



# OUR NEWS

> FOR NEIGHBOURHOOD WATCH SUPPORTERS ACROSS ENGLAND & WALES

Dear supporters,

Whilst August was an exciting month for Neighbourhood Watch with over 300 members attending our **Summer Seminars** (more on page 4), we have lots more exciting news to bring you this month.



We are thrilled to have begun the rollout of our new **Knowledge Hub** - an online platform for our volunteers to learn and connect with each other. If you are a volunteer who wants to get involved, find out more on page 2.

This year's **Neighbour of the Year Awards** is launching on the 14th September with regional **Young Neighbour of the Year (21 and under)** categories and a new **Community of the Year** category. You can get involved by spreading the word, and nominating neighbours who you think have gone the extra mile, or are the glue of your community.

We hope you enjoy the tailend of the summer while keeping up the fantastic work as we are all able to meet more neighbours face-to-face.

Yours sincerely

John Hayward-Cripps, CEO, Neighbourhood Watch Network

## Have you seen our Impact Report 2020/21?

Launched in August 2021, the report demonstrates, through data and case studies, the impact our volunteers have had in reducing crime, the fear of crime, and supporting communities through their hard work and dedication.

The report shows that, as many charities have experienced, through the Covid-19 challenges we have adapted the way we work with new ways of improving our services to better serve our communities.

A special thanks goes to our incredible volunteers - without you none of the work we do would be possible! [Read the report here](#)

NEIGHBOURHOOD WATCH 2020/21 IMPACT REPORT

OURWATCH.ORG.UK/IMPACT

*"Creating safer, connected & more active communities since 1982"*

Neighbourhood Watch Network is a charity registered in England & Wales, CO no: 1173349

PROUD TO SUPPORT

## TAKE FIVE TO STOP FRAUD WEEK

13-17 SEPTEMBER 2021



We are proud to be supporting the [Take Five to Stop Fraud](#) campaign this Take Five Week. Criminals are experts at impersonating people, organisations and the police so it can be difficult to spot scam texts, emails and phone calls.

However, there are things we can all do to protect ourselves. As Brits we aren't renowned for being direct. However, Take Five is warning that when it comes to fraudsters, being indirect

could have serious financial and emotional consequences. If someone contacts you asking for your personal or financial information it's important to say 'no'. It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

**This Take Five Week, we encourage you to perfect the art of saying 'no' by making sure you Stop, Challenge, Protect.**

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# NEIGHBOURHOOD WATCH KNOWLEDGE HUB



- **INDUCTION**
- **TRAINING**
- **BESPOKE ROLE SUPPORT**
- **FORUMS**



**'A dedicated space to share ideas  
and get to know other  
Neighbourhood Watch  
volunteers'**



When we asked our Coordinators how we could better support them, they told us they would like an induction programme, training and other development opportunities, and the ability to communicate with each other.

We listened to that feedback and, after a successful pilot in Hampshire and Isle of Wight, we are very excited to have started the rollout of our new **Knowledge Hub** - developed with funding from the National Lottery Community Fund.

**The Knowledge Hub is an online platform available to Neighbourhood Watch volunteers across England and Wales. It offers induction, training, support, and other resources to help our volunteers in their roles.**

Within in the Hub is a forum for volunteers to share advice, support and experiences with each other.

We have had some fantastic feedback from those already using the Hub.

*“The Hub is clear and easy to navigate. It has lots of potential to support active volunteers. I’m looking forward to seeing it grow.”*  
Neighbourhood Watch  
Volunteer

Neighbourhood Watch Coordinators in **Cambridgeshire, Cumbria, Derbyshire, Gloucestershire, Greater Manchester, Hampshire, Humberside, Warwickshire, and the London Boroughs of Bexley, Greenwich and Richmond** have been invited to apply for access to the Hub so far, with more areas to be added shortly.

If you are an approved Coordinator within those areas, you should have received a message via the Alert system. Please check your junk mail if you haven’t yet seen it!

We are in the very early stages of the Knowledge Hub rollout, and we are taking it relatively slowly to make sure we get everything right. We know many of our Coordinators are keen to access the Hub, but if your area hasn’t yet been invited, please be patient - you’ll receive an invitation when we’re ready for you.

