



OUR NEWS

FEBRUARY 2017 EDITION

Message from our chair *Lynn Farrar*

Our Neighbourhood Watch movement – more than just yellow signs!

Here at Neighbourhood Watch we've been thinking a lot about what our iconic yellow logo really means to people. We know we have one of the strongest crime prevention brands in the UK and our Neighbourhood Watch signs and stickers are a visual reminder that the communities they're displayed in care about staying safe.



We're naturally very protective of our brand and we do what we can to make sure it's used responsibly. We had our brand refreshed in 2015 and the new logo you see above is now available for every member of NW to use. We've still got some guidelines that we need people to stick to when they use our logo but we want to see the new logo out and about – everywhere!

You can find our logo and the guidelines we ask you to use when using it here.
<http://www.ourwatch.org.uk/knowledge/logo-download/>

Send us pictures of how you're using the logo in your community and we'll use them in upcoming **Our News** editions.

Our partners and sponsors also know how important the Neighbourhood Watch movement is across communities and we're proud to partner with them to prevent crime and build more resilient communities. But Neighbourhood Watch is more than a round yellow logo – to quote our Strategic Plan – “we bring neighbours together to create stronger, friendly, active communities where crime and anti-social behaviour are less likely to happen.”

We're going to be using our upcoming **Our News** editions to focus on the good work Neighbourhood Watch members are doing across the movement. So let us know what you're up to and thank you for everything you do to keep communities protected and connected.

Lynn

Take a peek inside this issue



Which Padlock?

Flood Advice from
our sponsor Co-op
Insurance

BT Call Protect
Cracking down on nuisance calls



Make nuisance calls
a thing of the past



Amanda meets
HRH
Prince Charles

Almost half of
householders leave
their home
unlocked when
they go out

CYBER AWARE



Neighbourhood Watch
partner appears on hit
BBC2 show Dragons' Den

'Appy days for
Rutland
residents.

WHICH Padlock



Whatever time of year, Padlocks are a security option used to protect our valuables such as locking cupboards, garages, sheds and gates yet often, it is the security we think least about, with many assuming 'a Padlock is a Padlock' and never realising the type of Padlock they choose is essential. Given most padlocks have no accompanying information to explain the differences in a store, how are we supposed to know the differences of one padlock verses another?

So, first, it is important to understand what level of security you need. It is worth noting the padlocks are different in orientation and style for a reason. It might look strong but what you really want to know is that you have got the right Padlock for the job in mind. There are 3 main types of Padlock security– Standard , High and Professional.

Standard Security

For **Standard** security requirements, ask yourself first, is it going to be for inside (such as on a suitcase or cupboard door) or outside on a shed or a gate? For inside, traditional brass padlocks are perfect, but for outside, you might want to consider a Weatherproof Padlock which offers protection against the elements such as ice and rain as well as against thieves!



High Security

For **High Security** requirements, such as a garage or lockup, it's wise to look for protection against picking, bumping and drilling. The ERA ones have a hardened lock body to protect the cylinder and the shackle itself is made from hardened Molybdenum that makes it difficult to cut through or saw and these locks have a dual ball bearing system to protect against pulling.



Professional Security

Then there are the **Professional Security Padlocks** - ultimate in security. These are heavy duty hardened steel padlocks which offer the best protection against intruders and would be ideal for locking up a field. These Padlocks are mostly used when a thief may have privacy at their disposal and therefore extended time to try and attack a Padlock.



Having decided on the security level you need, the second thing is to understand what you intend to use the Padlock for.

Size is important - You can get padlocks with extra-long shackles if needed but only if they are essential; as the more of the shackle is exposed, the easier it is for someone to cut through. It's really important that you choose the right size Padlock for the job. ERA offers closed shackle or discus padlocks for applications where you can barely see the shackle to cut it or crow bar it and many have hardened Molybdenum Shackle. Sometimes insurance companies require you to use these for things like storefront entries, cabinets or tool stores. If you would prefer not to carry keys, such as entry into an allotment or into a family members house, consider the combination lock or a key safe. The combination lock offers over 10,000 combinations or alternatively, a key safe, which is wall mountable and can store up to 5 keys – you just punch in your code (which is set by you) and it will open to allow access to the stored keys.

