



# OUR NEWS

the e-newsletter for Neighbourhood Watch supporters

APRIL / MAY 2018 EDITION

## Can you help shape the future of Neighbourhood Watch?

Crime in England and Wales is changing and we're providing new practical help for our members to support the detection and reduction of these new crimes.

Our fantastic members have made a real difference to reducing crime over the years and our network of 2.3 million member households is a force to be reckoned with.

So we're finding more practical ways we can empower our members to look at some of the crimes that cause such significant harm to victims and communities.

This summer we're going to develop a group of 100 local **NW Champions** from across our network of volunteers at a series of seminars around the country to become champions in the following areas.

- Domestic Abuse – which as we know affects **all** communities
- Serious Violence – particularly knife crime
- Vulnerability and loneliness
- Fraud and scams
- High harm crimes – Modern Slavery, Child Sexual Exploitation etc.

Our Champions will then be able to share their knowledge in their local area so even more people can get the important information they need and act as a local resource to other coordinators and members.

We're hosting **six Seminars around the country** to both develop our Champions and our new 2018-21 strategy – and we want you to be part of it!



David Huse, OBE,  
Chair of NWN  
Board of Trustees

### Neighbourhood Watch into the future

The NW Seminars will also be the chance for Force/Borough leads and members to feed into and help develop NW's strategy for the future. Half of each Seminar will focus on the strategy development work that has been initiated with NW local leads, the staff team, the board and partners.

Attendees will discuss and input the strategy to develop and modernise the organisation over the next three years.

The importance of involving local leads and members in the strategy development is paramount and members of the Board of Trustees will be attending each seminar to present and facilitate the Strategy discussion and to meet NW members.

The Board know how vital it is to liaise and consult with local NW members and is committed to doing this in order to build a strong strategy with shared commitment from all stakeholders.

The **NW Development Seminars** will take place at the end of June / early July in Bristol, Manchester, Hull, London (x2) and Birmingham

If you would like to attend one of the seminars to become a Champion then email the Force Area lead for NW in your area – [click here](#) to find your local contact or email [enquiries@ourwatch.org.uk](mailto:enquiries@ourwatch.org.uk)

# Trust your instincts to stop terrorism

**The threat from terrorism is real and serious. We've seen that terrorists can strike at any time and any place without warning.**

Neighbourhood Watch is the largest crime prevention network in the UK and we're proud to be working with Counter Terrorism Policing - a collaboration of UK police forces working with partners to protect the public from terrorism and promoting the campaign ACT: Action Counters Terrorism.

It's more important than ever that everyone plays their part in tackling terrorism. Any piece of information could be important. Help us prevent terrorism and save lives. Trust your instincts and ACT.

The Police play the key role in protecting the UK, but communities defeat terrorism and officers need help and support from you and your community.

Find out more about how to spot possible terrorist activity and how to report anything suspicious that you've seen or heard.

If you've seen or heard something that could suggest a terrorist threat to the UK, even if it seems minor or not worth mentioning, trust your instincts and ACT by reporting it.

Any piece of information could be important, no matter how small or insignificant it may seem, it is better to be safe and report it.

To watch the latest ACT campaign film [click here](#).



## How do I report possible terrorist activity?

There are different ways you can report possible terrorist activity either in the UK, or that might affect the UK.

Report it online [here](#) using the quick and confidential online tool, or call the confidential Anti-Terrorism Hotline on 0800 789 321 . This service is monitored 24 hours a day.

And always remember - if it's an emergency and you suspect an immediate danger **call 999**.

## How do I report online terrorist or extremist content?

If you've come across a website or online content (including emails, forums or social media) that you feel is of a violent, extremist or terrorist nature, please report it using the above anonymous online tool. Specialist officers will assess your information and, where appropriate, investigate the website and work with partners to remove it.

## Can anyone find out that I contacted the Police?

Not if you don't want them to. Officers treat all the information that you provide in the strictest of confidence. If they do need to get in touch with you for any reason they will be extremely discreet.

## Can I remain anonymous?

Everyone providing information is asked to give their name and contact details but this is your decision. By providing your contact details this will help officers verify the authenticity of the information and support you as quickly as possible if we need to.

If you'd prefer to give information anonymously, please call Crimestoppers on 0800 555 111.

