



# Newsletter

> THE E-NEWSLETTER FOR NEIGHBOURHOOD WATCH SUPPORTERS IN SUFFOLK

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

In this edition, you can find out news about this year’s Neighbour of the Year Awards, which was launched on the 14th September, with categories for regional Young Neighbour of the Year (21 and under) and a new Community of the Year nomination. You can get involved by spreading the word, and nominating neighbours who you think have gone the extra mile, or are the glue of your community.

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!



## Neighbourhood Watch Network: Impact Report 2021

[OURWATCH.ORG.UK/IMPACT](https://ourwatch.org.uk/impact)

Following the success of last year's first-ever Neighbourhood Watch Impact Report, the NWN organisation are delighted to share this year's Impact Report for 2020/21.

### NEIGHBOURHOOD WATCH 2020/21 IMPACT REPORT

*"Creating safer, connected  
& more active communities  
since 1982"*



The report builds on last year with data and case studies demonstrating the continued hard work and dedication, and impact of the 90,000 volunteers and 2.3 million household members.

The report demonstrates how NWN are achieving each of their three ambitions within their 5-year strategy, which was embarked upon last year, namely being:

- the authoritative voice on community-based crime prevention
- the most popular gateway for citizens to engage in their locality
- a recognised contributor to community health and wellbeing.

In addition to preventing crime and the fear of crime, NWN have made a significant impact in supporting communities, especially through the Covid-19 challenges.

As many charities have experienced, NWN have adapted the way they work and learned new ways to improve their services to serve their communities better. Whilst the restrictions have been relaxed over the Summer, NWN know we are not yet through these difficult times, and their role within communities is still just as much in demand as it was at the start of the pandemic.

Visit [ourwatch.org.uk/impact](https://ourwatch.org.uk/impact) to download the report.

## AIRBNB: new high risk reservation technology to crack down on UK parties

Following Airbnb's launch of the UK Trust and Safety Alliance last month, Airbnb in the UK is launching high-risk reservation technology to help combat parties and other neighbourhood disturbances.

This technology will enhance Airbnb's ability to block attempts to book stays that could present high risk of certain types of disruptive parties, and help stop them before they start. This considers a number of factors in relation to certain reservations, including the date and duration of the booking. These measures build on party prevention tools and policies already deployed in the UK, and will enable Airbnb to further prioritise efforts to try to stop parties before they start.

This launch comes one year on from the introduction of a separate pilot restriction that prevents under 25-year-olds without a history of positive reviews from making certain bookings in specific circumstances.

New data from this pilot shows that in the past year, Airbnb has blocked or redirected reservation attempts from nearly 375,000 people in the UK, France and Spain. That includes potentially disruptive reservation attempts from nearly 84,000 people in the UK (approximately 23,000 people in London, nearly 2,000 in Edinburgh and Bristol, over 1,000 in Cardiff, nearly 600 in Brighton and nearly 200 in Bath).

[Read the full article here.](#)



# NEIGHBOUR OF THE YEAR AWARDS 2021

Has your neighbour or community gone above and beyond this year? Do you know a young person who has been particularly neighbourly? Show them you've noticed by nominating them.



**NEW CATEGORY**  
**COMMUNITY**  
**OF THE YEAR**

Nominations now open  
until  
26<sup>th</sup> October 2021



**FIND OUT MORE**  
**HERE**

Neighbourhood Watch Network is a charity registered in England & Wales, CIO no: 1173349



# County Policing Command

Keeping people safe, catching and convicting criminals



## Claire Simons, Inspector, Neighbourhood Partnership Team *writes:*

Good morning,

Here is an update and overview of the work continuing within your Neighbourhoods around Engagement and Prevention activities.

Our Partnership teams work very closely with our Safer Neighbourhood and response teams and are naturally supporting the wider efforts as we have now entered Step 4 on the Government roadmap. We continue to be led by the Govt and National Police Chief's Council through our Silver Command Team and remain connected with our local authority partners.

