

Reigate and Banstead Police Newsletter

Issue 12
May 2024



Borough Commander – Inspector Jon Vale

We are pleased to publish our 12th Edition of the Monthly Newsletter. The aim of the Newsletter is to provide advice, support and information to make the Borough an even safer place to live. Please let us know how we can improve the Newsletter so, as we enter the second year of the publication, we can make any necessary adjustments. Simon's contact details are shown below, so please get in contact with your feedback.

As you are aware our Police Station in Reigate Road was affected by reinforced Autoclaved Concrete (RACC) and as result we have had to seek alternative temporary accommodation at St David's House, Wray Park (Surrey Fire and Rescue HQ), also in Reigate. The preparatory work is now complete and we began moving to the new site on 28th April 2024.

The temporary site, unfortunately, does not allow for a front counter service. If you wish to attend a Police Station our front counter has been relocated to Caterham Police Station, Timber Hill Road, Caterham, CR3 6LD. Opening hours 08:00 – 22:00 seven days a week, Bank Holidays 09:00 – 17:00 and closed on Christmas Day.

News from Our Area Teams



Central Team - Sergeant Rob Staplehurst

"It is with a degree of sadness that this will be my last contribution to the Newsletter. As of the 5th of May I will be moving onwards and upwards, leaving my current role as a Safer Neighbourhoods sergeant and joining the Neighbourhood Policing Team as an Inspector.

I have greatly enjoyed my time on the Safer Neighbourhoods Team and will look back with a great deal of pride when I reflect on all the successes we achieved together.

I want to thank the community for their support over the course of the last year which has been invaluable."

In this Months Edition

Page 2 - Community Update
'In the Know'. What have you missed?

Page 3 - Courier Fraud- Support and Advice

Page 4 - StreetSafe Scheme.
- How to contact the Police
- Crime Statistics

Feedback

Your feedback on the Newsletter is important to us
Please contact me at

Simon.Morris@surrey.police.uk

Simon Morris 20789
Community Engagement Volunteer
Reigate and Banstead Police SNT





Tool Theft

We have recently seen an increase in tool thefts across East Surrey.

As the weather gets better, you might be purchasing items off internet marketplaces or car boot sales in order to complete your DIY projects. You may think you are getting a really good deal, however could you be potentially buying stolen goods?

We recommend the following to see what you can do to make sure you are not buying stolen tools:

- Make sure you are buying tools from a reputable seller
- Where possible, collect tools from a house and check the initials or postcodes engraved match the sellers details.
- When buying tools, make sure to take a photo of them and any serial numbers.

If you think you may have purchased stolen goods, please contact us or take them to your local police station. Do not contact the seller yourself or keep the item as you may be considered as illegally handling stolen goods.

If you suspect someone to be selling stolen goods, please report it to us.

Tackling County Lines Drug Dealing

Recently, we partnered with [British Transport Police](#) to run a proactive operation at [#Redhill](#) train station to tackle county lines drug dealing.

- 100+ people searched
- 24 positive finds including class A and B drugs
- 3 knives seized
- 11 arrests
- 4 charges

This increase in targeted police activity comes as part of collaborative efforts with [Love Reigate and Banstead](#) and partners to address issues that you've shared with us as important in Redhill. [#SaferRedhill](#)



'In the Know' in April

You can sign up to [In the Know](#) to find out what is happening in your area: witness appeals, crime updates, crime prevention advice and news. This also includes the weekly Crime Update from Reigate and Banstead, Safer Neighbourhood Team

Apart from our Weekly Police Update and Monthly Newsletter, these are the Surrey Police reports posted on 'In the Know' during April. If you missed any of the reports, shown below, then please go to the the Surrey Police Website. See page 4 for contact details.

- 16/04/2024 £6.7 Million Lost to Ticket Fraud in 2023
- 19/04/2024 Increase in Courier Fraud in the East of the County. Information and Advice
- 19/04/2024 Ready for Spring? Advice on how to Keep your home and Local Area Safe
- 22/04/2024 We want to hear from you! Reducing ASB your views - a Surrey Police Survey
- 25/04/2024 Surrey & Sussex Police Fraud Newsletter April edition



What it is

Courier fraud occurs when a fraudster contacts victims by telephone purporting to be a police officer or bank official. To substantiate this claim, the caller might be able to confirm some easily obtainable basic details about the victim such as their full name and address.

The caller may also offer a telephone number for the victim to telephone or ask the victim to call the number on the back of their bank card to check that they are genuine. In these circumstances, either the number offered will not be genuine or, where a genuine number is suggested, the fraudster will stay on the line and pass the victim to a different individual.

After some trust has been established, the fraudster will then, for example, suggest;

- Some money has been removed from a victim's bank account and staff at their local bank branch are responsible.
- Suspects have already been arrested but the "police" need money for evidence.
- A business such as a jewellers or currency exchange is operating fraudulently and they require assistance to help secure evidence.

