



The Molesey, Dittons & Hinchley Wood Neighbourhood Watch Group

Newsletter



SPRING / SUMMER 2019

In this edition:

Elmbridge Police update: an update from our Neighbourhood Police Sergeant Greg Turner on crime in the borough, comparing 2018/19 with 2017/18.

We still need your feedback!: Local residents are an invaluable source of intelligence information.

Latest scams: Several new email scams designed to capture your personal and financial details.

Crime Map review: We have a full year of '18 data to compare totals and trends with the previous 3 years.

Elmbridge Police update

Having just reached the end of the financial year, here is a snapshot of the crime figures (compared to the same period the year before) for Elmbridge:

- Overall Anti-Social Behaviour (ASB) down 7.41% (170 less incidents)
- Burglary down 14.6% (112 less offences)
- Vehicle Crime up 9.2% (62 more offences)
- Robbery (street) up 32.61% (15 more offences)
- Total Notifiable Offences (TNO) up 0.8% (67 more offences)

So some good results around burglary and ASB, and we have plans in place to address the increases (albeit small numbers) in the other offences. Frustratingly, most of the reported vehicle crime is preventable, by simply removing valuables and ensuring that vehicles are locked. Opportunist thieves try door vehicles, usually at night, looking for small change etc. This has been happening mainly in the Dittons, but by increasing patrols and raising awareness, there has been a reduction in recent offences. With the warmer weather approaching, I also urge your support when leaving vehicles in the local beauty spot car parks. Thieves occasionally watch people tucking bags under seats or in boots and they will happily relieve the owner of the items, once they walk away. Again, easily preventable.

Sgt Greg Turner
Specialist Neighbourhood Team

We need your feedback!

As a resident, you are most likely to be first to spot anything untoward and best placed to report it.

First tell the police....

Help the police keep crime under control; report suspicious incidents as soon as you see them. **If you see a crime taking place**, or criminals getting away, **call 999** and if the police have officers available in the area there's a chance to catch criminals in the act. If you're uncertain whether it actually is a crime, don't

feel restrained from calling 999; better safe than sorry, and you won't be blamed if it turns out to be a false alarm. **If it's 'after the event'**, i.e. discovering a burglary or break-in when the criminals have gone, **call 101** to report it (it's not an emergency as there's no chance of the criminals being caught 'in the act').

... and then tell Neighbourhood Watch...

Please send reports of crimes and suspicious incidents in your locality to Neighbourhood Watch so we can share them with other members. Information about local burglaries, vehicle crime and thefts is extremely valuable, also scams and cons, as it enables residents to be aware of what types of crimes are occurring in or near them, and therefore what sort of precautions to take. It's **where** and **what** happened and **how** it happened that's important to learn and pass on.

Latest scams

BT email phishing scams (from a member)

These extracts from scam emails were received by one of our alert members. Despite how they read, the links in the first scam lead you to very different and definitely non-BT web pages. The less sophisticated link in the second reveals that it doesn't go to a BT web page. The actual links are removed for safety.

We've blocked your email address because it might not be secure any more. This might be because someone's got into your email account without your permission, and could use it to send spam or get personal information like your bank details.


What you need to do

To unblock it back, go to bt.com/mybt and follow the steps.

Need some help?

Go to [our dedicated page](#) or more information

Voice Message Powered by BT VMS

This caller left you a voice message  <xxxx//xxxxxxxxxxxxxx> +4429-***-****

Duration: 01:31 Seconds

To Access and listen to your message, continue here

<xxxx//xxxxxxxxxxxxxx>

TV Licensing phishing campaign (from Action Fraud)

This scam, first identified in Sept 2018, continues to be reported in high numbers. Fraudsters send fake TV Licensing emails designed to steal personal and financial information. Since Apr 2018, Action Fraud has received over 900 crime reports with victim losses totalling over £830,000.

