



# Newsletter

> THE E-NEWSLETTER FOR NEIGHBOURHOOD WATCH SUPPORTERS IN SUFFOLK

## Welcome to the late July edition of our newsletter.

The 2022 Annual General Meeting process is now in the second of three stages, which enables nominations for Executive Committee roles to be put forward and for coordinators to vote as representative of their respective schemes.

The minutes of the 2022 AGM shall be issued as the final stage of the process, and is expected to be concluded on the 5<sup>th</sup> August. Once issued, we will advise of the link on our website for anyone to access the minutes.

We hope you find this July newsletter edition an useful source of information.

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”.

### *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: [comms@suffolknwa.co.uk](mailto:comms@suffolknwa.co.uk)



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!



## Executive Committee: 2022 Annual General Meeting

### Don't forget!

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](mailto:2022AGM@suffolknwa.co.uk)

**Nominations can be submitted up to the 31<sup>st</sup> July 2022.**

For guidance, an overview of the Executive Committee roles can be found on our website at

<https://suffolknwa.co.uk/executive-committee.html>



### IMPORTANT

Please also be reminded that in the event of key roles not being filled, this will likely lead to an Extraordinary General Meeting being called to discuss the possible dissolving of the Association.

## Fraud Prevention: Check a website initiative



Get Safe Online has partnered with Cifas, the UK's leading fraud prevention service, to launch 'Check-a-Website'. An innovative new feature that invites users to check if a website is safe to use before accessing. It is expected to prevent thousands of people in the UK falling victim to unwanted online scams every year.

Check a website is an easy-to-use online tool which helps determine whether a website is likely to be legitimate or a scam ... before you visit it. Users simply type in the address of the website they want to check, and their results will appear within seconds.

Provided in the UK by Get Safe Online, in conjunction with Cifas, ScamAdviser, Barclays and other partners, it cleverly uses an algorithm to provide a trust score based on more than 40 data sources as well as thousands of reports of malicious websites from law enforcement agencies, regulators and consumer brands every week.

Hosted on Get Safe Online's UK website, individuals can also access this new feature using the below link: <https://www.getsafeonline.org/checkawebsite/>

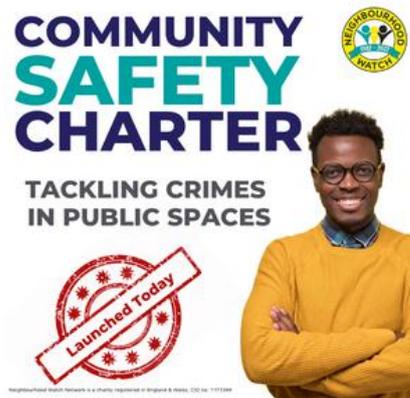


## National Neighbourhood Watch: Community Safety Charter

### COMMUNITY SAFETY CHARTER launched to tackle crimes in public spaces

A new Community Safety Charter, encourages everyone from individuals, Neighbourhood Watch groups, businesses, and organisations to take an active stance against crimes in public spaces, such as harassment, hate crime, and antisocial behaviour.

The Charter tagline is **#BETHECHANGE**, focusing on the role of active bystanders in leading the change within their communities. The Charter supports greater understanding about how we recognise and deal with community safety issues and support victims by knowing where to get help, how and who to report to, enabling a more positive, proactive approach by the whole community when witnessing or experiencing confrontation, hostility, or harassment.



#### Do I need to make a pledge?

You are invited to sign up to the Charter. By signing up, individuals, businesses, organisations, and groups pledge to four actions:

- **PROMOTE** - promote a culture that does not tolerate harmful language, antisocial behaviour and hostility toward others
- **ENABLE** - enable others to identify and take an active stance to prevent harassment, antisocial behaviour and intimidation within their community
- **REPORT** - actively encourage and support others to report harassment, antisocial behaviour and intimidation and share intelligence about these crimes with the relevant authorities
- **SUPPORT** - support those affected by harassment, antisocial behaviour and intimidation and refer victims to the appropriate support agency

