



# Newsletter

> THE E-NEWSLETTER FOR NEIGHBOURHOOD WATCH SUPPORTERS IN SUFFOLK

Welcome to the JANUARY edition of our newsletter.

Hello all. New year, new challenges. Our focus this month is engaging with our Area Coordinators to discuss the new policing model and to consider the impact this may or is having on the work they do for us. If you are interested in becoming an Area Network Coordinator, you can find out more on our website [here](#).

It's an ongoing process, but we are pleased to report that more schemes are being registered on the national website ([ourwatch.org.uk](http://ourwatch.org.uk)) as this helps raise awareness of their existence to visitors to the website. If you haven't yet registered yourself or your scheme, then we highly recommend you do this as it not only offers you additional news and information, but it can help attract new members to join your scheme.

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*



Neighbourhood Watch today is still a grassroots charitable movement, with local schemes run by volunteers throughout England and Wales.

[Join the movement here](#)



Have you got a story you would like to share?

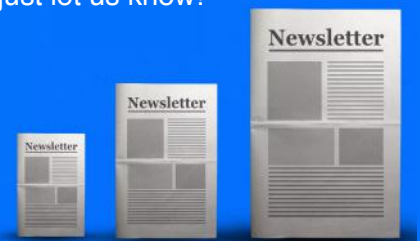
Sharing your stories help give other schemes ideas that can help communities engage more. It's not always about crime and policing - but it's always about togetherness.

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!



## FACT SHEET

### What can be done if you are a victim?

- ↪ If you paid via bank transfer or debit card, contact your bank to discuss the possibility of getting your money back. There is no guarantee that your bank can do this.
- ↪ If you bought something that costs between £100 to £30,000 on your credit card, you may be entitled to your money back under the Consumer Credit Act 1974.
- ↪ Action Fraud cannot speak to the bank on your behalf or close down accounts.
- ↪ In some cases the police and other law enforcement agencies may want to contact you for further details so it is important that you keep any relevant information about the crime.
- ↪ It is difficult for police to investigate every instance of fraud – prevention and protection is a far better method of dealing with it. By taking some simple steps, you can avoid falling victim in the future.

### When banking online:

- ↪ Make sure your computer has up-to-date anti-virus software and a firewall installed. Consider using anti-spyware software. Download the latest security updates, known as patches, for your browser and for your operating system.
- ↪ Before you bank online, ensure that the locked padlock or unbroken key symbol is showing in your browser. When a connection is secure, the beginning of your bank's internet address should change from 'http' to 'https'.
- ↪ Be wary of unsolicited emails – known as phishing emails – asking for personal financial information. Your bank or the police will never ask you to disclose your PIN.
- ↪ Always access internet banking sites by typing the bank's address into your web browser. Never go to a website from a link in an email.



### How to protect yourself

- ↪ Look after your cards – keep them with you everywhere you go. Never hand over a card, particularly if you're paying using a contactless card machine.
- ↪ Be protective of your banking information. Either store your statements, receipts and documents safely or destroy them using a shredder.
- ↪ Sign new cards as soon as they arrive and cut up old cards through the magnetic strip and the chip once they've expired or been cancelled.

### What should you do if you've been a victim of bank card fraud?

- ↪ Immediately report lost or stolen cards or suspected fraudulent use of your card to your card company. Banks and companies have 24-hour emergency numbers printed on account statements.
- ↪ Keep a record of all communications.
- ↪ Get a copy of your personal credit report from one of the credit reference agencies:  
Callcredit ([www.callcredit.co.uk](http://www.callcredit.co.uk))  
Equifax ([www.equifax.com](http://www.equifax.com))  
Experian ([www.experian.co.uk](http://www.experian.co.uk))  
ClearScore: ([www.clearscore.com](http://www.clearscore.com))  
Noddle: ([www.noddle.co.uk](http://www.noddle.co.uk))
- ↪ Consider contacting Cifas – the UK's Fraud Prevention Service to apply for protective registration. Once you have registered, Cifas members will carry out extra checks whenever anyone applies for a financial service using your name and address. ([www.cifas.org.uk](http://www.cifas.org.uk))

### Report and get advice at:

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

### Other places for help and advice:

[www.getsafeonline.org](http://www.getsafeonline.org)

[www.cyberaware.gov.uk](http://www.cyberaware.gov.uk)



Safer Internet Day: 6<sup>th</sup> February 2024

Together for a better internet



Every February, Safer Internet Day is an opportunity to raise awareness of children and young people’s online safety and wellbeing, and this year takes place on the 6th of February 2024.

As the UK’s biggest celebration of online safety, this year is celebrating learning based around the theme ‘Inspiring change? Making a difference, managing influence and navigating change online’.

These themes, created in consultation with young people across the UK, are aimed to focus on things that young people are seeing and experiencing online.

To help see how you can raise awareness in your community, please visit the website at <https://www.saferinternetday.org/en-GB/home>

Suffolk Fire Service: Register your appliances



Register new, old, nearly-new and second-hand quickly and easily at <https://www.registermyappliance.org.uk> ensure your appliance’s longest possible, safe lifespan.

LOVE YOUR APPLIANCE? MAKE IT OFFICIAL!

REGISTER YOUR APPLIANCE FOR A SAFER HOME!

REGISTER MACHINES BOUGHT IN THE LAST 12 YEARS

ENSURE MANUFACTURERS CAN CONTACT YOU FOR SAFETY REPAIRS

UPDATE YOUR DETAILS IF YOU OR YOUR APPLIANCE MOVE

GO TO REGISTERMYAPPLIANCE.ORG.UK

Register my appliance

AMDEA The Association of Manufacturers of Domestic Appliances

The register my appliance website is provided by the association of manufacturers of domestic appliances (AMDEA) and is backed by the Home Office and COPIC, national fire safety campaign.



# 5<sup>TH</sup> - 11<sup>TH</sup> FEBRUARY 2024



During the Awareness Week, hundreds of events take place, both online and in person, all over the country to raise awareness of sexual abuse & violence. Organisations, charities, schools, businesses, community groups and individuals host events to promote healthy discussions with regards to sexual abuse & sexual violence as well as shine a spotlight on what is normally a very hidden subject.



You can reach out to organisations in your area. To see how you can get involved, [Suffolk County Council](#) offer further information on local support services and how to make contact.

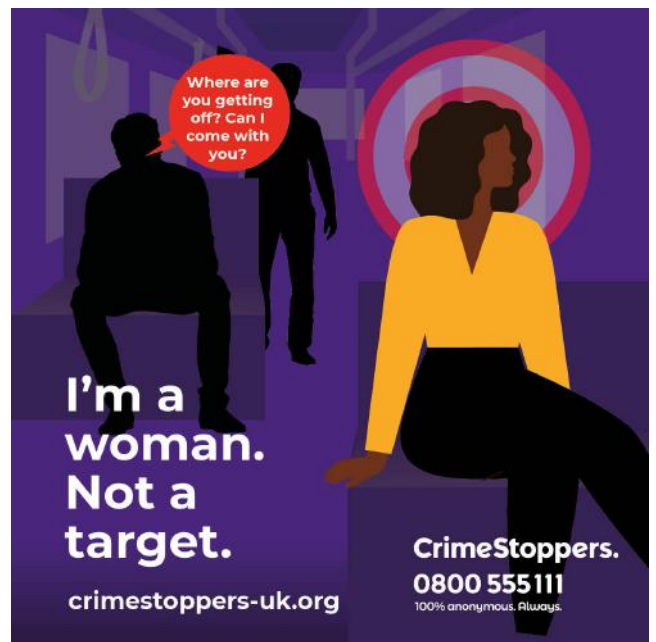


[CrimeStoppers](#) are also running a campaign called “Violence Against Women and Girls” which is running until the 14<sup>th</sup> February 2024, [Read more here](#)

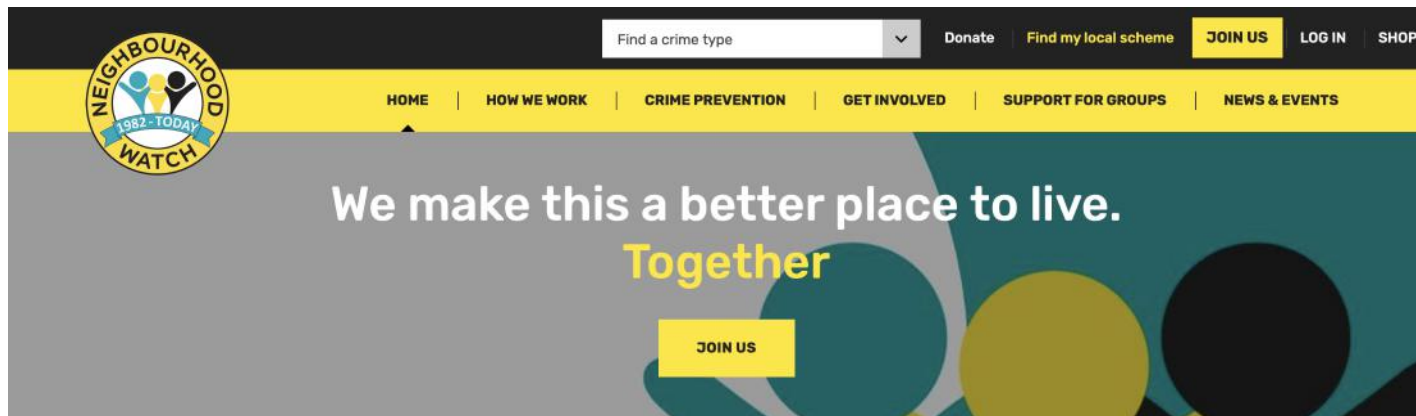
**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.



## Scheme Coordinators: Registering your scheme on the national database



if you haven't already done so, we highly recommend all our scheme coordinators and their members to register individually on the national Neighbourhood Watch Network website.

We will continue to process the mapping of all schemes registered with the Suffolk Neighbourhood Watch Association (SNWA) onto the National NW database. This enables the public to search for Neighbourhood Watch schemes on the national website as well as our own website.

Whilst not mandatory, we do encourage Scheme Coordinators registered with us to also register on the national database, which will enable them to "claim" their scheme on the national system.

Scheme Coordinators registered on the national database are approved and validated by the Suffolk Neighbourhood Watch Association.

Once registered, scheme coordinators can invite existing and future neighbours to join their scheme online, and use the built in ALERT message system as a method of engaging with their scheme members.

[Sign up to the national database here.](#)

### Benefits of registering

Scheme coordinators and members can expect to receive a monthly newsletters from both the national organisation, as well as the Suffolk Association. Members can also access a range of training workshops, seminar sessions, and varying forums offered by the national organisation.

When signing up, members can also opt in to receive a range of alert messages from services such as Action Fraud, Get Safe Online, Trading Standards etc.



## Our neighbours

ENCOURAGE THEM TO JOIN ONLINE AT

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



**BT:** The end of traditional landlines

**Digital Voice and the landline phone switch-off: what it means for you**

**2025  
THE BT  
SWITCH OFF**



It's arguably the biggest social project since analogue television was retired some 10 years ago: the UK's telephone network is also going digital. The telecoms industry has even set a deadline that's backed by the UK government – the old copper network will be switched off at the end of 2025.

BT will be delivering local roadshows in the East of England to speak to and re-assure customers about what they will need to do. They have various plans in place including a promise that anyone identified as vulnerable will be able to have a BT engineer go to their home and do all the necessary conversion and ensure there is a new working phone line before they leave.

BT have approached Neighbourhood Watch to undertake a number of local pilots schemes to help determine plans to highlight measures to help those identified as vulnerable

For more details about what it means for you, Which magazine offer an article that helps explain. [Read more](#)

**Suffolk Trading Standards**



**REPORT IT, HELP OTHERS! #RogueFreeSuffolk**

If you see a scam, an unsafe product, OR a Rogue Trader, report it via **0808 223 1133**. To find out about scams across Suffolk, [you can sign up to the Trading Standards email alert](#) on their website. Trading Standards can investigate and take court action against scammers.

By becoming a Consumer Champion you can help protect and build resilience within your local community against rogue traders and scams; and make Suffolk a safer place to live

You can also find out about [common financial scams](#) on the Financial Conduct Authority's website.

