

# THE HARROGATE & DISTRICT NEIGHBOURHOOD WATCH ASSOCIATION

Registered Charity No. 1076228



## CO-ORDINATOR'S HANDBOOK

Supported by  
North Yorkshire Police  
and  
Harrogate District Safer Communities Partnership



## **WELCOME to ...**

### **The Harrogate & District Neighbourhood Watch Association Co-ordinator's Handbook.**

It has been produced to support you, as Neighbourhood Watch Co-ordinators, in your commitment to improve the quality of life in your community by reducing crime and the fear of crime.

Feel free to treat this publication as a source of information and reference using as much or as little as you feel is appropriate to your scheme.

All of the material has been included with the intention of assisting you to carry out your role as a co-ordinator,

#### **but please remember -**

It is your scheme – you run it for the benefit of your community, your neighbours, family and friends.

The police and other organisations are there to support you.

Above all, enjoy your involvement with Neighbourhood Watch, ask for support when you need it. By working together we can continue to keep our communities, towns and villages safe and attractive places to live and work.

#### **How to contact us:**

[www.nwatchharrogate.org.uk](http://www.nwatchharrogate.org.uk)

E-mail: [info@nwatchharrogate.org.uk](mailto:info@nwatchharrogate.org.uk)

## **NATIONAL NEIGHBOURHOOD WATCH ASSOCIATION**



The National Neighbourhood Watch Association, (NNWA) seeks to provide the voice of Neighbourhood Watch at a national level.

As well as consulting with the Home Office and other relevant agencies on all matters relevant to Neighbourhood Watch, it seeks to support watch schemes through sponsorship, campaigns, publications and its Internet Website [www.neighbourhoodwatch.net](http://www.neighbourhoodwatch.net)

Affiliated membership of the Membership of the NNWA is open to all members of Neighbourhood Watch schemes in the UK, and brings the following benefits:

- Access and mailing of NNWA information materials and crime prevention factsheet
- Access to NNWA conferences and events
- Access to NNWA Representatives in Police Force areas across the UK

If you would like to become an affiliated member of the NNWA you can join online at:

[www.neighbourhoodwatch.net](http://www.neighbourhoodwatch.net)



**HARROGATE & DISTRICT  
NEIGHBOURHOOD WATCH ASSOCIATION**  
Helping to protect over 10,000 homes

The Harrogate & District Good Neighbour council was the 1990 precursor to our present day organisation, which is now well established in the district with over 500 schemes.

There is an executive committee made up of coordinators and scheme members, which meets every two months.

The Association is a voluntary body, whose main aim is to see that Neighbourhood Watch Schemes operate in the most effective manner possible.

It is not a management body; its role is to encourage the formation of new schemes and to make existing schemes as effective as is practical, both in a crime prevention role and community enrichment activities.

The Association organises; training sessions for Co-ordinators, holds an Annual General Meeting and publishes a regular newsletter.

The Association's Executive Committee meets regularly with the Police and District Council Community Safety Officers and is represented on Harrogate & District Safer Communities Partnership Executive.

The Association also acts as a co-ordinating body bringing together representatives from other voluntary organisations and commerce.

## **Training**

This handbook contains some of the basic information, advice and guidance which may be required by Neighbourhood Watch Co-ordinators.

The contents have been drawn together from a variety of relevant sources. However, due to constraints of size, some of the detail and additional information has had to be abbreviated.

One way to obtain this additional information, as well as enjoy the benefits of group learning and support, is to attend one of the training events organised for Neighbourhood Watch Co-ordinators in Harrogate & District.

Both the course and seminar build on the contents of this handbook. They cover skills for all Neighbourhood Watch members and co-ordinators, as well as a range of additional presentations of general interest.

The courses and seminars are free of charge to co-ordinators.

Details of events and other information will be published in the Harrogate and District Neighbourhood Watch Association newsletter, **LOOK OUT** Or by electronic means

Much more information can be obtained from our website,

[www.nwatchharrogate.org.uk](http://www.nwatchharrogate.org.uk)

## **The History of Neighbourhood Watch**

Neighbourhood Watch first began in America as a community-based initiative to combat crime and disorder in some neighbourhoods.

