



# Newsletter

> THE E-NEWSLETTER FOR NEIGHBOURHOOD WATCH SUPPORTERS IN SUFFOLK

**Welcome to the October edition of our newsletter.**

In this edition, we remind you of how to nominate someone for this year’s Neighbour of the Year Awards, and alert you to some worthy campaigns which you can be a part of.

As always, please remember to check our “news” page on our website for updated news in between newsletter editions, and if you use social media, why not visit our [Facebook page](#), follow us and give us a “like”.

We hope you enjoy the newsletter.

### *The Executive Committee*



#### **INSIDE THIS EDITION:**

- Neighbourhood Watch Network **PG 2**
- Password Security **PG 4**
- National Hate Crime Week **PG 7**

- Get Safe Online **PG 3**
- Trading Standards **PG 5**
- Members Benefits **PG 8**

### **Have you got a story you would like to share?**

Sharing your stories help give other schemes ideas that can help communities engage more. It’s not always about crime and policing - but it’s always about togetherness.

Send us your story via email to the Suffolk Neighbourhood Watch Association Comms team:



Thank you to all the schemes that send us their newsletters. You can send yours to [comms@suffolknwa.co.uk](mailto:comms@suffolknwa.co.uk)

If you would like them uploaded to our website, just let us know!



## Avast: Protecting digital freedom for all



The Cyberhood Watch initiative which, together with Neighbourhood Watch, aims to help members and volunteers learn more about the cyber risks that exist online, plays a very important part of our mission to protect everyone, no matter who they are, where they are or how they connect to the internet. If you'd be interested in hearing more, please contact [cyberhood@avast.com](mailto:cyberhood@avast.com).

Technology is a powerful tool and the online world served as a real lifeline for many during the pandemic. However, it also provides some people with new ways to stalk, isolate and control others, as well as target and take advantage of some of the most vulnerable members of our societies.

Over the past year, we've talked extensively with our customers and digital citizens, and the more we talked, the more we heard that the internet was vital to helping them achieve their personal potential. However, feeling exposed online was more pronounced than ever before. Six in 10 people said the internet had become more important to them during the pandemic, but just one in five said they felt more confident online and two-thirds told us that concerns over privacy stopped them using certain online services.

It would seem, therefore, that the digital world has reached a crossroads. Over 4.8 billion people are online today - over half the world's population - and while the internet promises incredible opportunity it's still not equitable for all, and huge disparities exist in efficiency, safety and privacy.

Our online rights are shrinking too, which means we need to take responsibility now and address the complex challenges of the modern digital ecosystem head on, building the tools and services that will empower everyone, everywhere to confidently embrace their potential online and address the inequality in their relationship with the internet.

### How is Avast Protecting Digital Freedom?

For over 30 years, we've been keeping people safe on everything from floppy disks to smartphones. As technology has evolved, so have we. We recently unveiled our new brand identity and expanded purpose to protect digital freedom for all online citizens. These new changes are about changing things for the better, making sure people are protected not just today but tomorrow too, and represent a call to action for people to reset their relationship with the internet for a healthier online experience. Our commitments include the following:

- **Avast One, a new digital protection service:** Avast pioneered free antivirus 20 years ago and is committed to providing the best free protection products for all of its users. Avast's new hero product combines the company's award-winning antivirus technology with a firewall and software updater feature to protect people from using outdated software and supply chain attacks, extensive privacy protection in the form of a Virtual Private Network for regular browsing use, and identity protection through our data breach monitoring service, all for free with the Avast One Essential version.

- **The new Avast Foundation programme:** the company's charitable Foundation celebrates its first year this year, and has debuted a new programme tackling digital freedom issues and supporting vulnerable people. Building on a previous decade of philanthropy, the Avast Foundation is focused on enabling a more equitable and inclusive digital future in which everyone has access to the tools and opportunities to reach their full potential.

- **Shaping policy on security and privacy technologies:** Avast believes that protecting people's privacy needs to go beyond product innovation and has a role in helping shape policy on technology adoption and use. Avast advocates for digital freedom with political stakeholders worldwide by serving as a resource. Avast is proactively engaging on critical topics such as online surveillance, privacy, AI and encryption technologies to educate and ensure people- first policy-making.



