



OUR NEWS

SEPTEMBER 2016 EDITION

Message from our chair *Lynn Farrar*



"Since I was appointed chairman of our great movement back in July I have been further amazed at the fantastic work going on by our members around England and Wales.

As a charity with limited resources we need to work with our partners and sponsors who share our values to support our many members and coordinators. We are very fortunate to have the support of the Co-op Insurance, who gave us such tremendous support with our new **Members' Guide** and new window stickers earlier this year.

I'm delighted to tell you that Neighbourhood Watch members can now also benefit from a **10% discount with the Co-op Insurance**. See Page 3 for details. This is great news so please take up this offer if you wish. It means you can protect some of the most important things in your life, your home and its contents, with the added bonus of a discount for being part of the Neighbourhood Watch movement. I am a firm believer that everyone should benefit from being a member of NHW, even if it is just the sense of feeling safer in their own homes.

Since our Annual General Meeting in July, I have also been busy working with the NHWN staff based in Leicestershire planning our future activities.

I have had some fantastic feedback from both our new Directors, Jayne Pascoe and Lianne Taylor, about their visits to various Force Associations during this summer. The level of commitment and enthusiasm reflected across the country by NHW coordinators is brilliant.

Our members want to protect and care for the people in the community in which they live. This attitude was also demonstrated at the London Workshop held earlier this month. I was genuinely surprised by the level of attendance and the positivity about NHWN at this event. This proved to me that there are more people who want to be a part of NHW than I had ever imagined, and this is very exciting. There are excellent activities being undertaken across the whole of England and Wales and we need to shout out loud about these and show that we are proud of our efforts."

Lynn

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Total Security

Child Safety protection for your windows

Safety restrictors are a must for any premises that is a home to children. Whether they are fitted for your own protection and security or you are responsible for a public building where vulnerable groups of the community live, restrictors offer enhanced safety. They can also offer secure ventilation for any window or as an alternative to a door chain. So how do they keep you safe?



- Designed to fit all types of windows - even if you have an older style period property.
- Strong and robust - they conform to every safety standard so are reliable and will offer complete peace of mind.
- Fit all criteria from a health and safety perspective - if you run a school, nursery or are a childcare provider, they are a wise investment as will minimise the risk of a fall or injury.
- Prevents a child from falling out of a window if it is open - as the gap is not enough to allow an accident to occur. Therefore this will give confidence to any parent or carer that their child is safe near an open window.
- A restrictor also works like a door chain - this means that you can leave any window or door open if you needed to, so is a perfect solution if you want secure ventilation within the home without leaving your home vulnerable for anyone to walk in to.

ERA are giving away 10 sets of Safety Locking Restrictors in our September prize draw.

To enter visit **www.erahomesecurity.com/NHWcompetition**.

Each set contains three white Safety Restrictors for your home.

**T&C's apply.*



Exclusive 10% Co-op Insurance offer for Neighbourhood Watch members

A message from our sponsor the Co-op Insurance:

"At Co-op Insurance, we're committed to help make our communities safer, that's why our partnership with Neighbourhood Watch is so important to us, and why we've pledged to help grow the number of local schemes by 30,000 over the next couple of years."

"As a member of Neighbourhood Watch, you'll already be doing your bit to keep your local community safe, and, to thank you, and to mark our partnership, we have an exclusive offer for you on home insurance."

"We all know the importance of protecting the things that matter most to us, the heartache when the worst happens and we have to make a claim, and how insurance can help us get back on an even keel. When this does happen, our priority is to offer support, be there at the end of the line and get you back to where you were, as quickly as possible."

"With that in mind, we're offering EVERY new customer who is a Neighbourhood Watch member an exclusive 10% off home insurance policy for the first year. You'll need to take the policy out direct on the phone by 31st December and policies have to start by 31st January 2017. (This offer cannot be used with any other discount codes and applies to customers who purchase Buildings or Contents insurance or where Buildings and Contents insurance are purchased together)."

"To get a quote, simply call our contact centre on: 0800 781 1390 and quote the code: NHW10, terms and conditions apply*."

*Neighbourhood Watch 10% Discount Offer – General Terms

All new Co-op Insurance customers who are UK residents and active members of a Neighbourhood Watch Scheme and purchase a home insurance policy directly from Co-op Insurance over the phone before 31 December 2016 will receive a 10% discount for the first year of their policy. Policies must start on or before the 31 January 2017.

In order to claim this offer you will need to telephone our customer contact centre on: 0800 781 1390 for a quote, and give the advisor the code. A new customer is someone who has not had another home policy with Co-op Insurance for the same address within the last 12 months. An active member of a valid Neighbourhood Watch Scheme is someone who is designated as such by Neighbourhood Watch.

