



OUR NEWS

MARCH 2017 EDITION

Message from our chair

Lynn Farrar

The terrorist attack in London has been an awful reminder that we must remain vigilant to the dangers we continue to face.

As an organization committed to protecting communities I want to offer my sympathies to all those affected. I know that many members will be particularly saddened by the loss of PC Keith Palmer as our Neighbourhood Watch volunteers across England and Wales work closely with the police service and we support the police in the difficult, and often challenging work, they do. I urge you to report concerns or suspicions to your local police or get more advice online at <https://www.gov.uk/terrorism-national-emergency>.

Here at Neighbourhood Watch our mission to protect communities goes on.

The clocks have gone forward and here's a warning from our experience – that longer days make for light fingers and there are more distraction burglaries in the spring and summer.

Now may also be the time to renew the locks on your doors and windows after the long winter. Our sponsor ERA Home Security has a number of useful guides that may help you choose something more secure and safe for your home. Visit the Ourwatch website to find more details.

Some worrying news too from our partner Take Five who have just reported £2 million is lost **every day** to financial fraud. Read more on page 4. The Take Five campaign asks us all to Take Five minutes to think about what we are doing **before** pressing the **enter** key. If you are responding to an email that is offering you a special discount or something similar, make sure that you think before saying yes. Is it a scam? Are you agreeing to pay more than you expect? Small print is often hidden and most of us ignore it. Please be careful!

On a brighter note it appears that spring has sprung and we seem to be having an early rush of blossom and wildlife. I hope the prospect of lighter nights and perhaps some sunshine back in our lives will lift us all. Look after yourselves and your neighbours and take care.

Lynn



Take a peek inside this issue

Total Security
Experts



DIY Disasters from
our sponsor Co-op
Insurance

Financial fraud
costing UK £2
million a day



Stop identity fraud

CYBER AWARE



Public Liability
Insurance

TOTAL SECURITY EXPERTS



Established in 1838 in the heart of the Black Country, ERA is one of Britain's oldest lock-making companies. Whilst homeowners might think another lock brand is the UK number one, professionals will always name ERA. That's because we've invested our time and resources into product innovation, manufacturing excellence and rigorous security testing – the things that professionals really care about.

Whilst nightlatches, mortice locks and cylinders are our heritage, in 2017 one device can't keep a home safe. Modern home security requires the right combination of hardware and smart technology. That's why we've combined our knowledge built over 175 years with cutting edge product innovation to deliver an extensive range of products that can bring total security to any living space.

We work closely with the Master Locksmith's Association (MLA) and other security groups to ensure our products meet the highest standards – from our cylinders and padlocks right through to alarms and door intercoms. ERA also operates an Independent UKAS accredited test laboratory where complete doors and windows are tested under strict conditions before fabricators can launch them to market. We are also certified to test a range of security products to Secured by Design standards.

NEIGHBOURHOOD WATCH PARTNERSHIP

As a business that's passionate about security, we are very excited about the opportunity to work closely with Neighbourhood Watch towards a common goal of reducing crime and keeping communities safe. Much of our work so far has been about helping Neighbourhood Watch gain greater national exposure so more people connect with the organisation.

WHAT NEXT?

We recognise that much of our work so far has been with the NHWN charity to help us get to know the organisation. Over the next 12 months we'd like to work more closely with local Neighbourhood Watch groups to learn how we can better support the membership. If you have any ideas for the type of support you would like to receive from ERA, please email marketing@erahomesecurity.com. In the meantime, we're sharing advice we've learned from years of experience securing Britain's homes on the www.ourwatch.org.uk website.

The image shows three ERA product brochures. The top one is titled 'LOCKED MEANS LOCKED.' and features a close-up of a silver ERA cylinder lock. The middle one is titled 'PROFESSIONALS KNOW PADLOCKS.' and shows several ERA padlocks. The bottom one is titled 'ERA miGuard SMARTPHONE ALARM & VIDEO SYSTEM' and displays a smartphone app interface and various ERA security devices like cameras and door sensors. Each brochure includes the Neighbourhood Watch logo and contact information.

YOUR CHANCE TO WIN

In the last edition of **Our News** we discussed padlock security. This month we'd like to give you the opportunity to try some of our padlocks out for yourself! We are giving away **THREE** sets of padlocks. To enter the competition, please visit our competition page [here](#) for your chance to win a luggage padlock, high security combination padlock and weatherproof padlock.



We're a nation of DIY bodgers



With the peak home buying season on its way, we're getting ready to have plenty of brilliant conversations with customers about their home insurance needs.

Sadly, with our new research* showing the extent of DIY disasters, it looks like we could also be hearing from some customers with some unexpected problems too - the number one disaster in the survey was one simple job leading to another, more expensive job.



The study has also shown that the average cost of these accidents is £2,271 - an amount which could add up to a staggering £3.4bn across the UK.

Worryingly of those that have experienced DIY disasters in the home, nearly half (47%) didn't have the correct insurance cover in place before they went happy with the hammer.

We're urging Neighbourhood Watch members to check with their insurer before starting a job.

