



Watching Brief

The Canterbury & District Neighbourhood Watch Newsletter

Registered Charity No 1078269

2019 – Issue 2 (Apr – Jun)

Chairman's Message – David Hayward

Firstly – it was really good to see 'faces old and new' at this year's **Conference** which, judging from your feedback, seemed generally to be felt to be both a very interesting and useful event. The content was chosen to cover issues of both local relevance and also national significance, and a summary can be found later in this newsletter for those not able to be there. I am very grateful to all the presenters and to those from other Community Safety Agencies, who came with information stands. It was a particular pleasure to confirm **Bob Booth** as the recipient of our Association's **David Turner Award** for being an outstanding and very active coordinator for some 20 years in the Canterbury City area, serving the many needs both of older neighbours and also younger student ones – the Award was presented by Mrs Patricia Turner, see right.

Our accounts were approved at the **AGM** and a new committee (re-)elected: Alan Baldock, Neal Fowler, James Flanagan, Mike Pocock, David Whamond, Kathy Wilson and myself. It was a time to say fond farewells to Alex Bull, recently serving as our minutes secretary, and also Jean Barnes who, together with her husband Ivan, have been mainstays of the Association for very many years. We thank them for all their support and wish them well. We have since confirmed the **Officerships for 2019/20** as follows: Chair – myself; Vice Chair – Neal Fowler; Treasurer – David Whamond; Minutes Secretary pro-tem – Mike Pocock. We are seeking co-optees for the extra membership places.

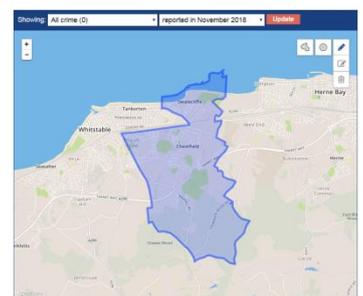
After a year in 2018 when we had a number of scheme closures it's good to be able to welcome some new folk into the coordinator fold – as well as their various member households: in Canterbury – John Andrews: Carriage Mews; Cathy Lawrence: St Lawrence Close; Phil Denny: Brymore Close and in Whitstable Jane Rose: Clare Road & Teynham Drive. We are very grateful to them for volunteering for those roles and so helping to build even safer, stronger neighbourhoods – but we could do with many more such good volunteers. Please take every opportunity to spread the word about the many benefits of NHW membership to local family, friends and colleagues, especially if you belong to lots of clubs or associations. We always welcome new interest and offer support to start new schemes.

On a more formal note, as a registered charity we aim not just to comply with the relevant legislation but also to follow the recommendations of good practice issued by the Charities Commission. Two new policies have just been adopted by the Association to comply with these recommendations: the first provides a **Complaints Procedure** to ensure that coordinators, or indeed anyone to whom the Association owes a duty of care, can formally submit a grievance. The second is a **Safeguarding Policy** to provide practical procedure and advice to keep possibly vulnerable persons safe whilst they have contact with anyone working for or with NHW. Full details of the policies can be found on our website <http://www.ucanpreventcrime.co.uk/NHW/index.html> I close with some particular thanks: to Mike Pocock and all those involved in the delivery of this year's Conference, and to Neal Fowler, for another excellent issue of "WB", including a very moving feature on "Street Pastors".



Crime Map

Over recent years NHW has encouraged its members to keep abreast of criminal activity in their area by means of 'Crime Map' data provided on the Kent Police website. Up until November last year this system provided a useful means of enabling us all to drill down into the local statistics – to not only see the whole spectrum of criminal activity in an area (over and above that reported for normal NHW purposes), but to also get some understanding of the Police investigations carried out and subsequent action taken against offenders, if caught. Sadly, it now appears that the Crime Map facility is no longer working. The issue has been raised with Kent Police, who have explained that a new national crime data 'tool' is awaited so no remedial repair will be undertaken on existing systems if/when they fail. We will, of course, monitor the situation and inform our members as soon as the 'new' system is available to replace this useful aid.



