

Neighbourhood Watch Community News

for the Ferndown South and West Parley Neighbourhood Watch area

SUMMER
ISSUE

June-August
2017

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in Dorset

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Chairman's Report, June 2017

CONTINUING WITH THE theme of making 2017 the year not to be scammed, I encourage you all to say "No" to any unwanted callers. Many of you display a Neighbourhood Watch sign stating you do not buy from doorstep sellers, so it should not be a surprise to them when you decline to do business with them. An elderly resident had a visit from such callers in May: they entered his property and persuaded him with some very false evidence that his roof was leaking. The police were notified when he went to his bank and attempted to withdraw £5,000 cash.

These types of scams are distressing at many levels: an abuse of trust, an invasion of the victim's property, theft (of money for no full return of service), and a cruel abuse of the victim's dignity. The warnings are repeated often: never agree to have work done by someone who is 'just passing by'; always get at least two quotes from reputable traders – use the NHW Traders' List distributed last December (and updated with every Newsletter), or use other 'assured trader' schemes such as Check-a-Trade. Never agree to any work to start straight away, you always have a right to a 14-day cooling off period during which you can cancel any work.

It is not always the elderly who are subjected to such scams. Many people believe they are getting a job done on the cheap, but it is done to a very poor standard, may cause more damage to your property and leave you with a large bill to rectify matters. Such jobbers may not dispose of any waste correctly. Check that any contractor employed to remove the waste is a registered waste carrier. You can do this by calling the Environment Agency on 03708 506506. If the jobber is not registered and the waste can be traced back to you, you may be issued with a fixed penalty notice for £150-£400.

We all have a moral and social responsibility to help to keep our community safe. If you have concerns about a neighbour, possibly being ripped off, please challenge the workers or call Dorset Police on 101, or Trading Standards via www.dorsetforyou.gov.uk or the Citizens Advice Bureau 03454 04 05 06

And finally, my thanks to you all for your annual subscriptions, collected in March. The Watch now has some 2,400 members, and continues to do good work for our community.

Please stay safe and take care

Chairman David Ayres

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Dorset Police Fraud Alert

*Alerting Residents to New and Emerging
Fraud Trends Affecting the County.*

Dorset Police have updated the **Fraud Alert** page of the Dorset Police website at www.dorset.police.uk/fraud, to warn of emerging fraud trends that are affecting the residents of Dorset.

Fraud often affects the most vulnerable in the community, but anyone can become a target. Fraudsters do not just target individuals, they target businesses too.

Detective Sergeant Andrew Kennard from the Economic Crime Unit, said: "People often feel embarrassed about being a victim of fraud, but there is no reason to be. It can happen to anyone and it is important you tell us.

"Reporting fraud helps us to understand the new trends and techniques being used by criminals and gives us the opportunity to warn others before they become victims."

The UK has a centralised fraud reporting centre called Action Fraud. They record all incidents, refer cases to the police for investigation and provide specialist support and advice.

The Fraud Profile for Dorset shows that 2,406 crimes were reported between April 2016 and September 2016. The total victim loss was £4.6 million and the most commonly targeted victims were aged between 60-79 years.

Detective Sergeant Andrew Kennard continued, "It's easy to be caught out. Fraudsters are clever and know how to gain your trust. Make sure you don't give out any personal information to anyone unless you have confirmed who it is you are speaking to.

"Remember, you will never be asked for your personal banking details, such as passwords and PIN numbers. If you are, hang up and contact the organisation or company by using a number you know, such as one from your latest bill, in the telephone book or from their official website.

"If you receive a suspicious phone call, hang up immediately, and report it – dial 1471 and note the number that called you, then call Action Fraud on 0300 123 2040, who will alert us."

Action Fraud Alert:

Online scammers claiming to be from Microsoft are taking advantage of the global WannaCry ransomware attack.

Computer users are being fooled by a new scam appearing on some computer screens. A pop-up window appears on the screen, purporting to be an official Microsoft Help source. The window, which will not close, tells the victim they have been affected by the highly-publicised 'WannaCry' ransomware.