Finally, choose a good brand that you know you can trust - There is a vast range of cheap Padlocks on the market which may look secure but in reality, offer very little security protection and can corrode easily. All ERA Padlocks come with security ratings on the packaging to help make it easier for you to identify the most appropriate security level for the application. Whilst the ERA padlock range is new, ERA has been providing quality locking systems since 1838. Combining time served experience with innovation and excellence, ERA prides itself on providing quality products you can rely on and trust today.

If you would like to know more about the range available and would like to purchase an ERA Padlock, please email marketing@erahomesecurity.com and we will get one of our ERA distributors to contact you directly.



Alternatively, you could request a FREE ERA Home Security Survey and have an MLA Partner review and assess your home security. To find your nearest ERA Approved MLA Partner, please [click here](#) to visit the ERA website.

How being a good neighbour can help tackle loneliness



As social beings, we're often at our best when we're connected to the people and communities around us. However nearly 1 in 5 people in the UK today say they're often or always lonely, and a similar number of people will go over a week without even being asked 'how are you?'

Loneliness and isolation is a serious issue for people across our country, and its impact can go further than you might imagine; loneliness is bad for your health, it's reported to be twice as bad for us as being obese.

Who does loneliness affect?

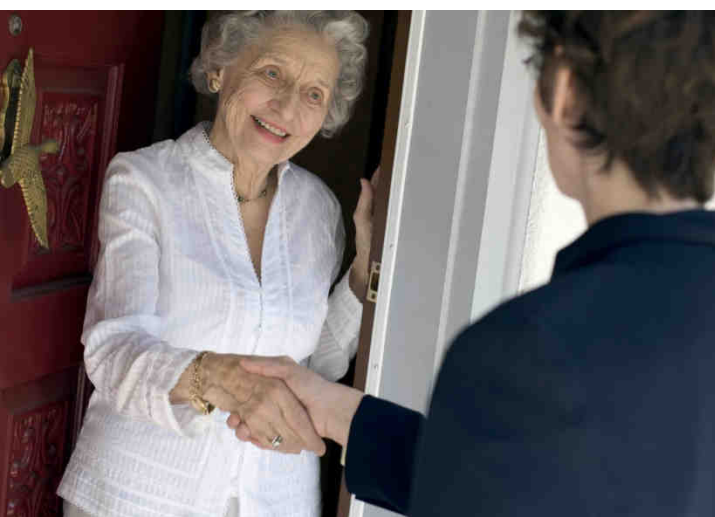
Loneliness and isolation can affect anyone and everyone. It's not always who you might think. Research by the Co-op and British Red Cross has shown that whilst two thirds of the UK believe that 'older people' are most likely to experience loneliness, in reality it can impact all ages.

Rather than simply being about age, there are specific life changes that can be a trigger for some people to become disconnected from their friends, family and community:

- Becoming a new mum
- Experiencing a bereavement
- Divorce or separation
- Children leaving home
- Retirement
- Health issues
- Mobility issues



So, what can a good neighbour do?



Happily, we know from research that the simple everyday things can make a real difference.

- A smile and 'hello' on the street
- Striking up a conversation
- Inviting people to events in your community

What's more, your work to help set up and run a neighbourhood watch makes your neighbourhood feel more welcoming and safe so everyone feels more able to connect with one another.

Make nuisance calls a thing of the past with the new BT Call Protect

Are you tired of nuisance phone calls? BT has launched a new free service to all its landline customers to block nuisance phone calls.

BT Call Protect is a call diverting service to prevent nuisance calls and is available for free to all existing and new BT home landline customers.