*Research carried out by Atomik Research with a sample size of 1,000 respondents in January 2017

Top 10 DIY disasters

1. One simple job led to another, more expensive job
2. Burst water pipe
3. Spilled paint on carpet/floors
4. Plaster damage from putting a shelf up
5. Personal injury
6. Drilled into electrical wire or gas pipe
7. Fell through the ceiling or made a hole in my roof
8. Window fell out when I was fitting it
9. Measured carpets wrong, didn't fit the room
10. Caused structural damage

****Neighbourhood Watch 10% discount offer - General Terms**

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/ for Exclusions and Limitations for this offer. A new customer is someone who has not had an Insurance policy of the same type with Co-op Insurance in the last 12 months. Calls may be monitored or recorded for security and training purposes. Home insurance 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.

10% off
home policies for
Neighbourhood Watch
members

Call us on 0800 781 1390

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

Financial fraud costing UK £2 million a day

In 2016, the UK lost £2 million each day as a result of financial fraud, according to official figures released by Financial Fraud Action UK (FFA UK) this month.



The figures show the overall scale of financial fraud was £768.8 million, an increase on the £755 million lost in 2015. The figures are published as all major banks and key financial services providers across the UK came together for the first time for a national day of action to raise awareness of how everyone can protect themselves and their loved ones from financial fraud. **Take Five Day** saw dedicated activity up and down the country, including many branches opening five minutes early. Staff in more than 6,800 bank branches talked directly to their customers and encourage them to take the time **to talk to five others** about the simple steps they can take to protect themselves from financial fraudsters.

Commenting, Katy Worobec, Director of FFA UK, said: "Tackling financial fraud is a priority for our members and a great deal of progress continues to be made. However, as today's figures highlight, this remains a significant problem with fraudsters using increasingly sophisticated methods to circumvent bank technology and target victims. While the payments industry stops 6 in every 10 pounds of attempted fraud, it cannot solve the problem alone. Collective action is needed with banks, police and customers all playing their part. I hope customers will take the opportunity to find out how they can help better protect themselves and their loved ones from falling victim to financial fraudsters."

To mark Take Five Day, new research reveals that almost three quarters of people (74 per cent) are worried about falling victim to financial fraud while more than six in ten (68 per cent) expressed the same concern about their families. Despite this, seven in ten (71 per cent) admitted they had never discussed with anyone how to protect themselves against financial fraud with more than half (55 per cent) believing it was too complicated to talk about.

Tony Blake, Senior Fraud Prevention Officer, DCPCU (Dedicated Card and Payment Crime Unit), commented: "We encourage everyone to share the message that it's okay to stop and think before sharing any personal or financial details. Taking that moment allows us all the opportunity to follow the simple advice which will better protect us from fraudsters."

The Take Five campaign is asking consumers to help protect themselves from financial fraud by passing on some simple advice to five loved ones:

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



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Follow NHWN on
Twitter:
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Patlock wins best new product award at the Totally DIY & Tools Show

Neighbourhood Watch partner Patlock, has won an award for best new product for its innovative French door lock at the Totally DIY & Tools Show.

Patlock beat dozens of entries to win the award at the show at the Ricoh Arena in Coventry last month.

Patlock is the home security product and visual deterrent for French doors and conservatories, designed and developed in the UK to combat lock snapping and to deter and stop would-be intruders.

Competition entries were displayed within an area designated for new products at the centre of the exhibition hall, where they were admired by exhibitors and visitors alike.

The three-strong judging panel included Paul Grinsell, Executive Director of British Home Improvement



Jim Law from Patlock receives the award from Paul Grinsell, Executive Director of British Home Improvement Trade Association (BHETA)

Trade Association (BHETA) who is pictured (right) with Jim Law of Patlock.

Neighbourhood Watch members can order a Patlock for the exclusive, discounted rate of £42.50 [here](#)
Jim said: "It was a great show and we were delighted to win best new product, especially as it was our first DIY-related show."

Patlock was recently seen by millions of viewers on the BBC2 programme ***Dragons' Den***.

Warm welcome for NHWN's Lianne in Malta

NHWN's own Memberships and Community Engagement Director has been helping to train volunteers in Malta in establishing a Neighbourhood Watch movement.

Lianne Taylor was invited to the Mediterranean island to help train volunteers on a pilot project set up by Victim Support Malta.

The Victim Support Malta team, police officers, mayors and representatives of the Department of Local Government took part in a two-day training session to establish what might be needed to establish a NW framework on the island.

The project hopes to get many stakeholders involved and collaborating to make communities stronger and safer.

All Lianne's expenses and training costs were paid for by the Maltese project.



Keep it simple to stop identity fraud, says NW partner Cyber Aware

With 88% of all identity frauds being committed online, we know that cybercrime and financial fraud are inextricably linked.

Although both topics hit the news regularly, for most businesses and consumers, it remains a dry subject. When people are being bombarded with information from all angles, it can be easy to miss essential security advice that can prevent you becoming a victim.

We also know that when it comes to behaviour change the most successful messages need to be clear and simple. That's why we welcome the two clear and simple messages of the new Cyber Aware campaign from the government:

- ✓ Use three random words to create a strong password, especially for email and banking accounts;
- ✓ Always download the latest software updates.

