

Chairman's Message

Hi everyone,

Neighbourhood Policing Team

Congratulations to PCSO Jess Allen on the birth of her daughter! PC Julia Ratcliffe and PCSO Julia Saunders are now on our 'front line', you may have seen them on patrol.

Police Surgeries

Please note there will be no surgeries in January (see page 4).

Crime Prevention Team

The team has had a change of leader and one of our Contacts, John Baker, has taken it on. Thanks for volunteering, John!

We have been out with the Police 15 times in the last 19 months and will continue to run sessions in roads where a crime has occurred, providing crime prevention advice and handing out leaflets. It only requires about 1 hour per month. Please contact me if you can help, or would just like to come along for a session to see what we do.

POPP has finished, but 'Wayfinder' continues

The 'Wayfinder' service (see ad, page 7) is continuing until 31/3/19, funded by the Dorset NHS Clinical Commissioning Group. There is a tendering process currently ongoing for a replacement 'social prescription' service to be funded by the Dorset NHS CCG starting on 1/4/19. The Wayfinders information & signposting service is continuing as usual in the interim. Contact your local Wayfinder Nick Hollingworth on 07971 338624.

A Happy Christmas to all our readers!

Graham Mallett, Chairman (contact details – see page 2).

Report from Sgt. Tim Travers

Seasons greetings to all in Wimborne and Colehill!

Autumn has brought us good news and challenges. Halloween and Bonfire night can be marred with trouble but this year, I'm pleased to say we have had a good year. An important challenge that we are dealing with is that of violent crime. Reported violent crime has been increasing for some time and continues to do so. This crime category includes everything from public disorder, through harassment and stalking and up to and including the most serious assaults.

Thankfully, serious violent crime has remained very low here and it is less serious incidents that are being reported more often. Some of this originates in the night time economy and we are working with the licensing authorities to establish what can be done to impact on this trend. There have been recent arrests in the town linked to public disorder in addition to officers using their dispersal powers to "nip things in the bud". Having said all this, one must see things in perspective – Wimborne and Colehill are very safe areas to live and work. Our violence against the person figure of 116 is just 7 offences over our 3 yr average and is very much dwarfed by comparison to adjacent conurbations. We have been using our powers in relation to injunctions and Criminal Behaviour Orders to protect repeat victims and manage repeat offenders. Some good news is that we have seen a year-to-date reduction of more than 25% in ASB, and criminal damage in the town is down nearly 30%.

Another way in which we are managing our resources is working ever more closely with the Home Watch and Neighbourhood Watch, two organisations that are close to my heart. We are redoubling our efforts to support surgeries and work in partnership with Watch groups in Crime Prevention Teams and Community Speed Watch, to name just two. This work will continue to develop in the coming months and so now, more than ever, we really need your support. However small, your contribution to the local Watch will certainly make a BIG difference. Please help us to help you, and together we can make Wimborne & Colehill even safer.

Best Regards, Sgt. Tim Travers



On behalf of everyone on the Wimborne Foodbank team please can I say a HUGE THANK YOU to everyone, every school, church, family, individual and organisation for your incredible generosity throughout this year and especially in recent weeks during 'harvest'. You've been fantastic and as a result our shelves are looking much healthier. It obviously means we can continue to support people who, for whatever reason are temporarily unable to afford food. Thank you! *Nick Bold, Wimborne Foodbank*

HEALTH WALKS IN WIMBORNE AND SURROUNDING AREAS

Led by volunteer walk leaders, these walks are ideal for beginners and those looking for a longer walk, offering a great opportunity to get out in the fresh air, meet new people and exercise.

