

Neighbourhood Watch Community News

for the Ferndown South and West Parley Neighbourhood Watch area

SUMMER
ISSUE

–
June
2016

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The Editor welcomes
comments, letters and
suggestions to:

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Chairman's Report

Since our March Newsletter there have been two important developments that will have an impact on crime prevention and our neighbourhood watch:

- The re-election on 9 May of Martyn Underhill as the Police and Crime Commissioner for Dorset. Mr Underhill was returned with an increased majority, although overall voter turnout was poor:
 - Martyn Underhill, Independent, 66,660
 - Andrew Graham, Conservative, 44,548
 - Patrick Canavan, Labour and Co-operative Party, 20,169
 - Lester Taylor, UK Independence Party, 21,086
 - Overall turnout was 22.54 per cent, with 129,461 verified votes and 9,477 rejected votes. (During the first Police and Crime Commissioner election in 2012, only 96,149 valid ballots were cast in Dorset, a 16.3 per cent turnout.)
- The Modern Crime Prevention Strategy launched by Teresa May, the Home Secretary, in March 2016.

We will report on the work of the PCC in future issues of the Newsletter. Mr Underhill's plans at the time of his re-election (essentially to invest, improve, and to communicate) can be found at <https://goo.gl/0PFUmC>. Importantly, Mr Underhill lists "Support Neighbourhood Policing" amongst his future objectives.

The full text of the Modern Crime Prevention Strategy can be found on-line (<https://goo.gl/Plr518>). It identifies six key drivers of crime: Opportunity, Character, Effectiveness of the Criminal Justice System, Profit, Drugs and Alcohol. We can see these reflected in our own community:

Opportunity: given a tempting target and little chance of being caught, some individuals will commit a crime, and some will do so over and over again. But for most types of crime, most of us simply would not consider breaking the law to be an option, however clear the opportunity.

Continued overleaf



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Chairman's Report (cont'd)

Character: evidence increasingly suggests that certain character traits in individuals are related to their propensity to commit crime. Studies following people from a young age have demonstrated that those characteristics; particularly a person's willingness to break social norms, and their levels of empathy and self-control; are strong predictors of whether they offend or not.

The effectiveness of the wider criminal justice system is widely debated but the important issues relate to intervention, rehabilitation to reducing re-offending.

Profit: the government, police and other agencies have been working hard for many years to recover financial assets of criminals in an attempt to reduce the profitability of crime.

Drugs and Alcohol: we have known for many years that drug addiction is linked to crimes such as burglary and theft, and that alcohol is linked to violent crime and antisocial behaviour. This links in with the character of the person who is likely to commit a crime. A small minority of people commit the majority of crimes.

This strategy places a clear remit on PCCs and others, including members of the public, to prevent crime. I believe the Neighbourhood Watch community has long been instrumental in removing the opportunities for criminals. That does not mean that we cannot do more to support this new strategy.

For many years manufacturers have aimed to 'design out crime'. Car security has been transformed over the last 20 years or so, as has security in modern architecture. The driver is to remove or design out opportunities for criminals to offend, but cybercrime is a fast-growing threat.

I am aware that people in our area are being targeted by computer and telephone scams: many of these can be avoided. Advice on counter-measures is readily available, as described elsewhere in this newsletter, but we must always use strong passwords, install security software on all devices, and regularly update software

Experts claim that up to 80% of cyber crime can be prevented if members of the public and businesses take simple precautions, equivalent to locking our front doors.

Telephone scams remain a problem. Please sign up to the Telephone Preference Service at www.tpsonline.org.uk, or telephone 0800 0700707. The TPS is not perfect but it is better than having no protection at all.

The summer season is usually the time of year when there is an increase in rogue traders. They have already been active in the Ferndown area offering services such

as gardening, unblocking drains and roofing repairs. Many of the victims of such crimes are elderly. Recently an elderly lady in our watch area was targeted by a roof insulation company that convinced her to pay a large deposit for insulation work at her house that they wrongly claimed was urgent and a health hazard. They managed to persuade her to waive the 14-day cooling-off period and took a non-refundable deposit on the spot of £2100. Local officers were informed and they worked with Trading Standards to get the full deposit back and dealt with the company.

If you see unusual or unexpected callers in your street, especially involving elderly neighbours, please ask if you can help or ring the police. The police need us to help to help prevent crime.

Please stay safe and take care.

Chairman David

Contact email: david.ayres5@btopenworld.com
or mobile: 07796 546 904

Local Traders List

Our Local Traders List is published every two years and due for renewal in March 2017. It currently contains about 300 entries, many of which are not local to Ferndown, and some that might no longer be trading.

