



Neighbourhood Watch SCOTLAND

newsletter

Issue 19 December | 2018



Staff Changes at Neighbourhood Watch Scotland

'getting the right information to the right people at the right time'

Sadly at the end of September we had to say goodbye to Liz Campbell, our Administrative Assistant. Liz had been with Neighbourhood Watch Scotland for almost 7 years during which time she has seen changes in the Board of Trustees, the adoption of the Neighbourhood ALERT messaging system, a new Manager, the introduction of the Community Engagement Officer role and witnessed the continuing evolution of neighbourhood watch.

Whilst Liz was primarily based within the office she was no less important to the overall success of the organisation and was often the point of contact for our members,

registered users and partners. We hope she can enjoy her well-earned retirement in the knowledge of the valuable contribution she made to making Scottish communities safer.

Whilst we regret losing Liz we are delighted to welcome Varrie Mcdevitt to our team. Varrie has a strong history is supporting an organisation involved in delivery of community safety and comes to the organisation with a wide range of skills and knowledge. Varrie's role is a direct replacement for Liz and as such she will often be the person you make contact with regarding any neighbourhood watch matter.



We also say goodbye to one of our Board members, Bill Kelly. Bill, a former accountant and an active supporter of Neighbourhood Watch within his own community, provided specialist financial advice to the organisation allowing it adopt more efficient financial processes including the adoption of accountancy software. He thus leaves a valuable legacy of his contribution and we wish him all the best in his future charitable activities.

On her appointment Varrie said:



“ I am delighted to be supporting the work of Brian and Willie towards the delivery of a safer and more resilient Scotland. Neighbourhood Watch Scotland has changed so much under Brian's leadership, so an exciting and busy time ahead ”



Board Recruitment

Neighbourhood Watch Scotland is very much a developing organisation and benefits from having a supportive Board of Trustees. The organisation remains focussed on further developing its Board and therefore opportunities exist for both formal members of Neighbourhood Watch Scotland and co-opted non-members to join us.

We invite you to become involved and to help steer the future direction of neighbourhood watch in Scotland.

If you are interested in joining the NWS Board please get in touch with us on 01786 463732 or by email to manager@neighbourhoodwatchscotland.co.uk.

Inside this issue

The Importance of Effective Partnerships	P.2
Scottish Community Safety Network	P.2
Scottish Fire and Rescue Service	P.3
Festive Security and Safety Advice	P.4
SGN - Gas Safety	P.6
Scottish & Southern Electricity Networks	P.7
New Website	P.8



The Importance of Effective Partnerships

Scottish Community Safety Network

Neighbourhood Watch Scotland is one of a family of organisations funded to deliver community safety through the Scottish Government's Building Safer Communities Programme.



The SCSN Team - from left to right Dawn, David, Hannah and Lorraine

The other partners include the Scottish Community Safety Network (SCSN), Crimestoppers UK, Royal Society for the Prevention of Accidents Scotland (RoSPA) and the Scottish Business Resilience Centre.

Neighbourhood Watch Scotland has made some significant progress over the past few years leaving it in a healthy and well supported position, however we never rest on our laurels and need to continue to improve and extend our reach. We believe we cannot reach this next step in our development in isolation of our partners and one of the most important of those is the Scottish Community Safety Network (SCSN).

Like us SCSN have been undergoing a significant transition and have seen major changes in their staff and are reviewing their aims and objectives which support Building Safer Communities.

Who are SCSN?

They are a national forum for officers who are responsible for the development of community safety at both local and national level, in the private, public and voluntary sector.

Within this role they act as the strategic voice for community safety in Scotland and through working collaboratively with their members and partners they champion community safety and influence the shaping and development of national policy and local delivery. In January 2018 SCSN appointed a new Chief Officer, Lorraine Gillies to lead on strategic development and to deliver the shared vision and outcomes shared by its Board, members and staff. Their other staff include Dawn Exley, Business Support Officer; David Barbour, Communications and Engagement Officer and Hannah Dickson their National Development Officer. Their Board of Directors, currently recruited through their membership is chaired by Mark McCall Operations

Manager for Community Safety in Fife. In a very similar way to Neighbourhood Watch Scotland SCSN have sought to simplify their delivery and to ensure they are not bound by process allowing them to adopt an agile way of working by focussing on their people and their networks. As their development continues SCSN will be in a position to undertake a co-ordinating role under the Building Safer Communities Programme thus allowing their family of partners to be collectively more effective in making Scottish communities safer. In recent months they have been providing a lead for the frontline delivery of Phase 2 of the Building Safer Communities Programme, which is the reduction in unintentional harm.