## Get Safe Online Week: Online respect

The internet is a fantastic resource, but as we all know, many of its users either intentionally behave disrespectfully towards others, or simply don't consider their actions however innocent they seem. When this happens, it can hurt others in a number of ways, from embarrassment to affecting their entire future.

The year Get Safe Online Week, will be sharing information including ten top tips on respectful online behaviour. Visit [getsafeonline.org](http://getsafeonline.org) from the 18th October.

Behaving respectfully online



Read our information and top tips about online respect at [www.getsafeonline.org](http://www.getsafeonline.org), from October 18th  
#onlinerespect

[f](#) [t](#) @getsafeonline

## Campaign: Street Safe

**CrimeStoppers.**

Speak up. Stay safe.



We want to make sure that this autumn the only thing you lose is an hour's sleep, and the only thing that goes bump in the night are Halloween Trick or Treaters.

That's why this October, Neighbourhood Watch is supporting Crimestoppers 'Safe Street' campaign. Get to know the residents of Safe Street who are doing everything they can to keep their homes and communities safe from crime.

Whilst Safe Street might be fictional we think it can be a reality. We'll be sharing Crimestoppers new animations on our social channels. If you like them – why not share them on your social feeds to help reach more people.

Read more about the campaign [here](#).

# NEIGHBOUR OF THE YEAR AWARDS 2021



Nominations open until  
26<sup>th</sup> October 2021



[FIND OUT MORE  
HERE](#)



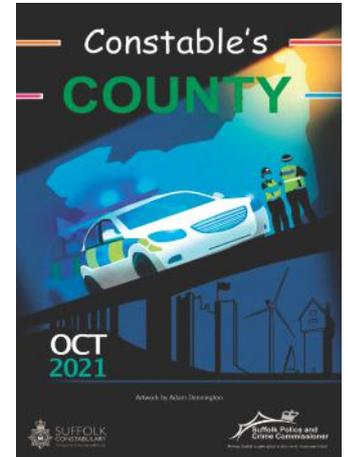
# County Policing Command

*Keeping people safe, catching and convicting criminals*



The OCTOBER 2021 edition of the "Constable's County" newsletter is out now, and provides an update from across the East, South, and West of the county in a single edition.

[Read it here](#)



## Passwords: Protecting Devices & Data

Passwords are an effective way to control access to your data, the devices you store it on, and the online services you use.

For more information, please refer to [www.cyberaware.gov.uk](http://www.cyberaware.gov.uk).

Criminals will use the most common passwords to try and access your accounts, or use information from your social media profiles to guess them.



If successful, they will use this **same password** to try and access your **other accounts**.

Criminals also try and trick people into revealing their passwords by creating fake 'phishing' emails that link to **dodgy websites**, or by using **persuasive techniques** through social media.

Even if you create strong passwords (and look after them), they can still be **stolen** if an organisation containing your details suffers a **data breach**. Criminals will use these stolen customer details (such as user names and passwords) to try and access other systems and accounts.



# National Cyber Security Centre





REPORT IT, HELP OTHERS! [#RogueFreeSuffolk](#)

If you see a scam, an unsafe product, OR a Rogue Trader, report it via **0808 223 1133**.

## Doorstep Traders: Rogue insulation traders

Suffolk Trading Standards received a report of a company who telephoned a Thurston resident and advised them that they needed to inspect their loft insulation, that they had installed in 2006. The trader stated that this was to ensure there was no damp or condensation. The caller advised that if all was ok, a further 10 year warranty would be issued.

The resident agreed, and an appointment was made for them to visit the property.

The consumer checked their own records and found that they had actually had their insulation installed in 1998, and so knew that the claims made by the company were false.

When the salesman (Andrew) arrived, the consumer refused him entry and sent him on his way.

**Always be wary of any approach made in a telephone cold call or at the door, and never give or confirm any personal details** or agree to someone visit your home if approached in this manner.

If anyone has entered into a contract for insulation, they can cancel within 14 days by writing to the company.

