



# NEIGHBOURHOOD WATCH ASSOCIATION

*the e-newsletter for  
Neighbourhood Watch supporters*

MARCH 2020

**Welcome** to our latest newsletter.

In this edition, we undoubtedly have to mention some advice for dealing with the CoronaVirus outbreak, but we don't lose sight of the need to raise awareness of the latest scams, and of course other news that we hope you will find of interest.

The Executive committee next meets in June, to prepare for the July AGM. In the interim, we still meet on those occasions when we are about and about with events across the county.

As always, if you are interested in getting more involved, please take a look at our [website](#) which gives some information on the type of roles that we always need help and support with.

## *The Executive Committee*

The vision of Neighbourhood Watch is a society where neighbours come together to create **safer, stronger** and **active** communities.

Our mission is to support and enable individuals and communities to be **connected, active** and **safe**, which increases wellbeing and minimises crime.

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

These are great examples of local communities working together. 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)

## Promote your Website or Social Media presence

We have noticed that lots of NW schemes in Suffolk have either a website and/or a social media account. We are also aware that some schemes are linked in to their parish council or local community website.

If you would like our website to provide the link to your scheme social media or community website please [send us the details](#).



  @suffolknw

 @snwassoc

# You will all be aware of the coronavirus (COVID-19) outbreak.

Please consider ways to keep yourself, your loved ones and those in your community safe, particularly the isolated and vulnerable.

We encourage you to follow the advice from the government as detailed on their website: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>



## 10 ways you, as a Neighbourhood Watch supporter, can protect yourself, your loved ones and your community:

1. Meet with household members, other relatives, friends and neighbours to discuss what to do if a COVID-19 outbreak occurs in your community and what the needs of each person will be.
2. If your neighbourhood has a website or social media page, consider joining it to maintain access to neighbours, information, and resources. Alternatively, share phone numbers and email addresses particularly with those who are isolated or vulnerable.
3. Consider establishing a 'buddy' system within your community to ensure everyone stays connected to COVID-19 related news, services and can receive support safely, such as essentials deliveries.
4. Plan ways to care for those who might be at greater risk for serious complications.
5. Choose a room in your home that can be used to separate sick household members from those who are healthy.
6. Learn how to self-isolate. Guidance can be found on the NHS website: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
7. Create a list of local organisations that you and your neighbours can contact in the event that one of you need access to information, healthcare services, support, or resources. Consider including organisations that provide mental health or counselling services, food, and other supplies.
8. Create an emergency contact list of family, friends, neighbours, healthcare providers, teachers, employers, the local public health department, and other community resources.
9. Learn about the emergency operations plan at your child's school or childcare facility, and your employer's emergency operations plan.
10. Practice everyday preventive actions including regular hand washing.

## Lots going on. Local to you?

Our event programme continues to take shape, and you are welcome to suggest any events local to your area that might benefit the presence of a NW stand, or even one of our gazebos. Just drop us the details in an [email](#).

In the mean time, we are out and about, preparing and supporting Community Engagement Events across Suffolk. If you would like to be involved, please get in touch. Here's a flavour of where we are in the coming weeks.

### THE NEIGHBOURS WILL BE TALKING

RURAL CRIME STREET MEET

## BACTON

9th May 2020 10.00am - 12.00noon

Bacton Village Hall

Consider setting up a Neighbourhood Watch scheme for the community? Got a question?

Join us for a chat alongside the Community Engagement team

### THE NEIGHBOURS WILL BE TALKING

CRIME PREVENTION POP-IN

## BUNGAY

18th April 2020 09.00am - 12.00noon

Bungay Town Council Offices

Consider setting up a Neighbourhood Watch scheme for the community? Got a question?

Join us for a chat alongside the Community Engagement Officer

#### CREATING SAFER AND STRONGER COMMUNITIES

Neighbourhood Watch is the largest crime prevention movement in England and Wales with schemes covering over two million households.

Our aim is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen.

Neighbourhood Watch is about making sure that fewer people feel afraid, vulnerable or isolated in the place where they live.



