



# Watching Brief

The Quarterly Newsletter of the Canterbury & District Neighbourhood Watch Association

Issue 4/09

Winter 2009

## Stay Safe And Warm This Winter

During the winter months and at Christmas there are plenty of Kent residents busy shopping for seasonal goodies and presents, while also looking to keep their homes safe and warm during the chilly weather. But it's a season when some Kent residents can be at their most vulnerable, warn Kent Trading Standards.

"You might think winter would be a quiet time for home improvements, but you'd be wrong," says Sharon Salisbury of Kent Trading Standards. "The trouble for many consumers is finding the right business to help and it can be a bit of a lottery. Although the majority of services are carried out well, unfortunately not everyone is so reliable. Trading Standards spend much of their time dealing with rogue traders who simply don't deliver the service that they promise unsuspecting consumers – often leaving them out-of-pocket."

Now, help is at hand. Free-to-use and featuring local businesses that you can trust, the Buy With Confidence scheme is run by Kent Trading Standards officers. Businesses are only accepted onto the scheme after a thorough selection process.

### Home Safety Visits

Almost all fires in the home can be prevented.

To make your home safer and to help reduce casualty and death from fire in the home, Kent Fire and Rescue Service is offering a free home safety visit. The visit involves home fire safety advice from a fire officer and the installation of free smoke alarms, if required. The alarms have batteries that last up to 10 years for added peace of mind.

To arrange a free home safety visit phone 0800 923 7000. Calls are free from a BT landline, calls from through other companies and mobile phones may cost.



You'll find a good selection of local, reliable businesses - all searchable online at [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk). – covering a range of trades and services from A to Z. From aerial installation services to locksmiths and plumbers to window installers – all checked, monitored and approved by your local Trading Standards officers.

"You're likely to find a choice of responsible businesses on the Buy With Confidence website or by a simple phone call to us.

"And we're always on the lookout for more good, reliable businesses for the scheme. So if you're in business and want to apply, or if you want to recommend a business for membership we'd like to hear from you."

More information and details of members near you are available by calling 08454 04 05 06 or online at [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk).

Planning a job or project? Here's some top tips to help avoid the winter blues!

- Make a plan of what you want to do
- Short-list businesses you might want to use, including those recommended by the Buy With Confidence scheme

### Christmas Presents

Please remember – do not advertise your Christmas presents to strangers passing your house by leaving empty boxes out for re-cycling collection. You are advertising to a potential thief who could decide it's worth the chance to burgle you for a new TV, Hi-Fi, computer, or Wii games console etc.



and friends and neighbours who you trust

- Get accurate quotations to help you make your decision
- Agree on a written contract covering details of the work, costs, payment dates, start/finish dates, guarantees, dispute resolution etc. – not simply a handshake
- In the unlikely event of things going wrong, you can always turn to Consumer Direct for advice on Tel: 08454 04 05 06. Consumer Direct work in partnership with your local Trading Standards service.

More detailed advice is available at [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

Buy With Confidence – local businesses approved by Trading Standards



[www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)  
08454 04 05 06

### Printed Or Electronic?

Co-ordinators – we can deliver this newsletter to your e-mail address if you prefer. The file will be a PDF document that you can print off or send to your members. If you would like to receive future newsletters by e-mail please let us know by sending a message to [committee-cdnhwa@fsmail.net](mailto:committee-cdnhwa@fsmail.net) It may help you – and save us some money at the same time!

## C&DNHWA Web Site

I am pleased to say this is now back in operation and is currently being revamped for a re-launch on the 1st January. It will contain all previous Watching Brief newsletters and the start of committee meeting overviews. We will also be keeping you up to date with any new literature available that you can order for your scheme members. It is useful to deliver these at the same time as your newsletters. We also hope to have the Crime Prevention Web site revamped to show all the security products they offer at reduced prices. These can be very useful to help reduce crime in your area. To see our site please go via the NHW link on [www.ucanpreventcrime.co.uk](http://www.ucanpreventcrime.co.uk)

