



# Newsletter

> THE E-NEWSLETTER FOR NEIGHBOURHOOD WATCH SUPPORTERS IN SUFFOLK

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

In this edition, you will find an article describing ways in which the Executive committee are looking to improve the “togetherness” of our network of schemes in Suffolk. We are proud to have around 900 Neighbourhood Watch schemes registered across our Suffolk Network, and our vision is for each scheme to have a local Area Network Coordinator as their single point of contact. The article gives more detail.

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*

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## 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!



## Suffolk NW Network: Area Network Coordinators

### Want to help bring together other NW schemes in your local area? Could this be you?

The SNWA are looking for volunteers who would be willing to take on the role of an Area Network Coordinator, to help bring NW schemes in their local community closer together.

#### Why do we need Network Area Coordinators?

The policing model for Suffolk Constabulary means the county is divided into three operational command areas - East, West, and South.

Each policing command area has a number of Safer Neighbourhood Teams (SNT) and Community Engagement Officers (CEO), which reach out across Suffolk.

It is important that SNWA help connect each NW scheme to their local SNT and CEO - and so to do this the SNWA identified the need for creating an area network made up of 52 zones.



The [Network page of our website](#) breaks down each area to define the zones for all the towns and parishes.

#### The Purpose of an Area Network Coordinator Role

An Area Network Co-ordinator typically acts as a point of contact for both the Neighbourhood Watch schemes and SNT/CEO within a local area, and can ensure a good level of communication between the constabulary and these schemes.

Through regular communication, schemes can share important local information and knowledge to help raise awareness which can enable communities to deal with issues as necessary. The ultimate aim is for a two way dialogue to be established between local schemes.

#### What's Involved? (Role Description)

*Area Coordinators should be prepared to:*

- Make contact with each local NW scheme on a regular basis (at least 4 times a year) and provide news or information on crime and policing issues that may have impact on the local community.
- For example: making use of resources by sharing regular information such as the monthly SNWA Newsletter, the Constabulary's bi-monthly 'Constable County' newsletter, or the weekly Suffolk Trading Standards Bulletins.
- Help raise local crime and policing issues with local/parish/town councillors (on behalf of all local NW schemes) that may require their action.

*Area Coordinators should also consider - but is not essential:*

- Setting up social media groups (e.g. Facebook, WhatsApp, Next Door etc) to help raise awareness of local crime and policing matters as necessary
- At the same time consider following organisations via twitter and/or Facebook to gain useful information and news that can be passed on to local schemes - e.g. Suffolk Neighbourhood Team, Suffolk Trading Standards, Action Fraud, Suffolk County Council, local community groups, etc. etc
- Signing up to the [Suffolk Constabulary Police Messaging system](#).
- Sign up to receive Suffolk Trading Standards weekly bulletin: [www.suffolk.gov.uk/community-and-safety/suffolk-trading-standards/become-a-consumer-champion/](http://www.suffolk.gov.uk/community-and-safety/suffolk-trading-standards/become-a-consumer-champion/)
- Inviting NW schemes to a group face to face meeting at least once a year, and where possible attendance by Community Engagement Officer (or other guest speakers).
- Arranging occasional local events to help promote Neighbourhood Watch, and where applicable to encourage setting up new schemes in under represented areas.