The service is the first of its kind in the UK and it could see up to 30 million nuisance calls a week (half of these coming from personal accident claims and PPI companies alone) automatically diverted before they reach customers

To activate the free service call 0800 389 1572 from your BT landline or sign up via BT's Call Protect webpage: www.bt.com/callprotect

Once you sign up, it can take up to 24 hours for Call Protect to start working.

How does it work?

- **BT blacklist.** BT continually monitor for the worst nuisance call offenders and once they identify them, will automatically divert them for you. The service is turned on by default when you get BT Call Protect.
- **Personal blacklist.** You can also create your own blacklist of up to 100 numbers, including the last call you received, by dialing 1572 or by going online. Future calls from those numbers will divert to your junk voicemail box and if BT sees that lots of customers are adding the same number to their personal blacklists, they will add it to the BT blacklist.
- You can automatically block certain types of caller. Call Protect also allows you to divert particular types of calls: those from international, withheld and unrecognized numbers.
- In all three cases, nuisance calls will be directed straight to a junk voicemail box (completely separate from your regular answerphone) so your phone won't ring at all, and diverted callers will instead be directed to leave a message.
- You can dial 1572 at any time to check the junk voicemail box for any messages the callers have left.

BT Call Protect
Cracking down on nuisance calls



With BT Call Protect, BT will be able to divert up to **30 million unwanted calls a week** to a junk voicemail box

Customers can choose which calls they want to avoid



- Numbers on the BT Blacklist
- Numbers they add to their own personal blacklist by dialing **1572**
- Divert whole categories of calls, e.g. international calls or withheld numbers



How the BT Blacklist works



For more information visit www.bt.com/callprotect



Amanda meets HRH Prince Charles

NHWN's very own Network Liaison Manager Amanda Sadler has recently received two awards from HRH Prince Charles for her voluntary work with the Girls' Brigade.

Amanda – who is based at our Leicester office – is responsible for supporting the national NHWN enquiry line and supporting our members across the movement. She was invited to the Youth United Social Action Awards 2017 at Buckingham Palace for her work with 1st Huncote GB Team in Leicestershire.

The team received the Youth United Social Action Award for Girls' Brigade in England and Wales. Amanda led the winning project that included a fundraising event to raise money for a local hospice in memory of a friend in their community, donating to their local food bank, and sponsoring the training of 'Felix,' a puppy who is being trained for 'Guide Dogs for the Blind'.

The group also won an additional award for dedication and were presented with both by Youth United's founder and Patron HRH the Prince of Wales. Amanda took the group of girls and boys aged between 4-11 to receive their awards at the Palace.

Prince Charles spoke at length to Amanda about her voluntary work with the Girl's Brigade and she described the day as "incredible".

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*NAME & AGE

*EMAIL ADDRESS AND CONTACT NUMBER

*WORST CUSTOMER SERVICE STORY

*RECENT PHOTO

Almost half of householders leave their home unlocked when they go out



Almost half of householders leave their house unlocked when they go out, according to new research from our sponsor ERA.

Although the latest crime figures for England and Wales actually show an 8% drop in burglary in the last 12 months there were still 198,706 domestic burglaries recorded by police between October 2015 and September 2016.

In ERA's survey of over 2000 householders across the UK, 42% of people said they regularly leave their home unlocked and would only think about locking the door if they were away overnight. In addition to the obvious risk of burglary, the ERA Home Security Survey also revealed that less than half of us would change our locks even if we lost our keys.

ERA is the primary sponsor of Neighbourhood Watch and together we're urging home owners to lock their door every time they leave their property.

Commenting on the findings, Kate Algate, CEO of the Neighbourhood & Home Watch Network, said: "Burglary figures might be down but it's still a very real risk – it hasn't gone away. Locking your door when you leave the house is the most basic piece of crime prevention advice we offer and we're disappointed to see that so many people are still not taking that on board.

"Locking your door is critical as most burglaries are opportunistic and thieves will always choose, quite literally, the path of least resistance. Nothing is as easy or as convenient to a burglar than an unlocked door.