Following discussion at our AGM on 19 April 2016, your committee approached our partners, Ferndown North NHW to propose a combined list. The suggestion was warmly welcomed. It has been agreed that the existing lists will be withdrawn and replaced in March 2017, with the following key features:

- The Local Traders list will be applicable to both Ferndown South and North NHW areas.
- The list will concentrate on local traders within a limited and accessible area.
- We will restrict the list to a limited number of entries in each category of trade.
- Listing will be by invitation, in response to recommendations from at least two members.
- Where practicable, we will investigate the professional certification of traders.
- A nominal charge will be levied to cover production costs of the list.

Further details and a request for nominations will be published in our November newsletter.

POLICE ADVICE

Police Reports for June 2016

There are no reports from the Ferndown Central Neighbourhood Policing Team for this issue of the NHW Newsletter. However, Dorset Police issue frequent crime and incident reports and advice for residents, and the most relevant are featured here.

Visit the Ferndown Police Community Office

The Ferndown Police Community Office first opened in May 2005 with one volunteer and was available on one day a week. Over the years it has developed and is now open every day (except Sunday).

The Office is now managed by five volunteers from the 'Community to serve the Community', at no expense to residents.

Located in the Barrington Centre in Penny's Walk, the Office is a free drop in centre for members of the Ferndown Community for crime prevention advice, crime prevention items for sale and to find out information on their local Neighbourhood Policing Team. Items for sale include shed/garage, bike and panic alarms.

The office is open every day (except Sunday) from 10am until 12 noon. The team includes Dorset Police volunteers, Geoff Hughes and Brian Frecknall.

Although the office is not a police station, it provides an informed service, dedicated to community crime prevention. It is somewhere that members of the public can go for information or to pass on any information or concerns.

Contact: 01202 876219 or email at

ferndowncommunityoffice@btconnect.com

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Cycling Advice

With many residents getting back on the bikes now the sun is shining here are 10 easy steps to safer cycling:

1. *Check your bike*: a quick check of your brakes, tyres and gears and that 'quick release' wheels are secured.
2. *Protect your head*: wear a helmet.
3. *Stay visible*: if you can be seen you are less likely to be hit, use reflectors, hi vis and lights when cycling in low visibility or the dark.
4. *Cycle with the traffic*: cycling in the direction of traffic flow.
5. *Consider pedestrians*: you can still cause injury to others and yourself, you are still required to stop at traffic lights and pedestrian crossings.
6. *Don't get distracted*: don't listen to loud music or talk on the phone, cycling on the road still requires your attention just like driving.
7. *Obey all traffic laws*: cycling on a footway, carrying a passenger, not having reflectors and being drunk whilst cycling are all dangerous and offences.
8. *Look, signal and look again*: cyclists are much smaller than cars and are harder to see than other vehicles, signal, make eye contact with drivers and don't presume they have seen you.
9. *Look ahead*: keep an eye out for obstacles including pot holes, plan ahead to avoid swerving out into the road in front of motorists.
10. *Enjoy the ride!*

Dorset Alert: Crime Prevention Reminder

With summer arriving more people are taking the advantage of the beautiful country walks available in Dorset.

- When parking in an isolated location please take any valuables with you.
- If your glove box contains no valuables leave it open to show opportunist thieves that your vehicle contains nothing of value.
- If you witness anything suspicious, phone 999 if a crime is in progress, or 101 for non-emergencies.

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Crime Prevention Distraction Burglaries

Community Police and Trading Standards offer the following points of general advice:

- If you are not sure who is at your door – don't open it.
- Remember to use your door chain, if you have one, before you open your front door to strangers.
- Before opening your door, always check the identity of all visitors if they are not known to you.
- Always look up telephone numbers for yourself. Do not accept numbers provided by callers as they could be bogus.
- Beware of common tricks such as being asked to make a telephone call, wanting to retrieve a lost ball (even if it is a child) or being asked to check your water, gas or electricity. If in doubt keep your door secure.
- Always keep doors and windows secure – it is easy for strangers to enter the rear of your home when you are busy answering the front door to their accomplice.
- Don't keep large quantities of cash at home.
- To find an approved trader, call Citizens Advice Consumer Service on 0345 404 05 06 or visit www.buywithconfidence.gov.uk.
- If you think a friend or relative has been victimised, call the police on 101 or 999 if a crime is in progress.