A recent victim called a 'help' number advertised on this pop-up window, and was persuaded that their computer had insufficient anti-virus protection to protect against 'WannaCry'.

The victim then granted the fraudsters remote access to the PC, and for a 'fee' of £320 the fraudsters installed Windows Malicious Software Removal Tool. In fact, the tool can be downloaded by any computer user, without charge.

It is important to remember that:

- Microsoft will never contact out to you to offer unsolicited PC or technical support. Any communication they have with you must be initiated by you.
- Microsoft's error and warning messages on your PC will never include a phone number.

How to protect yourself

- Don't call numbers from pop-up messages.
- Never allow remote access to your computer except when you have requested it from a known second party.
- Always be wary of unsolicited calls. If you're unsure of a caller's identity, hang up.
- Never divulge passwords or PIN numbers.
- Microsoft or someone on their behalf will never call you.
- If you believe you have already been a victim, get your computer checked for any additional programmes or software that may have been installed.
- Contact your bank to stop any further payments being taken.
- ... and report the crime to Actionfraud.police.uk

Dorset Police Website Overhauled

The Dorset Police website has been redesigned to make it easier to find information and to report a crime.

Dozens of earlier menu options and unnecessary graphics have been removed to make the site simpler to use, and it has been optimised for smart phones and tablets – so it is just as good when users are on-the-go as it is when being used on a desktop computer.

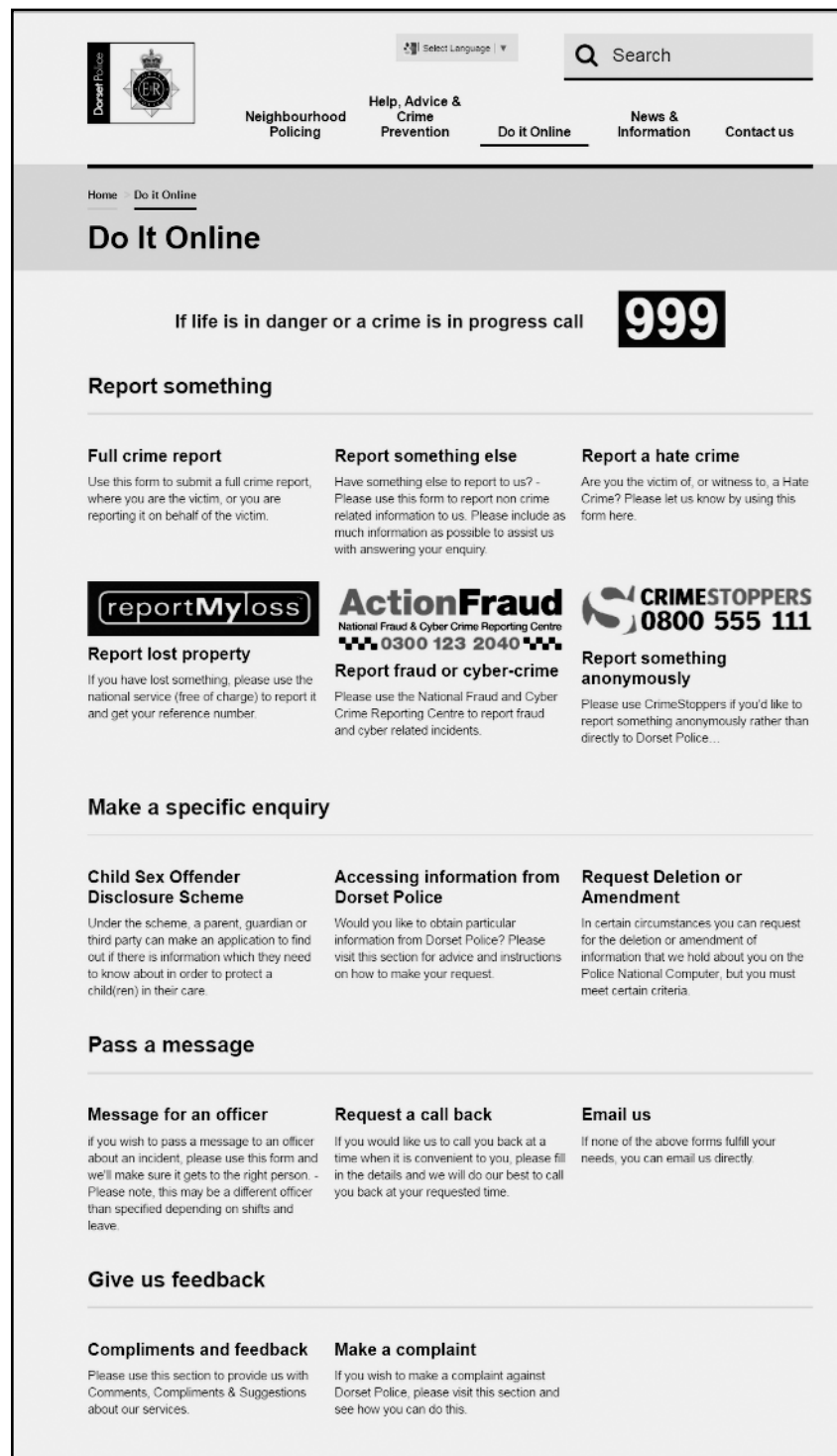
A new **key feature** of the website is the **Do It Online** section, which is where members of the public can report non-emergency crimes or incidents, and other reports or requests such as 'Freedom of Information' requests, submitting feedback and reporting lost property.