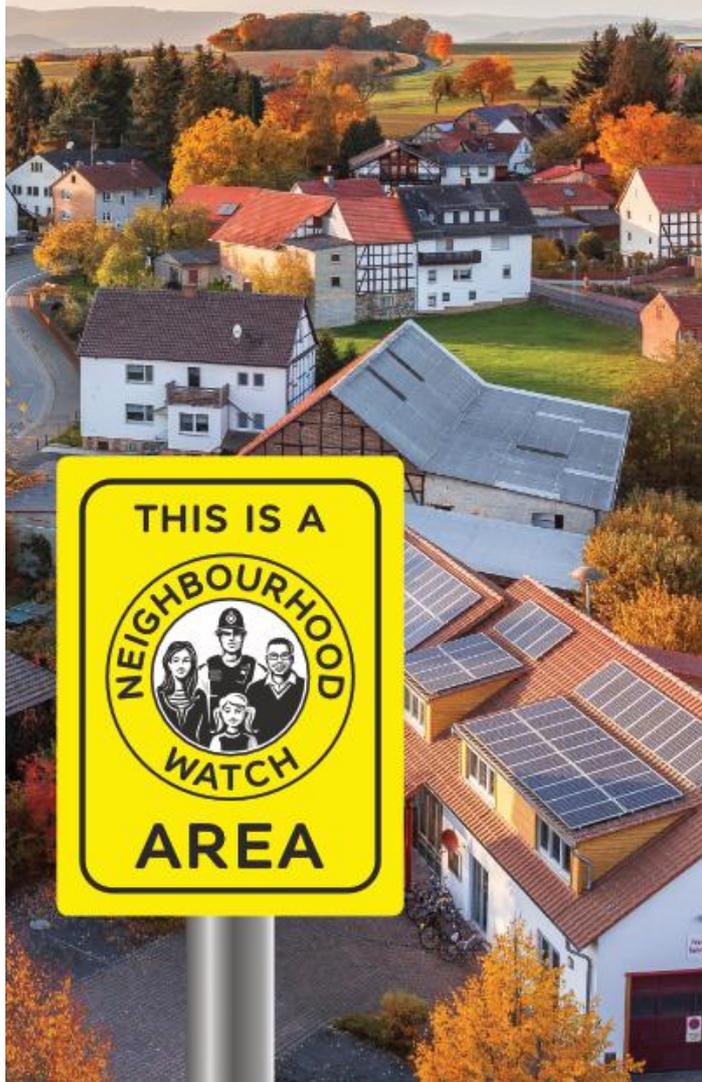


## Suffolk NW Network: Area Network Coordinators (continued)

# Neighbourhood Watch in Suffolk

[www.suffolknwa.co.uk](http://www.suffolknwa.co.uk)

Helping build stronger and safer communities



### Tools & Resources

The Role of the Area Coordinator provides access to the following key information:

- Dedicated (password secure) access to Area Coordinator web page on the SNWA website.
- Dedicated (password secure) access to Area Coordinator membership database on the SNWA website - which provides contact details of registered NW Scheme Coordinators in your Area
- Ability to create local Area Network page on the SNWA Website, which can be developed to contain any documents, reports, statistics etc. relevant to the local area

### Support

Area Network Co-ordinators are invited to attend and contribute to Executive Committee meetings held by the Suffolk Neighbourhood Association.

**These are guidelines only - and it is likely that each Area Network Coordinator will prefer to develop their own ideas and approach to the role. The one essential consistency is that they must seek to engage and be known as the main point of contact for their local network of schemes.**

Could this be you? Please [contact us](#) if you think you or someone in your local area might wish to be involved.



## Neighbourhood Watch Campaign: Say No to ASB

To help tackle the rise in ASB and reluctance to report it, the Neighbourhood Watch Network have released a campaign encouraging people to SAY NO TO ASB.

The campaign supports people to recognise what ASB is and what it isn't, and encourages them to record it and report it to the correct authorities, before the situation escalates to outcomes that, in some extreme cases, can be life threatening.

### Antisocial behaviour (ASB) can have a devastating impact on communities.

Antisocial behaviour (ASB) incidents have increased over the last three years. Police forces, councils and housing associations are reporting significant spikes in ASB cases – and these are not minor incidents. They are complex and serious cases causing real harm to many people.

Local authorities and the police have specific legislative tools and powers to address antisocial behaviour, but they cannot do it without the invaluable contribution of victims and communities. Initiatives like Neighbourhood Watch and parish meetings are key in clarifying the nature of any issues in an area and allowing the sharing of information that will build a picture of the scale of the problem.

Neighbourhood Watch can be the eyes on the ground, and can be the support system for neighbours, and NW input could be the last piece of the puzzle in tackling a serious issue. Who better to understand what a victim is going through than someone who is experiencing it too?

But, perhaps more importantly, your efforts to protect and support your own community could save someone's life.

