

LOCAL WATCH-WORD



The Newsletter of the Eastleigh Neighbourhood Watch Association keeping you up to date with crime and safety issues in your area

Dec 2022

WITH WINTER CAN COME BURGLARIES

Although we have been enjoying rather mild weather, winter is surely coming and the nights are certainly drawing in. This is the time of year is when the number of burglaries typically increases dramatically. Sheds and Garages are favourite targets.

Hants Police offer 7 facts about residential burglary:

- Burglars target homes that they think will contain valuables. A sure giveaway is leaving packaging from expensive items outside your front door, or by your bin, or leaving valuables on view inside.
- Burglars often look for homes with windows or doors left open or with vulnerable features that they can exploit.
- Burglars may exploit times when someone is often expected to be away from their house such as during the school run or holidays.
- Burglars typically do not want to be seen or heard and if they feel that they would be noticed by a neighbour or passer-by, they are more likely to feel exposed and may move on to find somewhere else.
- Burglars often choose a home because they've spotted a specific vehicle, motorcycle or bicycle they want to steal – and the keys are more than likely to be inside.
- Sheds and garages are often vulnerable as they are usually not very secure and may contain tools which the burglar can use to assist them to gain entry to a home, or bikes and tools that can be sold on easily.



Quarterly Tip

Turning your thermostat down by 1 degree



COULD SAVE 10% ON YOUR BILL

- Many burglars return to homes that they've previously burgled, because the homeowner failed to upgrade security following the first burglary. They sometimes return to an area to try to burgle a nearby home that they spotted while committing a previous break-in.
- Leave a light or two on timers, when you are out.

For more hints on how to protect your home from crime go to: www.hampshire.police.uk/cp/crime-prevention/protect-home-crime/.

Please keep your homes, garages and sheds secure and report any suspicious characters looking around houses and gardens.

Avoid sharing your plans on social media beforehand and why not let your neighbours know when you will be away and ask them to keep an eye out for your home? - you can offer to do the same for them.

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A Note From Our Chairman

Mike Anthony



(www.ourwatch.org.uk/cost-of-living) suggests six ways in which coordinators (and neighbours) can support their local community through the cost of living crisis:

- (1) Find out and share what local support is available within your Community - support and advice from Eastleigh Borough Council can be found at www.eastleigh.gov.uk/benefits-support-and-employment/other-forms-of-support/cost-of-living-support.
- (2) Check in and ask how you can help over a cuppa
- (3) Organise or promote a food bank collection
- (4) Organise a Winter Get Together
- (5) Set up a Support Network for those not on social media
- (6) Promote the Priority Register Service that allows vulnerable residents priority and support from their energy company if there is an issue with supply or payment. Go to the Ofgem website at:

www.ofgem.gov.uk/getting-extra-help-priority-services-register for more information.

As we approach the Xmas period, we are all very aware this year that the cost of everyday essentials such as food, gas, electricity and fuel have been rising steeply. Household budgets are severely under strain and these are challenging times for many.

The Our Watch website



Lots more information can be found on our ENWA website

www.eastleighnhw.org.uk/

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



As always, keep an eye out for suspicious activities over the holiday period - if you see something odd, please report it to the police or scheme coordinator.

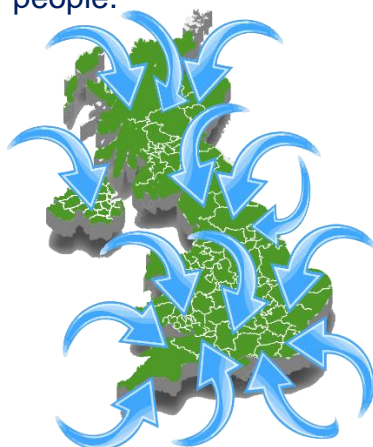
Keep Safe and give a special thought for the isolated and lonely this Xmas.

Corben's Corner

By John Corben

As we rapidly approach the end of 2022 we can reflect on the state of cyber security as it evolved during the year. It is fair to state that scamming attempts overall on the public and businesses have increased by a significant factor, some estimates put this increase at between 30% and 40%. If we concentrate on attacks on the general public, by far the vast majority are by scamming emails followed by scamming text messages sent to our mobile phones. These always have, and still do, rely on the 'numbers game' requiring only a small percentage of potential victims to fall victim to the attack for the scammer to achieve their objectives i.e. victim bank account details, monetary payment or control or corruption of their computer, laptop or mobile phone, etc.