How you can protect yourself:

- Don't click on the links or attachments in suspicious emails and never respond to messages that ask for your personal or financial details.
- Don't assume a phone call or email is authentic, even if someone knows your basic details (such as your name or address). Remember, criminals can spoof phone numbers and email addresses to appear as companies you know and trust, such as TV Licensing.
- Your bank will never call and ask you for your PIN, full banking password, or ask you to transfer money out of your account.

Courier fraud (from Surrey Police)

Further cases of courier fraud continue to be reported, where a fraudster first makes contact with a victim by phone, frequently claiming they're a police officer investigating a crime like counterfeiting, and telling the victim that they need them to withdraw money and provide that money, often with their bank cards, to the police to help the investigation. Victims are advised that a courier will arrive to collect the envelope using a safe word to confirm they're part of the operation. Recent cases include fraudsters taking out a £25,000 loan and conning a victim to hand over approximately £20,000 in cash and £45,000 worth of jewellery. These crimes leave victims frightened, upset and embarrassed, and now having difficulties trusting others. Look out for the warning signs. These crimes generally follow the same methods:

- A phone call comes out of the blue from someone claiming to be from the police or a bank
- The victim is told they need to withdraw a significant sum of money from their bank
- A courier is sent to collect this money from the victim's address.

Remember: The police or your bank will never ask for money, your bank card or PIN. Be extremely wary of unexpected phone calls from your bank or the police. End the call, and call the bank (using the phone number on your bank card and ideally using a different phone line to the one you were called on) or the police on 101 to check that you received a genuine call. Speak to friends or family before doing anything, and never hand over your money following an unexpected call. This type of cruel crime preys on the most vulnerable, who simply think they are helping the police. Please share this information with your friends and family to help us to beat these criminals.

End of tax year scam

It's the end of tax year, so the bait is a tax refund. Here's the text of an email that arrived in a reasonable facsimile of an email from HMRC, although it's a poor scam because the scammer couldn't hide the obvious non-HMRC email address it was sent from. The link '[you need to create a Government Gateway account](#)' takes you to a phishing web page, made to look like the HMRC page, but where you will provide the scammer all your personal and financial details, probably including bank account or card details for them to 'credit your refund'. But HMRC *never* send any emails with links; quite the opposite; their emails always tell you: "*Use your Government Gateway or Verify details to sign in to your Personal Tax Account. You should have access to these as you have already used the service to choose to receive emails*".

refund online services - GOV.UK

From: AccountUserInfogovCenter-8023411423415bayview@altima.ca

To: [REDACTED]

Dear [REDACTED]

We are sending this email to announce that after the last annual calculation of your fiscal activity we have determined that you are eligible to receive a tax return of £480.54. In order to receive your refund, [you need to create a Government Gateway account](#).

If you don't create a government gateway account, you will not receive your refund. This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Refundable Amount: **£480.54 GBP**

After we receive your information and process them, we will send you an email confirmation.

Please allow us up to 5 business days in order to process your request.

Crime map review

We have a full year of 2018 data for the 3 police districts covering our NHW region to compare with the previous year and to identify trends.

	2017	2018	Variance	2017	2018	Variance
	All Crime	All Crime	%	Burglary	Burglary	%
West Molesey	950	906	-5%	117	80	-32%
East Molesey & Weston Green	750	874	17%	82	68	-17%
The Dittons & Hinchley Wood	1056	1140	8%	126	100	-21%
TOTAL	2756	2920	6%	325	248	-24%

The table shows the number of all crimes and within that figure the number of burglaries. Overall crime increases are mostly from violence & sexual offences (+62), shoplifting (+60), bicycle theft (+29), public order (+21), robbery (+18), anti-social behaviour (+15) and drugs (+15), offset by reduction in burglary (-7) and criminal damage & arson (-17). The trend in burglary is consistently below '17 levels. Vehicle crime is higher than in '17 but more importantly it has been rising month by month since Aug'18, hitting an all time peak in Jan '19 (56). Otherwise, other crime types are running fairly steadily above or below '17 levels.

