

From Long Bredy Community Network:

There have been several important Dorset Alerts sent out which you may find useful:

- **Broadband and Mobile Provider Account Takeover and Identity Fraud Alert**
- **Making the Right Call**
- **Learn about coercive control**

Broadband and Mobile Provider Account Takeover and Identity Fraud Alert

A member of our community has reported a concerning scam that may affect customers of **any broadband or mobile phone provider**.

What Happened?

The victim discovered their broadband service had stopped working and contacted their provider's customer services.

During the call, they were informed that:

A new mobile phone and accessories had been ordered on their account. A credit check had been completed in their name. Nobody in the household had placed the order.

Fortunately, the order was cancelled before the items were dispatched.

However, while reviewing their bank account, the victim also discovered that:

A new Direct Debit had been set up for mobile services they had never requested. They had never had a mobile contract with that provider.

The provider advised that similar incidents are becoming increasingly common.

⚠️ How Criminals May Be Operating

Fraudsters may be:

Taking over existing customer accounts using stolen login details. Accessing personal information obtained through phishing emails, scam calls or data breaches. Using compromised email accounts to reset passwords and intercept security messages. Using stolen personal details to pass security checks and order devices on credit.

Their aim is often to obtain expensive phones, tablets, smart watches or accessories and then sell them on for profit while leaving the victim to deal with the consequences.

🚩 Warning Signs

Be alert if you notice:

- ✓ Unrecognised credit searches on your credit report.
- ✓ Emails or texts about orders you have not placed.
- ✓ New Direct Debits appearing on your bank account.
- ✓ Password reset notifications you did not request.
- ✓ Mobile devices, SIM cards or accessories arriving unexpectedly.
- ✓ Loss of access to your online account.

✓ What to Do If You're Affected

Contact your provider immediately and report the suspected fraud. Contact your bank on 159 and cancel any unauthorised Direct Debits. Change passwords for:

- Your provider account
- Email account
- Banking apps

Enable Two-Factor Authentication (2FA) where available. Check your credit file for unauthorised applications or searches. Report the incident to **Report Fraud**. Consider **CIFAS Protective Registration** if your personal information may have been compromised.

● STOP! THINK FRAUD

If you receive an unexpected call claiming to be from your broadband or mobile provider:

Never share passwords or one-time security codes. Never provide banking details unless you initiated the contact. Be cautious of offers for discounts, upgrades or free devices. Hang up and contact your provider using a trusted number from their official website or your bill.

If something doesn't feel right, trust your instincts and verify independently.

Get 24/7 fraud protect advice about any type of fraud call **Ask Damian** on 01202 144688

Making the Right Call: Helping Keep Emergency Lines Free When Every Second Counts

Summer is one of Dorset's busiest times of year. Our roads are busier, our beaches and town centres are packed with residents and visitors, and our emergency services are working harder than ever to keep people safe.

When someone dials 999, they need to know help will be there without delay. That's why Dorset Police has launched the 'Making the Right Call' campaign – reminding everyone that choosing the right way to contact the police helps ensure emergency lines remain available for those whose lives or safety are at immediate risk.

Every day, our call handlers deal with thousands of calls from people who need help. Many are genuine emergencies requiring an immediate police response, but a significant number are enquiries that could be dealt with through other channels. While every call is important, using the most appropriate route means officers and staff can respond more quickly to those facing the greatest danger. So far this summer, calls to Dorset Police's contact centres have increased by a third, and approximately 20 per cent of all calls received by the Force weren't police matters and should have been directed to other agencies.

A 999 call should always be made if there is an immediate threat to life, serious injury, a crime happening at that moment and a preparator is still on scene, or if someone is in immediate danger. If the situation is not an emergency, reporting online, call 101 or contacting other appropriate organisations can often be the quickest and most appropriate option. For example, issues such as noise nuisance, fly-tipping, parking issues on council-managed roads and some environmental concerns should be reported to the local authority, not Dorset Police.

The Force also often receives calls incorrectly made to 999 for issues that should be raised with utility providers, such as power cuts, water supply problems and gas emergencies; NHS services for medical advice and treatment; or public transport issues, such as trains or buses being delayed. However, this campaign isn't just about reporting to the right service; it's about choosing the right way to report.

Dorset Police has made it easier than ever to report non-emergency incidents online, whether that's reporting a crime, providing information, or finding advice and support. Many issues can also

be resolved without waiting on the phone, allowing our contact centre staff to focus on those who need urgent assistance.

If you have been the victim of a crime that is not an emergency and poses no immediate danger to you, you can report it on the Dorset Police website through the '[Report a Crime](#)' button. More likely - if you suspect a crime has taken place, have witnessed something suspicious, or have information about a crime but were not directly the victim, you can use the '[Report your intelligence](#)' button located further down the Dorset Police website homepage.

