



Neighbourhood Watch Scotland

newsletter

issue 12 | November 2015

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What's been happening for Neighbourhood Watch Scotland?

Since the last newsletter we've been busy here at HQ. In July we supported our partners Trading Standards Scotland and others by promoting the Scams Awareness Month. Lisa was also busy in Dingwall talking to the Community Safety Team for Police Scotland in the North about policing priorities.



Message from Lisa:

By the time this newsletter comes out, I will have left Neighbourhood Watch Scotland to go to a new job.

I've been in the role of National Development Officer for seven years and it feels like time for a change. When I took up the position in 2008 I had very little knowledge of community safety and even less knowledge of Neighbourhood Watch. It was through meeting coordinators and attending local meetings that I was really able to get a flavour of what Neighbourhood Watch was all about. What was clear from the beginning was that everyone involved cares a great deal about their local community and wants to make a difference. The commitment shown by coordinators and members, along with the time and effort you put in, has really kept me going in my role.

I want to take this opportunity to thank you all for the support, advice and enjoyment you have provided me with throughout my time with Neighbourhood Watch Scotland. I wish you success in your future Neighbourhood Watch ventures and I know that our Board will find someone fantastic to take my place, who will take Neighbourhood Watch Scotland to new heights. I hope that you will show them the same kindness and support you have shown me.

We also supported Police Scotland, Stonewall and Victim Support Scotland in their hate crime campaign. This had great engagement from coordinators. In September we held our AGM. Thanks to everyone who came including our speakers from Trossachs Search and Rescue and Children 1st. It was a good opportunity for local Watch coordinators to exchange ideas and some good suggestions for local initiatives came up during the brainstorming session.

As you know we also ran our #NeighbourhoodWatchDog competition which was a great success with the ceremonial bowl eventually going to Nell of the Search and Rescue Dog Association Scotland (SARDA). We also attended the launch of RoSPA's Big Book of Accidents at the Scottish

Parliament and the Blackwood's AGM at Dynamic Earth. Towards the end of September we also attended the Scottish Partnership Against Rural Crime at the Scottish Police College where everyone built on the already effective partnership in this area. In October we helped Police Scotland promote Operation Monarda which continues to tackle doorstep crime.

It's important for Neighbourhood Watch to work closely with other institutions to build resilient communities. With this in mind, we were delighted to have the opportunity to contribute to the Scottish Resilient Communities Conference along with Police Scotland, Scottish Fire & Rescue, the Ambulance Service and many others.



Success Story: Places of worship can also be Neighbourhood Watches

We want everyone to know about the great work that local watches do. To achieve this we've been collecting together "Success Stories" from across Scotland.

We've been linking to each of these in the Coordinator Update that gets emailed out each month.

Has your watch done something worth shouting about? If so, get in touch and you could be next month's success story. Here's the latest success story from Glasgow.

Drumchapel St Andrew's Church Neighbourhood Watch Group

► What motivated the Watch to act?

The church had suffered a spate of vandalism and theft. There had been break-ins, lead had been removed from the roof and the Memories Garden book had been covered with graffiti. The Group was set up to help keep the people and building safe.

► What did the Watch do?

Greta Riddell, who was responsible for setting up the Group, began keeping the congregation informed on safety issues at 'Sharing Time' at the beginning of each service. She also distributed personal alarms, door stickers and UV pens.

► Did the activity require any funding?

No funding was required but two Neighbourhood Watch signs were purchased from church funds.

► Who benefited?

The whole congregation has benefited having been made more aware of crime prevention matters and issues such as bogus callers.

► What has changed?

The congregation feel safer and it is hoped that other churches may follow suit in setting up their own groups.

New No Cold Calling Zone in Penicuik

Two areas of Penicuik have been designated as **'No Cold Calling Zones'** in a bid to deter rogue traders, bogus workmen and other nuisance callers.

The scheme, which was recently launched in Mauricewood and part of Cornbank, is the first of its kind in Midlothian. The aim is to deter cold callers, reduce doorstep crime and prevent distraction burglaries.

Launched by Midlothian Community Safety Partnership with the support of the Council's Trading Standards service, Police Scotland and East and Midlothian Councils' Public Protection Unit, the scheme also provides residents with information and advice on the problems caused by cold calling.

"We are aware of rogue traders coming to Midlothian, often targeting Penicuik," said Midlothian Council's Cabinet Member for Trading Standards, Councillor Jim Bryant. "They can sometimes adopt high pressure selling techniques, rarely give cancellation rights and leave the area after a day or so.