#### What will I receive when I sign up?

You will receive a printable poster, individual pledges to share on social media, and a comprehensive information pack on a specific topic or crime every two months which you can share with your staff/volunteers/colleagues/friends. The topics covered in the first year are:

- harassment
- hate crime
- antisocial behaviour
- being an active bystander
- dealing with confrontation
- leading the change in our communities

#### Where can I find out more?

Watch an interactive presentation [here](#)

Contact the Neighbourhood Watch Community Safety Charter Leads - [Cheryl Spruce](#), Head of Membership and Engagement, or [Jayne Pascoe](#), Head of Partnerships and Projects

#### How do you sign up?

Simply complete the online form using this link: [ourwatch.org.uk/charter](https://ourwatch.org.uk/charter). Once you have signed up, NWN will contact you with you within 5 working days to share the first information pack and other resources.

### #BeTheChange



## National Neighbourhood Watch: Summer Seminars for coordinators



The National Neighbourhood Watch (NWN) organisation are holding their annual Summer Seminars on the 9th and 10th of August this year. As a valued Neighbourhood Watch Coordinator, you are invited to join them.

The aims of the Summer Seminars are for coordinators to learn from each other, share ideas and learn about what support and tools NWN have to equip you to enhance your role.

The format of the sessions enable coordinators to get involved in discussions and share their ideas and experiences. The sessions will cover two different topics – one session introduces you to how you can have a positive impact on crime in public spaces, and the other session will focus on what tools and support you have access to as a Neighbourhood Watch Coordinator.

### What you need to know to get your space reserved

The sessions will be held on **Tuesday 9th August and Wednesday 10th August**. There will be two sessions covering different topics and each session will be run twice so you can select the day and time that suits you best. To book your place, please click on the session that you would like to attend and register your place. You will need to do this for all the sessions that you wish to attend (please select no more than one of each topic). **There is limited space available so places will be on a first come first served basis.**

[Tuesday 9th August 2022 – 2pm - 4pm – Crimes in Public Spaces](#)

[Tuesday 9th August 2022 – 5pm - 7pm – Tools and support for Coordinators](#)

[Wednesday 10th August 2022 – 2pm - 4pm – Tools and support for Coordinators](#)

[Wednesday 10th August 2022 – 5pm - 7pm – Crimes in Public Spaces](#)

We look forward to welcoming you to the seminars. Should you have any queries, please contact [enquiries@ourwatch.org.uk](mailto:enquiries@ourwatch.org.uk).

**COMMUNITY  
SAFETY  
CHARTER**

[ourwatch.org.uk/charter](https://ourwatch.org.uk/charter)

**TACKLING  
CRIMES IN  
PUBLIC  
SPACES**



**#BETHECHANGE**



# SUFFOLK TRADING STANDARDS



## Suffolk Trading Standards: estimated 1.08 million people are borrowing from illegal lenders

As the cost-of-living crisis bites, scores of households are turning to credit cards and loans to cope with soaring bills. Bank of England figures reveal that consumer borrowing has now returned to pre-pandemic levels, with £5.7 billion of debt built up between January and May this year.

An estimated 1.08 million people are borrowing from illegal lenders, according to think-tank the Centre for Social Justice (CSJ). Many are struggling to make ends meet, vulnerable and unable to get a loan or credit card from a bank. But these loan sharks routinely charge victims extortionate interest rates of as much as 130,000 per cent, and the consequences for missing payments can be devastating, with some criminals threatening physical or even sexual violence.

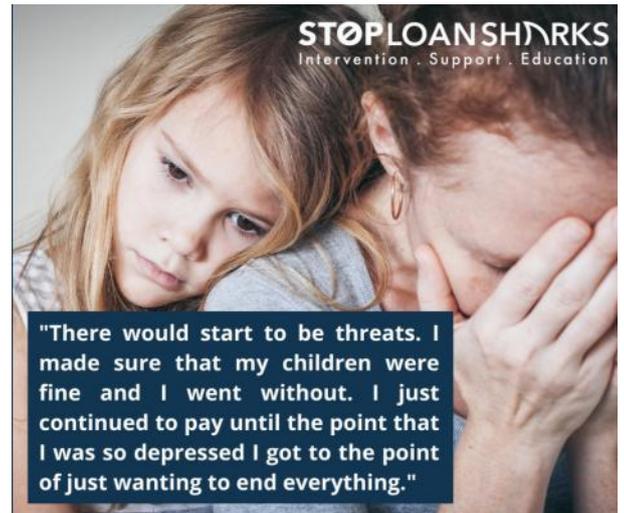
To legally lend money, firms must be regulated by the Financial Conduct Authority. If not, the contract cannot be enforced.

The first step to getting the loan shark off your back is to talk to Stop Loan Sharks. They've helped thousands of people escape the clutches of illegal lenders and take back control of their lives.

You can call them any time on 0300 555 2222 or chat with them online now at

<https://www.stoploansharks.co.uk/>

Their team of dedicated and trained professionals will support you every step of the way.



## Rogue Traders: Solar panels

Do you have solar panels? If so, please be aware that rogues are continuing to contact Suffolk residents who have solar panels.

The rogues are using a number of tactics including informing victims that their original installer has "gone bust" and therefore any warranty or insurance they took out is now void.

Two Kesgrave residents have recently been contact by solar panel traders. One was advised that the business that had installed their panels was no longer trading and that they may be able to claim money. The other was contacted and told that they needed to inspect the panel on their roof and they would need a part added to comply with safety standards.

Thankfully, in both instances the residents declined to engage further and no inspections took place.

If you are approached by a company who make claims about your solar panels, make some checks before handing over any money. Contact your installer to see if they are still in business.



## Scams: Cost of Living Payments

### Beware of scams related to the Cost of Living payments.

Suffolk Trading Standards have been made aware of a text scam relating to cost-of-living payments. Customers are sent a text and asked to click on a link and provide their bank details to receive their payment.



**This is a scam. Please DO NOT click on the link or provide your bank details.**

If you are eligible:

- You do not need to apply for the payment
- You do not need to call
- Payment to you is automatic
- DWP will never ask for personal details by text or email

The first payment of £326 will automatically be paid into eligible customers bank accounts between 14/7/22 and 31/7/22, although there may be a delay in some circumstances.

### The National Cyber Security Centre (NCSC) sets out a number of different ways to report scams depending on the type:

Email scams. If you get a dodgy looking email, you can report it to the NCSC by forwarding it to [report@phishing.gov.uk](mailto:report@phishing.gov.uk). Remember not to click on any links within these emails.

Text scams. If you get a suspicious text message, you can forward it to the number 7726 – this will allow your provider to track the origin of the text and arrange to block or ban the sender if it's a scam. You can also report scam text messages to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) by providing a screenshot of the text message.

Website scams. If you notice a website that doesn't look quite right, you can easily report the URL to the NCSC directly via its online form <https://www.ncsc.gov.uk/section/about-this-website/report-scam-website>

## Suffolk PCC: Suffolk Chief Constable is to leave

### Suffolk's Chief Constable Steve Jupp is to leave Suffolk Constabulary in the autumn to take up a new national policing role.



Police and Crime Commissioner Tim Passmore, who will now launch the recruitment process to seek a new Chief Constable for the county, said: "Steve has been an exceptional servant to the whole of Suffolk during his time as Chief Constable. Naturally it was with mixed feelings I accepted his resignation. Steve has been an excellent Chief and we have worked together well, but I am very pleased for him personally that his expertise and commitment has been recognised in this prestigious national role. I wish Steve the very best of luck and I am confident he will rise to the challenge with great success."

Chief Constable Steve Jupp said: "It has been a real privilege for me to serve alongside all the officers and staff in Suffolk since I came to the Constabulary seven years ago. I am immensely proud of everything we have done, and continue to do, to keep all our communities safe. This has never been more evident than in the last two years during what has been an incredibly difficult time for the county, the country and policing."

Steve joined Suffolk Constabulary in 2015 as Deputy Chief Constable and became Suffolk's Chief Constable in April 2019. He started his career with the Metropolitan Police and also served with West Midlands and Nottinghamshire Police.



## Action Fraud: WhatsApp scam costs victims £1.5 million



The National Fraud Intelligence Bureau (NFIB) is warning the public about the continued increase in reports about scams where victims are targeted on WhatsApp by criminals pretending to be someone they know – typically their children.

Between 3rd February 2022 and 21st June 2022, there have been a total of 1235 reports made to Action Fraud linked to this scam, with total reported losses exceeding £1.5mn.

Criminals will usually begin the conversation with “Hello Mum” or “Hello Dad” and will say that they are texting from a new mobile number as their phone was lost or damaged. They will then ask for money to purchase a new one, or claim that they need money urgently to pay a bill.

The criminal will provide bank details for the payment to be made to, with some coming back with further demands for money.

### How to protect yourself:

**STOP. THINK. CALL.** If a family member or friend makes an unusual request on WhatsApp, always call the person to confirm their identity

You can report spam messages or block a sender within WhatsApp. Press and hold on the message bubble, select ‘Report’ and then follow the instructions.

Never share your account’s activation code (that’s the 6 digit code you receive via SMS)

## National Neighbourhood Watch: Neighbour of the Year Awards 2022

Working closely with Co-op Insurance, NWN will launch the Neighbour of the Year 2022 Award in mid-August.

Nominations will be open until the end of September, with judging in October and winners contacted and announced in November.

Co-op Insurance are working hard to source some key celebrities to help launch the Award, with the view to receiving even greater publicity and more nominations than previous years.

More information will be provided in due course to enable you to promote this great Award in your areas.



## Action Fraud: Phishing

# Over 12 million suspicious emails reported by the public

### What is phishing and how does it work?

You wouldn't let a thief enter your home, but what if the thief was masquerading as someone familiar, such as a postman, and tricked you into opening the door? Phishing works in a similar way - criminals impersonate trusted organisations by creating legitimate-looking messages and websites in order to trick people into opening the doors to their personal information. Once criminals have this information, it can be used to perpetrate fraud and cyber against you, or in your name.



### How big is the problem?

Phishing attacks are a common problem faced by both individuals and businesses on a daily basis.

As of 31st May 2022, the National Cyber Security Centre's Suspicious Email Reporting Service (SERS) has received over 12mn reports from the public, and has removed over 83,000 scams and 153,000 malicious websites. The most impersonated organisations in phishing emails reported last year were the NHS, HMRC and GOV.UK.

Most phone providers are part of a scheme that allows customers to report suspicious text messages for free by forwarding it to 7726. When a text is reported to 7726, the provider can investigate the origin of the text and arrange to block or ban the sender, if it's found to be malicious. As of May 2022, 13,000 scams have been removed as a result of suspicious text messages reported using the 7726 service.

### How can you protect yourself from phishing scams?

Most of the phishing scams reported to us have one thing in common, they started with an unexpected email or text message. Whether it's an email asking you to "verify" your bank account details, or a text message claiming you've been in close contact with someone that's got COVID, the goal of a phishing attack is usually the same - to trick you into revealing personal and financial information.

Here's some simple advice you can follow when it comes to dealing with phishing scams:

1. If you have any doubts about a message, contact the organisation directly.  
Don't use the numbers or address in the message – use the details from their official website.  
Remember, your bank (or any other official source) will never ask you to supply personal information via email.
2. If you think an email could be a scam, you can report it by forwarding the email to: [report@phishing.gov.uk](mailto:report@phishing.gov.uk). Send us emails that feel suspicious, even if you're not certain they're a scam - we can check.
3. Most phone providers are part of a scheme that allows customers to report suspicious text messages for free by forwarding it to 7726. If you forward a text to 7726, your provider can investigate the origin of the text and arrange to block or ban the sender, if it's found to be malicious.
4. If you've lost money or provided personal information as a result of a phishing scam, notify your bank immediately and report it to Action Fraud: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

For more advice on how to protect yourself online, visit: [cyberaware.gov.uk](http://cyberaware.gov.uk)



## 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>