See Page 5 for more on *Buy With Confidence Scheme*

DOORSTEP CRIME Be Sure Who's at Your Door

- ☑ Rogue traders and distraction burglars don't wear masks and carry swag bags – they pose as authorities and tradesmen
- ☑ To check if a trades person is reputable, call Trading Standards on 0345 404 05 06 or check on www.buywithconfidence.com
- ☑ If you think you've been a victim of crime, call the Police on 101

Crime Prevention Fraud in Ferndown

An elderly Ferndown resident recently received a phone call from an unknown person, purporting to be calling from their bank. The caller stated that their bank cards had expired and the cards would be cancelled. They advised the resident that someone would attend their home address to deliver some new bank cards.

A smartly dressed white male attended the address a short while later and collected the resident's bank cards and obtained the PIN. Soon afterwards money was been taken from two cashpoint machines.

A similar case concerned a Ferndown resident received a phone call from a male, pretending to be from the resident's internet provider.

The caller had obtained some information on the resident's internet provider and with this, he managed to talk the resident into entering a code into his computer and entering his personal banking details, believing he would receive compensation.

We strongly advise not to give personal details over the phone. Callers may pose as bank staff, internet providers and even police officers.

If you have any suspicions, hang up and call back on a number found on legitimate webpages or statements.

Dorset Alert

Have you registered? Sign up at www.dorsetalert.co.uk to receive Police messages.



What does being Buy With Confidence Trading Standards Approved mean?

- Vetted and approved by Trading Standards
- Committed to operating in a legal, honest and fair way
- Criminal record checked (if going into homes)
- Qualified, experienced and fully insured
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You can check whether a business is a Buy With Confidence member at:

buywithconfidence.gov.uk

Similar to *CheckaTrade* and other directories, *Buy with Confidence* is run by Trading Standards Services. It was established in mid-2000 and is now active in over 20 local authority areas including Dorset. It is the largest scheme of its kind nationally and continues to expand its geographical coverage.

Buy with Confidence provides a register of businesses that have been thoroughly vetted and approved by Trading Standards. The scheme is independently run by the local authority Trading Standards department, on a not-for-profit basis.

In order to become a *Buy with Confidence* member, a business must first apply or be recommended to join the scheme and must then pass a set of tailored background checks. Membership of the scheme is not given lightly – amongst other checks, each applicant will have their complaints history reviewed and will receive a visit from Trading Standards. Good references are required from previous customers and applicants must agree to abide by the scheme’s code of conduct, which requires them to follow the letter and spirit of the law. Criminal records basic disclosure may also be required in some circumstances.

Only if all the scheme requirements are met, will a business be granted membership, and their conduct will continue to be monitored thereafter. We cannot promise that members’ work will be perfect every time, but you can expect any problems to be dealt with fairly by the business, and you can turn to Trading Standards for advice in the event of an unresolved issue.

All prospective members are thoroughly vetted by Trading Standards staff before being invited to join the scheme. The performance of members of the scheme is continuously monitored via the Citizen’s Advice Consumer Service and through customer feedback submitted directly to us. In the unlikely event that concerns are raised about a member we take appropriate action and if necessary will remove them from the scheme.

Finding a trader is quite simple: enter the trade and your post code to bring up lists of approved traders within a radius of about 25 miles. The website is less helpful than *CheckaTrade*, e.g. there are no search filters to refine distance etc.; and the listing pages are clumsy. Although customers are asked to rate the quality of work, there is no professional assessment (*CheckaTrade* is similarly limited in its rating procedure). There appear to be only four rating conditions:

- Traders overall rating
- How would you rate the quality of the goods/work carried out?
- How would you rate the level of customer service you received?
- How would you rate the value for money?

A quick search for plumbers in BH22 produced a list of about 60 traders. Many have yet to be rated by customers. However, it is clearly a well-governed and trust-worthy facility. *Buy with Confidence* is a good one to try.



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Ferndown Day Centre - Improving Lives, Building Independence

The Day Centre in Ferndown provides a friendly and welcoming place for elderly people. Since July 2015 it has been run by a new organisation, *Tricuro*, set up as a Local Authority Trading Company, by the councils of Dorset, Bournemouth and Poole. *Tricuro* ensures that Councils can improve and expand the quality and scope of services by sharing resources, and giving staff the power to work flexibly and efficiently, in the face of huge financial and demographic challenges.

Across the three counties, *Tricuro* services include:

- Residential: care homes and care homes with nursing.
- Re-ablement services: intensive short-term home care to help people get back on their feet after illness or hospital stays.
- Day services: support, rehabilitation and skills training for independent living, plus opportunities to socialise.
- Shared lives: providing adult placements with self-employed host carers.
- Care catering services: providing nutritional care advice, support, training and relief staff.
- Oh Crumbs!: people with a disability can develop work skills and experience.
- Support time and recovery: supports a recovery approach that promotes wellness, builds resilience and improves quality of life for people who experience mental health problems.
- Training projects: employment related skills training (catering and horticulture) for people with a disability.

