



Heysham South, Middleton & Overton. December 2016

PACT Meeting Monday 5th December 2016. Venue: Heysham Library, Heysham Village.

Introductions and welcome by Graeme Austin.

Local policing issues.

21 x Thefts from motor vehicles
6 x thefts from sheds / outbuildings

Items taken include; tools. keys, cash, generator.

This will remain the PACT priority for December. Some signs have been deployed in 'hot spot' areas asking vehicle owners to ensure vehicles are left secure with no valuables left inside.

PACT Meeting items.

Potentially untaxed, not MOT's, uninsured vehicles on Lister Grove.
Potentially abandoned vehicle on Smithy Lane. (Recent damage suggests it has recently been involved in contact with wall / banking on Smithy Lane).

CBMs to follow up.

Groups of youths congregating at the new CO-OP store at Heysham Towers, the adjacent bus terminus and Douglas Park childrens play area.

Crime Prevention Information

The festive season will soon be here and I hope you're looking forward to your Christmas celebrations. Follow these few steps to help keep your Christmas crime free.

- Lock windows and doors.
- Ensure your house is well lit.
- Don't leave presents in view of the window.
- Don't leave empty packaging at the side of the bin.
- Check and set your house alarm.
- Use a UV pen to mark your new items.
- Take a note of serial numbers on your new goods.
- Don't leave gifts in your car, including the boot.
- Use a purse chain or bells.
- Ensure that sat navs, etc., are taken indoors when not in use.

This list is not exhaustive, but it will hopefully encourage you to stop, think and take a crime preventative view of all your property. More of us are using online shopping to find those special Christmas gifts. Remember:

- If something seems too much of a bargain, it probably is.
- Use insured payment methods like PayPal.
- Look out for fake goods.
- Beware of scam emails
- Don't open attachments or click on links in emails you're not expecting, they could be scams.
- Make sure you have anti-virus software and that it is up-to-date.

Don't become a victim of cash machine crime this Christmas:

- Stand close to the cash machine you are using.
- Shield the keypad with your other hand when keying in your PIN.
- Use cash machines that you are familiar with in well-lit areas.
- Keep your PIN secret. NEVER reveal your PIN to anyone.
- Look out for people who might be watching you enter your PIN.

- Do not accept help from strangers, even if your card is stuck or you're having problems.
- Always keep your printed transaction record so that you can compare your cash machine receipts with your monthly statement.
- Regularly check your account balance and bank statements and report any discrepancies to your bank immediately.

Beware of 'Frost-Jacking'

Frosty mornings have arrived and it is quite a common practice for motorists to leave their cars unattended in the morning with the engine running waiting for it to de-ice.

Opportunistic thieves capitalise on this widespread winter habit by prowling neighbourhoods and stealing unattended, running vehicles in a practice known as 'frost-jacking'.

Even worse than your car being stolen is the fact that insurers can refuse claims of theft due to frost-jacking. If your car is stolen while unattended and running with the keys in the ignition, it is highly unlikely your insurer will cover the theft.

Frost-jacking thefts can be random, but many are planned and increase as temperatures drop and winter weather grows worse. Be extra vigilant the first day after a snowfall or chilly winter storm, when thieves are most likely to strike.

A thief needs only a small window of opportunity to frost-jack your vehicle. Follow this advice to steer clear of frost-jacking thieves:

- Carry your car keys wherever you go – never leave them in the ignition, even if you leave for only a few seconds.
- Sit inside your car while it de-ices – never let it de-ice unattended.
- Lock and secure your vehicle when leaving it.
- Keep valuables locked inside the boot and out of sight or better still, take them with you.
- Don't leave important car documents in your vehicle as this makes it easier for thieves to quickly sell your vehicle.
- Park in busy, well-lit areas near closed-circuit television cameras.
- Use a garage to store your car when not in use.

By staying vigilant and following these simple precautions, you can make sure your car and possessions stay warm and safe.

Do it Online

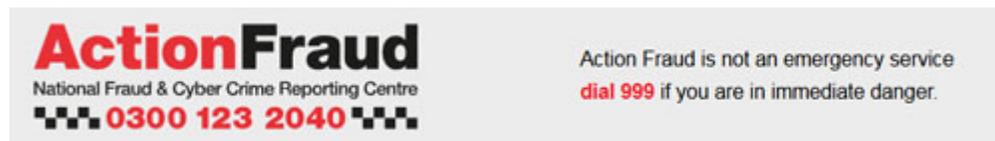
Did you know that you can report crime, contact an officer, log lost or found property, pay a compliment or make a complaint and apply for police jobs on line?