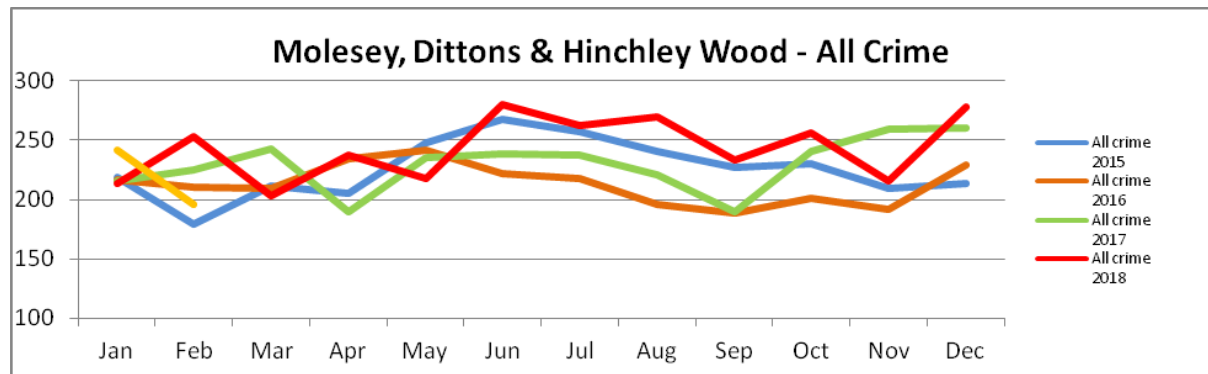
For individual police districts, comparing '18 and '17 annual totals, we have:

West Molesey: overall crime down by 44 due primarily to reductions in anti-social behaviour (-41), burglary (-37), criminal damage and arson (-16) and public order (-13), offset by increases in violence & sexual offences (+23) and drugs (+8). There are no significant trends; are all running steadily either above or below '17 levels.

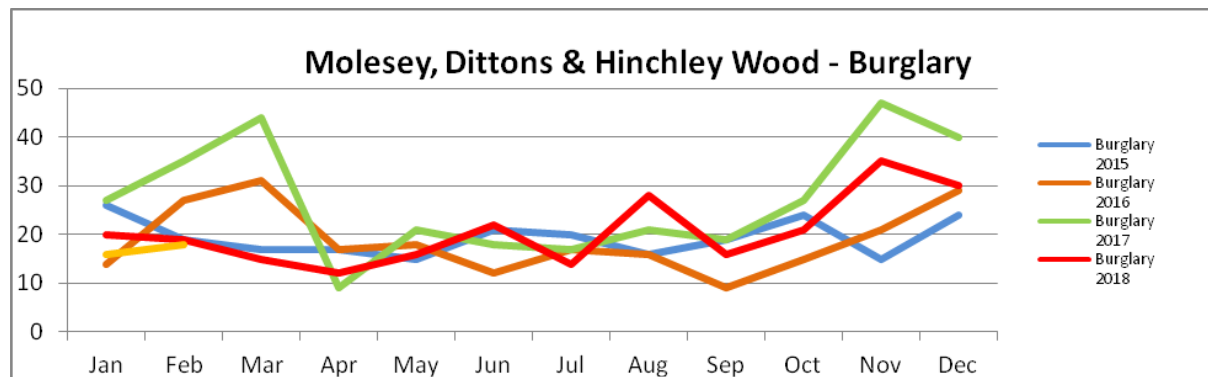
East Molesey & Weston Green: overall crime up by 124 due primarily to bicycle theft (+41), violence & sexual offences (+36), anti-social behaviour (+23), shoplifting (+19) and vehicle crime (+16). These are offset by a reduction in burglary (-14), although this is really the impact of a sharp peak in Nov '17. Bicycle thefts peaked Jun-Dec '18 but seem to have reduced from Jan '19. Vehicle crime peaked in Jan – Jun '18 but has since been at similar levels to '17. The other '18 increases are running steadily above '17 levels.

