



Newsletter

> THE E-NEWSLETTER FOR NEIGHBOURHOOD WATCH SUPPORTERS IN SUFFOLK

Welcome to the late June edition of our newsletter.

The next Annual General Meeting process is now in full swing, and all scheme coordinators have received an email advising them of the details.

Despite best efforts to try and set up an “in person” AGM for this year, the Executive have been unable to do so as it has been challenging to establish an appropriate and available venue in the timeframe required.

The decision has been taken therefore to follow the ‘Virtual AGM’ process that has operated successfully in the last two years to manage C19 limitations.

This edition contains a variety of subjects which we hope you find informative.

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:

AGM Details **PG 2**
 Misinformation **PG 5**
 Password Protect **PG 8**

Cyberhood Watch **PG 3**
 Trading Standards **PG 6**
 Action Fraud **PG 9**

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

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



Executive Committee: 2022 Annual General Meeting

Details of the 2022 Annual General Meeting (AGM) have now been circulated via email, this newsletter, and our website.

Scheme Coordinators represent their scheme members when voting at the AGM, so if you have any queries or issues that need raising at the AGM, please contact your coordinator.

Important

The current chair Mark Lillie would also like to make members aware of a number of intended resignations from the Executive Committee at the forthcoming AGM. These are:

Mark Lillie - Chair and Events

Sue Strutt - Secretary

John Sparks - Fundraiser

Mark also adds "Given the above, we would like to ask our Suffolk Neighbourhood Watch Association (SNWA) members in receipt of this communication to pay particular attention and give consideration to the section on Nominations for Election of Officers.

New Officers will be vital to the successful continuation of SNWA in its current form, and we would welcome members to put themselves forward for nomination. All roles are open to nomination.

For guidance, an overview of the Executive Committee roles can be found on our website at <https://suffolknwa.co.uk/executive-committee.html>

Nominations for Election of Officers

Any nominations from members wishing to join the executive team, either to fill an existing role, or to take on a vacant role on the Executive Committee, can put forward nominations via email at 2022AGM@suffolknwa.co.uk



National Neighbourhood Watch: Antisocial Behaviour Awareness Week 2022

Antisocial Behaviour (ASB) Awareness Week 2022 is coming up on 18-24th July. The ASB charity **Resolve** is leading the Week, and they would love as much support as they can get from Neighbourhood Watch groups.

[Here is a pack outlining how to get involved](#)

In particular, please find more information in the pack on the World's Biggest Community Safety Meeting on Thursday 21st July.

On Thursday 21st July, Resolve want as many community groups as possible to hold a meeting

about antisocial behaviour – and be part of the World's Biggest Community Safety Meeting. You could change the date of an existing regular meeting or hold a special meeting in person or online. But the main thing is to get as many people as possible taking part and focussing on efforts to tackle ASB. Participating groups will be sent a pack including: a briefing note with information about ASB and suggested conversation starters; poster and flyer designs; social media graphics to use in the runup to the event and on the day; and a template press release to secure media coverage. If you'd like to support the World's Biggest Community Safety Meeting and receive your pack, please contact Resolve on hello@resolveuk.org.uk.



Cyberhoodwatch: SMSFactory – money grabbing malware that targets Android



A malware campaign targeting Android users across the globe is racking up high phone bills for victims. The stealthy malware strain, named SMSFactory by Avast, infiltrates phones and uses trickery to hide itself on the device so the victim is unaware of the damage being done. Within just one year, Avast has protected more than 165,000 people around the world from this threat. As malware attacks such as SMSFactory become increasingly common and difficult to spot, it's important to know what to look out for and the preventative measure to take.



What is SMSFactory?

The malware sneakily taps money from victims by sending premium SMS and making calls to premium-rate phone numbers undetected. One version is also capable of extracting victims' contact lists, spreading the malware further.

How does SMSFactory infiltrate a device?

This kind of malware is being spread through malvertising, a type of cyberattack that abuses adverts to send people to websites hosting malware. SMSFactory also appears to be distributed through push notifications and alerts displayed on sites offering game hacks, adult content, or free video streaming sites. The malware is disguised as an app which people can download. Once installed it hides itself, making it nearly impossible for victims to detect the cause of the additional charges on their phone bills.

