



Watching Brief

The Canterbury & District Neighbourhood Watch Newsletter

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Chairman's Message – David Hayward

Greetings and welcome to the latest info-packed edition of "Watching Brief" – as always so well compiled and edited by our Association Vice Chair, Neal Fowler. Neal works so hard to continue to produce content that will be both of interest and value – and always welcomes suggestions for possible future articles from members.

Greetings also to two newly-coopted members to our District Association Committee. Those of you at our AGM in March will remember that 7 members were re-elected, leaving 2 spaces still available – and I'm delighted to say that these have been filled by: Rachel Pearson – one of our fairly new Canterbury coordinators, and also Val Horne from Thanington, who is a coordinator of many years standing. Both have already proven to be good additions to our Committee. Rachel has even provided some 'hi-tech' content on the use of "WhatsApp" in this issue, which many people should find interesting for the new, scheme member communication opportunities it presents.

Further greetings and many congratulations to Terry Westgate who, as some will already know, has been made The Lord Mayor of Canterbury for the new Council year. As well as being a very active City Councillor, Terry has also been the long-standing and very active NHW coordinator for the St Michael's area of Canterbury – as recognised by the award to him in recent years of our annual David Turner Award. The great honour of him becoming The Lord Mayor has been hard-earned and is very well deserved – I can only hope that his undoubtedly extra-busy civic diary will still allow him to bring his Chain of Office to next year's Conference, at which he has been a very regular attender, together with The Lady Mayoress of course.

I should also like to take this opportunity to say a huge "Thank you" to Adam Sackett, our still fairly new Volunteer Watch Liaison Officer (shared with Thanet District), who furthermore benefits from this post now having been made permanent. He has had a major impact on the work of NHW in particular since his arrival – not just in terms of organising Police Volunteers and messaging via KCM but also in becoming operationally very involved within our District to raise the profile of NHW and the benefits of membership. He has a mention in the last piece in this issue, supporting a recent community safety campaign in Canterbury City Centre. This work is so important to us at NHW and we hope that Adam, together with all our other members, will be able to continue to spread the word and so hopefully bring lots of new residents and schemes into the family of Neighbourhood Watch.

Local & National NHW News

Two new policies have been adopted by Canterbury & District NHW Association to comply with Charity Commission recommendations. The first provides a **complaints procedure**, to ensure that coordinators or indeed any other person to whom the Association owes a duty, can formally submit a grievance if they feel that they have been treated unfairly. The second is a **safeguarding policy** providing practical advice to keep vulnerable persons safe whilst they have contact with anyone working for or with NHW. Whilst vulnerability is often associated with the very young or those with learning difficulties it can equally apply to the elderly and infirm too – some of whom certainly rely upon NHW. The policies are provided for guidance and information to all NHW members. Full details can be found on our website <http://www.ucanpreventcrime.co.uk/NHW/index.html>

The Neighbourhood Watch Network (NWN) has launched three new online toolkits for coordinators and members covering: burglary prevention, enhancing your scheme by using social media, and how to set up and manage a new NHW scheme. The new toolkits can be accessed on the national Neighbourhood Watch website via: www.ourwatch.org.uk/crimes/ The NWN have also confirmed that, once again this year, free insurance cover is to be provided for NHW coordinators whilst undertaking activities connected with their schemes. The policy, underwritten by RSA Insurance Group PLC, through Access Insurance Services, provides public liability insurance and employers' liability, including H&S legal cost protection for those undertaking NHW work. A copy of the insurance certificate and full details of cover provided can be found on the NWN website <http://www.ourwatch.org.uk/knowledge/public-liability-insurance-certificate/>

Tips To Avoid A Summer Break To Remember

Now that the warmer evenings are with us it is all too easy to inadvertently forget about home security issues that we automatically consider during the longer dark evenings of the winter months, but the criminals never forget that their victims are vulnerable to lapses in concentration! They are always on the lookout for easy pickings from homes with insecure doors or windows, and sheds or garages that are left open, especially if properties also have unlocked side or rear gates. It's true that they have fewer hours of darkness in which to prowl, but that won't stop them, they'll simply be more brazen during daylight hours. So advice from the police is – don't lower your guard when it's hot. When going out make sure that all windows and doors are locked and, even when indoors, vent unoccupied rooms using windows which have suitable locking devices fitted, as your insurance cover might be invalid if you don't! Open windows are not the only way of helping to keep a house cooler. One tip, which aids security, is to leave the loft hatch open during hot summer days, allowing heat to rise and escape rather than be trapped in upstairs rooms. And don't forget about the car either, open windows there just invite trouble! Over recent weeks there has been an increase in the number of 'out-door' thefts which often occur at this time of the year, so please review risks in your garden, especially ornaments and planters, no matter how large or heavy they are!



