



OUR NEWS

**the e-newsletter for
Neighbourhood Watch supporters**

JUNE 2017 EDITION

National Neighbourhood Watch Week June 17-25 Special Edition

Taking a stand against Scams

Scams affect the lives of millions of people across the UK, so to mark **National Neighbourhood Watch Week 2017** we're working with the National Trading Standards Scams Team to help stop more people becoming victims of this deceitful crime.

People who are scammed are often the most vulnerable people in our communities and our network of volunteers is in a unique position to help.

That's why we've teamed up with NTS to raise awareness of how scammers operate and help people become protected.



We're spreading the word across our network about the great work of the **Friends Against Scams** campaign that aims to prevent people from becoming victims of scams by empowering communities to **Take a Stand Against Scams**.

Friends Against Scams provides information about scams and those who fall victim to them and encourages communities and organisations to take the knowledge learnt and turn it into action.

Anybody can join *Friends Against Scams* and make a difference in their own way - see page 2 for how you can help us!

Welcome to Our News

the e-newsletter for supporters of Neighbourhood Watch - the largest crime prevention movement in the UK.

The latest available figures* show an incredible **8.7 million** households identify as being members of a Neighbourhood Watch scheme.

We are a movement of people that make a real difference in communities across England and Wales and research shows that you're less likely to be a victim of crime if you live in an active Neighbourhood Watch area.**

This week – June 17-25 - is National Neighbourhood Watch Week and we're sending this e-newsletter to more people than ever before to Protect and Connect communities.

There are big benefits to joining us – but we know that people's lives are busy - that's why it takes just **2 MINUTES** to register with Neighbourhood Watch. **See page 3 for more details.**

*ONS Crime Survey of England and Wales 2012/13 show 37% of respondents said they were members of Neighbourhood Watch – when this is averaged against the population data it equates to an estimate of just over 8.7 million households.

** Hunter and Tseloni, 2016



Neighbourhood Watch is proud to be supported by the Co-op Insurance and ERA Home Security.



Let's do one small thing to make a BIG difference!

This year our *National Neighbourhood Watch Week 2017* runs from June 17-25. Every year we celebrate our incredible movement as our volunteers host events, encourage people to join us and share crime prevention advice right across England and Wales.

It's our chance to show we're a movement of people united by one purpose - to make the place we live safer and more neighbourly.



This year we'll be using our social media to help spread the word about our movement. So follow us on Twitter @n_watch or use the hashtag



#NNWW17. Or like our page on [Facebook](#) and join the largest crime prevention movement in the UK.

Tell us what you're up to this *National Neighbourhood Watch Week* – email lisa.parker@ourwatch.org.uk



Are you one of the 8.7m?

Have you ever thought about joining NW?

Did you know that by joining Neighbourhood Watch at our website www.ourwatch.org.uk you can receive unique, targeted information about protecting yourself from our partner Action Fraud, receive bi-monthly e-newsletters and if you do register your scheme we'll protect you with free, Public Liability Insurance.

Register with us [now](#) and join our friendly movement – what are you waiting for?

NEIGHBOURHOOD WATCH

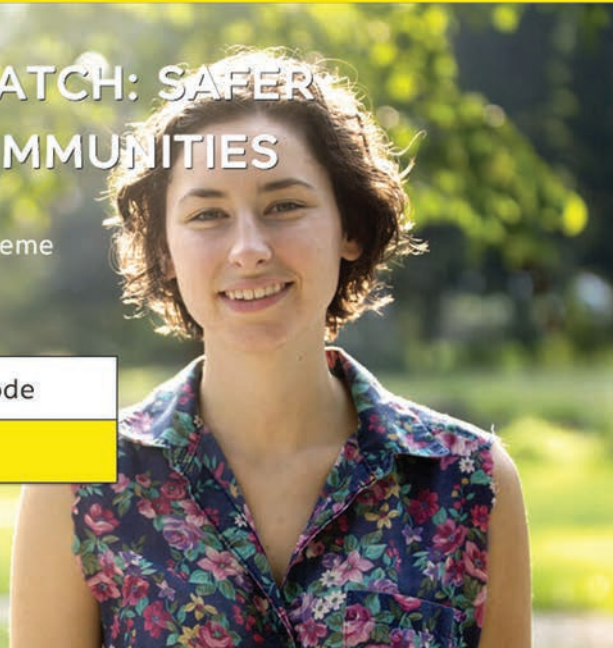
Menu

NEIGHBOURHOOD WATCH: SAFER AND STRONGER COMMUNITIES

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Can you spare just 15 minutes to become a *Friend Against Scams*?

