

# NEIGHBOURHOOD WATCH COORDINATOR WELCOME PACK



**MAKING THIS A BETTER PLACE TO LIVE. TOGETHER.**

Neighbourhood Watch Network is a charity registered in England & Wales, charity no: 1173349



# WELCOME

Welcome to Neighbourhood Watch - the largest volunteer-led crime prevention charity in England and Wales.

You are now part of a network of people who are passionate about raising awareness of crime prevention and improving community wellbeing. By taking positive action to reduce the fear of, and the opportunities for, crime to occur, you play a key part in improving the wellbeing of your local community.

Your existing community connections can enable you to pass vital information to the heart of your community. You can choose to broaden these connections, working directly with your local policing teams and other local organisations. You can choose to share information with your community, online or face to face, to help improve community cohesion and encourage neighbourliness and individual support. You may choose to organise or contribute to activities which unite people such as social events or organise activities which also improve your local environment.

**Every community, Neighbourhood Watch scheme, and volunteer is different. But by working with others in ways that are best suited to your neighbourhood, you will contribute to an environment and community spirit which will benefit everyone.**

We look forward to working with you to help strengthen your community's wellbeing and resilience, and support your community to become more active in crime prevention.

**BEST WISHES**

**Cheryl Spruce**

Head of Membership and Community Engagement  
**NEIGHBOURHOOD WATCH NETWORK**

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# ROLE OF A COORDINATOR

The Coordinator role is extremely rewarding and important for your community. As the main contact, you will be cascading information to your members and building relationships with local partners. In some areas a Coordinator may even take on the role of 'Main Coordinator', acting as a contact point for a number of different schemes.

Neighbourhood Watch is about strengthening a community's resilience to raise awareness about crimes, reduce opportunities for crime to occur and build confidence to report crime. This is done through creating a network of neighbours, partners (local authority, police, schools) and groups who work together to create positive and welcoming environments in which everyone can look out for each other.

## Ways to increase community wellbeing and improve your environment

- Get to know your neighbours/ and encourage them [to join your group](#) – bringing them together for a common goal
- Identify people in your community who are [vulnerable or isolated](#) and ensure that information reaches them through their preferred method
- Improve your community environment by organising actions like [litter picks](#) or hedge cutting
- Promote neighbourliness by encouraging members to keep an eye on each other's homes and possessions, giving special consideration to supporting vulnerable neighbours
- Hold community events such as street parties, picnics, sports day, community safety events, or [listening events](#)

## Ways to build resilience and reduce crime

- Signpost [how and who to report](#) safety concerns to
- Conduct an [environmental crime survey](#) to identify areas of higher risk
- Join your Ward/Safer Neighbourhood panels to support local police and other agencies to identify local issues and help solve problems.
- Encourage your neighbours to [report suspicious activity](#), antisocial behaviour and incidents to police and local authorities
- Promote personal responsibility for community safety by sharing [crime prevention information](#) and encouraging members to improve their home, online and personal security

As a Coordinator, you may wish to arrange events or other activities to bring your neighbours together and help tackle local issues of concern to them. How much you do is dependent upon the time and commitment you are prepared to give.

Connect with your local Associations to receive support – you can find them [here](#). You can find best practice examples of work by Coordinators in their communities on our website [here](#).

# COORDINATOR ACTIVITIES

The Coordinator role **also** involves keeping your community motivated and engaged. A Coordinator leads, facilitates, or joins activities that unite neighbours to proactively reduce opportunities for crime, increase community wellbeing, reduce isolation and above all, have fun.

In our [Best Practice](#) section of our website you can find a range of activities and guidance from Coordinators about their work, how they did it, costs, funding, and impact within their community. You can also get some inspirational ideas from reading our [Impact Reports](#).