## What if the information I give is wrong?

That's okay. If you have a genuine concern about something you've seen or heard, counter terrorism police would much rather you tell them than keep it to yourself. That way, specially trained officers can look into it. If it turns out to be nothing, that's good news.

***Remember to trust your instincts and ACT!***

## National rural crime survey wants your views

**Do you live in a rural community? Do you think crime has gone up or down? Do you feel safer? What's your view of the police in your community?**

The 2018 National Rural Crime Survey conducted by the National Rural Crime Network (NRCN) is now underway.



It's three years since the last National Rural Crime Survey revealed the huge cost of crime to rural communities – both financial (£800 million per year), and fear of crime, chronic under-reporting and anger and frustration at the police and Government.

The National Rural Crime Network produced a series of recommendations which in many areas, the police took steps to act upon.

Inspector Alex Butterfield, National Police Chief Council – Wildlife Crime and Rural Affairs spokesman said: "It is important that the Police understand the views and experiences of our rural communities when tackling rural crime. Please complete the survey and circulate amongst your organisations to widen the scope of the survey".

The survey is open until Sunday 10 June. [Click here](#) to take the survey.

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## New crime calculator reveals your risk of being a victim of crime

**Did you know that many more people in England and Wales worry about being a victim of crime than will actually experience it.**

The gap between the perception of crime and the risk of becoming a victim of crime is particularly noticeable around robbery figures.

New figures from the Office for National Statistics (ONS) show that 0.3% of adults were victims of robbery in the year ending March 2016, but 9% of those surveyed were very worried they would experience it in the forthcoming year – 30 times higher than the likelihood.

The figures also showed that across all types of crime, women worried more about being a victim of crime than men.

### Do you know your own risk of crime?

The ONS has devised a crime calculator using three years' worth of CSEW data, to give you an indication of how your own personal characteristics are related to the likelihood of becoming a victim of crime.

Using this tool, you can use your characteristics and those of your local area to see average victimisation rates for different types of crime, and see how these compare with national rates and your own perceptions of crime risk. [Click here](#) to see how likely YOU are to be a victim of crime!

A screenshot of a web form titled "Crime: How at risk are you?". The form has several sections: "Are you male or female?" with radio buttons for "Male" and "Female"; "How old are you?" with three radio button options: "16 to 29", "30 to 59", and "60+"; "Is your home rented or owned?" with a "Please select-" dropdown menu; and "Are you...?" with another "Please select-" dropdown menu.

## New Toolkits

To support our new local Champions (see page 1) we're creating a set of 5 **practical Toolkits** on each of these crime and vulnerability issues.

These **Crime & Vulnerability Toolkits** will be shared with you and available on our website. They are practical resources designed in collaboration with NW members and experts to be used by local Neighbourhood Watches.

The **Toolkits** will contain information, best practice, printable and downloadable materials and practical advice on using them and developing a local project or programme. The advantage of developing them with local NW's is that the information and materials will be relevant and usable by coordinators and members.

John Hayward-Cripps, CEO of the Neighbourhood watch Network, said: "We have been told by many members and coordinators that they want to do more but are unsure how. The toolkits will be 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 our police partners."

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

See the next edition of **Our News** for more information.

# We have exciting things going on...

# ERA

The new DoorCam, launched by ERA, is a doorbell that works with a smartphone to make sure you never miss a caller to your door again. With high quality video and sound, you can speak to a caller and see them real time from wherever you are, perfect for whether that is answering your own door, or perhaps the door of an elderly family member.

Packaged with the DoorCam, also comes a plug in chime as standard which you can put in any room; this has optional sound and light settings and will alert you at home if you are not carrying your phone.

DoorCam is available through online retailers and is a Neighbourhood Watch Approved product.



**DOORCAM**  
THE SMART WAY TO ANSWER YOUR DOOR

**BE IN...  
EVEN WHEN  
YOU'RE OUT**

**ERA**

The banner features a white DoorCam doorbell and a grey ERA plug-in chime on the left. In the center, a smartphone icon with signal waves is shown. The background is dark blue with white and light blue text.

No Hidden Costs or  
Monthly Fees!

