



# OUR NEWS

the e-newsletter for Neighbourhood Watch supporters

FEBRUARY / MARCH 2018 EDITION

## Working together to prevent dog theft

For many of us our pet dogs are another member of the family and if they're stolen the impact can be devastating.

We've teamed up with the national charity Dogs Trust in their new campaign to help prevent beloved pets being stolen.

With a staggering 1,800 dogs reported stolen in 2016 Dogs Trust is urging owners to be vigilant through the launch of their new campaign **Family Pawtraits**.

Lee Paris, campaigns officer at Dogs Trust, told *Our News*: "With dogs playing such a huge part in our lives, it is important for us to offer them the same care and protection given to all family members. "Whether two legs or four, we all want to be kept safe. By following our three simple steps, you can reduce the risk of theft and offer the best possible chance of being reunited with your dog should they go missing."

### Keep your dog;

- **Safe:** secure your property and garden.
- **Spottable:** keep them in sight and trained to return.
- **Searchable:** know what steps to take should they go missing.



To watch the video and download the Safe, Spottable and Searchable factsheet that you can share with friends and family visit [www.dogstrust.org.uk/dogtheft](http://www.dogstrust.org.uk/dogtheft)

"We know our members are concerned about the rise of dog theft and that's why we wanted to do our bit to help promote the best advice on keeping them safe," said Jayne Pascoe, Strategic Partnerships Director at Neighbourhood Watch.

## Thanks Take Five!



Neighbourhood Watch was delighted to support the recent **Take Five to Stop Fraud Week**.

The week of action was part of the national campaign from Financial Fraud Action UK and the Government, backed by the banking industry coming together to tackle fraud. For more information see page 2.

Take Five has kindly supplied us with lots of fantastic window stickers for our members and they'll be distributed later in March.

Thanks Take Five!

# Burglary rates rise again

Domestic burglary has risen by more than 30% according to the latest police recorded figures released by the Office of National Statistics (ONS) in January.

The latest recorded crime figures show there were **261,915** domestic burglaries – where an offender has entered a person’s home - in the year to September 2017.

Overall, total recorded crime is up 14% and the figures from 44 Police forces show:

- Robbery up 29%
- Sexual offences up 23%
- Knife Crime up 21%.
- Violent crime up 20%

However it is important to note that these levels are nowhere near the levels seen in the 1990s when crime peaked.

Indeed figures from the separate *Crime Survey of England and Wales (CSEW)* - which are based on people’s experiences, suggests crime continues to fall.



This survey, based on interviews with 35,000 households in England and Wales, includes crimes that people do not report to police.

Jayne Pascoe, Strategic Partnerships Director for Neighbourhood Watch, said: “The recorded figures reflect what we’ve seen here at Neighbourhood Watch with more people contacting us to want to set up a scheme in their area – many as a result of themselves or their neighbours being burgled.

“So now, more than ever, Neighbourhood Watch is an important way people can take an active role in protecting their homes and the things they care about.”

**Remember: To prevent burglary the most important thing you can do is:**

- fit good window and door locks
- and **ALWAYS** leave a light on when you’re out for the evening.

To look at the crime figures [click here](#)



## Simple advice to stop fraud from Take Five

To support *Take Five to Stop Fraud Week* we issued a special Neighbourhood Alert to hundreds of thousands of Alert users to share the simple advice on offer. Thanks to everyone who responded to us.

The advice from Take Five is **really simple** but it can stop you becoming a victim of fraud.

1. A **genuine** bank or organisation will **never** contact you out of the blue to ask for your PIN, full password or to move money to another account. Only give out your personal or financial details to use a service that you have given your consent to, that you trust and that you are expecting to be contacted by.
2. Don’t be tricked into giving a fraudster access to your personal or financial details. Never automatically click on a link in an unexpected email or text.
3. Always question uninvited approaches in case it’s a scam. Instead, contact the company directly using a known email or phone number.

To read more about Take Five and to **access all their useful resources that you can use to spread the message about preventing fraud** go to <https://takefive-stopfraud.org.uk/>

# Social Action Hubs launched – is there one near you?

The Company of Community Organisers (COLtd) and the Department for Digital, Culture, Media and Sport (DCMS) has established a new network of local 'Social Action Hubs' supporting grass-roots social action through neighbourhood community organising.