By providing an alternative to the 101 service for reporting non-emergencies, it is hoped to reduce demand on the 101 service, thereby ensuring that call handlers are able to deal with calls faster and more effectively.

The public are asked to note that the 101 service cannot provide answers to non-police matters, such as street parking, bin collections, street lighting, parks, noise, pest control, fly tipping, bonfires, trading standards matters, etc. These matters are the responsibility of local councils, not the police.

The 101 number should be used for reporting crime or concerns which do not require an emergency response, for example:

- Your car has been stolen
- Your property has been damaged
- You suspect drug use or drug dealing in your neighbourhood.



The screenshot shows the Dorset Police website's 'Do It Online' section. At the top, there's a navigation bar with the Dorset Police logo, a language selector, a search bar, and links for 'Neighbourhood Policing', 'Help, Advice & Crime Prevention', 'Do It Online' (which is highlighted), 'News & Information', and 'Contact us'. Below the navigation bar, the 'Do It Online' section is titled. A prominent banner says 'If life is in danger or a crime is in progress call 999'. Underneath, there's a 'Report something' section with three options: 'Full crime report', 'Report something else', and 'Report a hate crime'. Each option has a brief description and a link to the respective form. Below this, there are three more services: 'reportMyloss' for lost property, 'ActionFraud' for fraud and cyber-crime, and 'CRIMESTOPPERS' for anonymous reporting. Further down, there's a 'Make a specific enquiry' section with three options: 'Child Sex Offender Disclosure Scheme', 'Accessing information from Dorset Police', and 'Request Deletion or Amendment'. Below that is a 'Pass a message' section with three options: 'Message for an officer', 'Request a call back', and 'Email us'. Finally, there's a 'Give us feedback' section with two options: 'Compliments and feedback' and 'Make a complaint'.



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The Watch Interview

Police Community Support Officer

Kate Hann

Ferndown Neighbourhood Police Team (NPT)



I met Kate Hann on the morning after the murder of Guy Hedger at his home in St Ives near Ringwood. Fortunately, our Neighbourhood Policing Team had not then been called to provide back-up support for the police operation, but the NPT was ready to do so. The event demonstrated the effectiveness of the NPT system, releasing regular police assets for law enforcement, detection and public safety.

Kate joined as a PCSO in 2013, yet in common with all on the Ferndown NPT, her professionalism belies the relatively recent date of her initial training. However, as she explained, she had been a Dorset Police Volunteer and a Special Constable before taking the decision to become a PCSO.

