



OUR NEWS

the e-newsletter for Neighbourhood Watch supporters

JULY 2018 EDITION

New ways to keep you safe

Because crime is changing in England and Wales we're changing the way we do things at Neighbourhood Watch a little too...

We have secured support from our principal funder the Home Office, to produce a series of fantastic new practical [Crime and Vulnerability Toolkits](#) that contain all the information you need to protect yourself and your neighbours from a range of new crime threats.

The information is in a brand-new section of our popular [website](#) – see the picture below - and in it you'll find useful, plain-English information and resources designed in collaboration with members and experts to be used by members and coordinators of local Neighbourhood Watches.

The Toolkits contain information, best practice, printable and downloadable materials and practical

advice on using them and developing a local project or campaign.

John Hayward-Cripps, CEO of the Neighbourhood Watch Network, said: "The *toolkits* contain information and practical guides, from a NW perspective, to help address a range of crimes and issues that can cause significant harm to victims.

"While some of these themes may not at first appear to be traditional for NW there is a key role we can all play in supporting our communities and the police to address these crimes."

NWN is also planning an additional toolkit later in the year focused on using social media, including benefits and issues and sharing good practice.

We've had an incredibly positive response to the new resources – but tell us what **you** think!

Email: lisa.parker@ourwatch.org.uk

The screenshot shows a web browser window with the URL <https://www.ourwatch.org.uk/crimes/>. The page header includes the Neighbourhood Watch logo and the tagline "Building Safe Neighbourhoods". The main content area features a grid of seven icons representing different crime types: Terrorism, Domestic Abuse, Scams and Older People, Modern Slavery, Child Sexual Exploitation, Serious Violence, and Loneliness and Vulnerability. Below the icons, there is a paragraph of text: "Traditional crimes such as burglary and car theft are now much less prevalent than they once were. But new types of criminal activity have sprung up to replace them, and these new crimes require new solutions if they are to be tackled effectively. Prevention is key, and strong communities where people know and look out for their neighbours is an excellent route to crime prevention." At the bottom of the page, a quote reads: "If people are lonely and have little or no social contact with others, they can become much more vulnerable to criminal".



BRISTOL



MANCHESTER



HULL



Thank you for helping to shape the future of our movement!

Thank you to the hundreds of members and coordinators who have joined us this summer at six regional seminars to help shape the future of our movement.

We've hosted Neighbourhood Watch Development Seminars in Bristol, Manchester, Hull, Birmingham and two in London and are grateful to all our delegates, our partners, Board trustees and staff for facilitating these events.

Our aim was to consult on the new **2018-21 Future Strategy** for Neighbourhood Watch and to introduce the practical Toolkits (see page 1) to our delegates from across England and Wales.

The feedback and input we got from the seminars has been invaluable and will be used to improve the **Strategy** which will be our blueprint to develop and modernise the organisation over the next three years.

The importance of involving local Force Area and London borough leads, coordinators and members in the Strategy development was paramount and members of the board of Trustees attended every seminar to present and facilitate the discussions and to meet NW members.

Special thanks to Tania Mason from Wordmasonry Ltd who created the Toolkits and introduced them at the seminars and to all our other fantastic speakers.

Bristol 20th June

Hilary Agg – Unseen and Carol Metters and Dawn Harding – Missing Link (Women's Aid)

Manchester 26th June

Paul Gerrard – Coop (Modern Slavery) and Catherine Cutt – Pankhurst Trust (Women's Aid)

Hull – 27th June

Michelle Donnelly – Hull Women's Aid

London 28th June

Bridget Symonds – Solace and Dan Parkinson – Modern Slavery Police Transformation Unit

Birmingham 3rd July

Bhavna Somia – Solace (Women's Aid), Ali Nazakat – National Counter Terrorism Policing and PC Najib (Prevent Officer).

London 4th July

Bob Wahl – National Counter Terrorism Policing and Patrick Green – Ben Kinsella Trust



LONDON



LONDON



BIRMINGHAM



You are the Champions!

The seminar delegates received input and sessions on the new Crime and Vulnerability Toolkit resources to become a group of about 250 local **NW Champions** from across our network of volunteers in the following areas.

