



Watching Brief

The Canterbury & District Neighbourhood Watch Newsletter

Registered Charity No 1078269

2018 – Issue 3 (July – Sept)

Chairman's Message – David Hayward

Welcome to this first newsletter after the introduction of the new General Data Protection Regulations – and yes, the world did still keep turning! Thankfully, following advice received from the Information Commissioner's Office, via Ourwatch, I think that we have ended up with a sensible outcome as far as NHW scheme coordinators and members are concerned. And given our own efforts to provide training (and a comprehensive guidance note on our website) we have done all we can to ease the hassle of compliance. Sadly, though, one consequence of the Regulations is that we can't now include 'direct marketing' in "WB", which regrettably means the loss of Hames and Sons adverts. We have greatly appreciated their support for many years and thank them most sincerely for it.

As usual, I should like to commend this issue to you – with thanks again to Neal as our Editor and main contributor. I am especially pleased that we have been able to include a fuller story about Michele Coppard and all the work she has undertaken to be recognised as our latest winner of the David Turner Award for an outstanding coordinator. As you will read, Michele has made a hugely positive difference to her local community in a comparatively short period of time and in a range of ways. However, her achievements also underline the vital importance of having a really good deputy to help to share the responsibilities, especially in larger schemes. Food for thought once again.

It's always good to get good feedback – and we had a great example of this after this year's Conference presentation on Modern Day Slavery by Dr Cheryl Mvula. In one scheme, which will remain nameless to protect their modesty, the coordinator and deputy both attended and then passed on the very concerning details in their own newsletter to their members. One such member told me: "Within days of receiving the brief it was interesting to notice that within our small neighbourhood (suddenly without even realising it) neighbours were actually bringing the subject to the fore and we were aware that probably most if not all of our local car wash facilities and nail bars could be possible areas where this might be an issue. Doubtful this subject of conversation would have arisen if NHW had not brought it to our attention. So hopefully we will all now be more aware that this is could happen right under our noses and, if suspicious, we would be confident to bring it to someone's attention. So obviously raising the issue does make people more aware. Well done NHW." Many thanks for feedback!

And last but by no means least – it's my pleasure to say a very warm "Welcome" to Doug Robertson, our new Volunteer Watch Liaison Officer (VWLO). Some of you will already have received KCM messages from Doug, who is a retired Kent Police Sergeant and keen now to help support NHW both in our Canterbury District and also Thanet. Whilst thanking Geordie Laidlow, his predecessor, for all his work for us – he is now the VWLO for North Kent – the excellent news is that our post is now a permanent one so we will hope to have Doug around for a good while.

Eee That's Really Good!

We are always interested to find new ways of staying in touch with general security news across the County, so were delighted recently to become aware of a new one to share with our readers. The Community Safety Information Hub webpage, available at www.e-watch.co/ provides access to e-watch's latest newsletters, which are updated twice a week. These contain links to other sites, where for example: Kent Police provide reports of crimes, appeals, convictions and sentencing of criminals; Kent Fire & Rescue list reports of recent activity at incidents across the County; and Hoax-slayer gives advice about scams and fraudulent email activity. You can even track-down information about product recalls from Trading Standards. E-watch.co offers a one-stop-shop approach to location of a vast range of up to date information on a plethora of community issues. A visit is highly recommended.



Coordinators Do It For Themselves (Helping Their Communities That Is!)

Police resources are stretched and crime clear-up rates are falling, it seems. Some crimes aren't investigated or even attended by the police, so it was pleasing to hear of one where they were, kindly notified to us by Denise Saunders, NHW coordinator for Fleetwood Avenue in Herne Bay. One Saturday night, early in May, a vandal ran



