



Devon and Cornwall  
Community Watch  
Association

# Neighbourhood Watch Co-ordinator's Information Pack



Devon & Cornwall  
Community Watch  
Association



Devon & Cornwall Police  
Building safer communities together

Devon and Cornwall Community Watch Association  
Registered Charity Number 1074233

Hello

Thank you for expressing an interest in helping to create safer communities and for agreeing to become the Co-ordinator for your new Neighbourhood Watch NHW Scheme.

You are joining the largest crime prevention movement in England and Wales and together we're focused on making our families, our homes and our communities in which we live that bit safer.

Although Neighbourhood Watch is all about helping to cut crime and reducing the fear of crime, it's equally about helping to combat loneliness, caring for the more vulnerable members of our communities and improving the social atmosphere and our community spirit by bringing people together with a shared goal.

This pack will give you a deeper understanding of how your new NHW NHW Scheme will benefit both you and your community. It will also give you the tools to get your NHW Scheme up and running, and the contacts to call if you need more guidance and support.

Do keep in touch and I look forward to meeting you at some point.

With best wishes,

**Julie Dowton**

Chair

Devon and Cornwall Community Watch Association (DaCCWA)

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## 1. WELCOME TO NEIGHBOURHOOD WATCH

Thank you for volunteering your time to become the Neighbourhood Watch (NHW) Scheme Co-ordinator for your area.

Now you're part of the largest crime prevention movement in England & Wales, together we can:

- Increase awareness of the need for crime prevention
- Assist in reducing crime and the opportunities for crime
- Promote home security and other measures to reduce crime
- Encourage members to be vigilant and report suspicious activity to the police
- Support vulnerable people in the community and help them to avoid becoming victims
- Encourage all ages to be part of the NHW Scheme and have an active involvement
- Reduce the fear of crime

This pack is designed to provide you with all the information that we hope will be useful and assist you in your role.

## 2. ABOUT NEIGHBOURHOOD WATCH

*'Bringing neighbours together to create strong, friendly, active communities'*

Neighbourhood Watch started in the UK in 1982 and since then has evolved into a co-ordinated national network.

Its aim is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen.

Its vision is for a caring society that is focused on trust and respect in which people are safe from crime and enjoy a good quality of life. Neighbourhood Watch is about making sure that fewer people feel afraid, vulnerable or isolated in the place where they live.

The national body is known as the Neighbourhood Watch Network, is based in London, and has 2.3million household members registered.

However, the idea was, and still is, never to create central control but to allow easy sharing of advice, information and resources between groups and associations across England and Wales.

Neighbourhood Watch is about local people working together to create safe, attractive and friendly places in which to live. Places where crime is less likely to happen, and people are less likely to turn to anti-social behaviour.

It is about looking out for your neighbours and for them to look out for you. There are no barriers regarding age, race, class and religion - it's about making sure that no one feels alone, frightened or vulnerable in the place where they live.

### 3. NEIGHBOURHOOD WATCH IN DEVON AND CORNWALL

By registering your new NHW Scheme, you are now part of the Devon and Cornwall Community Watch Association (DaCCWA) which provides the structure and partnerships necessary to enable Neighbourhood Watch to make a real difference in terms of reduced crime, reduced fear of crime and improving quality of life for all.

DaCCWA equally liaises closely with the Devon and Cornwall police force in these areas and provides an important link with The Neighbourhood Watch Network, attending national meetings on behalf of all NHW Schemes in both counties.

### 4. BENEFITS TO YOU AND YOUR COMMUNITY

Becoming a Co-ordinator for your local NHW Scheme will massively benefit your local community as well as you are personally.

You have the satisfaction of knowing that you are helping your local community in several ways:

- You are letting your members know that you are acting as a focal point for crime prevention within your NHW Scheme area.
- You are helping your NHW Scheme members by raising their awareness of the possibility of crime and how that can be reduced.
- If an incident occurs your NHW Scheme members will know that you are available with necessary contacts, should they need it. NB If an incident does occur, the NHW Scheme member personally involved should be the first one to contact the police but if they really don't want to, you can pass information for them.
- Whatever the circumstances, your NHW Scheme members know that you may be able to help, certainly, of course, in police matters, but Co-ordinators frequently play a wider role in their community.

