

GUIDE FOR NEW MEMBERS

Welcome to your local
Neighbourhood Watch scheme!

Congratulations - You have just become part of Neighbourhood Watch (NHW), the largest crime prevention voluntary movement in England and Wales, with over 2.3m members. We are a grassroots movement run by volunteer members supported by their local Associations and the national umbrella organisation, Neighbourhood Watch Network www.ourwatch.org.uk/. This booklet has been produced by local Kent Neighbourhood Watch Associations to help scheme members understand the work of NHW and thus benefit more fully from their membership.



KENT NEIGHBOURHOOD WATCH

COMMUNITIES THAT CARE

We all recognise that wherever you live, the community you are part of may experience crime. We also understand that the police on their own cannot prevent all such crime. But we also know that in each village or town, each block of flats or suburban street, the resident community has detailed knowledge of the neighbourhood and can help the police do a better job. All we have to do is to become actively involved in crime prevention and, by tackling the problem together, foster a sense of community spirit that serves us all well.

Being active in crime prevention does not mean becoming a 'nosey Parker' or a vigilante. But it does mean keeping alert and reporting potential crime in your neighbourhood. Everyone involved in an active Neighbourhood Watch scheme knows that if you keep an eye on a neighbour's property then they will probably also keep an eye on yours. And this means that if strangers do things like try your car door, peer through your windows, loiter around the area suspiciously



or approach children without a good reason then those actions are far more likely to be reported to the police.

Prompt local reporting of concerns to the police means greater peace of mind for residents when they go away, to work, out in the evening or just pop to the shops.

In an emergency always dial **999**. For non-emergency situations reports can be made online at www.kent.police.uk/contact, or by phoning **101**. You can also report anonymously to **Crimestoppers (0800 555 111)**. More information about Crimestoppers is available at <https://crimestoppers-uk.org/Give-information>.

COMMUNICATING ADVICE THAT MAKES A DIFFERENCE

Kent Police provide daily reports of instances of local crime as well as regular guidance to NHW to help residents avoid becoming victims of crime. This might be guidance on preventing burglary, car theft or vandalism, through to advice on avoiding online scams or doorstep fraud. Neighbourhood Watch, through its online presence and partnership with the police and other agencies, can help communities deal with a wide range of crime types. Local District Associations also have experience of advising NHW schemes on how to respond effectively to everything from a spate of town centre bicycle thefts through to rural crimes such as fly tipping.

BUT DOES IT WORK?

Neighbourhood Watch does work, by reducing the opportunities for and the rewards from crime. For example, by following advice to remove valuables from your car, you reduce a thief's incentive to break into the vehicle. By improving security of your home, you increase the effort a thief must make to

get in and thus the risks he runs, again reducing her/his incentive. And since most local crime is opportunistic, the thief is more likely to move on empty-handed.

But Neighbourhood Watch is also effective in increasing neighbourliness, local connectedness and sense of communal safety. Increasing information about local crime and providing advice on how to take effective action against it also counteracts the fear of crime. In addition, by increasing confidence in the police to respond, it leads to increased co-operation with them to apprehend or forestall criminals. Unsurprisingly, academic reviews of various studies of the UK and abroad have concluded that Neighbourhood Watch is effective in reducing crime.

And of course, the extra security of belonging to a Neighbourhood Watch scheme might even result in a premium discount from your insurance company.



NEIGHBOURHOOD WATCH SCHEMES WORKING IN THE COMMUNITY

Local Neighbourhood Watch schemes come in all sizes, depending on what the residents of the community decide is the appropriate coverage area. Initially, the local District Association and/or the local police can assist in setting it up. A scheme is typically led by a volunteer **coordinator** (and preferably a deputy for when the coordinator is absent or moves on) who gets locals working together to make sure things get done. This can include maintaining and enhancing the NHW signage, distributing advice and information physically and electronically. Of course, all scheme members should still report online or dial **101** or **999** if they spot anything that needs immediate police attention.

The coordinator works with the support of the local NHW District Associations in Kent and through them with Kent Police to tackle local crime problems.

