



APRIL 2025



OUR NEWS

What's in April's newsletter?

No April fools for us this month - but a lot of practical advice on crime prevention. We've got an update on the new Crime and Policing Bill and advice on how to spot and report 'phishing' activity. Enter our fabulous competition from SimpliSafe, dig into the scourge of nuisance calls with the experts at Phonely. And learn how to spot a rogue locksmith with tips from the Master Locksmith Association.

The Crime and Policing Bill

P2

Phishing - don't get caught with Avast

P3

Win a £100 Restaurant Voucher AND a SimpliSafe Tower System

P5

Avoid egg-stra fraudulent calls this Easter – stay safe with Phonely

P7

Local news from Newham to Devon

P4&6

Master Locksmiths share how to spot a rogue locksmith

P8

We're revamping the newsletter, tell us what you think!

We want to know how to make the newsletter more useful and interesting for you. Give us your views on the sorts of content you want (and don't want!)

The survey only takes 5 minutes and you could win some free stuff. [Take the survey.](#)



The Crime and Policing Bill

The introduction of the Crime and Policing Bill is a welcome one, with our CEO John Hayward-Cripps praising the government's commitment to neighbourhood policing.

What does the bill cover?

The bill has a very broad scope. It includes measures aimed at addressing knife crime, violence against women and girls, anti-social behaviour, retail crime, serious and organised crime, fraud, theft, public order, terrorism, sexual offending and more.

The government says it will support the delivery of its 'safer streets' mission, to halve knife crime and violence against women and girls and 'transform neighbourhood policing'.

What will it mean for anti-social behaviour?

In terms of anti-social behaviour, the bill introduces a new 'respect order', allowing the police to impose restrictions on people who commit anti-social behaviour, and to arrest people who breach those restrictions.

Find full details about the changes [on our website](#).



...reducing the epidemic of antisocial behaviour, theft, and shoplifting that we all witness in our town centres and communities will play an important role in increasing feelings of confidence in the police, and feeling safer in our local communities.



**John Hayward-Cripps,
Chief Executive, Neighbourhood Watch**

Phishing: don't get caught

“Phishing” is when criminals use scam emails, text messages or phone calls to trick their victims.

It relies on making people believing that a message originates from someone they know or an organisation they trust.

How does phishing work?

Millions of phishing e-mails are sent every day. Criminals use a variety of techniques to persuade you to share information;

- asking you to click on a link to a malicious web page, which requires you to enter personal data
- asking you to open an attachment designed to install malware onto your computer
- manipulative content to encourage you to click on a link or open an attachment. Eg. asking for help or charitable support.

How to spot phishing

Some common signs to look for to help you identify a phishing e-mail include:

- poor grammar, punctuation and spelling
- no use of your name, but rather a reference to you as ‘friend’, ‘valued customer’ or ‘colleague’
- asking you to act urgently such as ‘send these details within 24 hours’ or ‘click here immediately’
- unusual sender name, or an incorrect impersonation of someone you know If it sounds too good to be true, it probably is.

Don't click on any links in a suspicious email.

Reporting a scam is free and only takes a minute

If you have received an email which you're not quite sure about, forward it to report@phishing.gov.uk. Forward as many suspicious emails as you like, even if you're not certain they're a scam. Find out more.

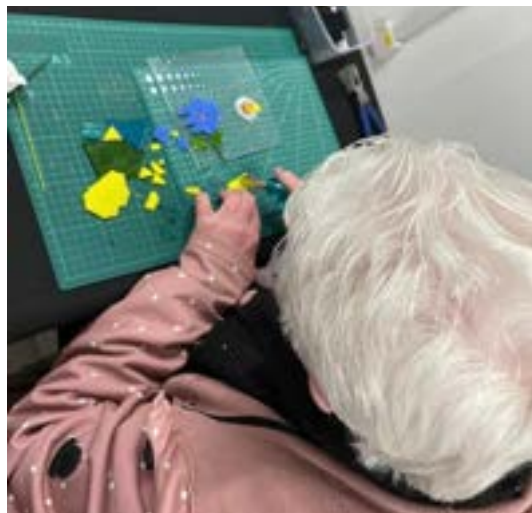


Avast One

**Get award winning
anti-virus protection**

Celebrating local success

Remarkable Rosegrove



Rosegrove Neighbourhood Watch in Burnley, Lancashire is truly remarkable. They run activities in a renovated container unit which has been adapted to their needs.

The unit has an electric alarm system, WiFi and cost £10 000 which they fundraised. They also got 10 laptops donated so people have access for job hunting and benefits. There is a packed programme of regular community events, from crafts to car boot sales, they do it all!



If you want to find out more about Rosegrove's activities, you can follow their page on [Facebook](#).

New watch for Newham

Welcome to the Neighbourhood Watch Newham!

Our newest watch in east London hosted a fabulous launch event earlier this month. We were joined by John Hayward-Cripps, CEO, Head of Community Safety Lisa Rosier and the new Chair, Zakhir Hussein.

This is part of our project in Newham, helping the community to come together and building a support team for local volunteers.



Over the next few months they'll be delivering workshops on crime prevention, communication and leadership.

