

LOCAL WATCH-WORD



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






Mar 2026

ON THE PHONE? CHECK YOUR SURROUNDINGS, AND STAY ALERT.

With the value of phones now, in some cases exceeding four figures, it is even more important to keep one of your most valuable assets safe from theft. Thieves may steal your phone to get access to your bank accounts and personal data as well as to the device itself.

If your phone is stolen whilst you are using it, the thief will be able to use it without knowing your pin or your biometric data. Once they have your unlocked phone, they will be able to change your access code and have free rein to all your sensitive details, including your bank account.

To help keep your handset and data safe, follow these tips:

-  Avoid leaving your phone unattended, out of your sight, or left on a table. Thieves can grab a phone from a table in seconds or can distract you to take it.
-  Keep an eye on who's around you when using your phone in public. Thieves use 'shoulder-surfing' (looking over your shoulder) to watch or film you entering passcodes or see your data.
-  Avoid entering personal information in a public space, and wherever possible, use biometric authentication, such as Face ID or Fingerprint, to access your phone and sensitive apps rather than passcodes.
-  Never give your phone to people you don't know or have only just met. Thieves may ask to borrow your phone or offer to enter their number. Don't let them.
-  Put your phone away when you've finished using it.

If your phone is not well protected and it gets stolen or lost, thieves could access your banking apps, get into personal accounts, and even steal your identity.

Consider whether apps containing sensitive personal information, such as banking apps, need to be on your phone at all. Some may be better kept on a tablet or other device that you don't routinely carry with you.

Choose a strong PIN, passcode, password, or pattern, or use biometric authentication, such as Face ID or Fingerprint. Passwords are harder to 'shoulder-surf' than short PIN codes.

Set the auto-lock to activate itself after a short period of time.

Your phone's IMEI (International Mobile Equipment Identity) number can help identify your phone if it's lost or stolen, and some insurers require it for a claim. You can get the IMEI number by typing `*#06#` on your phone keypad, or in your phone settings under the 'about' tab. Keep a note of it somewhere other than on your phone. An easy method is to is



Quarterly Tip

Protect your phone with face or fingerprint authorisation.

to screenshot the page, with the number on, then share it to another device.

You could consider setting up a tracking app on your phone so you can see where it is from another device, like a laptop. Use it as soon as possible, before thieves have a chance to disable it.

Turn off message previews, so that thieves won't see any messages about reset or login codes when your phone is locked.

Secure high-value apps, such as banking apps and digital wallets, behind biometric identification. Alternatively, use strong passwords that you don't use on other accounts. Never store these passwords on a 'note' file on your phone where a thief could find them.

If your phone is stolen, your personal data may be at risk. It's important you act fast.

Report the crime to us as soon as you can.

If you've been hurt, feel unsafe or the crime has only just happened, call [999](tel:999).

You can also report the crime [online](#). Or call [101](tel:101) for non-emergencies.

Include details of your device (such as the IMEI number) in your report as well as any fraudulent transactions.



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A NOTE FROM OUR CHAIR



Claire Wills

Happy New Year - time again for my piece for Watchword! As we are in the winter months not much is going on.

The inspector at Eastleigh (Inspector Andrew Mooge) is moving onto to

pastures new within Hampshire and Thames Valley Police. I hope to have a few words from his replacement for next Watchword. Elsewhere in Watchword is a piece from Alex Lockyer the Inspector at Hedge End. There is also an article from the Neighbourhood Policing Team for Eastleigh Central and North – I hope to get more of these for future editions.

Keep an eye on Eastleigh Police's Facebook page – they will post their beat surgeries there. I do have a list of these which I am sharing with the area coordinators for each area. Please go along if you can and share your thoughts – good and bad to them – they are approachable and may be able to give you some information that will help you in any issues you have.

Claire



Lots more information can be found on our ENWA website

www.eastleighnhw.org.uk/

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



CORBEN'S CORNER

By John Corben

I was playing with my old Windows 10 laptop yesterday and decided, not sure why, to check for updates. Not to my surprise, I was firmly reminded that support for Windows 10 ended on 14th October 2025. However, I spied a box labelled enrol in extended security updates. What's to lose, I thought, and the second I am asked for a payment, I will click out and not bother. However, to my surprise all I had to do was login to my Microsoft account, and a click or two later, I was able to extend security updates to 13th October 2026. Not a big win, but I'll take it, I thought. It's fair to say my old Windows 10 laptop is very slow now, and takes forever to boot up, but once going still works well.

I have Norton security suite on it, which is protecting me from malware and viruses, as it was quick to remind me last week, when it blocked me accessing a 'suspicious site'. You might wonder what happens if you don't take advantage of this extended period. Well, Norton, or whatever security suite you use, will still work and protect you perfectly well. However, over time your Windows 10 operating system will potentially become more vulnerable, as security flaws come to light. It's these that can possibly be exploited by bad players. I will continue

to use my Windows 10 laptop until it becomes too slow and I retire it to somebody who will repurpose it.

I was asked to contact Hampshire County Council and Eastleigh Borough Council, regarding their policy on parking charge payment methods. I am pleased to report that neither use QR codes as a method of payment for either on or off-street parking. After hearing of increasing occurrences of QR code scams, I wanted to seek assurances that this payment method was not being employed. If a QR code is referenced as a method payment it is a fake, and should be reported. Personally, I will only use cash to pay for

parking, and rarely will I use a credit/debit card.