Her first NPT posting was to Shaftesbury and then to the rural community in Sturminster Newton: 94 square miles of countryside with few people but a challenging task to support the police and to reassure the public on matters such as wildlife crime, agricultural theft, opportunist theft, speeding in villages, and many problems arising with isolated communities. Rural NPTs often work with Community Watch, Farm Watch, Horse Watch and other crime and disorder reduction partnerships.

Kate was posted to the Ferndown NPT in December 2016. She

missed the open country spaces but her arrival in Ferndown was widely welcomed, filling an urgent vacancy on the team. "It's a busy job," she says, "always with the need to be visible to the public." Regular patrols and monthly Community Surgeries provide many opportunities to meet the public and to be accessible for advice and signposting to other public services.

"The NPT are an important component of the overall police and social services' contributions to the community, says Kate, expanding on the roles of the local Team. "We are regularly required to follow up on police reports, have a supporting role in safeguarding vulnerable residents, and are generally first on the scene with local minor crimes such as shed burglaries, house-breaking and deterring and investigating rogue traders."

Kate emphasizes the importance of providing a presence in these cases. "We take cases of rogue trading and burglary very seriously, however it is done. It is an invasion of private property and affects all victims, especially the elderly. We try to keep victims informed and we offer the appropriate help."

Although PCSOs have become immeasurably better trained and more effective since their introduction in regions outside London in 2003, they still have limited powers and are not the same as warranted police officers (see panel). "Most people understand our roles and support us," says Kate. "We aren't the same as the 'village bobby' but we are important to local communities and are appreciated for what we do."

Asked about prevalent crimes, Kate immediately highlights shed break-ins. "Too many residents make it too easy for targeted or opportunity thieves," she says. "Yet it is so easy to reduce the risk and to help recover your property if it is stolen: use good locks; use a marker pen to write your post code on items stored in the shed; always lock the shed."

Readers of this Newsletter will know that suitable marker pens and cheap, but functional shed alarms can be bought from the Ferndown Police Community Office, in the Barrington Centre.

Kate remarks that sometimes shed break-ins aren't reported, perhaps thinking that the stolen items are of low value or that the police would not be interested. "But we are," she stresses, "reporting is vital, for without these records, the crimes do not rank in police statistics, suggesting a low crime rate. Police and PCSO numbers are influenced by the crime rates. No reports = an assumption of low crime = cuts to police and PCSO numbers."

One other reason for a reluctance to report minor crimes and suspicious events is the perceived difficulty in making a report, arising from unmanned or closed police stations, bad publicity for 101 responses and a general sense that the police are too busy and difficult to contact.

Kate challenges these assumptions, listing:

- **Improvements in the 101 service** in Dorset, with better funding and better training for operators.
- **Extensive routes to the police** on-line, especially the well-maintained website for Dorset Neighbourhood Policing:

www.dorset.police.uk/neighbourhood-policing/dorset-east.

- **The Ferndown NPT Facebook page** where the Team post reports, incidents, requests for help from the public etc. It is always active, up to date and gets an excellent response from its thousands of followers. Residents can use Facebook Private Messaging to contact the duty PCSO. Go to: www.facebook.com/FerndownNPT
- **The Ferndown NPT mobile phone**, which is always manned during duty hours and provides direct communication to the duty PCSO. Call 07825-521752.
- **A message left at the Community Office** in the Barrington Centre will always be passed on to the duty PCSO.

That is a convincing array of routes to police and NPT help. Kate makes a plea for residents to report theft, anti-social behaviour, rogue traders, on-line scamming, suspicious incidents. "If you see a seemingly 'dodgy' trader, tell us where, when, what, and if possible, details of vehicles, persons, clothing etc. Try to make a timely report – we can't do much if days have passed since the incident."

There is now much more national and local publicity about scammers. Says Kate, "People will report a burglary or a rogue trader at their door, but not an on-line scam. There needs to be a change of attitude. We make it easy for criminals if victims do not report them. Neither we nor the police will laugh at you – these fraudsters are professionals preying on the public; we respect you for reporting the crime."