What masking techniques does SMSFactory use?

SMSFactory uses several tricks to stay on the victim's device and remain undetected. It has a blank icon and it is able to hide its presence by removing its app icon from the home screen. The malware relies on the user forgetting about the app on their phone so they are unaware of the financial damage until they receive their phone bill.

Tips on how to avoid mobile malware like SMSFactory

- 1. Stick to official app stores**
SMSFactory highlights the importance of using verified app stores to install applications. Third party stores or unknown sources may contain malware and aren't blocked by an authority, such as Google.
- 2. Install an antivirus on your mobile device**
This is especially important if you choose to install apps from unofficial sources. You can also be protected from malicious websites this way. Antivirus software acts as a safety net, protecting even the most careful users.
- 3. Remain vigilant**
It's important to remain cautious when downloading new apps, especially apps advertised in short and catchy videos, or through push notifications in the browser.
- 4. Disable or limit premium SMS with your carrier**
While there are legitimate uses for premium SMS, recent SMS malware campaigns highlight the importance of having control over additional charges on your phone contract. Disabling premium SMS features – or at least setting a limit – significantly limits the potential impact of campaigns like this. This step is especially important on children's phones.



Cyberhood Watch: Should you 'Accept all cookies'? Ask Prue...



Renowned celebrity baker, Prue Leith, has teamed up with Avast to help educate Brits on cookies, both digital and chocolate chip ones.

Avast recently carried out research which found that more than four in five people (85%) have accepted cookies on a website without reading any of the policies, while more than a third (37%) said they've done so, only to later discover they had agreed to something they wish they hadn't.

Our research also revealed that people are more likely to agree to terms they don't understand online (62%) than they are when faced with a contract in real life (54%).

Three in ten Brits (29%) feel confused by cookie policies, and 70% even believe websites intentionally try to confuse people with the language they use.

In light of this, three quarters (75%) of Brits think internet users need to be better educated on what cookies actually are.

Prue Leith commented, "While recent times have highlighted the importance of being connected online, it's also never been more important for people to feel safe while doing so."

Prue continued, "Many people of all ages, but particularly my generation, are not as familiar with certain aspects of the internet and this, of course, includes digital cookies. This can prove to be a barrier to embracing everything that being online has to offer so I am delighted to be working with Avast to help people understand what cookies are and how they work."

Avast's mission is to protect digital freedom for everyone, which includes helping people understand more about what digital cookies are and, consequently, helping them navigate the internet as safely as possible.

Achieve online privacy with our tips on cookies

1. The first step to navigating digital cookies is understanding what exactly they are. Cookies are like identification cards made up of small bits of information in the form of text that help computers interact with websites. On the one hand, they allow websites to remember information, such as logins or items stored in an online shopping cart. On the other hand, they can record your browsing activity so advertisers can use it for targeted advertising.
2. If you want to limit the information websites can access, choose a browser that blocks third-party cookies (those created by websites other than the one you're visiting) by default.
3. It's good digital hygiene to clear cookies regularly. You can do so in the settings or preferences of your browser of choice. Deleting cookies helps to keep your browser running smoothly.
4. Some websites allow you to control what cookies to accept or reject via a pop-up window that appears before you access them. It is good practice to only accept the cookies required for websites to function, such as language and region, and reject those related to advertising and tracking.
5. For more privacy-conscious people, consider rejecting all cookies but expect website performance issues. Alternatively, choose a secure browser with anti-tracking technology to block web trackers, including cookies, to minimise companies' amount of online surveillance.



Misinformation: The Genuine Article?

More than a third of internet users are unaware that online content might be false or biased, according to new Ofcom research.



making communications work
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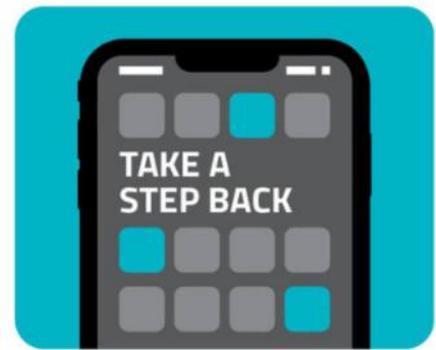
Tips to help spot misinformation



This isn't necessarily who shared the information with you, but where it originated from.



