

# 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 2021

## ASB in your area?

Anti-social behaviour is consistently highlighted as a top concern in our communities. Acts of vandalism or littering may have a less serious impact on people's lives than other forms but it can still have a wide impact on the local community and adversely affect people's perceived quality of life.

Dealing with ASB also has a rather negative public perception - efforts by residents to get this behaviour addressed is often seen as a waste of time. Residents exposed to ASB can feel a profound sense of powerlessness and lack of control. Sometimes there are concerns about retaliation if they complain, and often they feel that statutory agencies are largely impotent in the face of 'serious' misbehaviour by young people. There is also a fear that worse will happen if ASB goes unchecked.

During November, National Neighbourhood Watch launched a 'SAY NO TO ASB' campaign

with assistance from the charity **ASB Help** as part of the campaign. A useful 'Recognising, Recording and Reporting ASB Guide' webinar is available at [ourwatch.org.uk/webinars](http://ourwatch.org.uk/webinars)

It can be difficult to know who we should report ASB concerns to - the OPCC



website has a useful guide on typical forms of ASB and who you can contact. Go to <https://www.hampshire-pcc.gov.uk/get-involved/taking-action/asb>.

If the way forward is to report the incident to the Police (on 101 or online) then the more people that report a problem, the more likely that appropriate action will be taken. Make sure that you emphasise the harassment, alarm or distress caused by the incident(s). Keep a record of



### Quarterly Tip

*Double delete spam/scam emails from your Inbox AND Deleted Items*

**STAY NEAT – DOUBLE DELETE!**

happenings and any other useful information.

If you or others have reported an incident 3 or more times within a 6 month period (and feel that nothing much has been done) you can activate the Community Trigger (also known as ASB Case Review) through your local authority. This has been designed to give victims of ASB the right to demand that agencies deal with persistent ASB. For more details on the Eastleigh trigger threshold see <https://www.eastleigh.gov.uk/our-community/community-safety/community-trigger.aspx>.

Finally, anyone who has been a victim of ASB and needs help can access support from the Victim Care service by calling free on 0808 178 1641 or emailing [hub.hiow@victimsupport.org.uk](mailto:hub.hiow@victimsupport.org.uk).

## Have a Happy Online Christmas this year

If details you receive or find on websites contain only mobile numbers or PO box addresses **STEER CLEAR!**

Scrutinise website addresses closely – look for oddities such as the use of a hyphen instead of a space, a '5' instead of an 'S' or an 'rn' instead of an 'm'. Check the FCA website for warnings about financial companies.

Rip-off copycat websites often pay search engines to position their names above the normal search results, hoping to catch out individuals who are in a rush to buy things or



services. ALWAYS scroll down the list to find the real thing. Not prefixed with an Ad box!!

Make your purchase using a credit card as it will give you some protection if things go wrong. Check the delivery date, some things may be shipped from China and may not arrive in time for Christmas. Check there is a way to contact the seller if you need to.

Read the article on 'brushing' later in this issue to see how sellers use this technique to artificially raise the ranking of their products

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# A Note From Our Chairman

Mike Anthony



'normal' is the level of crime. Police warn that crime stats are returning to their pre-Covid levels and we can be sure that burglaries will once again surge around Xmas time.

See our CHRISTMAS acrostic poem, B4 U GO giving advice on keeping your property safe when away from your house. For more info on how to protect your home, visit:

<https://www.hampshire.police.uk/cp/crime-prevention/protect-home-crime/>

Version 4 of Alert has now been launched and offers new tools to help Coordinators - such as the Knowledge Hub. The messaging system is also much improved. Please take a look at it and register on Alert if you haven't already. The New Year will also see us try to strengthen links between local PCSOs and NW schemes, so watch out for comms on that during the year.

Who would have thought at the beginning of the Covid epidemic that it would take us so long to get back to 'normality'? Yet here we are about to enter the third year and once again concerned about rising Covid-19 cases around Europe.

But one thing that does seem to be returning to



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



As always, remember to keep an eye out for suspicious activities – if you see something odd, report it to the police.

