



# HEATHWATCH

THE QUARTERLY NEIGHBOURHOOD WATCH NEWSLETTER FOR SURREY HEATH  
ISSUE 84 | SUMMER 2024 | EDITOR: CAROL WILKINS | DESIGN BY JACK DUNLOP



[surreyheathnw.co.uk](http://surreyheathnw.co.uk)

## A message from our chairman, Alan Howell

Welcome everyone to the Summer HeathWatch Newsletter.

In this edition you will see in Inspector Gemma Taylor's article that the police prevention focus for May and June has been road safety (and what they refer to as the Fatal Five Offences), as well as how they are tackling the issue of serious violence and anti-social behaviour around Camberley Town Centre.

However, I wanted to continue with the topic of cybercrime and fraud, but this time from the point of view of understanding the issues around cyber-trauma and yes, there is such a thing.

In the last edition we mentioned that falling victim to a scam can be devastating, both financially and emotionally. We often mainly cover the security and financial impact and not so much the effects on us emotionally and the impact to our mental health and overall wellbeing.

Cyber-trauma can manifest because of various incidents, including, but not limited to, the following: cyberbullying, romance fraud, online scams, online harassment, exposure to graphic content, digital exploitation and online grooming.

Cyber-trauma refers to the psychological and emotional distress caused by online experiences, which can significantly impact the social and mental well-being of victims. Here are some ways in which cyber-trauma affects individuals:

1. Emotional distress: victims often experience heightened levels of stress, anxiety and depression, due to cyber-trauma. The constant exposure to negative messages, insults and threats erodes self-esteem and self-worth, leaving them feeling isolated, ashamed and hopeless.

2. Social isolation: cybercrime victims may withdraw from social interactions, due to fear, mistrust or embarrassment. They may find it challenging to trust others, leading to social isolation and loneliness.

3. Loss of control: victims often feel helpless and out of control, which can exacerbate feelings of anxiety and demoralisation. The emotional impact following losses related to cybercrime can range from mild to severe, leading to symptoms such as panic attacks, post-traumatic stress and even suicidal thoughts.

4. Flashbacks and nightmares: some victims experience flashbacks related to traumatic online events. These intrusive memories can disrupt daily life and contribute to ongoing distress.

5. Financial and mental damage: cyberstalkers and incidents of 'sexploitation' can cause significant mental and financial harm. The effects can be life-changing, especially when large organisations or powerful individuals are involved.

In summary, cyber-trauma can have profound consequences on mental health, self-perception and social relationships. It is essential to recognise and address these impacts to support victims effectively. If you or someone you know is experiencing cyber-trauma, consider seeking professional help and connecting with supportive communities. Remember that you are not alone and there are resources available to assist you during difficult times.

A good place to start is the National Cyber Security Website: <https://www.ncsc.gov.uk/section/information-for/individuals-families>

Please stay safe at home and online.

Warm regards,

Alan Howell  
Chairman, Surrey Heath Neighbourhood Watch  
07919 320135 - [alanhowell@surreyheathnw.co.uk](mailto:alanhowell@surreyheathnw.co.uk)



## Update from Inspector Gemma Taylor

Hello again and thank you for taking the time to read my update.

Our prevention focus for May and June has been road safety and serious violence.

Throughout these months we have been working with colleagues from our Vanguard Road Safety Team and the Casualty Reduction Officer to tackle areas in the Borough where the Fatal Five Offences are most prevalent. The Fatal Five include: inappropriate speed, not wearing a seatbelt, driving under the influence of drink or drugs, being distracted whilst driving (e.g. using a mobile phone) and careless driving. The ultimate aim of the Vanguard Road Safety Team is to reduce the number of serious and fatal collisions on Surrey's roads.

We have planned our activities around the locations you told us are most affected by anti-social use of vehicles. This was during the Op Downsway survey we advertised on social media in April, as well as taking information from local people directly.



On Tuesday 14th May we ran an operation patrolling schools in the Borough which are the highest priority, due to safety around drop off and collection times. Our aim was to educate, wherever possible, and we have escalated wider issues regarding on-street parking to Surrey County Council, who manage enforcement of double yellow lines. We are hoping to continue working in partnership regarding this issue.

We also tackled delivery drivers, particularly in Camberley Town Centre, as we have had reports of anti-social driving and driving the wrong way down one-way or pedestrian streets. This further builds on the 'two wheels' campaign we ran last year.

Camberley Town Centre is our current Borough priority, due to analysis of three years of data around serious violence and anti-social behaviour. We have increased our patrols in this area, but are also working on initiatives to reduce the level of crime and impact it has, long term. This includes operations where we assess licenced premises and also test purchasing retailers regarding age restricted products. We are also further developing our pop-up youth club with a view to implementing something longer term.



