lost or stolen vehicle](#)
- [A missing person](#)



### Tell us about something else

Can't find what you need above? Click 'Start' to complete our quick and simple online form. We'll get back to you within two working days.

Start

The Eastleigh Neighbourhood Watch Association committee communicate with Hampshire Police, passing on issues with reporting online, so please let us know if you find the process less than straightforward.

Scams and cyber-crime should be reported to more specialist agencies.

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# A Note From Our Chairman

Mike Anthony



paying for them at <https://www.gov.uk/green-deal-energy-saving-measures>. For low income households Eastleigh Council points householders towards fully-funded energy efficiency improvements available via the Warmer Homes initiative (<https://www.warmerhomes.org.uk/>).

For shorter term ideas for saving energy that we can all employ, the Money Saving Expert website ([moneysavingexpert.com](https://moneysavingexpert.com)) has a useful list of energy-saving tips for reducing energy bills.

**Have your say on 20mph limits:** Hampshire County Council is currently reviewing their policy on implementation of 20mph speed limits and wants as many residents as possible to give their views. The survey should take no more than 15 minutes to complete and is open until midnight on Monday 12th September. To complete the survey go to <https://www.eastleigh.gov.uk/latest-news/have-your-say-on-20mph-speed-limits-across-hampshire>. The survey findings should help shape future Council policy and decision making relating to 20 mph speed limits.

**Secure your bike:** The Echo (29 Aug) reports that 3 motorbikes were recovered by Hants Police at

## Rising Energy Prices:

We all have a growing anxiety associated with the rising costs of energy. Normally we are advised to 'shop around' but it is hard/impossible to find a cheaper energy tariff at the moment. Our only choice seems to be to use less energy. The government Green Deal scheme has advice on energy saving home improvements for the home and best ways of

Lots more information can be found on our ENWA website

[www.eastleighnhw.org.uk/](http://www.eastleighnhw.org.uk/)

and also take a look at our [Facebook](#) page

the end of August following a spate of motorbike and scooter thefts in the Hedge End area.

All motorbike, moped and scooter owners are asked to review the security of their vehicles. An unsecured bike can be wheeled off in seconds. Motorcycle news (<https://www.motorcyclenews.com/news-riders/2018/10-ways-to-protect-your-bike-from-theft/>) suggests 10 ways to protect motorbikes from theft.

## Corben's Corner

By John Corben

I would like to draw your attention to a scam currently doing the rounds. It relates to the Government's £400.00 energy bill rebate which will be applied automatically to energy customers' bills. The scam involves the scammers phoning up or sending emails to targeted victims, pretending to be from Ofgem and promising a false energy rebate.

In reality they are fraudsters trying to steal bank details, either over the phone or via a fake online portal. Energy suppliers are warning people to be vigilant and to ignore suspicious emails. The cost of living payment, announced to ease the impact of increasing energy prices, will be automatically applied to bills by energy suppliers meaning there is no need for consumers to apply manually. The official rebate payments will begin in October. Please ensure that your family, neighbours and friends are made aware of this scam. For this and any other suspicious approach simply hang up the phone, delete any emails and report the scam to the Action Fraud Line 0300 123 2040.

As I mentioned in a previous Watch Word, scammers are becoming increasingly more

**Support with energy bills this winter**

sophisticated and inventive in their attacks. One such attack that has come to my attention involves the scammers sending by post to Windows 10 users a copy of Microsoft's Office Professional Plus loaded onto a USB data stick. If true this would represent a potential package worth over £400.00, however all is not as it seems. In reality the USB data stick contains malicious code. If plugged into the intended victim's computer they will immediately see a warning notification saying their device has been infected with malicious software. Included is a phone number to call to resolve the problem. In reality the victim is being connected to the scammer who will then charge a fee to fix the problem. If payment is made the scammer will connect to the victim's computer promising to sort their issues.

Nothing could be further from the truth, once connected the scammer can take over the victim's computer and attempt to steal more of the victim's money. Should you find yourself in a situation where you suspect you have fallen victim to a scammer it is vital that you seek help you can trust, contact us or talk to a computer shop and you will be guided as to the safest way to resolve the problem. Never ever trust a scammer who offers to help you for a fee, it rarely ever works out well.

As always we can be contacted on [hampshirecyberwatch.org](http://hampshirecyberwatch.org) for any help, guidance or advice on any cyber fraud issues.