"We're pleased to see domestic burglary in the UK is on a downward trend and of course that's good news. But we will continue to work with ERA to really educate householders about keeping their homes secure, but it really must start with the basics – lock your door every time you leave your house, it's that simple."

Commenting on this new research, Tania Tams from ERA says: "The fall in domestic burglary in the UK is welcoming news – whether that's because homes are more secure or because burglars have turned their attention elsewhere- but this good news has to be balanced against our findings – it seems a lot of people are still, by and large, quite naïve about the risk of burglary. We know through our partnership with Neighbourhood Watch that often people only really think about home security after a break-in. That is really worrying."

Further findings from the research reveal that only half of us with a burglar alarm actually activate it (48%) every time we leave the house and one in four householders don't even know if door and window locks are compliant with the terms of their home insurance.

Increasingly CCTV is becoming a popular deterrent with 12% of us now monitoring our homes remotely but when it comes to investing in our homes, upgrading our security falls way behind the priorities of a new kitchen or updating the décor.

Neighbourhood Watch is making a comeback in Chudleigh, Devon.

**New Watch
Welcome**

A Neighbourhood Watch scheme in Devon and Cornwall has been re-launched.

Town councillor, former mayor and retired local police officer, Chris Webb, is the new Teignbridge Neighbourhood Watch coordinator for Chudleigh and he's now inviting residents to register with the scheme and get involved.



Picture courtesy of Andy Uglow, Pyramid Torbay Photography

Chris Webb said: "The watch was originally set up in 2004 and was very successful, with more than 550 homes taking part at its peak. It ceased to exist in 2012 but I feel the time is now right to reinstate it.

"The town has grown in size since then and police are finding themselves increasingly stretched, and Chudleigh has a great community spirit and I want to tap into that."



He added that so far over 80 households registered but he hopes to get that into the hundreds soon. Chris Webb added: "Chudleigh is a low crime area and we want to keep it that way. But this is not just about crime but looking at things that affect us on a daily basis such as littering, dog fouling, and illegal parking - things that affect everyday lives. Principally, though, it's about watching out for your neighbour."

Already there is a Chudleigh Neighbourhood Watch Facebook page which will contain information from Devon and Cornwall Police and news updates from the watch.

Chris Webb is now inviting speakers to attend a public meeting at the town hall in Chudleigh to be held in the near future. He added that his long-term plan is to extend this beyond Chudleigh into other areas, such as Chudleigh Knighton and Hennock.

Phil Wise, Teignbridge NW manager, which covers Chudleigh, said: "The Teignbridge area has an amazing team of coordinators and we're delighted to welcome Chris to the group."

***Anyone wanting to register as members of the scheme can either email Chris at:
chrswebb03@googlemail.com***

Have you set up a new scheme in **your** area?
Tell us about it!

Email **Our News** editor lisa.parker@ourwatch.org.uk and we will feature your watch in an upcoming edition.

Cyber security – a modern menace



Our NW partner Cyber Aware, the Government's cyber security awareness initiative, is reminding people that anyone can be a victim of a cyber crime. Last year saw over 2 million people falling victim - from suffering identity fraud to having money taken out of their bank accounts or falling prey to "ransomware" - hackers encrypting all files on your computer and demanding money for their unencrypting.

According to new statistics from Cyber Aware, Britons are not applying the same level of security online as offline despite the increased risk. While 82% of households have double locks or deadlocks and 89% have window locks, when it comes to online security, only 32% follow the latest government advice to use three random words to create a strong password and on average only 52% regularly download the latest software or app updates as soon as they are available.

Neighbourhood Watch plays a vital role in ensuring people are vigilant and safe in our communities and it's increasingly important that we do this on, as well as off-line. So much of our time is spent online and by underestimating the importance of cyber security, we can put ourselves at serious risk, losing time, money and reputation.

