

# KO PS

Newsletter October 2023



A project by

**Voluntary Action North East Lincolnshire.**

This edition sponsored through the **Safer Streets East Marsh programme** to tackle identity theft

## KEEPING OLDER PEOPLE SAFE IN NORTH EAST LINCOLNSHIRE

### Welcome to our Autumn edition.

This copy has been sponsored by the **Safer Streets East Marsh programme** as part of an effort to tackle identity theft locally. Safer Streets was in turn funded by the Humberside Police and Crime Commissioner and more information about the programme can be found at [www.saferstreetsnel.info](http://www.saferstreetsnel.info) including the final showcase video, released in September 2023. Well worth a watch - whether you live in East Marsh or not.

As usual we've also got a few useful articles here to help you think more carefully about your personal safety and security. Much more information is now being included on our new website [www.keepingolderpeoplesafe.com](http://www.keepingolderpeoplesafe.com)

### Identity Theft

Your identity is one of your most valuable assets. If your identity is stolen, you can lose money and may find it difficult to get loans, credit cards or a mortgage.

Your name, address and date of birth provide enough information to create another 'you'. An identity thief can use a number of methods to find out your personal information and will then use it to open bank accounts, take out credit cards and apply for state benefits in your name.

If you're online at all, then you'll know how important your email address is as your online identity. So guard your email address and your password very closely. If a criminal gets your email password then they can reset almost all your other passwords and accounts and lock you out of your own systems.

It all sounds very scary - and it is. But if you take even basic steps then you can very easily avoid falling victim to identity theft or other types of scam.

### So, what can you do?

Firstly just be careful with your information and your financial data. Think of pieces of data as if they were cash - you wouldn't just hand out cash to anyone would you?

Don't share too much on social media. Keep your passwords all different, secure, and recorded somewhere so that you can use more complex passwords. Make sure if someone gets one of your passwords then they can't use it on another service.

Be vigilant and keep an eye on your financial transactions. Banks watch for unusual activity, but so should you. Follow up on anything suspicious.

Keep an eye on your credit score and watch for unexpected changes.

If you're declined for benefits or another service because you've 'already applied' and know you haven't, then that's a sign to be aware of.

Report it if any personal documents get stolen - especially financial documents such as chequebooks or statements or other bills.

If your paper bills or statements don't arrive, follow this up with the bank or organisation. It could be a sign your post is being intercepted.

If you move house then make sure you're redirecting all your mail for a good time period afterwards. Just as the new homeowner should be changing all the locks, you should be making sure nothing related to yourself remains at your previous property.

Don't throw documents away that include your personal details. Especially not financial details. Someone intercepting them from your bin could learn your bank details; date of birth; previous addresses; utility numbers and much more. This makes it so much easier for them to pretend to be you! Destroy all personal



paperwork. Using a decent shredder is the best approach. If you don't have one then use one of the community shredders dotted around North East Lincolnshire. Find out more about the shredders via the weblink below, or contact any support organisation you are connected to and ask about safe disposal of your personal documents.

Be protective of your information. Share as little as possible. Keep a watch on your accounts, transactions, services and so on. Destroy personal information that you don't need. Ask for advice if you're unsure. Stay safe.

[www.nelwatch.org.uk/shredders](http://www.nelwatch.org.uk/shredders)

### Latest Scams...

We'll always be mentioning scams in our newsletter as they're not going away any time soon. But just a new one to mention:

**The analogue to digital phone switchover** is coming between now and 2025 and not everyone understands how it affects them. Scammers are already taking advantage of this to pretend to offer a service to help (and to take your data and money at the same time). Pay no attention to offers about the switchover at the moment until you've found out more about how it works. We'll publish more on [www.nelwatch.org.uk](http://www.nelwatch.org.uk) about the switchover as local information comes available, but in the meantime, report anything suspicious to Action Fraud via 0300 123 2040.