Visit [ourwatch.org.uk/asb](http://ourwatch.org.uk/asb) to find out more about recognising, recording and reporting ASB.

### Effective support for anti-social behaviour victims

[ASB Help](http://ASB Help) is a registered charity in England and Wales set up to provide advice and support to victims of anti-social behaviour.



Don't suffer in silence

## Neighbourhood Watch: Neighbour of the Year Awards

An incredible total of 646 nominations were received across the three categories of NEIGHBOUR OF THE YEAR, COMMUNITY OF THE YEAR and YOUNG NEIGHBOUR OF THE YEAR.

Neighbourhood Watch Network and Co-op will shortly be judging the entries, along with our guest judges Hannah Ingram-Moore, daughter of Sir Tom Moore and Co-founder of The Captain Tom Foundation, and our young person representative, Mair Williams.

Winners will be contacted and announced in December.



Insurance

Neighbour of the Year Awards 2021



## Cyber Security: Keep Hackers out

# Action Fraud

National Fraud & Cyber Crime Reporting Centre

0300 123 2040

**Enabling two-factor authentication (2FA) is the single most important thing you can do to improve the security of your online accounts, and the best way to keep hackers out.**

### What is 2FA?

Two-factor authentication (2FA) is a way of strengthening the login security of your online accounts. It's similar to how an ATM works. You need both your debit card (first factor) and your PIN (second factor) to get access your account and withdraw cash. The main objective is better security. If your card is stolen, they still need your PIN. If your PIN is stolen, they still need your card.

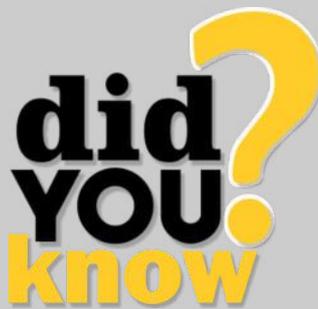
Enabling 2FA will help to stop hackers from getting into your accounts, even if they have your password.

### How do I enable 2FA on my accounts?

Here are links you can use to enable 2FA on some of the most popular online services and apps:

- [Gmail](#)
- [Yahoo](#)
- [Outlook](#)
- [AOL](#)
- [Instagram](#)
- [Facebook](#)
- [Twitter](#)
- [LinkedIn](#)

For more of the government's latest advice on how to stay secure online, visit the Cyber Aware website: <https://www.ncsc.gov.uk/cyberaware>



The National Cyber Security Centre carried out analysis of passwords leaked in data breaches and found that more than 23 million users worldwide used 123456 as a password. You can read more about it here: <https://www.ncsc.gov.uk/news/most-hacked-passwords-revealed-as-uk-cyber-survey-exposes-gaps-in-online-security>

Cyber Aware 



National Cyber Security Centre



## Action Fraud: Cyber Crime Survey

Fraud and cyber crime are the most common criminal offences in the UK. Analysis of Action Fraud reports showed that 86% of frauds had a cyber element to them. As the threat from cyber crime continues to grow and evolve, it's important to remember one thing - most of it can be prevented. By following just a few practical steps, you can make it harder for cyber criminals to get into your devices and online accounts.

In order to better understand what steps you are already taking to stay secure online, we would be grateful if you would please complete the short survey we have created. Your answers will help us to determine what areas of online security we need to focus on over the coming months.

**Please note:**

*The survey is completely anonymous and we don't ask you for any personal information.*

*Survey answers will not be shared with any third parties.*

**Survey link** – <https://www.smartsurvey.co.uk/s/cybercrimesurvey2021/>



### What is fraud?

Fraud is when somebody lies, or deceives you, in order to cause harm, usually by stealing your money.

### What is cyber crime?

This is when fraudsters target computers, tablets or phones or use the internet to swindle you. Our increased use of electronic devices for everyday activities means that cyber criminals have a wealth of opportunity to commit crime.

### What is Action Fraud?

Action Fraud is the UK's national reporting centre for fraud and cyber crime. Members of the public, businesses and charities can report to Action Fraud online or on the phone.

Victims' reports are assessed by specialists to see if they are suitable for further action and are then sent to the relevant law enforcement agency to investigate.