Social Action Hubs are locally rooted community organisations – often charities – which support people to contribute to and create a better community and build a more democratic society.

COLtd is working with partner organisations from the statutory and third sectors to expand the community organising movement – partners include the National Citizen Service (NCS), Supporters Direct and Neighbourhood Watch.

20 Social Action Hubs across England are supported as part of the Community Organisers Expansion Programme (2017-2020).

The Programme is Government funded and led by Community Organisers Ltd.



The Hubs act as a catalyst for action, training local members of the public including young people in community organising and supporting them to listen, reach out, bring people together and take collective action.

The Programme will see 3,500 people trained in community organising across England and supported to ignite social action to make their communities stronger, their public services more accountable and society fairer.

In areas where community organising takes place, people tend to have a stronger sense of belonging to their neighbourhood, feel more valued and are motivated to work together to improve lives and transform where they live.

You can find the location of your nearest Social Action Hub through the [website](#) Or by searching on the [interactive map](#).

## Could you help children who have fallen behind in their reading skills?

*“Once upon a time there was a little boy called Daniel who couldn’t read. All of his friends could read very well and, unlike him, they didn’t seem to struggle with homework or reading in class when prompted. One day a lady called Sue came to see him in school and then spent 30 minutes, twice a week with him to help him with his reading. Sue spent a year working with Daniel to help him improve his reading skills. Soon, he was standing at the front of the class reading to his classmates and doing homework without any help with reading.”*

This story could have been very different, on average 29% of children leaving primary schools in England, cannot read at their expected level. This means that they will be starting secondary school behind their peers and often struggle to catch up. This can have an impact on their education and future work life. Research suggests that 25% of young offenders may have reading skills below those of the average seven-year-old.

The respected national charity Beanstalk places volunteers in primary schools to work with children on a one-to-one basis to improve their reading skills. The charity works with children who are reluctant readers or have fallen behind in their

reading. Volunteers instill a love of reading by providing them the support from trained reading helpers that enables them to love reading and thrive in education and life.

If you are interested in volunteering or even working with our team to recommend schools, potential volunteers then please contact Beanstalk on **0845 450 0307** or [info@beanstalkcharity.org.uk](mailto:info@beanstalkcharity.org.uk)

Reading. Growing. Thriving.  
**Beanstalk**

**Co-op Insurance who sponsors Neighbourhood Watch has entered the travel insurance market by offering a new product shaped by its members.**

The new travel insurance product offers cashless medical expenses, for all ages and medical conditions, meaning customers will not have to pay out themselves for any medical treatment – a first for the general insurance market.<sup>1</sup>

Highlighting a need for this change, Co-op's new study reveals two thirds (62%) of holidaymakers who have claimed on their travel insurance, said they had to cover the costs upfront themselves and then claim these costs back at a later date from their insurer.

With the average travel insurance claim now standing at £2,090, Co-op's study reveals the effect this has on UK holidaymakers' pockets. A quarter (26%) had to turn to family members to borrow money in order to pay the initial costs.

A further quarter (25%) had to take money out of their savings and a tenth (10%) ended up in debt as



a result of having to pay the claim themselves and then claim this back from their insurer.<sup>2</sup>

Furthermore, the new travel insurance product will offer Co-op customers access to an online medical consultation with a General Medical Council (GMC) registered doctor, 24 hours a day, seven days a week, from anywhere in the world.<sup>3</sup>

Customers can use their smart phones or tablets to speak to doctors both prior to jetting off and during their holidays. Users can also receive prescriptions, referrals and fit-for-work notes, avoiding the need to navigate unfamiliar health systems and overcome language barriers.

Co-op's Travel Insurance can be broken down into the following,

three policies; Single Trip, Annual or Multi-trip and Backpacker travel insurance and encompasses three phases of travelling pre, during and post trips.

Mark Summerfield, CEO of Co-op Insurance said: "We've worked with our members across the Co-op, to build a product which is fair, inclusive of all ages and medical conditions and we're the first general insurer to pay medical expenses up front, ensuring that our customers are not left out of pocket at what can already be a stressful time."