## WAYS TO IMPROVE COMMUNITY WELLBEING AND CONNECTIVENESS

- Say hello to your neighbours – to start a conversation
- Look out for each other – take in a parcel, bring the bins in, have a chat with each other. If a neighbour is on holiday or in hospital, remember to take their bins out as well as in
- [Organise a street party](#) – a great way of bringing the community together to enjoy each other's company
- Host a coffee morning in the street, in a neighbour's garden or home; or hold a community quiz night
- Set up a way of communication between members that suits your needs such as WhatsApp, social media, or text messaging

## WAYS TO REDUCE OPPORTUNITY FOR CRIME TO OCCUR

- Do an [Environmental Visual Audit](#) to help identify changes that need to be made to reduce risk – such as poor street lighting.
- Reduce risk by cutting down tall hedges, move wheelie bins away from walls, ensure your locks are up to standard and you have moved items that can be used to break in
- Raise awareness of crime and what positive steps can be taken to reduce risk – using our [crime prevention toolkits](#)
- Encourage your neighbours to report all suspicious and criminal behaviour and let them know the different ways they can do this.
- Join your local Safer Neighbourhood Panel

## WAYS TO REDUCE ISOLATION AND LONELINESS

- Set up a [Calling Tree](#) with your neighbours. This is a great way of connecting with people and letting them know that they will have someone to chat to regularly
- Identify who could be vulnerable and let them know that there is a Neighbourhood Watch made up of neighbours who are there to support

## WAYS TO IMPROVE YOUR ENVIRONMENT

- Litter picks are a great way of clearing up the area whilst enjoying a social event with the community. Another way of reducing the likelihood of antisocial behaviour in their area
- Community gardens are great for reducing ASB whilst bringing the community together



# THE VOLUNTEER NETWORK

Volunteers are an important and valued part of Neighbourhood Watch Network. We hope that you enjoy volunteering with us and feel a valued contributor to the movement.

**THIS AGREEMENT TELLS YOU WHAT YOU CAN EXPECT FROM US, AND WHAT WE HOPE FOR FROM YOU.**

## **WE, NEIGHBOURHOOD WATCH NETWORK, WILL:**

- introduce you to how the organisation works and your role in it and to provide the essential induction and training you need
- provide regular information to help support you in your role
- respect your skills, dignity and individual wishes and to do our best to meet them
- consult with you and keep you informed of possible changes which may affect you
- provide [Public Liability Insurance](#) cover for your scheme and volunteers whilst carrying out their roles
- adhere to our [Diversity, Equality and Inclusion Statement](#)
- apply our [complaints procedure](#) if there is any problem.

## **I, THE VOLUNTEER, WILL DO MY BEST:**

- work reliably to the best of my ability and to carry out the tasks reasonably expected of me as a volunteer
- adhere to the Neighbourhood Watch [Code of Ethics](#) (seen on page 5) and [policies and procedures](#), including those relating to health and safety, equal opportunities, and confidentiality.

NOTE: this agreement is in honour only and is not intended to be a legally binding contract.



# INDUCTION

We want to enable you to get the very best out of your experience with us, both on a national scale and within your area.

As a volunteer, you can [request access to our Knowledge Hub](#), which has resources, training materials, and the opportunity for you to talk with other volunteers from across our network via our Forum.

To find out more about roles in Neighbourhood Watch and how you can get involved, click on the hexagon and you will be taken to the links on our website.



[ourwatch.org.uk](http://ourwatch.org.uk)







# OUR CODE OF ETHICS

To increase public confidence in Neighbourhood Watch volunteers should adhere to our organisational [Code of Ethics](#).

## HONESTY AND INTEGRITY

You are truthful, honest, and trustworthy and will act with integrity. You will:

- Not offer or accept gifts, hospitality or services which could imply an improper obligation.
- Avoid any situation where a conflict of interest may arise or exist between you and/or other parties and/or Neighbourhood Watch.
- Operate in a financially responsible and transparent manner, ensuring that records are kept of any expenses, fees, costs, gifts, and gratuities relating to Neighbourhood Watch.

## EQUALITY AND DIVERSITY

You do not discriminate unlawfully or unfairly. You will:

- Treat people fairly and with respect regardless of race, sex, gender reassignment, sexual orientation, marital or civil partnership, pregnancy, maternity or paternity, religion or belief, age or disability.
- Respect the rights of all individuals and make reasonable adjustments to ensure
- Neighbourhood Watch activity is inclusive for all members of their local community.

## RESPONSIBILITIES AND ACCOUNTABILITY

You are visible within, and supportive of your community, helping to build resilience and trust. You take responsibility for your decisions, actions, and omissions.

- You will challenge, and where necessary report, unlawful or otherwise unfair or discriminatory behaviour or practice or other breaches of the Code of Ethics by Neighbourhood Watch members.

