



# CHELMSFORD

## NEIGHBOURHOOD WATCH NEWSLETTER

WORKING IN PARTNERSHIP WITH ESSEX POLICE

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

Summer Edition 2012

PLEASE PASS THIS NEWSLETTER ON BEFORE RECYCLING

Dial **999** only in an Emergency.

Dial **101** for all other Non-Emergency Police communication.

### Chelmsford Crime Reduction Officer

Advice & Guidance on crime prevention.....0300 333 4444, ext 485951

Crimestoppers.....0800 555 111

Victim Support (Essex) local rate.....0845 456.5995

### Essex & Suffolk Water Company

To confirm door callers identity, ring.....08457 820 999

**(Minicom)** for customers with hearing and speech difficulties....01245 212 239

To Register a password.....08457 850 999

### Anglian Water Company

To confirm any Anglian Water employees identity.....0845 145 145

**{Minicom}** for customers with hearing and speech difficulties....0800 917 5901

Electricity (UK Power Network) emergencies.....0800 783 8838

Gas (Transco) Emergency Service.....0800 111 999

Chelmsford Borough Council.....01245 606 606

Streetscene (litter, graffiti).....0845 245 1234

Abandoned vehicles, Dog Warden, Fly-tipping.....01245 606 894

Litter & noise complaints .....01245 606 800

Essex County Council.....08457 430 430

Street Lighting.....08456 037 631

Trading Standards (Consumer Direct).....08454 04 05 06

Road Safety.....01245 437 781

Swan Care and Repair(Handy person service).....01277 844 235

Age UK (HandyVan) home safety check.....0845 026 1055

Locksmiths (Security Centre).....01245 252 535

Mail Preference Service (stop junk mail).....0845 703 4599

Telephone Preference Service (stop unwanted calls).....0845 070 0707

Silent (stop computer generated calls).....0844 372 2325

These numbers are compiled with good intention and accurate at time of publishing, but are subject to change, not always with our knowledge.

### **“I Can Fix Your Computer” – “Over The Phone”.**

Many people throughout the Chelmsford Borough are being conned by strangers. The victims receive a telephone call from someone telling them that their computer is running slow due to a virus infection. They are asked to turn their computer on and are given verbal instructions on how to allow the caller remote access to the computer. The caller offers to repair the computer for a fee. **“IT’S A SCAM”** The bogus caller asks for bank/credit card details to elicit an online payment.

#### **Payment is immediate and the Scam is complete**

Many people are left with their computers not working properly and private data compromised. Victims are left devastated, out of pocket and explaining to their banks why they want to cancel bank/credit cards and change bank account details. Do not enter into conversation with a stranger on the phone they all want something **“HANG UP”**.

### **“Don’t be a China Mug”.**

A couple of Chelmsford members have received letters allegedly from a Chinese bank, suggesting that a wealthy person with their surname has died unexpectedly in China. The deceased has no next of kin or will. The letter goes on to say that you will be the beneficiary of a large sum of money. The letter asks that you do not tell anyone. **The scam is** that the letter writer wants to fraudulently obtain all your personal details before emptying your bank and credit card accounts of your monies. Hundreds of similar letters are posted in the UK everyday, all looking for a mug. **DON’T REPLY**, tell your friends and relatives and pass the letter onto: [scamletters.com@gmail.com](mailto:scamletters.com@gmail.com), or Trading Standards or just destroy them.

**“Don’t Become a Victim of Identity Fraud”.**

**Portable Computing Devices:-** Over 250,000 portable PCs/tablets and iPads were stolen last year. There are several methods available to protect them and your stored personal data, these include:- special cases/bags, alarms, laptop locks, and visual deterrents such as stickers or labels. To protect your data you can configure a strong password and perform a full disk encryption (FDE). Get a free account with **Immobilise.com** and register the serial number of your devices along with your postcode. The postcode can also be written in the battery compartment or on the back of your tablets/laptops using a **UV permanent marker pen**. Add this identifying feature to your account.

**Android Smart-Phones:-**These days more and more people own these expensive phones costing £300 - £400 each. Stolen, the Android phone commands a high second-hand value or can be sold to phone re-cycling firms for good money. These phones are in effect a miniature computer, containing huge amounts of personal data. Register your phone for free on **Immobilise.com** include the IMEI number which can be found by pressing the following keys on your handset: \* # 0 6 #. This is your phone's unique number and the first thing police will check for when recovering property.

**Protect Your Phone** - Install a **find my phone** security application on your smartphone, many are free and come with the handset. These programs allow you to trace your lost phone from a PC or another smart phone. If your phone gets stolen you can use the same application to wipe clean all data on your phone, Twitter, Facebook, bank details etc. You can also activate an audible alarm even when the phone is switched off.

### Did You Know?

49% of people never find their lost gadgets. The UK is sitting on 17.5 million mislaid electrical gadgets around the home or public places, worth potentially £1.5billion.

- MP3 music players - 2.7 million lost every year.
- Digital cameras - 2.5 million lost each year.
- Games consoles - 1.7 million lost each year.
- Sat Navs - 1.7 million lost each year.
- Mobile phone accessories – 2.5million lost every year.

**“Don't be Careless”**

## 5.2 million Mobile Phones lost every year

85% of the population now have a mobile phone. Between 62 million and 50 million phones are in use. There are several figures relating to stolen mobile phones, one suggests that 800,000 phones are stolen every year. One figure suggests over 2 million are stolen but then it is suggested that 1.3 million phones suddenly turn up in or down the sofa. The Home Office says 230 handsets are stolen every hour. There is a big difference between Police and Insurance company stolen figures..

**Theft Methods:-**One quarter of the thefts were due to pick-pocketing, a fifth due to theft from a restaurant, pub table or bar, one in ten people were mugged for their phone. One in twenty had their phone taken by a work colleague. Tuesday afternoons, Monday mornings, Wednesday afternoon and Saturday nights are peak times for phone theft. Many handsets are also stolen from parked cars. One in five people admitted being careless with their phone and then having it stolen.

**Lost or Mislaid a Phone:-**Not sure if it's stolen? Report the loss immediately to your phone provider, T Mobile, Orange, O2 etc. They will disable it and prevent you from incurring a huge phone bill, don't delay. Many phones now have security systems and handsets can be traced via a website. Inform the police when you use this application, don't confront the thief, let the police do this.

**Top Loss Locations include:-**20% lost in Bars and clubs, 10% Taxis, Parks, Shops, 5% Trains & Buses, 850,000 flushed down the toilet, dogs chewed 58.500 handsets, over 100,000 went into the washing machine & spin cycle.

**The National Mobile Phone Register.** Officers on patrol can now check out **in seconds** whether a mobile phone has been stolen or reported missing. Accessing the register enables a quick arrest and detention of the thief and or the return of a stolen phone to the rightful owner.

**Metropolitan Police New System:** If it is suspected that a mobile phone has been used in a crime or used for criminal activity, it can be confiscated for evidential purposes. Now, Police stations in the Met have a specially installed terminal for downloading the phones entire memory, thereby assisting in crime investigation.