Did you know that in the time it takes to drink a coffee you could protect yourself - and the people you care about - from scams?

Scams are an issue that our Neighbourhood Watch members tell us about every single day.

But we can't tackle the problem alone so that's why we've teamed up with the experts – the **National Trading Standards Scams Team** to encourage our members and supporters to become a ***Friends Against Scams***.

We want to use the power of our Neighbourhood Watch network to encourage as many people as we possibly can during **National Neighbourhood Watch Week 2017** to take a few minutes of their time to become a *Friend Against Scams*.

There are **two ways** you can become a *Friend Against Scams* – the first is by completing a short, 15 minute online learning session, which can be done in the comfort of your own home, at work or wherever is most convenient for you. The online learning is also interactive, so you will be able to learn about scams in a fun way. And you get a free certificate too!

[Complete the online learning here.](#)

The second way to become a ***Friend*** is by attending a NTS awareness session held in ***your local area***.

Friends Against Scams awareness sessions are run by SCAMchampions, who are trained and supported by the NTS Scams Team. Each 45 minute awareness session is fun and interactive and a chance to meet other people who want to “Take a Stand Against Scams”.

Awareness sessions run across England, Wales and Northern Ireland. [You can find your nearest session here.](#)



So what exactly is a Scam?

- Scams come in many forms; uninvited contact is received by email, letter, and telephone or in person making false promises to con victims out of money.
- There are many scams but the most common are fake lotteries, deceptive prize draws or sweepstakes, clairvoyants, computer scams, and romance scams.
- The criminals attempt to trick people with flashy, official looking documents or websites, or convincing telephone sales patter, with the aim of persuading them to send a processing or administration fee, pay postal or insurance costs or make a premium rate phone call.
- Doorstep Scams are crimes carried out by bogus callers, rogue traders and unscrupulous sales people who call, often uninvited, at people's home under the guise of legitimate business or trade

Here are some ideas to get you started in NNWW17:

- Tell five people about the *Friends Against Scams* initiative.
- Talk to people about scams.
- Check out the latest scams on the [website here](#) to warn others.
- Share your *Friends Against Scams* status on social media.
- Look out for people who are at risk of being a scam victim in your community.
- Campaign for change - write to your local MP asking them promote scams awareness.
- Actively support your local fight against scams by setting up or taking part in scam awareness activity or event in your local area.
- Make a difference to someone's life by getting in touch and staying in touch, with someone who has been a victim of a scam.
- Display a poster in the window of your home to show your neighbours that you're part of *Friends Against Scams* and to promote the initiative.
- Challenge attitudes about scam victims and help to stamp out the stigma of this commonly misunderstood problem by talking about scams and influencing people to consider scams from a different point of view.

Fighting scams and making friends!

Louise Baxter, manager of the National Trading Standards Scams Team, writes for *Our News* about the challenges of fighting scams.

“Fighting scams and trying to help the people who are affected by scams is a personal battle of mine. The support for this issue has grown so much in the last five years, it feels like an avalanche – albeit a welcome one.

Nearly half of people in the UK have been targeted by a scam. One of the ways that scammers commonly contact people is through the post. The most common sorts of scams letters are scam lottery letters, fake prize draws and misleading clairvoyant letters. Once somebody has responded to one letter they get added to a list and their details are sold onto other criminal who will then target them and send more letters.

The language we use in these situations is crucial, scams because the public can relate to it. However, to be clear, scams are FRAUD and fraud is a CRIME! People who fall victim to scams are victims of crime and financial abuse within their own homes. In the National Trading Standards Scams Team we want a SCAM FREE Nation. We can't do this on our own, everyone has a part to play, we need to do this together and ensure we are all heading in the same direction; not duplicating efforts and sharing our resources. For me, it's about the 'Three Ps'.