GIVEAWAY

Win a £100 restaurant voucher

Win a £100 Restaurant Voucher AND a SimpliSafe Tower System!

Exciting news! We've teamed up with SimpliSafe to bring you an incredible giveaway with TWO amazing prizes up for grabs! You could win a £100 restaurant voucher to treat yourself (and maybe that special someone!) to a delicious meal, AND an award-winning SimpliSafe Tower System to help keep your home secure.

What could you win?

- £100 restaurant voucher - imagine enjoying a fantastic meal at your favourite local spot, all thanks to us!
- SimpliSafe Tower System - enhance your home security with this reliable and easy-to-use system from SimpliSafe.

How to enter

1. Like this [post](#) on Instagram
2. Follow both our accounts ([@neighbourhood.watch insta](#) and SimpliSafe's account ([@simplisafe_uk](#)).
3. Tag a friend in the comments of the giveaway post who you would share the restaurant voucher with (or who you think would love the SimpliSafe system!).

That's it! You're in with a chance to win one of these fantastic prizes.

This giveaway is open to UK residents only and will close on [14th April 6pm].

The winner will be chosen at random and the contacted via the [@simplisafe_uk](#) account.

Enter now and good luck!

P.S. Make sure you're following both accounts and have tagged a friend to ensure your entry is valid.

Celebrating local success

Supporting local community kitchen hubs in Devon



Emily, our regional volunteer coordinator for the South West teamed up with the Dartmoor community kitchen to help in their kitchen garden. Their aim is to support the local community, especially older people and people in rural areas, to eat nutritional food at a sustainable price.

The team don't just cook and serve the food, they also grow as much as they can. If you're based in Devon, and want to find out more about volunteering, then get in touch.

Student safety at Warwick University

Warwickshire Neighbourhood Watch joined forces with Warwickshire and West Midlands Police at Warwick University to promote safety among students.

They spoke to students about drink spiking and staying safe when out at night. Students were reminded to never accept a drink from a stranger, keep an eye on your drink, and stick with trusted friends on a night out. Speak up if something doesn't feel right.

If anyone feels unsafe, vulnerable or in an uncomfortable situation, a safe space is there for anyone, run by Warwick District Council Community Safety Wardens.



Avoid egg-stra fraudulent calls this Easter – stay safe with Phonely!



Scammers often try to take advantage of seasonal promotions and charity appeals,. With Easter around the corner, it's important to remain vigilant. Our recent report shows a clear increase in scam calls from April through to June.

Remember: genuine organisations will never pressure you to share personal details or payment information over the phone. Always verify any urgent requests, and if something doesn't feel right, hang up and call back using a trusted number.

We're proud to continue to work with Neighbourhood Watch to keep communities safe. As a member, you can enjoy **10% off any Phonely plan**, making our robust scam protection even more affordable.

Crimewatch update

Recently, our very own Kelly was featured on **BBC's Crimewatch Live**, where she explained how Phonely's industry-leading scam protection works to protect you from scam calls. In case you missed it, [you can watch the recording here](#).

Add a trusted person to your calls

We're excited to introduce our Trusted Person feature. It adds an extra layer of protection to every call by allowing you to invite a trusted friend or family member to join in real-time, simply by dialling #9 . You have instant support if a call feels suspicious.

Are you prepared for the PSTN switch-off?

Traditional copper landlines (PSTN) are being phased out by January 2027. This change makes it more important than ever to keep your landline service reliable and secure. For more details on the switch-off and how to prepare, [please check our blog](#).

Discover Phonely's first annual scam call report

We've just released the first edition of our [Annual Scam Call Report](#). Our data, gathered from over 36,000 reports on our Who Called Me website, shows that more than 96% of reported calls are scams or nuisances. In fact, our community has helped Phonely to automatically block calls from over 16,000 scam numbers over the last year.

How to spot a rogue locksmith



P 8

Locked out of your home? It's a common problem, and many people turn to search engines to find a local emergency locksmith. The Master Locksmiths Association (MLA) has seen an alarming rise in consumers being overcharged by companies that appear at the top of search results.

Companies that rank highly on search engines are usually paying for those positions, reflecting their marketing budget rather than their expertise. They often advertise low prices to attract customers but then charge much higher fees later.

In 2024, the MLA received over 350 complaints about misleading charges, a 20% increase from the previous year. Just last month, 36 reports of rogue locksmiths overcharging for emergency callouts were submitted, marking a 50% increase from the same period in 2024.

Victims, especially vulnerable groups like the elderly and families with young children, face both financial loss and added stress. Some customers have reported emergency callouts costing over £500, with one bill reaching £3,123.60 for entry, two lock changes, and key cutting.

To avoid being overcharged, the MLA offers these tips:

- Find a trusted local locksmith and save their information in your phone.
- Ask friends or family for recommendations or visit www.locksmiths.co.uk to find approved companies.
- Save a few locksmith numbers in case your first choice is unavailable.
- Share your locksmith contacts with elderly relatives, children, or tenants.

If you think you've been scammed, report it [here](#)

Learn how to spot a [rogue locksmith](#).

Been overcharged? [Here's what to do](#).

www.locksmiths.co.uk



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