<sup>1</sup> Co-op Travel Insurance is part of Co-op Insurance Services Limited and is underwritten by Mapfre. Cashless medical expenses, for all ages and medical conditions are available in selected destinations. Important limitations, restrictions & excess apply. Full policy details can be found [here](#)

<sup>2</sup> Research was conducted among 2,000 UK holidaymakers by atomic research on behalf of Co-op Insurance. Research was conducted in December 2017 among UK adults who have had to claim on their travel insurance

<sup>3</sup> Video-call consultations available 8am to 10pm 365 days a year, voice call consultations available 24 hours a day.

## NWN welcomes new CEO to the team

**The Neighbourhood Watch Network (NWN) has recently welcomed a new CEO John Hayward-Cripps.**

John is a former Director and Interim CEO of Victim Support and has worked for various charities at senior levels across England for over 20 years.

More recently John has worked as a consultant for multi-national professional services firm EY working with local authorities to drive systems and organisational change.

John's aim as CEO is to build on the fantastic history and achievements of Neighbourhood Watch and help the movement move forward to gain new and diverse membership and new ways of working that strengthen communities and help people feel safe. This includes embracing modern technology while always celebrating and keeping true to the foundations of Neighbourhood Watch.

John will lead NWN's small staff team that supports the



movement across England and Wales.

Look out for John's first article for **Our News** in the next edition!



# A new era for our sponsor ERA

**ERA, the UK's leading home security experts, and proud Neighbourhood Watch sponsor, has recently moved to brand new purpose-built premises, reflecting the company's success and confidence in the future.**

Neighbourhood Watch Network chair David Huse, OBE, officially opened the new 135,625 sq ft new facility located on the i54 Business Park just outside Wolverhampton.

He said: "I was thrilled to be invited to open the fantastic new facility. I'm delighted we're working with ERA - we both have protecting people at the very heart of what we do - and we're proud to recommend ERA's products to our members."

ERA's new home employs 150 people and brings together three existing facilities in the West Midlands and provides ERA with the perfect platform for future success in the design, development, manufacture and distribution of high quality home security products.

At the opening event dozens of press and invited guests were given a tour and shown how the company's products are designed and tested.

Darren Waters, CEO at ERA, said, 'Our brand-new home is a great fit with our long-term business strategy and will help to differentiate our brand, both as an innovative supplier and as a responsible employer.'

'The new site is home to our state-of-the-art research and product development hub, manufacturing and warehousing, as well as test and training facilities.'

'In addition, our bespoke Customer Suite showcases the entire ERA Total Security portfolio, including our extensive range of trusted hardware as well as our cutting edge smart home security solutions.'

For further information about the ERA and the company's extensive range of home security products, visit [www.eraeverywhere.com](http://www.eraeverywhere.com) or contact the sales team on 01922 490 000 or by emailing [info@eraeverywhere.com](mailto:info@eraeverywhere.com)

# ERA

## Total Security



Combining time-served mechanical expertise with a commitment to excellence, ERA can offer high quality, reliable products you can fit with confidence.



Proudly working together towards a common goal of reducing crime and keeping communities safe

CALL US NOW FOR MORE INFORMATION ON: 01922 490049

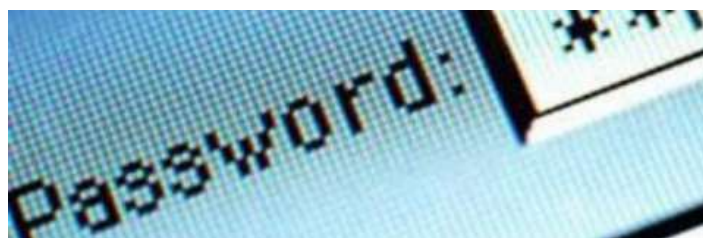
OR VISIT: [www.eraeverywhere.com](http://www.eraeverywhere.com)

# Young people still leaving their emails wide open to hackers

**A new survey suggests that half of young people aged 18-25 use the same password for multiple online services, making it easy for criminals to hijack their accounts.**

The survey from Cyber Aware, the government's online safety campaign, is aimed at getting young people to understand the importance of using different passwords for different accounts ... not least email.

But the advice is a wake-up call for everyone – not just young people. Here's why.



