

# LOCAL WATCH-WORD



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

Sept 2020

## Hampshire Cyber Watch

By Mike Anthony

In our last edition of Watch Word I wrote about our coming Cyber Champions initiative - we are now almost 'live' so here are some details.

Eastleigh Neighbourhood Watch Association has been at the forefront of this initiative between Hampshire and the Isle of Wight Neighbourhood Watch Association and HantsPol Cyber Crime Unit to



### Quarterly Tip

*Don't use 'Beefstew' as a password...*

*It's not stroganoff.*



increase awareness and fight cyber crime by, firstly, providing direct support to anyone who is concerned about communications they have received, or believe they may be a victim of cyber crime and, secondly, by giving talks to groups to spread the word about scams and ways to help keep safe online.

Eleven NW volunteers across Hampshire (4 in Eastleigh) have so far been vetted and trained by HantsPol to become 'Cyber Champions' to launch this service. Initially we will be publicising this service to NW members (and hence their families and friends), though we will not turn anyone away if they need help. It is intended that this service will, after a period of 'shakedown', be published more widely and offered to anyone living in Hampshire (over the age of 13).

We will be able to help you if:

- You think you have been hacked
- Someone is asking you to pay a ransom

- You have received malicious messages
- You think you may have been targeted by fraud & scams
- You have lost information that could affect your privacy

Watch out for an update in the next few weeks giving details of the Cyber Watch website and how to submit requests for help from a NW Cyber Champion.

For the latest advice on cyber security, please go to the National Cyber Security Centre (NCSC) website at <https://www.ncsc.gov.uk/section/information-for/individuals-families>.

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# A Note From Our Chairman

Mike Anthony



Welcome to the third edition of our quarterly newsletter. Like many others, I thought by this time that the Covid-19 epidemic would have passed by and our lives would be getting back to normal. Instead, however, we find ourselves still advised to avoid social contact and now recommended to wander around in public looking like cowboys in a dusty western!

Many people are still working and doing much of their shopping online from home. So this edition has a particular theme about maintaining your safety when online - let's not allow the unscrupulous to take advantage of us – by stealing money or personal details from us. If you are concerned about your privacy being compromised or being a victim of an online scam please contact one of our new Cyber Champions for advice.

Other forms of crime that had dropped significantly during the 'lockdown' period, are now climbing back to their 'norms'. During this time scammers also took advantage of the situation to offer services that did not exist or charge for services that are free - a notably one is that you receive a phone call and are told you have been in contact with someone found to have Covid-19 and you should now be tested, for which you need to pay £50. This is a scam - the test is free to those that need it - go to <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/> for details.

Following an incident where an elderly lady in Eastleigh was scammed out of a significant sum of money, we worked with the police to develop some simple guidance which friends or family can use to protect the elderly of vulnerable from falling victim to such scams and fraudulent activity. An Alert was sent out on 12th Aug - if you missed it and need a copy, please contact me at [mikea.enwa.chair@gmail.com](mailto:mikea.enwa.chair@gmail.com).



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



Thank you to the coordinators and members who have helped neighbours and friends through this difficult time.

I hope that our next (Xmas) edition will find things improved.

Finally, I would like to express our thanks to Eastleigh Borough Council who have agreed to reimburse the cost of NW street signs for new schemes. We now have a stock of signs that we can deploy for new schemes.

Take care.

## Corben's Computer Corner

By John Corben

I would like to highlight a growing scam threat which has cost some people tens of thousands of pounds. Increasingly scammers are hacking professional business company accounts, including those of Solicitors, Lawyers for details of their clients. They then contact their clients by email pretending to be the professional company. To their client this can appear to be a genuine contact message. The contact includes a request to pay monies into a new bank account as there is 'a problem' with their usual bank account.

This is a scam and can result in monies being transferred into the scammers account and lost. DO NOT fall for this scam, any request of this nature should immediately be followed by a call to the business to confirm its authenticity and UNDER NO CIRCUMSTANCES

should any monies be transferred without checking first. A phone call to a known person within the business could save your money being lost. If this is not immediately possible, transfer £1.00 to the 'new account' and follow up with a phone call to the company to confirm receipt.



