



VILLAGE WATCH



Newsletter of South Anston Village Neighbourhood Watch
in conjunction with South Yorkshire Police
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View on the Anston Parish Council website: <https://www.anston.gov.uk> under **Community**

➤ **GET HELP IF YOU'VE BEEN DUPED INTO A DODGY DEAL OR PURCHASED A POOR-QUALITY PRODUCT**

Being the victim of a scam can take a huge toll not only on your finances, but also your mental health if the product you buy turns out to be faulty, dodgy or not what it should be. Online shopping scams are often hard to spot, as fraudsters can mimic official sites very convincingly. If you're not looking out for this, you could fall victim and part with money in return for nothing or counterfeit goods.

❖ **Telltale signs of an online shopping scam**

- Too good to be true? If the price is incredibly low, there may be something wrong. If in doubt, try comparing the price of the same product on another retailer or website. If it seems too good to be true, it usually is.
- Browse the website: look out for poor spelling, grammar or phrasing that sounds odd. If there's no 'contact us' page, that's a sign that the site could be fraudulent.
- Check for fake emails and websites: if you receive an email or visit a website but the email or web address domain isn't the same as on the genuine website. For example, 'confirmation@a1rbnb.com' instead of 'confirmation@airbnb.com'.
- Be wary of social media adverts: scammers can pay to have their message advertised. If you see a new social media account advertising for a company you know, it might be a scammer pretending to be a new branch or account for that brand.
- Scam adverts: anyone can pay to advertise products and services on search engine results. On Google, paid-for results are usually labelled 'Ad'. Many are legitimate, but this is where scam ads also appear.
- Never pay by bank transfer: if a seller asks you to pay by bank transfer instead of using your debit or credit card or the online platform's checkout, it is very likely a scam, and getting your money back will be harder than if you use a credit or debit card.

❖ **How to get your money back if you've been scammed**

There are ways to recover money you may have lost. If you make a purchase with a credit card that's between the value of £100 and £30,000, excluding payments through an agent or for a third-party product such as tickets, your credit card company can be jointly responsible for any faults that develop. You can either claim for a refund or for the cost of repairs.

❖ **Apply your consumer rights**

Any product or service purchased in store or online must meet the following standards:

- The product must be able to do what it is supplied for, as well as any specific purpose you made known to the retailer before you agreed to buy the goods.
- It must match any description given, or any models or samples shown at the time of purchase.
- It shouldn't be faulty or damaged when you receive it.
- Contact the retailer (not the manufacturer) if what you've bought doesn't satisfy any of the criteria above.

❖ **Your rights when you shop**

Whether your new product has stopped working or a delivery has been stolen from your doorstep, the Consumer Rights Act gives timelines for the retailer's obligations:

- Between 0 and 30 days you can claim a full refund for goods that are of unsatisfactory quality, unfit for purpose or not as described. If you'd prefer a repair or replacement in the first 30 days after purchase, you can ask the retailer, but they cannot refuse to give you a refund.
- After 30 days and up to six months you must give the retailer one opportunity to repair or replace the product before you can claim a refund.
- After six months the burden of proof is on you to prove the product was faulty at purchase. In practice, this may require some form of expert report, opinion or evidence of similar problems or defects across the product range.
- If you order your product in store to have it delivered later or buy it online, the clock doesn't start ticking until your goods are delivered to you.
- Always contact the retailer as soon as you discover your purchase isn't up to scratch.