Unintentional Harm covers a wide array of issues such as falls, water safety, home safety and road safety. Their co-ordination and partner support can reduce duplication of effort, increase the collective reach of the Building Safer Communities Programme and in general terms help to make Scotland a safer place.

As well as providing co-ordination and support to the Building Safer Communities Programme SCSN are also responsible for highlighting and sharing good practice in the delivery of community safety and providing partners with access to a wide range of new skills and knowledge through their core training programme.

In recent months Neighbourhood Watch Scotland and SCSN have been considering how they can work closer together and harness the unique skills, knowledge and abilities that both organisations hold. We look forward to informing you how this partnership develops in the coming months.

Neighbourhood Watch Scotland and the Scottish Fire and Rescue Service (SFRS) are working in partnership this winter to highlight the dangers householders face from fire and to provide information on how these can be reduced.

Assistant Chief Officer (ACO) David McGown, the SFRS's Director of Prevention and Protection, said: "Fires within the home can develop quickly and they can be fatal while others can cause injury. They can also devastate homes and result in the loss of precious family items that can never be replaced.

SFRS routinely attend fires within the home and we see the consequences of such incidents. So, while we can fight fires we believe that prevention is key - and we will make every effort to stop them from happening in the first place."

There are over 5000 accidental house fires in Scotland every year.

Cooking is the number one cause of these. If you're distracted, or have left the cooking on to go and do something else, fire can spread very quickly. Very often it is when people are tired, or under the influence of alcohol, that a cooking fire results in someone being injured or killed.

Smoking remains the number one cause of fatal house fires in Scotland.

Dropped cigarettes or other smokers materials are a real risk. It only takes a moment of distraction, or falling asleep, for a fire in the home to start. Again, those under the influence of alcohol are at greatest risk.

Making sure your home has working smoke alarms is vital. They will alert you as soon as a fire starts, giving you a vital early warning which could save your life. If you've nodded

off on the sofa when a fire starts and you don't have working smoke alarms then there is a real danger that the smoke will kill you. We also recommend heat alarms for the kitchen. They are not activated when you burn the toast, but they do activate when heat rises rapidly in the event of a fire.

ACO McGown continues "We are determined to drive down the number of house fires in Scotland. Many house fires in Scotland could be prevented by taking a few simple steps. Too often people are injured or killed by fire when, for example, working smoke alarms could have prevented a serious fire. Our staff are working in the community every day providing advice and assistance as well as fighting fires. By working in partnership we can make a difference".

SFRS offer a free Home Fire Safety Visit service. The visits only take around 20 minutes and help householders spot possible fire hazards and make sure that their home is safer. Firefighters also help residents plan what to do if fire does break out and identify any other agencies who could provide useful support. SFRS crews even fit smoke alarms free of charge if they are needed.

You can cut the chances of fire happening to you. If you know a person who, for example, doesn't have working smoke alarms in their home, or who could be at risk, then please tell them about our service or call us to see how we can help.

TOP TEN TIPS:



- Check your smoke alarms are working. Replace batteries if necessary.
- Consider fitting a heat alarm in your kitchen. It will give you early warning of a cooking fire.
- If you've been drinking alcohol, don't cook.
- Smoking is the main cause of death from fire in the home. Make sure cigarettes are put out properly. Never smoke in bed. Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired, the best way to protect you and your family is to take any smoking outside.
- Keep portable heaters away from curtains and furniture and never use them for drying clothes.
- Unplug or switch off portable heaters when you go out or go to bed. If you have gas heating or gas appliances you should also fit a Carbon Monoxide detector in your home.
- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'. Check your electric blanket for damage like fraying fabric, scorch marks or exposed wires. If you're in any doubt, don't use the blanket.
- Make sure candles are extinguished before you go to bed. In particular, never leave a burning candle in a bedroom.
- At night-time switch off and unplug all electrical appliances not designed to be left on overnight, including phone chargers. Close all doors - it can keep your escape route free from smoke and may stop a fire spreading. If possible, make sure that you have access to a phone. A mobile phone on your bedside cabinet for example. (But don't charge the phone while you are sleeping.)
- Think about how you would get out of the house if you were to have a fire. If there is a fire in your home, close the door where the fire is. This will help protect your escape route and stop the fire spreading so quickly. Get out, stay out and dial 999.