Canterbury's Street Pastors

Like many other towns and cities across the land, especially those with universities and colleges close-by, Canterbury provides residents and visitors with a vibrant night-life scene to enjoy. Increasingly, over the past couple of decades, it has been recognised that some people out and about at night sometimes need assistance to ensure their own safety and wellbeing. With police and ambulance services already stretched there was no one able to commit enough resources to help the growing number of revellers, and others, who are now regularly on our streets at night. Not until, that is, the creation of Street Pastors. Canterbury's Street Pastors are part of



a national team, first pioneered in 2003, which continues to grow throughout the UK and across the world. In this article the coordinator of the Canterbury Street Pastors, Carol Hibbert, shares information about the local group and explains a little about the work that they do. "The Street Pastor Movement embraces Christians from a range of denominations with a passion for Jesus and for the betterment of the community. Our trustees and management team are members of local churches. Funds come mainly from churches and grants. Each street pastor is a trained volunteer from a local church. Street Pastors patrol every Saturday, and some Friday, nights from 10 p.m. to 4 a.m., to care for, listen to and help people who are out on the streets. We work closely with community groups, the police, the local council and other statutory agencies. In Canterbury there are about 25 street pastors who 'work' in a team of 3 or 4 one Saturday night in six. When the team are working there is also a prayer and support team at our base church in Canterbury. By using radios, that link us to the CCTV management at CCC and the clubs and bars in town, we can all work together and be warned of things to avoid or be called to help when others can't. We have the contact details for organisations supporting rough sleepers and keep up-to-date information about the Council's emergency night shelters. The following accounts, from team leaders provide examples of the help provided by the City's Street Pastors: **A drunk unable to operate cash machine** – a radio call from CCTV alerted us to a bloke shouting, punching and kicking a cash machine in St Margaret's Street. We walked over and calmed him down and found that, in his drunken haze, he was constantly shoving his driving licence into machine. Frustrated that he couldn't get any money he was shouting and taking it out physically on the machine. We helped him put his correct card and pin in - (literally had to push his fingers on the digits as so drunk) which then gave him cash for the taxi! He went off happily in the end!! **Prayer team** – people our team meet often request that we pray for them. We recently prayed for a man who had arrived in the City and was sleeping rough (having decided night shelter was not for him). His issue was with having lost contact with his grown-up daughter many years ago and the loneliness he felt. He admitted that his lifestyle had meant his relationships had fallen apart but now he desperately wanted to heal those wounds. We prayed for him and asked our teams week after week to look out for him and continue to pray for him. About a month later the team met up with him again! Now housed and in touch with his daughter he was a totally changed man! It was a joy to talk with him and see the change in his life! **Fourteen year-old girl alone** – at 2 am we met a 14-year-old girl in the bus station. She had missed the last bus back to Folkestone. We offered to phone her parents but her mobile was flat. She said she had already phoned her parents but they said it served her right. She had been sitting there since 11 pm. Her plan had been to sit there and catch the first bus at 6 am! After chatting with her we discovered she went to school in Canterbury so we suggested she called a friend who lived locally, after charging her phone with our mobile charger. The senior rang the friend's mum and asked if she could stay there. The mum agreed and we walked her to the local friend's home in St Dunstan's. The nearer we got to the friend's house the more embarrassed she became and eventually ran off ahead of us to friend's house. **Injured and drunk** – outside Mc Donald's a guy had fallen over and cut his head badly. We administered First Aid and advised him to go with his 2 friends to the minor injuries department at K&C hospital. We told him where the taxi rank was and went on our way. An hour later we met him again still in the same place feeling rough and not able to get a taxi that would take him, as he appeared drunk and bloody. We called TAXI DAVE (who is an amazing friend to us) who was in the area. We waited with the guy until Dave came, and because of our relationship with him, he took him to K&C. His friends where so grateful and off they went. Just a few examples of things we do on patrols. Our job is absolutely not to replace law and order and normal public services, nor do we try to deal with fights – we obviously phone the police if necessary but we often care for those affected by fights and fall-outs. We do not judge, we simply care. It's not always easy but for us we are doing what Jesus's would do if he walked our streets today, we are his representatives. Working as a team makes for encouraging evenings together, and being supported by the City's agencies, clubs and bars helps us do our work. We also receive "a lot of love" from the public, which is always lovely. Here is the link to a recent safe Canterbury video we helped to make. <https://www.youtube.com/watch?v=nG11oaHIE6E> If you have a question, or are interested in becoming a Street Pastor, please contact us <https://streetpastors.org/locations/canterbury/> You can also find us on Facebook (Canterbury Street Pastors)." *Editor's note: Street Pastors also operate at set times in Herne Bay and Whitstable.*