Last week, I was subject to a 'personalised' scam attempt. An old finance company, that I last used some twelve years or more ago, (and has subsequently been liquidated) made contact with me, or rather scammers, who had somehow, from somewhere, obtained my old details, did. It started with an email popping into my inbox, suggesting I could be in line for a refund. It was so very plausible, and I was promised just under ten thousand pounds, as a refund. The only problem was, I had to 'lodge' just over a thousand pounds to release my refund. I made contact by phone, to discuss my options, and I was most impressed by how well scripted and convincing their responses were to all my questions. This scam had been very well thought out, and most convincing. Compared to scam attempts from only a few months ago, was in a different (and more worrying) league. The only advice I can offer in these circumstances is to be very wary of unsolicited contacts offering rich rewards - it may not be all it seems.

Off out now into the garden, spring is around the corner, and I have tidying up to do.



ARE YOU A SMALL LOCAL BUSINESS OR CHARITY?

The CYBER RESILIENCE CENTRE is a public service suitable for any organisation that uses email accounts, websites, social media, computers, or other internet-enabled devices and is ideally suited to small and medium-sized businesses and charities. It is a Home Office and Police crime prevention initiative, to help all organisations avoid fraud and online crime. The South East Cyber Resilience Centre focuses on Hampshire, Isle of Wight, Sussex, Surrey, Buckinghamshire, Oxfordshire, Berkshire, and Milton Keynes, as part of a national network of cyber resilience centres.



Book a cyber security health check and uncover hidden vulnerabilities before they turn into costly breaches. The centre can provide security awareness training for staff, helping reduce the risk of phishing, ransomware, and data breaches. By taking proactive steps now, you strengthen your business protection for the months ahead. Safeguard your systems, secure your data, and ensure your organisation can run smoothly without disruption.

risk controls with industry standards and regulatory requirements.

Security Awareness Training: Educating people to recognise phishing, social engineering, and other threats, boosting your organisation's first and last line of defence.

Data Loss Prevention: Protect sensitive data from unauthorised access, misuse, or loss. Let them help you maintain data compliance and prevent costly breaches.

Business Resilience Consulting: Strengthen your ability to prepare, respond, and recover from cyber events by build business continuity into your security strategy.

Vulnerability Assessments: Discover security gaps before attackers do. Their assessments provide detailed insights and actionable recommendations to reduce risk, improving your overall security.

IT Risk Management: Identify and mitigate security risks across your IT infrastructure. They can help you align

Go to <https://www.secr.police.uk/> to find out more about protecting your organisation from online fraud.

INSPECTOR LOCKYER LEADS HEDGE END TEAM.

Inspector Alex Lockyer.

I have served as a police officer since 2008, working across Southampton City in response teams and in a variety of local policing and custody roles.

In May 2025, I was proud to join the Hedge End Neighbourhood Policing Team as Inspector, where I now serve the communities of Hedge End, West End, Botley, Bursledon, Hamble and Netley. Our team is based at Hedge End Police Station, and we're committed to being a visible, approachable presence.

Whether it's during patrols, community events, or simply out and about, we look forward to meeting you, hearing your concerns, and working together to keep our neighbourhoods safe.



NEW FOREST, NO LONGER A FREE FACILITY FOR USERS

Forestry England looks after over 1,500 woods and forests. This includes around half of the New Forest National Park including most of its green space that is accessible to the public. They say that caring for the New Forest is a big job and costs millions of pounds every year. Currently planned to start in late April 2026, parking charges will be introduced at all of their car parks in the New Forest to help them care for this special place.

They say the price of parking will be in line with other similar locations in the area. Prices will start at £1.50 for one hour, £3 for 2 hours, £5 for 4 hours and £8 for over 4 hours. A dedicated team will monitor the scheme and provide information on how to use the new system. They will also help protect any locations being used for unofficial, damaging or dangerous parking including at entrances to

car parks, at access points to forest properties and on verges.

As a regular user of the Forest, I find this deeply disappointing, and yet another erosion of the amenity enjoyed by vast numbers of walkers and visitors to this public facility. It may well impact visitor numbers in the long term, as they look for other areas to explore.



MEET THE EASTLEIGH CENTRAL AND NORTH TEAM

Welcome to your local policing teams page for Eastleigh Central and North. The team is made up of Chief Inspector Noble, Inspector Mooge, Sergeant Baines, Local Bobbie PC Graham, three Police Community Support Officers (PCSO) and three beat Police Officers. The team work from an office in Eastleigh, and are assigned to manage incidents and vulnerable people in Allbrook, Boyatt Wood (East and West), Brookwood, Blenheim and Barton Park, Cable, Chestnut, Nightingale and North Stoneham, Eastleigh Town Centre and Velmore.

We do this with the support of other Policing teams such as the Neighbourhood Enforcement Team (NET), Priority Crime Team (PCT) and District Policing Team (DPT).

We are often out within the community, but also have lots of pre-planned engagements for

residents to come along to. We currently hold monthly drop-in sessions where we alternate between different wards each month, the dates for these can be found below.

Below is a link to the Eastleigh Police webpage where dates for other engagements can be found, such as Free Bike Marking sessions. If you would like to speak to us, please come along on any of the dates shown in the events section of the website. We would love to hear your thoughts and feedback and assist you where we can with any concerns that you may have.

While we aren't able to resolve all issues, we do have a close relationship with local authorities, and partner agencies and are always more than happy to feedback your concerns to them when we aren't able to resolve concerns alone.

hampshire-constabulary/eastleigh-central