## 5. A CO-ORDINATOR'S ROLE AND RESPONSIBILITIES

A Co-ordinator champions a NHW Scheme and is the lynchpin for all of its members. Whether you run a large or small NHW Scheme, the key responsibilities are:

- Being the focal point for the membership, keeping a record of names, addresses, phone numbers and emails of your NHW Scheme members.
- Being the main conduit for information, distributing messages and any relevant information to all members.
- Encouraging members to inform the police quickly of suspicious and criminal incidents.
- Encouraging all members to sign up for the free DC Alert community messaging service.
- Ensuring that Neighbourhood Watch signs are displayed and that members have appropriate door/window stickers
- Promoting crime prevention.
- Welcoming newcomers to your neighbourhood and encouraging new NHW Scheme members to sign-up.
- Acting as the link between your NHW Scheme, your Area NHW Office and the police.
- Appoint a Deputy (if possible) who can run things in your absence and who may share the 'workload'. Many hands make light work!

In addition, Co-ordinators may like to consider (with their Deputies) how to:

- Help with keeping an eye on elderly and vulnerable neighbours without being intrusive.
- Identify problem areas, initiating and promoting projects in conjunction with the relevant agencies.
- Promote Neighbourhood Watch in areas adjoining an NHW Scheme. The more areas covered by NHW Schemes, the safer the whole area becomes.

## 6. PUTTING YOUR WATCH ON THE MAP

If you haven't done so already, please remember to register your new NHW Scheme on the Neighbourhood Watch Network website at [www.ourwatch.org.uk](http://www.ourwatch.org.uk). Registration is simple and Co-ordinators control what information they wish to be on display. This can also be edited at any time, for updating etc.

Registering also automatically signs you up to receive the DC Alert community messaging service.

However, please note that failing to register will mean that your NHW Scheme will not be covered by DaCCWA's Public Liability Insurance.

To register, go to [www.ourwatch.org.uk](http://www.ourwatch.org.uk) and click on Menu which is located in the top right-hand corner. Next, click on the button Join Us and then follow the instructions to put in your details and find your location on the map. If you do run into any difficulty with any part of this process, please contact David Braziel on [davidbrazielnhw@outlook.com](mailto:davidbrazielnhw@outlook.com)

## 7. CRIME PREVENTION

Crime prevention is not complicated. When it comes to protecting a home, there are a number of ways people can ensure their property is as safe as they can make it within a sensible budget. It's not about making your or your neighbours' homes a prison, but with some simple knowledge, you and your neighbourhood can become a much harder target for criminals.

You have already taken the first step by setting up an NHW Scheme, and the NHW signs you erect in your area will act as a deterrent. and your neighbours, supplied by your local NHW Office. More in-depth advice on home security can also be found on the Devon & Cornwall police website at [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk).

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DaCCWA also has a number of secured by design force approved crime prevention and security products for sale. Including alarmed padlocks, personal alarms, book safes, can safes, shed alarms and various other items.

Please contact your nearest NHW Office or DaCCWA for further information.

## 8. RECORDING INCIDENTS AND LOG NUMBERS

As a Co-ordinator, you may receive information from your NHW Scheme members or others, and some of this may be informal chitchat. Other information may be more serious. In the latter case, it is important that you encourage your members to take appropriate action by informing the police themselves - first-hand information is always better than third-hand.

As the Co-ordinator, you are encouraged to maintain a ledger listing incidents which have been notified to you. This ledger forms the basis for assessment of the level of criminal or anti-social behaviour in the area covered by your NHW Scheme. It will be much more accurate than police crime statistics, because it should have things recorded that have not been the basis of a formal complaint to the police. You will find an Incident Checklist in Appendix 4 to help you collate the relevant information you may need.

A log number is allocated to all reports received by the police as part of their control and command system. If you or one of your NHW Scheme members makes contact with the police, it is important to make a note of the log number so that if you need to make contact again you can quote the number.