THIS MEANS THEY HELP WITH:

- **providing a picture of local crime**
- **targeting those crimes the scheme can have an impact on**
- **identifying how to prevent**

opportunities for crime

- **working together to reduce/block opportunities for crime**

Since most local crime is opportunistic there is enormous scope for reducing it. In many cases advising on tackling problems such as graffiti or securing the homes of the most vulnerable with door and window locks is well within most schemes' capacity. In other instances, such as improving the security of a communal entrance in a block of flats or the street lighting on an estate, it may also mean a degree of local lobbying to the council, perhaps with the support of agencies such as Age UK and Victim Support.

By joining a local scheme you can get involved in all these activities, supporting your coordinator (or possibly even assuming that role yourself) to increase the scheme's effectiveness and share in its successes. This will in turn help to 'spread the word', encouraging more residents to join NHW locally. You might even encourage Kent-wide or wider take-up via your family and friends.

KEY NEIGHBOURHOOD WATCH ADVICE TO DETER LOCAL CRIME

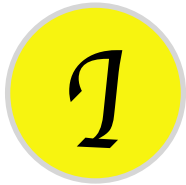
According to a Co-op Insurance survey carried out in partnership with Neighbourhood Watch, 38% of UK residents have been the victims of at least one crime in their neighbourhood. The following is a list of some of the main crime types you may experience in a residential area together with pointers on where to find NHW advice. It is aimed to provide you with a primer on dealing with more common types of crime. Much more comprehensive advice on this and other types of crime is available on the **OurWatch website** www.ourwatch.org.uk/crime-prevention/crime-prevention-information/crime-types or from Kent Police www.kent.police.uk/cp/crime-prevention/.

BURGLARY - 41% of those who experienced neighbourhood crime had been burgled or broken into. Properties with the **WIDE** security combination (**W**indow locks, **I**ndoor lights on a timer, **D**oor double or deadlocks and **E**xternal lights on a timer or sensor) – are nearly 50 times more protected from burglary than those with no security. The advice at www.ourwatch.org.uk/crime-prevention/crime-prevention-toolkits/burglary-prevention on the OurWatch website contains a whole host of tips on applying the **WIDE** method and other advice to minimise the risk of burglary.

In particular, it helps you to consider protecting the outside of your home (perimeter), the main building of your home (shell) and



**WINDOW
LOCKS
INSTALLED**



**INTERIOR
LIGHTS ON
TIMER**



**DOOR
DOUBLE OR
DEADLOCKS**



**EXTERIOR
LIGHTS ON
SENSOR**

the contents of your home (interior) separately, like the layers of an onion.

VEHICLE CRIME - In the UK, a car is stolen on average every ten minutes and 39% of those who experienced neighbourhood crime had been the victims of car crime.

There are 3 key ways to protect your vehicle:

1 Leave it locked. 44% of cars are broken into via an unlocked door. Keep the keys hidden indoors, preferably using a signal blocker pouch.

2 Leave it in a well-lit area. 80% of car crime occurs during the evening or at night. Parking near street lamps or in an otherwise well-lit area can deter thieves.

3 Leave your car empty with no items on show, as personal

belongings within the car are at as much risk of being stolen as the car itself.

These simple steps will dramatically reduce the chances of you becoming a victim of car crime.

Other tips on protecting your vehicle (including motorbikes and mopeds) and on matters like keyless and catalytic converter theft, are available at: www.ourwatch.org.uk/protectyourcar

CYBER CRIME - We have all heard horror stories of hacking, online scams and identity fraud. Of those experiencing neighbourhood crime, 19% had been the victim of cyber crime. You may well have suffered directly from this rapidly increasing type of crime or know someone who has. What are the 3 quickest, most important things for you to do today to ensure it doesn't happen?

1 Create a separate password for your email account(s).

This is because your email is the gateway to all your other online accounts, including banking, social media and online shopping.

2 Use three random words to create that password.

3 Turn on two-factor authentication (2FA).

**PROTECT YOUR CAR,
LEAVE IT:**

1. LOCKED
LOCK YOUR CAR WHEN YOU LEAVE IT

2. LIT
PARK IN A WELL-LIT AREA

3. EMPTY
HIDE ANY ITEMS ON SHOW

**SHARE THESE 3 STEPS
WITH 3 FRIENDS**



www.ourwatch.org.uk

You can get detailed advice on how to take these actions on the **OurWatch** website at www.ourwatch.org.uk/passwords You can also visit the Cyberhood Watch pages at www.avast.com/uk-cyberhood#mac and www.avast.com/uk-cyberhood#pc (for Mac and PC respectively) to learn more about the cybersecurity risks that exist every time you go online and discover which regions of the UK are the most at risk. The police digital security centre (PDSC) website at www.policedsc.com/security-advice/password-policy is also a source of very helpful advice.