riot in her road, 15 wing mirrors were broken and graffiti was daubed on garden walls and a bench. Police were called and the offender caught. Fleetwood Avenue is a busy road, used by commuters and visitors arriving in the town by rail. Denise was concerned that the graffiti damaged the visual aspect of the area, and might serve to encourage more vandalism, so she contacted Canterbury City Council to report it. On 14 February, CCC launched its 'Love Where We Live campaign' designed to persuade people not to drop litter, daub graffiti, fly-tip or let their dog foul without clearing it up. CCC acted promptly to Denise's call and had the offending scrawl removed within two days. So very well done Denise and CCC. To report graffiti on council land go to www.canterbury.gov.uk/info/20044/vandalism_and_graffiti/55/request_graffiti_removal Graffiti noticed elsewhere can be reported by email to Serco directly at help.canterbury@serco.com Another initiative just launched by CCC is their 'Man-in-a-van' service which is out and about each day spotting and removing flytipping / litter, and serving fines on offenders where possible. 'Man-in-a-van' can be contacted through the CCC flytipping notification page www.canterbury.gov.uk/forms/form/425/report_flytipping

Also, at our conference in March, another coordinator received an accolade for NHW contribution when it was announced that the David Turner Award this year had been won by Michele Coppard. Michele started The Dove Watch Scheme in Whitstable at the request of neighbours around 3 years ago, starting with 12 properties in Dove Close and 1 on Shearwater Ave. It has now expanded to approximately 75 properties encompassing Shearwater Ave, Kingfisher, Osprey, Hawk and Vulcan Close. Over the relatively short period during which the scheme has been operative Michele has organised two 'Meet and Greet' functions. With the lure of a buffet and some entertainment these successfully brought the community together in a cohesive social environment that enabled neighbours to meet and informally get to know each other. Importantly too it provided an opportunity to share advice, support and even raise some funds for future NHW activities. As your District Association we are always pleased to be invited to such gatherings, and indeed were represented at the first that the Dove Close scheme held. Michele, in addition to running her scheme, has been instrumental in tackling other local social issues. She has:

- Arranged the installation of security lights and dummy cameras for members within her scheme.
- Liaised with the local PCSO to highlight problems of drug dealing/taking in the public footpath that links Osprey close and Kingfisher Close.
- Assisted an elderly member make alterations to her computer system to prevent reoccurrence of a vulnerability which had resulted in a hacker taking control of her PC's camera, viewing her movements indoors and phoning her to taunt her about it. Fortunately this frightening, distressing, experience ended with apprehension of the perpetrator, achieved in part through Michele's supportive advice and assistance.
- Helped her members deal with ongoing issues of vandalism, bogus builders and the many scams that have been operating in the area.



Michele has an extremely busy family life, which includes caring for an elderly relative, when not at work in her NHS role or running her own 'spare' time business! Despite all of this she still manages to listen to and support those who request help and advice. She and her valued scheme deputy, Katrina Whitbread, are currently in the process of trying to set up a working party to clean up the alleyways in the area – an idea put forward by a number of their members. They are also dealing with several issues that have been raised regarding Joy Lane Primary School, in particular parking issues in the surrounding roads and the verbal abuse that scheme members are being subjected to from a minority of the parents. They are currently in contact with both Colin Spooner and Mark Dance at KCC in an effort to resolve the situation. Michele provides a fine example of coordinator proactivity at its best and is a very worthy winner of the David Turner Award. Congratulations to her and also to Katrina.

Free Insurance Continues For NHW

The National Neighbourhood Network have confirmed that, once again this year, free insurance cover is to be provided for NHW coordinators whilst undertaking activities connected with their schemes. The policy, underwritten by Aviva Insurance Ltd, through Miles Smith Insurance Solutions, provides public liability insurance and employers' liability, including H&S legal cost protection for those undertaking NHW work. Full details can be found on our webpage <http://www.ucanpreventcrime.co.uk/NHW/Docs/NHWInsuranceCover2018-19.pdf>

Crime – How Vulnerable Are You?