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If you have a meeting arranged, we can publicise and promote the details through your area page on our website. [Just send us the details!](#)

## Long Melford Neighbourhood Watch Scheme Launch



Residents and businesses in Long Melford have joined together to form a new Neighbourhood Watch scheme for the whole village. Working alongside the parish council, the launch event took place on the 22<sup>nd</sup> February, and included presentations from the local Community Engagement Officer, and the Suffolk Neighbourhood Watch Association. The scheme was formed following a number of burglaries in Long Melford towards the end of 2019 and earlier this year.

With around 4000 residents, the village aims to build a network of volunteers to help co-ordinate crime prevention efforts among residents and businesses, which in turn will help build a stronger and safer community for the area.

The new scheme has also set up a Neighbourhood Watch group page on Facebook, which already has over 350 members. We wish them every success.

## Inspiration for Neighbourhood Watch Schemes

We know that active Neighbourhood Watch schemes are an excellent way of preventing crime and anti-social behaviour, as well as reducing the fear of crime, and helping build stronger and safer communities.

Even in areas where crime rates are low, the fear of crime, particularly among vulnerable people, can be high. Involvement in Neighbourhood Watch schemes can reassure vulnerable residents and provide support to those who are worried about their safety and security.

To discover more success stories visit the “Inspiration” section on the OurWatch website: [www.ourwatch.org.uk/inspiration](http://www.ourwatch.org.uk/inspiration)

Help spread the word.....



## Improvements in sight as date agreed for plans to tackle Suffolk's parking problems

Parking enforcement powers will be transferred from the Police to the district and borough councils on 6 April 2020. Read more [here](#)



### Call Blocker

The National Trading Standards (NTS) Scams Team is releasing more call blockers for the general public on Friday 13th March 2019 at 9am. These were a huge success last year and they ran out very quickly. Applications can be made through their website: [www.FriendsAgainstScams.org.uk/callblocker](http://www.FriendsAgainstScams.org.uk/callblocker)

## CrimeStoppers.

Speak up. Stay safe.

Help stop organised crime groups from harming your community

You can report crime anonymously. Call 0800 555 111 or give info via <http://crimestoppers-uk.org>.

## Scam Alerts



[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

## **SUFFOLK** **TRADING** **STANDARDS**

**Suffolk Trading Standards have received reports of scam calls from someone purporting to be from British Gas.**

The caller claims that you need to have your gas meter changed. They then go on to ask for lots of personal information, including bank details.



If you receive a similar call, please hang up and do not provide them with any of the information that they are asking for.

If you would like to get confirmation from your supplier of any changes to your account, seek out their telephone number from an old bill and wait at least 5 minutes to ensure the line has been cleared from the scam call.

Please report any scam calls to us via 0808 223 1133.



**Reports of fish sellers calling at properties in Ipswich and around the Stowmarket area have also been received.**

If you are approached, please do not deal with them, and report to us via 0808 223 1133.

These traders travel nationally, cold calling consumers' homes selling the fish.

This is often misdescribed, mislabelled or unlabelled, overpriced and sometimes underweight. They usually use Transit-style vans which may not be refrigerated.

**Our advice is not to purchase!**





**Phone calls are being received regarding Payment Protection Insurance (PPI) claims with the caller requesting Amazon vouchers to release the claim.**

One Suffolk resident was contacted by an individual who gave her name as "Emma" and stated that she worked for a claims company. She advised that the resident was entitled to £2900 in PPI, and that a courier called "John Wilson" would come to their home to collect £175 in Amazon vouchers. Emma stated that

once received, the PPI claim would be released.

Thankfully in this case the resident spoke to his health worker who was able to advise that it was in fact a scam, and that no vouchers should be purchased.

A second resident also received a call and spoke to two individuals. They claimed that the Financial Conduct Authority had £3750 of PPI that the resident was entitled to, and that a courier would be visiting their property later that day to collect £375 of Amazon vouchers.

As the resident had previously claimed PPI they were suspicious and so contacted Citizens Advice Consumer Service for advice. The call was transferred to Suffolk Trading Standards who were able to confirm that it was a scam, and reiterate that no vouchers should be purchased.

**PROTECT YOURSELF**

Step 1: Be suspicious of unexpected calls, especially if you're asked to make an up-front payment or to give your bank account details. **The safest thing to do is hang up.**

Step 2: Avoid making a payment to a company or person that contacts you out of the blue, especially if you're asked to purchase a voucher, pay directly into a bank account or use a money transfer company.