We are doing all we can to work with our partners and stakeholders to continue to support our communities; informing, engaging and working with them so we can all see a better economy for our businesses, safer schools, happy, healthy & settled communities and a much more informed partnership network. There is a lot of information below but it is all current and relevant - the resources attached and links highlighted below, are there to offer guidance and information so by all means share the documents and links with your community and networks.

Updates;

- **Demand** - Our calls for service are predictably increasing with the onset of the school holidays and the much awaited finer weather. In that regard a plea to everyone to; [#ClickBeforeYouCall](#) A reminder to all to consider reporting non-emergency incidents online to help us manage the Summer surge. During the Summer months, the Constabulary typically receives a high volume of calls and with an increase in visitors, demand on the 101 number is likely to rise.
- **Engagement** - Our Community Engagement Officer's continue to monitor and broadcast on social media on all platforms and also use it to inform their focussed activity and to identify emerging issues. They remain linked in with your local authorities communities teams and have recently undertaken joint street meets and engagement activities across the County to support [National ASB Awareness Week](#)
- **Licensing** – This week will see the return of more 'business as usual' and we have been engaging with our licensed premises to see how they are settling into Step 4. Whilst there is now no requirement to do so, it is encouraging to see so many taking a preventive approach to public health by maintaining seated table service and staff still wearing face masks. It is exactly this sort of personal responsibility the Government hoped for and the fact that many people remain cautious is encouraging. We continue to support and engage with all other licensed premises and following the Euro's and the necessary enforcement checks and monitoring we launched the [Stay Safe Stay Aware Campaign](#) Find attached posters that we are distributing so if you have an opportunity to print some off it would be greatly appreciated. We also work closely with our Licensing partners and our joint approach enabled us to respond effectively to emerging and identified concerns throughout the Pandemic. We conducted joint visits to businesses with colleagues from Environmental Protection and Trading Standards through Step 3 and maintain positive communication with them to share concerns and respond to reports.
- **Crime Prevention** – Here are some links that you can simply click on that will take you to our Crime Prevention Library for your reference and for sharing with your community networks;

Current trends; we have seen a recent increase in; [Pedal cycle theft](#); [Catalytic Converter Thefts](#); [Commercial and small business break-ins](#); theft of [motorcycles](#) from secured [sheds & garages](#)

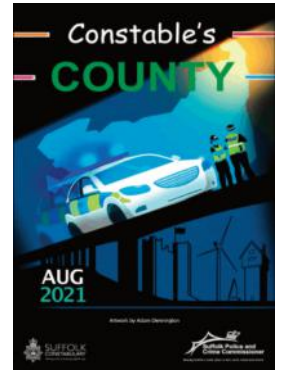
• [ASB](#) – Reporting is slightly down but we have been patrolling our hot-spots and green spaces throughout the pandemic and have established and developed networks across the areas to enable us to respond to concerns effectively. With the onset of the holidays and fairer weather reporting remains stable and what we are seeing now are isolated incidents as opposed to increasing trends. We have had concerns raised in some areas around anti-social use of vehicles on retail parks, the use of quad bikes and off road trials bikes in green spaces and continue to receive queries around the legality of e-scooters – Flyer attached. Our Roads Policing Team and Kestrel Team have conducted recent enforcement activity resulting in vehicle seizures and the issuing of numerous traffic offence reports and they continue to patrol areas of concern. We continue to encourage [reporting suspicious activity](#).



- We are recruiting; [Police officers | Suffolk Constabulary](#)
- For crime stats for your area visit the [Police.uk](#) website here; [Home | Police.uk](#) and by simply entering a postcode you will receive up to date figures of crime data and interactive maps on the main crime types in your area. The site also contains further details on Policing along with prevention advice, performance data and further support.
- Our most recent Constabulary Magazine – [CLICK HERE](#) - Constables County contains details of what's been going on in your area and you can find details of your local Engagement Officer and by following them on social media, you can find out where they will be and what they've been getting up to.