## New Co-Ordinators And Schemes Since The Last Newsletters

We welcome the following most warmly to NHW and thank them for being so community minded:

**Robert Cambridge** – co-ordinator for Pier Avenue, Tankerton (approx 75 households)

**Rob Miller** – co-ordinator of Swalecliffe Road, Whitstable (approx 45 households)

**James Walker** – co-ordinator of Hampton Gardens, Herne Bay (number of households to be confirmed)

**Zoe Chidwick**, who has taken over as coordinator of Upper Harbledown with 100 households.

We also welcome the northern half of Graystone Road, Tankerton – now annexed to the Manor Road scheme co-ordinated by **John Huckle** (approx 40 extra households)

## Reporting Incidents

Please remind everyone that you have to report any crimes, even dodgy door knockers and anti-social behaviour to the Police via 762055, as well as to your Neighbourhood Policing teams.

The reason being is that, if nobody makes those calls to 762055, the Police are not aware how serious the problem may be and may not resource it properly. If they were to get 10 calls they get logged as 10 incidents and they can identify the route these people may be taking by the times of the calls. If it is anti-social behaviour they can also collate the time of the day and days it occurs.

At a recent Safer Canterbury District Partnership meeting it was mentioned that some residents

were complaining about anti-social behaviour in their area, yet the Police had not perceived this to be an issue as they had not received any reports. Therefore, this meant that the area did not receive extra policing resources to tackle the problem.

I mentioned reporting any incidents to 762055 as it is on this number that incidents get recorded by the Police and will show up in their crime statistics. If you were to phone your Neighbourhood Policing Officer it does not get recorded and he, or she, may not be available at that time to respond, may be on holiday, may be off sick, or may have been drafted into another problem area in the short term.

## C&DNHWA Plans For 2010

This coming year our plans are to grow the number of householders belonging to NHW in the District. There are 2 ways of achieving this:

(1) Target old, 'defunct' schemes and specific areas where an NHW scheme should benefit that community. This is already being planned.

(2) Ask if you would consider taking on a road adjacent to your current scheme. This should not take up any more of your time than you currently spend on your scheme, especially if you manage to get someone in the new road to be your Link Person. We can help you do this by supplying leaflets to drop through people's doors. By enlarging your scheme you also have the benefits of extra people who may be able to help with any photocopying or leaflet dropping. If this might apply to you please do get in touch with us!

## CONFERENCE & AGM

This is to be held on the morning of 20th March at Canterbury Christ Church University.

Currently we have the Police Tactical Group attending to show us their latest weapons – unless another Morrison's incident crops up! The Border Agency has agreed to attend, and we are waiting confirmation from Trading Standards and our new Chief Inspector of Police Steve Barlow. It should be a really worthwhile event – and is only one morning of the year for you to show all our speakers and the committee your support for NHW.

Attending this year is important as we need a new chairman and committee members.

Please contact me if you have any questions or would like to attend a committee meeting before the AGM to see what we do and how little of your spare time it takes.

STOP PRESS: a FREE security gift will be given to every co-ordinator who attends.

**K J GODDARD**  
**Registered Plumber**  
 30 years experience

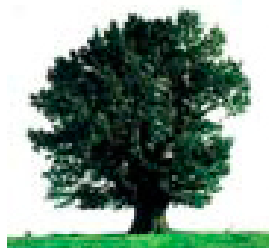


- General plumbing
- Taps, Tanks, Radiators etc
- DIY Plumbing Mishaps
- Help and Advice Available

Mobile: 07831 690613 Office: 01227 791608  
 37 Primrose Way, Chestfield, Whitstable, Kent. CT5 3QW  
[ken.goddard1@btinternet.com](mailto:ken.goddard1@btinternet.com)

## Tree surgeon

hugh williams



01227 455385  
 0780 304 8543

51 Oaks Park, Rough Common, Canterbury CT2 9CF

## Chairman's Farewell Message

At the Conference and AGM on the 20th March I am standing down as Chairman and from the committee. After 3 years I feel now is the right time to move on let someone else take the baton, and for me to get my own life back to normal.