And Kate had a final 'Well Done' for our NHW, saying that peaceful neighbourhoods are the result of caring and involved residents who are actively 'good neighbours'. "That's what you promote with the Ferndown and West Parley NHW. Modern communications are great but they can't replace the value of neighbours talking to each other, keeping an eye on their localities. It works here: please keep it up!"

Dorset Police say...

The most important thing you can do is to report a crime...

"It is important to us that our communities experience a totally victim-focused service, prioritising our services on people at risk or suffering threat and harm.

"Preventing people becoming victims, helping and assisting if they do, and working to bring offenders to justice is the bedrock on which policing is built. Dorset Police puts victims first and understands that your satisfaction will be dependent on the delivery of high quality services.

"When reporting a crime to Dorset Police you can be assured that you will be listened to, understood, informed and together with our partner organisations, protected and safe."

Powers of PCSOs

Police Community Support Officers were introduced under Police Reform Act 2002 to tackle the fear of crime and provide back-up to the police. They do not have powers of arrest, cannot interview prisoners or carry out the high risk tasks of police officers. In most forces, they are equipped with a protective vest, but do not carry handcuffs, batons or sprays such as CS gas, because they are not deployed in confrontational situations. They carry a radio, and a mobile phone.

PCSOs work with schools and young people, religious and business leaders, and support crime and disorder reduction partnerships including Neighbourhood Watch, Community Watch, Business Watch, Pub Watch, Farm Watch and Horse Watch schemes. At the end of March 2016 there were 11,043 PCSOs (Home Office data).

They support frontline policing and deal with minor offences, under powers granted by a chief constable, which may include the authority to:

- Reassure and advise the public, and deter crime with visible foot or cycle patrols.
- Make house visits to gather intelligence or CCTV footage.
- Enter properties to save life and prevent damage.
- Seize vehicles, carry out road checks, direct traffic and pedestrians, and enforce a cordon.
- Remove abandoned vehicles.
- Require a person to give their name and address.
- Confiscate drugs and alcohol and confiscate tobacco from under 16s.
- Send groups under 16 years to their homes, and remove children who are breaking a ban or curfew notice.
- Stop, search and take photographs of people under the Terrorism Act 2000.
- Issue certain fixed penalty notices, e.g to people who cycle on a footpath, litter or commit offences under dog control orders, create disorder, dog fouling or graffiti, or truancy.
- Use reasonable force to prevent a person 'making off' while waiting for a police constable, or accompanying them to a police station.
- The power to detain may be used when an officer believes somebody has committed an offence, fails to give a name or address, or who they believe has provided false details. People may be detained for up to 30 minutes before the arrival of a police officer.

Community officers may be of any nationality, between the ages of 18-65, but must a UK resident. No qualifications are needed to become a PCSO, although applicants' English should be 'proficient' and prospective officers may have to pass a fitness test.

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*Driving Skills and Confidence for the over-65s with
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Driving is potentially the most dangerous activity that we undertake. A slight increase in awareness, or an improvement in skills, is all it takes to make you safer. Experienced drivers generally have fewer accidents than the young, but as people grow older, gradual changes take place that can make us less safe in some driving situations.

- Are you interested in updating your skills and knowledge?
- Do you or others have concerns about driving on today's very busy roads?
- Do you have problems when encountering certain traffic conditions?
- Do you want help in familiarising yourself with a new car?
- Or do you simply want to gain more confidence?

The Dorset Driver Gold scheme addresses all of these things in two ways: a classroom session dealing with theory, and a practical driving session.

The Theory Sessions are designed to cover a variety of aspects of driving safely, including judging speed and distance, negotiating roundabouts, traffic lights and junctions, hazard perception, and an update on current law and the Highway Code (good for those who have not read the Code since learning to drive, many years ago).

The Practical Sessions are held on a one-to-one basis, using the driver's own car, and last up to one and a half hours. Sessions are informal, with the aim of enhancing the driver's skills: they are NOT a test and there is no pass or fail judgement.

Both parts of the course are delivered by specially selected and trained Driving Standards Agency (DSA) Approved Driving Instructors (ADIs). All the ADIs have a good understanding of the needs of mature and experienced drivers.