**Claire Simons**  
Inspector  
Neighbourhood Partnership Team



## Volunteers Needed: Independent Custody Visitors

Ensuring that people in police custody in Suffolk are treated properly is a statutory duty of Tim Passmore, the Police and Crime Commissioner and he relies on an army of volunteers to help him monitor the welfare of people who are detained by police in Suffolk.



Tim Passmore is looking for additional volunteer custody visitors to make regular unannounced visits to Police Investigation Centres. The volunteers will be required to look, listen and report on their findings to the PCC to ensure that the police are providing the service that is expected of them.

Tim Passmore said, "Suffolk has two Police Investigation Centres in Suffolk - one in Bury St Edmunds and one at Martlesham, Ipswich. We are currently looking to recruit more volunteers for both panels. I need the overall panel of visitors to be representative of the local community, so I would really encourage interest from younger people and black, Asian and minority ethnic residents.

"We have a great team of custody visitors in Suffolk and I have been amazed by their commitment over the last eighteen months in adapting their working processes to keep themselves and custody as safe as possible during the Covid period."

Upon leaving the scheme, volunteer Matt Long said "My time as an Independent Custody Visitor has been extremely rewarding and educational. The role has given me the opportunity to work with both the police and general public in a trusted and privileged position. It has given me an insight into how the police work, and importantly ensuring the general public are cared for whilst in detention. The role has involved working in a small friendly team, with great support and teamwork. It has helped me to understand the importance of the PCC and the Police and is something I am very proud to have been involved in."

Volunteers are required to attend an initial training session of half a day and then receive training by observing existing visitors until confident in performing the role. Visitors carry out approximately one visit per month (as part of a panel carrying out the weekly visits), there are quarterly panel meetings which are held in the evening and then 1-2 training days/conference per year.

The role is voluntary but expenses for travel costs are paid. Applicants must be over 18 years of age and appointments are subject to police vetting checks and references.

For more information about the role or for a hard copy of the application pack please contact the scheme administrator, via e-mail: [sarah.mcnulty@suffolk.police.uk](mailto:sarah.mcnulty@suffolk.police.uk) or visit [suffolk-pcc.gov.uk/get-involved/independent-custody-visitors](http://suffolk-pcc.gov.uk/get-involved/independent-custody-visitors)



# SUFFOLK TRADING STANDARDS



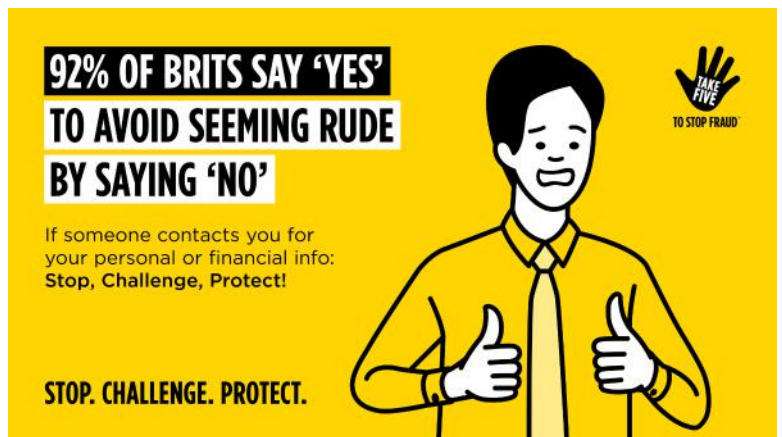
REPORT IT, HELP OTHERS! [#RogueFreeSuffolk](#)

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

## FRAUD: When to say "No"

Criminals are experts at impersonating people, organisations and the police so it can be difficult to spot scam texts, emails and phone calls.