HomeGuard Pro is taking the market by storm. This is the next generation of smartphone alarm systems which are fully controllable via smartphone app and alert via push notifications, phone call and sms. This superb alarm system brings high tech home monitoring and alerting to the masses, offering a great value for money system that doesn't cost a fortune to upgrade, extend or change. With over 50 accessories to be added, the system can be as big or as small as you need it to be. HomeGuard is a Neighbourhood Watch Approved product.



**HOMEGUARD Pro**  
SMART HOME SECURITY MADE SIMPLE

HOME SECURITY HAS REACHED A  
NEW LEVEL ...  
**THE CLOUD**

**ERA**

The banner shows various HomeGuard Pro components including a white control panel, a white sensor, and two white remote controls. A cloud icon with an upward arrow is also present. The background is dark blue with white and light blue text.

No Hidden Costs or  
Monthly Fees!



The Safeland logo consists of an orange stylized bird-like icon followed by the word "safeland" in a lowercase, sans-serif font.

And now you can connect any of the ERA alarm systems to Safeland - a connected homes app that allows you and your neighbours to share alerting information, along with the ability to hold community text conversations to keep your neighbourhood safe.

Why not click on [www.safe.land/era](http://www.safe.land/era) to learn more.



The logo for Response Electronics features the word "RESPONSE" in blue and "Electronics" in red, with a stylized grey swoosh underneath.

## Want to buy an ERA product quickly?

Did you know Response Electronics is part of the ERA family? You can buy a range of electrical products including HomeGuard or Doorcam or register your details to receive regular newsletters: Go to [www.responseelectronics.com](http://www.responseelectronics.com) to find out more.

## Are you a coordinator and want to buy in larger quantities for your group?

If you would like to discuss buying in larger quantities on behalf of your group, please email us on: [marketing@erahomesecurity.com](mailto:marketing@erahomesecurity.com).

# Action Fraud reports £6.7 million lost to holiday booking fraud

**Almost 5,000 people were victims of holiday fraud in 2017 according to a new report that also exposes the common tactics used by fraudsters.**

Compiled by our partner Action Fraud, run by the City of London Police, the report reveals the average amount lost per person was over £1,500, an increase of 25% year on year. These individual losses are substantial, but this form of fraud also has other severe effects with almost half (2,245) of victims saying that it also had a significant impact on their health or wellbeing.

Although 4,700 people told Action Fraud that they had been the victim of a travel related fraud in 2017 the organisation believes that the actual figure is much higher, with many victims not realising that they should **always** report the fraud to Action Fraud.

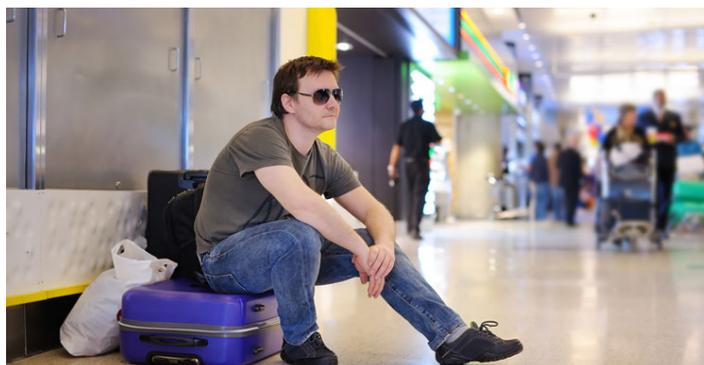
The number of people reporting travel fraud jumps in the peak holiday periods of summer and in December.

Pauline Smith, Director of Action Fraud, said: "Holidays are the perfect chance to relax and unwind, however as this year's statistics show, they are also an opportunity for fraudsters to trick you out of your hard-earned money.

The startling emotional impact of falling victim to holiday fraud is highlighted in the latest figures, as 575 people reported that the harm to them was so severe, they had to receive medical treatment or were at risk of bankruptcy."

In 2017, the most common types of holiday booking fraud reported to Action Fraud related to:

- Holiday accommodation 38% – fraudsters are making full use of the internet to con holidaymakers by setting up fake websites, hacking into legitimate accounts and posting fake adverts on websites and social media.
- Airline tickets 47% – where a person believes they are booking a flight and receives a fake ticket or pays for a ticket that never turns up. In 2017, flights to Africa and the Indian sub-continent were particularly targeted.