It has been a very challenging 3 years and we on the committee have achieved so much by building relationships with our "Partners" the Police, City Council, Trading Standards and Kent County NHW Association.

Some of our other achievements over the last 3 years include re-launching the Co-ordinators' Welcome Pack, designed to help all NHW co-ordinators provide a good scheme to their residents. We may be the only Association in Kent which contacts all its NHW co-ordinators and measures NHW growth by the number of households, not just by the number of schemes. Over 20% of Canterbury District households belong to NWH and

some of our schemes have over 500 households. We may also be the only Association that takes NHW signs down from defunct and inactive schemes so that the active NHW scheme image is not spoilt. I am sure we are the only Association that offers a £60 reward scheme to anyone belonging to an active C&DNWHA scheme that reports a suspicious activity in their area that results in an arrest, and we may be the only Association that supplements the cost of new NHW road signs – while funds exist.

My two main disappointments:

1) Whenever we have started to build good relationships with senior members of the Police within Canterbury they have moved to other posts, so we have had to rebuild relationships to go over old ground and issues that have not been resolved. But it's not their fault for wanting to improve their career – it's the frustrating way it is

unfortunately.

2) I still hear from some people saying they do not know if they do actually still belong to a NHW scheme as they never receive any information from their co-ordinator. It is our belief that NHW is NOT just having a NWH road sign up. Communication with members, even if it is only once a year, is an important minimum for co-ordinators to do. We have tried to help in this task by including items with these Watching Brief newsletters that are useful to members within a scheme.

The reason I feel this is the right time to step down is that I have achieved the main aims I set myself when I returned as Chairman, and there is now some new blood on the committee with the drive to take us forward and to grow the number of households belonging to NHW schemes. The time to go is when the times are good!

### I Would Like To Thank:

All those who have worked on the committee with me for the last 3 years – giving me their support and encouragement, especially when I had really bad days of not getting the support from outside NHW that I feel we should be given.

All the NWH volunteers who work in Herne Bay Police station – they give up at least 3 hours of their time once a week to supply us with the crime reports on Kent Community Messaging System.

All of our "partners": the Police, CrimeStoppers, Kent NHW Association and Kent WLO, Trading Standards, and many people within the Crime and Disorder group, for supporting me and our NWH aims, especially during the first year, and also the Kentish Gazette for their support and coverage when we needed it.

And finally, special thanks to my wife for putting up with me being so involved in trying to get C&DNWHA recognised for what it does achieve and what it could achieve.

Hope to see you at our conference and AGM. It will be good to say "Farewell" to a huge audience as it will make all our efforts seem even more worthwhile!

Wishing you all a very merry Christmas and a crime-free New Year!!

Colin Chaston

## HAMES & SON LOCKSMITHS



- **24HR EMERGENCY LOCKSMITHS**
- **NO CALL OUT CHARGE**
- **FREE QUOTES & SURVEYS**
- **DOMESTIC & COMMERCIAL**
- **LOCK FITTINGS**
- **REPAIRS & UPGRADES**
- **UPVC DOOR/ WINDOW LOCK SPECIALIST**
- **VEHICLE OPENING**
- **SAFES**

**CALL YOUR FRIENDLY LOCAL LOCKSMITHS  
FOR A FREE NO OBLIGATION QUOTE ON:**

# 01227 490091

[www.hamesandson.co.uk](http://www.hamesandson.co.uk)

## Do You Have Any Concerns Where You Live?

Our local Canterbury partners at Kent Police have asked for all our NHW members to help them by responding to this important request. They are giving you the opportunity to help them to identify what local crime and disorder concerns you may have in your area.

Please show the strength of NHW in the district by asking your members to respond to this short telephone / e-mail questionnaire.

The more responses they get regarding any problems the more the Police will be able to target those specific areas.

When you make contact, please say that you are an NHW member

Do you have any concerns in your area, if so what are they? Please also say "None" if appropriate.

What is your Post Code?

Where is the location of any problem(s) – ie road name(s)?

Your ethnicity and age?