SCAMS - There are dozens of types of scams, more than can be addressed in this short leaflet. Scams can be committed over the phone, through the post, on the internet or face-to-face, and often



PROTECT YOUR Pa\$\$WORD IN 3 EASY STEPS

1.
CREATE A SEPARATE PASSWORD
FOR YOUR EMAIL ACCOUNT

2.
USE 3 RANDOM WORDS

3.
TURN ON TWO-FACTOR
AUTHENTICATION (2FA)

**NOW SHARE THESE 3 STEPS
WITH 3 FRIENDS**

on the doorstep (unwanted callers). Older people are often more susceptible to them, but anyone can be a victim.

They include:

- **doorstep scams**
- **mail scams**
- **telephone scams** - including text message scams
- **investment scams** (also known as “boiler room scams”)
- **online scams** - including email scams known as phishing
- **romance scams** (also known as “cat-fishing”)

Remember these TEN GOLDEN RULES to help you prevent fraud and beat the scammers.

1 Always remember: if something seems too good to be true, it usually is. There are no guaranteed get-rich-quick schemes.

2 Never respond to any emails, text messages, letters or social media that look suspicious or that have bad spelling or grammar.

3 Remember: A genuine bank will never contact you out of the blue asking for your PIN, full password or to move money to another account. If you receive a message like this, ignore it!

4 If someone you have never met before asks you for money, that should be a red flag. Do not give them any money!

5 Always question uninvited approaches, in case it's a scam. This applies whether the contact is on the doorstep, over the phone, by post or online. Instead, contact the company directly yourself using a known email or phone number.

6 If you are even a tiny bit suspicious, check with someone else before responding to the communication – a trusted relative, friend or neighbour.

7 Never automatically click on a link in an unexpected text or email.

8 Make sure you use strong passwords on all your online accounts, and change them often.

9 Always have anti-virus software and a firewall installed on your computer, and update all



software as soon as new versions become available.

10 Trust your instincts. If you feel at all wary or suspicious, you're probably right!

Detailed advice on dealing with each of these scam types is available on the OurWatch website. In addition, the OurWatch website contains links to anti-scramming material produced by reputable organisations like Action Fraud, Age UK and the Financial Conduct Authority (FCA). In particular, Action Fraud, the UK National Fraud and & Cyber Crime Reporting Centre, has a range of resources www.actionfraud.police.uk.

Remember, reporting attempted and successful scams is important and you should never be embarrassed to do it - by informing the authorities of trends you help them to issue warnings to others.

This brief list of crime types by

no means exhausts the resources available on the **OurWatch website**, which also includes detailed advice on dealing with sensitive matters such as suspected domestic and elder abuse, child sex exploitation and violence.

It also includes helpful material aimed at mitigating vulnerability and loneliness in the local community at

www.ourwatch.org.uk/crime-prevention/reducing-risk-toolkits/loneliness-and-vulnerability

WIDER REPORTING OF SERIOUS CRIMES

As well as common local types of crime, scheme members should also be aware that serious crimes such as modern-day slavery, human and drugs trafficking and



terrorism are potentially around us in any locality. Concerns about any of these should be reported immediately to **Kent Police**, using **101** or **999** or anonymously to **Crimestoppers** on **0800 555 111**.

THE IMPORTANCE OF DETAILS

When passing on information to the police it is important to be as accurate and precise as possible, to prevent confusion and save time.

The information the police may need includes:

- an exact description of what you have seen
- the time and place
- description of the person(s): age, sex, ethnicity, height, build, clothing, unusual characteristics and distinguishing features
- vehicle(s) involved: registration number (even part of it is useful), make and model if known, colour, condition, direction of travel.