➤ **CONTACTS**

- ❖ **SY Police:** <https://www.southyorks.police.uk>
- ❖ **Emergencies: call 999:** when there is a threat to life (including traffic accidents where persons are injured, the road is blocked or a vehicle involved in the accident has failed to stop); a serious offence is actually in progress; violence to a person or damage to property is imminent; a suspected offender is still at the scene of a crime or any delay in reporting the incident may prevent the offender being apprehended; serious disruption to the public is currently taking place or is likely to take place.
Non-emergencies: call 101: to report a crime not currently taking place, or to give information. Calls to 101 cost 15 pence per call from landlines and mobiles - no matter how long you're on the phone.
Report an incident online: As an alternative to 101, you can report a non-emergency incident online at <https://www.reportingcrime.uk> or from the main SYP web page under **Report something**
- Advice for Victims:** on the home page of SYP, information about support and useful contact details of other supporting agencies you can access. From the above page, there is a link to **Domestic Abuse: The Silent Solution**. This is when you call 999 but are unable to speak to the operator. The operator will ask you a series of questions - they may ask you to cough, or make a noise, or press a button on your phone, so they know you are listening to them. They will then ask you to press '55' on your keypad. This lets the operator know that you are in an emergency situation and require urgent help.
- ❖ **Areyouok?** Information and advice on violence and abuse: <https://www.areyouok.co.uk>
- ❖ **Crimestoppers:** report crime or suspicious activity anonymously by calling 0800 555 111 Monday-Friday 08:00-22:00; Saturday and Sunday 10:00-16:00 or online at <https://crimestoppers-uk.org>
- ❖ **Action Fraud:** To report fraud if you have been scammed, defrauded or experienced cyber crime: the Action Fraud contact centre: 0300 123 2040. You may make the report anonymously. Text phone users can ring 0300 123 2050. Report fraud online at www.actionfraud.police.uk
- ❖ **National Cyber Security Centre NCSC:** You can report a suspicious website link or URL using the form in this link: <https://www.ncsc.gov.uk/section/about-this-website/report-scam-website>
- ❖ **SafefromScams:** Don't become a scam victim. Learn about scams of all types, how they work, why people fall for them and how to make sure you don't. Web site at: <http://www.safefromscams.co.uk>
- ❖ **Advertising Standards Authority (ASA):** Report an online scam ad at: <https://www.asa.org.uk/make-a-complaint/report-an-online-scam-ad.html>
- ❖ **Citizens Advice:** (was Adviceguide). Help with problems such as benefits, debt, work, energy, health, housing, relationships, consumer problems such as building work, energy and water supply, faulty goods, paying bills, refunds for faulty goods and poor services, rogue traders, travel, making a complaint and taking legal action: 08454 040506 (6p per minute) or local rate charge 0208 1850 710
- ❖ **Rotherham & District Citizens Advice:** To talk to an adviser call freephone advice-line on 0808 278 7911 Monday – Friday 9:00am – 5:00pm. Website: <https://www.citizensadvicerotherham.org.uk>
- ❖ **South Anston Village Neighbourhood Watch Co-ordinator:** Bryan Saunby: 01909 565194

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CRIMES REPORTED IN SOUTH ANSTON IN OCTOBER

Crime on or near	Crime Category	Crime on or near	Crime Category
Bank Street	Violence offences x 2	Orchid Way	Vehicle crime
Lilac Close	Vehicle crime	Second Lane	Anti-social behaviour
Mill Lane	Vehicle crime	The Haven	Burglary

CRIMES REPORTED IN NORTH ANSTON IN OCTOBER

Crime on or near	Crime Category	Crime on or near	Crime Category
Anston Close	Anti-social behaviour	Park Avenue	Anti-social behaviour
Bedford Close	Violence offences	Patterdale Way	Criminal damage and arson
Bennett Croft	Violence offences	Penny Piece Place	Burglary
Buttermere Close	Anti-social behaviour	Ryton Road	Public order
Caldbeck Place	Anti-social behaviour	Sunnyside Close	Anti-social behaviour
Caldbeck Place	Vehicle crime	The Green	Shoplifting
Caperns Road	Violence offences x 2	The Green	Violence offences
Chapel Rise	Vehicle crime	Windermere Court	Burglary
Devonshire Drive	Vehicle crime	Windermere Court	Other crime
Narrow Lane	Violence offences	Woodland Drive	Violence offences x 2