Please get in touch with us via  
[volunteer@ourwatch.org.uk](mailto:volunteer@ourwatch.org.uk)  
if you have any questions.





# NEIGHBOUR OF THE YEAR AWARDS 2021

Has your neighbour or community gone above and beyond this year? Do you know a young person who has been particularly neighbourly? Show them you've noticed by nominating them.



**NEW CATEGORY**  
**COMMUNITY**  
**OF THE YEAR**

Nominations  
open from  
14th Sept to  
26th Oct



**[OURWATCH.ORG.UK/NOTY](https://ourwatch.org.uk/noty)**

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## Our actions spoke louder than words

The **Summer Seminars**, which we ran last month, attended by 318 volunteers and partners, inspired our volunteers to do even more within their communities with the theme **ACTIONS SPEAK LOUDER THAN WORDS**.

We listened to our **Coordinators** speak enthusiastically about how they engage their communities through working in partnership with the police and running local activities attractive to young and older residents.

We were thrilled to hear from two of our partners, **Co-op and Deliveroo**, on how our national partnerships continue to grow from strength to strength. Our joint projects, such as the annual *Neighbour of the Year Awards* and the newly launched Deliveroo Rider Community Safety Training Programme, are supporting more communities to be better connected and safer.

Attendees welcomed the opportunity to communicate with other volunteers in workshops on: proactively promoting diversity and inclusion; attracting a younger demographic; supporting vulnerable

people; and changing the perception of Neighbourhood Watch. Our diversity and inclusion workshop looked at age, socio-economic status, political views, gender, ethnicity, religious beliefs, types of resident and disabilities.

One Coordinator said, *"I thought I live in the most un-diverse Borough in London, but listening to what has been said, I live in a very diverse community."* She realised almost every diverse category was covered within her one small, leafy, green, suburban street, and a street party would be a great way of connecting over food, drink and activities.

Participants said they valued hearing about 'the forward-looking approach that was clearly conveyed' and described Neighbourhood Watch as 'a progressive organisation.'

With over **91%** of participants rating the seminar as good, very good or excellent, and **70% feeling more positive** about the organisation, we are ready looking forward to welcoming even more volunteers to Summer Seminars 2022!

## Airbnb's new high risk reservation technology to crack down on UK parties

**Following Airbnb's launch of the UK Trust and Safety Alliance last month, Airbnb in the UK is launching high-risk reservation technology to help combat parties and other neighbourhood disturbances.**

This technology will enhance Airbnb's ability to block attempts to book stays that could present high risk of certain types of disruptive parties, and help stop them before they start. This considers a number of factors in relation to certain reservations, including the date and duration of the booking. These measures build on party prevention tools and policies already deployed in the UK, and will enable Airbnb to further prioritise efforts to try to stop parties before they start.

This launch comes one year on from the introduction of a separate pilot restriction that prevents under 25-year-olds without a history of positive reviews from making certain bookings in specific circumstances.

New data from this pilot shows that in the past year, Airbnb has blocked or redirected reservation attempts from nearly 375,000 people in the UK, France and Spain. That includes potentially disruptive reservation attempts from nearly 84,000 people in the UK (approximately 23,000 people in London, nearly 2,000 in Edinburgh and Bristol, over 1,000 in Cardiff, nearly 600 in Brighton and nearly 200 in Bath).

[Read the full article here.](#)



## Fraud reporting trends

While fraud reporting decreased from 54,845 to 50,187 during June, City of London Police's July monthly Fraud Threat Assessment identified types of fraud that were increasing or commonly featuring during the month:

- **Passport application fraud**
- **Lottery scams** – victims are contacted by phone or social media messages, notifying them they are on a 'winners list' or have won a lottery cash prize or other prizes. Fees are required to obtain winnings, or the victims are asked to purchase vouchers.
- **Rental fraud** – increase is potentially due to restrictions easing and the association to holiday rental fraud and individuals and groups renting properties, e.g., students.
- **Door to door sales** – more people at home, fewer restrictions for suspects.
- **Application fraud** – criminals using false information or counterfeit documents to apply for a financial product.
- **Driving license renewals** - websites purporting to offer driving licence renewals requesting victims input their personal and financial information.
- **Crypto mining scams** - victims were persuaded to invest and promised daily returns, but no returns were received, and the website has since been closed.
- **Covid tests** - ordered from a website purporting to be on the government-approved list of suppliers, but victims reported never receiving the test or the results despite payment being taken.
- **Vaccine passport scam emails**
- **Fake emails** - purporting to be from Amazon claiming to offer an exclusive reward if the recipient completes an online survey, but it is a phishing email designed to steal login, personal and financial information.