These zones are intended to dissuade rogue traders from plying their business and to help residents deal with problems when they do arise."

He added: "Having consulted with residents through the Neighbourhood Watch scheme, we know that a majority of people in these areas are happy that pilot zones have been set up there."

'No Cold Calling Zones' are not designed to prevent political activists, religious groups or market researchers from visiting, but residents are under no obligation to speak to anyone at their door.

Whether or not No Cold Calling Zones rule out charity fundraisers will vary from area to area and is a matter for local residents to decide. The Council and the Police will assess how effective the pilot zones have been before considering extending the scheme to other areas of Midlothian. In around six months' time, residents in the pilot areas will be sent out questionnaires asking for their comments.



Special 'No Cold Calling Zone' street signs have been erected throughout both areas and residents have been issued with packs containing door and window stickers, a booklet on tackling doorstep crime, a leaflet on fraud prevention and other information.



To report incidents of cold calling in your area, contact your local Council or the Police (non-emergency number) on 101.

BEAT DOORSTEP CRIME



Think



Secure



Question

Operation Monarda beats back doorstep crime

“ I know I'm not supposed to let cold callers come but I opened the door to him ... it didn't seem right ... Don't open the door unless you know who you are talking to ”

Mrs Muriel Neill (87) Inverness

Police Scotland's work to combat doorstep crime through Operation Monarda continues apace. For those of you that are not yet aware of it, Operation Monarda is designed to reduce and prevent doorstep crime. They want to make sure that all potentially vulnerable people know what to look out for and how to stop it. Even if you yourself feel well able to spot and stop criminals at the door, is the same true of your friends and family? There's some simple steps they can take to dramatically reduce their level of risk.

- If in doubt; keep them out.
- Keep front and back doors locked.
- Use a door chain or bar.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Always ask for ID though be aware this can be easily faked.
- Don't keep large sums of money at home.
- Ensure your doors and windows are locked.
- Report any suspicious activity immediately.

- Call 999 and ask for the police if you feel scared or threatened.

Police Scotland is working hard to get these messages out to vulnerable people, through radio, social media and press, but they need your help.

If you'd like to pass around some of the new Beat Doorstep Crime booklets to friends, family and Watch members, your local division has copies for you. Call 101 to arrange to pick up some of these.

If you have any information on those carrying out these devastating crimes, you can also contact Crimestoppers anonymously. They don't trace or record calls and you don't have to make a statement, be a witness or go to court. No one will ever know you called. Call 0800 555 111 or go online to crimestoppers-uk.org.

Superintendent Ross Aiken of the Police Scotland Safer Communities team released the following statement: "Doorstep crime affects some of the most vulnerable within our communities and victims are often targeted due to their perceived vulnerability. It is a despicable crime which, all too often, has a hugely

detrimental effect on the life of victims. This campaign aims to raise awareness of this crime type and offer simple, yet effective, advice to the public on how to avoid falling victim to it. There are two main types of doorstep crime, bogus callers and rogue traders and both can be extremely convincing in how they present themselves."

"Bogus callers may try to get into your home or obtain personal details by pretending to be someone they're not, such as a charity collector or meter reader. In reality, they are criminals trying to steal cash and valuables. Rogue traders will usually cold call, claiming to be workers offering to make repairs or carry out work on your house, garden or driveway. In reality, they charge inflated prices for substandard or unnecessary work."

"There are some easy steps you can take to safeguard yourself from these crimes.

Do not let callers into your house unless they have an appointment and you have confirmed they are genuine. If you are in any doubt, tell the caller to come back when someone else is home, genuine callers won't mind rearranging. I would also strongly advise against dealing with cold callers for property maintenance and repairs to your home – shop around if you decide you need work done."

"Finally, remember to look out for those in your community and report any suspicious activity immediately either by dialling 101 or, if it's an emergency, 999."

Man charged for bogus workmen offences in Edinburgh

Operation Monarda is already paying off. Here's some welcome news from the Police Scotland website

A man has been arrested and charged with bogus workmen offences by police in Edinburgh.

Between August and September two properties in Hillpark Avenue and Hayfield were targeted by individuals who claimed both addresses required extensive repair work.

The victims, who are all in their eighties, were each defrauded of several thousand pounds during repeat visits and were taken to their local bank branches to withdraw cash.