The Constabulary's online reporting site <https://doitonline.lancashire.police.uk>, which is also accessible from the „Do It Online“ tab on the main Lancashire Constabulary website www.lancashire.police.uk, was launched in November 2014 and is used by thousands of people every week.

The online reporting facility allows you to send a non-urgent message directly to an officer or member of staff who might be dealing with your case, even when they are not on duty, simply using their collar or staff identify number and name. Around a third of all telephone calls into the Constabulary are people who simply wish to speak to members of staff or leave messages for them. If that number of calls can be reduced by using alternative methods it will allow us to provide a better service to you by giving us the time to resolve more issues over the phone.

Police officers and staff who contact you either in person, by email or on the phone should provide you with their collar or identify number as a matter of routine, so please ensure that you ask for and make a note of it in order to use this online facility.

Please remember to keep an eye on elderly and vulnerable neighbours, especially over the festive period.
Please feel



Consumer Alerts for December:

Scam Emails

- If you receive an email purporting to be from 'Santander', entitled 'Suspicious Transaction', claiming that someone has been trying to withdraw money from your Santander account and asking you to log in – DO NOT follow the link to log into your online banking. It will take you to a bogus page and steal all of your details. Report the email to phishing@santander.co.uk and delete it.
- A variation of the HMRC tax refund scam – the email states it is an auto-generated email to confirm your tax refund. It contains a .HTML attachment. This attachment contains malware and is designed to corrupt your device. If you receive this email, just delete it.
- An email claiming to be from 'Apple' is circulating with a subject heading of 'Please review your account activity and we'll help you take corrective action'. This email does look quite convincing but if you get it, delete it.

Scam Phone Calls

- A NHW member from Hornby has reported receiving a lot of phone calls claiming to be from BT. He has contacted BT who informed him these are scam calls by people trying to get into his computer. When he challenges the callers as to why they are contacting him, they end the call.
- An elderly resident was recently contacted by a male claiming to be from Barclays Bank and he explained he was ringing because their telephone banking had been suspended. The resident informed the male they did not use telephone banking but used internet banking. The male then stated he needed proof from the resident regarding his banking. The resident told the male he was in a wheelchair and could not get to the bank. The male then stated he could come to the address and initially arranged with the resident to visit their address a few days after the call. Two males then attended the address stating they were from Barclays and asking for proof of his bank details. The resident let them into the house and gave them details of his bank card number. After they left the resident contacted Barclays who confirmed that these males were not from their bank and the resident has now had to change his bank details.
- A Lancaster resident recently received a phone call from a male telling them £400 had been drawn from their account and that they had to take £5000 out and he wanted them to go to the bank straightaway. The male kept ringing them whilst they were on the way to the bank and also rang whilst they were in the bank. The bank manager spoke to him and he hung up. The resident has received further calls from this number but no longer answers them.
- A Morecambe resident has received three calls from the same phone number and the same male caller but each time he claimed to be from a different company – BT, Sky and Talk Talk. He wanted remote access to the resident's laptop to try and "fix the connection". The resident has confirmed with Sky that these calls are not genuine.
- A resident in Thornton Cleveleys received a phone call, supposedly from 'Talk Talk'. They said his computer would stop working if he did not replace the router and asked him to do certain things to give them access to his computer. They then downloaded him a form and said they wanted to give him £200 back as his router had not been changed before now. He put his sort code and account number in. They then asked for the three security digits from the back of his bank card. They asked him to fill out a form that had payment details on. He submitted the form which was for North West Union which opened an international account. The resident then said he wanted to stop the transaction and the caller hung up. He then phoned Talk Talk who confirmed it was not them who had rung and told him to switch his computer off.

· A Fleetwood NHW Co-ordinator recently received a call, supposedly from Talk Talk, who they have an account with. The difference with this to the usual reported calls was that it was an automated message that said his name then stated it was illegal to listen to the message if they were not the person named but asked if it was the correct person that they press 1 to continue, which he did. The message then stated there was a problem with his payments and asked him to press another number to take him to the operators to sort it out. The Co-ordinator had recently changed his bank, but became suspicious and ended the call. He contacted Talk Talk who confirmed it was not them who had rung.