Please see Exclusions section below for more information.

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.

Applications are subject to our normal terms and conditions including our underwriting criteria. 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.

Exclusions and Limitations

The discount applies to the main policy only (either buildings only, contents only or combined buildings and contents), and will not be applied to any 'add-on' products, such as accidental damage or home emergency cover.

This offer cannot be used in conjunction with any other discounts (including staff discounts, online discounts or Co-op Membership discounts)

This offer is only available to customers who buy directly from Co-op Insurance and is not available to customers who have been referred to Co-op Insurance by The Co-operative Bank or any aggregator or price comparison websites. This offer is only available to new customers who have bought a new Co-op Insurance home insurance policy. The Promoter of this offer is Co-op Insurance, a trading name of CIS General Insurance Limited; registered in England and Wales with registration number 299999R. 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. In these terms and conditions "our", "us" and "we" refers to Co-op Insurance. Co-op Insurance is a trading name of CIS General Insurance Limited; registered in England and Wales under company number 299999R. 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. Co-op Insurance is a trading name of CIS General Insurance Limited; registered in England and Wales under company number 299999R.



London Calling

England's capital city is a vibrant, busy place to live and work and Neighbourhood Watch has a big part to play in keeping Londoners safe and strengthening communities across the capital.

The unique challenges of supporting and further developing Neighbourhood Watch in our capital city are being actively embraced by your NHWN team.

On September 3 we invited representatives from all our London boroughs to a London Development Workshop at Browns in Covent Garden.

We were delighted to welcome representatives from 15 London Boroughs to identify what London's needs are, see how we can help to develop Neighbourhood Watch across the capital and build positive relationships with Association members and the Metropolitan Police across all the boroughs.

Going forward the NHWN team will continue to work with London Boroughs and the Metropolitan Police on four broad areas of coordination, resources, communication and support. Many delegates were kind enough to share their positive support and feedback from the day and many commented that it was good for London to re-group and plan how together we can develop Neighbourhood Watch further in the future.



Like NHWN on
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[@ourwatch](#)



Follow NHWN on
Twitter:
[@N_Watch](#)

We're mellow for yellow!

Calling all keen photographers!

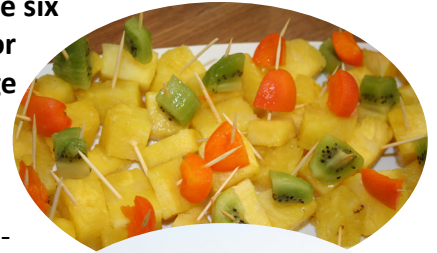
Here at our NHCN national office in the heart of the Midlands – where the six members of staff who work for NHCN are based - we're always looking for good photographs to use on our printed materials, website, Facebook page and Twitter feed. Every post needs a good picture and we love finding pictures that have lots of yellow in them.

The yellow of our iconic Neighbourhood Watch roundel is so bright and eye-catching that it's great to use that colour all across our communications.

We know how talented our members are and we would love you to share your pictures with us. Share your yellow pictures with us on Twitter @n_watch or Facebook Neighbourhood & Home Watch or send them direct to our Communications and PR manager Lisa Parker on lisa.parker@ourwatch.org.uk.

We will use them when we can and credit the photographer wherever we can.

We look forward to seeing your pictures!



New North Yorkshire Neighbourhood Watch Scheme proves a hit with residents



L-R – Amotherby's new NHCN coordinators, PCSO Nicki Pounder (NYP), Gail Cook (RDC) and Terry Wallis (Chair of NY NHCN)

A newly formed watch scheme in a North Yorkshire village is already proving a hit with local residents. The scheme in Amotherby – a village between York and Scarborough - was set up by Gail Cook, Community Partnerships Officer for Ryedale District Council. Gail said: "There has been a great response from the local community to the scheme so far. The new scheme was launched with the support of Safer Ryedale and six local co-ordinators have already signed up to make sure the scheme is a great success." A partnership between North Yorkshire Police Service and North Yorkshire NHCN Association – which incorporates Ryedale NHCN - works to ensure that the City of York and the County of North Yorkshire remain one of the safest areas in the country to live, work and visit.

Caring in Cleethorpes

A Cleethorpes Neighbourhood Watch Scheme has received funding for their ongoing good work.



Picture credit Grimsby Telegraph

Graham Ellis of the Daubney Street Neighbourhood Watch group with Gill Ross, centre, and co-ordinator and secretary Sandra Ellis, right.