PEOPLE. When we talk about scams, we talk a lot about statistics and 'vulnerable people' as a homogenous group. We should always remember that we are talking about someone's mum, brother, aunt or daughter, and that these people are often in a situation that makes them vulnerable rather than being vulnerable in themselves. Labelling people as vulnerable is disempowering, we want to empower people to make safe and wise decisions. To do this we need to be:

PROACTIVE. We react to scams and people who have

been scammed after the event. But why do we wait for people to go to the bank to draw out £5,000 for a fake foreign lottery or send thousands of pounds to postal prize draws they are never going to win? By acting sooner, could we have prevented the situation from arising in the first place? We should be doing more to educate people on how to spot and avoid a scam and identify and support potential victims before they are targeted by these criminals.



Lastly, we can't act in isolation. If we want to make a real difference to this issue and help those at risk of being targeted we need to work in PARTNERSHIP. We need to drive scams awareness back to communities: we need to take away the loneliness, the shame and the stigma from victims and talk about scams. Let's look out for our neighbours and our local people and check for the tell-tale signs of scams.

Friends Against Scams is a National Trading Standards Scams Team initiative that aims to tackle this ever-growing threat. *Friends Against Scams* aims to protect and

prevent people from becoming victims of scams by empowering communities to Take a Stand Against Scams. A *Friend Against Scams* learns about scams and then turns that knowledge into action. ANYBODY can join *Friends Against Scams* and make a difference in their own way.

We are delighted that we can work in partnership with Neighbourhood Watch and that they are supporting us on our mission to 1 million friends by 2020. Neighbourhood Watch will provide an extremely valuable network of people who can help us spread these messages and TAKE a STAND AGAINST SCAMS.

For more information and to become a Friend please visit our website www.friendsagainstscams.org.uk/

TAKING TIME...



SIXTY SECONDS TO SAFETY – THE SUPER SPEEDY SECURITY CHECKLIST

With the clock ticking, it's all too tempting to make a dash for the car in a morning without so much as shutting the front door in your haste! However, it only takes a moment of lapse on your part for burglars to use this opportunity to their advantage. Do the 60 second countdown as a matter of course:

60 seconds to go... Do the window whip-round

You wouldn't leave your front door wide open so why the double standards for windows?!

An open window is an open invitation for burglars to access your home. Take a moment to whip round the house and shut tight any windows, lock them and then put the key in a place you can quickly access, but others can't.

40 seconds to go... Sound the alarm

Did you know that only half of us with a burglar alarm actually activate it when we leave the house?

The Smartphone ERA Alarms and Integrated cameras can be activated with an ID Keyring tag as you leave, by remote control, or via an app on your phone.

30 seconds to go... Lock the doors

42% of people admit to regularly leaving their house unlocked, even when no one is home! It's important to invest in a high quality locking device, such as the ERA Fortress cylinder or Nightlatch for ultimate piece of mind.

20 seconds to go... Spotlight on security

Before you jump in the car, make a habit of glancing up at your house as a whole.

Note any elements that might signal potential weakness to intruders – such as worn letterboxes, or old siren boxes – and jot these down as a 'fix soon' list.

10 seconds to go... Last lookover

Have you taken care to padlock away those gardening implements from the weekend or kids scooters? Heavy items are handy for intruders when they can't get past your locks. and need something to break a window with.



ENTER OUR PRIZE DRAW NOW to win a Valiant Solar Alarm Kit - Click here to visit our competition page



HOME SECURITY MONTHLY BLOG

Crime Prevention expert Jacqui Hames will be talking about Home Security each month through the ERA blog on www.erahomesecurity.com

Having been a police detective for 30 Years and a Crimewatch presenter for 16 of those years, securing your home is something Jacqui can certainly talk about with confidence.

Click here to her first blog and stay tuned for more.



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Follow us on
Twitter:
[@ERASecurity](https://twitter.com/ERASecurity)

Ending violence against women and girls

Neighbourhood Watch is working with our crime prevention partner Crimestoppers to highlight different crimes to our supporters across England and Wales.

Violence against women and girls (VAWG) is a serious crime.