A chilling statistic from the National Cyber Security Centre is an estimate that 75% of the UK population have / will be targeted by scammers during 2022/2023. In numbers that is around 45 million people.



As I mentioned in my last posting, scammers are becoming more sophisticated in their attacks. Following this, I received an email from Santander addressed to my mother (I look after

most of her financial affairs), requesting she click on the embedded link to amend some of her personal details. The email was an identical copy of previous emails I had received from Santander - logo, wording, layout, colours and at the bottom of the email was advice about how not to be a victim of a scam and relevant phone numbers etc. to contact for advice. This email was 100% convincing however, there was only one problem, my mother doesn't have any accounts with Santander. I can imagine how, if received by a Santander account holder, it would be very convincing. As always, never ever click on an embedded email link unless you are totally convinced it is genuine.

All that remains is for me to wish you all a very Merry Christmas and a prosperous and safe new year.



DON'T GET CAUGHT BY THE HONEY FUNGUS BANDITS

There have been a number of reports across Eastleigh area over the last couple of months of a man or men calling at properties saying that trees e.g. near a neighbour's boundary need to come down as they have Honey Fungus and offering to do the job.

If they fell the trees cash is then demanded and the men can be intimidating.

Trading Standards advice, as always, is to say "No" to **all** cold callers. Always seek confirmation and quotes for any work that you genuinely think needs doing.

Traders who agree work at the home of an individual or at a place other



than their usual business premises are required by law to provide consumers with a Notice of Right to Cancel, which gives consumers a 14 day cooling off period from the date the work starts. So, legally, you may have the right to cancel even though work has commenced.

If anyone has any information about traders who are cold calling or requires any advice on doorstep crime they can contact Hampshire County Council's Quick Response Team on 01962 833666 (Monday – Friday 0900hrs to 1700hrs) where specially trained officers are on hand to provide advice. If assistance is required outside of these hours please contact Hampshire Police on their non-urgent number 101 (or online) or don't hesitate to dial 999 if you feel threatened or intimidated.

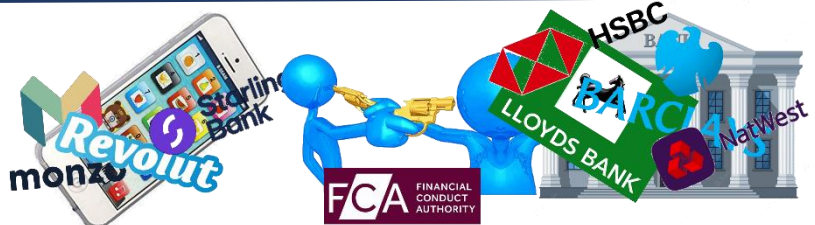
MOBILE BANKING

No, 'Mobile Banking' isn't about mobile bank vans moving around to service customers in areas where there are no bank offices. These days Mobile Banks (also known as Digital Banks or Challenger Banks) are online banks offering services (current and savings accounts, mortgages etc) similar to traditional banks but without having a presence on the high street - they are accessed only via mobile phone apps or via other online devices.

'Challenger Bank' is a term used to describe any bank looking to challenge the big four in Britain: Barclays, Lloyds, HSBC and NatWest.

There is a growing shift of people using their phones to do their banking and many new banks such as Revolut, Monzo and Starling are steadily increasing their customer base. However, at last count, there were approaching 400 banking apps offering such services - many of them 'new start-ups'. Clearly, not all these will survive and new start-ups are at greater risk of failure.

Some of these new banks offer attractive



products and convenience as well as strong customer service.

It is clear that digital banks are here to stay and they are pushing the traditional banks to improve their offerings to the public. However, there are some considerations if you or someone in your family is pondering which one to go for:

- Make sure you know how your money is protected e.g. is the bank regulated by the Financial Conduct Authority, so that money is protected by the Financial Services Compensation Scheme?

- Is the bank party to the Authorised Push Payment Scam Code?

As with all bank accounts, be careful to monitor your account for suspicious or fraudulent activity and keep an eye out for data breaches that can put you at greater risk of phishing attempts or other scams.