To request a free home fire safety visit for you, or someone you know, call 0800 0731 999 or text 'FIRE' to 80800 or visit www.firescotland.gov.uk
The website also contains further information and guidance on fire safety.



Festive Security & Safety Advice

The darker evenings, the winter months and festive period can provide added opportunities for crime. However if you take some simple precautions you can protect your home and property. Below we have listed some security advice, safety advice and general good practice to follow:

Home

- Consider dusk to dawn security lighting to illuminate your home during the hours of darkness
- Make sure your front door is well lit
- If you are going to be away from home set a timer switch to turn your lights on when it gets dark - unlit houses are an indication that no one is at home
- Keep your shed and outbuildings securely locked with good quality locks
- Keep hedges and shrubs in your front garden maintained so as not to provide cover to potential intruders
- Mark your property and valuables with a forensic marking product such as SmartWater - www.smartwater.com



Lock your doors, patios and downstairs windows - even when you are in. Double check them again before you go to bed

- Don't leave car keys, ID cards or valuables near windows, doors or letterboxes, where burglars can reach through to steal them
- Lock your garden gates and side entrances. Don't leave tools lying around in the garden which could be used to break into your home
- Check that your insurance policy is updated, valid and covers the things you value
- Keep a register and photo of all valuable items
- Look out for your neighbours and ask them to keep an eye on your home when you are out for long periods or on holiday



If you have a home security alarm, make sure it is regularly serviced, set it when you go out and also consider having a night time part set for when you go to bed



Fraud/Scams /Online

- If paying for goods online this Christmas ensure that the site is secure by checking for the padlock in the address bar of your web browser
- If you are buying mobile devices for children this Christmas make sure you have installed security software and Parental Control Software
- Make sure you have adequate anti-virus protection on your computer and keep the software updated
- Be careful of clicking on links or web pages especially links of unsolicited emails
- Be wary of cold callers, if in doubt just hang up and never give out personal or financial information
- Never let someone you don't know into your house. If you are not sure, don't answer the door

Festive Tips

- Keep presents away from windows where they can be seen by people passing by
- Don't leave purchased items on view in your vehicle when out Christmas shopping
- Do not leave empty packaging on the drive that could identify recent expensive presents – bin it!
- Keep your wallet, purse and belongings close to hand – Zip pockets will keep a wallet or purse safe, keeping your handbag and present bags close to hand in your line of visibility will also increase their safety

Vehicle

- If possible park your vehicle in a garage or on a well-lit driveway overnight and physically check the doors are locked before leaving it
- Don't leave any valuables in your car - even if you know the bag on the front seat is empty, a thief may still try their luck, leaving you with a broken window to deal with
- Remove your mobile sat nav device and its holder from the car - don't leave it in the glove box as that's the first place a thief will look - and make sure you wipe away any suction marks from the holder on your glass
- Don't leave tools or equipment in your vehicle over night
- Don't leave your car insecure and unattended when defrosting windscreens

When out and about always park in safe, secure and well-lit areas. Look for car parks with the safer parking scheme - Park Mark - www.parkmark.co.uk

Winter driving tips



Ensure you check your fuel, oil and water levels, check electrics and make sure your tyres have sufficient tread before setting out

- Check your lights and brakes are working effectively, including the handbrake and the fog lamps
- Ensure your heaters are working and you have added antifreeze to your radiator and screen wash for your windscreen washers
- Be prepared by having an emergency kit in your vehicle, which should include ice-scraper, de-icer, warm clothes and blankets, torch, boots, first aid kit, jump leads, a spade, a road atlas and sunglasses (for the winter glare)
- Check the forecast for the day. The morning trip to work might be clear skies and frost, but the changeable British weather means clouds can roll in and the next thing you know you're driving home in snow. Be ready for all eventualities
- Wherever possible try to stick to main roads that have been gritted
- Leave plenty of time for your journey so you can take it easy on your trip.
- Leave ample room between you and the vehicle in front to allow for any wet, slippery surfaces.
- If in doubt, don't go out. If the journey is not essential then leave it for a day when the conditions are better.
- Even when roads have been treated with salt, ice can still form, particularly on bends or under overhanging trees – be aware and drive accordingly



Check weather and travel conditions before and during your journey and make sure you leave extra time to clear your windscreen properly before setting off