**Keep Safe and have a Great Xmas**



## Corben's Corner

By John Corben

I was talking to my partner a few weeks ago and we got onto the subject of computer security. She explained to me that every time she logged on, she went into her security suite and performed an update, nothing wrong so far. I then asked her about updating her operating system, Windows 10, and she looked at me with a strange look.....'what' she replied totally not understanding what I was asking. OK so here was the problem, her Windows 10 operating system was totally out of date as far as updates went. The updates not only introduce new innovations and fixes to Windows 10, but also, and more importantly, security updates to address system vulnerabilities which scammers

can exploit. The process was very simple, we logged onto her computer and at the bottom left of the screen is a 'type here to search' box, she simply typed "windows update" in that box and followed the prompts to check for updates, these were found, downloaded and installed. As a matter



of routine now she updates her security suite and checks for windows 10 updates every time she logs on.

On Saturday 21st August ENWA and the Police manned a joint stand at Fryern Arcade to promote the community work ENWA undertake. We

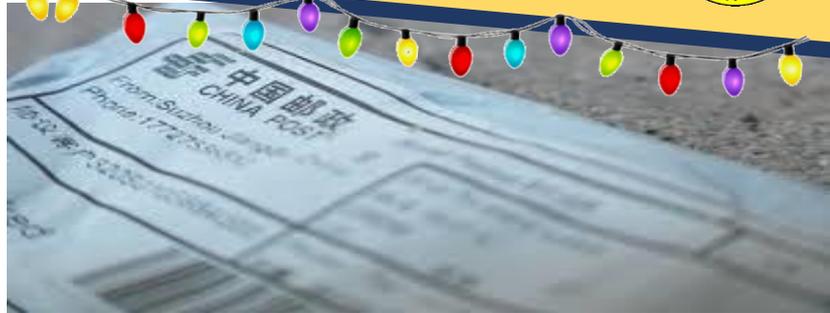
spoke to a large number of shoppers and several of them who were ENWA scheme members had not heard of the Hampshire Cyber Champions initiative we are promoting regarding cyber security help via our dedicated [hampshirecyberwatch.org](http://hampshirecyberwatch.org) web site. It is free to use, manned by Police trained and vetted Cyber Ambassadors who are able to offer help and support to anybody who has been a victim, or suspects they have targeted by cyber criminals via their computer, landline or mobile phone. Please take the time to look at the web page, tell your family and friends about it as well and more importantly keep the web page address handy just in case it is needed.

# What is 'Brushing'?

When shopping online and trying to decide which particular article out of scores of alternatives to buy, ratings and reviews are often the obvious guides to check out. Unfortunately these are not always as they seem and unscrupulous sellers can employ what is known as 'brushing' to boost their apparent sales and ratings.

The seller can do this by paying someone a small amount to place a fake order, or just using another person's information to place an order themselves. Because a shipment usually has to take place for an order to be considered valid by the e-commerce site, the seller will frequently ship an empty box or some cheap item.

Consumers were warned to be wary of unsolicited Amazon packages following reports of individuals receiving packages they never



ordered as part of such brushing schemes. In Amazon's system, those making the original purchase are allowed to leave a verified review for the product, thus boosting the rating by posting a fake five-star review.

In July 2020, thousands of packages of seeds marked with false descriptions such as earrings were received all over the world from China. Amazon is aware of brushing and says sellers are prohibited from engaging in the scam. On its website, it advises customers to contact customer service 'immediately' if they receive an unsolicited package. It says it will 'take action [against] bad actors that violate [its] policies'.

## STOP, HANG UP, CALL 159

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.**

Last year criminal gangs stole over £470m by pretending to be your bank or other service provider.

159 is the memorable, secure number that connects you directly to your bank if you think you're being scammed.

159 works in the same way as 101 for the police or 111 for the NHS. It's the number you can trust to get you through to your bank, every time.

**Only a fraudster** will object to you calling 159.

### When should I call 159?

Call 159 if:

- Someone contacts you saying they're from your bank – even if they are not suspicious
- You receive a call asking you to transfer money or make a

payment – even if it seems genuine

- You receive a call about a financial matter and it seems suspicious

Remember, 159 will never call you. But you can rely on 159 to get you through to your bank.