## Events coming up

Here are the events your Support Group will be attending during July, August and September:

**Frimley Green Carnival** - 14 July  
**Old Dean Community Fun Day** - 27 July  
**Mytchett Centre Family Fun Day** - 26 August  
**West End, Windlesham & District Agricultural & Horticultural Show** - 14 September

## A Warm Welcome To The Following New Watch Coordinators

Neil Wilkins ..... Manor Way, Bagshot  
 Daniel Buckman ..... Grayswood Drive, Mytchett  
 Robert Fleming ..... Scots Grove Road & Others, Chobham  
 David Pinder ..... Grasmere Road, Lightwater  
 Colin Webb ..... Hillsborough Park 2, Parkside  
 Neil Camden ..... Shrublands Drive, Lightwater  
 Will Sainsbury ..... Kenworth Grove, Lightwater

## Protecting Yourself from Vehicle Crime

### 'Keyless' Car Theft

These are thefts where the keys are not required to steal the car, as the electronic signal from the keys (even if indoors) can be amplified by the thieves. The car then thinks the key is there and it opens up, ready to be driven away. This only takes a few seconds, can be done silently and the first the owner knows about it is when he/she discovers their car is missing.

The main targets have been BMWs, Mercedes and Range Rovers, but other makes have also been stolen. We are also aware that cars advertised for sale may be more vulnerable, as this provides the offender with a location to target and undertaking a test drive provides a further opportunity for them to clone the key. Markers on the Police National Computer are immediately put on the vehicle, to help with its identification. However, the current trend suggests number plates are being changed almost immediately, rendering ANPR much less useful. Enquiries are then followed up over the coming days. This may include house to house and CCTV, National ANPR enquiries to assist with analysing vehicles in convoy and a statement from the victim. We know that the manufacturer fitted trackers are being almost immediately disabled.

So, prevention is the best response we can suggest. Placing your keys (including any spares) in a signal blocking pouch prevents the signal from getting out and should defeat a key-less car theft attempt. These are widely available and we sell them for £3. Physical security is also suggested for cars like the Disklok Steering Wheel Full Cover or the Stoplock Pro Elite Car Steering Wheel Lock (other makes are available). Installing a bollard at the end of your drive (if you have a drive) to stop the car being removed has been effective, as has putting your car in your garage (if you have one) overnight.

### Catalytic Converter Theft

#### What is a catalytic converter?

It is a component in a vehicle's exhaust system that helps reduce harmful emissions. It contains precious metals like palladium, platinum and rhodium. These metals help convert toxic gases (such as nitrogen oxides) into less harmful substances.

#### Why are catalytic converters stolen?

Thieves target catalytic converters because of the valuable metals they contain. Reports suggest that stolen

converters can be worth up to £6,000. Hybrid vehicles are particularly vulnerable, due to their higher metal content.

#### How does the theft happen?

Thieves can remove a catalytic converter in under 2 minutes and signs of theft in progress include:

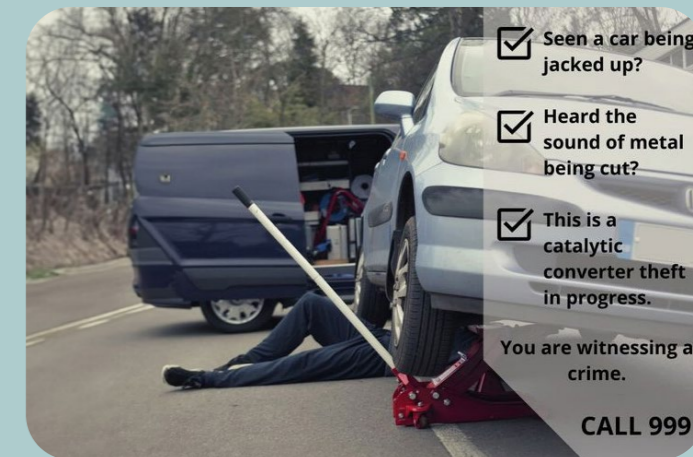
- A vehicle being raised, using a car jack, in a car park or residential area
- A loud drilling or cutting sound coming from underneath the vehicle

Again, prevention is the best response we can suggest. Parking in a well-lit area may deter thieves, but parking in a private garage (if you have one) is the best deterrent. Getting your catalytic converter security marked (and displaying stickers on your windows to say that this has been done) can also be a deterrent. Gangs carrying out these thefts can be violent, so take care if you see this happening and report immediately to the Police on '999'.