Violent crimes perpetrated against women and girls has reached record highs*. Greater confidence from those reporting, combined with the ease at which social media can be used to control and threaten victims are factors behind the rise. However, the overall figures are grim. Two women every week in England and Wales are killed by a violent partner or ex-partner and 45% of women have experienced some form of domestic violence, sexual assault or stalking.

Tackling these 'hidden harms' is a national priority for the Home Office, Police, Neighbourhood Watch and Crimestoppers. Over the coming months, we'll be raising awareness of these crimes and what our supporters and volunteers can do to help prevent them, and working together with Crimestoppers to support the International Day for the Elimination of Violence against Women in November.

The statistics show:

- The 2015/16 Crime Survey for England and Wales indicates 7.7% of women and 4.4% of men reported having experienced some type of domestic abuse in the last year.
- Data from 2015/16 shows that 11% of all offences recorded by the police were flagged as domestic abuse related.



- In 2014/15 81 women were killed by a current or former partner
- The most recent crime figures show that police recorded sexual offences increased by 21% (to 106,378) in the year ending March 2016 compared with the previous year.
- Sexual offences have reached the highest volume recorded since the introduction of the National Crime Recording Standard (NCRS) in April 2002 and it is only the second time that the total number of offences has exceeded 100,000 in a 12-month period (the first time being in the year ending December 2015). **You can find more information about stopping violence against women and girls [here](#)**

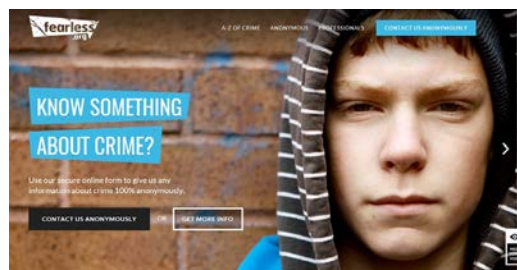
* Domestic Violence and Sexual Violence Key national statistics (Crime Survey England and Wales, 2015/2016, Office for National Statistics (July 2016))

Fearless website re-launched

Crimestoppers has recently re-launched its Fearless website where 11-16 year-olds can learn about crime and report incidents 100% anonymously.

The website also allows teachers and organisations working with young people to increase their knowledge on crime and prevention techniques and provides downloadable teaching materials and an interactive guide to use in lessons.

Crimestoppers – a key Neighbourhood Watch partner - launched the original Fearless.org website in 2010 to engage a youth audience but with the advances in digital and mobile technology over the last six years it was in need of a refresh as young people's expectations of a website in terms of speed and navigation. See the website at www.fearless.org



We're not as security conscious online as we are at home



Britons are not applying the same level of security to their online activity as they do to their homes - despite the increased risk, according to new statistics from Government cyber security campaign, Cyber Aware.

While 82% of households have double locks or deadlocks at home 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 strong online passwords and on average only 52% regularly download the latest software or app updates as soon as they are available.**

Latest figures from ONS show that cyber crime was one of the most common offences committed in 2016, with an estimated 2m cyber crime incidents, compared to 686,000 domestic burglary offences.

The latest statistics point to a clear gap between intention and action when it comes to people protecting themselves from cyber crime, with few taking the basic precautions.

According to the new National Cyber Security Centre (NCSC), a part of GCHQ, using **three random words**

to create a strong password and always downloading the latest software or app updates, are the best ways for people to protect themselves.

A weak password can allow hackers to use victims' email to gain access to many of their personal accounts, leaving them vulnerable to identity theft and fraud.

Meanwhile, **software or app updates** contain vital security upgrades which protect devices from viruses and hackers. The most common reason respondents across the UK gave for not downloading the latest software updates (19%) was that it 'takes too long'. In reality, it only takes a few minutes, compared to the time it can take to recover from a cyber hack.

To help bring the impact of cyber crime to life, Cyber Aware is launching a new film showing victims of cyber crime talking about the effect it has had on their lives: [Click here](#) to view the film or to find out more visit <https://www.cyberaware.gov.uk/>

* The Crime Survey for England and Wales recorded that in the year to March 2016 82% of households have double locks or deadlocks and 89% have window locks on at least some windows and doors. Read the report [here](#).