These two steps may seem simple but we all have a million and one other things to remember on any

given day. Yet if we all started to follow this simple advice we could see a massive improvement in how cyber safe we are.

Clearly there are other steps we should all be taking – such as not using public Wi-Fi for banking, and only shopping on secure websites – but we all have to start somewhere! For more advice, visit the *Cyber Aware website*, and follow the campaign on *Twitter* and *Facebook*.

Cifas are also big supporters of the Take Five to Stop Fraud campaign. Again the messages behind this campaign are simple and easy to remember:

- ✓ Don't share your PINs and passwords;
- ✓ Listen to your gut instincts;
- ✓ And most of all, take five before responding when you get an unexpected email or phone call.

You can find out more on the *Take Five website*, and follow the campaign on Facebook and Twitter. Stay aware and share these simple steps with your friends, colleagues and loved ones.

OUR LOGO, YOUR LOGO!

Do you use the Neighbourhood Watch logo as you help protect your community from crime?



Did you know you can now use our new logo - without restriction - for *your* letters, newsletters, websites, Twitter and Facebook accounts?

We want to see the new roundel used far and wide. So if you're using it let us know! Send us your photos to the **Our News** editor lisa.parker@ourwatch.org.uk

You can download the logo *here*.

Working together in Nottinghamshire

Neighbourhood Watch members in Nottinghamshire are working hard to take the movement forward in their area.



NW head coordinator Stuart Wright and volunteer for Mansfield CVS

Members and coordinators from Mansfield and Ashfield attended an event entitled **The future of Neighbourhood Watch – Promoting Safer Communities** at Mansfield's Civic Centre in early March.

The aim of the event was to receive the thoughts and feedback on the current strengths and weaknesses of the Mansfield and Ashfield Neighbourhood Watch and consider what the priorities for moving forward are. The findings will now form the basis of a Development Plan to ensure the future sustainability of the movement in the area.



There were over 80 attendees; including Neighbourhood Watch members from across the two districts, community members who wish to become involved in Neighbourhood Watch and a diverse selection of service providers. These included representatives from the

police, fire and rescue, Mansfield CVS and other third sector representatives. Elected members from Nottinghamshire County Council, Mansfield and Ashfield District Councils also attended as did staff from those local authorities working in a multitude of areas including public health, adult social care and young people's services.

There was also representation from Neighbourhood Watch at a county, regional and national level. The event was formally opened by Cllr Joyce Bosnjak, Deputy Leader of Nottinghamshire County Council.

She said: "Neighbourhood Watch members are a real asset to their communities - they look out for us, check we're ok and report any criminal activity in the area. They're also a great social group to be part of!"

Attendees worked in mixed groups and were asked three questions; **What currently works well?**; **What doesn't work well?** and **What are the top 3 priorities for change?** The feedback will form part of a long term development plan overseen by the Executive Committee of Mansfield and Ashfield NW.

Public Liability Insurance

NHWN is delighted to have secured an excellent deal on our Public Liability Insurance cover on behalf of the membership for the year ahead April 2017 – March 2018

The new policy will be available from the 1st April 2017 and can be downloaded from the Knowledge Base section of our website, alongside FAQs [here](#).

Working hard to protect rural Hampshire

A regional coordinator in Basingstoke, Hampshire has been working hard to protect more rural communities.

Mike Coe (pictured) supports many rural NHW scheme coordinators in the northern Basingstoke area and realized that there were several areas which had either become defunct or had no scheme in place accounting for more than 120 remote, rural properties. In addition there were many farm buildings, stables and livestock which could be prime targets for rural crime.

John Dick, who is chairman of Basingstoke and Deane NHW team which coordinates almost 600 schemes, explained how Mike and the local PCSO, Melody Ness covered 123 houses spread along about 6 miles of roads, farm tracks and drives.

“They have called on every house, farm and smallholding to explain the worth of NHW. NHW coordinators can start new schemes relatively simply these days especially if you work with the local PCSO. The signing up of the NHW schemes took about three months. In one case Mike and the PCSO visited one house six times at varying hours only to find out that the occupant worked very late. She was glad to be asked to join the NHW. Several NHW signs were also put up to clearly advertise that there were schemes operating in the area.

“Apart from NHW matters Mike is often asked to circulate information about local events etc. which he considers to be part of NHW and its role in community life. He sends his own Alerts occasionally about issues i.e. a fallen tree has sealed off a certain road, local flooding, hare coursing, notices of noisy party celebrations etc. as they would not be covered by normal police Alerts.

John added: : “We hope coordinators find the story of our work interesting, inspirational and educational, Mike has shown that with some initial effort and the support of the local PCSO, NHW schemes can be added and real value and support for residents obtained. NHW is even more relevant today than in the past with so much opportunity to engage in doorstep crime, scams, etc. Mike says that the biggest benefit for him was meeting a great number of lovely people.”

Our News readers interested in finding out more can visit the web page <http://www.bdnw.org.uk/v3> and using the contact links or send an email to John Dick at jdick040@gmail.com