### Who is behind 159?

159 has been set up by banks and telephone companies who want to fight fraud. It's a pilot scheme at the moment. The following banks are part of it:

- Barclays
- Lloyds (including Halifax and Bank of Scotland)
- NatWest (including Royal Bank of Scotland and Ulster Bank)
- Santander
- Starling Bank

That covers over 70% of UK primary current account holders.

### Will it definitely work on my telephone?

Almost all major consumer telephone companies are participating, and almost all UK mobiles and landlines are able to use 159.

## B4 U GO

**C**heck doors and windows are locked.

**H**ave you secured your shed, garage and garden access?

**R**emember to leave a light on a timer.

**I**s your Xmas tree (and presents) visible?

**S**ee your home through burglar's eyes!

**T**hink about what you post on Social Media.

**M**ight your post indicate an empty house?

**A**void leaving tempting articles and equipment on display.

**S**tay Safe and enjoy the festive season.

# Message from Local Sergeant



CSW allows the public to volunteer alongside the police to monitor the speed of traffic passing through their area. The scheme is restricted to 20mph, 30mph and some 40mph zones. Each scheme is managed by the local Neighbourhood Policing Team (NPT).

Hedge End North CSW is managed by PCSO Mica Woodcock.

Hedge End North Police Team, Sergeant Jackson far right.

By Sergeant Stuart Jackson

I lead the Hedge End North police team that covers West End, Hedge End and Botley.

The team consists of PCs Jon Simpson, and Emma Roberts and PCSOs Tracey Chilcott and Stacey McDevitt in Hedge End. PC Mark Barber and PCSO Mica Woodcock in the West End area and PC Tom Gowans and PCSO Steve Hill have the Botley beat.

### Anti Social Behaviour (ASB)

The teams current priorities are: trying to reduce incidents of Anti-Social Behaviour in our local community by working with schools, housing and the community safety team at EBC.

There was a recent spike in ASB incidents with youths causing serious nuisance affecting residents and local businesses. Work has been carried out to identify offenders, challenge bad behaviour, speak to parents and work with schools and businesses in order to reduce offending behaviour. Youth cautions have been issued and those youths involved in ASB and committing offences will be working with the Youth Offending Team.

### Community Speed Watch (CSW) -

Speeding is a district priority along with Drink Driving Campaigns at Christmas time.

Volunteers are trained to use equipment that can monitor the speed of passing traffic and record the details. Vehicle checks are undertaken by the police and letters are then sent to the registered keepers advising them of their speed. CSW is not enforcement, it is education. It helps to improve the quality of life for the local community by increasing their confidence and satisfaction in the way speeding issues are dealt with.

It helps to reduce the speed of vehicles to the appropriate speed limit and increases public awareness of inappropriate speed. It helps to reduce death and injury on our roads and empowers local people to take action on local issues.

If you are interested in becoming a local CSW Volunteer, please contact:

[Speedwatch@hampshire.pnn.police.uk](mailto:Speedwatch@hampshire.pnn.police.uk)

And if you are interested in the Hedge End area please contact:

[mica.woodcock@hampshire.pnn.police.uk](mailto:mica.woodcock@hampshire.pnn.police.uk)



**We wish you a happy and safe run up to Christmas!**

**Season's Greetings from us all on the Hedge End North Team.**

## A Coordinator's Tale

After the death of the previous coordinator, committee members visited the houses in the Heathfield/Walnut Scheme area to try and gauge the interest in re-establishing the scheme. They were lucky to meet Jan and subsequently Sue who together are running the scheme. Many of the residents were keen to have the scheme working again, so thanks to Jan and Sue

*I always felt safer, living where I do, knowing my road was within a Neighbourhood Watch Scheme. When our coordinator post became vacant I didn't rush to volunteer as we all lead busy lives. However when approached further, I thought I could easily carry out the task. More importantly, I didn't want to lose the reassurance of the scheme. It spreads the word, keeps us safer in the long term and helps bring the neighbourhood together. Jan*