For more information please contact the Health and Activity Team on:
 ☎ 01202 795682
 ✉ activate@christchurchandeastdorset.gov.uk





-  **The Allendale Centre, Wimborne**
Mondays 10.30 - 11.15am
Tuesdays 10.30 - 11.15am
-  **Queen Elizabeth Leisure Centre, Wimborne**
Wednesdays 10.30am - 12pm
-  **Golf Club, Sturminster Marshall**
Wednesdays 10 - 11am
-  **BH Live, Corfe Mullen**
Tuesdays 10.15 - 11.15am

**Your Wimborne & Colehill
Home Watch Officers:**

Graham Mallett (Chair)

01202 884642 (GPM Computers)

homewatchwandc@gmail.com

Keith Baker (Vice-Chair)

keith.furzehill@gmail.com

John Poat (Treasurer)

jpoat10694@aol.com

Vacancy (Secretary)

**For details of how to join
W&CHW see page 8**

Update is a quarterly newsletter published by the W&CHW. The Editor welcomes contributions and letters from Watch members but reserves the right to edit as necessary or decline to publish.

Next copy deadline: 9th February

Graham Mallett

(Editor / Advertising):

tel 01202 884642 (GPM Computers)

email: g@gpmcs.co.uk

Contact us:

Email g@gpmcs.co.uk or ring 101 and leave a message for our NPT.

**www.colehill.gov.uk/
homewatch**

Police messages are on
www.dorsetalert.co.uk

Wimborne & Colehill Area



Drivers Urgently Needed

Have you got any spare time and a community spirit?

Would you be willing to become a Volunteer driver for our NeighbourCar Scheme?

The NeighbourCar scheme gives people who are over 50 and in need of transport, affordable door to door transport (by donation) to and from doctor/hospital/dentist/chiroprapist/hairstylist/shops/friends etc.

Drivers receive a donation of 50 pence per mile to cover expenses. This does not affect your insurance.

If you are interested and would like to know more about the scheme, please contact:

**Eric Burton – Chairman and Co-ordinator
on 01202 849360**

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Wimborne and Colehill Community Speed Watch exists for the purpose of educating drivers to live within the mandated speed limit, for one reason only: *“The protection of life from the consequences of vehicle collisions due to excess speed”*.

How would any of us feel about the death or serious injury of a loved one from the excess speed of someone else? How would we react if we were that irresponsible driver whose actions led to anyone's death or injury?

We NEED VOLUNTEERS to come and join us, helping to keep our roads as safe as possible. It's not that demanding on time or effort as we operate in small teams, and training is available. Please contact me for a chat: Nigel – nigel.h.bailey@gmail.com

From Neighbourhood Watch Network

New warning on pension fraud - £91,000 average loss

A new campaign to tackle pension scams has been launched as the latest figures reveal that that pension scam victims lose an average of £91,000 each.

The Financial Conduct Authority (FCA) and The Pensions Regulator (TPR) recently launched joint TV advertising campaign to raise awareness of pension scams and the most common tactics used by fraudsters.

The Financial Conduct Authority (FCA) and The Pensions Regulator (TPR) have joined forces to urge the public to be on their guard when receiving unexpected offers about their pension and to check who they are dealing with. The two regulators have launched a new ScamSmart advertising campaign targeting pension holders aged 45-65, the group most at risk of pension scams. This comes as a new poll commissioned by the regulators reveals that almost a third (32%) of pension holders aged 45 to 65 would not know how to check whether they are speaking with a legitimate pensions adviser or provider.

Highly sophisticated scammers lure people into transferring their pensions into fraudulent schemes, stealing an average of £91,000 per victim. Victims of pension scams can lose their life savings, and be left facing retirement with very limited income.

The FCA and TPR are increasing the public's attention to the tactics used by pensions scammers. One of the most common tactics is to offer a 'free pension review'. Research reveals that one in eight 45 to 65-year-olds surveyed (12%) said they would trust an offer of a 'free pension review' from someone claiming to be a pension advisor.

Cold calling is currently by far the most common method used to initiate pension fraud.

It is believed that only a minority of pension scams are ever reported. The FCA and TPR are urging anyone who believes they may have been targeted to come forward.

