



ALLOA COMMUNITY COUNCIL 30th October 2018

INTRODUCTION

The ward officers for Alloa are:

PC 080 Lorna McPherson, lorna.mcperson@scotland.pnn.police.uk

PC 933 Brentt Chambers, brentt.chambers@scotland.pnn.police.uk

COMMUNITY ISSUES

Additional patrols have been conducted in Alloa town centre, to deter anti-social behaviour and drug/alcohol misuse especially around Shillinghill and Forth Valley College. This is prevalent on Friday/Saturday evenings with a large number of youths congregating.

In the run up to Christmas and the Festive period, there will additional patrols carried out in the Alloa town centre area, to detect and deter any potential thefts from retail premises and ensure that shoppers are keeping their own property safe.

For the last 5 weeks there has been a weekly surgery held in the Bowmar Centre, Alloa on a Tuesday morning from 1000-1100 by PC McPherson and PC Chambers. This has allowed local residents to come and speak to police, in confidence about issues in the community. In future, alternative venues for this will be looked at, in order that this resource is shared amongst all members of the community.

Keep Safe from Identity Theft, Fraud and Scams

What is Identity Fraud?

Criminals may seek to obtain information which personally identifies you and 'steal' your identity to commit fraud. All kinds of personal information can be of use to criminals including your name, address, national insurance number, credit card number or any other financial account information.

In what ways can thieves steal an identity?

Identity thieves work in a number of ways including:

- Stealing items- They may steal your purse or wallet, mail, cheques or credit / debit cards.



- Searching bins- To find bills or other paper with your personal information on it.
- Card skimming - To steal credit or debit card numbers by using a special storage device when processing your card.
- Using false pretences - Obtaining your personal information by acting as someone they're not.
- Phishing - Pretending to financial institutions or companies and send emails, spam or pop-up messages to get you to reveal your personal information.
- Diversion - Diverting your billing statements to another location or person by completing a change of name and / or address form.

How can I spot an online scam and protect myself?

To get more information about 'phishing', how to protect your identity and avoid fraudulent scams whilst online, visit our [Keep Safe Online](#) advice.

What basic things can I do to protect myself from identity theft?

There are a number of simple steps you can take:

- Take a few moments to check through transactions on your bank statements.
- If you're not happy and spot anything unusual or suspicious contact the bank directly to establish fraud at an early stage. If you are expecting correspondence from your bank and it doesn't arrive contact the bank immediately to inform them of your concerns.
- If you move house, tell your bank and credit card company immediately.
- Royal Mail offers a redirection service to help prevent identity fraud when you move house.
- Regularly get a copy of your personal credit file from a credit reference agency.
- Cancel any lost or stolen cards.
- If your passport or driving licence has been lost or stolen contact the organisation that issued it.
- Don't use the same password for more than one account and never use banking passwords on other websites. Avoid using your mother's maiden name or dates of birth as passwords.
- NEVER give bank details to anyone unless you know and trust them and even then be cautious.

How should I store and dispose of my personal documents?

All kinds of mail that you receive will contain information you would not wish to share with a stranger:

- Don't leave personal documents lying around for anyone to access - Keep them in a safe place.



- Don't put mail containing any personal information out for recycling or in your wheelie bin with your normal household rubbish.
- If you are not filing personal documents then destroy them including all household utility bills, bank statements and credit card bills.
- DON'T JUST BIN THEM – SHRED THEM!

How should I act at a Cash Machine?

- Memorise your PIN, never write it down and shield the keypad when entering it.
- If you spot any camera or suspicious device attached to a cash machine - DO NOT USE IT. Contact the bank as soon as you are able, preferably at the time.
- Immediately report a card which has been confiscated by a cash machine and, if you can, don't leave the machine – use your mobile to call the bank immediately.
- Never rely on a stranger to help retrieve a confiscated card or assist you at a cash machine.

What else can I do that will help protect me from Bogus Phone Callers?

Fraudsters can also make contact with you by phone. The caller might pretend to be from your bank and ask for personal information such as bank details or they might be someone offering you a deal or a prize.

- Consider making your phone number ex-directory.
- Don't give out any personal information unless you are the one who made the call and you are certain of the identity of the person you are speaking to.
- Don't give out your credit card or bank card details to strangers on the telephone.
- NEVER tell somebody your bank PIN number, even if they claim to be the bank or police. If the caller is genuine they will never ask for this information.
- Don't give out information which may infer that you live alone, are older or vulnerable.
- Never send money to anyone who claims to have a prize for you.
- If it sounds too good to be true, it probably is.
- Contact local trading standards – they may be able to use approved 'call blocking' technology.

Information about how to protect yourself from bogus callers arriving at your door is available in our [Keep Safe from Doorstep Crime](#) advice.

FEEDBACK FROM MEETING

NOT PROTECTIVELY MARKED



NOT PROTECTIVELY MARKED