- Domestic Abuse – which as we know affects **all** communities
- Serious Violence – particularly knife crime
- Vulnerability and loneliness – increasingly important with our aging population
- Fraud and scams – in particular as they affect older and vulnerable people
- High harm crimes – Modern Slavery, Child Sexual Exploitation, Counter Terrorism

Our Champions are now able to share their knowledge in their local areas to increase awareness of how to address these crimes. The Champions are also able to act as a local resource to other coordinators and members to support them to utilise the toolkits.



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For details and full terms and conditions of the Membership scheme, visit coop.co.uk/membership or call 0800 023 4708 to discuss your Membership. Opening times are weekdays 9am-7pm, Saturdays 10am-4pm, excluding bank and public holidays.

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NWN wins grant to help protect older people from fraud in Thames Valley

Neighbourhood Watch has received a NESTA grant to bring communities together through volunteering in the Thames Valley area.

Neighbourhood Watch will receive £75,000 to develop a volunteer-led support programme for older people who have experienced fraud or are at greater risk of being a victim of fraud, by working with a range of partners including Trading Standards, local police, community groups and charities.

The grant is part of a £2.7 million [Connected Communities Innovation Fund](#), delivered in partnership with the Department for Digital, Culture, Media and Sport (DCMS) and innovation foundation NESTA, which will support people and places to thrive through the power of volunteering in communities across the country.

Neighbourhood Watch is one of just 16 organisations selected to take part in the Fund which

forms part of a series of live funding from NESTA and DCMS to mobilise volunteers alongside public services and grow the most impactful interventions that change lives.

Neighbourhood Watch is responding to the greater risk of fraud among older people and the lack of reporting of fraudulent incidents by trialling community-based solutions. We're seeking to reduce fraud risks by: enhancing the knowledge of our existing volunteer network in how to prevent fraud, encouraging increased neighbourliness where a culture of neighbours helping each other safeguards against fraudsters taking advantage of others. Additionally, by spreading messages and information to the wider community we will prevent incidents but also increase fraud reporting when an incident does happen, thereby enabling the police and other public services to respond effectively.



Val McPherson, chair of Thames Valley Neighbourhood Watch Association, said: "We are absolutely delighted to win this grant and keen to start the project this summer. Neighbourhood Watch volunteers already play a key role in creating stronger and safer communities and we're looking forward to supporting our volunteers to take their existing work to the next level and protecting vulnerable people from becoming victims of fraud."

Tracey Crouch, Minister for Sport and Civil Society said: "Volunteering has a hugely beneficial impact on people's lives. It has the power to harness community spirit and strengthen local areas by improving people's wellbeing and decreasing social isolation."

Offering a helping hand to vulnerable people

Could you be supporting vulnerable people in your community? We all recognise that some people need a little more help than others. SP Energy Networks - the energy provider for Southern and Central Scotland, Merseyside, Cheshire, North Wales and North Shropshire - has services available to give its more vulnerable customers a helping hand; including a free Priority Services Register which provides additional support should a power cut hit your area.

The register is also open to those who may need time limited support such as families living with a new-born baby or someone recently discharged from hospital, as well as serving disabled people,

the over 60s and those suffering from a chronic medical condition.

SP Energy Networks also provide a range of additional support services to those who may require a helping hand in other aspects of their lives such as assisting with weekly shopping, help with home-cooked meals, debt advice and special help for customers with dementia. These services are free of charge and delivered through SP Energy Networks' database of trusted local partners.

For more information on the Priority Services Register and additional support services, please visit: https://www.spenergynetworks.co.uk/pages/vulnerable_customers.aspx

Royal honour for HertsWatch

HertsWatch, the umbrella organisation for Neighbourhood Watch across Hertfordshire, has received a Queen's Award for Voluntary Service for "excellence in voluntary activities carried out by groups in the community".

Chair Sue Thompson, who was also invited to the Queen's garden party at Buckingham Palace in June, said: "We are delighted to receive the award. It reflects the incredible effort that many hundreds of volunteers, from street representatives to Ward Coordinators, have given in developing Neighbourhood Watch across the county. In particular the 10 district coordinators should be immensely proud to see their hard work being recognised."

"Neighbourhood Watch is a fantastic way of helping to reduce crime and anti-social behaviour. Through the Online Watch Link (OWL), we are able to email residents to let them know about crimes happening locally in their area at the click of a button and offer them helpful and simple crime prevention advice. It also helps residents to have a sense of community spirit."