Members of the public may attend only the Theory Session, or both Theory and Practical sessions.

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Where, When, What does it Cost?

Sessions are held at various places across Dorset. Those in Bournemouth are held at Unit 1 Roundways, Elliott Road, Bournemouth BH11 8JJ (within West Howe industrial estate).

The **Theory** sessions cost just £10 per person and last up to 3 hours; breaks and refreshments are included.

The next Theory sessions in Bournemouth are on:

- Tuesday 1 August, 1.30pm
- Monday 2 October, 1.30pm
- Thursday 7 December, 1.30pm

The **Practical** sessions cost £45 per person and last up to 90 minutes. The details are arranged directly by the driver with a named Dorset Driver Gold Approved Driving Instructors (male and female), once your booking form and payment have been received. Drivers are given a choice of dates and times.

If you take both a **practical and a theory session the cost is reduced to just £50**

For further information and booking:

Website: www.safewise.org/dorset-driver-gold

Phone: 01202 0591330 or 07713 499777

Email: ddg@safewise.org

*Your Newsletter Editor and his wife attended these
Dorset Driver Gold sessions and can vouch for their value!*



Our NHW Supports Ferndown Jitsu Club

Conscious that the essence of Neighbourhood Watch is the encouragement of 'Good Neighbours', the NHW Committee is pleased to be able to support the work of groups, societies and clubs who contribute to the maintenance of an orderly, peaceful community.

The South Ferndown and West Parley NHW recently made two small grants: £250 to support our neighbours in the North Ferndown NHW with the 'Sheduction' programme, and £250 to the Ferndown Jitsu Club.



Douglas Lock presents the cheque to Sensei Jordan Lea

NHW Treasurer, Douglas Lock, visited the Jitsu Club at their training base in the Heatherlands Community Centre to meet Erica Lea, the Jitsu Training Manager. Erica said, "I have recently taken over as the manager of this amazing club and we are now in the process of ordering some new club T-shirts for everyone, made possible by this generous donation – thank you so much."

The Club has been running for some years, and many of the current members have parents who were members in the early days of the Club.

The Club has been a very successful, with members passing Grading Tests and competing well in National Jitsu competitions, such as the Junior Judo National Minis' Competition in Walsall, Birmingham on 25 April, under Hatamoto John Hanrahan (Pictured below)

The Ferndown Club is a member of the British Jiu Jitsu Foundation, a progressive martial arts organisation. Clubs within the Foundation acknowledge the history and practice of traditional martial arts, but place them in a modern setting for a modern changing society. Jitsu today is a fun and modern adaptation of the traditional form, combining fitness and effective self-defence. The Foundation is proud of its diversity and a strong social scene at every level, from club and region to country.

This ethos is clear to see at the Ferndown club. Local youngsters who are members, both boys and girls, develop a positive attitude to life as a result in their participation in this club.

The club has been well supported by the Community and by the Town. The Club helps the Community with litter clean ups and

generally providing a useful fitness and leisure facility in an area that has been rather neglected in this respect in the past.

The Ferndown Club meets every Wednesday from 6.30pm - 8.45pm and caters for ages 7 to 17. The club has a good mix of boys and girls. New members are always welcome. Feel free to pop in to have a look and say 'Hello'. Mums and Dads are welcome.

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Ju-Jitsu

Overall winners at the Junior Judo National Minis' Competition in Walsall, Birmingham on 25 April, under Hatamoto John Hanrahan: Ferndown Club members Mark, Silver; Harry, Bronze; Jack, Special Award.