Any trader that puts you under pressure by suggesting you have to make a decision there and then, or that the "special price" is only available for a limited period in order to make you sign up, may be committing a criminal offence.

Doorstep traders are trained in sales techniques and can be very persuasive.

Be very wary of signing anything as you may give up your rights to cancel.

Our advice is to always say "No thank you - please leave" and then immediately close the door. If the trader won't go away, tell them that you will call Suffolk Trading Standards. If you feel under real threat or in danger, you should contact Suffolk Police.

If approached report to us via 0808 223 1133. When reporting doorstep incidents, please try to supply key information such as the description of the individual and their vehicle, including the make, model and vehicle registration if seen.

Residents across the County may be entitled to insulation, free of charge or at a fraction of the cost, via Warm Homes Healthy People. Find out more here: <https://www.suffolk.gov.uk/community-and-safety/communities/healthier/warm-homes-healthy-people>



## Bogus Callers: Scam Energy Sellers

With energy price hikes hitting the news, we are warning households to be alert to bogus energy salespeople.

Fraudsters are experts at using the latest headlines to give themselves credibility. The news that the price of gas has soared in recent weeks creates a window of opportunity for scammers to con unsuspecting customers into handing over their bank details.

Fraudsters could attempt to cold call households pretending to be well known energy suppliers. The scammers will then attempt to convince consumers to 'switch' supplier and, if they agree, ask for their bank details.

Other risks include face-to-face 'salespeople' knocking on doors and pretending they are there to help customers switch providers and, again, taking bank details.

### PROTECT YOURSELF:

Don't respond to any cold calls

Don't give out your bank details or your personal details

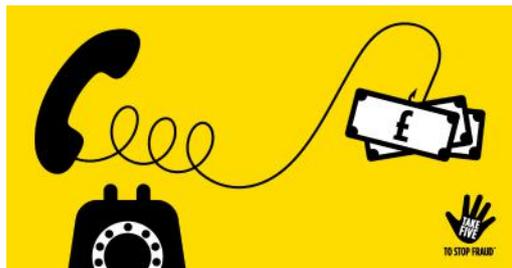
Don't click on links in emails. Check the email address it has come from.

**For advice and to report rogue traders, call us via Citizens Advice Consumer Service on 0808 223 1133.**



## Vishing: Spot the signs

Vishing is a type of phishing scam that happens on the phone. The word vishing is a combination of 'voice' and 'phishing'.



### How to spot vishing scam:

- △ You receive a call requesting your personal/financial info
- △ The caller claims to be from a trusted organisation
- △ The caller puts the pressure on, trying to make you panic

**Remember - It is always ok to reject, refuse or ignore requests**

So here is what to do when you receive a call that may come out of the blue with a request for your personal or financial information:

**STOP:** Only give out your personal or financial information to services you have consented to and are expecting to be contacted by.

**CHALLENGE:** could it be fake? Don't give anyone remote access to your computer following a cold call. It's ok to say 'no'

**PROTECT:** If you think you've fallen for a scam by transferring money to another account for 'safe-keeping' or purchased high value goods/vouchers to cover the cost of fines, contact your bank immediately and report it to us via Citizens Advice Consumer Service on 0808 223 1133.





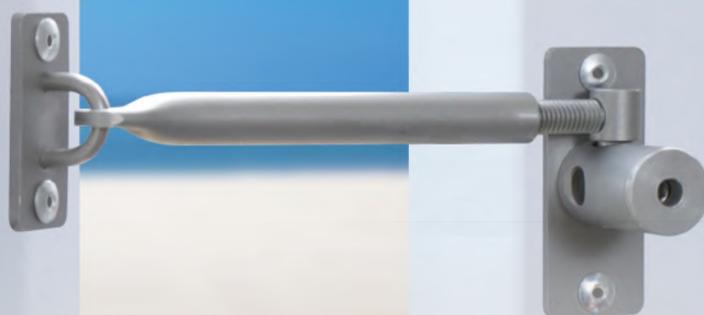
## Neighbourhood Watch Benefits



Beautifully secured  
by **Patlock**

Click [here](#) to order a Patlock at the Neighbourhood Watch discounted rate of £42.50

# LOCKLATCH™



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