The accolade is the equivalent of an MBE for groups, charities and associations. HertsWatch will be presented with a signed certificate from the Queen at a presentation ceremony by Her Majesty's Lord Lieutenant of Hertfordshire Robert Voss CBE later in the year.

Hertfordshire currently has 137,000 households signed up to Neighbourhood Watch, which is believed to be one of the largest memberships in a single county.



SWITCHED ON
To your children's online world

Make sure your children have a safe summer holiday online.

Summer is a great time for your children to enjoy more time with you and maybe head off for a family holiday. However, the long days home from school also mean that they will probably be spending more time online ... whether it's on social media, playing multi-player games or watching videos.

You want your child to be sociable and inquisitive, but above all, to be safe. **How long are they spending online? What content are they looking at? Who are they talking to?** These days, it's just as vital to make sure children are safe online as in the street or the park.

We've put together some expert tips to help you protect your child from increasingly commonplace issues such as accessing inappropriate content, stranger danger and sharing too much personal information.

For more information, visit www.getsafeonline.org/safekids, where you can find comprehensive, expert, easy-to-follow advice.

#safekids

BE A **SWITCHED ON** PARENT

GET SAFE ONLINE
www.getsafeonline.org

ERA wins gold from Investors in People



Our proud sponsor ERA Total Security kicked off National Neighbourhood Watch Week 2018 with a big announcement.

The company has secured a Gold Investors in People award.

ERA moved to a new multi-million pound, state of the art facility in Wolverhampton earlier this year and has put investing in its staff at the heart of its business.

We're proud to recommend ERA products to our members.

Read more about NNWW18 on page 11.

Community organisers – here to help

Neighbourhood Watch has teamed up with the Company of Community Organisers to offer free training courses in community organising to existing local Neighbourhood Watch groups as well as to areas looking to set up new groups.

The courses provide an introduction to the principles and process of community organising - reaching out, listening, building relationships and bringing people together to take action on things they care about. This helps to build stronger, more resilient communities where people work together to support people and to improve the neighbourhood and strengthen their relationships with agencies and decision-makers.

Community organising work in neighbourhoods across England

has resulted in better relationships with the police, local clean-up campaigns, befriending schemes for lonely elderly people, work with young people to tackle anti-social behaviour and many other projects very relevant to the interests of NW groups.

The 6-hour courses are free, fun, interactive, accredited (all participants receive a Certificate of Achievement) and are suitable for all ages. They can be delivered in local community settings in your area.



If you'd like to bring a community organising course to your area, please contact Robin Newman, Head of Membership and Community Engagement, robin.newman@ourwatch.org for more information. NWN is actively looking for interested areas and can help you organise a course in your area. It can be run across a NWN Force Association, police authority district or local authority area.

£22 million lost to rental fraud – could your family or friends be conned?

In the four years between April 2014 and March 2018, **18,645 reports** relating to **rental fraud** were made to our partner Action Fraud.

- In the same period, victims reported losing over **£22 Million** to rental fraud – an average of **£1,396 per victim**.
- Action Fraud is now warning potential tenants, and students in particular, to spot the signs of rental fraud when searching for a property to rent.

Rental fraud happens when prospective tenants are tricked into paying an upfront fee to rent a property. In reality, the property does not exist, has already been rented out, or has been rented to multiple victims at the same time. Victims will lose the upfront fee they have paid and are not able to rent the property they thought they had secured. In 429 cases, victims reported losing £5,000 or more.

Fraudsters will often make contact with their victims online. The adverts will seem genuine and are often accompanied by photos and contact information. In some cases, the victim will view the property in person, but in most cases the payment is made without prior viewing.

Action Fraud sees a spike in reporting levels in July and August. This yearly peak is likely due to people looking for holiday accommodation during the summer months, with **holiday fraud** accounting for approximately 27% of all rental fraud reports during this period.

Fraudsters will often target college and university students ahead of the new term with fake lettings, taking advantage of the huge demand and students' anxiety to secure accommodation and their vulnerability to pay fees up front to secure a deposit.

Between April 2014 and March 2018, 930 reports of university-related rental fraud, with losses of over £1 Million, were made to Action Fraud. However, the true figure is believed to be higher, as the figure is dependent on victims making their student status known when reporting to Action Fraud.