### What should I do if I'm a victim of fraud or cyber crime?

You can report fraud and cyber crime using the online reporting tool:

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)  
(24 hours a day, 7 days a week)

If you do not have internet access, or if you require more support, you can also contact Action Fraud on **0300 123 2040** to speak to an advisor.

### Why do people in the UK report fraud and cyber crime to Action Fraud instead of the police?

Action Fraud takes reports from victims nationwide providing a clear picture of the scale of fraud and cyber crime, allowing law enforcement to link crimes which happen across the country. This kind of intelligence is the key to disrupting cyber crime.



## Corporate Partner: ERA's guide to staying safe as the nights draw in

Whilst it was pleasing to see crime rates expectedly drop during periods of lockdown, research from LSE Centre for Economic Performance (CEP) found that they once again rose in correlation with when restrictions were eased.

As more of us are now venturing away from home more often, and the longer nights are here, now is the time to be proactive about protecting your home.

Through your own actions and through investing in smart security products, you can keep your family and home safe as winter approaches. So what can you do?

### Be in control of your front door

It can be a little unnerving when you get an unexpected ring of your doorbell late at night.

It's important to remember that at night you should never open the door to anybody you are not expecting. However, if you don't have a viewer installed, it can be tricky to know who is calling.

A video doorbell, such as the one in the ERA Protect ecosystem, can be a great alternative, allowing homeowners to see exactly who is there without needing to open the door in person. Many doorbells, including ERA's, offer two-way communication and allow you to store or download video recordings for future reference.

### Keep valuables out of sight

Whilst this might sound like common sense, many of us often forget to consider just how much can be seen by somebody looking in through a window.

Valuables, such as electronic goods, wallets, jewellery and other expensive purchases should all be kept in closed cupboards or drawers, rather than out in the open.

To give you extra peace of mind and a visible deterrent for prying eyes, a small and discrete camera, such as the ERA Protect Indoor Camera, will allow you to check in on your entry points, rooms and even your pets when you can't be at home. Simply view a live feed from anywhere in the world at any time through the smartphone app for instant reassurance that your home is safe and secure.

### Ensure doors and windows are shut and locked

It's important not to get complacent with the more obvious ways to stay safe.

It's easy to forget to check whether a door, window or garage has been properly closed and locked, so a quick once-around the whole house to check any entry points before you go out or to bed can make a huge difference in preventing break-ins and may even enable you to spot any potential weak spots where a burglar could take advantage.

Sensors that form part of alarm systems will flag to you when doors or windows are left open, for example, the ERA Protect Door/Window sensor will notify you when you try to set your alarm if any entry point is still open.

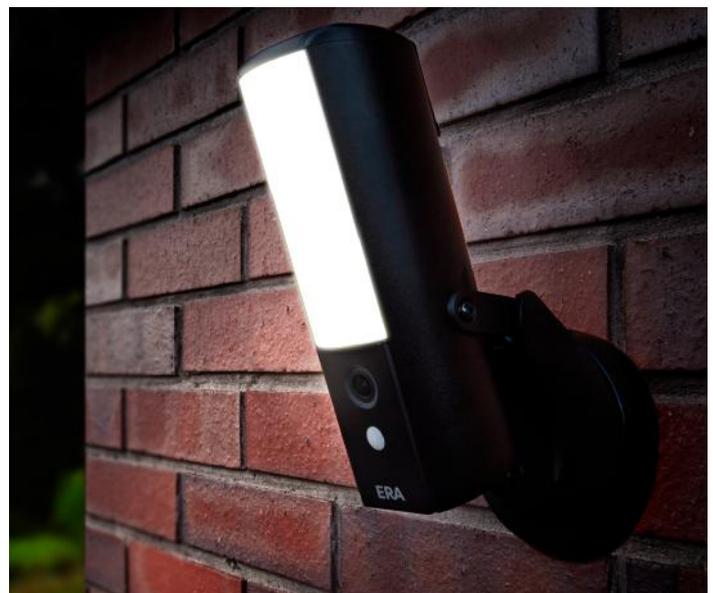
### Install lighting

The darker nights provide would-be burglars with the opportunity to stay largely out of sight and undetected.