As you may know saved passwords can be stored across several of your devices with your Google Account.

This means you don't have to remember potentially hundreds of passwords. Because of lack of time, you may have reused a favourite password or used something very simple. Subsequently you have probably never thought about it again. Google offers a way to check and improve the safety of your passwords using their Password Manager. This can be found at: <https://passwords.google.com/> where it will flag up your duplicate and weak passwords and allow you to change them to better alternatives.

On a lighter note: I had an email a few weeks ago outlining a quick test to see if I had Corona Virus. I had to strip naked and stand outside my front door holding my passport in the air open at my identity page. A drone would then pass over and take some tests and a picture of my passport and a week later I would be informed of the results. Well I stood there for 10 minutes before I realised it was a scam.

# Don't Wait Until Your Phone is Stolen or Lost

By Pauline Rhodes

Make a note of your phone's IMEI number and keep it somewhere safe, not with the phone.

An IMEI number is the **International Mobile Equipment Identity number**. This is a unique number that is assigned to all mobile phones and smartphones, similar to a serial number. The IMEI number is typically 15 digits long and you can find it by entering **\*#06#** on your keypad and note the number.

If you lose your phone...

- Contact your calls provider as soon as possible, ideally within 24 hours.
- They can then bar your SIM to stop calls being made on your account and can also stop anyone else from using your phone by blocking its IMEI.

- If you have mobile phone insurance, let your insurer know as soon as possible.
- If you activated findmyphone/Android Device Manager on your phone, you may be able to locate your phone and erase content remotely.



Provider	Dialling from the UK	Dialling from abroad
<b>3</b>	333 (Three phone) 0333 338 1001 (any other phone)	+44 7782 333 333
<b>EE</b>	07953 966 250	+44 7953 966 250
Orange (report online via <b>EE</b> customer service)	07973 100 150 (pay-monthly) 07973 100 450 (PAYG)	+44 7973 100 150 (pay-monthly) +44 7973 100 450 (PAYG)
<b>O2</b>	0344 809 0202 (pay-monthly) 0344 809 0222 (PAYG)	+44 344 809 0202 (pay monthly) +44 344 809 0222 (PAYG)
<b>T-Mobile</b>	0845 412 5000	+44 7953 966 150
<b>Vodafone</b>	03333 040191	+44 7836 191 191
<b>Tesco Mobile</b>	4455 (Tesco Mobile phone) 0345 301 4455 (any other phone)	+44 345 301 4455
<b>Virgin Mobile</b>	789 (Virgin Media phone) 0345 6000 789 (any other phone)	+44 7458 333 789

# Should I Get CCTV?



CCTV systems should always be operated in a way that protects the privacy of others.

With this in mind, consider the following questions:

Do I really need CCTV? Could I use other means to protect my home, such as better lighting and new locks? (You can read more information on the OurWatch website, [how to secure your home against burglary](#) page)

What do I want the CCTV camera to capture? (A front door, parking space, back yard, shed etc)

How do my neighbours feel about my putting up CCTV? Where can I position the camera to ensure minimal intrusion to my neighbours' and others' privacy? If the camera's range overlooks a neighbour's property, can I attach privacy filters?

Do I need to record the images, or is a live feed enough?

Be aware that if your camera captures images outside your own property, those images are subject to the Data Protection Act and GDPR, which are enforced by the Information Commissioner's Office, and you will need to ensure that you comply with this law.

Tell your neighbours as a matter of courtesy. You may wish to put a sign up on your property informing people that CCTV is in use, although this is not mandatory unless your system records images beyond your own boundary.

Make sure the date and time is correctly set on your system.

Ensure recordings are not used for any other purpose than protecting your property.

Regularly delete recordings and ensure they are not kept for longer than is necessary for the protection of your property.

Keep all recordings secure and keep access to them to a minimum. Remember that you are responsible for what happens to the information.

Check your system regularly to ensure it is working properly. Clear away debris and wipe the lens.

Be aware that in the event your CCTV captures images of an incident, your recordings may be used as evidence to help a police investigation. So, you should consider:

How practicable is it to extract recordings from your system? Can this be done without interrupting the operation of the system?