Party Time - Festive Personal Safety

- **Try and keep within a group** – Keeping with a number of people won't leave you vulnerable to the types of crimes that are aimed towards individuals and will mean that other people can also keep an eye on you and vice versa. Safety in numbers is an old saying that means always stick together and don't leave any members of your group behind at anytime
- **Drink in moderation** – It is easier said than done however when you drink more alcohol than usual you can lose your inhibitions and act out of character which in itself could present you with a dangerous situation. Keeping your wits about you will decrease the risk of crime. Always take your drink wherever you go to prevent the chances of it being spiked and keep an eye on anybody offering to buy you a drink to ensure it is not tampered with
- **Book a Taxi or a lift** – Organising a lift home or booking a taxi before going out over Christmas will ensure that you get home safely and are not putting yourself in a position where you do not recognise the hire company, driver or area, especially if you are out-of-town. Always try and share transport with others
- **Keep in the spotlight** – If you cannot stay in a group for the whole night or day always try to stick to public areas so that people are aware of you and don't walk down unlit areas that can leave you susceptible to danger



A key partner for Neighbourhood Watch Scotland and an active member of The Scottish Neighbourhood ALERT family is SGN.

Who are SGN?

They manage the network that distributes natural and green gas to 5.9 million homes and businesses across Scotland and the south of England. It's your gas, in their network.

Emergency: They provide the National Gas Emergency Service day and night. Whenever a gas emergency is reported, their engineers will attend within an hour if the supply can't be turned off at the meter or within two hours if the emergency control valve has been turned off and the smell of gas has gone.

Follow these six steps if you smell gas:

- ✓ Do open windows and doors to help ventilate the gas
- ✓ Do turn off the gas supply at the meter and make sure any gas appliances are turned off
- ✓ Do call the National Gas Emergency Number on 0800 111 999. Lines are open 24 hours a day, 365 days a year
- ✗ Don't smoke or use any naked flames
- ✗ Don't touch any electrical switches. Turning a switch on or off could ignite a gas leak
- ✗ Don't enter a cellar if you smell gas, even if your gas meter is located in the cellar

SGN will always make the situation safe whether the gas emergency is inside or outside a property.

Smell gas? Call 0800 111 999 and follow their SIX SIMPLE STEPS.



CONNECT:

Every year, SGN connect around 20,000 customers to their network and they help thousands of their most vulnerable customers heat their homes for less through their Help to Heat scheme.

UPGRADE:

SGN are committed to upgrading their network and they use the latest technology as they replace, renew and maintain their pipes. They are constantly innovating to ensure a safe, secure and sustainable future for their network. Visit their website for more information about our gas main replacement programme in your area.

SGN are committed to keeping you safe and warm, all day, every day.

Email
customer@sgn.co.uk

Customer service
0800 912 1700

Read more
sgn.co.uk



Scottish & Southern Electricity Networks

Neighbourhood Watch's partners extend beyond the public and third sector and includes businesses within the private sector that have a strong Scottish communities footprint. One such partner is Scottish & Southern Electricity Networks.

Scottish and Southern Electricity Networks forms part of the FTSE-50 energy company, SSE.

Their electricity distribution and transmission networks carry electricity to over 3.7 million homes and businesses across the north of the Central Belt of Scotland and also Central Southern England. Skilled teams are based right across the regions they serve, from the bustle of West London to the smallest villages in the Highlands and Islands of Scotland. They are supported by engineering and customer service teams based in major offices and depots in centres like Reading, Portsmouth, Perth and Inverness.



- Over 4,000 employees, working from 85 depots and offices in the heart of the community.
130,000km of overhead lines and underground cables
- 106,000 substations
- Over 100 subsea cables, powering island communities
- 3.7m customers served by their networks across central southern England (over 2.9m) and the north of Scotland (740,000)
- Last year they handled over 550,000 calls from their customers, over 1,500 a day

- Over 450,000 vulnerable customers identified on their Priority Services Register with 11,000 assisted during power outages last year
- Last year they gave £1m to local community projects through our Resilient Communities Fund*

We're responsible for maintaining the electricity networks supplying over 3.7 million homes and businesses across central southern England and north of the Central Belt of Scotland.

We own one electricity transmission network and two electricity distribution networks, comprising 106,000 substations

and 130,000 km of overhead lines and underground cables across one third of the UK.

Our first priority is to provide a safe and reliable supply of electricity to the communities we serve in Scotland and England

*** Neighbourhood Watch Scotland were successful in an application to this fund and received £12,000.00 match funding to allow continued growth of the Scottish Neighbourhood Watch Network and Neighbourhood ALERT system.**

Are you ready for winter?