Are they established and trustworthy, or might they have a reason to mislead?



Before you take something at face value, think about your own motives for wanting to believe it.

Given the sheer volume of information at the touch of our smartphones, having the right critical skills and understanding to decipher fact from fiction has never been more important.

But Ofcom's study reveals that 30% of UK adults who go online (14.5 million) are unsure about, or don't even consider, the truthfulness of online information. A further 6% – around one in every twenty internet users – believe everything they see online.

Misinformation can spread quickly on social media platforms. More than four in ten adults say they have seen a story on social media that looked deliberately untrue or misleading in the last year.

Read more about the study here: <https://www.ofcom.org.uk/news-centre/2022/one-in-three-internet-users-fail-to-question-misinformation>

DID YOU KNOW?

A new website has been launched to help make it easier to navigate the complexities of missing persons.

The [Missing Persons Information Hub \(MPIH\)](#) is aimed at anyone who may need help including professionals, academics and, most importantly, missing persons and their families and friends.



SUFFOLK TRADING STANDARDS



Suffolk Trading Standards: Doorstep callers

Fraudsters continue to rely on the fact that many people are buying online.

They want access to your money and information, or for you to click on links which could download malware to your device.

Instead of clicking the link, log into your account directly to update or check your information. **If you receive a scam text message report it by forwarding it to 7726.**

If you think you might have responded to a text message scam and provided your bank account details, contact your bank immediately.



Last month a Brandon resident was approached at the door by a man offering gardening work. The trader advised that a contract for the year could be set up for £650, and the resident could claim money back via a tax back scheme. The resident agreed and the trader started straight away, with no contact, paper work or cancellation notice given.

The trader went on to carry out extensive unnecessary work on the property over the course of a few days, each day demanding more money be paid.

Without permission the trader dug up much of the garden and pulled up the patio. The trader laid new turf and put the same patio slabs back down. They charged the resident a total of £4950, which was paid in cash over the days that the trader was at the property.

The resident confronted the trader as they felt that they might have been scammed and that they wanted a refund. The man reassured them, and advised them that many of their neighbours have a contract for their services.

The trader then never returned and no refund has been received.

Have you been approached in the same manner? If you have any information that may help us to identify the trader or if you think you may be a victim yourself, please contact us via Citizens Advice Consumer Service on 0808 223 1133.



Suffolk Trading Standards: Scams, Scams, Scams

Again this week there have been multiple doorstep incidents and as such we urge you to warn friends, family and neighbours to be on the look out for rogues operating in their area.

A man in a van was going door to door in Westley on 23rd June, offering garden furniture for sale. These individuals often visit Suffolk and use the same sales patter - "last one", "great price" "exhibition stock" etc.

Trading Standards received multiple reports of traders going door to door across Ipswich at the end of last week and over the weekend, offering pressure washing services.

Reports were received of them calling at properties around Cliff Lane, Woodbridge Road, Gainsborough Road and in Henley. Reports were also received of similar callers knocking on doors in and around Woodbridge.

Cold callers were reported in Walberswick offering household cleaning items, with a similar report of an individual going door to door in Farnham.

If you are approached at the door and are not expecting a caller, our advice is not to answer. While it might be tempting to agree to low prices being offered on the doorstep, think twice. Our advice is:

1. never agree to have any work done as a result of a cold call, and don't be pressurised into having the job done immediately
2. if you think work needs doing to your home, get quotes from 2 or 3 traders
3. ask for the full name and address from a trader before considering dealing with them, and never rely solely on a mobile phone number
4. ask for a written quotation detailing all the proposed work and a final price for the job
5. only pay once the work is completed to your satisfaction, don't pay up front for materials, don't pay cash
6. Ensure your back door is locked if you are answering the front door to someone you don't know.
7. If you think a bogus caller has been to your home, call the police immediately on 999.
8. Never let someone into your house because you don't want to seem rude or unsympathetic.
9. Consider fitting a door chain and spy-hole to your front door; outside lighting can also help you identify callers. Never let anyone into your home unless you are satisfied about who they are and what they want.