The Daubney Street Neighbourhood Watch group - made up of around 68 households in the lovely Lincolnshire town – has received £285 from a local charity trust fund.

Graham Ellis, chairman of the group, said: "We've lived in the street for 46 years. We were having a bit of trouble so we set up a Neighbourhood Watch. We have been running for around 11 or 12 years. It's a gated alley so the kids can play in it, as it's a safe area.

"We do Easter egg hunts for the kids, we do a Halloween hunt, and this year we are taking them to the pantomime at Cleethorpes cinema for Christmas. We've got 40 names down already!"

Since the John Ross MBE Community Trust Fund was

set up in 2011 following the death of fishing industry figure John Ross MBE – more than £50,000 has been given to worthy causes and groups across North East Lincolnshire.

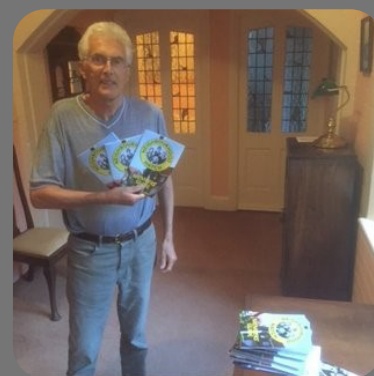
Graham's wife, coordinator and secretary Sandra, continued: "We do hampers for pensioners at Christmas too. The children recognise you and respond to you, they don't vandalise anything, they respect the older people in the street – which is good. We have got a nice street, the kids keep it tidy."

Gill Ross from the trust fund said: "The John Ross community trust fund gave the group some money when they first started up, so it's lovely to come back and help move it on. It shows they are still working together as a community."

Get out your *Guides*!

Scarborough's members are getting their hands on our new *Members' Guides* – thanks to Mr Bryden of Holbeck Hill.

Remember to send us photos of how you're using the *Guides* and stickers so we can share them across the network!



Get Safe Online warns of the dangers of using public Wi-Fi

Neighbourhood Watch partner Get Safe Online is warning the public to be cautious when accessing private data on public Wi-Fi hotspots – particularly sensitive online information relating to bank accounts, payments and other personal data.

The UK now has over 300,000* public Wi-Fi hotspots, with more people than ever before potentially becoming the target of cyber criminals simply because they don't know how secure the networks they're using are.

The advice given by Get Safe Online relates to Wi-Fi networks that are commonly found in public places like cafes, airports, and pubs. It warns that if not fully secure, these networks have the potential to be hijacked by cyber criminals who will be given the opportunity to defraud individuals or steal their identity – or in the worst cases, both. In addition, it also reports, that in some cases, cyber criminals have also been known to set up fake hotspots on their own laptops in public places and fool members of the public into logging onto them.



Tony Neate, CEO of Get Safe Online, said: “The UK has well over 300,000 public Wi-Fi hotspots in place – these situated in many of the places we love to visit whether that be a high street shopping centre, hotel or restaurant. The very fact that we have all of these hotspots goes to show that we are a very connected nation. However, although public Wi-Fi offers us great convenience, it can also present a number of dangers – especially as many of us are unaware of the actual security of the hotspots we use on a regular basis. Although they may seem safe when logging in, individuals could soon find themselves the victims of cyber crime.

“Although it may sound like the stuff of a spy thriller, cyber criminals can easily hijack public networks in order to steal our money and our most personal data – in some extreme cases, even our identity. Our advice is not to use public networks if you are looking to browse confidential information; are about to log into an account (like an online bank account); or are about to make a payment of some sort. Doing so on a public network comes with huge risk – particularly if you don't know how secure the network you're using is.”

Staying safe on public Wi-Fi networks:

1. Don't use the public Wi-Fi provided in places such as cafes, pubs and hotel rooms if doing anything confidential online, including logging into online accounts.
2. Remember that just being given an access code or being asked for your email address, doesn't indicate that the Wi-Fi connection is secure.
3. Instead of using premises' hotspots, use a mobile broadband dongle that is set to secure, your 3G or 4G data connection – even if it's slower – or wait until you can access a router you know to be secure.
4. Ensure your home and office wireless networks are secured.
5. Wherever possible, use well-known, commercial hotspot providers such as BT OpenZone or T-Mobile.
6. Consider using a VPN (Virtual Private network) to connect when accessing your company network. If you are a mobile worker, ask your IT department.
7. It's OK to use public Wi-Fi hotspots for things that you don't have to log into or aren't confidential, like checking the news or planning (but not booking) your next holiday.

Statistic for number of UK public Wi-Fi hotspots (339,797 UK public Wi-Fi hotspots in total) was sourced from <https://www.ipass.com/wifi-growth-map/> - the data on the site provided by Maravedis Rethink.