If you use the same combination of email address and password for your email account as you do for other services and it is compromised by either a data breach or inadvertently revealing it – it makes it fast and easy for your email to be hacked too.

The danger is two-fold:

- Anyone controlling your email account can impersonate you to commit fraud, identity theft, or both
- Any sensitive data you send via email can be intercepted

**Cyber Aware recommends that you use a strong and separate password for email accounts, and that the names of family members, pets or sports teams should not be incorporated when choosing passwords. This is because these details can be easy to ascertain from social media profiles and posts – a favourite source of information for criminals.**

**It also recommends that, where available, users should take advantage of 2 factor authentication for additional security – normally done by an SMS message or automated call to the user's nominated mobile device.**

The new research from Experian and Cyber Aware has revealed that the UK public's email passwords could be leaving them wide open to hackers - putting themselves at risk of identity theft. Despite 66% of those with an email account saying they were worried about hackers using their personal information, such as passport details or home address, to steal their identity, more than a quarter (27%) reuse their email password for other accounts, and this goes up to 52% when it comes to 18-25 year olds.

The research highlights the worrying amount of personal information people surveyed keep in their email accounts – what Detective Inspector Mick Dodge, National Cyber PROTECT coordinator with the City of London Police has described as a 'treasure trove' for hackers.

He said: "People might worry about cyber security

but the reality is that doing something about it is often bottom of the list. The UK public need to take action. Your email account is really a treasure trove of information that hackers won't hesitate to exploit. You wouldn't leave your door open for a burglar, so why give criminals an open invitation to your personal information? Making one simple reset to have a strong and separate email password can make a big difference."

Worryingly over three quarters (79%) of those surveyed share personal information, such as their address or bank details over email, and of those who did, 67% have not deleted all the items. More than half (55%) of those sending their passport or driving licence still have it in their sent items, 52% have still got bank or credit card details, 66% mortgage or tenancy agreements and 56% handwritten signatures.

Hackers are able to exploit a weak email password which is why Experian and Cyber Aware are urging the public to take the simple step of having a strong and separate password for their email account to help protect their identity. Your email account is a gateway to a vast amount of information and hackers can also use your email account to access many of your other personal accounts, by asking for your password to be reset. 55% of those surveyed with an email account have six or more online accounts – from social media to online shopping – with some as many as 21 – so not adopting simple protective measures could have major personal consequences.

# Home insurance with bags more



## £50

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

Home relates to combined buildings and contents only. When new customers buy directly from Co-op Insurance. Offer ends 31/05/18.

## 10%

discount off  
home policies  
for Neighbourhood  
Watch members

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

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 31/05/2018. Policies must start on or before the 29/06/2018. 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

^ 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.

Offers available in first year and may be withdrawn at any time. 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.



## LONDON BOROUGH OF HAVERING



**Havering Neighbourhood Watch Association has had a busy few months.**

The recent annual meeting featured several guest speakers and a special thank you to retiring committee members Ann and Howard Wigmore (pictured) for all their hard work since the Association was started in 2001.

Members of the borough's Community Partnership



made up of Safer Neighbourhood Team officers, local Trading Standards Officers and NW coordinators have also been busy knocking on doors to set up the latest Safer Zone in the Borough - Safer Zones are set up in roads with more vulnerable residents.

Thanks to Mike Winter, Chair of Havering NW Association for sending in the pictures to **Our News**.

Great work Havering!

## WEST MIDLANDS

**The Canal & River Trust and West Midlands Police have joined forces to launch a new neighbourhood watch scheme on the region's historic canal network.**

With more and more people working and living by the water, the Canal Watch scheme aims to promote a sense of community and encourage people to help ensure waterways remain safe and enjoyable places.

Peter Mathews CMG, chair of the Canal & River Trust's West Midlands Waterways Partnership, explains; "One of the attractions of our wonderful waterways is that they're quiet, tranquil places where you can escape the bustle of everyday life. However while we want people to enjoy the peace we don't want them to feel isolated or vulnerable and that's where this scheme comes in.

"With Canal Watch we want to make the fantastic sense of community that already exists on our waterways more visible. We want to show people that collectively those living and working on the waterways, the local police and other stakeholder groups are working together to share information and keep people and property safe."