**Looking ahead:** The most vulnerable could be offered a booster Covid-19 vaccine from September 2021 to protect as many as possible from becoming seriously ill due to Covid-19 over the winter period. **There is the potential for cybercriminals to target vulnerable or older adults who are eligible for the vaccine.**

## Building sustainable communities

We are delighted to be partnering with Thirteen, a charitable housing association providing housing and support services, regeneration and social value work across the North East of England, including Cleveland and Yorkshire. Thirteen share our aspiration to build neighbourhoods with a sustainable community and reduced crime and antisocial behaviour.

We are working with Thirteen, Middlesbrough Council, and residents to develop a Neighbourhood Watch in an area of Middlesbrough that has suffered from high crime and deprivation, where residents have not previously engaged with Neighbourhood Watch.

John Hayward-Cripps, CEO of Neighbourhood Watch Network, said: *"We are very excited to be working with Thirteen. Together we aim to develop a way of working that better involves people from the community and gives them more of a say in how they can best engage with and benefit from the support that Neighbourhood Watch can provide to the area."*

*"We have started by sharing local knowledge between the agencies about the issues affecting the area. We are engaging residents through surveys, community events and focus groups to understand what their community concerns and interests are, and how we can work with their skills, knowledge and experiences to support building a safer more connected place to live for all."*

Angela Corner, Thirteen's Head of Community Resilience, added: *"Thirteen's strategic priority is to create quality places to live and to improve our neighbourhoods and we can't do this alone. We must put the communities at the heart of what we do and work with partners and experts who can help deliver on our ambitions. This partnership is a perfect example of how we will work with others to develop community led, sustainable projects. We are really excited to be working with Neighbourhood Watch on this project and once evaluated we will be looking to roll this out in other communities."*

**thirteen**  
Managing and building homes

## 'No excuse' approach needed to gas safety in our homes

We all can be guilty of making excuses to get out of or put off doing things we know we should be doing, with avoiding household chores the top reason for excuse-making.

New research from Gas Safe Register - the UK's official registration body for gas engineers and gas businesses – highlights that one in three of us have used excuses to get out of having our home gas appliances safety checked, despite the majority saying we would never make excuses if our loved ones' safety was at risk.

Yet, the latest inspection figures from the safety body demonstrate just how real these risks are and why excuses aren't worth making. **Nearly 7 million homes** in the UK – one in four – now house potentially dangerous gas appliances, including boilers, cookers and gas fires. If left unchecked, these faults can pose a threat to life from gas leaks, fires, carbon monoxide poisoning, and explosions.

This is why we're partnering once again with Gas Safe Register for this year's **Gas Safety Week, running from 13th - 19th September.**

This **Gas Safety Week**, they are urging all householders to get into the habit of booking an annual safety check with a registered engineer, and to become familiar with the signs and symptoms of unsafe gas appliances.

To stay **BETTER SAFE THAN SORRY** this Gas Safety Week, [visit their website](#).

### Top tips for being BETTER GAS SAFE THAN SORRY

1. Learn the six main symptoms of carbon monoxide (CO) poisoning – **headaches, nausea, dizziness, breathlessness, collapse and loss of consciousness** and teach them to others, including your neighbours. Unsafe gas appliances can put you at risk of CO poisoning, gas leaks, fires and explosions.
2. **Check your and your neighbours' gas appliances for warning signs** that they are not working properly e.g. lazy yellow flames instead of crisp blue ones, black sooty marks or stains on or around the appliance and high levels of condensation in the room.
3. Fit an **audible carbon monoxide alarm**. This will alert you if there is carbon monoxide in your home.
4. Have all your gas appliances safety **checked every year** by a Gas Safe registered engineer – [sign up for a free reminder](#).
5. Only use a **Gas Safe registered engineer** to fit, fix and service your gas appliances. You can find and check an engineer at [GasSafeRegister.co.uk](http://GasSafeRegister.co.uk) or call 0800 408 5500. Check their Gas Safe Register ID card – look for the yellow triangle.
6. If you suspect carbon monoxide poisoning, get some fresh air and **leave the house as quickly as possible**. See a doctor and if you are very unwell call 999 for an ambulance. The National Gas Emergency Helpline is also available 24/7 on 0800 111 999.