In the 1980's the first scheme in the United Kingdom came into existence at Mollington Banestre in Cheshire. Members of the local community had become concerned at an increase in crime and began a scheme. In partnership with the police and then known as The Good Neighbour Scheme, it rapidly became an effective deterrent and the crime rate fell significantly.

Very quickly other towns, villages and communities, as well as the police and the Home Office, recognised the benefits of similar schemes, not only in reducing crime but also as a means of developing and sustaining community spirit. In 1993 the decision was taken to change the name to Neighbourhood Watch, thus bringing all schemes in line, throughout the country.

The ethos underlying Neighbourhood Watch is support for the vulnerable in society and in particular improving quality of life for all by reducing crime and the fear of crime.

Each scheme is different – in the way it is run, the area it serves and the people who form it – but all share that common aim of improving and sustaining quality of life in their community.

From that first scheme Neighbourhood Watch has spread throughout Britain so that today it is the largest voluntary organisation in the country.

As Neighbourhood Watch has developed and grown, local and national associations have come into existence.

The National Neighbourhood Watch Association (NNWA), with offices in London, is actively supported by the Home Office. It provides a national voice for Neighbourhood Watch.

## Neighbourhood Watch Schemes

The Neighbourhood Watch principle is not meant to be intrusive, quite the opposite. It is meant to be reciprocal and is at its most effective when neighbours are not available to safeguard their own property themselves. Get into the habit of letting your neighbour know when you are going to be away and where you can be contacted should any emergency arise. This will sharpen your neighbour's perception of any unusual activity associated with your property and will give you the peace of mind of knowing someone is keeping a *weather eye* on things for you while you are away. Each neighbour benefits in turn and eliminates the lapses that might otherwise arise in the security of his own property through absence.



Whatever arrangement you come to, don't be tempted to volunteer information about the comings and goings of your neighbour or yourself to a total stranger. It is phrases like *It's no use knocking there, they are out at work all day* that invite trouble.

The essence of neighbourly co-operation is knowing where to draw the line between interfering and concern.

### Actively Promoting Interest

It is a fundamental belief that no crime-prevention scheme, however well organised, can enjoy lasting success unless its participants have an overriding desire to belong to a friendly, caring, lively community. We therefore accept the need to promote community interests as part of our overall responsibility and aim to co-operate fully with other organisations to ensure members' needs are fully met.

Your participation in Neighbourhood Watch is lasting evidence you feel the same. Please do not hesitate to contact your co-ordinator or any member of the Committee if you feel something extra can be done to assist you.

The primary function of a Neighbourhood Watch Scheme is to ensure a crime-free, secure environment.

Experience has shown that the best way to achieve this is for each Neighbourhood Watch member to:

- Become responsive to the risk of crime
- Effectively secure their own property against criminal intent.
- Report all suspicious activity to the Police.
- Act in concert with their fellow neighbours to protect each other's property.
- Actively promote a spirit of interest and participation throughout the whole community.

### Responding to the Risk of Crime

Despite constant media reporting of increased levels of crime in the UK, it is seldom we relate this to our own home environment until we suffer the results of such activity ourselves. Then it is too late. The intrusion has taken place, irreplaceable personal items have been lost and our peace of mind shattered for many years to come.

Total awareness of risks involved is the best safeguard. Only with such knowledge can we hope to remain vigilant and alert.

We can only reduce crime and fear of crime by taking note of what is happening to others, and by our own actions ensure such things can never happen to us.

## **ALL SUSPICIOUS ACTIVITIES SHOULD BE REPORTED TO THE POLICE**

If you see someone breaking into a house or car

### **DIAL 999 AND ASK FOR THE POLICE**

If the actions are less specific, eg. an unknown person taking an unwarranted interest in someone else's property

### **RING THE POLICE DIRECT ON 0845 60 60 24 7**

This will connect you to the Call Handling Centre.

This is not locally based and you will have to give sufficient detail for the Operator to take the appropriate action.

### **Be prepared to:-**

- Identify yourself as a member of the Neighbourhood Watch Scheme.
- Give your name, address, post code, and telephone number.
- Provide an exact description of the activity you consider suspicious. Person / People / Property involved
- Individual characteristics and distinguishing features
- The possible criminal intent
- Detail any motor vehicle implicated or suspected. Make / Colour / Type / Registration Number. Actual or potential direction of travel

Don't be afraid that you may be wasting valuable police time if your call proves to be a false alarm.