## LEADERSHIP, OBJECTIVITY AND OPENNESS

You show empathy and encouragement and give direction and support to others. You make choices based on facts and are open and transparent in your actions and decisions.

## CONFIDENTIALITY

You treat information with respect and in accordance with the law. You will:

- Respect other people's privacy.
- Ensure that you use personal information in compliance with Data Protection legislation.

## FAIRNESS, RESPECT AND COURTESY

You treat everybody with respect and courtesy and act with fairness and impartiality. You will deal with other Neighbourhood Watch members, the public and other organisations in an honest, fair, and respectful manner.

## SELFLESSNESS

You act in the interest of your local community.

## CONDUCT

You behave in a manner which does not bring discredit upon Neighbourhood Watch or Neighbourhood Watch partners or undermine public confidence.





# OUR VALUES

In all our work and relationships, we will be relevant, accountable and inclusive. We aspire to be:



### COLLABORATIVE

We work as a team, in partnerships and within communities



### COMMUNITY FOCUSED

We bring people together



### NEIGHBOURLY

We aspire to be good neighbours



### TRUSTED

We are dependable, caring, respectable, approachable, and supportive



### INCLUSIVE

We are welcoming to all people



### PROACTIVE

We are active within communities and we are relevant in today's world

[ourwatch.org.uk](http://ourwatch.org.uk)





# USING SOCIAL MEDIA

Having an active social media presence for your grouplet's residents know that Neighbourhood Watch is an active movement which they can get involved in.

If you haven't considered the possibility of using social media to communicate with your community, it could be worth exploring.

It is free, convenient, instant, and most platforms are very intuitive and provide clear instructions for setting up pages or groups.



You can add images or videos, invite comments, start conversations, and connect with like-minded people. It also offers real-time news and information discovery – great for spreading timely news about concerns and events in your neighbourhood.

If you are not sure where to start, have a look at our '[How to Guides](#)' on three of the most popular platforms: Facebook, Twitter and WhatsApp.

These can guide you on: how to set up pages or groups, how to administer these to best practice guidelines, how to monitor engagement.

For guidelines on how to best use social media to promote your group in line with our six core values of being neighbourly, community focused, inclusive, proactive, trusted, and collaborative, have a look at our [Social Media Guidelines for Neighbourhood Watch Groups](#).



# TOP TIPS FOR COMMUNICATING WITH YOUR COMMUNITY

As a Neighbourhood Watch volunteer, you will surely be thinking about how you can communicate with members of your community. We would like to provide some top tips to help you choose what method or methods would best suit you and your community.

Remember with all communications, try and provide an action for your members to do to reducing opportunity or risk of crime.

**1 Chatting with each other** – over a cuppa or face-to-face with your neighbours and community member.

**2 Social media** – whether you are setting up a small group to connect with your neighbours or trying to reach a larger audience, consider what your neighbour's preferred method is. We have social media guidelines which will help you set up and run various platforms, such as Facebook, Twitter, and WhatsApp.

**3 Email** – When sending an email, consider what the content is, who your audience is and if you are adding links and attachments.

**4 Text messaging** – A quick and easy method to get messages to your members and community.

**5 Easy - read** – Sometimes adapting the way we communicate to enable people to be feel included within our community can make people feel more at ease.

**6 Different language materials** – Often we see people who speak different languages struggle to feel part of the community because of the language barrier. We are about bringing the community together, so sourcing some help in translating leaflets or letters to make a family feel part of your community can bring your community closer together.





## USEFUL CONTACTS

We encourage you in the first instance to contact your local Association for support. You can find their details [here](#).

For general enquiries contact Neighbourhood Watch Network on 0116 4026111 or email [enquiries@ourwatch.org.uk](mailto:enquiries@ourwatch.org.uk).

Our Head of Membership and Community Engagement, Cheryl Spruce, can be reached on 07534 689852 or [cheryl.spruce@ourwatch.org.uk](mailto:cheryl.spruce@ourwatch.org.uk)

### FOLLOW US ON SOCIAL MEDIA



[facebook.com/ourwatch](https://facebook.com/ourwatch)



[twitter.com/N\\_watch](https://twitter.com/N_watch)



[neighbourhood.watch.insta](https://neighbourhood.watchinsta)



[linkedin.com/company/neighbourhood-watch/](https://linkedin.com/company/neighbourhood-watch/)

[ourwatch.org.uk](https://ourwatch.org.uk)