Time well spent

Neighbourhood Watch is supporting the launch of a major new campaign designed to tackle financial fraud.

The campaign - Take Five - aims to put consumers and businesses back in control with straight-forward advice to help prevent financial fraud and encourage people to take a moment.

It is designed to remind people that it pays to “stop and think”.

Take Five is the first national campaign to be backed by all the major banks and other financial service providers across the UK.

Lending our support to Take Five, NHWN chairman Lynn Farrar said: “Financial fraud can affect anyone and often has devastating consequences. With news that incidences of fraud are increasing, it’s time for action. That’s why the Take Five campaign is so important and we’re proud to support it. We urge



IT PAYS TO STOP AND THINK

- 1 Never disclose security details
- 2 Don't assume an email, text or phone call is genuine
- 3 Don't be rushed
- 4 Listen to your instincts
- 5 Stay in control



everyone to take a moment and help take back control.”

Katy Worobec, FFA UK, said: “The industry is already taking action on fraud, last year our members stopped £7 in every £10 of fraud taking place. However, we know that criminals are getting increasingly sophisticated in their tactics and that’s why we are launching Take Five. We want everyone to take a moment to pause and think to help stop fraud.”

The campaign is asking everyone to help protect themselves from financial fraud by remembering some simple advice:

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

For more information about the Take five campaign [click here](#).

Stay safe with electrical goods

Neighbourhood Watch sponsor reveals some interesting news about fires in the home.

In the last year, the proportion of fire claims caused by electrical faults has risen by 35%, now accounting for over a quarter (27%) of overall fire claims, according to figures from our partners Co-op Insurance*.

Claims analysts at the insurer believe that, in addition to some of the more traditional causes for electrical faults such as tumble dryers and washing machines, other culprits include electric blankets as well as smaller appliances which require chargers such as e-cigarettes, mobile phones, tablets and laptops.

As technology invades our homes and we become more connected, the amount of technology people possess has vastly increased over recent years.

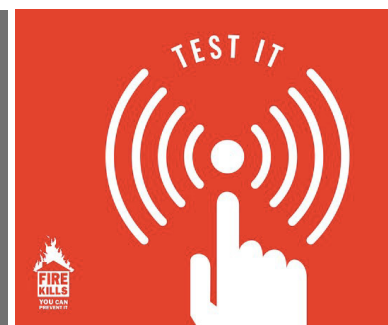
1.8 million mobile phone chargers are bought online in the UK each year and an estimated 2.1million people are now using e-cigarettes in Great Britain.** Consumers need to be careful that they purchase official chargers, as counterfeit ones are often made with poor quality components that fail to meet UK safety regulations. On average, Co-op Insurance pays out £14,000 for a fire claim under a buildings insurance policy. The cost of fire damage which can be caused by trying to make short cuts is much more costly in the long-run, and in tragic circumstances can sadly result in loss of life.

Jonathan Guy, Head of Claims at Co-op Insurance, says: "In the last year alone we've seen a surge in fire claims caused by electrical faults, with a correlation to counterfeit phone chargers. We'd like to warn people about the dangers of using these items, as the poor quality components can lead to not only electrocution and burns but serious house fires, with tragic circumstances."

80 in every 100,000 households will suffer from a fire in any given year according to Co-op data, with the most common cause of fire being accidental ignition, followed by electrical faults and thirdly fire spreading from another property.

Top tips for reducing fire risks in the home

- ✓ **Don't leave appliances charging unsupervised** for long periods of time
- ✓ **Use official/original chargers** and electrical cables
- ✓ **Buy electrical items from a reputable source** and check it has a British or European safety mark when buying it
- ✓ **Follow the manufacturer's instructions** on the device
- ✓ **Don't charge** a battery that looks like it could have been damaged or dropped
- ✓ **Don't cover items** when you charging them as they emit heat
- ✓ **Don't leave large household appliances** e.g. washing machine or tumble dryers on when you leave the house or overnight
- ✓ **Don't overload extension cables** with multiple appliances, it's advised to use one plug per socket
- ✓ **Make sure you have a smoke alarm fitted** in the home and regularly check it to make sure it works



*Fire claims analysis from Co-op Insurance (2015-2016)

** Mobile phone charger figures according to Electrical Safety First. <http://www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/chargers>

E-cigarette figures according to Electrical Safety First. <http://www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/e-cigarettes>

To learn more about electrical fires watch this <https://audioboom.com/boos/5038340-jonathan-guy-head-of-claims-at-co-op-insurance-discusses-the-risks-of-electrical-fires>



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

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