Mark Steward, Executive Director of Enforcement and Market Oversight at the FCA, said: "The size of individual pension pots makes pensions savings an attractive target for fraudsters. That's why we're urging anyone who is thinking about transferring their

pension to check who they are dealing with and only use firms authorised by the FCA. Pension scams can cause victims significant harm – both financially and mentally. If you are ever in doubt about a pension offer, visit the ScamSmart website."

The FCA and TPR are urging the public to be ScamSmart with their pension and always check who they're dealing with.

The regulators recommend four simple steps to protect yourself from pension scams:

1. Reject unexpected pension offers whether made online, on social media or over the phone
2. Check who you're dealing with before changing your pension arrangements – check the [FCA Register](#) or call the FCA contact centre on 0800 111 6768 to see if the firm you are dealing with is authorised by the FCA
3. Don't be rushed or pressured into making any decision about your pension
4. Consider getting impartial information and advice.

If you think you've been a victim of a pension scam, report it. Visit www.fca.org.uk/scamsmart to find out more.



The East Dorset & Ringwood Branch of the NHS Retirement Fellowship is for all those (and their families and friends) who have worked in any health or social care profession and aims to support its members through the provision of social, leisure, educational and welfare activities. Every month we listen to a speaker or have a "members' morning" and we arrange outings to both local and national places of interest. We also organise group meals at local restaurants and hold an annual Garden Tea Party hosted by group members.

We meet at 10 am on the second Tuesday of each month at the St. Leonards Village Hall, Braeside Rd, BH24 2PH.

For a friendly chat and further information please contact our Branch Secretary, Jenny, on 01202 876560 or joh2lou@talktalk.net or alternatively our Membership Secretary, Helen, on 01425 480202, or at h.nield@btinternet.com



www.dorset.police.uk

SURGERY MEETINGS

An opportunity to speak
to your PCSO, and also a
Home Watch rep (Tu/W):

First Tuesday
of the month **except Jan**
10.30-11.15

**Methodist Church,
King St, Wimborne**

First Wednesday
of the month
except Jan, Aug & Sept
12.00-12.45
at **Centre Rendezvous,
St Michael's Church
Centre, Colehill**

SATURDAYS 2.30-3.30
on an occasional basis
at Costa, in The Square.

YOUR NEIGHBOURHOOD POLICING TEAM

Wimborne & Colehill Neighbourhood Policing Team

Hello to Wimborne & Colehill residents

As we head into the winter months and the evenings draw in, it is a good time to do a quick check of your home security. Ensure that you have securely stored any garden items which you will not need until after the winter and make sure outbuildings which you may not check on as regularly in the winter months are securely locked. Now is also a good time to check the bulbs on your outdoor lighting to ensure sensor lights will work if needed and you have sufficient lighting outside your property.

Shopping

With a busy shopping period approaching we want to remind all residents to be safe when shopping in stores and online. Below we have listed a few things to remember if shopping online...

- Use reputable companies when shopping online.
- Use secure payment methods, such as PayPal or credit cards for online purchases.
- Do not enter personal information on a website that has no padlock in the browser or https:// at the beginning of the address.
- Be aware of scams: criminal gangs operate 'scams' and use the internet as one of the methods to defraud people and businesses, e.g. asking for money to pay for travel, finance a sick relative, or winning the lottery;
 - They may try passing off as your bank and ask for your banking details
 - They may also pretend to be Microsoft or your internet provider stating your computer has been corrupted and they want you to click on a link or download some software.

Remember: If it's too good to be true – then it probably is!

Please also be aware when out shopping in towns especially as the shops get busier, as unfortunately we do still receive a number of reports of pick pockets. Ladies, if you have a handbag try to ensure it is securely closed without any items in view, it is advisable to keep your bag close to you at all times. If you keep wallets/ purses or phones in pockets try to keep them towards the front of your body and ensure they are securely placed. >>



Sgt 760
Tim Travers



PC 1757
Julia Ratcliffe



PCSO 5467
Julia Saunders

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Community Office – Products

Products available do change - please check
before visiting - the latest list is on :

www.ferndowncommunityoffice.org

The Ferndown Police Community Office
The Barrington Centre, Pennys Walk,
Ferndown BH22 9TH

Open every day (except Sunday)
from 10.00 until 12.00

***NOTE - PHONE NUMBER has reverted
to the old number - 01202 876219***

Email: ferndowncommunityoffice@btconnect.com

Products are also available at **Sheduction** events

Bobbie Buddies

Following the request in the last Home Watch **Update** for volunteers to help Dorset Police by knitting our Bobbie Buddy teddy bears, we have received a large number of beautifully crafted bears and continue to get regular requests to collect more. We would like to thank all the residents who have taken the time to get involved in the project, it is greatly appreciated.



Out and about

The Wimborne and Colehill Neighbourhood Policing Team will be out and about in all weathers over the winter months and will be dropping in to attend meetings, give talks and continue community engagement across the patch. Please do not hesitate to get in touch should you have any questions or concerns.

Contact us via 101 or email WimborneColehill-NPT@Dorset.PNN.Police.uk

Regards, Wimborne & Colehill NPT.

Introduction from PCSO Julia Saunders

I am Police Community Support Officer 5467 Julia Saunders. I joined Dorset Police in 2010 as a Community Support Officer and was stationed at Boscombe covering the Southbourne and Hengistbury Head areas.

At the end of May 2018 I was seconded to work in Wimborne initially for 3 months over the summer, however soon after arriving I requested to make the move permanent and was pleased to finally become an official member of the Wimborne and Colehill Neighbourhood Policing Team last month.

I have enjoyed my time here getting to know the area and look forward to becoming more involved in the local community.

Many Thanks, Julia.

www.dorsetalert.co.uk

Dorset Alert is a community messaging system operated by Dorset Police, which allows us to exchange information with you by email or phone at no cost to you. The system is designed to allow people who register to choose the type of information they would like to receive concerning crime and crime prevention. So you can be selective about the information you receive.

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If you need to contact your NPT officers please use email or call Wimborne Police Station via 101.

Wimborne Police Station:

The Police Station at Hanham Road, Wimborne BH21 1AS is closed to the public. To contact the Police ring 101, use the yellow phone by the front door, or email 101@dorset.pnn.police.uk.
(The counter at Ferndown HQ is also closed).

Wimborne & Colehill NPT

PC Julia Ratcliffe

PCSO Julia Saunders

WimborneColehill-NPT@Dorset.PNN.Police.uk

Facebook: Wimborne Police Station

Twitter: @WimborneNPT

EDDC www.dorsetforyou.com

Community Safety Team:
01202 795000 or publichealth@christchurchandeastdorset.gov.uk

PACT Panels

'Partners and Communities Together'

Wimborne PACT

(Home Watch rep: John Shave)
wimbornepact@gmail.com

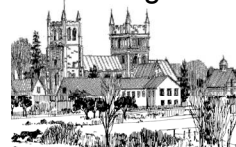
Colehill & Stour PACT

(Home Watch rep: Graham Mallett)
homewatchwandc@gmail.com

Police, Home Watch, EDDC Officer, local councillors and agencies plus voluntary organisation reps meet to address issues and agree actions to address them. If you have an issue concerning your neighbourhood you would like the Panel to address, contact your local Councillor or email your rep.

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Trading Standards News

New nuisance calls measures

Rogue companies making unsolicited calls related to personal injury claims could now be fined up to £500,000. New powers give consumers the choice to 'opt-in' to receive these calls, and people being harassed by nuisance calls now have new powers to stop them. Cold calls offering to help claim compensation for mis-sold payment protection insurance (PPI) will be banned if the claimant has not chosen to 'opt-in' to receive them.

Previously people had to 'opt-out' of receiving such calls by registering with the free Telephone Preference Service or withdraw their consent while on the call. However, the new powers will force the caller to make the necessary checks to make sure they have the recipient's consent before calling.

Individuals can opt-in to receiving these calls by consenting to be contacted by claims companies when enquiring about settling a claim, or when seeking claims advice.

These new measures together with the strengthened Data Protection Act, will curb the number of nuisance calls received by consumers. If you receive nuisance calls you can report it to the ICO who may investigate and take action against those responsible. The Government has already made it easier for regulators to fine those breaching direct marketing rules, by forcing companies to display their number when calling customers.

If you think you have been the victim of a scam or would like advice about your consumer rights then please contact the Citizens Advice consumer helpline on 03454 040506.

New protection when making your own package holidays

Holiday makers will be pleased to learn that new rules have come into force regarding building your own package holiday. Previously only package holidays bought from a travel agent were covered. The new rules mean that if you buy two or more travel services such as flights, car rental, accommodation or other tourist service e.g. a tour, then the new Package Travel Regulations apply and you get the same protection as if it was bought as a complete package from a travel agent.

In practice this means that if you visit the web page of an airline and book a flight and they offer you a link to 'our preferred car rental company' or 'our favourite hotels' and you book a car or hotel by following that link then that constitutes a package, proving the second booking (the car or hotel) is booked within 24 hours.

The new rules mean that:

- Holiday makers can cancel their holiday and get their money back in the event of 'unavoidable' events at the destination, such as natural disasters or terrorist attacks.
- Package travellers will also be able to cancel their holiday for any reason by paying a reasonable cancellation fee.
- The organiser of the package in all EU Member States will have to deal with the problem if something goes wrong.
- Traders will be made explicitly liable for booking errors.

- The organiser will have to help travellers in difficulty, for example with information on health services and consular assistance, and help make alternative travel plans.
- Guarantees of money back and repatriation if the package organiser goes into liquidation or bankruptcy.

For advice on this, or to report something to Trading Standards, call the Citizens Advice consumer helpline on 03454 040506.

National Consumer Week starts on 26th Nov.

National Consumer Week is an annual campaign which aims to raise awareness of consumer issues, rights and resources available to help people when they need it. This year the theme is online marketplaces that sell goods.

The campaign starts on the 26th November – 'Cyber Monday'. While many online sales will be with established businesses, a significant proportion are from small or private sellers via online marketplaces.

While there are also benefits, people are having a range of problems when using online marketplaces. The main issues consumers reported to the Citizens Advice consumer service were:

- being sold faulty goods, or goods that went faulty shortly after sale.
- goods not arriving or not being sent by the seller.
- goods being misdescribed in the sales adverts.

If you are buying from an online store even if the goods are second hand, you will still have the right to:

- cancel the goods from the time you placed the order until 14 days from the day after you received the goods (you then have 14 days from the point of cancellation to return the goods).
- accurate information and for the goods to be correctly described. The seller must notify you of any faults or problems with the item.
- a right to repair, replacement or refund if the goods are faulty.

For advice on this, or to report something to Trading Standards, call the Citizens Advice consumer helpline on 03454 04 05 06.

New Ofcom rules aim to better protect consumers

Consumers will be better protected against nuisance calls, and vulnerable customers treated more fairly, thanks to new strengthened rules introduced this month. Last year, Ofcom completed a comprehensive review of the General Conditions – the regulatory rules that all communications providers must follow to operate in the UK. The aim of the review was to update their rules and ensure that consumers have the protection they need against sharp practices, and to support Ofcom's enforcement work. The resulting changes place tougher requirements on all UK communications providers, in a range of areas including nuisance calls, complaints handling and the protection of vulnerable customers. >>

In summary, the new rules will:

- Help to better protect people against nuisance calls
- Phone companies will be banned from charging customers for Caller Display / Caller ID, a service which helps people to screen unwanted calls;
- Telephone numbers displayed to people receiving calls must be valid and allow a person to call the number back;
- Phone companies must take steps to identify and block calls which carry invalid numbers – a feature of many nuisance calls – so they don't get through to consumers in the first place; and
- Ofcom will be able to take back blocks of numbers from communications providers if they are found to have been systematically used to cause anxiety to people, such as to make nuisance calls or perpetrate scams or fraud.

