

Kingston Police and Kingston Borough Neighbourhood Watch Newsletter February 2019

A summary of Kingston Police and NHW news for the Borough as a whole. Do let us know if there are any other areas you would like future newsletters to cover by emailing Alison.J.McWhinnie2@met.police.uk

Kingston Borough Cyber Crime Monthly Summary

In December there were **57** reports made to Action fraud by residents of Kingston borough.

The losses described over these **57** reports total **£96,641**

Meaning an average loss of **£1,700** per report.

The top 3 by **volume** (number of reports) type of fraud is as follows;

Online Shopping & Auctions	14 reports	£3,088	lost
None of the Above	10 reports	£25,778	lost
Advance Fee	10 Reports	£8,298	lost

The top 3 by **amount** reported lost:

Investment Fraud	£31,880 lost	3 Reports
None of the above	£25,778 lost	10 reports
Advance Fee	£8,298 lost	10 reports

Tax Office / HMRC Scams continue to be a real issue, but in December there were a lot of Bank impersonation scams or what we call "**push payment fraud**", which contributed to majority of the "**none of the above**" reports.

Push payment fraud is when Fraudsters impersonate officials (normally HMRC or Bank staff) and trick victims in to making payments over the phone or via internet banking.

In the bank scenario, fraudsters cold call (or send a text message to) the victim and state that the victims account has been compromised and they need to transfer money to a "secure" account else their money will be stolen. In reality the "secure account" is controlled by the criminals.

The fraudsters may "spoof" their phone number to make it look like the victim's bank is calling them.

So remember your bank will **never** ask you to withdraw or transfer money to another account. Fraudsters may know some of your basic details, including who you bank with or even your mother's maiden name.

Never transfer money, withdraw money, purchase goods or give personal details following an unsolicited call.

Hang up,

Take 5 minutes,

Then verify through a trusted method (such as calling the phone number on the back of your bank card) to see if you were actually contacted by your bank.

Online Shopping continues to be the most “popular” fraud, please see our video on the following link:

<https://www.youtube.com/watch?v=Y-wPFXK2m4>

Look Who is Coming to Town! Save the Date!

7pm on 9th November 2019

All Saints Church, Kingston



**Delighted to be welcoming the Met. Police Choir back to Kingston
for their third concert here.**

You can reserve your place later in the year.

BT Scam

A number of Kingston residents have received scam telephone calls purportedly from BT explaining that BT are about to disconnect their broadband. If you have received such a call, do report to BT via their webpage www.bt.com/help/home/scams/ and Action Fraud.

What to look out for

There are some things BT will never ask you for over the phone. If someone claiming to be from BT asks you any of these, it's probably a scam.

Your computer

They will never:

- Call to tell you they've found a problem with your computer
- Ask for payment details over email or live chat
- Call out of the blue and ask for remote access to your computer or other devices.

Your broadband service

They will never call and:

- Tell you your router or IP address has been compromised
- Tell you your broadband has been hacked
- Threaten to disconnect your service unless you make a payment immediately.

Your bank account

They will never:

- Ask for your PIN or online banking password
- Ask you to transfer money via PayPal or money transfer websites
- Send someone to your home to collect money.

If you are a BT Customer, BT Call Protect is included with your landline

BT Call Protect is a clever bit of technology that helps protect you from unwanted calls, and it's included with your package at no extra cost.

It works in three simple ways:

BT Blacklist automatically diverts known nuisance callers to junk voicemail

Personal blacklist lets you choose specific numbers to divert

You can also block numbers by category – like international, withheld or unrecognised.

Once it's set up, you can add numbers to your blacklist by choosing 'Manage Call Protect' below, or by calling 1572 from your home phone.

Courier Fraud- on 11th February between 18:00-19:30 hours

The victim who is elderly was at home when she had a phone call on her home phone from someone purporting to be a police officer from GUILDFORD POLICE STATION. He gave his details as DC Simon shoulder number MK573 and told her that her Natwest card had been used and £250 had been taken from it so was calling to state there was fraud on her card. He pretended to put the victim through to Natwest where someone called E. RUSSELL spoke to her and convinced her that she was speaking to her bank. They told the victim to put all her bank cards into an envelope and someone would come round to pick them up. At approximately 1930 hours a small Asian male, approx. 20 to 30 years arrived and also purported to be the officer to collect the cards. He did not produce any ID. As soon as the cards were collected the victim became suspicious and alerted her son who urged her to call Police and cancel the cards. By this time £300 had already been used on one of her cards.

BEWARE !!!! BANKS WILL NEVER ASK FOR YOUR DETAILS OR SEND A COURIER TO COLLECT THEM

Five people arrested by Met's Cyber Crime Unit

Five people have been arrested on suspicion of defrauding organisations and businesses across the UK.