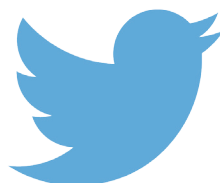
Based on expert advice from the National Cyber Security Centre, a part of GCHQ, Cyber Aware recommends two really simple steps to help protect ourselves. While small, they can make a big difference:

1. **#ThinkRandom** and use three random words to create a strong password. A weak password can allow hackers to use your email to gain access to many of your personal accounts, leaving you vulnerable to identity theft or fraud
2. Always download the latest software and app updates. They're not just about aesthetics, they contain vital security updates which help protect your devices from hackers and viruses

To find out more visit <https://www.cyberaware.gov.uk/> or to join the conversation on Twitter follow @cyberawaregov



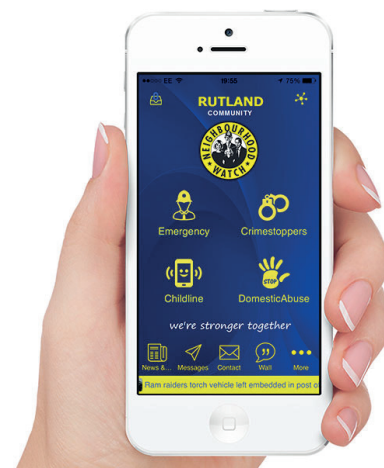
Like NHWN on
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@ourwatch



Follow NHWN on
Twitter:
@N_Watch

Appy days for Rutland residents.

Rutland Neighbourhood Watch has produced its very own app to keep their community protected and connected.



It's the brainchild of longstanding Neighbourhood Watch coordinator Jan Warren, who lives in Belton-in-Rutland. She has been supported by retired Metropolitan Police Superintendent Russ Horne, from Glaston in his role within Rutland Neighbourhood Watch.

"We are proud to have produced the first of its kind, dedicated Neighbourhood Watch app for Rutland county," said Jan. "The Rutland Community Neighbourhood Watch app is intended to be a useful tool for anyone who lives or works in the county. We wanted to bring our services into the 21st century by using the power of an app to make available all sources of information on demand. Our app is a fantastic way to engage with the wider community to help fight crime together."

The app is free and has attracted a lot of attention, not just in the Rutland area but across the East Midlands. The free app provide users with instant access to the latest crime prevention alerts, advice and statistics. It also features a wealth of other useful contact numbers, web addresses, social media links, local news feeds and more.

Jan said: "As the number of police officers on our streets continues to fall, Neighbourhood Watch has never been more important. But it can be a real struggle to get people to attend meetings, to get messages out, and to get feedback. Most people have smartphones these days and the app we have created means we can communicate with them in a much more effective way."

As well as Neighbourhood Watch content, it also carries all sorts of other useful information – such as emergency contacts for gas and electricity suppliers which can be found through the emergency button on the front, bus information, and links to local news feeds which can be accessed through the menu.

Jan added: "The most well used feature is the alerts on the home screen. Alerts for immediate attention – stolen cars – accidents with roads closed – cyber-crime – missing persons and much more delivered to the App with full instant alerts notification for all who have downloaded it."

Russ is keen for local residents to get involved and help drive the app forward as it evolves in the future. He said: "Rutland is a great place to live and has relatively low crime levels – but that could change if people don't continue to be vigilant and do their bit. Neighbourhood Watch is a really valuable part of the community and the app will hopefully encourage more people than ever to get involved."

"The app allows Neighbourhood Watch members and all who live in, visit or work in Rutland, to share information about suspicious behaviour, missing pets and other matters of local interest. It can also be used to report problems such as abandoned vehicles graffiti, fly-tipping, and broken street lighting via the www.fixmystreet.com system. The latter having already been put to the test and action having been taken immediately by Rutland County Council!"

To see the app search for The Rutland Neighbourhood Watch app at the App store. - version for IOS and Android available.





PROTECTING THE THINGS AND PEOPLE YOU LOVE

Buy the Neighbourhood Watch Patlock at our exclusive discounted rate of £42.50* (including VAT and delivery) at: www.ourwatch.org.uk

*£64.00 at www.patlock.co.uk