Conference News

Delegates at our annual conference this year were presented with thought-provoking issues around the theme of the vulnerable. The first speaker was **Inspector Vicki Tyler** who provided an overview of her team's role in working jointly with multiple agencies within the Community Safety Partnership to protect vulnerable members of the community from various forms of abuse. She gave examples of physical, mental, sexual and violent abuse, inflicted by individuals or gangs seeking to force vulnerable children and adults to commit offences and thereby fund their criminality. Inevitably drugs and drug dealing are involved, a point further emphasised by the second speaker, Kent Police's **Jake Griffiths** (second left in the picture below), who explained how '**Operation Raptor**' has been targeting London-based drug dealers, who increasingly ply their evil trade far and wide from the homes of vulnerable people in this and many other shire counties – a practice known as 'cuckooing'. These 'county line' operations, of which there are believed to be 720 operating nationally, frequently target areas which have large populations of young

people, such as are found in districts which have universities and colleges. Statistics indicate that about 20% of adults within the 16 to 24 year age group have used drugs in the last year, although Jake made a point of saying that generally drug use in the young seems to be reducing. Knife crime however, which often accompanies the drug trade, has risen by 45% since 2016, and Kent (especially north Kent), has seen the biggest rise. Tackling the gangs responsible for 'county line' drug dealing is not easy, since their operations are conducted by phone and the premises that they use change regularly. Limited police teams simply cannot keep surveillance simultaneously over geographical large areas but, as both Vicki and Jake emphasised, Neighbourhood Watch members, collectively, can do so! It is therefore vital that information from the community is given to the police to help combat abuse and drug related crime – and it can be as simple as recognising that something out of the ordinary is going on. For example: increased 'visits' made to a property; packages being delivered / collected late at night; or groups / individuals hanging around or being approached by a someone in a vehicle. Whilst the police always advocate not getting directly involved with or approaching possible offenders, they do rely on the public taking note of unusual occurrences and passing information to them that might assist in piecing together evidence to combat crime - details such as suspect addresses, vehicle details / number plates and descriptions of persons can be key. As always, information should be passed via 101 or Crimestoppers, unless a crime is in progress when 999 should be used. The last speakers at conference, **Jan Turner and Paul Chapman from Victim Support** (far right in the picture above), extended the theme of help for the vulnerable by giving a detailed account of the work undertaken by the charity in supporting the needs of victims and witnesses pre/post trial. Jan, who has been a volunteer in the organisation for 34 years, explained that many referrals come from a plethora of public service agencies, as well as private individuals. The scope of support offered, which is all free, covers a wide range of disciplines and assists victims of fire, abuse in addition to all kinds of crime, whether or not it has been reported to the police. Practical and advocacy support can be given for as long as it is needed, which in some cases can be months or even years. Further information about Victim Support can be obtained from their website www.victimsupport.org.uk



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Canterbury City Council CCTV Assists Law & Order

Almost 3,000 incidents were captured by Canterbury City Council's CCTV cameras in 2017. Working mainly with the police, the camera operators who are based in the council's Control Room 24 /7 helped with 274 arrests, provided support during 1,667 public order incidents and looked for 285 missing people throughout the district. The team also helped the fire or ambulance services on 204 occasions and supported the emergency services on a number of other occasions as they dealt with a range of 'events' – including attempted suicides and disturbances arising from social problems (alcohol, drugs etc). The imagery collected by CCC is used as evidence by prosecutors in hundreds of cases each year. CCC has a network of 330 cameras, 96 of which are public-facing. Canterbury recently received the Purple Flag award for its thriving evening and night-time economy and for promoting the safety and well-being of its visitors and residents between the hours of 5pm and 5am. CCC believes that CCTV cameras played a vital role in achieving that. The Council's control room also runs **Lifeline**. This is the system that provides the round-the-clock personal alarm and monitoring service which currently looks after 3,500 vulnerable and elderly people in our district. For information, on the service just visit lifeline.canterbury.gov.uk In the future CCTV will also play a vital role in helping customers, who will use the Council's 16 camera-controlled car parks as the new technology is rolled out across the district over the next 12 months – further information on this is available at news.canterbury.gov.uk/ticketless-parking-set-for-big-expansion/