Four men and one woman, aged between 29 and 53, were arrested following a series of early morning warrants carried out by the Met Police's Cyber Crime Unit (MPCCU) on Wednesday 30 January.

The suspects have been arrested on suspicion of a range of offences including conspiracy to defraud and money laundering. They have been taken to police stations in Birmingham and Oxfordshire where they remain in custody.

The operation targeted high-level cyber criminals and their criminal network involved in the deployment of malware and associated fraudulent methods targeting businesses and organisations across the UK.

Warrants were executed at three addresses in Birmingham and an address in Abingdon. Officers seized a number of digital devices which will now be sent for forensic examination.

Detective Chief Inspector Louise Shea from the Met's Cyber Crime said: "This investigation has identified complex and sophisticated methods employed by an Organised Criminal Network (OCN) to target the cyber security of businesses across the UK.

“The Met has worked closely with colleagues from the National Crime Agency’s National Cyber Crime Unit (NCCU) and the European Cybercrime Centre (EC3) during this protracted investigation, and we are pleased we have achieved this significant disruption to the activities of this OCN.

“Our officers work day and night to identify and arrest cyber criminals. This should send a clear message to those considering carrying out any form of cybercrime that we have the tools and methods to find you and arrest you.”

19 Arrested in Domestic Abuse Day of Action



On 22nd January officers from across the South West Borough Command Unit (Wandsworth, Richmond, Kingston and Merton) joined forces with officers from the Territorial Support Group (TSG) for a series of arrest enquiries aimed at bringing in men and women wanted for offences related to domestic abuse.

Overall, 19 people were arrested for a variety of offences, from Common

Assault to Criminal Damage, Malicious Communications and Threats to Kill. Their ages range from 23 to 57, and they are currently in the process of being interviewed and processed at various South London police stations. These days will be running regularly across London throughout the year in order to bring offenders to justice as swiftly as possible.

Chief Superintendent Sally Benatar, South West BCU Commander said: “Tackling domestic abuse is a top priority for us on the South West BCU. This joint operation with Met Taskforce shows that we will do everything we can to arrest domestic abuse offenders at the earliest opportunity, in order to prevent abuse and violence and to keep safe victims across the boroughs of Kingston, Merton, Richmond and Wandsworth.”

If you or someone you know is experiencing domestic abuse, there are a range of charities which can offer confidential support and advice.

Victim Support - 0808 1689 111

<https://www.victimsupport.org.uk/.../types-cri.../domestic-abuse>

Refuge - 0808 2000 247

<https://www.refuge.org.uk/>

ManKind Initiative - 01823 334244

<https://www.mankind.org.uk/>

Galop - 0207 704 2040 (London)

- 0800 999 5428 (National)

<http://www.galop.org.uk/domesticabuse/>

How to Keep Your Vehicle Safe and Sound

There has been a spate of thieves stealing from cars late at night/early hours of the morning, under the cover of darkness.

Having your car broken into and losing your things to thieves can be very distressing. Here are a few simple steps you can take to keep your vehicle, and what's in it, safe.

Let's make it harder for them!



1. Always lock it

Fuelling up or popping back into your house to get something are perfect examples of how easy it is to turn your back for a moment and forget your vehicle is unsecured. So get into the habit of locking your vehicle even if you're only going to be away from it for a moment.

2. Close windows and the sun roof to prevent 'fishing'

Leaving windows and the sunroof open invites fishing for items through the gap by hand or with, say, a bent coat hanger, which could also be used to unlock a door for them to get in. Thieves can be ingenious. Don't give them the opportunity.

3. Secure your number plates with tamper-resistant screws

The easiest way to change the identity of a stolen vehicle or avoid speeding tickets and parking tickets is to fit stolen number plates. Using security screws to attach your vehicle's number plates makes it harder for thieves to get your number.

4. Fit locking, anti-tamper wheel nuts to secure alloy wheels

Stolen wheels are valuable, either as parts or for their scrap value. Using locking wheel nuts reduces the risk of your vehicle's wheels being stolen. Besides, your vehicle will always look better on wheels than on a pile of bricks.

5. Secure anything that's on the outside of your vehicle

Anything left on roof-racks, tailgate racks, holiday top boxes or in tool chests are easily stolen when the vehicle is parked. The use of cable locks, padlocks and self-locking tools chests, which are secured to the vehicle, makes them more secure, but still, don't leave things in them if you can avoid it.

6. Take it with you or hide it

Your mobile phone, coins for the car park, sunglasses, packs of medication or other items that can earn quick cash are irresistible to the opportunist thief. Remember, the cost of replacing a window is often much more than that of what's stolen. And it should go without saying that wallets, handbags, purses and credit cards should never be left in an unattended vehicle.

7. Hide electrical items and leave no clues

Leaving sat nav mounts, suction cup marks on windows or cables on view gives it away that you have left a Sat Nav, smartphone or other device in your car. Even if they can't see the Sat Nav or iPad they might still break in to see if it's stored in the car, out of sight.