Public service employees are required to show identity cards when they come to your home. Examine the card carefully as fake cards have been used. The card should have a photograph and the name of the organisation. If you are at all worried, ring the organisation to check the caller is genuine. Use the telephone number given in the phone book or on your utility bill, rather than the one printed on the identity card. A genuine worker won't mind waiting.



If you would like a FREE No Cold Calling sticker for your door, please email us with your full address to TradingStandards@suffolk.gov.uk



Neighbourhood Watch: PROTECT YOUR Pa\$\$WORD

Millions of people are using their pet's name as their online password, despite it being an easy target for hackers.

Research carried out by the National Cyber Security Centre (NCSC) found that 15% of the population used pets' names, 14% use a family member's name, and 13% pick a notable date.

And 6% of people are still using "password" as all - or a part - of their password.

Weak passwords can be cracked in seconds. The longer and more unusual your password is, the harder it is for a cyber criminal to crack.

A good way to make your password difficult to crack is by combining three random words to create a single password (for example AppleNemoBiro). Or you could use a password manager, which can create strong passwords for you (and remember them).

If you've used the same password across different accounts, cyber criminals only need one password to access all your accounts.

Always use a strong and separate password for your email; that is, a password that you don't use for any of your other accounts, either at home or at work.

If a criminal can access your email account, they could access private information about you (including your banking details), post emails and messages pretending to be from you (and use this to trick other people), reset all your other account passwords (and get access to all your other online accounts).

If strengthening your passwords is something you keep putting off, or you feel overwhelmed by the sea of online security information, you're not alone.

To find out more about how to do each step visit our [PASSWORDS](#) webpage to learn how to keep yourself safe

Someone figured out my password!
Now I have to rename my dog.



PROTECT YOUR Pa\$\$WORD IN 3 EASY STEPS



- 1 CREATE A SEPARATE PASSWORD FOR YOUR EMAIL ACCOUNT
- 2 USE 3 RANDOM WORDS
- 3 TURN ON TWO-FACTOR AUTHENTICATION (2FA)

SHARE THESE 3 STEPS WITH 3 FRIENDS

ourwatch.org.uk/passwords

Neighbourhood Watch Network is a charity registered in England & Wales, CID No. 1173369

<https://www.ourwatch.org.uk/passwords>



Action Fraud: Energy Scams



There are reports of a scam email claiming to be from Ofgem asking for bank details so customers can get a rebate.



Ofgem would never ask for your bank details with regards to energy bills.

Check email addresses. Any emails to or from Ofgem always end @ofgem.gov.uk.

Check branding. The Ofgem logo will always be present in their communications. It should never look stretched, blurry or distorted.

Only criminals will try to rush or panic you.

Contact your bank immediately if you think you've fallen for a scam and then report it to Action Fraud.

Forward scam emails to the National Cyber Security Centre (NCSC) on to report@phishing.gov.uk. NCSC has the power to investigate and remove scam email addresses and websites.

Suffolk PCC: Fuel Savings benefit SuLSAR



Volunteer search group given financial support from pandemic fuel offer

A generous offer by fuel company BP at the start of the pandemic lockdown is set to financially support a local volunteer search and rescue organisation for the next three years.

SuLSAR, Suffolk Lowland Search and Rescue, will benefit from savings made by the Constabulary following an offer by BP to cover the cost of fuel for police vehicles at various periods during the Covid-19 pandemic. [Read more](#)



Abuse takes many forms



I'VE HAD **ENOUGH.**
OF MY MATE
HARASSING WOMEN
ON THE STREET,
SO I CALL IT OUT.

STREET HARASSMENT IS ABUSE.

We can stop violence against women and girls.

Get information and support at [gov.uk/enough](https://www.gov.uk/enough)



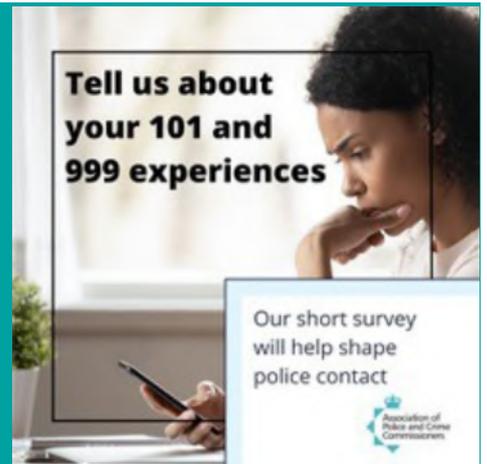
HM Government

Only intervene if safe to do so.