Whilst you may have security in place, if any video cameras don't use night-vision, this could make it difficult to identify any trespassers.

A camera with a floodlight, such as the ERA Protect Floodlight Camera, will illuminate your outdoor area if triggered by movement, acting as an immediate deterrent as well as capturing a clear recording for you.

# ERA





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

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

## HMRC: Beware of Self Assessment Tax Return scams

As HM Revenue and Customs (HMRC) prepares to issue emails and SMS to Self Assessment customers, the department is reminding them to be on their guard after nearly 800,000 tax-related scams were reported in the last year.

Fraudsters use Self Assessment to try and steal money or personal information from unsuspecting individuals. In the last year alone, HMRC has received nearly 360,000 bogus tax rebate referrals.



The Self Assessment deadline is 31 January 2022 and customers may expect to hear from HMRC at this time of year.

HMRC are also warning customers to not be taken in by malicious emails, phone calls or texts, thinking that these are genuine HMRC communications referring to their Self Assessment tax return.

Never let yourself be rushed. If someone contacts you saying they're from HMRC, wanting you to urgently transfer money or give personal information, be on your guard.

**HMRC will also never ring up threatening arrest. Only criminals do that.**

If you are in any doubt whether the email, phone call or text is genuine, you can check the 'HMRC scams' advice as well as report suspicious phone calls using a form on [GOV.UK](#); customers can also forward suspicious emails claiming to be from HMRC to [phishing@hmrc.gov.uk](mailto:phishing@hmrc.gov.uk) and texts to 60599.

HMRC remind Self Assessment customers to double check websites and online forms before using them to complete their 2020/21 tax return. People can be taken in by misleading websites designed to make them pay for help in submitting tax returns or charging to connect them to HMRC phone lines. Customers who are in any doubt about whether a website is genuine should visit GOV.UK for more [information about Self Assessment](#) and use the free signposted tax return forms.



## Social Media: WhatsApp Scam



If you are on WhatsApp, beware of these messages being sent from fraudsters.

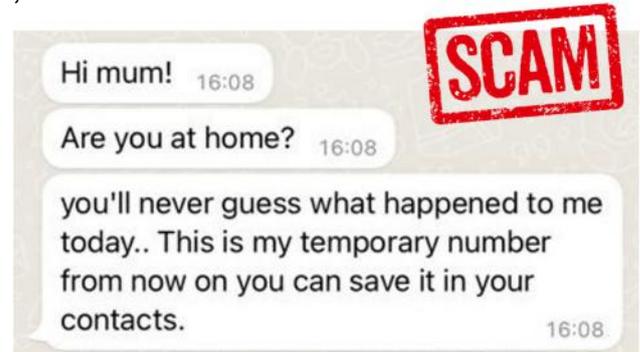
One Suffolk resident received a message from an unknown number, with the sender claiming to be her daughter.

The scammers told her they had dropped their phone down a toilet and had to get a new mobile and number.

The 'daughter' then told her that she needed to borrow some money because she didn't have access to her account, and had to pay a bill. The 'daughter' asked to borrow £1,980.

Thankfully the Suffolk resident knew her daughter would never ask for that amount of money via a WhatsApp message and tried contacting her via her partner, who confirmed that it was not them sending the messages.

If you receive a suspicious message (even if you think you know who it is from), calling or requesting a voice note is the fastest and simplest way to check someone is who they say they are.



**STOP:** Take time before you respond. Make sure your WhatsApp two-step verification is switched on to protect your account, that you are happy with your privacy settings.

**THINK:** Does this request make sense? Are they asking for money? Remember that scammers prey on people's kindness, trust and willingness to help.

**CALL:** Verify that it really is your friend or family member by calling them directly, or asking them to share a voice note. Only when you are 100% sure the request is from someone you know and trust, should you consider it. If it turns out to be untrue, report it to us via Citizens Advice Consumer Service on 0808 223 1133.

## Sales events: Consumer Scams

### It's Black Friday next week!

Remember that although it's a good time to find a bargain, criminals see it as an opportunity to scam consumers.