# ANTI-SOCIAL BEHAVIOUR, CULPRITS AND VICTIMS

Recognising the importance of linking children's learning at school and among their peers to their life at home. It is recommended you speak to your son/daughter about their safety and behaviour when out with friends. This is also an opportunity to set boundaries and give reassurance that they can speak to you, if they ever find themselves affected by any issues or concerns. Children can be victims of anti-social behaviour too.

## What is Anti-Social Behaviour (ASB)?

Anti-social behaviour is an incident that falls short of a crime, where the behaviour and actions of an individual or group causes or is likely to:

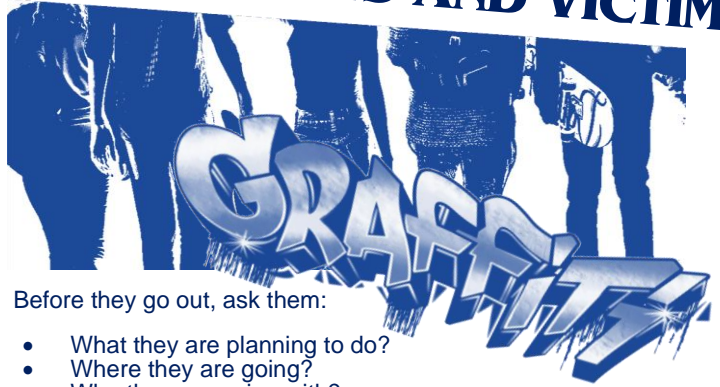
- Cause harassment, alarm or distress to any person of another household
- Cause a person to feel personally threatened
- Cause a public nuisance or detrimental impact upon the environment
- Cause a detrimental effect upon the quality of life of an individual or the community as a whole

The Police have various powers and laws exist to help them to tackle ASB and keep communities safe.

## What can I do as a parent?

Young people often feel they are blamed as the main cause of anti-social behaviour; the stereotype arises largely from the fact that groups of young people often hang out on the streets. Certain behaviour, which is not always intended to cause nuisance, can be perceived by people in the community as ASB when it has an impact on their everyday lives.

It is recommended you have talk to your child about ASB when the time comes that you let them venture out without you, in just the same way you would talk to them about staying safe. Explain how their behaviour will affect others and how it can be perceived, encouraging them to be mindful and considerate. It is also important to make them aware of the consequences for them and the family if they became involved in causing ASB.



Before they go out, ask them:

- What they are planning to do?
- Where they are going?
- Who they are going with?
- What time, and how they will be getting home?

Tell them:

- To think about what they are doing
- Not to cause distress or annoyance to others
- Not to cause damage to property
- Not to put themselves or others in danger

Access to Alcohol:

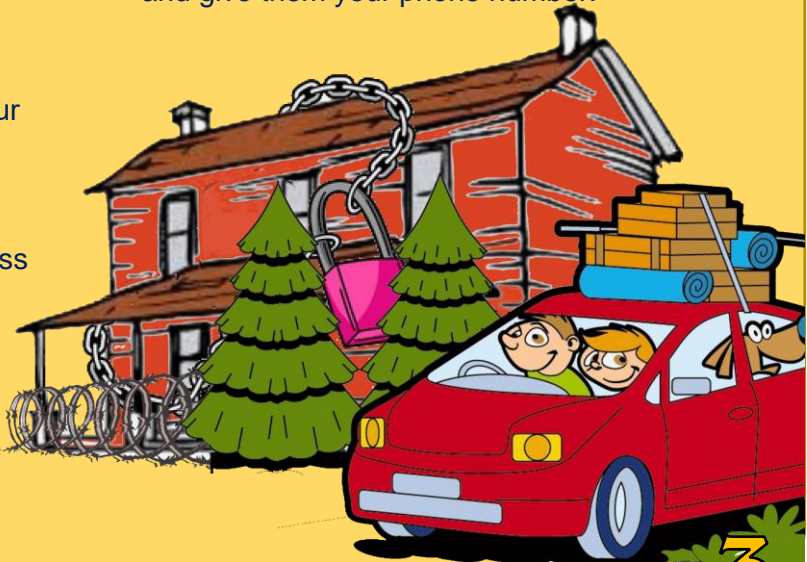
- ASB and accidents are commonly linked to alcohol, children often take it from home without parents' knowledge
- Keep alcohol in a safe place
- Keep a regular check on the alcohol you have to know if any goes missing.