Require telecoms companies to treat vulnerable customers fairly

- Communications providers must introduce policies for identifying vulnerable customers – such as people with learning or communication difficulties or those suffering physical or mental illness or bereavement – to ensure they are treated fairly.
- Help ensure that complaints and customer requests are handled appropriately
- All communications providers must ensure that customer concerns are dealt with promptly and effectively;
- Customers must be kept informed about the progress of their complaint and be allowed faster access to dispute resolution services in cases where the matter cannot be resolved by their provider; and
- Ofcom is issuing new guidance to providers on handling customers' requests to cancel their contract. This should include allowing customers to cancel by phone, email or webchat, and ensuring incentive schemes for customer service agents do not encourage poor behaviour.

NOTE: although Caller ID is now 'free', when you add it to your call package some companies such as BT will require you to sign up for a **new 12 or 18 month contract...!!** – Ed.

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- Making a positive contribution
- Having choice and control
- Staying fit and healthy
- Considering your housing options



Contact us for FREE, impartial and confidential information

Central Contact Numbers: 01202 946111 or 01305 548111

Email: wayfinderinfo@helpandcare.org.uk or contact your local Wayfinder

Nick Hollingworth
07971 338624

nick.hollingworth@helpandcare.org.uk



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Harry Homewatch

Hark the merry till bells ringing. Yes it is that time of year again, when we like to give to our family and friends. Unfortunately a small minority like to take from us instead. Harry was once told that the best way of getting rid of unwanted rubbish was to wrap it up in Christmas paper and leave it in full view of any passing opportunist thief.

Seriously though, do be sensible about where you leave presents, especially in the car when out shopping. It is simple for a thief to see what you have bought and follow you to your car. You then deposit the first load and return to the shops. Always put the items in the boot out of sight, never on the seat of the vehicle, and make sure you have locked the car before returning to the shops. Also look back after you have walked a little way to see if anything suspicious is going on around your vehicle.

The other place we tend to put our presents on view is around the Christmas tree, which is often placed in the window nearest to the road and of course lit up even when we go out. Keep them out of view until Christmas day.

Thirdly, heed the advice available from banks etc and use your debit/credit card with caution. At ATMs always make sure no one is close enough to see what you are doing especially entering your pin number. It may be difficult to believe, but in a local supermarket checkout Harry heard one person calling out the pin number to the person paying, who could not remember it! Harry would like to wish all of his readers a Happy Christmas and a crime free New Year.

Harry Homewatch, contact John Poat, jpoat10694@aol.com

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Home Watch subs 2018-2020

The 'nominal' sub remains at £1 per year. However :-

As of 1st April 2016, **Existing** members renewed for £2 and received a new membership card, valid until **31st March 2020**.

New members (or lapsed members) **joining before March 2019** pay £2 and receive the new card valid till 2020.

Note that membership is per household, not per person.

If you move house within our Home Watch area your membership can be transferred to your new address free of charge and a new card will be issued to you. Members who move out of the area will forfeit any subs paid and new occupiers will need to join up in their own names.

If you're already a member of W&CHW we'd like you to tell your friends or relatives who live locally about the many benefits. Help us to make our community safer – details on our website. Your involvement makes a real difference in keeping us, our homes and our community safe.

Help fight crime and anti-social behaviour in our communities. To join contact Graham Mallett at g@gpmcs.co.uk; talk to your Neighbourhood Policing Team officers (details on page 5); or speak to your local W&CHW Area Coordinator or Contact.

RETIRED SOLICITOR OVER 40 YEARS EXPERIENCE HOME VISITS



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