Victims are then asked to co-operate in an investigation by attending their bank and withdrawing money, withdrawing foreign currency from an exchange or purchasing an expensive item to hand over to a courier for examination who will also be a fraudster.

At the time of handover, unsuspecting victims are promised the money they've handed over or spent will be reimbursed but in reality there is no further contact and the money is never seen again.

Protect yourself

- Your bank or the police will never call you to ask you to verify your personal details or PIN by phone or offer to pick up your card by courier. Hang up if you get a call like this.
- If you need to call your bank back to check, wait five minutes; fraudsters may stay on the line after you hang up. Alternatively, use a different line altogether to call your bank.
- Your debit or credit card is yours – don't let a stranger take it off you. You should only ever have to hand it over at your bank. If it's cancelled, you should destroy it yourself.

How it happens

You may get called on your mobile or landline by someone who claims to be from your bank or the police. They say their systems have spotted a fraudulent payment on your card or it is due to expire and needs to be replaced. They might suggest that you hang up and redial the number of their bank or police force to reassure you that they're genuine. However, they don't disconnect the call from the landline so that when you dial the real phone number, you're still speaking to the same fraudster.

They'll then ask you to read out your credit or debit card PIN or type it on your phone keypad. They may ask for details of other accounts you hold with the bank or elsewhere to grab more information.

Then they promise to send a courier to you to collect your bank card. The fraudster will have your name, address, full bank details, card and its PIN, and withdraw cash using the card and may even use the information to commit identity fraud in your name.

How to report it

Report it to us online or call 0300 123 2040. Also see the contact details on page 4.

If you've given your bank details over the phone or handed your card to a courier, call your bank straight away to cancel the card.

Recently on the Increase

We have recently had a number of reports of courier fraud across East Surrey. These cases have involved vulnerable/elderly residents being targeted by people impersonating Surrey police officers. The individual then informs the victim that someone has been fraudulently using their bank card. The 'police' will then ask for financial help to arrest the suspects.

Out of the 23 offences recorded since January of this year, nine have resulted in the victim losing money. On a few occasions, the victim physically withdrew cash and gave it to the suspect/courier in person.

For more information on courier fraud advice, visit our webpage here: <http://spkl.io/618542UVR>



Information Corner



Spotlight



StreetSafe is an online tool that enables you to anonymously pinpoint on a map the location where you felt unsafe.

We are encouraging local residents to use the tool to help identify areas where there are fears caused by anti-social behaviour and environment issues including lack of street lighting, abandoned buildings and vandalism.

The information provided will be considered alongside the extensive evidence base already gathered by police forces and used to inform the community safety activities of police and partner agencies such as local authorities.

Link: [StreetSafe | Surrey Police](#)

No crime needs to have been committed in order to indicate where local people feel unsafe. It is important to remember that the StreetSafe tool **should not be used to report crimes.**

See how to contact us details



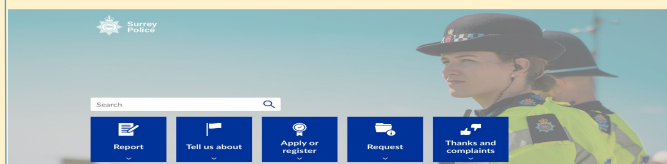
Crime statistics –

February 2024 to April 2024

Offence	Feb-24	March-24	March-24
Residential Burglaries	29 (13)	17 (9)	24 (13)
Keyless Car Theft	7	3	9

(-) Actual residential burglaries only, not including - Attempted, Garage and Outbuilding Burglaries

The crime statistics for the last 3 months show an increase in the number of reported overall residential burglaries, in April. The number of actual burglaries has also reduced. After recent falls in the level of Keyless car thefts there has been an increase this month. Although not shown, there were no catalytic converter thefts in the three months to April.



The Surrey Police Website has lots of information and advice. It is there to support you.

<https://www.surrey.police.uk>

How to report a crime or incident:

Emergency: call 999

Non Emergency: call 101 or report online or via live chat at: www.surrey.police.uk

To contact your local team (not for reporting purposes) email:
ReigateandBanstead@surrey.police.uk

You can pass information to us directly via 101, online

via <https://www.surrey.police.uk/ro/report/> or anonymously via Crimestoppers 0800555111, <https://crimestoppers-uk.org/>

Follow us:

Our Facebook is Reigate and Banstead Beat (Surrey Police) and our twitter is

[@ReigateBeat](#)

Contact: Simon Morris 20789
Community Engagement Volunteer
Reigate and Banstead Police
Email: Simon.Morris@surrey.police.uk



**SURREY
POLICE**
With you, making
Surrey safer
www.surrey.police.uk