Criminals may try to trick you into purchasing goods/services that don't exist by advertising them at too good to be true prices.

Protect your money and information by only using retailers you trust, or authorised sellers named on official websites when shopping for deals online.

Read online reviews from reputable sources to confirm websites are genuine. Where possible, use a credit card when making purchases over £100 and up to £30,000 as you receive protection under Section 75 of the Consumer Credit Act. You could get your money back if, the product or service is faulty, the company you bought the product or service from breaks their contract with you, or the company you bought the product or service from does not deliver what they have promised.



# Together we can call out crime.

Stop thieves from  
stealing our Christmas.



Have information about thieves  
operating in your community?  
You can speak up and remain  
100% anonymous. Always.  
[crimestoppers-uk.org](https://www.crimestoppers-uk.org)

**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.



## The Children's Society: Look Closer Campaign

The Children's Society's Prevention Programme is a national programme working to prevent, disrupt and improve responses to child exploitation and abuse.

Its network of 11 Prevention Officers across England and Wales work in partnership with national and regional leads across the statutory, private and third sectors.

They drive forward new approaches to tackling the issue and change the narrative to ensure all exploited children are identified as victims and supported. They bring together the public and professionals across sectors and geographical areas, recognising the value and role that everyone can play in safeguarding children.

The Children's Society's [#LookCloser campaign](#), supported by the National Police Chiefs' Council and British Transport Police, urges anyone who encounters children to look out for possible signs of child exploitation and report any concerns.

The campaign encourages people to be vigilant in public spaces where exploitation may occur and be most visible, such as parks, supermarkets, transport, banks and also on online games and social media.

They may be forced to travel on buses, trains, cars and coaches when they are being exploited. Fast food outlets and roadside services may be used for amenities and food stops. Exploitation may happen 'behind closed doors' in places like hotels, salons and car washes.

Exploiters also target the homes of young people and vulnerable adults, taking over their properties as a base to sell drugs – a practice known as 'cuckooing'.

If we learn to spot the possible signs of a young person being exploited, we can help to keep them safe and stop this abuse from happening."

### Signs of child exploitation

- Travelling alone, particularly in school hours, late at night or frequently
- Looking lost or in unfamiliar surroundings
- Anxious, frightened, angry or displaying other behaviours that make you worried about them
- In possession of more than one phone
- Carrying lots of cash
- Potentially under the influence of drugs or alcohol
- Being instructed or controlled by another individual
- Accompanied by individuals who are older than them
- Seen begging in a public space

### Report your concerns

If something doesn't feel right, don't wait, report it.

Call the police on 101 or make a report via your local force website. Always call 999 in an emergency.

Only report your concerns when it is safe to do so, even if this is a bit later. Do not attempt to intervene yourself.



It challenges stereotypes of how a young exploitation victim typically behaves. For instance, not all exploited children will seem upset or frightened and we know trauma may lead some to appear angry or aggressive.



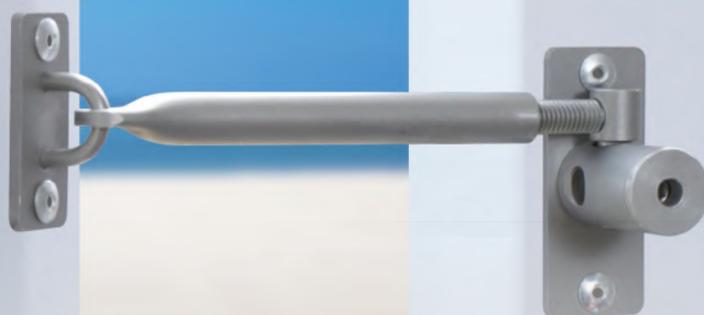
## Neighbourhood Watch Benefits



Beautifully secured  
by **Patlock**

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

# LOCKLATCH™



SPECIAL **15%DISCOUNT** FOR ALL NWN MEMBERS

Use Coupon Code **NWNLock** on Check Out.

Visit [www.locklatch.co.uk](http://www.locklatch.co.uk)