The police would much rather check out all suspicious circumstances than miss an opportunity of preventing a crime actually taking place. You will not find yourself involved.

You will be just helping the police to be more effective at their job.



## Street Signs

Once you have established your scheme, very little has changed from the outsiders and potential criminals' viewpoint. You are in the process of implementing all the good ideas that were given at the various meetings you have attended. But there is little to set your street apart from a street where there is no Neighbourhood Watch operating.



Neighbourhood Watch street signs are available to all properly registered schemes. Schemes are responsible for the purchase, erection and maintenance of the signs. Due to planning laws there are certain restrictions on where these are placed but, providing that the guidelines are followed, there should be little difficulty. There is a charge for each sign which includes VAT and the fittings needed to erect the signs.

Contact The Harrogate & District Neighbourhood Watch Association at [info@nwatchharrogate.org.uk](mailto:info@nwatchharrogate.org.uk) or the Police Community Safety Officer on 01423 539347 during normal office hours for the current cost.

Once erected, the Highway Authority will inspect the signs free of charge and provide insurance cover for Public Liability.

## Street Lighting

It is undoubtedly true that criminals are amongst the few people who like darkness in which to work. One way in which we can help avoid darkness is to provide adequate street lighting.

Both the County Council and the Borough Council spend a lot of money in ensuring that our streets are well lit. Your help is sought by these bodies in keeping the standard up to a level that we have come to expect. You are the people who are most likely to notice when lights are not working correctly.

If your lights are cared for by Harrogate Borough Council, please use the **Street Direct Line** which is **Harrogate (01423) 556545**.

## **FEAR OF CRIME. KEEPING IT IN PERSPECTIVE.**

The Fear of Crime is a very broad and complex issue; it is important because it relates closely to the individual's quality of life. It is understandable that some people are afraid



Extracted from **the Report on the Fear of Crime**

In fact, much of this fear arises as a direct result of heightened awareness of Crime Prevention measures and Factors other than the extent of crime (such as the media, the environment and 'incivilities' like litter or verbal abuse) which are likely to be particularly important in rural areas or suburbs – where the crime rate is relatively moderate.

The British Crime Survey found that there is considerable variation in fear of crime between different sorts of people – male or female, old or young. For example, in contrast to some of the media coverage given to cases of crime committed against older people, crime statistics together with information gleaned from The British Crime Survey indicates that as a group, older people are less likely to be victims of crime than other age groups. The highest risk age group in fact is young men between 16 and 24 years of age.

Whilst not wishing to minimise the risk of crime, it is possible to take realistic positive steps, as is the case with Neighbourhood Watch, to reduce those risks. This minimises the feeling of fear and so improves the quality of life within the community.

### **Some points to bear in mind ...**

- No-one in the scheme, whether Co-ordinator or member is expected to put themselves at any risk whatsoever.  
We are **NOT** vigilantes!
- Do not heighten expectations from the scheme.  
It is not a solution to all crime. By not promising too much, we hope to avoid the pitfall of initial enthusiasm declining rapidly into disenchantment.  
If we prevent one crime, with all the trauma it would have caused for the victim, the effort will have been worthwhile.
- As a Co-ordinator, don't let yourself become a one-man security service for your area. Encourage members to support each other, but avoid becoming keyholder for everyone who goes on holiday.
- You don't have to do any more than an ordinary member in terms of keeping your eyes open and reporting suspicious activities. You are not expected to make special efforts to be vigilant, nor be held *responsible* if a criminal is not noticed.
- The whole scheme is operated by private individuals.  
No member or Co-ordinator has any special powers, or any additional responsibilities, above those of an ordinary citizen.

## SAFETY COMMUNITIES PARTNERSHIP



Partnership working between local authorities and the police was officially recognised in the field of crime reduction as a result of the Crime and Disorder Act 1998.

The Act identified each local authority and the police for that area and the County Council where they exist as “Responsible Authorities”. Working in partnership with other agencies and the community, the responsible authorities have various duties and powers to reduce crime and disorder in their area. One of the main duties is to carry out a crime and disorder audit every three years and produce a strategy with an aim to reduce crime and disorder across the district in line with performance targets.