A 52 year old man is expected to appear at Edinburgh Sheriff Court while a 39 year old man has been reported for warrant.

Detective Inspector Stuart Harkness said: "Bogus workmen and doorstep criminals target the vulnerable members of our communities, defrauding them of large sums of cash and leaving them in fear."

"We will not tolerate such offences and as part of a national approach in the form of Operation Monarda we are working closely with partner agencies to target those involved and highlight awareness amongst the communities that we police."

"Edinburgh Division have a dedicated Bogus Doorstep Caller unit who work closely with the City of Edinburgh Council Trading Standards department on a daily basis to target those involved."

"If anyone has information in relation to doorstep crime or witnesses any suspicious activity around the home of a relative, friend or neighbour, then please contact police immediately."

Councillor Cammy Day, Community Safety Leader for the City of Edinburgh Council, said: "Bogus callers prey on vulnerable people and our Trading Standards team works closely with Police Scotland to target this unacceptable behaviour."

"I would encourage residents to use schemes such as the Council's Trusted Trader initiative if they need jobs done at home, and to report any suspicious activity to the police. Useful advice on protecting yourself from bogus callers is available by speaking to local officers, contacting 101 or on our website."

Rural Watch in Scotland

Rural areas have some unique features that present a different challenge compared to urban and suburban neighbourhoods. Farmers often have a lot of expensive tools and machinery while rural residents are often physically isolated.

Diesel theft and theft of straw bales, for example, are common while we have seen an increasing number of quad bikes stolen. The distance between houses and farms, along with the small number of people around, means doorstep crime can be especially problematic.



Over the last few years, Neighbourhood Watch Scotland has noticed an increase in interest from people who want to set up Rural Watches. This is an application of the Neighbourhood Watch concept in a rural setting. The fundamental principle of Neighbourhood Watch, neighbours looking out for each other, applies in rural areas as much as anywhere else. As always, sharing information is crucial. If a suspicious person turns up at your door, close it and then phone the next house over. That way people can be prepared.

The Neighbourhood Alert system is a critical tool helping rural residents and farmers to stay safe and secure. By signing up at www.neighbourhoodwatchscotland.co.uk people can get relevant local safety information about things like thefts in the area or doorstep crime from Police, Trading Standards and others. They then know what to look

out for and can prepare themselves. In Perth and Kinross this system has been fully set up and is known as Perth and Kinross Community Watch. If you live in Perth and Kinross you can also sign up for Neighbourhood Alerts through their website www.pkcommunitywatch.co.uk

Neighbourhood Watch Scotland is currently working with Police Scotland and others towards implementing a national solution for rural areas similar to Perth and Kinross Community Watch.

How to send a message to your Watch on Neighbourhood Alert

We realise that some of you are very excited about the possibilities that Neighbourhood Alert offers but aren't yet comfortable using all of its features. In light of this, we'd like this month to walk some of you through how to send messages to people in your watch that are also signed up to the Alert system. Encourage new people to join your watch online, so that you can get your messages out to the biggest audience possible.

STEP 1



Sign In

Click on 'sign in' in the top right of the website

STEP 2

Please login

Username (e-mail address if registered with one)

Password

To recover your login details click here

Login >

Not a member yet?

Register now

Fill in your username (this will be your email) and your password, then click 'login'.

STEP 3

Report information

Previous reports

Message settings

E-mail sharing

Previous messages

Scheme admin

Your business

Log out

On the left hand side of your screen, click 'Scheme admin'.

STEP 4

Scheme admin

Edit scheme

Scheme members

Approve members

Scheme messages

Sent messages

Click 'Scheme Messages'.

STEP 5

Date sent

Sender

08/2015 Peter Kirwan

24/07/2015 Peter Kirwan

24/06/2015 Peter Kirwan

21/05/2015 Peter Kirwan

Create a new message

Click 'Create a new message'

STEP 6

Compose an e-mail

Please complete the boxes below to create an email to your selected...

Email subject

Email content

Send e-mail

Compose your email, select who will get it on the right and click 'send e-mail'.



Glasgow West Crime Prevention Panel and Neighbourhood Watch visit the Police Stables

Glasgow West's members had the privilege of being invited to a guided tour around the police stables.

Their guide explained the challenges involved in training the animals and riders as well as looking after almost two dozen horses in general.