Young people can also be the victims of crime and disorder:

- Make sure they know how to stay safe
- Make sure they know what to do if they are victim of crime
- Make sure they can contact an adult at any time and who it is
- Make sure they know how to use the police 101 and 999 services

## PROTECTING YOUR HOME CHECKLIST

- Fit strong locks on your front and back doors.
- Always keep your front and back doors locked, even when you are at home.
- Fit a safety chain to your front door to use when answering the door.
- Fit window locks to all your windows and secondary locks to patio doors.
- Check doors and windows are in good condition.
- If you move house, change the locks.
- Check your doors and windows are shut if you are going out.
- Don't leave valuables on view from outside your house.
- Only leave spare keys with a trusted friend or relative.
- Never put keys on a tag with your home address on it.
- Never leave spare keys under a doormat or flowerpot.
- Never leave large amounts of cash at home.
- Register your valuables on the free Immobilise website [www.immobilise.com](http://www.immobilise.com)
- Have a PIR light outside your house.
- Use a timer light inside your home when out or away.
- Before you go
  - Cancel milk and other deliveries
  - Lock up everything.
  - Don't discuss going away when strangers can hear or on social media
- Get someone you trust to check your property, and give them your phone number.



# BE AWARE - DOORSTEP CRIMINALS ARE OPERATING IN OUR AREA



PCSO Victoria Amey

Doorstep criminals call at your home unannounced, often claiming to be from a utility company (water board etc), or claiming to be working in the area and to have noticed a problem with your house that needs fixing. They may offer to do work for you or say they need to

Don't open the door to someone you don't recognise or are not expecting. If you do feel you need to answer your door, remember to:

- Lock the back door before you open the front door – doorstep criminals often work in pairs with one person distracting you at the front door while an accomplice enters your home through the back door.
- Put the door chain or door bar on before opening the door – see who it is before you fully open your door.
- Ask to see the caller's identification – a genuine caller will not mind showing you their I.D.
- Close and lock your door and call the number of the company they claim to be from to check if they have sent someone to your home.

Remember to use a number from a bill or the telephone book so you know it's a genuine one. Remember, even if the caller is genuine you do not need to allow them into your home. Ask them to arrange a future appointment; that way you can arrange for a friend or family member to be present. You can arrange to have passwords set up with your utility companies. When a representative calls they will repeat this confidential word to you.

Under no circumstances should you agree to part with your money when approached by a cold caller. If you feel you require works done on your home, then ask the caller to provide you with a quote on the companies headed paper. You can then discuss this with a trusted family member or friend. A genuine caller will not pressure you into handing over money. If you are being pressured into handing over money, close the door immediately and call 999.

If a suspicious caller knocks at your door and is on your property, call 999

If they have left your property, call 101

For more information visit [www.hampshire.police.uk](http://www.hampshire.police.uk)



check something in your home so will ask to come in and to look around. They may search your home for items to steal, or may pressure you into paying them cash for work you haven't requested or agreed to. Sometimes doorstep criminals pose as police officers or even say they are looking for a lost child or pet and need to look around your house. These criminals are convincing and seem plausible and they target people in their own homes. Hampshire Constabulary works closely with Trading Standards to tackle these offenders, and there are simple steps you can take to protect yourself from this kind of crime.

Please take note of this advice to ensure you stay safe:

## AVOID BANK ROBBERS



If you get an unexpected call from your bank, someone claiming to be an authority person like the police or someone wanting to talk about financial matters, this could be a scam. One way to check that the call is or isn't legitimate is to call your bank. There is a number on the back of your debit or credit card you could call, but if you don't have that to hand try ringing **159** instead. This number is part of a scheme which many banks have signed up to. This enables customers to be securely connected to speak to someone in their own bank to establish the credibility of a call.

Currently not all banks are in the scheme but if you bank with the following you can use this number.

- Barclays
- Co-operative Bank
- Lloyds (including Halifax and Bank of Scotland)
- Nationwide Building Society
- NatWest (including Royal Bank of Scotland and Ulster Bank)
- Santander
- Starling Bank
- TSB

So, If you think someone is trying to trick you into handing over money or personal details...

...**STOP**, hang up and call 159 to speak directly to your bank.



Thieves can use your information to buy things and borrow money.

It is important to keep your identity safe.

Examples of things you need to keep private and safe:



Keep important information locked away.

This includes information like:

