

Chairman's report

In our last issue of Community News we announced our next social event, a Halloween Party! We finalised our plans at our recent June committee meeting as you will see from the advertisement on the right. As these events are proving extremely popular and we are having to turn people away we are putting tickets on sale for a limited period only. So if you plan to be away between 18 and 31 July please email Marie before you go to be put on the list. Payment will be accepted and tickets issued as soon as you return.

Some of you will know that I was taken ill two days before the AGM and party. I'm pleased to tell you that I am well on the mend now and hope to be back 'at work' in a few weeks. Your committee have rallied round, Pat, our Vice Chairman, stood in for me at the AGM, ably assisted by Barb our Minutes Secretary. So Viv and I really want to thank all the committee for supporting us, taking on the extra work and also thank everyone, including members, for their kind messages.

Medical assistance OUT-OF-HOURS TELEPHONE NUMBER

Dorset and Hampshire patients

RING 111

*If the patient deteriorates before a
responder arrives*

RING 999

Dementia information session

Brian Frecknall

Every year in the UK 225,000 people develop dementia. People with dementia can live well and independently for many years. By helping people to understand the daily challenges they face you can play your part too. There are still spaces left on my Dementia Friends information session on Tuesday 16 August at Braeside Village Hall, from 10 to 11:30 am.

Attendance is free and I will even supply coffee and biscuits, so please drop by.



Halloween

Home Watch party featuring
monster hog roast
bewitching booze
cat'chy music

Saturday 22 October
5 to 9 pm

St Leonards & St Ives Village Hall
Tickets £9 on sale for a limited
period from 18—31 July and are
only available from Marie

01425 475733

email agbirchs@sky.com

**Dress as you like (no bits on show!)
Parking available for broomsticks!**

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Community matters

We recently received a detailed email from a member who had a very distressing experience whilst selling her home. Obviously we cannot reproduce the email, but there is a salutary lesson to be learned by us all, so ...

Seller beware

Selling your home? Then please note the following:

- **Always insist on 14 days between exchange and completion**
- **In addition, NEVER hand over your keys before completion.**

This avoids the risk of squatters or fraudsters taking possession of your property.

Just say 'No'

Recently one of our Home Watch co-ordinators received a leaflet through the door from GR Energy about roof insulation. Shortly after she had a cold call from them. When she established that this was about the spray insulation system she told them she was not interested at this time. The male caller was very insistent, trying to get her to agree to make an appointment for a survey. He was quite aggressive in his approach, was told 'No' and the phone was put down. Our coordinator just gets very annoyed and more determined to get rid of callers such as these, resolving never use their company, but many other residents maybe more vulnerable. Thanks to our coordinator, Trading Standards have been advised about this cold caller.

Helen Sears

Your committee are sad to announce the recent death of Helen Sears, who had been a coordinator and much valued committee member from 2011-14.

Kay Redknap, our previous Chairman, served on the committee with Helen and said, "Helen was a kind lady, always willing to lend a hand and was well liked by members and the committee. She was the contact point for 'Membership Group events' taking many telephone calls from our members. She also made deliveries of the newsletter".

Helen will be much missed by those who knew her. We have sent a message of condolence to her relatives and some of the committee attended her funeral a few weeks ago.

Contributions to the newsletter are welcome but may be edited or shortened. Photographs are only reproduced when of suitable quality and when space permits. Any views or opinions expressed in this publication unless specifically stated otherwise are those of the writer.

Village Hall news

Hi everybody,

By the time you read this Her Majesty's birthday celebrations will be a memory, but we feel that we gave everybody the opportunity to enjoy themselves—with children's races, stalls for games, cream teas for the elderly and culminating in a hog roast in the main hall which started at 5:00 pm and was followed by live music for dancing until 9:30 pm.

We are still carrying out a lot of refurbishment in the hall as some things are now looking rather tired. As usual we need money for this refurbishment, so in September we hope to hold another of our Chinese nights at the Chef Da China. The cost of tickets will be £15. If you are interested contact me on 01425 476319.

We have been asked to do another Race Night early next year after the huge success of the last one back in January 2016—believe it or not we ran out of drink and I did notice next morning that there were several cars left in the car park!

The defibrillator is now on the wall and working but the emergency telephone which we have received cannot be fitted as the instructions are so poor that if we are not careful we could wire it incorrectly. Our electrician is contacting the company it came from for more detail. I have written to Jeremy Hunt (copied to our MP) to bring such poor service to their attention.

Well, I hope to see many of you at the Chinese night where we hope to make more money towards the refurbishment.

Ann Warman 01425 476319

St Ives school

The St Ives School Association would like to thank Balson Homes for rebuilding our BBQ and tell you about our next exciting event:



Traders' List report and updates

The Home Watch committee do not recommend any trader on the list, it is purely a source of reference, but fellow Home Watch members have personally found the listed traders to be both reliable and trustworthy. Please remember that it is very important when choosing a trader to make your own enquiries around the suitability of the trader. There is a ten point check list on the front of your copy of the Traders' list, but in addition you should check that the trader has the relevant qualifications to do the work you require.

As stated on the Traders' List you can always contact Consumer Direct on or 08454 040506 or look at **www.buywithconfidence.gov.uk**. The Buy With Confidence scheme only lists companies that have passed stringent Trading Standards checks.

In case of any complaint please take this up with the trader direct. Where your committee is made aware of a complaint this will be discussed at the next committee meeting and a decision may be taken, depending on the nature of the complaint, to not invite the trader to renew their entry on the list.

On a positive note, and as reported at the AGM, I received a number of compliments last year from Home Watch members concerning traders from the list and it was a pleasure to be able to relay the compliments to them.

Elaine Smith 01425 461022
elaineshomewatch@58lions.co.uk

AMENDMENT TO TRADERS LIST—page 8

Home Maintenance and Building G and S Builders

Simon Scammell offers pointing, brickwork, chimney, garden walls and patio repairs (CheckaTrade listed)

106 Beswick Avenue, Ensbury Park **BH10 5AS**
telephone: 01202 512040 or **07812 140604**
(Amended postcode and mobile phone number)
email: **s.scammell@btopenworld.com**

Please add the following traders to your Traders List in the space provided on the back page:

Home Maintenance and Building Mike Peckham Property Maintenance

Mike is a Joiner and works on wardrobes, kitchens, (flatpack, erected, installed), internal/external woodwork, decorating, tiling, fencing

17 Fieldway, Ringwood BH24 1QL
telephone: 01425 479636
email: **michaelpeckham53@yahoo.co.uk**

Gardening, Fencing, Hard landscaping and Tree Surgeons

WGC Tree Surgeons (CheckaTrade) Will Cobb

2 Pealsham Gardens Fordingbridge SP6 1RD
telephone: 07854 330937
email: **willcobb@hotmail.co.uk**

Locksmith and double glazing

Reliable Property Solutions Locks and Glazing

Gordon Bruce, NVQ Glass MLA Trained Buy with Confidence Trading Standards approved

2 Princes Court, Princes Road, Ferndown BH22 9JG
telephone: 01202 937538 or 07535 023927
email: **enquiries@reliablepropertysolutions.co.uk**

Cleaning

Squeaky Clean

Nick Okoth, cleans ovens, windows, gutters, fridge/freezers and offers 15% discount to HW members

134 Kingfisher Way, Ringwood BH24 3LW
telephone: 01425 477450 or 07931 577264
email: **akatheox@hotmail.co.uk**

Cleaning

Coast Carpet Cleaners

Ian Collingwood offers 10% discount to HW members

2 Albert Road, Ferndown BH22 9HE
telephone: 01202 875930 or 07725 144971
email: **ian@costcarpetcleaners.co.uk**

Ferndown Probus Club

Probus is a club for retired men and the Ferndown branch meets on the first Wednesday of each month at Dudsbury Golf Club, Ferndown, for lunch followed by a talk given by a guest speaker. Meetings start at 12:15 pm and the lunch comprises three courses plus coffee and mints. The informative, entertaining and interesting speakers cover a wide range of topics.

We also organise, for members and their partners, a very popular coffee morning which is held on the second Wednesday of each month at the same venue and regular social gatherings throughout the year. Sample club functions include outings to places of interest, restaurant lunches/dinners, quiz nights and trips supporting local events.

New members most welcome, for details please contact our club secretary, John Etheridge, on 01202 875757

I normally try to write a chatty article for this Home Watch newsletter, but over the last three months various issues have hit the headlines in the computer press that you may not be aware of, so with apologies, you've got a bullet list of some of the things that have caught my eye:

- Upgrading to Windows 10—those of you who are currently Windows 7 or 8 users will be familiar with the constant nag from Microsoft for a free upgrade to Windows 10. Microsoft said in early June that the free upgrade will be withdrawn from 29 July (which was always the case) after which the nagging pop-ups will stop. However, an upgrade will cost you £99.99 after that date. The press are speculating that in late July Microsoft **may** extend the 29 July deadline—so if you choose not to upgrade before 29 July make sure you keep an eye on the technology news sections of websites and TV programs to see if this rumour becomes fact
- If you have already upgraded to 10 and you're happy with it (give it a month's trial first!)—have you deleted the Windows.old folder? Doing so is a good way of recovering lots of disc space (over 30GB on my laptop) and we can show you how in our Friday morning café
- Also, if you've upgraded, or are about to, there are about 20 settings you need to change to preserve your privacy and security—these are simple settings and we are preparing a handout list which will be available from the café in late June
- There will be an 'anniversary' update to Windows 10 during the summer, which includes some great improvements
- If you use Windows Live Mail (2011 or 2012 version) for emails and have an email address that includes *outlook.com*, *hotmail.co.uk*, *hotmail.com*, *live.com* or *msn.com* you should switch to either the Microsoft Outlook email program or the new Windows 10 Mail and People apps (programs). Microsoft are no longer upgrading Live Mail so those email addresses will no longer work in Live Mail after 30 June 2016
- Many of you and all of us at the café still use Avast Free Antivirus—it's an excellent free program but you may not know you have to register each year, so if you see a pop-up saying your subscription is about to expire make sure you do register
- Ransomware (where a screen advises you all your files are locked until you pay the ransom fee) is spreading like wildfire, with 30% increases month-

on-month and can affect any computer (be it Windows or Apple operating systems),



smartphone or iPhone, iPad or tablet. It is commonly spread by opening a malicious file, normally sent as a Word (.doc) file attached to an email. Worryingly these 'phishing' emails are

very sophisticated and well written now and may include genuine information about you such as your name, address, or mention the name of a company you've recently purchased from on-line. BitDefender Anti-Ransomware (<https://labs.bitdefender.com/2016/03/combination-crypto-ransomware-vaccine-released>) or Malwarebytes Anti-Ransomware (<http://www.bleepingcomputer.com/download/malwarebytes-anti-ransomware>) will protect you from the most common ransomware types

Finally here's a list of programs you should stop using as they are now rated as insecure:

- * Apple Quick Time on Windows PCs—if any program you use does not work after uninstalling Quick Time, install VLC Media Player <http://www.videolan.org/vlc/index.html> but ensure you untick all the options in the 'Choose Components' stage of the installation (the top one 'Media Player' is greyed out, that's the main program and you do need it)
- * Adobe Flash Player using Adobe's Uninstaller (<https://helpx.adobe.com/flash-player/kb/uninstall-flash-player-windows.html>) unless you regularly use the BBC iPlayer for live viewing of their programs, which still requires the Flash Player. If you only use BBC iPlayer for catch-up purposes go to <http://www.bbc.co.uk/html5> which explains more and gives the option to opt in to the HTML5 player
- * Norton security software—security flaws have been discovered so if you use one of the Norton products please ensure you update to the latest version
- * 7-Zip—again flaws have been discovered so update to the latest version

Viv 01425 476558
vivfrecknall@btopenworld.com

Community Café

Every Wednesday morning from 10 to 12 noon

Hello everyone,

First of all I should like to thank all of you for the generous contributions you have made to our stalls at the coffee morning. It is most appreciated and has helped us raise a considerable amount of money for our charities so far this year.

We have also benefitted from our own 'in house' Percy Thrower—Peter Arnold who has provided us with lovely healthy chrysanthemums and tomato plants for sale.



At the end of March we celebrated Albert's 90th birthday (see picture left) and Pat's 94th in May—what an achievement and they don't look a day over 80!

Of course we couldn't let the Queen's birthday in April go by without a celebration – a drop of sherry and a lovely cake (pictured right) made and donated by Beryl who is a great support each week at the coffee morning.



Whilst on the subject of support each week I would like to thank the helpers who come along each week, help keep the coffee morning running efficiently and provide a friendly face to all those faithful 'clients' who join us each week. Beryl, Michelle, Janet, Pat, Carole and not forgetting Katie, who is always agreeable to 'filling in' when one of the 'troopers' is away, a big thank you, especially from me, for all your help and support.

We have a few more 'specials' on the calendar over the coming weeks so don't forget, Wednesday mornings 10—12 noon at the Village Hall. Come and join us for a chat, everyone will be most welcome—you could also pick up a bargain or two!

Until the next time take care, keep healthy and enjoy the sunshine whilst you can! Best wishes,

Barbara Pilch 01202 861821

Editor's note:

Albert and Pat were not the only people with birthdays recently, I know she won't thank me for this but our own Barb also celebrated on 27 April, she is pictured here receiving a bouquet from everyone—and of course there was a cake!



Treasurer's report

I have been asked by a small number of members to provide a brief indication of how our subscriptions are spent.

We have an average of 1500 households paying subscriptions each year and this raises in the region of £3000. All members receive four newsletters a year, a Traders List and a membership card.

Therefore about 7500 publications are produced with 1500 cards.

I should like to point out that the collating and distribution of the newsletters every quarter is done wholly by volunteers of the committee and faithful coordinators. The preparation and upkeep of the Traders' List, which is a valuable document for many of our members is managed voluntarily by a committee member.

We have to pay an annual fee to host our website and hire fees for the Village Hall for meetings and events.

On break down you can see that your subscription costs just 4p per week.

When holding community events our aim is not to make a profit, merely to cover costs.

Support from time to time is provided to assist our police force in providing equipment not generally funded from the police budget. This has in the past included patrol cycles and hi-vis vests for watch members to assist with the police Speed Watch checks etc.

We also have to provide signage for our watch areas.

At our AGM audited accounts are available each year showing income and expenditure in greater detail.



John Pilch (Treasurer)

Ferndown Police Community Office

The Ferndown Police Community Office is located in the Barrington Centre in Penny's Walk. We are operated by police volunteers and are open daily (except Sunday) from 10 until 12. Please come in and see the wide variety of security devices and leaflets that we have on offer.

For those of you with French doors we have a demonstration model of the 'patlock'. This is being



promoted by National Neighbourhood Watch. Most burglaries are at the weakest point at the rear of the property, usually French doors. This device fits to the door handles as in the photograph. We do not

sell this product at the moment but do have an order form to purchase direct from the manufacturer at a discount.

Garden sheds and outbuildings are still being targeted due to the large amount of valuable items kept there. You can discourage criminals by fitting a shed alarm which is available at £10. We also have an alarmed padlock at £11, this will activate if tampered with.



Criminals have started using hand-held card readers to 'skim' sensitive information from cards. So a new addition to our product range is the 'card defender' (at 50p)—an intelligent card sleeve that has RFID blocking technology to protect contactless card details from being read. This combats the risk of card fraud and identity theft.



Bikes are still being stolen. We have a range of locks priced between £4 and £8. Bikes should also be marked in case of theft and recovery by the police. We have a bike marking label system, registered with a national database; this costs £5 per bike or you can use one of our free UV marker pens. We also have a UV light keyring for checking your marking, which has a white light and a laser pointer as well.

During office hours we can be contacted on 01202 876219, but please be aware that this number should not be used instead of 999 (when a crime is being committed or life is in danger) or 101 for other incidents. We can also be contacted by email:

ferndowncommunityoffice@btconnect.com

The Community Office has a website which has details of all the services and products:

ferndowncommunityoffice.org

Winter Coordinator's news

With the longer, warmer days here at last, there is not so much to write about, so you will excuse me if I ramble on about anything and everything!

I had an offer through the post the other day to buy my solar panel contract. This would mean that I would still use less electricity from the grid and so save on my electric bill, but I would not receive the quarterly payments for the electricity I have produced. On the other hand, I thought, I would receive a nice fat sum, and as I am not so young any more and might not see my contract out perhaps it would be a good deal, so I made enquiries. Eventually I received a derisory offer of less than half of what I would expect, so have taken it no further. Perhaps they will come back with a better offer, but if not I will just carry on as before. The moral is that these offers are often not as good as they first appear, so don't rush to accept!

On to fuel of a different sort. My diesel car has

always been good on fuel consumption, but, following expert advice I decided to try the premium diesel. Much to my surprise the engine ran much more smoothly and mpg was indeed improved. The trouble is such fuel is not always available!

Whilst on the subject of cars, we recently had a problem in our close—a car alarm going off at all hours of the day and night, and of course, the owners were away. I asked the police for help but was advised that it was a problem for the Council. Being a Friday evening, nothing could be done until the following Monday. So, if you have a similar problem save time by going straight to the local Council!

In conclusion, just a light-hearted take on the referendum. Matt of the Daily Telegraph suggested that if we leave the EU we will have 27 separate Eurovision Song contents, one for each member country. Perhaps a reason to stay?

Bob Pugh janetbbpgh@btinternet.com

Neighbourhood Policing Team report

Over the past six months two dwelling burglaries were reported on our patch, in both cases thieves attacked the unoccupied premises in daylight and entered from the rear garden. Jewellery and watches were taken in both cases. To protect your property we strongly recommend a burglar alarm, it's also worthwhile photographing expensive items to help tracking them down and to assist with any insurance claim.

Over the same period eight sheds or outbuildings were broken into, a high proportion of these offences were committed overnight. Expensive golf equipment, bikes and garden tools were stolen. To protect these buildings we recommend a portable self-contained shed alarm available from the Police Community Office in the Barrington Centre Ferndown between 10 am and midday Monday to Saturday.

The number of burglaries on our patch from both dwellings and sheds etc. has remained fairly constant and shows no increase on previous years and is in fact lower than average. Theft from motor vehicles, however, has shown a marked increase especially from cars parked at parks or beauty spots, despite a constant message to remove valuables some folk are still leaving phones, wallets and handbags in plain view. Eight drivers were unfortunate enough to return to their vehicles to discover they had been a victim of theft.

While all of the above is disturbing news, the value of the loss pales into insignificance compared to fraud by telephone or computer. Please don't respond to any email you don't recognise requesting your bank details, a particular scam involves an email that purports to be from the HMRC offering a refund for overpaid tax. HMRC will never contact you with an unsolicited email, it is always worth stopping and

thinking when this type of message appears in your inbox, think, 'was I expecting this', 'do I even have any business with the sender' but most importantly never give away your bank details even if the sender is promising a refund.