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Clamp-Down On Graffiti

Canterbury City Council has launched a **new online graffiti reporting system** that allows members of the public to attach photographs and give an exact location of problems using the internet or their smartphones. It now takes



just a couple of minutes to let the Council – and organisations such as utility companies and Network Rail – know about graffiti that needs to be removed. The Council's cleaning contractor, Serco, cleared graffiti from around 500 sites in 2018, many of which were at height or on difficult surfaces such as walls. Serco's work has been supplemented by the efforts of the Council's new, dedicated Graffiti Enforcement Officer (GEO), who amongst other duties, has cleaned off nearly 200 'tags' in the last three months alone.

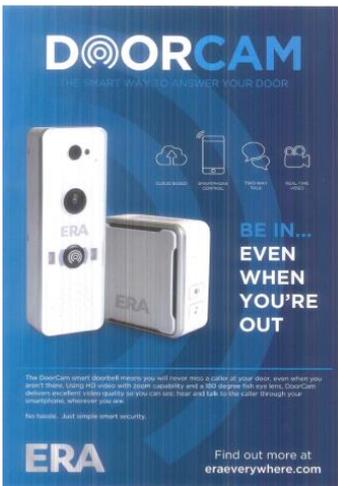
As well as on-the-spot cleaning, the GEO is working on a number of other key projects:

- Gathering and co-ordinating intelligence to help the police prosecute offenders;
- Urging owners to give their permission to the Council to clean graffiti off their property, which can otherwise slow down removal;
- Working with BT, KCC, Network Rail and others to ensure they act responsibly and clean graffiti off of their property or pay the City Council to do it for them;
- Helping victims of repeated graffiti attacks to find ways of preventing them and reducing their cleaning costs
- Using the Council's powers to issue Community Protection Notices, as a last resort, to force non-compliant property owners to clean up graffiti or permit the Council to do it for them and claim back the costs;

Other CCC Enforcement Officers will continue to carry out graffiti audits to identify hotspots, gather evidence and carry out on-the-spot cleans as quickly as possible when they can. There is no charge for removing graffiti from a property for the first two hours' work, or a maximum area of five square metres, up to two times in a year for a commercial/non domestic property and four times a year for a domestic property, with a signed waiver from the owner. When accessing the new reporting system users are greeted with a matrix containing hyperlinks to notify the appropriate third-parties about graffiti on their land/property (see below). The reporting system can be found on the CCC website at https://www.canterbury.gov.uk/info/20044/vandalism_and_graffiti/55/report_graffiti

Door Cam Could Help Home Security

Whilst some modern technical 'innovations' seem to offer the crooks yet another opportunity to further their criminal pursuits, there are some which definitely appear to have benefits for the strictly law-abiding citizen. One such device, which can be used in conjunction with CCTV and security alarms, seems to be the doorbell camera. A NHW approved device is the Doorcam. This allows occupiers to 'answer' the door from anywhere in your house, garden, or indeed anywhere in the world using a Smartphone. When someone rings the doorbell a notification is sent to an App on your phone. It provides HD video of your caller via a Smartphone App and a two-way audio link to talk to them live. The device, which looks similar to an ordinary doorbell, can trigger a recording via motion sensor. They are easy to install, and can be powered from your existing doorbell wiring or simply plugged into the nearest wall socket. It connects to the home Wi-Fi network, and is safe and secure using data encryption. These can be checked and monitored remotely thus allowing you to talk to the person at the door from the comfort of your sofa, or from anywhere else in the world, with the person at the door being none the wiser even if you are not at home.



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