According to recent research conducted by the Office for National Statistics many more people in England and Wales worry about being a victim of crime (especially robbery) than will actually experience it. This misconception has prompted development of a risk calculator which allows members of the public to assess their individual risk of being involved in violent crime, burglary/theft and vehicle crime compared with the general populous. The calculator generates a figure based on the proportion of adults aged 16 and over (with characteristics similar to those selected) who said in the survey that they had been a victim of crime. Somewhat predictably data from the survey showed that crime rates vary across different groups in society, with geographical and lifestyle factors such as employment and housing affecting the results. For example:

- Younger adults were most likely to be victims of crime.
- Men were more likely to be a victim of violence, robbery and vehicle-related theft than women; but women were twice as likely as men to experience domestic violence and over five times as likely as men to have been sexually assaulted.
- Unemployed people were also more likely to be victims of crime than those in employment. Retired adults have a lower risk of burglary and vehicle-related theft than those in work. Students were almost twice as likely to be victims of theft from the person than the average adult in England and Wales.
- Those in rented accommodation were more likely to be a victim of a violent crime, burglary or vehicle related theft than home owners.
- Areas with higher rates of unemployment also had higher levels of burglary, criminal damage, other household theft and vehicle-related theft.

If you would like to try the calculator for yourself it can be accessed from the Office for National Statistics website. <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/peoplegreatlyoverestimatetheirlikelihoodofbeingrobbed/2017-09-07> Use of the calculator does require input of some generic personal data – age, gender, postcode, employment status etc.

Crime: How at risk are you?

Are you male or female?

Male Female

How old are you?

16 to 29 30 to 59 60+

Is your home rented or owned?

Please select -

Are you...?

Please select -

Sharks Bitten!

It is estimated that there are currently 310,000 people in debt to illegal money lenders in the UK. Often those in debt to loan sharks feel isolated but help is at hand through the England Illegal Money Lending Team (IMLT), set up in 2004 to identify, investigate and prosecute illegal money lenders. IMTL have, to date, supported over 25,000 people through their debt crisis and managed to get over £63,500,000 of these debts written off. Intelligence gathering and preventing people from going to loan sharks in the first place are vital functions of the team's work. There are over 100,000 frontline staff: police officers; debt advisors; charity organisations and housing personnel, trained to identify and refer those in need of help. Very rarely do victims of loan sharks think to seek assistance for themselves. They are usually identified as a result of another occurrence – an assault, or being forced into criminality to repay a loan by an illegal money lender. Officials known as 'Liaise Officers' working with IMTL run community initiatives (drama projects, mosaic art groups etc.) and publicise the problems of illegal money lending on local radio. They also work with schools to improve financial literacy skills and teach children about the dangers of borrowing from the wrong people. Credit Unions are promoted as the safe and legal alternative to loan sharks. An incentive is provided for people to save with the Credit Union so they have access to a safety net, or an affordable loan, if they need money. Intelligence is a vital part of the work carried out by IMTL so, if you have any information to assist them or just want to learn more about their role, go to www.stoploansharks.uk Much of the IMTL's work is funded by money recovered from criminality. The Proceeds of Crime Act 2002 (POCA) gives prosecutors and financial investigators the power to locate and seize money made by criminals. Hitting villains in this way can disrupt criminal networks, prevent the funding of further illegal activity and compensate victims for their ordeals. These powers are further bolstered by the Criminal Finances Act 2017. The Home Office have for the first time published statistics on the amount seized using POCA powers. Their data shows that in 2016/17 £201 million was confiscated, representing a 19% increase compared with 2011/12 (£170 million). In total over the past 5 years, over £1.16 billion in cash forfeitures from civil cases, and confiscation orders from criminal convictions, has been seized, largely driven by the amount collected through criminal proceedings. Since 2011/12 this has allowed £174 million to be paid in compensation to victims.



CCTV & Data Protection Compliance

Several recent TV programmes (BBC's Panorama for example) have reported that crime in the UK is still rising, against a backdrop of falling police resources able to tackle the growing problems in law and order. Whilst we wait to see what the new Home Secretary's promises of more cash for the police actually amount to, many police forces openly admit that they are unable to investigate all instances of reported crime. Kent Police wasn't featured on Panorama but simple analysis of data, published by them via the Home Office Crime Map facility, for one local area over the past year confirms that only 22% of reported burglaries end in identification of a suspect, and in less than 6% of cases did a perpetrator face court action. According to Panorama many police forces are now relying on the victims to supply evidence, such as CCTV footage, before they will even consider allocating resources to investigate burglaries. So is CCTV now a must-have protection against burglary? Well it could be for some but the full implications of installing a home surveillance