The Dittons & Hinchley Wood: overall crime up by 84 due primarily to public order (+37), shoplifting (+34) and anti-social behaviour (+33), offset by decreases in burglary (-26) and vehicle crime (-12). However vehicle crime has been trending upwards since Oct '18, similar to '17, but has now reached its highest level in Jan '19 (35) since Oct '17. Burglaries since Aug '18 are also trending above '17 levels. The other '18 increases are running steadily above '17 levels.

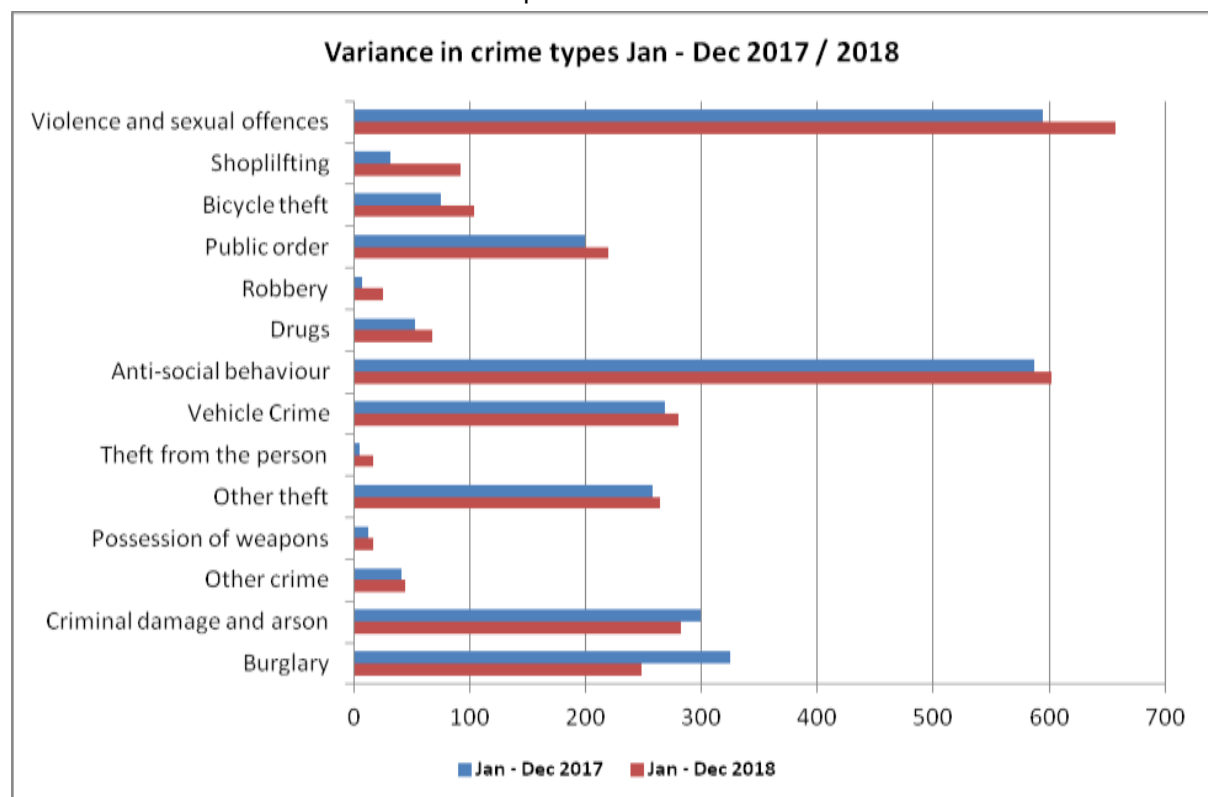
Overall crime in 2018 is at its highest level for at least 4 years, with highest peaks in Jun and Dec:



Burglaries are still much lower in total for 2018:



Finally, variance in crime types, comparing totals '17 with '18. Burglary has decreased dramatically, and criminal damage & arson, but overall numbers have been offset by increases in violence & sexual offences, shoplifting, bicycle theft, public order and robbery. The chart is in order of highest to lowest numbers of increase in crimes in 2018 compared to 2017.