Be wary of all callers that state they are from Talk Talk, including automated messages. End the call and ring Talk Talk directly to enquire whether it was a legitimate call.

· The HMRC scam is still being reported:

Ø A local resident had a call with an automated messages stating “this is the Inland Revenue you are getting done for fraud please press 1 for details”. On pressing 1 the resident was connected to a male with a foreign accent. During the ensuing conversation with the male, the resident has given her name, date of birth, National Insurance number and home address. The resident has then ended the call after becoming suspicious when told to “look outside the police are about to knock on your door”.

Ø Another local resident received a call from an automated message stating that he had defrauded the Tax Office during the tax year 2014-15 and to press 1 to speak to somebody. The resident hung up then obtained the callers number by dialling 1471 and rang the number which went to voicemail so she left her details. She was called back later by a male with a foreign accent who provided her with a warrant number for her arrest and stated that she had defrauded the Tax Office for tax year 2014-15 for around £1000+ The male then hung up. No financial details had been provided by the resident but she had given her name, address, National Insurance number and date of birth.

Rogue Traders

· A resident from Bolton-le-Sands has recently been pestered by a roofing company. A male knocked on his door offering to do some work and initially asked for £2400 but said he would accept £2000 and a further £2000 for a condensation problem. The resident went into his bank to withdraw the money but they queried this transaction and advised the resident that he should have a contract, etc., with the company. The resident returned home and found the male on his roof. He told the male to stop what he was doing and leave.

· A local resident reported a male calling at her door saying he had been next door and he was going to work on their chimney pot and because she was the neighbour she had to pay £2700. She told him she did not have the money and he offered to take her to the bank to get the money. The resident told the male that she was going to get the money herself and he said he would come back later that afternoon to get the money. She then spoke to her neighbour who said no-one had approached them in relation to anything about their chimney. The male did not return to her address.

Cold Callers

A resident in Halton has reported an incident as they got home one afternoon in their car when a male pulled up in his car saying he was Italian and was looking for an Italian family in the area so he could give them some clothes, he had new clothes in a bag for them. The residents told him they could not help him find this family and he then said that for being so helpful he would give them the clothes as a gift. He managed to get into the doorway of the house and managed to get the resident to try on a leather jacket saying that he could get one for their son as well and then pulled out a further three leather coats. He said he would ask £250 for the price of one coat. The resident said that this wasn't a gift and he left very quickly in his car.

Trading Standards advice is never buy goods on the doorstep. If you are suspicious of any activity report it to the Citizens Advice Consumer Helpline on 03454 040506 or contact the police on 101.

Residents should take basic crime prevention measures and be on their guard against cold callers of any nature:

- Ensure you keep your front and back doors locked – even while you are at home.
- Please also be vigilant when answering your door – always use a door chain and don't let any strangers into your house.
- If you feel threatened by a caller, always call the police on 999.

If you have any doubt about who is at your door, DON'T ANSWER IT.

To reduce telesales calls, join the Telephone Preference Service, call 0345 070 0707 to register.

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06

The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

If you see anyone in the area who is acting suspiciously then please ring the police on '101'.

If you believe it is a crime in progress then you should ring '999'.



PACT Priority for November 2016

5/12/2016	Thefts from motor vehicles / Sheds.	Target possible offenders, disrupt at any opportune time				
2.	His visibility patrol in the area					
3	Arrest any offenders.					
4.	PACE 1 search any persons acting suspiciously, where grounds exist.	1176 / 3462/ 7384 / 7396 / WB50.7396				

The Neighbourhood Policing Team wish you a Merry Christmas and a Happy New Year,

The first PACT meeting of 2017 will take place on Tuesday 3rd January. Venue: Heysham Library Meeting Room.

Heysham South, NPT (Neighbourhood Policing Team).

PC 1176 Neil Tomlinson Heysham Community Beat Manager can be contacted on 101 Neil.Tomlinson@lancashire.pnn.police.uk

PC 3462 Matt Duffy Heysham South Community Beat Manager Can be contacted on 101 Matt.Duffy@lancashire.pnn.police.uk

Police Community Support Officer 7396 Andy Blayden – Byrne can be contacted on 101 Andrew.Blayden-Byrne2@lancashire.pnn.police.uk

Police Community Support Officer 7384 Hannah Mason Can be contacted on 101 Hannah.mason@lancashire.pnn.police.uk

Police Community Volunteer 13781 Graeme Austin Graeme.Austin@lancashire.pnn.police.uk