However, there are things we can all do to protect ourselves. As Brits we aren't renowned for being direct - new research from Take Five reveals 92% of Brits have said 'yes' because they don't want to appear rude saying 'no'. However, Take Five is warning that when it comes to fraudsters, being indirect could have serious financial and emotional consequences. If someone contacts you asking for your



personal or financial information it's important to say 'no'. It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

We encourage you to perfect the art of saying 'no' by making sure you Stop, Challenge, Protect.

## WHICH?: How to block Nuisance Calls



If you're sick of cold callers interrupting your evenings, then you may be tempted to use a technological solution to limit this unwanted annoyance. There are a number of different options available to you.

Billions of nuisance calls are made to UK consumers every year.

Which? promotes informed consumer choice, and have produced a guide that helps explain the different ways you can block them, looking at how they work and what they can do.

[Read more here](#)



## ALERT: BOGUS BRITISH GAS CALLER

We have received a report that an elderly resident in Felixstowe, had a knock at their door from someone purporting to be from British Gas. The man was wearing a British Gas jacket and was carrying a British Gas ID card, although this could not be verified.

The man spent approximately 20 mins on her doorstep asking questions about her energy usage, and how he could help to cut her bills. The resident became suspicious when the man asked for a bank statement to confirm she was the resident at the property.

Bogus callers try to get into your home or obtain personal details by pretending to be someone they're not, including council staff, charity collectors, meter readers and police officers. In

reality, they are criminals trying to steal money and valuables.

According to Action Fraud, around £18.7m was lost to doorstep scammers in 2020, but it also believes that many of these offences go unreported.

Scammers often target older people for doorstep scams as they are more likely to be at home during the day and scammers might find it easier to intimidate or confuse them. In fact, 85% of victims of doorstep scams are aged 65 and over, according to National Trading Standards.

Be on your guard. Always be suspicious of anyone turning up at the door uninvited – regardless of their story.

Check their credentials. You should always check someone's credentials - a genuine person won't mind. You can phone the company they represent or check online, but never use contact details they give you.

Display a "No Cold Calling" sticker. Email us on [tradingstandards@suffolk.gov.uk](mailto:tradingstandards@suffolk.gov.uk) with your name and address, and we'll send you one out for FREE!



## TOP TIP: Not sure how to write a letter of complaint?

We know that sometimes when making a complaint to a company or organisation, it can be difficult to know how to what to include in the letter.

Citizens Advice have a great library of templates that you can use. These include areas such as making a complaint about faulty goods, poor service, how to complain about your internet provider and how to claim damages for misrepresented goods or services.

The full list can be found here: <https://www.citizensadvice.org.uk/consumer/template-letters/letters/>



## Phishing Attacks: Dealing with suspicious emails

Phishing emails try to convince users to click on links to dodgy websites or attachments, or to give sensitive information away (such as bank details). This advice includes tips about how to spot the most obvious signs of phishing, and what to do if you think you've clicked a bad link. For more information, please visit [www.ncsc.gov.uk/phishing](http://www.ncsc.gov.uk/phishing).



Phishing is when criminals attempt to trick people into doing 'the wrong thing', such as clicking a link to a dodgy website.

Phishing can be conducted via a text message, social media, or by phone, but the term 'phishing' is mainly used to describe attacks that arrive by email.

Criminals send phishing emails to millions of people, asking for sensitive information (like bank details), or containing links to bad websites. Some phishing emails may contain viruses disguised as harmless attachments, which are activated when opened.