At Scottish and Southern Electricity Networks, extreme weather is something we expect and prepare for. Whether it's hurricane force winds, floods or sub-zero temperatures, severe weather fronts present a significant challenge to our business, and it's a challenge we share with the communities in our regions.

Year-on-year we invest in the electricity network to ensure it's the most reliable it can be, but when the weather works against us and electricity supplies are interrupted, we're committed to providing our communities with the support they need to stay resilient whilst we work to restore power as quickly and safely as possible.

We understand the challenges that extreme weather can bring. We offer a number of additional services to help our customers during extreme weather.

Priority Services Register

For some, a power cut can be particularly distressing and difficult. We offer a free Priority Services register to give extra help and support to those in the greatest need. You may be eligible if you:

- Have children under 5
- Are over 60
- Have additional medical or communication needs.

For further information visit us at www.ssen.co.uk/PriorityServices

Or contact our dedicated team on **0800 294 3259**

If you use a text phone, you can register by calling **0800 316 5457**

Power Track app

Report a power cut instantly with our free Power Track app. You will also receive power cut updates and estimated restoration times.

The app is available now for free download on Apple & Android.

National power cut number 105

105 is the number to call if there's a power cut. You can call 105 to report or find out information about power cuts in your local area.

You can also call 105 if you spot damage to electricity power lines and substations that could put you, or someone else, in danger. Remember, always keep a safe distance from potential hazards.



/ssencommunity



@ssencommunity



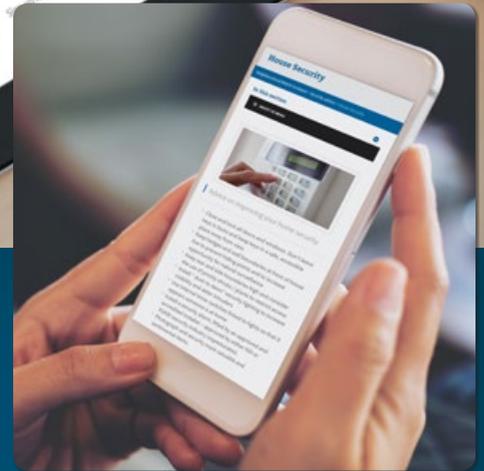
www.neighbourhoodwatchscotland.co.uk



@nwatchscotland



@neighbourhoodwatchscotland



New website

It felt that we had been talking about a new website for such a long time but in early summer the new Neighbourhood Watch Scotland website finally went live.

From talking to existing members and users over the past two years it was clear that the Neighbourhood Watch Scotland site was needing a refresh. The Neighbourhood Watch Scotland staff themselves were aware of the limitations of the site which were reinforced by trained Google staff when NWS visited Google's digital garage consultation sessions, which are provided free of charge to charities. Against market thresholds the old site scored only average for general use and was well below average for use with modern mobile technology, such as smartphones.

The requirements set out for the new website were:

- The look and feel to reflect the principal of 'Your Watch, Your Way'

- Easier to navigate and read
- More practical and up to date content
- Easier to administer for staff
- User friendly
- Value for money

The development of the site was undertaken by Paul Wilkins at PMW Digital. Paul is responsible for the design of all Neighbourhood Watch Scotland publications including this newsletter.

You can find out more about Paul's work at www.pmwdigital.co.uk.

A challenge in the development of the site was its requirement to link to the Neighbourhood ALERT system operated by VISAV. Thankfully the staff at VISAV were at hand to address

any technical issues that arose during the process.

Finally, with the new site built, operating and its initial population carried out by the Neighbourhood Watch Scotland staff it was placed on a development server and viewed and used by some selected NWS members and partners. Their opinions and comments allowed further work to be accrued out ahead of its launch on 22 May 2018.

Whilst the new website is great to use and a big improvement on the old one it is not the finished article and with your help, opinions and comments will continue to evolve to best meet the needs of local communities.

Please visit the site at www.neighbourhoodwatchscotland.co.uk see what's happening and let us know if you have suggestions how we can improve it.

Neighbourhood Watch Scotland SCIO

Office 23, Enterprise House, Springkerse Business Park, Stirling, FK7 7UF, Tel No: 01786 463732

- www.neighbourhoodwatchscotland.co.uk
- twitter.com/nwatchscotland
- www.facebook.com/neighbourhoodwatchscotland



**Neighbourhood
Watch** SCOTLAND