- Sports and religious trips – a popular target for fraud due to limited availability of tickets and consequently higher prices.
- Caravanning – People reporting being the victim of fraud relating to mobile home holidays.

## Top tips to avoid becoming a victim of travel fraud:

- Stay safe online: Check the web address is legitimate and has not been altered by slight changes to a domain name – such as going from .co.uk to .org
- Do your research: Don't just rely on one review – do a thorough online search to check the company's credentials. If a company is defrauding people there is a good chance that consumers will post details of their experiences, and warnings about the company.
- Look for the logo: Check whether the company is a member of a recognised trade body such as ABTA. If you have any doubts, you can verify membership of ABTA online, at [www.abta.com](http://www.abta.com).
- Pay safe: Wherever possible, pay by credit card and be wary about paying directly into a private individual's bank account.
- Check documentation: You should study terms and conditions and be very wary of any companies that don't provide any at all. When booking through a Holiday Club or Timeshare, get the contract thoroughly vetted by a solicitor before signing up.
- Trust your instincts: If something sounds too good to be true, it probably is.
- Report it: Victims should contact Action Fraud.
- Get free expert advice: For further advice on how to stay safe when booking or researching travel online, visit [Get Safe Online](#).



## RECORD LEVELS OF IDENTITY FRAUD IN 2017

Cifas, a leading fraud prevention service and NW partner, has also released a new report identifying and detailing the fraud trends from over 300,000 cases of fraudulent conduct recorded in 2017.

The data, from 306 organisations, including many major UK brands, is one of the most comprehensive pictures of fraud and fraudulent attempts in the UK.

Although there has been an overall drop of 6% in cases recorded by Cifas members, the new figures show concerning increases in some areas.

Key findings from [Fraudscape](#) - Cifas' annual report include:

- Identity fraud continued to rise, hitting an all-time high of 174,523 cases in 2017 (up 1% from 2016). 95% of these cases involved the impersonation of an innocent victim.
- Eight out of 10 fraudulent claims were made online.
- There was a 27% increase in 14-24 year olds becoming 'money mules' - people who are recruited, sometimes unwittingly, to transfer illegally obtained money between different bank accounts.



- Overall bank accounts identified as being used as 'mule' accounts were up by 11%.
- More than a third of bank account takeover victims were over 60-years-old.
- Organisations successfully prevented over £1.3 billion in fraud losses through non-competitive data sharing.

The number of identity frauds increased once again in 2017, with almost 175,000 cases recorded. Although this was only a 1% increase compared with 2016, it's a 125% increase in 10 years ago.



Cifas supports the Take Five campaign, which asks consumers to help protect themselves from financial fraud by remembering some simple advice:

1. Never disclose security details, such as your PIN or full password – it's never right to reveal these details.
2. Don't assume an email request or caller is genuine – people aren't always who they say they are.
3. Don't be rushed – a bank or genuine organisation won't mind waiting to give you time to stop and think.
4. Listen to your instincts – if something feels wrong then it is usually right to pause and question it.
5. Stay in control – have the confidence to refuse unusual requests for information.

## Businesses key to closing cyber security perception gap

**A disparity between how the public view cyber crime and the reality of the threat is putting individuals and businesses at increasing risk, according to the Government's Cyber Aware campaign.**

Its new report *A Call To Action: The Cyber Aware Perception Gap* identifies the three key myths preventing people adopting behaviours that could protect them in an increasingly digitised and connected world: that cyber crime isn't 'real crime'; that it 'won't happen to me'; and that there's 'nothing I can do about it'.

Cyber Aware is calling on businesses of all sizes to take the lead by educating staff, clients and customers about the very real risks of cyber crime and what can be done to help prevent it.

Speaking with 'one voice' to encourage simple and consistent behaviours as advised by the Cyber Aware campaign, like using a strong, separate password for your email account and always installing the latest software and app updates, is critical. These are small, simple and solutions-focused actions which make a big difference in building the UK's resilience to the cyber threat.