Can you spare a few minutes to complete the Association for Police and Crime Commissioners (APCC)'s NATIONAL PUBLIC CONTACT SURVEY designed to understand more about the public's experience when contacting their local police forces?

Click [here](#) to access it. Closes on 24th July.



Member Benefits: Locklatch

LOCKLATCH®



LIFETIME Guarantee 100%

LEAVE ANY DOOR OR WINDOW OPEN, BUT LOCKED

Safe ventilation, pet access, window safety and wind damage

Made from C304 stainless steel with a satin finish, LockLatch®, PetLatch® and MiniLatch® will fit any door or window, whichever way it opens and whatever it is made of. All locks are DIY and quick and easy to install yourself.

The U bolt allows for easy positioning on the frame with an adjustable width. The locking pin drops into the barrel in any of the 4 holes which is lockable with a removable key.

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MiniLatch®

Let fresh air in, keep opportunistic intruders out.
Adjusts between 4.5 to 8 cms



LockLatch®

Perfect for Safe Ventilation, small Pet Access, or as a Window Restrictor.
Adjusts between 9cms to 17cms



PetLatch®

The perfect Pet Door alternative for small to medium sized dogs.
Adjusts between 14.5cms to 23cms





ERA Partner: ERA Protects with smart security ecosystem

Take home security to the next level with ERA Protect; a buildable smart security ecosystem from one of the oldest names in British lock-making.

As well as protecting all areas of your home and garden, this intuitive and affordable system that can be fully controlled via your phone also offers the highest level of data protection too, thanks to bank-level information security.

The eight piece ERA Protect alarm system is a great way to introduce smart security into your home. The multiple sensors and remote controls make this alarm system perfect for bigger properties or even small commercial and industrial buildings. The wireless system is easily expandable with accessories such as an outdoor camera making it easy to keep an eye on the property at any time and from anywhere.

For homeowners looking for added piece of mind the inclusion of an intruder alarm is one of the most effective ways to deter potential burglars by drawing attention to any trespassers. By providing both visual and audible protection this home alarm system is the best defender of your smart home.

The wireless burglar alarm is easy to install and ready to use in a few minutes. All components are wireless and will fit your smart home perfectly. The alarm kit is fully portable, so you can take it with you when you're moving house.

If you are looking for additional peace of mind that your system will always remain active, with the purchase of either the Protect Plus or Protect Plus Premium plans ERA Protect utilises dual path cloud and roaming sim technology to connect to the strongest 4G network and keep the system online even when Wi-Fi is down.

The smart security system is the latest innovation from ERA, which has been manufacturing locks, hardware and security systems in the UK since 1838.

[Click here to browse ERA products](#)



NEIGHBOURHOOD WATCH MEMBER OFFER

10%

OFF ALL
ERASMART
SECURITY
PRODUCTS
DURING JUNE

VISIT
ERAPROTECT.COM
USE CODE
[NHWJUNE10](#)
AT CHECKOUT

ERA



Neighbourhood Watch Community Grants secured by Patlock



Recommended by
Neighbourhood Watch

Since being introduced to the security market in 2014, Patlock has come a long way.

They have gained the accolade as the only specific French Door security lock to achieve the Police preferred Secured by Design accreditation and the recommendation of police forces throughout the country.

With Patlock being the French Door security 'go-to product', their work with Neighbourhood Watch is more important than ever as more people leave their homes unattended to return to the office.

Patlock and Neighbourhood Watch have worked together since 2015. Patlock is keen to continue this partnership to support the great work that Neighbourhood Watch provides to local communities.

Not only has Patlock retained the original discounted rate of £42.50 for Neighbourhood Watch supporters, but they have also contributed £7.00 from each purchase back to Neighbourhood Watch Network. This contribution has totalled an amazing £34,846.00, increasing the funds in our popular Neighbourhood Watch Community Grants scheme.

To order a Patlock at the Neighbourhood Watch discounted rate of £42.50, visit <https://www.patlock.co.uk/neighbourhood-watch>