The number of reports peaked each year in September when students are likely to be organising their accommodation for the academic year. 61% of university rental fraud victims reported a 'significant' impact on their health or financial wellbeing as a result of being defrauded.

https://actionfraud.police.uk/report_fraud



HOW TO PROTECT YOURSELF OR YOUR FAMILY FROM RENTAL FRAUD

- **Visit the property before you pay** – Watch-out for adverts with no photos, or where multiple adverts have the same photos as they could be fake. Do not pay any money until you or a reliable contact has visited the property with an agent or the landlord.
- **Be cautious about how you send money** – The safest way to make a payment is by a credit card in person at the letting agent's office. Be sceptical if you're asked to transfer money via a money transfer service.
- **Don't be pressured into transferring large sums of money** – Under no circumstances would a genuine bank or another trusted organisation force you to make a financial transaction on the spot.
- **Check that the owner is on an approved accommodation list** – Check with your student union or accommodation office as many universities and colleges will have an approved housing list. Also look for accreditation membership such as National Approved Letting Scheme (NALS), Royal Institution of Chartered Surveyors (RICS) or Association of Residential Letting Agents (ARLA).
- **Every Report Matters** – If you have been a victim of fraud or cyber-crime, report it to [Action Fraud](#) online or by calling **0300 123 2040**.

Answer your door with **CONFIDENCE**

There are 200,000+ cases of reported doorstep crime every year, with vulnerable people such as the elderly, letting strangers into their home or being pushed into buying something they don't need.

With the simple to use ERA Video Intercom, closing the door on nuisance callers is as easy as putting down the phone. The handset, which can be removed from the base for carrying around the house, or even out to the garden, will ring when someone presses the door bell. See your visitor in real-time and hold a two-way conversation via the portable intercom handset. What's more, for the times you aren't at home, the doorbell automatically takes a snapshot and records the time and date of the caller, which you can view later through an easy to access log.

Tested to the highest standards, the ERA range of intercoms are the only intercoms recommended by Neighbourhood Watch.



Total Security

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OR VISIT: www.eraeverywhere.com

NORTHAMPTONSHIRE



Northamptonshire Police and Crime Commissioner Stephen Mold got a bird's eye view of how NW volunteers are helping to fight crime across the county – by putting up a sign!

The Northamptonshire Neighbourhood Watch Association was recently awarded a £9,460 grant from the Making Northamptonshire Safer Community Fund -managed by the Northamptonshire Community Foundation - to build group visibility and reduce crime countywide.

The initiative, called Operation Target, is a partnership between Neighbourhood Watch and Northamptonshire Police, to develop crime prevention, reporting and awareness across the county and the PCC went out with volunteers to see their good work first hand.



HUMBERSIDE



Humber Watch Association held its inaugural regional conference in June.

The event was attended by approximately 70 Neighbourhood Watch coordinators from all across the Humberside Police region along with all four regional support teams, Humberside Police and staff from the Office of the Police and Crime Commissioner.

The aims of the event were to provide a networking platform for NW coordinators to discuss their experiences with like-minded coordinators from different parts of the region. The event also allowed for discussion on particular issues affecting communities in Hull along with suggestions of solutions and examples of best practice. The event also provided the opportunity to put anonymous questions to a panel of members and police officers. The conference used 'Slido' to gather instant data by using smart phone technology and enabled the answering of various questions and polls.

KENT

Hard-working Neighbourhood Watch volunteer Richard Myers (80) from Swanley in north Kent has been presented with a framed award for dedicated long service to Neighbourhood Watch. Richard (pictured left with Peter Rolington of Kent Neighbourhood Watches) held the offices of Chair, Secretary and Treasurer of the Association of North Kent Neighbourhood Watches simultaneously for 14 years. The presentation took place at a Conference for Watch Coordinators from Gravesham and Dartford, held at Gravesend Civic Centre in May.

National Neighbourhood Watch Week 2018 round-up



What a week it was!

Thanks to everyone who sent in pictures to *Our News* or tweeted about National Neighbourhood Watch Week 2018 #NNWW18 on Twitter

It's clear that the national week of campaign activity gives members and coordinators a chance to get out and about and showcase their good work and this year members were blessed with glorious sunshine as an added bonus!

Here's a selection of the pictures we received. Thanks for all you do for Neighbourhood Watch – not just in NNWW – but EVERY week!