Alert messages also allows you to quote log numbers and if you need to phone any information to the police in relation to a message, it is extremely helpful if you can quote the relevant log number.

If you have any queries, please contact your local NHW Office.

## 9. CHECKLIST FOR SETTING UP A NEIGHBOURHOOD WATCH NHW SCHEME

This list is not exhaustive but it's a great place to start:

1. Hopefully you have already registered your new NHW Scheme on the national Neighbourhood Watch Network ([www.ourwatch.org.uk](http://www.ourwatch.org.uk)).
2. By registering, you will automatically be set up to receive the DC Alerts messaging service. You can update and change your Alert preferences online at any time.
3. Now that you have held your initial meeting and gauged the level of interest amongst your community, place an order for a quantity of the DaCCWA Members' Guides. Consider how many members your NHW Scheme will cover and make sure you have spares as hopefully more of your neighbours will see the benefits and want to come onboard now, you're up and running.
4. Contact your Parish/Town Council to see if they can help fund some Watch signs for your area. The signs cost £10 each and need to be ordered through your local NHW Office.
5. Consider how else you want to publicise your new NHW Scheme. The more people who know you are working together in your area to prevent crime, the better.

## 10. HELP & FURTHER INFORMATION



Devon and Cornwall  
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### **Devon and Cornwall Community Watch Association (DaCCWA)**

The Devon and Cornwall Community Watch Association was established in 1998 and adopted a formal constitution aiming, in the main, to ensure effective communication between all Neighbourhood Watches and other Community Watch Schemes throughout Devon and Cornwall Force areas. It is the force recognised body for all NHW Schemes. Membership includes Watch representatives and Police Liaison Officers from each of the geographical policing areas within the force.

All registered NHW Schemes must also be registered with DaCCWA using the form enclosed in this Pack.

### **Neighbourhood Watch Network (NWN)**

The National body for NHW Schemes across England and Wales.

NWN has the full support of the Home Office, the Association of Chief Police Officers (ACPO) The Chief Fire Officers Association (CFOA) and Local Government Association. It exists to support, promote and represent the Neighbourhood Watch movement throughout the United Kingdom.

The development of this national body has been complemented by the gradual emergence of regional structures.

DaCCWA is represented nationally at NWN Meetings



### **Police and Crime Commissioner (PCC)**

There is a Police and Crime Commissioner covering Devon and Cornwall and the Isles of Scilly. The PCC will listen to views on community safety by holding regular meetings and surgeries with the community. These meetings assist the PCC in setting priorities for policing in a plan that will address these concerns. This will be achieved by focusing the resources to tackle the things that we, the community, say are important.

More information about the PCC can be found on the PCC's website at <https://www.devonandcornwall-pcc.gov.uk>.

You will have support from the police through their Neighbourhood Team. You will have a point of contact who covers your NHW Scheme area.

If you do wish to contact the police there are three telephone numbers that you, and all members of your NHW Scheme, should be familiar with. These are:

## 101 - the non-emergency number

Crimestoppers 0800 555 111 - this call may be made anonymously

999 should be used ...

- When offenders are on the scene
- When someone is injured
- Where life is threatened
- When immediate action is required

101 should be used ...

- To contact the police to report non-urgent information and routine matters
- To contact your PCSO or your local Neighbourhood Policing team (ask the operator to leave them a message - give the name of the person and the station they are based at asking them to contact you by leaving your name and phone number)

You can also report crime via email on [101@dc.police.uk](mailto:101@dc.police.uk)

Alternatively, you can make contact via the Devon and Cornwall Police website: [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk) and enter your postcode.

## 11. SUPPORT FROM YOUR NEIGHBOURHOOD WATCH COLLEAGUES

Additional help or advice is available from your local Neighbourhood Policing Team.

you can contact us via email at [daccwa@devonandcornwall.pnn.police.uk](mailto:daccwa@devonandcornwall.pnn.police.uk).

