



Scam Presentation Aid Memoir

Community Wardens

- **Report in the early 1990's highlighted that the police cannot fight crime and ASB alone.**
- **Community Safety Partnerships started, police, housing associations/ local authorities came together. Community Warden scheme started. Working collectively to resolve ASB and issues affecting the community.**
- **Community Wardens seen as part of the extended policing family. High viz patrols on foot, bike, and car, deter, and detect crime, deal with ASB.**
- **Radios, BWV. Images caught on BWV will be submitted to police. Youths drinking or committing ASB can be shared with schools.**
- **CSAS delegated powers from the police. Seize alcohol, obtain names and addresses if committing ASB.**
- **We are the public face of the Royal Borough. Contact with many departments in the borough. We can advise residents on council services, support the most vulnerable. Report potholes, broken lights etc. Ensure our parks are free from incursion(travellers).**
- **Complaints. To investigate a complaint, we operate within a legal framework and every complaint must have evidence. CCTV, phone footage and/or an independent witness.**

Recent Incidents I have been involved with.

- **Youths drinking in a church, alcohol and codeine, ambulance called.**
- **Drunk 19 year old girl in park.**
- **Vulnerable resident, worked with family and GP.**
- **Youths at Maidenhead library.**
- **Resident told me about a suspected drink driver. I blocked him in, police called.**
- **Duck knocking on elderly persons door.**



Scam Talk

- Scams are fraud and fraud is a crime.
- Criminals call it HACKING THE MIND. Induce fear, confusion, need to react quickly.
- Fraud represents about a quarter of all crimes committed in the UK. Between March 2021 and March 2022 there were about 4.5 million fraud offences.
- It is all about money, your money.
- Cybercrime. Very little chance of criminals being caught because they are usually outside the UK.

The best defence against scams and crime is KNOWLEDGE

Because banks cannot be robbed anymore and as we move towards a cashless society, criminals are now stealing your data. Your data (data pack) is worth more than gold and oil. Much of your personal data is for sale and can be obtained from the dark web. Criminal gangs are linked to terrorist groups and the vilest crimes.

Where do criminals get your information/data from.

- Signing up to subscriptions that require your personal information.
- Filling in warranties with your e mail, mobile and address. Fraudulent applications sometimes request your DOB, if you are over 65, this is the ideal target range age criminals are looking for.

- Your personal information/data is sold onto direct marketing companies (explain electoral open register), quite legal but it can make its way to fraudsters and the dark web.
- Fraudsters will try and befriend a lonely and vulnerable person.

Phone Scams.

- Fraudsters will make a telephone call to a potential victim, they may know your name, address, bank/ building society.
- PROMOTE TAKE 5. Explain autodialer.
- Fraudsters will pretend to be police, bank, HMRC or authoritative figure.
- Police/ Courier Scam. Fraudsters will claim to be a police officer, bank card has been cloned, someone arrested. Do not call your bank as someone in the bank is involved, so secrecy is important as there is an ongoing investigation.
- Police, HMRC and banks will never ask you for bank account number and never for your PIN number.
- Speed is the essence, they will induce fear, confusion and scaring the victim in doing what the criminals want them to do. They may ask you to call a fictitious number, e.g. 161 which the fraudsters say goes through to your bank's fraud dept or their superior who will confirm their identity and confirm the fraud/ crime but the reality is that the victim is calling the fraudsters. The victim needs to this immediately as the fraudsters keep the phonenumber open and can do so for only 30 seconds from when the victim puts the phone down.
- As part of the bogus police investigation the fraudster will request that they collect your bank cards and will send an authorised courier to collect the victims bank cards.

- **REINFORCE TAKE 5.**
- **HMRC scam, warrant for your arrest due to outstanding tax payment/ refund. Tell them about mobile scam, download software, fraudsters taking control of the mobile phone.**
- **BT/ Microsoft scam. £200 refund for internet/broadband running slow. Or they persuade the victim to download some software to speed up your internet. The reality is that the victim is downloading software which the fraudsters will have access to all the victim's personal information stored on a computer.**
- **Dating websites scams.**
- **Fake investment/ Pension scam.**
- **PROMOTE TAKE 5. Putting you in CONTROL.**



Any communication that you are not expecting and claiming you are entitled to a refund and asks for your bank account details is a scam. If you are entitled to a refund the organisation will write to you.

Doorstep/ Rouge Traders/ Nottingham Knockers



- Take 5. Putting you in CONTROL.
- Put your door chain on.
- May show you a fake peddler's licence. Issued by police, TVP do not issue peddler's licence. Tell the 2 stories when they visited me.
- Sad story, out of prison, child on the way. Want to make their way in life.
- No cash, no problem, may have a payment machine. Tell story of £400 incident.

Doorstep crime (Rogue Traders)

- Knock on your door and will offer to: -
- Pressure wash your driveway.
- Clean your gutters.
- Repair loose roof tile.
- Price is cheap but gets expensive as they find more problems.
- Fraudster may become threatening.
- Offer to take victim to the bank. Will coach them on what to see to the bank staff.
- Explain banking protocol.

ATM

- **Ensure your surroundings are clear.**
- **Personal space.**
- **Go inside bank to withdraw cash but now that banks are closing if you need cash consider getting cash back at the supermarket or go to the post office.**

Distraction

- **Keep your bag with you and not in the trolley.**
- **Do not leave doors open while in the garden.**
- **Lock all windows and doors.**