Step 3: Check if a claims company is authorised on the Authorised Business Register(link is external) from the Claims Management Regulator (which is part of the Ministry of Justice).

But be aware that scammers sometimes pretend to be from authorised claims companies, and give out the details that a genuine company has on the Authorised Business Register.

Step 4: Look for signs that a phone call, text message or email may not be genuine, such as a mobile or overseas phone number, or an email address from a hotmail or gmail account.

**Scam emails and letters often contain spelling mistakes and poor grammar.**

Step 5: Keep in mind that the FCA, Claims Management Regulator and Ministry of Justice would never contact members of the public asking for money or bank account details.

If you think you have been approached by scammers, including about a PPI refund, you should report it to us via Citizens Advice Consumer Service on 0808 223 1133.

If you think you might have been scammed, stop sending money to the company and individuals involved straight away.

If you have given them your bank account details, tell your bank immediately.

# Action Fraud

National Fraud & Cyber Crime Reporting Centre

0300 123 2040



**Action Fraud** is warning people selling items online to be on the lookout for fraudsters sending fake PayPal emails.

Between October 2019 and December 2019, 3,059 crime reports were made to Action Fraud about fake PayPal emails.

Victims reported losing a total of £1,121,446 during this time.

Those targeted include people selling electronics, vehicles, phones and household furniture via online marketplaces

## How the scam works

Fraudsters will send the victim an email purporting to be from PayPal in attempt to trick them into believing they have received payment for an item.

The fraudster will then send a follow-up email requesting a tracking number in the hope that the victim will be rushed into shipping the item before they have had a chance to verify the payment.

## What you need to do?

**Sellers beware:** If you're selling items on an online marketplace, such as eBay, be aware of the warning signs that your buyer is a scammer. Don't be persuaded into sending anything until you can verify you've received the payment.

**Scam messages:** Don't click on the links or attachments in suspicious emails, and never respond to messages that ask for your personal or financial details.

**Listen to your instincts:** If something feels wrong then it is usually right to question it.

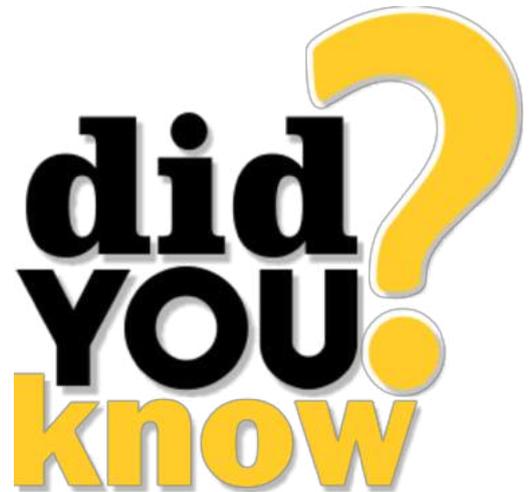
**Remember, if you have been a victim of fraud or cyber crime, report it to Action Fraud online or by calling 0300 123 2040.**

## Just Take Five to STOP FRAUD

- Don't be tricked into giving a fraudster access to your personal or financial details. Never automatically click on a link in an unexpected email or text.
- Always question uninvited approaches in case it's a scam. Instead, contact the company directly using a known email or phone number.
- A genuine bank or organisation will never contact you out of the blue to ask for your PIN, full password or to move money to another account. Only give out your personal or financial details to use a service that you have given your consent to, that you trust and that you are expecting to be contacted by.



<https://takefive-stopfraud.org.uk>



**Now that the UK has left the EU**, there is now a transition period until the end of 2020 while the UK and EU negotiate additional arrangements.

During the transition period, to travel with your pet to the EU until the end of December, you can continue to use your Pet Passport. If you don't have a current UK-issued EU Pet Passport, you will need to speak to your vet.

From 1 January 2021 the rules for travelling to EU countries with your pet will change. You should start the process at least 4 months before you travel.

More information is available here - [www.gov.uk/take-pet-abroad](http://www.gov.uk/take-pet-abroad).

# PATLOCK



## PROTECTING THE THINGS AND PEOPLE YOU LOVE

Buy the Neighbourhood Watch Patlock at our exclusive discounted rate of £42.50\* (including VAT and delivery)

\*£64.00 at [www.patlock.co.uk](http://www.patlock.co.uk)



  @suffolknw

 @snwassoc