Numbers To Keep

IMMEDIATE POLICE RESPONSE 999
POLICE NON-EMERGENCY 101

Elmbridge Police Safer Neighbourhood Team
elmbridge@surrey.police.uk
Surrey Police website www.surrey.police.uk

DESIGN OUT CRIME OFFICER (DOCO)
MIKE BESSANT 01483 633035
 Mike.bessant@surrey.pnn.police.uk

CRIMESTOPPERS (anonymous) 0800 555 111
www.crimestoppers-uk.org

ESHER POLICE STATION (Civic Centre) 101
Monday-Friday: 8:45am to 5:00pm

TRADING STANDARDS 08454 04 05 06
 via Citizens Advice consumer service

ELMBRIDGE COMMUNITY SAFETY 01372 474398
 Email: communitysafety@elmbridge.gov.uk
 Twitter: <http://twitter.com/ElmbridgeBC#>

NOISE COMPLAINTS 01372 474750

ABANDONED VEHICLES, GRAFFITI, LITTER
Clean Up Line 01372 474474

SURREY FIRE & RESCUE 01737 242444
Home Fire Risk Check 0800 085 0767
Contact Centre 03456 009 009

VOLUNTARY ACTION ELMBRIDGE 01372 463587
www.vae.org.uk

TELEPHONE/FAX/MAIL PREFERENCE SERVICE
 To stop unsolicited sales or marketing calls
Phone www.tpsonline.org.uk 0845 070 0707
Fax calls www.fpsonline.org.uk 0845 070 0702
Mail www.mpsonline.org.uk 0845 703 4599

To report suspicious activity call:

- **Crimestoppers** – 0800 555 111
- **Anti-Terrorist Hotline** – 0800 789 321

Or in an emergency call 999

Useful Websites

elmbridgenhw.ourwatch.org.uk

www.banksafeonline.org.uk

www.bba.org.uk

www.cardwatch.org.uk

www.communities.gov.uk

www.crimeconcernuk.net

www.getsafeonline.org

www.homeoffice.gov.uk

www.identitytheft.org.uk

www.rightupyourstreet.net

www.surreycc.gov.uk

www.surreypa.gov.uk

www.thisismoney.co.uk

www.immobilise.com

Residents Associations:

www.esher-residents.com

www.moleseyresidentsassociation.org.uk

www.hinchleywood.org.uk

www.residents-association.com (Thames Ditton & Weston Green)

www.longditton.org

Crime Maps

Go to elmbridgenhw.ourwatch.org.uk
 select **Your Area** then click on **Molesey,**
Dittons & Hinchley Wood. The crime
 map links are at the bottom of the page.



Information for Residents About The No Cold Calling Sticker Scheme

Fed up receiving visits at your home from cold calling traders? Concerned about rogue traders calling on your elderly or vulnerable neighbours, seeking work?

If so, say "no" to cold calling doorstep traders with a Surrey Trading Standards door sticker.

Contact your Design Out Crime Officer or Elmbridge Community Safety

999 For deaf, hard of hearing, or speech-impaired people in the UK alert police, ambulance, fire, or coastguard services by either calling via a relay assistant or texting a message to 999 using an emergency SMS service. Go to www.emergencysms.org.uk for information about how to register.

Keep Them Out!

- **Remember** Lock your car at all times when parking and don't leave valuables on view
- **Remember** Burglars hate locked windows; breaking glass attracts attention.
- **Remember** Most burglars enter premises from the rear and many burglaries occur during the day.
- **Remember** Burglars dislike security deadlocks on doors; they can't open them inside and have to exit via a window.
- **Remember** Make sure sheds and gates are locked, and outside bins are not left where burglars could use them as a stepping stone.