** The Crime Survey for England and Wales shows there were an estimated 2 million cyber crime offences against individuals and 686,000 domestic burglary offences committed in the year to September 2016. Cybercrime includes all computer misuse offences, such as hacking and viruses. However, these are experimental statistics based on interviews with a half-sample of respondents conducted between October 2015 and September 2016.

Stay safe from Ransomware

The recent Ransomware cyber-attack that affected hospitals across the country has highlighted the issue of this disturbing modern menace.

Ransomware – which is used by criminals to encrypt victim's computer files until a financial ransom is paid (but this promise is frequently not honoured) – will lie undetected until a computer is switched on, with the additional consideration that existing infections can spread within computer networks.

Our crime prevention partner GetSafeOnline has advice [here](#) for Windows XP users as well as important advice to help people protect themselves. The GetSafeOnline [website](#) has lots of good advice on how you can stay safe online.



Get Safe Online
Free expert advice

Neighbourhood Watch supports the **Take Five** campaign, which asks consumers to **take five** minutes to protect themselves from financial fraud by remembering some simple advice:

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.

Showing how we do business responsibly



Taking action on flooding

We've worked with environment experts at the University of Salford to carry out research on the impact of flooding in communities.

Currently, in the UK, over five million people are at risk of flooding. Our research has found that 90% of floodplains no longer work properly and rivers are getting longer. This means that towns and villages are flooding more quickly. We also surveyed the human impact – 29% of people affected by floods rate the effects as “devastating”.

We share an aim with Neighbourhood Watch – keeping communities safe. So we're taking action on the financial and emotional impacts of flooding. We've launched a Community Toolkit with prevention at its heart. This includes restoring vegetation and improving drainage. We're also working with charities in flood-hit areas through fundraising and our Co-op Membership scheme.

Visit coop.co.uk/floodplains for more information.



Connecting communities

Over nine million adults across the UK regularly feel lonely. People of all ages and from all walks of life. Without support the impact can be devastating. That's why, at the Co-op, we're funding new British Red Cross services in 39 locations across the UK.

These services will help up to 12,500 people reconnect with their local communities by providing support to build confidence, address practical and psychological barriers and help people find activities and groups nearby.



Tackling loneliness in your neighbourhood:

- A smile and 'hello' on the street
- Striking up a conversation
- Inviting people to events in your community
- Checking on anyone who may be vulnerable due to age, mobility, health issues or big life changes

Find out more at coop.co.uk/loneliness

Forensic psychologist and NHWN Trustee Ken Pease OBE talks security



“Walking along a street in Bradford last week, I came across a shop selling a range of home security devices.

The passer-by was urged to ‘Protect Yourself’ by a large sign in the shop window. You would think the relative effectiveness of security devices would, by now, be well established.

The best feasible way to do this is to take a huge representative sample of households and compare the security measures taken in homes at the point when they were burgled compared with other homes.

The Crime Survey for England and Wales (CSEW) provides the needed sample, up to 40000 households sampled every year. A team from Nottingham Trent University, led by Professor Andromachi Tseloni, has carried out the most extensive study of CSEW data to establish which security measures reduce burglary most.

There is room here to give only the bare bones of what they found. Interested *Our News* readers should

look at the original publication

The security measures examined were:

- Intruder alarms
- CCTV
- Door double or deadlocks
- External lights on timer or sensor
- Dummy alarm box
- Security chains
- Window bars or grilles
- Window locks

The study measured the protection against burglary conferred by these measures, alone and in combination. Unsurprisingly, the Security Protection Factor (SPF) of single devices is not significantly greater than having none at all.

Short of reading the original article, what is the best way of giving simple advice? Try this.

The combination of **two** devices conferring most protection are window locks plus security chains or double/deadlocks on doors. The three devices conferring most protection are window locks plus

double/deadlocks on doors and either external lights on sensors or security chains.

Perhaps the most contentious result of the research is the finding that intruder alarms seem not to confer any protection against domestic burglary.

You will have your own ideas about why that might be the case. For what it’s worth, my guess is that people increasingly choose not to activate the alarm when leaving home, with the embarrassment of irritating the neighbours by the noise of false alarms.