8. Take your documents with you

Having a vehicle's registration and insurance documents could let a thief pretend to be the owner. Which means they could sell it on quite easily. So, never leave any documents in the vehicle.

9. Park in well-lit and busier areas

It can take less than 30 seconds to break into a vehicle. Parking in well-lit areas and busy streets increases the chances of a thief being seen, so they'll probably steer clear.

10. Choose your car park wisely

If possible, always try to park in well-lit and staffed car parks or those with a Park Mark safer parking award. To find one, simply check out [Park Mark](#).

Door to Door Salesman

Door to door salesman going around Hook (Selwood Road area) at the moment, claiming to be an ex-Serviceman and showing a card 'Work Creation Programme'.

Many legitimate businesses sell products door-to-door (windows, solar panels, cleaning products, home maintenance, tree surgeons). Gas, electricity and water companies will also visit to read meters. In addition charities may visit to ask for donations or post collection bags for you to fill and leave out for collection.

However scammers also do the above to part you from your money, gain entry to your home to steal, or profit by posing as charities in order to collect donations.

What you should know

- Door-to-door scams involve selling goods or services that are not delivered or are very poor quality. You won't get billed for work you didn't want or didn't agree to.
- Some scammers conduct surveys so they can obtain your personal details or disguise their real intent to sell you goods or services you don't want or need (e.g. unnecessary roofing work for patio replacement).
- Door-to-door sales are normally uninvited and the people selling **must** leave if you ask them to.
- Even when a genuine business and product is being sold, unscrupulous employees can sometimes still act illegally.
- If someone knocks at your front door claiming to be from a company always check their ID. If you are not happy then do not let them into your home.

- Never ring the telephone number on the ID card. Tell them to wait outside, shut the door, and ring the genuine number from the telephone book or website.

Remember - If someone knocks at your door, always examine and check their identification.

Caution - Never let anyone in your house unless they are someone you know and trust.

Think - Don't immediately agree to any offer involving a significant amount of money, time or commitment. Seek independent/legal advice first.

Investigate - If you are interested in what a door-to-door salesperson has to offer, take time to find out about their business and their offer. Shop around to make sure you are getting a good deal. Confirm with charities that they are collecting in your area.

Football Tournament

⚽️ 🗨️ **Don't miss out on this great opportunity.** 🗨️ ⚽️

Together with Richmond Police , we are hosting a [KickoffAt3](#) 7-a-side football tournament for 13 -16 year olds. This will take place at Imber Court Sports Club on Sunday 28th April.

Interested? Then please email sam.holden@met.police.uk for more information and to register a team.



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Easyfundraising



Collect **FREE donations**
every time you shop online



1. Join



2. Shop



3. Raise



Did you know that whenever you buy anything online - from your weekly shop to your annual holiday - you could be raising a free donation for Kingston Borough Neighbourhood Watch? There are nearly 3,000 retailers on board ready to make a donation, including Amazon, John Lewis, Aviva, thetrainline and Sainsbury's – it doesn't cost you a penny extra!

It's really simple, all you have to do is:

1. Join.

Head to <http://www.easyfundraising.org.uk/causes/kingstonboroughneighbourhoodwatch/> and sign up for free.

2. Shop.

Every time you shop online, go to easyfundraising first, pick the retailer you want and start shopping.

3. Raise.

After you've checked out, that retailer will make a donation to your good cause for no extra cost whatsoever!

Co Op Home Insurance Discount

Neighbourhood Watch 10% discount offer

All new Co-op Insurance customers who are active members of a Neighbourhood Watch Scheme and purchase a home insurance policy directly from Co-op Insurance over the phone will receive a 10% discount for the first year of their policy. In order to claim this offer you will need to telephone their customer contact centre for a quote. An active member of a valid Neighbourhood Watch Scheme is someone who is designated as such by Neighbourhood Watch. The terms and conditions of this promotion do not alter or vary the terms and conditions of any Co-op Insurance home policy which may be purchased. The Co-op reserve the right to decline any application for any insurance policy in their absolute discretion and they are not obliged to disclose any reason for rejection. Please visit www.ourwatch.org.uk/exclusions-and-limitations/ for Exclusions and Limitations for this offer. A new customer is someone who has not had an Insurance policy of the same type with Co-op Insurance in the last 12 months. Home insurance lines are open from 8am- 8pm weekdays, 8am-5pm Saturdays and 9am-4pm Sundays. Applicants for insurance are subject to normal underwriting criteria.

Call the Co-op on 0800 781 1390 and quote code NHW10

Social Media

Kingston Police, Neighbourhood Watch and Business Watch are all on social media. We would love you to follow us:



@mpskingston

@KingstonNHW

@KBBusinessWatch



/mpskingston

/KingstonNHW

/KingstonBoroughBusinessWatch