I understand that online reporting isn't always accessible for everyone, which is why the Force has introduced Community Contact Points across Dorset, as well as Mobile Police Stations. If you need to report a crime or tell the Force about something you've witnessed, you can attend a Mobile Police Station or ask an officer at a Community Contact Point to assist you. You can find out when the next Community Contact Point is taking place near you by entering your postcode into the search box under the 'What's happening in your area?' section of the [Dorset Police website homepage](#) and then clicking on your local team's Events tab. The 101 non-emergency telephone number also remains an option for reporting non-emergency matters to the police.

I want to make it clear: this isn't about discouraging people from contacting the police. It's about making sure you use the right service at the right time so that someone experiencing an emergency doesn't face unnecessary delays because Force operators are tied up with non-urgent enquiries.

As Police and Crime Commissioner, I know how vital our contact centre staff are. They are often the first reassuring voice someone hears during the worst moments of their lives, calmly gathering information, providing advice and dispatching officers when every second matters. They do an outstanding job under immense pressure, and we all have a role to play in helping them do that job as effectively as possible.

This summer, as Dorset welcomes thousands of visitors alongside our local communities, I would encourage everyone to take a moment to think before making that call. If it's an emergency and there is an immediate danger, always dial 999 immediately. If not, use Dorset Police's online reporting services, call 101 or visit a Mobile Police Station or Community Contact Point instead.

By making the right call, you could help ensure that when someone desperately needs an emergency response, help gets to them as quickly as possible. It is a small decision that can make a very big difference.

David Sidwick
Dorset Police and Crime Commissioner

Learn about coercive control - a special episode of the Neighbourhood Watch podcast with Ruth Dodsworth OBE

Families affected by domestic abuse often live with it for a long time before getting help. On average, people assessed as high risk experience it for nearly **two and a half years** before receiving support. It is vital that we understand why leaving or speaking out can be so difficult, so that we can support vulnerable people more effectively.

To many people, **Ruth Dodsworth** appeared to have it all: a successful television career, a loving family and a long-term relationship. But behind the scenes, she was living what she later described as a "double life". It took years for Ruth to recognise the abuse she was experiencing and to find a way out.

In 2019, her former husband, Jonathan Wignall, was jailed for coercive and controlling behaviour and stalking. Since then, Ruth has become a powerful advocate for victims and survivors of domestic abuse, receiving an OBE in 2025 for her services to the cause.

We are incredibly grateful to Ruth for sharing her story on our podcast. It is a sensitive and, at times, challenging conversation, but it is also insightful, powerful and ultimately hopeful. By listening, you'll gain a deeper understanding of coercive control, why people can become trapped in abusive relationships, and what support can make a difference.

[Listen to the episode here.](#)



Need help or support?

If you are in immediate danger, call **999**.

You do not need to wait until a situation becomes an emergency to seek help. If you are experiencing domestic abuse, tell someone you trust, such as your GP, a friend, family member or support organisation.

You can find information about domestic abuse and available support services on [GOV.UK](https://www.gov.uk).

Other sources of support

Women: The National Domestic Abuse Helpline (run by Refuge) is available 24 hours a day on **0808 2000 247**. **Women:** Email helpline@womensaid.org.uk for confidential support. **Men:** Contact the Men's Advice Line on **0808 8010 327** or access its online webchat service. **Men:** Call **ManKind** on **01823 334244**. **LGBT+ people:** Contact **Galop** on **0800 999 5428** or email help@galop.org.uk. **Forced marriage or so-called honour-based abuse:** Contact **Karma Nirvana** on **0800 5999 247** or the Forced Marriage Unit on **020 7008 0151**.

Some pharmacies and banks provide safe spaces in their consultation rooms for people experiencing domestic abuse. Find out about [Safe Space locations](#) near you.

[The Survivor's Handbook from the charity Women's Aid](#) is free and provides information for women on a wide range of issues, such as housing, money, helping your children and your legal rights.

If you're worried you are behaving abusively in your relationship, call the free [Respect Phonenumber](#) on 0808 802 4040.

What is coercive control?

Coercive control is defined as *"an intentional pattern of behaviour which takes place over time, in order for one individual to exert power, control or coercion over another"* (Home Office, 2023).

Domestic abuse is not always physical. Coercive control can create an invisible prison of fear, isolation and dependency that affects every aspect of a person's life. It restricts freedom, undermines confidence and can make it extremely difficult to leave.

Worried someone will know you saw this? If you're worried someone might see you have visited this page, the [Women's Aid website tells you how to cover your tracks online](#).

If you have hearing loss, there is a transcript of the podcast on [our website](#).