Whatever the answer, the Nottingham Trent work is a careful and much needed contribution to what works in burglary prevention.

As always, research needs to be complicated by the human brain, in thinking through the particular layout and surroundings of particular homes. Research is an **aid** to thought, not a substitute for it.”

* Tseloni A. et al. (2014) The Effectiveness of Burglary Security Devices. *Security Journal*, 1-19.

Meet Ken Pease...

A forensic psychologist by training, Ken is currently Visiting Professor at University College London and Loughborough University. Before retirement, he held chairs at the Universities of Manchester and Saskatchewan, Canada.

He has acted as Head of the

Police Research Group at the Home Office, and has been a member of the Parole Board for England and Wales. He was a member of the Home Office Design and Technology Alliance and sat on the steering group of the recent DBERR review of Home Office Science.

The bulk of his published work over the last twenty years has

concerned crime reduction and he was recently flattered by a book in his honour under the title *Imagination in Crime Prevention*.

His current work includes the integration of security in home design and the application of evolutionary psychology to crime science.

Co-op working to make our communities safer

Neighbourhood Watch coordinators can now use their local Co-op store to help recruit members and inform their community.

Our sponsor the Co-op insurance is working with its Co-op food store colleagues to allow NW coordinators to display their posters on the stores community notice board.

Co-op is inviting NW scheme co-ordinators to pop into stores to use the noticeboards to put up a poster with the local co-ordinator's name and contact details for our members and customers to use. They may also want to use the noticeboards inside to promote any local events they may be having.

Coordinators can download the posters [HERE](#) and take it to their nearest Co-op store.



DERBYSHIRE

Crash card scheme welcomed

Chesterfield & District Neighbourhood Watch is supporting a new scheme to help motorcyclists in Derbyshire.

The *Crash Card* initiative encourages motorcyclists to place a card inside their bike helmets as a medical alert. The personal details of the rider is written on the card and provides vital information for attending emergency services if the motorcyclist is injured in a road traffic collision. This can save valuable time and help treatment especially if the rider is unconscious.



Crash Card was created by the committee of the Ambulance Motorcycle Club, a group of experienced Paramedics and ambulance staff who are passionate about motorcycling.

Derbyshire is a well-known destination for

motorcyclists. The picture shows (l-r) NHW Project & Development Officer Joye Dobbs, PC James Pendrill and Sgt Steve Simmons of Derbyshire Police. Please contact Joye on 0300 1228526 or email chesterfielddistrictnhw@hotmail.co.uk for further details.

ESSEX

The Only Way is Up for Essex

Neighbourhood Watch members in Essex have been given a £10,500 funding boost to help in their fight against crime.

The grant was awarded to the organisation by the Office of the Essex Police and Crime Commissioner Roger Hirst.

Each of the county's 14 district Neighbourhood Watch areas will receive £675 each for projects in their district. The Essex County Neighbourhood Watch Association will also be supported by the funding boost.

Clive Stewart, chairman of the Essex County Neighbourhood Watch Association said: "We are delighted with the support of the PCC who has recognised the impact that Neighbourhood Watch can make in our communities here in Essex."



"I am very lucky to have 14 excellent district chairs who are working incredibly hard and this funding will help support them in the work they are doing in their communities."

The money is provided from the OPCC's Community Safety Development Fund, which offers grants to help build community cohesion and community safety throughout the county.

Neighbourhood Watch has more than 100,000 members across Essex, with at least 2,500 groups across the 14 districts.

STAFFORDSHIRE

Cold Call Ban

Cold callers are to be banned from a Staffordshire housing estate in an effort to stop pensioners feeling intimidated by doorstep salesmen and bogus officials.

Residents living on Audley's Ravens Park estate have given their approval for the project with warning signs now set to be installed in the neighbourhood to warn off uninvited visitors.

The scheme is being rolled out by Neighbourhood Watch volunteers and Staffordshire Police as part of a scheme to stop vulnerable residents from feeling pressured to buy on the doorstep – and even being conned by bogus salesmen.

The police held a public consultation and had a positive turn out in favour of bringing in the project.