Volunteers just like you run this office. Someone is always available for support and guidance

## 12. NEIGHBOURHOOD WATCH SIGNAGE

Neighbourhood Watch signs are made from heavy duty foamex and measure 400mm x 300mm. All signs come with plastic fittings. They cost £10.00 each and can be ordered using the Order Form enclosed in this Pack.

Signs are normally fixed to streetlamps, or BT poles. Where signs are fixed direct to walls, holes can be drilled for fixings.

Signs should only be sighted on lighting columns and not on any other street furniture such as Traffic Regulation Order posts, bus stop signs or telegraph poles. Telegraph poles need independent permission so please ask when ordering.

The lowest part of the sign must be at least 2.1 meters above footway level and should not be more than 3 meters from the ground; and Column numbers must not be obscured from view.

Please note you will require planning permission from the County Council to put these signs up on lamp posts, unless you already have this prior to ordering your signs.

The sign must not be sited where it is likely to obscure a driver's view of any traffic sign or signal, NOR must it be fixed to any pole belonging to Western Power Distribution.

### Safe Working Practice for Voluntary Members fixing Neighbourhood Watch signs to street lighting columns

1. Persons involved must be physically fit enough to climb pairs of steps and must work in pairs. The second person to assist if needed.
2. Pairs of steps used must be of suitable 'A' frame construction, be checked for faults/damage and conveyed from site to site in a safe manner. If any signs of damage are found, they must NOT be used and alternative arrangements will need to be made, ie another pair of steps will need to be organised.
3. Where the column is set in a grass verge, extra care must be taken to ensure that the pair of steps is levelled properly before climbing to fix the signs. If the verge is excavated in any way, it must be reinstated before moving from the site.
4. It is essential that steps or ladders are NOT leant against lighting posts. This is for your own safety as they may slip and/or damage the post.
5. All necessary steps to ensure safety of members whilst carrying out these duties must be taken at all times.

### Erection of Neighbourhood Watch Street Signs

Conditions for erection of Neighbourhood Watch Street signs within the limits of a county road.

1. The NHW Scheme is jointly established by agreement between the police and a bona fide committee or organisation.
2. The sign is at the boundary of the 'Watch' area.

3. The sign design shall be similar to that shown below and shall not resemble a traffic sign in any way.
4. The size of the sign shall not exceed 350mm wide or 500mm high and (unless affixed to a street name plate) it shall be mounted with the lower edge not less than 2.1 metres above the footway or with the upper edge more than 3 metres above the footway.
5. The sign must be securely fixed to the lamp column or other structure with the two plastic ties supplied.
6. The sign must not be affixed to a traffic light signal or any post or lighting column to which a traffic sign is already attached.
7. The sign must not be sited where it is likely to obscure the driver's view of any traffic sign or signal.

**Insurance**

NHW Schemes should ensure that their street signs are covered for Public Liability Insurance. Free Public Liability Insurance is provided through DaCCWA to all DaCCWA recognised and registered Watch NHW Schemes. Further details can be obtained through your local NHW Watch Office or via DaCCWA.

**13. APPENDIX**

1. Order Form for all types of Watch Signage
2. Incident Reporting Checklist Form
3. Template Letters for you to use when contacting:
  - (A) Highways England
  - (B) British Telecom
  - (C) Western Power



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. A selection of Neighbourhood Watch merchandise (door/window stickers, etc) are also included.

**NAME OF NHW SCHEME** .....

**CO-ORDINATOR'S NAME** .....

**ADDRESS** .....

.....

**POSTCODE** .....

**TELEPHONE** .....

they will be delivered to your nearest Police Station for your collection. We will let you know when they are ready to collect. If you have difficulties in collecting your packs, please let us know.

Please send this form to your local NHW Watch Office.



**ORDER FORM FOR ALL TYPES OF WATCH SIGNAGE**

NAME OF SCHEME .....

NAME OF REPRESENTATIVE OF SCHEME .....

TEL. NO. .... DATE .....