# Speak up to stop rural crime.

Criminal gangs exploit our local wildlife, environment and communities. Your voice can make a difference.



Have information on rural crime?  
You can speak up and remain  
100% anonymous. Always.  
[crimestoppers-uk.org](https://www.crimestoppers-uk.org)

**CrimeStoppers.**  
**0800 555111**  
100% anonymous. Always.

Campaign  
partners





## Time to get smart with your home security



Having spent so much time at home over the past 18 months, we could be forgiven for not thinking too much about the security of our homes.

There have been plenty of decorating, renovating, and garden DIY projects undertaken to enhance our living spaces, but less emphasis has been placed on securing our homes when we have barely left them. Things, however, are changing. With lockdown restrictions easing and the return of office working and socialising away from home, now is the time to think about your home security. Crime rates in the UK reduced by 32% during 2020, largely due to a drop in burglaries as homes weren't left empty. But with normality slowly returning, unfortunately, we expect those statistics to return to the previous levels.

This means that now is the perfect time to get smart about your home security and take a proactive step towards preparing your home for normal life. Smart security allows you to be fully in control of your security system at any time, no matter where you are in the world, all through your smartphone. ERA Protect products could be the ideal solution for introducing smart security into your home.

The ERA Protect ecosystem is a flexible, free-to-operate, self-install range of products that can all be connected to the same smartphone app where they can all be controlled. From an individual indoor camera to a full alarm system, including indoor and outdoor visual and audible deterrents, the ecosystem allows you to make a bespoke system to suit the size and requirements of your home and those who live there.

And whilst securing your home is of the utmost importance, so too is securing your data. The ERA Protect ecosystem is the first smart alarm system in the UK to receive the BSI IoT kitemark, meaning the system and app has been through rigorous testing to guarantee it complies with the highest security controls to keep your data protected.

ERA has proudly partnered with Neighbourhood Watch since 2016 and will continue to do so in the future. We share a common goal of reducing crime in communities across the UK, and our ERA Protect ecosystem was designed with this goal in mind, creating a range of flexible products that help people to protect their homes in a way that suits them. Giving people remote access to their home security 24/7 from anywhere in the world allows them to proactively protect their property and neighbourhoods and reduce the fear of crime.

For more information on the ERA Protect ecosystem, visit [www.eraprotect.com](http://www.eraprotect.com)

### SPECIAL OFFER

**Purchase the**  
**[ERA Protect](#)**  
**[Indoor Camera](#)**  
**for £39.99**  
**including**  
**delivery with**  
**code: ERA39.**



**Order [online](#) or**  
**via 0345 257 2500.**

**Offer valid until the end of**  
**September.**

# ERA



## Tell scammers to SLING THEIR HOOK

In July we ran an online campaign encouraging people to tell scammers to **SLING THEIR HOOK**. We looked at the psychology around why people fall victims to scams to help people protect themselves against the huge number of scams that are happening every day.

Our campaign, which targetted people in Leicestershire, Greater London, West Midlands (incl. Birmingham), Essex and Greater Manchester, reached over 200K people on social media. It raised awareness of the tactics scammers use, and encouraged people to 'stop and think' if something doesn't **FEEL, SEEM, LOOK or SOUND** right.

Alongside our activity on social media we ran five successful webinars with guest speakers on protecting yourself from scams - two of which were recorded and are available to watch from our website [here](#).



If you missed our campaign and are concerned about scams, have a look at the [scams pages on our website](#) for useful and easy to read information on common scams, protecting against scams, reporting scams, Cyberhood Watch toolkit and a scams campaigning toolkit.



To order a Patlock at the Neighbourhood Watch discounted rate of £42.50 go to [patlock.co.uk/neighbourhood-watch](http://patlock.co.uk/neighbourhood-watch)