If you want to be contacted regarding your concerns you will need to leave your name, telephone number and address.

Those of you living in coastal locations can telephone **01227 744793** or e-mail [canterbury.coastal@kent.pnn.police.uk](mailto:canterbury.coastal@kent.pnn.police.uk)

Those of you living in Canterbury and rural areas can telephone **01227 868253** or e-mail [canterbury.city@kent.pnn.police.uk](mailto:canterbury.city@kent.pnn.police.uk)

## Fire Prevention

Overloading your electrical sockets with Christmas light displays can cause electrical cable to overheat thus creating a fire. Be careful about the amount of electricity you use through the one socket, and turn off the Christmas lights when you go to bed!

There have been increased reports of house fires this winter, and some in students' residences. Many have been because tea-lights have been placed on top of televisions and Hi-Fi's. These must be placed on saucers, or something that does not allow the heat of the tea lights to melt through the plastic of TV's and Hi-Fi's.

Another regular cause of fires, and deaths, is people deciding to have a fry up after drinking at night, then falling asleep and leaving the frying pan to catch alight.

If you have smoke detector – please check it works by pressing the test button.

NEVER take out the battery to use in a new Christmas present – you could jeopardise your life and any children's lives as a direct consequence!!

If you do not have a smoke alarm – please see the FREE offer by Kent Fire and Rescue in this newsletter. There is NO excuse!!!

## COUNTER-TERRORISM HOTLINE

**0800 789321 or 01622 690690**

The Counter Terrorism Group has asked Neighbourhood Watch for our help. The message is aimed at those of you who live near any small airfield or helicopter pad, as well as those of you who live by or visit the coast, or like sailing.

IF you see anything suspicious, or unusual happenings, please phone the numbers above or, if you consider it really important at the time, just dial

**999.**

## Work On Gas Installations

A reminder that, if you have any work carried out on any gas installation in your home, it now has to be done by a gas fitter belonging to the new Gas Safe Register. Installers will need to be registered on the scheme to operate legally. So – always to use a Gas Safe Register engineer, check their ID every time and do not give rogue traders a chance.

CORGI gas registration is no longer valid and nobody should show you that as ID.

Further information and an example of the Gas Safe Register logo can be found at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) This website also enables you to order copies of leaflets that may be useful for your members.

## Just Train Stupid

One half of a (loud!) telephone conversation recently overheard on a train (details changed to protect the stupid).

'Yes, I am sure my boyfriend will want a massage as well'

'OK, so that will be two for 7.00pm on 29th'

'My name is Lisa Wells'

'07123 456789'

'Yes, it's a Mastercard, 1234 5678 9101 1121 (pause) 762'

Hopefully the other 70 plus people I was sharing the carriage with were also honest folk, but given that the waiter had already attempted to launder a Scottish £5.00 note, I have my doubts!

## Useful Websites:

[www.ageconcern.org.uk](http://www.ageconcern.org.uk) - Age Concern.

[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) - Legal gas fitter info.

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) - Child Internet safety.

[www.doglost.co.uk](http://www.doglost.co.uk) - Lost Dog Register.

[www.firekills.gov.uk](http://www.firekills.gov.uk) - Fire Safety site.

[www.ceop.gov.uk](http://www.ceop.gov.uk) - Child Exploitation and Online Protection.

Canterbury & District Neighbourhood Watch Association wishes to thank all those who advertise in this newsletter, for it is by purchasing space herein, it may be produced and distributed.

However, the inclusion of advertisers does not imply Association approval of any goods or services on offer. All advertising space has been purchased.

## Computer Maintenance & Repairs

Local Computer Engineer (Upper Harbledown) offers the following services:



- Setting up your new computer and safe transfer of existing data
- Data recovery & backup
- Broadband installation including secured wireless networking
- Repairs, upgrades & maintenance of computers and peripherals, old & new
- Virus eradication & prevention
- Years of local, friendly, polite & efficient service

**JeffCo IT Solutions**

Call Marc now to be rid of your computing headaches:  
**01227-456955 or 07951-023054**