## Trick or Treat. (or not?)

Whilst Halloween and “Trick or Treat”ing can be lots of fun, not everyone enjoys Trick or Treaters calling at the door. Whether you are older; want peace and quiet; can’t get to the door; have a fearful dog or pet; or have a baby sleeping upstairs, not everyone wants the door knock or the worry about what would happen if they don’t answer the door.

So this Halloween, here’s a few tips for those not keen on Trick or Treat.

Humberside Police have a poster that you can fix to your door/window to ask Trick or Treaters not to call. Find a copy to print at [www.nelwatch/trickortreat23](http://www.nelwatch/trickortreat23) or VANEL have plenty of printed copies you can collect from 82 Grimsby Road (or ask one of your support groups to get you one from us). Or speak to your local Police officer.

Don’t put a pumpkin or decorations outside if you don’t want callers. Most kids trick or treating know to only visit houses with pumpkins.

Think about leaving lights on in rooms even later into the night. A simple plug in timer can help.

Don’t be alone on Halloween. Have a friend visit or at least find which of your friends or neighbours are in so that you can call them on the evening if you have concerns.

If you have real concerns that a crime is in progress - throwing things at your house for example, then please do make sure you contact the Police.

Hopefully you can have a peaceful evening and the Trick or Treaters will enjoy themselves but not at your expense.

**Remember to shred your personal documents!**  
[www.nelwatch.org.uk/shredders](http://www.nelwatch.org.uk/shredders)

## Who are **VS** VICTIM SUPPORT ?

We all hope never to experience crime but we know that unfortunately some people do. If you do, it can be difficult to know where to turn and what will happen next. **Victim Support** are here to help.

- We can be there to listen to your concerns
- We can help you to speak to other organisations
- We can make sure you know what your rights are
- We can guide you through the criminal justice process
- We can talk to you about your safety and your wellbeing
- We can point you to someone to help, if that someone isn’t us

It doesn’t matter whether you have reported to the police or not and it doesn’t matter whether the crime or incident happened yesterday or 10 years ago, Victim Support are still here to speak to you and offer you the same support.

Victim Support have a professional team of supporters ready to help you. We may only speak to you once and that might be enough for you. We might send out information, workbooks, links or sheets you can work through at your leisure and sometimes it takes a little more time to help you and we don’t put a time limit on our support.

We will always ask you what you need from us and, if we can provide it, we will. We won’t tell you what support you need, but will work with you to make a plan.

If you feel you need it, just make contact and we can start to talk.

Website for Victim Support Humberside and South Yorkshire is <https://Humbersouthyorks.victimsupport.org.uk> or call 0300 303 1976.



## Stay Safe booklets

Thousands of copies of our “**Stay Safe**” booklets have been distributed across North East Lincolnshire over the last couple of years. They’re full of useful advice and links for keeping safe and secure. We’ve just printed the very latest edition thanks to funding from the East Marsh Safer Streets programme (but the information in the guide is not East Marsh specific).

You can pick up a copy via VANEL or Big Local North Cleethorpes or ask your local support or social group about them and they should be able to get copies from us. The electronic version is online at [www.staysafenel.com](http://www.staysafenel.com) too.

## Important number...

**The Adult Social Care Single Point of Contact phone number is 01472 256 256.**

If you need to talk about adult social care or safeguarding or welfare issues then you can call this number 24 hours a day. The staff are local, with local knowledge, to help you with any mental health, social care, community health or GP out of hours needs or concerns you may have.

## Keeping Older People Safe (KOPS)

**Voluntary Action North East Lincolnshire (VANEL)** leads the KOPS programme across North East Lincolnshire. This is supported by partners including Big Local North Cleethorpes and the Neighbourhood Policing Teams and is supported too by funding from various sources including the Community Safety Partnership, FraudWatch and Humberside Police and Crime Commissioner. For 2023 we have started developing a new website at [www.keepingolderpeoplesafe.com](http://www.keepingolderpeoplesafe.com)

Contact Karl Elliott at VANEL for further information on KOPS or about anything in this newsletter.  
[karl@vanel.org.uk](mailto:karl@vanel.org.uk) 01472 515 525 [www.nelwatch.org.uk](http://www.nelwatch.org.uk)