LANCASHIRE

Cadets help out in Lancashire



Police cadets from across Lancashire are working with Neighbourhood Watch volunteers to engage with youth groups and communities across the county.

The cadets – who are all aged between 13 and 18 – are encouraging membership and social action.

Pictured are the cadets at the recent Lancashire NW Association AGM with NHWN Community Engagement and Memberships Director Lianne Taylor and Jen Fisher from Lancashire Police.

NOTTINGHAMSHIRE



Thanks to long serving volunteers

Two long serving members of Notts Watch – the Nottinghamshire Neighbourhood Watch Association – were thanked for their service at the recent AGM.

Retiring chairman John Wood and Treasurer David Rhodes stood down at the event attended by Neighbourhood Watch partners from across the county including the Police and Crime Commissioner Paddy Tipping.

Sue Sambells, the newly appointed chair of Notts Watch, presented John and David with gifts to thank them for their many years of combined service to Notts Watch.



MEET THE MEMBER!

Betty Charlton from Nottingham

“My name's Elizabeth Charlton but everyone calls me Betty. I thought other members might be interested in the progress I've made since joining Neighbourhood Watch.

I live in an independent living complex for over 60s in St. Anns, Nottingham.

I look after the tenants when there is no warden about as the wardens only visit daily to check if everyone is ok then we have to do things for ourselves, so I joined Neighbourhood Watch.

I've arranged meetings with our housing manager to discuss any issues we have and I've also arranged for our three local councillors to visit us.

They have been very understanding about the issues we have had as some nearby bungalows were a target for burglary.

I asked one of the councillors for some CCTV and no sooner had I asked they were put into place!

I also got sensor lights fitted on the bungalows so if anyone comes to the door in darkness the light comes on. I try my best to keep the tenants as safe as I can. We are all happy where we live and it's good to know that since I joined Neighbourhood Watch it's a better place to live.”

Our offer for Neighbourhood Watch members



Exclusive offer on Co-op Home Insurance



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*

Visit our website for additional offers – **coop.co.uk/insurance**

*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. Promoter: Co-op Insurance. 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.

Message from our Chair Lynn Farrar

“As we reflect on the events of the past few months I’ve been thinking a lot about how our charity can help communities feel safer.

The recent, dreadful terrorist attacks have made many of us consider about what we would do if we were ever caught up in an attack. I know it’s an awful thing to think about but advice has been issued.

The advice to [Run, Hide, Tell](#) has been issued to us from the National Counter Terrorism Security Office and it’s our job here at Neighbourhood Watch to spread specialist advice like this as far and wide as we can.

The National Police Chiefs Council also has a YouTube channel and I include it [here](#) for you.

We here at Neighbourhood Watch will continue to do what we can to support the Government’s **Modern Crime Prevention Strategy** and we’re working with our partners to look at how we can help our supporters and volunteers to feel safer and make their communities friendlier places to be.

Thanks for your continued support of Neighbourhood Watch and please do let us know what else you think we should be doing to keep our communities safe.” Enquiries@ourwatch.org.uk



Proud to be a *Friends Against Scams Organisation*

As part of our joint project with the National Trading Standards Scams Team we are delighted to announce that NHWN – the Neighbourhood & Home Watch Network charity that supports Neighbourhood Watch volunteers - is now a proud **Friend Against Scams Organisation**.



Our seven strong NHWN staff team – pictured - are all trained **Friends Against Scams** and proud to be working with NTS to help spread the word about scams.

A **Friends Against Scams Organisation** is any organisation, big or small, that commit to training their staff as Friends Against Scams.

Through training staff, an organisation is helping to spread the messages of Friends Against Scams and make a difference together.

Friends Against Scams Organisations will pledge to actively promote the *Friends Against Scams* initiative; the easiest way to do this is to make all employees *Friends Against Scams*. There are a range of services available to support organisations in becoming *Friends Against Scams*. See [here](#) for more details.

Have you seen our *Members' Guide*?

Our relaunched **Members' Guide** booklet has proved extremely popular since it was launched last year.

Already 500,000 copies have been sent out to members and supporters. If you haven't had your copy you can read the guide [here](#).





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