



IMPORTANT INFORMATION for 2nd February 2012

CRIME NEWS

A N/W member has reported a variation on a bank telephone scam this week. He received a call from a well spoken male who informed him that there had been several large purchases on his credit card and would he telephone their office using the phone number printed on the back of his card. Before he could make the call the male phoned back again and began to ask questions about the card. The member refused to give any details and hung up, he then phoned his bank and after the security checks asked about the calls. The bank confirmed that they had not made any such calls.

Another N/W member in Coulsdon West ward has reported the following incident: "Just yesterday, an Asian man, very well dressed and spoken, called at our door. After the usual patter about not selling anything, I asked him for identity, and he produced a card from a company purporting to be authorized to call on houses to advise us of government grants for loft insulation, and that these were coming to an end. He wanted to come in and inspect our loft and give us a quotation with no obligation. Not surprisingly, I didn't let him in, but he was very very persistent and in the end I just shut the door".

Overall the Croydon Borough has seen a 19% decrease in burglaries over the past two weeks, only Thornton Heath and Fairfield wards have shown slight increases, mainly during the afternoon and evenings. Two distraction burglaries this week, one in Thornton Heath where a 22 year old white male posed as a water board employee needing to check the water pressure distracted 77 year old victim while a second 40 year old white male entered and stole cash. In Addiscombe a 50 year old white male knocked on 84 year old victim's door asking to use her phone as he had a wrong delivery address for a package, he also asked for a glass of water and stole the victim's purse.

MESSAGE FROM THE BOROUGH COMMANDER - PICKING UP THE PACE

We are now in the home straight for this financial year.

With eight weeks left until April, we must all be fully focused on our performance - in two key areas in particular; **arresting offenders** and **reducing burglary, robbery and antisocial behaviour**.

The term 'performance management' may make you think of senior officers picking over graphs and statistics, looking at trends and not really having much to do with the day-to-day business of policing.

However, performance management does have a very real connect with policing and can be boiled down into three basic themes;

- Getting the simple things right
- Arresting suspects
- Treating our victims in a way you'd expect to be treated yourself in that situation

In simple terms it's about arresting offenders and getting the evidence to convict them. It's about us having fewer victims of crime in Croydon and making sure that the victims we deal with feel that we are doing a good job and getting a top quality service from us.

All of the things that we measure, from IMEI and NMPR checks, through to looking at the number of detections or outstanding suspects, contribute to our overall goals of reducing crime and improving confidence and satisfaction of our victims and communities in Croydon.

Arresting our outstanding offenders

In the next two months, I want everyone on the case of our wanted offenders in order to bring this number right down. This will help increase our detections, take offenders off the streets of Croydon and help to reduce crime as well.

Reducing robbery, burglary and ASB

Robbery, burglary and ASB have been priorities for some time, and it is sometimes easy to lose focus and direction when they have been an issue for as long as they have been.

What we must remember is that the impact these crimes have on the communities and the victims is extremely great - therefore we must not lose focus on dealing with them effectively.

Having the right people, in the right place, at the right time, doing the right things is something that I strongly believe in. Operational officers can expect to be briefed and tasked according to the latest intelligence in order to tackle these issues.

What I then expect is quality tasking returns from all officers showing that we are having an impact.

The real impact of performance

As many of you will know by now, I take a very personal interest in our performance and I look into the detail. You may wonder why there is such a focus on the figures, but it is all about people - the communities we serve, the offenders we arrest, the victims of crime we deal with and those we prevent from becoming victims.

Let me be clear: we are about having fewer victims of crime and making sure those who are victims get the best possible service from us. When put into that perspective, it is absolutely right that these are the areas we must focus our attention on.

David Musker
Croydon Police Borough Commander

INFORMATION FROM TRADING STANDARDS

On 19/01/2012 at 1100 hours a 69 years old female resident of ADDINGTON ROAD, SOUTH CROYDON, was cold called by two males. The spokesman was polite and told her that he had just been to check on her neighbour's house opposite for whom he had done roof repairs last year.

Resident was told that the chimney stack on her property was coming loose and cladding coming off. She made it quite clear that she could not afford anything and he advised he could just give her a quote. Before she could really make a decision his colleague had come along and was putting up ladders and on the roof to look at the stack. She was told the stack was wobbling and that tiles were coming off. This worried her and she felt that they may have deliberately loosened the tiles and felt much pressured. He advised her that she could not leave the stack in that condition. He then gave her a flyer with the business name and telephone numbers on. He then offered to fix it for £500 if he came back later and £400 if done today. She advised him that she did not have the money and he made various suggestions including for her to save up, or to pay monthly.

She agreed and they began the work, leaving the house in a state overnight with a hole in the roof, bricks and rubble everywhere and the stack taken down. The householder did not pay them anything. They asked to come in and look inside at the loft to see the roof from the

inside but she would not let them in the house. Trader said they would be back tomorrow to wash it away. Her son had to sweep and unblock the drain.

The same two men returned on 20/1/2012 together with young boy about 17 years old who walked around with wheelbarrow. She had to telephone him first on the mobile number for which there was no answer and then again on the landline. She could hear the TV (the same channel she had on) in the background together with children's voices and yet he said they were stuck in traffic and be there in 30 minutes, they arrived two hours later. By which time she had spoken to her neighbour who advised they had not done work for her. This together with state in which they left her house overnight meant that she told them she was not happy with work and asked them to leave or would report to Police and they did leave although she was very shaken by this incident.

Customer has since reported to the local Safer Neighbourhood Team. No cancellation rights or paperwork given. Neighbour next door found also was cold called with quote of £800 for work saying he had loose tiles but did not take up or return. Householder has now had work repaired by another trader. Trading Standards have asked her to let me know if she should see them in the area again.

Description of Traders: White male F507, 35 years, short dark hair (not a crew cut but short), workman's trousers - dark colour (navy or black), brown t shirt, south London accent, no tattoos or rings, 35 yrs old – spokesperson who did all the talking but no work.

Second MALE, slim face, long dark hair, trade/workman clothes and didn't speak very much, in his late 30s (35-38). He was on roof and up the ladder.

TRADING STANDARDS ALERT

We have received an alert regarding the sale of the following bracelets that have been on sale at the Eden Project in Cornwall and at another 36 retailers across the UK, urging customers to return the red and black bracelets made from the Jequirity bean, the deadly seed of the plant abrus precatorious. It contains the toxin abrin, a controlled substance under the Terrorism Act, that if swallowed can kill in doses of just 3 micrograms. Abrin is chemically similar to ricin, a chemical warfare agent. People who have bought the bracelets are being urged to bag them and then wash their hands and avoid touching their eyes. The Eden Project alone sold 2,800 bracelets over a year.

EMAIL SCAMS

The old scam Microsoft phone calls claiming that your computer is running slow continue with a N/W member receiving a call from 01585 7629938, the caller spoke with a pronounced Indian accent. This is a bogus number as the 01585 exchange has not yet been used by BT.

Another Fed Ex email that a shipment notification can be tracked using the attached file 547835.zip, Do not click on this file as it contains a virus.

Both Santander and Lloyds TSB targeted this week with phishing emails warning of fraudulent activity on your accounts. The Santander message has a link to a website in Pakistan, owned by a Russian national, with an exact copy of the usual log in page. The Lloyds message leads to a website in the Czech Republic.

NEIGHBOURHOOD WATCH OFFICE Telephone: 020 8649 0168

The Office will be manned Monday to Friday mornings next week. The answer phone will be available for messages outside these times. **Please do not report any crimes on this number**, as the office is not continuously manned. In an emergency always call 999. **For non-urgent crime reports please call 101.**