system need to be appreciated before investing in one. There has been much in the news recently about data protection and the introduction of the new General Data Protection Regulations (GDPR), which should do much to improve security of personal data for many of us. The legislation gives us the right to see lots of information held about us, including CCTV footage, or images which give away information about us (such as car number plate for example). Residential CCTV systems which capture images beyond the curtilage of the owner's property (i.e. public areas or part of a neighbour's garden/property), are not exempt from the Data Protection Act and are required to be registered with the Information Controller's Office (ICO) – although from 25 May 2018 no registration fee will apply. The ICO also sets rules that CCTV operators must follow when they gather, store and release CCTV images of individuals, including suspects of crime – a burglar on your property for example. If CCTV users release information unlawfully (on social media etc) they could be in trouble. What is not clear from the ICO's website is where the law stands on popular forms of CCTV such as head-cams and dash-cams. A request by C&DNHWA for guidance on this issue so far remains unanswered but we will, of course, update our members when (or if) we eventually get a reply. In the meantime we

Don't ignore it, share it
Working together gets results

Help us to protect Kent, with over 100 active airfields and airports and 350 miles of coastline and waterways the county provides a convenient gateway to and beyond the South East.

If you live, work or relax in these areas you will instantly notice anything unusual or different.
By reporting unusual or suspicious activity, could help to combat crime and terrorism.

Your role...
If you see any activity or behaviour that you think is suspicious around an airfield, coastline or waterway, report it:

- For all non-urgent crime call 101.
- In an emergency or if life is in danger, call 999.
- Alternatively call Kent Crimestoppers on 0800 555 111 if you want to remain anonymous.
- Record as much detail as possible, this can be done in a few simple steps using the Country app, which is available to download for free at www.countryeye.co.uk

Don't ignore it, share it

Country Eye
The Country Eye, app is very simple to use:

Step 1: Take a photo of the suspicious behaviour.

Step 2: Tell us where you are using your phone's built in GPS location.

Step 3: Describe what you can see, providing as much details as possible.

Remember any small amount of information could lead to a big result:

- ⊘ **Do not take direct action yourself**
- ⊘ **Do not confront suspects**
- ⊘ **Do not share information as soon as possible**

Kent Police
Thank you for helping to keep Kent safe.
www.kent.police.uk/dontignoreitshareit

would advise anyone with a residential CCTV system to checkout their responsibilities on the ICO website: <https://ico.org.uk/for-the-public/cctv/> and <https://ico.org.uk/your-data-matters/cctv-on-your-property/>

Email Can Be Revealing

Email accounts contain a wealth of sensitive information as well more mundane day-to-day messages. Hacked email accounts can be used to reset passwords or obtain personal and financial information, such as bank details, full addresses or DOB, leaving individuals vulnerable to identity theft and fraud. Action Fraud, the national organisation working with the police to crack down on fraudulent attacks, are advising us all to review email account settings to ensure protection is provided, by enabling two-factor authentication and using strong passwords made up of at least three random words or better still a string of at least 10 memorable letters, numbers and symbols.

Useful Contacts:

canterbury.nhw.association@gmail.com – C&DNHWA email
www.ucanpreventcrime.co.uk/NHW/ – C&DNHWA website
www.canterburycsp.org.uk/ – Community Safety Partnership
www.scambusters.org/ – Online Protection Advice
[environmentalhelpdesk@canterbury.serco.com/](mailto:environmentalhelpdesk@canterbury.serco.com) – CCC Fly-Tipping
www.citizensadvice.org.uk/consumer/ – Trading-standards

www.hoax-slayer.com/ – Online Protection
www.ourwatch.org.uk/ – National NHW
www.firekills.gov.uk/ – Fire Safety
www.kent.police.uk/ – Kent Police
www.ageuk.org.uk/ – Age Concern, as was
www.actionfraud.police.uk/ – Report Fraud