# Home insurance with bags more



## £50

of Co-op  
Food vouchers  
with a new home  
combined policy  
Ts & Cs apply\*

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## 10%

discount off  
home policies  
for Neighbourhood  
Watch members<sup>^</sup>

Offer may be withdrawn at any time. It is available to new customers who purchase home insurance over the phone and quote NHW10. Excludes optional extras.

Call us for a quote  
0800 781 1390

\* £50 Co-op Food vouchers available to new customers who buy a home combined buildings and contents insurance policy directly from Co-op Insurance from 18/12/2017 to 20/09/2018. Policies must start on or before the 19/10/2018. Your policy must be in force for a minimum of 30 days. Policies from cashback sites and price comparison sites are excluded. Vouchers will arrive within 75 days of your policy start date. Vouchers accepted in Co-op Group Food stores and participating independent co-operatives. For full terms and conditions visit [coop.co.uk/bagsmore](http://coop.co.uk/bagsmore). Promoter: Co-op Insurance

<sup>^</sup> All new Co-op Insurance customers who are active members of a Neighbourhood Watch Scheme and purchase a home insurance policy directly from Co-op Insurance over the phone will receive a 10% discount for the first year of their policy. In order to claim this offer you will need to telephone our customer contact centre for a quote, and give the advisor the unique code. An active member of a valid Neighbourhood Watch Scheme is someone who is designated as such by Neighbourhood Watch. The terms and conditions of this promotion do not alter or vary the terms and conditions of any Co-op Insurance home policy which may be purchased. We reserve the right to decline any application for any insurance policy in our absolute discretion and we are not obliged to disclose any reason for rejection. The Promoter reserves the right to withdraw, modify or terminate this offer in whole or in part in the event that it is necessary to do so. Please visit [www.ourwatch.org.uk/exclusions-and-limitations/](http://www.ourwatch.org.uk/exclusions-and-limitations/) for Exclusions and Limitations for this offer.

A new customer is someone who has not had a combined buildings and contents policy with Co-op Insurance in the last 12 months. Minimum premiums apply. Calls may be monitored or recorded for security and training purposes. Calls to 0800 numbers are free from both UK landlines and mobile phones. Lines are open from 8am- 8pm weekdays, 8am-5pm Saturdays and 9am-4pm Sundays.

Applicants for insurance are subject to normal underwriting criteria. Co-op Insurance is a trading name of CIS General Insurance Limited; registered in England and Wales under company number 29999R. Registered office: CIS Building, Miller Street, Manchester M60 0AL. CIS General Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under register number 435022.

## NORTHAMPTONSHIRE



# Boost for dedicated Northants volunteers

**A new scheme has been launched in Northamptonshire to encourage neighbours to help fight crime across the county.**

The Northamptonshire Neighbourhood Watch Association (NNWA) has been 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.

Nick King, chair of NNWA, said: "The grant is a real boost for our ambitious plans for Operation Target to build up the visibility and membership of Neighbourhood Watch in crime hotspots. It is also about strengthening and developing deeper partnerships with our Police and the OPCC."

The project began in January and will work across a number of districts in the county. Neighbourhood

Watch groups will be encouraged to build their visibility and membership, and to strengthen the local resolve to reduce crime and increase vigilance.

Chief Inspector Lara Alexander-Lloyd from Northamptonshire Police said: "We work closely with Neighbourhood Watch and this initiative will allow us to strengthen that relationship while at the same time as increasing the awareness of crime prevention advice with our many different communities.

"The core functions of neighbourhood policing is community engagement, visibility, accessibility, problem-solving and partnership working, so this scheme fully supports the work we do while increasing our reach."

She added: "It is my hope this work, alongside our new Neighbourhood Alert system will mean we are able to effectively communicate with more people across Northamptonshire."

If you live in Northamptonshire and want to hear directly from your local police officers on the Neighbourhood Alert system or to join Neighbourhood Watch [click here](#).

## Public Liability Insurance – protecting our valued members

The Neighbourhood Watch Network is pleased to announce the availability of free Public Liability Insurance for the whole movement to be covered for their NW activity to the value of £10,000,000, for the 8th year running for 2018/19. To read more [click here](#).

CARDIFF

The newly appointed Chief Constable of South Wales Police, Matt Jukes met with NW coordinators from across East and West Cardiff, Vale of Glamorgan, Bridgend, Neath Port Talbot, Swansea, Rhondda Cynon Taf and Merthyr Tydfil in March.