During the warmer months too many of us will be making road journeys, so here are a couple of things to think about when out and about enjoying the good weather: With more cyclists than ever now using our crowded roads the risk of collisions and accidents has increased. Whilst some cyclists do inevitably place themselves at risk by riding dangerously, many each year are injured simply by motorists not allowing enough room when overtaking them. Cycling UK has for some time been calling for the Highway Code to include guidance on a minimum passing distance. Plans in Ireland to introduce legislation, requiring a 1.5 metre gap between car and cyclist – roughly the width of a car door – were scrapped last year, but in Britain some police forces are successfully targeting drivers who pass too close – with offenders being fined £100 for driving without due care and attention, so beware; Also during 2019 it's expected that the government will introduce a new £100 penalty for drivers on smart motorways who ignore lanes marked with a red 'X', meaning that they are closed to traffic because of an accident or blockage. In addition to the fine, it's likely that rule-breakers could be hit with three points on their licence too. Roadside cameras are expected to be used to help catch offenders.



Summertime And The Lyin's Easy



With the warmer months and lighter evenings upon us at long last we can expect to see an increase in the number of door-to-door sellers around our streets. Some may well be genuine pedlars, trying to make an honest living. Others, however, might not. Especially, maybe, those that spin a yarn to entice you to take pity on their predicament and/or are a little too persistent in their sales pitch. Worse still is the possibility that a few might be intent on taking advantage of elderly or vulnerable residents and even committing distraction theft. But how can one tell the good from the bad? Well it may be hard, but a good place to start is by asking to see their **Pedlar's Certificate** which is required by the Pedlars Act 1871 to lawfully sell door to door. This is clearly titled as such, (rather than 'Hawker's Identification' or a photo id containing a union flag etc). It is issued annually, by the police force, in the



home district of the pedlar, and must be shown to anyone asking to see it. Any pedlar not being able or willing to do so could be up to no good – and should certainly be reported to the police on the non-emergency 101 number. Similarly the police should be alerted if sellers are operating after dark, ignoring 'No Cold Caller' stickers or seem suspicious in any other way. And don't forget to say that you are a NHW member when calling the police. **Please be aware that non-urgent concerns such as these can also be reported to Kent Police via their website: www.kentpolice.org.uk/services/**

What's That? 'WhatsApp' Is A Better Why To Spread The Word?

Communication between NHW members has evolved significantly since the creation of NHW back in the 1980s. Then most messages were either passed in person or in printed newsletters. When email came of age in the 1990s it majorly sped up the process, and made it easy to circulate messages quickly to all members simultaneously. Now social media is enhancing messaging ability still further, but the pace of change can make it difficult to keep up! So, to assist, in this article, one of our new Committee members – Rachel Pearson, answers some questions to explain her use of 'Whats App' – one of the most popular social media 'platforms' – for NHW messaging.



Q. What exactly is WhatsApp?

A. WhatsApp is a freeware service owned by Facebook which allows users to: send text messages; make voice and video calls as well as share images, documents and even user location details. It runs on mobile devices (smartphones and tablets) and only requires users to provide a standard mobile-phone number to join in 'conversations'. It is increasingly used by NHW as a means of creating 'private' communication groups within which members can instantly read, reply to and post messages, thus allowing 'real-time' notification of important NHW material. Its popularity has prompted the National NHW Network to produce a toolkit which provides ideas about its use for NHW purposes – see <https://www.ourwatch.org.uk/crimes-archive/whatsapp-messenger/>

Q. What are the implications of Data Protection legislation when using WhatsApp?

A. Compared with email, WhatsApp makes it easier to comply with data protection requirements. Under the General Data Protection Regulations (GDPR) Coordinators become 'Data Controllers', and need to comply with the Regs, when records (such as contacts lists) 'identify' living individuals. WhatsApp simplifies messaging and avoids many of the 'triggers' which would define Coordinators as being Data Controllers. And as WhatsApp users actively 'sign in' to accept messages, and can remove themselves at any time, GDPR requirements are more easily met.

Q. How do I get started with using WhatsApp for NHW?

A. If you have a smart phone (a phone on which you can access the internet and do more than just phone and text) you can download 'WhatsApp' for free from Play-Store or I-Tunes depending if you have an android or apple device (basically if you don't have an Apple I-Phone then you are android!) Smart phones are now really easy to use. On WhatsApp there is a 'Help' section which includes FAQ etc. And there are 'tech' people if you really get stuck.

Q. How much does it cost to use WhatsApp?

A. There are no costs to WhatsApp – however it will contribute to usage of your mobile data allowance if you are not in a WiFi area. When connected to a WiFi network (through a router) at home or at a workplace / friend's house then it will also be free.