- Community employment services and Coast: offering support to disabled people and people with long term health conditions to identify, obtain, and sustain employment (paid and/or voluntary)

The Ferndown Day Centre is open Monday to Friday from 9.00am to 5.00pm. It provides a comfortable, well-run place to meet, to eat (freshly cooked on the premises, with hot and cold drinks on demand) and to enjoy a range of activities such as singing, gardening, quizzes, jigsaws, bingo, word games and classical music.

It also provides specialist support facilities and trained staff.

The cost? It depends on your financial circumstances, and can range from £5 to £35 a day.

Attendance at the Day Centre is via a Social Worker assessment. For further information, phone 01305 221016.

Key Messages from Dorset Police

NEVER accept work from anyone who offers it over the phone or at your door

NEVER go to the bank with a trades person

Criminals can appear very friendly and convincing, but they're just trying to gain your trust

Call the authorities if you believe you've been a victim or someone has tried to con you

Become a Volunteer The Good Neighbour Service

Volunteers are needed in Ferndown, West Parley and West Moors, giving a little help to others.

The Good Neighbour Service was launched in December 2014. The scheme has been very successful, but the co-ordinator, John Muggleton, is keen for older people who haven't heard about it to know about the help on offer.

Do you need a light bulb changed, your batteries in your remote control replaced or your TV reprogrammed? Maybe you have some furniture that you need moving or some small items taken to the tip? Do you need your curtains taken down to enable you to wash them? These are just a few examples of the jobs volunteers can do.

The Good Neighbour scheme also offers a befriending service: call 01202 834034 any time during the day, seven days a week and your call will be answered by a person. Someone will get back to you the next working day. Depending on the job they will try to find a volunteer within 48 hours. A small donation will be requested when the job is complete to cover expenses.

The Good Neighbour service is dependent on volunteers to deliver the service and more are always needed. All volunteers are trained and DBS (Disclosure and Baring Service) checked. They are also covered by public liability insurance.

If you are interested in becoming a volunteer, please call Dawn Jones on 07825 206052. Dawn is our local POPP Champion (Partnership of Older Peoples Programme). The service would also like to hear from anyone who is interested in becoming a deputy coordinator or treasurer.

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A Contemporary Fraud Football Tickets

The National Fraud Intelligence Bureau (NFIB) has recently received an influx of reports that fraudsters are targeting the public via social media in relation to football tickets.

Fraudsters are posting pictures or statuses inviting the public to contact them via Direct Message for football tickets. This leads to a mobile messaging conversation in which bank details are provided to purchase the tickets.

After the victim has paid for the ticket the fraudster blocks them to stop further conversation, leaving victims without the tickets and out of pocket.

Protect yourself:

- Check the security of the website and validity of the post.
- Avoid taking the conversation offline to private messages.
- When purchasing any products over the internet always try to make the payment via PayPal or a credit card where you have some sort of payment cover
- If you, or anyone you know, has been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk.



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From West Parley Parish Website Changes at the Recreation Ground: Let us know your thoughts

West Parley Parish Council is always looking at how it can improve the Recreation Ground, making it a pleasant place for residents to get into the fresh air.

Improvements to the informal play area are well underway, using mainly recycled materials, and two new 'springer seats' are soon to be installed in the main play area.

To support out-of-doors activity and fitness, the Parish Council supports extremely successful weekly Health Walks, and are currently running a course of fitness training sessions in May, June and July for just £1 per week. Parley Woods has been made more accessible by the installation of boardwalks. There is also a weekly coffee morning.

Knowing the importance of maintaining fitness of mind and body, we are considering the installation of a few pieces of outside gym equipment. Instructions on correct use would be displayed. Residents could use the equipment while walking the dog or while their children play on the playground, or as part of a regular fitness regime.

What would be of interest to you, cardio or resistance equipment? Is there something else that you would like to see? Please speak to a Councillor or email the Parish Clerk on enquiries@westparley-pc.gov.uk

Well Done!

In March, local Police and Trading Standards officers conducted 16 test purchasing visits for underage sales of alcohol at local shops. All premises adhered to the correct legislation. Well Done!

In a recent campaign, Dorset Police and officers from Trading Standards and the Land Registry spoke to scores of homeowners and traders to raise awareness of fraud in work being carried out on their properties. All traders were found to be legitimate and all residents were happy with the work being carried out. On a couple of the jobs, the builders/gardeners had been called in to make good the work that previously had been done by rogue traders. Well Done!



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