Can it be provided in a suitable format without losing image quality or time and date information? Ideally 1080p high definition.

If you do collect footage that may be used to identify offenders, you should only share this with the police or other relevant law enforcement body. It is strongly advised **not to share images or recordings on social media sites without police permission**. Doing so could jeopardise a police investigation, and any repercussions from such activity may well not be covered under the Public Liability Insurance currently offered to Neighbourhood Watch schemes by Neighbourhood Watch Network.

To get more information see: <https://www.ourwatch.org.uk/crime-prevention/crime-prevention-advice/cctv-domestic-property>

# Introducing Our New Chief Inspector

I am delighted to be joining Eastleigh District as the new Commander. I joined Hampshire Constabulary in 2000, and have worked in Portsmouth, Fareham, Gosport, Winchester, Alton, Basingstoke and supported various roles, with a strong focus on community policing and problem solving in partnership. I



have also supported various organisational change programmes, both in force and with the College of Policing. With an enthusiastic attitude to every role, I have always enjoyed my work and drawn great satisfaction from the outcomes achieved from working with partners and volunteers in making our communities safer.

Recent times have been extremely challenging for us all, with Coronavirus bringing a new twist to our work and service delivery. Crime has varied dramatically during this time, and policing has had to adapt to ensure our service remains impartial and fair. Our focus has been on Engagement, Explaining and Encouragement with our communities, at this unprecedented time.

One of the risks to our vulnerable communities, is the increase in scams. South East Regional organised Crime Unit has issued the following advice to help prevent cyber-related crime:

- A huge number of cyber security breaches happen because we use rubbish passwords and re-use the same password across multiple websites and online services. The quality of your password is essential for your cyber security.
- All products need to be set up and updated regularly, even brand new ones. Criminals can use weaknesses in your software to attack your devices and steal information
- Two-factor authentication adds an additional layer of security by making it harder for attackers to gain access to your devices or online accounts. Knowing just your

password won't be enough for them to get into your account

- Criminals are experts at impersonating people, organisations and the police. They spend hours researching you for their scams, hoping you'll let your guard down for just a moment

Anyone who has been a victim of fraud or cybercrime can report it to Action Fraud any time of the day or night using their online reporting tool.

With the additional changes in society to now include the additional safeguarding of wearing masks, I encourage everyone to put their personal health and safety first. We are confident people will abide by the new rules, however we will expect retailers to take responsibility for the safety of staff and customers as well as communicating the requirements to their customers. Compliance with the regulations to manage the spread of Coronavirus has always been high in Hampshire and the Isle of Wight and this must continue. This is a joint effort between the retail sector, customers, and the police. This is particularly important as demand on the police increases as the lockdown eases. As with other Coronavirus regulations, we will follow an approach of engaging, explaining and encouraging and only using enforcement as a last resort. Ultimately, it is the responsibility of retailers to manage entry to their premises and operate within the health guidelines

My teams, remain vigilant in trying to tackle crime, protect the vulnerable and safeguard those requiring our help. We are facing changing times, and the leadership of Eastleigh District is focusing on how we identify and tackle the highest harm in our communities. With your vigilance and support, we can work together to ensure we support each other and get positive outcomes for our communities. I look forward to working with you.

*Chief Inspector Marcus Cator*

## News about our region

There are not many pluses concerning a deadly virus but one positive outcome has been the concern shown by communities for their more vulnerable neighbours. Whether it be the large regional voluntary organisations or just one person checking on an elderly resident, we've played our part.

'neighbourliness' which should be at the core of membership. Although we had been locked away in our homes, things like the Thursday evening 'clap for key workers' brought people together on their doorsteps to share their common situation.



Neighbourhood Watch was primarily seen as a way for residents of streets to keep an eye out to reduce the risk of crime, but there is an important element of

With the pandemic and lockdown there has been an increased interest in Neighbourhood Watch and we have started two new schemes in Hedge End and three new schemes are being started or revived in Chandlers Ford. Also existing schemes are enrolling new members.

Maybe now is the time to enliven your scheme within the scope of the restrictions. How about a socially distanced get together in someone's garden or if you have open plan front gardens to make sure everyone is OK and coping?