While many may be familiar with them marshalling large crowds at

football matches or other public events, they can also be found on street patrol meeting the public. While the horses are based in Glasgow, they are ready to work across the whole of Scotland as needed.

I'm sure the horses will miss them and their sugar cubes!



We have received a report from a Coordinator about a familiar telephone scam doing the rounds again.

An unsolicited call was received by a coordinator from an 'unavailable' number:

The caller said they were calling on behalf of Microsoft and that they had detected a viral infection of the Microsoft Operating System on the Coordinator's computer.

As a consequence they wished the Coordinator to go to their computer and allow the caller access so that they could detect the infection and remove it remotely.



If you receive a call like this:



Hang up!



Do not give the caller any personal or banking details.



Do not allow the caller remote access to your computer.

Microsoft does not make unsolicited calls to help you fix your computer. This scam is operated by cybercriminals who wish to gain access to your computer, so that they can infect it with malicious software including viruses and spyware. If you are worried that you may have

- been a victim of this scam:
- Contact your bank to ensure your finances have not been compromised
 - Run a full anti-virus and security check on your computer
 - Get your computer checked by an expert

If you have been targeted by a scam, or know someone who has, then call Action Fraud on 0300 123 2040. You can also report scams to Action Fraud online at www.actionfraud.police.uk. Action Fraud is the UK's national reporting centre for fraud and internet crime.

Do this one thing to help the Emergency Services

Following up from a very successful campaign about this we had with Traffic Scotland on Social Media, we wanted to get you thinking about how well prepared your Watch members are for an emergency. One way they can be more prepared is to put their ICE (In Case of Emergency) contact on the lock screen of their mobile phone. Many people already have these in their phone's address book but forget that members of the emergency services won't be able to unlock their phones to read it. By putting this information on the phone's lock screen, first responders can access the information quickly and easily. Please pass on this information. It might just save a life.



We want your input for the new Coordinator Handbook

A large part of our mission here at Neighbourhood Watch Scotland is to promote the creation of new Neighbourhood Watches and also to help existing watches flourish in their local communities.



Many of you have told us that a new Neighbourhood Watch Handbook or toolkit would help achieve these goals so we've started work on one.

Here's where you come in.

We've put together some ideas for the sort of things that should be in the handbook but, as the eyes and ears on the ground, we want to hear from

you about what you think should be in it. What sort of information do you think would help new watches and what would help your watch do even better work where you live?

If you'd like to give us some feedback, you can fill out this online survey we created for the purpose <https://www.surveymonkey.com/r/nwshandbook>.

If you aren't comfortable using the internet or if you just don't have access, you can give us a phone call to share your views on 01786 463732.

Please get back to us with your suggestions by the 16th of November. We look forward to reading them!

1 Getting Started

- What is Neighbourhood Watch?
- What is Neighbourhood Watch Scotland?
- Why start a Neighbourhood Watch?
- Choosing your area
- Checking local interest in a Watch
- Registering your Watch
- Roles within a Watch
- Structure of a Watch

2 Running a Watch

- Buying NW signs
- Communicating locally
- Working with local partners (e.g. Police)
- Funding (If needed and how)
- Meetings (If needed and how)
- Relaunching an old Neighbourhood Watch

- Maintaining interest in a Neighbourhood Watch

3 Using Neighbourhood Alert

- How and why to encourage members to register
- How to send messages
- How to change your details/Your Watch's details

4 Making a difference

- How to deal with Anti Social Behaviour
- How to deal with Housebreakings and vehicle theft
- How to deal with Bogus Callers/Cold Calling
- How to deal with Scams
- How to report crime/Suspicious activity

5 Ideas for action

- Resilience/Planning for Emergencies
- Fire Safety
- Home Safety
- Road Safety
- Success Stories (Case Study Examples of other Watches)
- Building a community

6 Frequently Asked Questions

- Alarms
- Lighting
- Insurance
- CCTV
- Patrols
- Registration troubleshooting
- Locks
- Doors and window security

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**Neighbourhood
Watch** SCOTLAND

Neighbourhood Watch Scotland is a Scottish Charitable Incorporated Organisation Charity Number: SC036510

BEAT DOORSTEP CRIME



Think

Expecting someone?
Only let callers
in if they have
an appointment.



Secure

Use your door chain
/ spy-hole before
opening the door.



Question

Ask for callers I.D.
Verify by phone.
But if in doubt,
keep them out.



**POLICE
SCOTLAND**
Keeping people safe