Another increasingly common fraud is carried out from lonely hearts websites, the fraudster will invite their chosen victim to another social media site. Once they have befriended the victim who is tricked into thinking there is a romantic connection the fraudster gradually builds up a profile and trust. The next phase is of course, the request for cash, as they suddenly find themselves stranded in Lagos or some other far-flung place. I helped a lady recently who had fallen for this trap, but sensibly called police hours after wiring £620 by Western Union to Nigeria, fortunately we were able to contact their customer services on 0800 833 833 and report the fraud. They put a cancellation on the transaction and she got a full refund less the £13 admin fee from the office she had used the day before. This can only take place within 48 hours and she was very lucky, I warned her that she would be bombarded, but nothing could prepare her for the deluge of messages and pleas for the money. Cheekily and against my advice she sent him a photo of the cash on her coffee table when asked where it was, just before changing her number.

Please take care of your personal data and if you are besieged with cold calls consider contacting your phone provider for a blocking service, BT have an excellent system and there are handsets with a barring system available too.

**PC 1496 Julian Humphries, PCSO 5104
Adam Fitzwalter and PCSO 5838 Dan Byrne**

Best of British

A quick thank you to all the members who supported this event and apologies to those of you who could not get tickets as we had sold out well in advance of the event. It's worth mentioning that due to licensing rules we have to limit the tickets to just 100 if there is

permanent seating and a dance floor. So book quickly for the next one!



Inspector Wayne Nock, East Dorset Neighbourhood Police Inspector



The roadworks on the A338 have finally been completed and we can all travel jam free, maybe!

On a more serious note we have seen an increase in the number of accidents on the roads of East Dorset, some of which have been very serious and you may have read about or seen some of these on the local news.

Unfortunately many such accidents are often as a result of drivers travelling too fast for the conditions. Please do take care when travelling—good observation is key. Make sure, for example, that you look ahead further than the car immediately in front of you.

The number of bikers using our roads always rises around this time of the year so I'll resurrect the saying from a TV campaign of a few years ago:

Think once, think twice, think bike.

Bikers of course also need to ride safely and sensibly but they are particularly vulnerable.

Moving onto the subject of scams, one that currently appearing is aimed at university students: an email will arrive saying that the student has been awarded a grant by the Department of Education. The email claims to be from the financial department of the university and invites the new student to fill in a simple form to finalise the details, providing their full ID, National Insurance number, driver's licence number and bank account details.

Make sure your firewall and antivirus software are carrying out regular updates and scans. Whoever an email appears to come from, if it is unsolicited or unexpected, do not click on links or open attachments.

Any request for financial details that you have not initiated should be checked first. See if the sender exists and look for phone numbers on a separate search.

For those who have businesses a local business recently received an email supposedly from a County Court which had a zipped file attachment. As soon as they clicked to open the file, it began to encrypt their files. Once completed there was a message displayed that demanded a ransom being paid in Bitcoins to unlock the files. The ransom was not paid and back-ups were available.

A good quality antivirus is vital to try and restrict this type of attack as are backups that should be kept separate to the main system.

The summer is around the corner with lighter evenings and hopefully better weather. My officers will be working with the Fire Service and local council to ensure our heathlands and other vulnerable areas don't fall victim to arson attacks. If you see anyone on such areas acting suspiciously please call the police on the non-emergency 101 number, if you think a crime is being, or about to be, committed dial 999.

Thank you for your support to our local policing, as without the great British public we would not be able to do our job half as well.

Finally, the next time I write a newsletter will we be in Europe or out? Whatever happens I can reassure you that as East Dorset residents, you'll continue to be amongst the safest in the region.

Thanks,

Committee contact details

ELECTED MEMBERS:

CHAIRMAN	Brian Frecknall	v.frecknall@btopenworld.com	01425 476558
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COMMITTEE	Pat Sullivan	msullivan038@gmail.com	01425 478162

NOMINATED REPRESENTATIVES:

Parish Councillors	Barry Goringe		
East Dorset Police - Neighbourhood Policing Team	PC Julian Humphries PCSOs Dan Byrne Adam Fitzwalter	Julian.Humphries@dorset.pnn.police.uk Dan.Byrne@dorset.pnn.police.uk Adam.Fitzwalter@dorset.pnn.police.uk	When on duty: 101