PROTECT YOUR POOCH
Keep them:



1. SECURE
2. IN SIGHT
3. SEARCHABLE

SHARE THESE 3 THINGS
WITH 3 FRIENDS

Find out more ways to protect your pooch on
www.ourwatch.org.uk/ProtectYourPooch
Neighbourhood Watch Network is a charity registered in England & Wales, CID no. 173349

AN ACTIVE PARTNERSHIP WITH THE POLICE

Successful Neighbourhood Watch schemes encourage security awareness and a better community spirit among neighbours, but they also improve communication between residents and the police. While NHW schemes are not police-run groups, co-operation with the police enables them to be truly effective. It is therefore essential for the scheme to establish a close working relationship with the local **Neighbourhood Watch Association, Police Liaison Officer** or **Neighbourhood Policing Team**

to share information relating to crime in the area.

Then the police can provide statistics, information of crime trends in the area and expert advice. Many police stations have volunteer administrators who, in conjunction with the police, act as a liaison point for scheme coordinators.

The Kent Police site is extremely valuable both as a source of crime prevention information and to report crime electronically.

REPORT CRIME TO KENT POLICE BY:

Phoning **999** where crimes are in progress or persons are at risk

For non-emergencies:

- online at - <http://kent.police.uk>
 - by phoning **101**
 - anonymously via **Crimestoppers** by phoning **0800 555 111** or online at <https://crimestoppers-uk.org/>.
- [Give-information](#)



SUPPORTING VICTIMS OF CRIME

Local crime like burglary doesn't just have a financial impact. Often the event affects the victim deeply. According to research, 80% of those who have had their property broken into feel it has adversely impacted their day-to-day life and 23% remain scared it will happen again. So victims of crime often need the support of the local NHW scheme. Since homes recently burgled are more likely to be burgled again, immediate neighbours can be asked to be especially watchful in the weeks following a burglary and report anything suspicious to the police. National organisations like Victim Support www.victimsupport.org.uk/ (Telephone **0808 1689111**) can also give victims of crime emotional and practical support to cope with the effects of crime, not only for burglary but also serious crimes like domestic abuse, hate crime and sexual harassment as well as the many forms of scamming and fraud.



CONCLUSION

Neighbourhood Watch is based on a simple idea – that by getting together with your neighbours to take simple practical steps and working in co-operation with the police you can cut crime locally. Like all great ideas it is proven to work.

But perhaps even more importantly, you can also make your locality a better place in which to live, work, go to school and play. So by helping to create a community that cares and has a belief in its ability to collectively tackle local issues you will be making a real contribution to improving lives.

Welcome to Neighbourhood Watch!

NEIGHBOURHOOD WATCH CONTACTS & RESOURCES

Your starting point for contact with Neighbourhood Watch's organisation is your local scheme coordinator.

S/he will in turn liaise with the local District Association for advice and support. Other advice is available on the **Neighbourhood Watch Network** - www.ourwatch.org.uk

OTHER EXTREMELY USEFUL CONTACTS INCLUDE:

ACTION FRAUD -

www.actionfraud.police.uk/

Telephone **0300 1232040**. Report scams, attempted scams and actual or attempted cases of fraud.

AGE UK - www.ageuk.org.uk/

General information and advice for elderly people and services available to the elderly.

CITIZENS ADVICE - [www.](http://www.citizensadvice.org.uk/consumer/)

citizensadvice.org.uk/consumer/scams/reporting-a-scam/

Report scamming cases, including doorstep criminals. Separate sections of the website are provided for consumer and business information.

THE CRIME PREVENTION WEBSITE -

TheCrimePreventionWebsite.com

The site contains comprehensive and up-to-date crime prevention advice to help you improve your home and

personal security and over time will expand to provide security guidance for all types of buildings and situations.

KENT FIRE & RESCUE SERVICE

www.kent.fire-uk.org

NATIONAL VICTIM SUPPORT -

www.victimsupport.org.uk/

Telephone **0808 1689111**.

An independent charity to assist and support people affected by crime or traumatic events.

SCAMBUSTERS -

<https://scambusters.org>

Provides information about scam and fraud activity across the world/UK. Scambusters is committed to helping you avoid getting taken in by dangerous Internet scams, frustrating spam, devious identity theft, and other cunning offline and online scams.

USEFUL KENT NHW CONTACTS:

Kent Police -

kent.nhw@kent.police.uk

Canterbury District NHW -

canterbury.nhw.association@gmail.com

North Kent District NHW -

northkent.nhw.association@gmail.com