Under the scheme, launched in Birmingham on



31 January, people living by the water, boaters and waterside businesses can sign up for police updates and free crime prevention advice.

Leaflets and stickers will be distributed to local people, boaters and businesses with signage also being displayed across the region's waterways. Forensic marking kits will also be handed out to boaters enabling their valuables to be traced if needed. If you live in the West Midlands and want to receive messages and crime prevention information, create an account at [www.wmnow.co.uk](http://www.wmnow.co.uk).

## PETERBOROUGH



### **Peterborough Neighbourhood Watch Association has had a successful community litter pick.**

Neighbourhood Watch members and other residents of the Fletton and Woodston area - some of the oldest parts of Peterborough alongside the south

bank of the river Nene – got together for the clean up and to meet their neighbours.

The event was organized through a local Facebook Page – Woodston Folk – and 34 residents of all ages turned out with a mix of Neighbourhood Watch members thrown in.

Alan Paul – the Association’s Information and Communications representative - told *Our News*: “We took photos before and during the clean-up, the chatter was really buzzing as neighbours met each other for the first time and many were able to put faces to the names they’ve chatted with on Woodston Folk.

“An incredible 60 bags of litter was collected, two new volunteers are to start a Neighbourhood Watch scheme and everyone had a great time meeting and getting to know each other.”

## CARDIFF



### **Our News regular Bill Farnham is out and about again!**

This time he helped prevent some shoplifting during his Christmas stall at his local Toys R Us. Bill was joined by PCSO Nia Smith at the store in Cardiff Bay. He said: “As well as speaking to many members of the public, we were informed by the security staff that we acted as a deterrent against shop lifting which had been quite significant up until then so it was very worthwhile us being there!” Well done Bill!

## SUSSEX



### **Neighbourhood Watch is enjoying a welcome resurgence on an estate in Pagham.**

Many more coordinators have come forward in Mill Park Farm to strengthen their community and the group’s success has recently been featured in their local paper.

As well as seeing an increase in coordinators and members the group has put up signs and distributed 44 security lights primarily to older more vulnerable house owners thanks to the invaluable support of the Sussex Neighbourhood Watch Federation.

This picture – courtesy of the Bognor Regis Post, shows the Pagham Team. Great work Pagham!

SUSSEX



A Neighbourhood Watch coordinator from Sussex has been awarded the Medal of the Order of the British Empire (BEM) in the New Year Honours.

Mary Grace from Crawley was awarded the honour “for services to the community in Crawley, West Sussex”.

Mary has been a member of Neighbourhood Watch for 19 years, and until recently was the area coordinator for the Three Bridges Ward, and also the Sales Officer for Crawley Neighbourhood Watch.

John Wright MBE, Chair of Sussex Neighbourhood Watch and also Crawley Neighbourhood Watch, said: “This honour is brilliant news, and is thoroughly well deserved. Mary is a fine example of a caring person who quietly and modestly volunteers to do so much for her local community, with no expectation of any reward. I am delighted that Mary has received this national recognition, and I would like to add my personal thanks to Mary for the tremendous hard work that she has so cheerfully and willingly contributed to Neighbourhood Watch and the community.”

Aside from her lengthy involvement in Neighbourhood Watch, Mary has been a very active volunteer member of the community, and has worked tirelessly to help others. She has given hundreds of hours supporting multiple charities as well as helping youngsters complete national awards (Duke of Edinburgh), run craft workshops for senior citizen groups, and battled antisocial behaviour, working to make Three Bridges a fun and safe place to live.

Mary was for many years involved with the running of the local Nautical Training Corps, a member of a local choir society and has been a key member of the Three Bridges Community Forum.

She has arranged, in co-operation with her MP, educational visits to the House of Commons for interested people regardless of their political beliefs, helped to plant bulbs for “Crawley in Bloom”, helped Crawley Rotary Club with making sure that Santa visited the homes of children in need, and has been a volunteer driver for Age Concern and Meals on Wheels.

In 2012 Mary became only the third person to be presented with the West Sussex Certificate of Achievement on behalf of the Lord Lieutenant, Mrs Susan Pyper.

Congratulations and thank you Mary!



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!