		Price Each	Amount	Total
1	Neighbourhood Watch Signs 400x300	10.00		
2	Farm Watch Signs 400 x 300	Free		
3	Boat Watch Signs 400 x 300	Free		
4	Horse Watch Signs 400 x 300	Free		
5	Neighbourhood Watch Window Stickers'	Free		
		<b>TOTAL</b>		

All these items are subject to a postage charge unless we use the police internal mail where you can pick them up from your local Police station.

Please make cheques payable to DaCCWA for the full amount and email form to [daccwa@devonandcornwall.pnn.police.uk](mailto:daccwa@devonandcornwall.pnn.police.uk)

**BACS Payment Details**

Account Name: **DaCCWA**

Account No: **06440626**

Sort Code: **090129**



## INCIDENT REPORTING CHECKLIST FORM

Use the list below when recording any incidents that may occur.

**DATE**

**TIME**

**LOCATION OF INCIDENT**

**TYPE OF INCIDENT**

<input type="checkbox"/>	Burglary	<input type="checkbox"/>	Theft of a vehicle
<input type="checkbox"/>	Damage	<input type="checkbox"/>	Assault
<input type="checkbox"/>	Theft from vehicle	<input type="checkbox"/>	Anti-social behaviour
<input type="checkbox"/>	Theft	<input type="checkbox"/>	Other

**SUSPECT VEHICLE**

Reg. no		Vehicle make	
Model		Colour	

**TYPE OF VEHICLE**

<input type="checkbox"/>	Saloon	<input type="checkbox"/>	Estate	<input type="checkbox"/>	Sports
<input type="checkbox"/>	Van	<input type="checkbox"/>	Lorry	<input type="checkbox"/>	Motorbike
<input type="checkbox"/>	Moped	<input type="checkbox"/>	Bicycle	<input type="checkbox"/>	Other

Describe what you saw; what direction did the vehicle go in?

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**SUSPECT PERSON**

<input type="checkbox"/>	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Age	<input type="checkbox"/>	Height
<input type="checkbox"/>	Complexion	<input type="checkbox"/>	Build	<input type="checkbox"/>	Hair Colour	<input type="checkbox"/>	Hair Style
<input type="checkbox"/>	Eye Colour	<input type="checkbox"/>	Tattoos	<input type="checkbox"/>	Glasses	<input type="checkbox"/>	Beard/Moustache

Template Letter to Highways England



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On behalf of..... Neighbourhood Watch (NHW)  
Scheme I am writing to seek permission from ..... Council to erect  
Neighbourhood Watch Sign (s) at the following location (s)

1. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
2. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
3. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
4. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description

I am aware of the restrictions and regulations relating to the erection of  
'watch' signs and I agree to abide by them. This NHW Scheme has been set  
up in accordance with DaCCWA and Devon and Cornwall Police and is  
officially registered with both.

Signed.....Date.....

Print Name.....

Address.....

.....

.....

Email .....



Template Letter to British Telecom



Devon and Cornwall  
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On behalf of..... Neighbourhood Watch (NHW)  
Scheme I am writing to seek permission of British Telecom to erect  
Neighbourhood Watch Sign (s) at the following location (s)

1. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
2. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
3. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
4. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description

I am aware of the restrictions and regulations relating to the erection of  
'watch' signs and I agree to abide by them. This NHW Scheme has been set  
up in accordance with DaCCWA and Devon and Cornwall Police and is  
officially registered with both.

Signed.....Date.....

Print Name.....

Address.....

.....

.....

Email .....

Template Letter to Western Power



Devon and Cornwall  
Community Watch  
Association

On behalf of..... Neighbourhood Watch (NHW)  
Scheme I am writing to seek permission from Western Power Distribution to  
erect Neighbourhood Watch Sign (s) at the following location (s)

1. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
2. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
3. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description
  
4. Street Name/location.....  
Fixed to pole/post/lighting column/other structure number or  
description

I am aware of the restrictions and regulations relating to the erection of  
'watch' signs and I agree to abide by them. This NHW Scheme has been set  
up in accordance with DaCCWA and Devon and Cornwall Police and is  
officially registered with both.

Signed.....Date.....

Print Name.....

Address.....

.....

.....

Email .....