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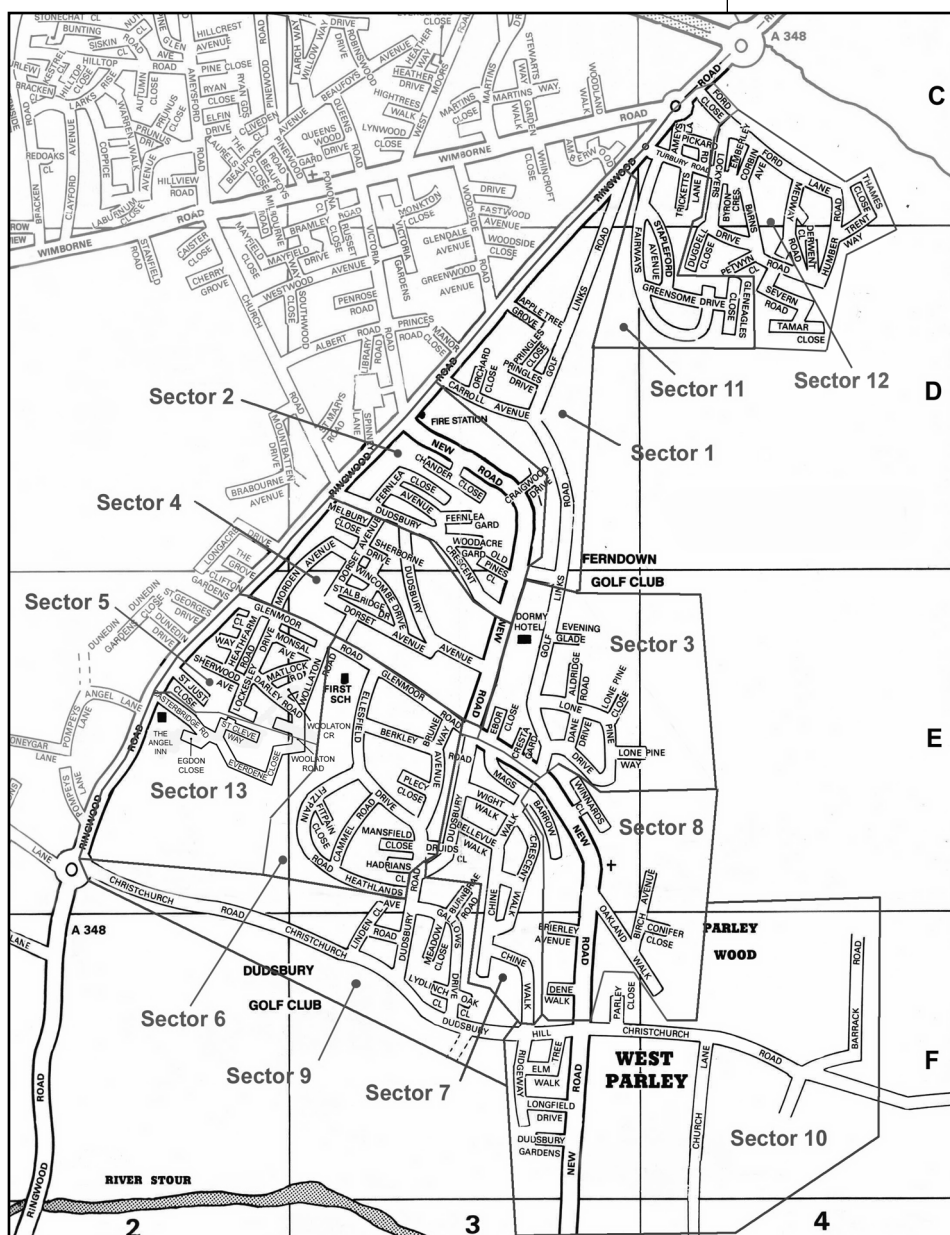
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Can You Help?

Our Neighbourhood Watch is valued by the community and it works well. It depends on volunteers to undertake the relatively minor responsibilities that sustain it. We need more helpers to replace those who move, fall ill or retire from active service.

Would you please consider helping as a Distributor?

You'll be supported by your local Sector Coordinator. It involves just two things:

- **Deliver** a few copies of the Newsletter to houses on your road, close to your home. Takes about 30 minutes, four times a year.
- **Collect** the £1 annual subscriptions from the same group of your neighbours. Done just once a year, at the same time as delivering the Spring Newsletter.

We need Distributors in all areas. Please help us to help your community.

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