### Thefts of Tools from Vans

Recent statistics show that this has increased by 25% in the last year and is most likely to affect builders, electricians and engineers, but other trades are susceptible as well. Thefts often happen where vans are left unattended overnight, e.g. in hotel car parks. Powered hand tools are the favourite target.

Keeping a detailed inventory of tools and security marking them can help if the stolen tools are recovered, but prevention is again the best policy. A metal cage can be installed inside the van so that even if the van is broken into the tools cannot be removed without breaking into the cage – this delay can put off some thieves. Grills or panels can be fixed to windows and security deadlocks can be fitted to doors – any of these things can help to slow down or defeat the thieves.



## Fundraising

Although joining Neighbourhood Watch is free, some people like to help cover our costs by giving a donation towards things like meeting room hire, purchasing Neighbourhood Watch signs and the printing costs for this newsletter. When an individual donates a minimum of £25 annually, we recognise them as a "Friend of Surrey Heath Neighbourhood Watch." I'm delighted to say that donations now total over £1,200 thanks to further donations from Douglas Fish and Dennis Vance plus an anonymous member who donated his Surrey Heath Lottery win! If you wish to, you can donate as follows:

- By card via our secure website: <https://www.surreyheathnw.co.uk/donate-to-surrey-heath-neighbourhood-watch/>
- Make a payment direct to our bank: Surrey Heath Neighbourhood Watch Support Group, sort code 30-91-53, account number 00859924
- Send a cheque payable to "Surrey Heath Neighbourhood Watch Support Group" to Tim Tostevin, Surrey Heath Neighbourhood Watch Support Group, c/o Police Office, Surrey Heath House, Knoll Road, Camberley, GU15 3HD

We also really appreciate those of you who support us by playing the Surrey Heath Lottery. The consistent revenue from our supporters' participation serves as our primary source of funding. Playing costs from just £1 each week, of which 50p is paid to us. Each week, a jackpot of £25,000 is offered, and a woman from Camberley has already won the jackpot once. Nearly

every week we get winners of one prize or another who are supporting us. Use this QR code if you would like to participate in the fun, or visit our website at <https://www.surreyheathlottery.co.uk/support/surrey-heathneighbourhood-watch-support-group> to join and support us. Each ticket you have also gives you a free entry into the month-end super draw and the chance to win a prize worth at least £1,000!

Finally, you can now support us for free when you shop online as well. Just by shopping online at any of more than 7000 stores, such as M&S, Amazon, Just Eat, Waitrose, Asda, Morrisons, TUI, Go Compare, Money Supermarket, and Compare the Market, a donation will be made to us. You only need to sign up for Easyfundraising at <https://www.easyfundraising.org.uk>. You say that you wish to donate to the "Surrey Heath Neighbourhood Watch Support Group" and add the "Donation Reminder" to your browser. When you shop, you'll automatically be asked if you want to support us. Just say yes, and everything you buy will automatically generate a donation to us – at no extra cost to you. It only takes a few minutes but if you have any questions about this just email me – [timtostevin@surreyheathnw.co.uk](mailto:timtostevin@surreyheathnw.co.uk). We would really appreciate your support!



## Dates For Your Diary

The 2024 Quarterly meetings will be located at St. Mary's Church Centre, Camberley and the dates are:



**Monday 30th September 2024 - 7:30pm**

**Monday 25th November 2024 - 7:30pm**

## Neighbourhood Watch Key Contacts

**Design Out Crime Officers (DOCO) - contact for advice on crime prevention.**  
Stephen Cake, 01483 633272, 07967 988734, [stephen.cake1@surrey.police.uk](mailto:stephen.cake1@surrey.police.uk)  
Mike Jones, 01483 636626, 07967987908, [mike.jones2@surrey.police.uk](mailto:mike.jones2@surrey.police.uk)  
**Camberley, St Pauls, Old Dean, Town, St Michaels & Watchetts**  
Alan Hitchcock, 078300 69150, [ahitchcock@surreyheathnw.co.uk](mailto:ahitchcock@surreyheathnw.co.uk)  
**Frimley, Parkside, Heatherside, Deepcut, Frimley Green & Mytchett**  
Jackie Davies, 01276 506215 [jdavies@surreyheathnw.co.uk](mailto:jdavies@surreyheathnw.co.uk)  
**Lightwater, Bagshot, Bisley, Chobham, West End & Windlesham**  
Mike Potter, 07985 506624, [mpotter@surreyheathnw.co.uk](mailto:mpotter@surreyheathnw.co.uk)  
**Surrey Heath Police Neighbourhood Team Coordinators**  
01483 639880

## Social Media

-  Surrey Heath Neighbourhood Watch
-  @heath\_watch