Mr Jukes gave a presentation at Whitchurch RFC, Cardiff and met coordinators from all areas of the South Wales Police force area.

Bill Farnham, Chair of Cardiff NW Association, pictured below with Mr Jukes, said: "He discussed police attendance at major events, the challenges facing the police from street crime, rough sleeping, begging, ASB and knife crime as some examples. He then spoke about domestic abuse, child sexual abuse and cyber-crime and preventative measures SWP are using. He is very keen on keeping links with the public in general and especially with Neighbourhood Watch and we were delighted he came to meet us all."



KINGSTON UPON THAMES



NWN Trustee Alison McWhinnie was recently presented with a Community Award for her work in the Royal Borough of Kingston upon Thames.

Alison (pictured 4th from left) was presented with the award by the Mayor of Kingston Cllr Julie Pickering. Alison is a longstanding Metropolitan Police Volunteer and was last year awarded Volunteer of the Year by Lord Bernard Hogan-Howe, the then Metropolitan Police Commissioner.

Alison regularly organises public events focused on personal safety in partnership with police, fire and ambulance services and the Community Award recognises her significant contribution to the Borough for the past 18 years. Congratulations Alison.



Do you have some news to share with *Our News* readers? Send your stories and pictures to [lisa.parker@ourwatch.org.uk](mailto:lisa.parker@ourwatch.org.uk) and we'll feature them in the next *Our News* issue!

# Welcome to Robin

**Neighbourhood Watch is pleased to welcome Robin Newman to the staff team as our new Project Manager for London.**

Robin is an experienced community Project Manager, who until recently was working in Tower Hamlets.

He'll be working to support our members and coordinators in London.

Robin has worked in the field of criminal and social justice for over ten years, namely making sure the voices of vulnerable individuals or under-represented communities are heard and effective service provision is available, and accessible, to everyone who needs it.

He has worked on the frontline

as an independent advocate with victims of crime on a borough-specific and pan-London level. Robin has worked as a researcher, providing guidance and expertise on the series of reports including those produced by Victim Support to assist the first Police and Crime Commissioners in shaping their Police & Crime Plans, fulfilling their statutory responsibilities to victims of crime.

More recently he worked in the City of London, coordinating the response to domestic abuse and Violence Against Women and Girls. In this role he forged strong operational and strategic practice between statutory and independent services to maximise care, safety and support to victims



of crime and those experiencing vulnerability.

In all Robin's roles, developing effective partnerships has been the key to success whether working with the community and voluntary sector, members of the public or senior decision-makers. Bringing people together to get the best for their communities, and their lives, is at the heart of Robin's work.

Robin can be contacted on: [robin.newman@ourwatch.org.uk](mailto:robin.newman@ourwatch.org.uk)

## GDPR Guidance – we have all the advice coordinators need!

**New changes to Data Protection legislation under the General Data Protection Regulation (GDPR) come into effect on May 25, 2018 and could affect coordinators.**

Coordinators are advised not to be concerned as we have prepared new **NWN Data Protection Guidance 2018** for Force Area and London Borough Associations and Neighbourhood Watch Coordinators.

It has been prepared after extensive consultation with the ICO (Information Commissioner's Office), other partners and our members.

Jayne Pascoe, Strategic Partnerships Director at NWN said: "The **Guidance** condenses a number of separate guidance documents published by the

ICO into one document that is relevant for the type of data held by Neighbourhood Watch groups and the purpose that this data is used for.

"Importantly we have received reassurance from the ICO that there is **no need** for Neighbourhood Watch to reaffirm the consent of current members for their data to be used for the purposes of communication and scheme administration by either their local Force Area/ Borough Associations, Neighbourhood Watch coordinators or Neighbourhood Watch Network (on the national Scheme Register).

Jayne added: "Going forward this consent **will need to be evidenced for new members joining us**. Changes are underway to the national Neighbourhood

Watch Scheme Register on Neighbourhood Alert to ensure that the system is fully compliant by 25th May 2018 and it is easier for Neighbourhood Watch members to register and their consent to be evidenced.

The **Guidance** can also be accessed on the OurWatch website [here](#). CCTV guidance within the **Guidance** will be updated shortly.