National Cyber Security Centre

### What to do if you've already clicked ?

The most important thing to do is not to panic. There are number of practical steps you can take:

- Open your antivirus (AV) software, and run a full scan. Follow any instructions given.
- If you've been tricked into providing your password, you should change your passwords on all your other accounts.
- If you have lost money, you need to report it as a crime to Action Fraud. You can do this by visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk)



### Make yourself a harder target

Information from your website or social media accounts leaves a 'digital footprint' that can be exploited by criminals. You can make yourself less likely to be phished by doing the following:

- Criminals use publicly available information about you to make their phishing emails appear convincing. **Review your privacy settings**, and think about what you post.
- Be aware what your friends, family and colleagues say about you online, as this can also reveal information that can be used to target you.
- If you have received an email which you're not quite sure about, **forward it to the NCSC's suspicious Email Reporting Service (SERS): [report@phishing.gov.uk](mailto:report@phishing.gov.uk)**



### Tell tale signs of phishing

Spotting a phishing email is becoming increasingly difficult, and even the most careful user can be tricked. Here are some tell tale signs that could indicate a phishing attempt.

- Is the email addressed to you by name, or does it refer to 'valued customer', or 'friend' or 'colleague'? This can be a sign that the sender does not actually know you, and that it is part of a phishing scam.
- Others will try and create official- looking emails by including logos and graphics. Is the design (and quality) what you'd expect?
- Does the email contain a veiled threat that asks you to act urgently? Be suspicious of words like 'send these details within 24 hours' or 'you have been a victim of crime, click here immediately'.
- Look at the sender's name and email address. Does it sound legitimate, or is it trying to mimic someone you know?
- Your bank (or any other official source) should never ask you to supply personal information in an email. **If you need to check, call them directly.**
- **If it sounds too good to be true, it probably is.** It's most unlikely that someone will offer you designer trainers for £10, or codes to access films for free.





**Suffolk Crimestoppers:** Report Crime Anonymously

# Together we can call out crime.

Stop thieves from  
stealing our summer.



Have information about thieves  
operating in your community?

You can speak up and remain  
100% anonymous. Always.

[crimestoppers-uk.org](http://crimestoppers-uk.org)

**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.



## Home Security: TIME TO GET SMART



Having spent so much time at home over the past 18 months, we could be forgiven for not thinking too much about the security of our homes.

There have been plenty of decorating, renovating, and garden DIY projects undertaken to enhance our living spaces, but less emphasis has been placed on securing our homes when we have barely left them. Things, however, are changing. With lockdown restrictions easing and the return of office working and socialising away from home, now is the time to think about your home security. Crime rates in the UK reduced by 32% during 2020, largely due to a drop in burglaries as homes weren't left empty. But with normality slowly returning, unfortunately, we expect those statistics to return to the previous levels. This means that now is the perfect time to get smart about your home security and take a proactive step towards preparing your home for normal life. Smart security allows you to be fully in control of your security system at any time, no matter where you are in the world, all through your smartphone. ERA Protect products could be the ideal solution for introducing smart security into your home. The ERA Protect ecosystem is a flexible, free-to-operate, self-install range of products that can all be connected to the same smartphone app where they can all be controlled. From an individual indoor camera to a full alarm system, including indoor and outdoor visual and audible deterrents, the ecosystem allows you to make a bespoke system to suit the size and requirements of your home and those who live there.

And whilst securing your home is of the utmost importance, so too is securing your data. The ERA Protect ecosystem is the first smart alarm system in the UK to receive the BSI IoT kitemark, meaning the system and app has been through rigorous testing to guarantee it complies with the highest security controls to keep your data protected. ERA has proudly partnered with Neighbourhood Watch since 2016 and will continue to do so in the future. We share a common goal of reducing crime in communities across the UK, and our ERA Protect ecosystem was designed with this goal in mind, creating a range of flexible products that help people to protect their homes in a way that suits them. Giving people remote access to their home security 24/7 from anywhere in the world allows them to proactively protect their property and neighbourhoods and reduce the fear of crime. For more information on the ERA Protect ecosystem, visit [www.eraprotect.com](http://www.eraprotect.com)

### SPECIAL OFFER

Purchase the [ERA Protect Indoor Camera](#) for **£39.99** including delivery with code: **ERA39**.



Order [online](#) or via **0345 257 2500**.

**Offer valid until the end of September.**



## 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)