A good guide to Challenger or Mobile Banks can be found at: www.which.co.uk/money/banking/bank-accounts/challenger-and-mobile-banks-aj0mj7w688r5

ARE YOU HOPING FOR A RING DOORBELL FOR CHRISTMAS?

A homeowner has been prosecuted in the UK for their use of video door bells! So here is what you need to know to stay within the law:

- You should be aware of not invading other people's privacy.
- Ensure that the camera is not looking into the rooms in your neighbours' houses.
- Set the camera so it is not triggered every time your neighbour enters or exits their property. (The trigger zone can be set in the software.)
- Avoid positioning the camera too close to a neighbouring property to avoid picking up their audio.
- Tell your neighbours you have a video doorbell.
- Check that you are not keeping the video from the doorbell for longer than 30 days, unless you need it to report a crime. (The key here is that you cannot keep a video 'in case'.)
- You should consider providing a sign warning people there are surveillance cameras being used on your property (this may help deter Cold Callers!).



If the police believe that a crime has been committed and that your doorbell camera or audio may have recorded something of use – they will call on houses in the area to see if you have anything. You do not need to contact them or save video in case they may wish to see it.

WHERE ARE OUR LOCAL POLICE STATIONS?



Eastleigh Police Station (no walk in), Unit 17, Shakespeare Business Centre, Hathaway Close, Eastleigh, SO50 4SR

Hedge End Police Station (no walk in), St John's Road, Hedge End, SO30 4AF.

Southampton Central Police Station, Southern Road, Southampton, SO15 1AN

Portswood Police Station, St Deny's Road, SO17 2GN

Hampshire Constabulary Operational HQ, North Walls, Tower Street, Winchester, SO23 8DW

HANGING ON THE TELEPHONE

There are lots of traps and pitfalls for the unwary, whether using a landline or a mobile. Whilst you can be protected from some costs by your phone providers' package, if you exceed or don't have free minutes, then interminable waits in a queue or being passed from pillar to post by phone help lines can add £££s to your bill.

Having an idea of what the risks specific numbers can pose can help you to avoid unexpected bills. The chart on this page gives a breakdown of the potential costs associated with the common numbers that you may dial. If you have friends and relations abroad then don't phone them by using a conventional phone, but try to set up WhatsApp, Zoom, Skype or similar online communications, which will enable you to talk to or video call them at no additional cost.

As you can see from the chart the 09 numbers should be avoided and often

are associated with scam calls / texts that request you to phone back an 09... number resulting in a huge bill. Many companies ask you to use an 087.. number for helplines which will often involve you being on the phone for a considerable amount of time, communicating with an automated system apparently designed to prevent you talking to a human being, who might be able to solve your problem.

There is a way to circumvent these potentially costly options by referring to a website which can direct you to the cheaper geographical 01 or 02 numbers or even better to the company's freephone 0800 numbers. The SayNoTo0870 site enables you to enter the company name or the provided number and will then supply a selection of cheaper phone numbers. The

Number starts	Description	per min Landline	per min Mobile
01 02	Area codes	16p	3p-65p
03 0345	UK-wide numbers	16p	3p-65p
030	Not for profit, charities and public bodies	10p	3p-40p
07	Mobiles	10p-20p	3p-65p
070	Personal or follow-me	50p	86p
0800 0808	Freephone	Free	Free
0843 0844 0845	Business rate numbers	up to 7p + access charge	up to 7p + access charge
0870 0871 0872 0873	PPSA Regulated Business numbers	up to 13p + access charge	up to 13p + access charge
09	Premium numbers	up to £3.60 + access charge + 5p-£6 per call	up to £3.60 + access charge + 5p-£6 per call

address is: www.saynoto0870.com/ and the search option is near the top of the home page. Further down is useful advice about why you should avoid paying the premium to the companies who benefit financially from prolonged calls.

Warm Welcomes

Warm spaces in the Borough over winter 2022-23

What are Warm Welcome venues?

These venues are warm and welcoming places for residents who need a place with free entry to meet up with friends, take part in activities and just be, without switching on the heating at home.

It does not matter why you need to visit and no record will be taken. Everyone is welcome to these safe spaces where you will be treated with dignity and respect.

Some venues will provide activities, reading materials and refreshments, including hot drinks.

For details see: www.eastleigh.gov.uk/our-community/warm-welcomes

or contact Eastleigh Borough Council on: 02380 688 000