Q. Once I have the 'App' on my phone how do I start a NHW messaging group?

A. First off you start a 'New Group'. In the 'Group info' section you can: pick an appropriate picture or icon to represent your group; add information about its purpose; and set ground rules i.e. no advertisements, no swearing (even if letters are replaced with symbols), no hate speech or bullying, no demeaning comments about race, gender, religion, culture, sexual orientation and no inappropriate offensive content / comments. Then it's time to start adding members, the numbers for whom would already have been added to your phone's contacts list! A good suggestion, for GDPR purposes, is to use identifiers such as 'Rachel Canterbury Road' etc. instead of full names / addresses etc. To add members click the 'Add participants' button in 'Group info' to add one or multiple NHW contacts (only include known NHW members though for reasons of security / probity).

Q. If some of my members don't yet use WhatsApp what should they do?

A. If someone you know with a smartphone doesn't have WhatsApp but would like to join your group you can click the 'Invite via link' button in 'Group info' to send them a link enabling them to download the app to their smartphone. Importantly though make sure that they know you are going to do this, otherwise they might think it is spam or a phishing attempt!

Q. Once set up how do I send out NHW messages?

A. As the administrator your messages will be sent to all members, and any replies that they post will also be seen by everyone in the group, which can be extremely helpful in ensuring circulation of up-to-the-minute NHW news but can equally produce a lot of correspondence, so the trick is to limit information to your area or specific crime trends that members need to know about. If the amount of 'traffic' gets too much individual members can temporarily 'Mute notifications' to save their phone beeping annoyingly – in this way they can dip in and out of NHW updates as they choose. They can also remove themselves permanently at any time if they wish.

Canterbury's Car Crime Causing Continued Chaos

Car crime in and around the district has been a growing problem now for several months. Offenders, it seems, are constantly on the prowl looking for vehicles which might contain valuables. The method of entry is usually through a window, which is all too easy to shatter with a stone or even an elbow. A glance through the daily crime reports all too often reveals another crop of victims faced with considerable expense to repair the damage, even if insurance covers some of the cost. Occasionally the culprits have been caught on CCTV but as yet few suspects have been arrested. Inspector Vicki Tyler, from Canterbury Community Safety Unit said:



“Our officers are continuing to work to identify those responsible for these incidents. Thieves will take every opportunity to steal anything available, from small amounts of loose change and phone chargers, to expensive dashcam equipment and they show little regard to the inconvenience and cost they are causing to their victims. We are running a special operation to target those committing vehicle crimes in the city. This involves uniformed and plain-clothes officers patrolling in targeted areas at key times. It is a priority to reduce the number of offences currently being reported. I would advise victims to report matters to the police rather than just on social media and be mindful of releasing personal information that may result in them being targeted again. We ask residents to be alert and report any suspicious activity seen around cars. If your property has CCTV installed, we ask you to review it to see if it has captured anything of interest and if it has, keep it saved and call us on 01843 222289 quoting reference 46/64330/19. Reports can also be made online www.kent.police.uk/. Alternatively, you can contact the independent charity Crimestoppers in Kent anonymously on 0800 555 111.”

This type of car crime is difficult to prevent totally but there are some things that we can all do to help reduce the chances of it happening to us:

- Don't leave anything on display, no matter how small
- Take valuables like laptops and satnavs with you
- Wipe satnav suction marks away from your windscreen or dashboard
- Remove the stereo if you can
- Never leave your keys in the ignition
- A Thatcham-approved immobiliser or steering lock can help secure older vehicles
- Park in a garage, secure car park or well-lit area if possible
- Don't leave car keys visible from the outside of your home.

Community Concerns Hold 'How Should We Report It' Event For Shoppers

On Thursday 30th May more than 250 shoppers in Canterbury dropped in to an event, organised by the Canterbury Community Safety Partnership (CCSP), designed to improve public awareness about correctly reporting crime.



A leaflet, produced by CCSP, gave details of reporting procedures for a wide variety of criminal activity: including anti-social; behaviour; exploitation; slavery and terrorism. Professionals from Kent Police, Kent Fire & Rescue, KCC Community Wardens, and CCC were on hand to give advice and information. NHW was well represented too by Adam Sackett, (our Volunteer & NHW Liaison Officer, pictured centre of the group) who gave away 80 'SHEDucation' packs containing shed locks and safety guides for home/garage security.

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
www.citizensadvice.org.uk/consumer/ – Trading-standards
[environmentalhelpdesk@canterbury.serco.com/](mailto:environmentalhelpdesk@canterbury.serco.com) – CCC Fly-Tipping
https://www.canterbury.gov.uk/info/20044/vandalism_and_graffiti/55/report_graffiti – Reporting Graffiti

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