In the Harrogate District, the Safer Communities Partnership fulfils this role and it has now published its strategy every three years. The Partnership meets quarterly to review progress made under the five themes in the strategy:

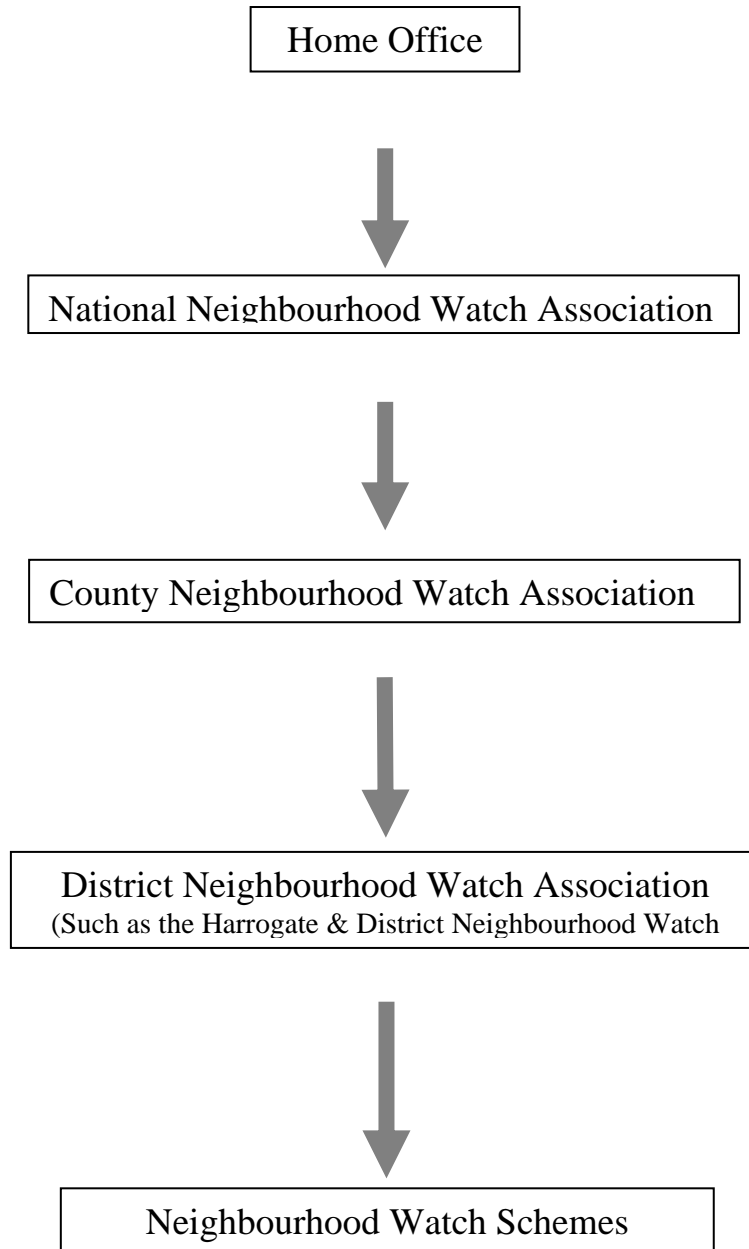
- Reducing the fear of crime and providing public reassurance
- Reducing burglary and theft
- Reducing vehicle-related crime
- Reducing violent crime and disorder
- Designing Community Safety to meet the needs of young people as members of the wider community.

Membership of the Harrogate District Safer Communities Partnership is open to any organisation or individual who can contribute to the aims of the group. In fact it is important for the partnership to be inclusive and not exclusive. The Partnership has an executive group which meets on a monthly basis to co-ordinate effort; control budgets, and manage performance.

For further information about the Harrogate District Safer Communities Partnership. Tel. (01423 500600) or visit the website at:- <http://www.harrogate.gov.uk/immediacy-8/index.html>

## Structures

### NEIGHBOURHOOD WATCH



## **NEIGHBOURHOOD WATCH**

Each scheme has a co-ordinator who may have a number of deputies.

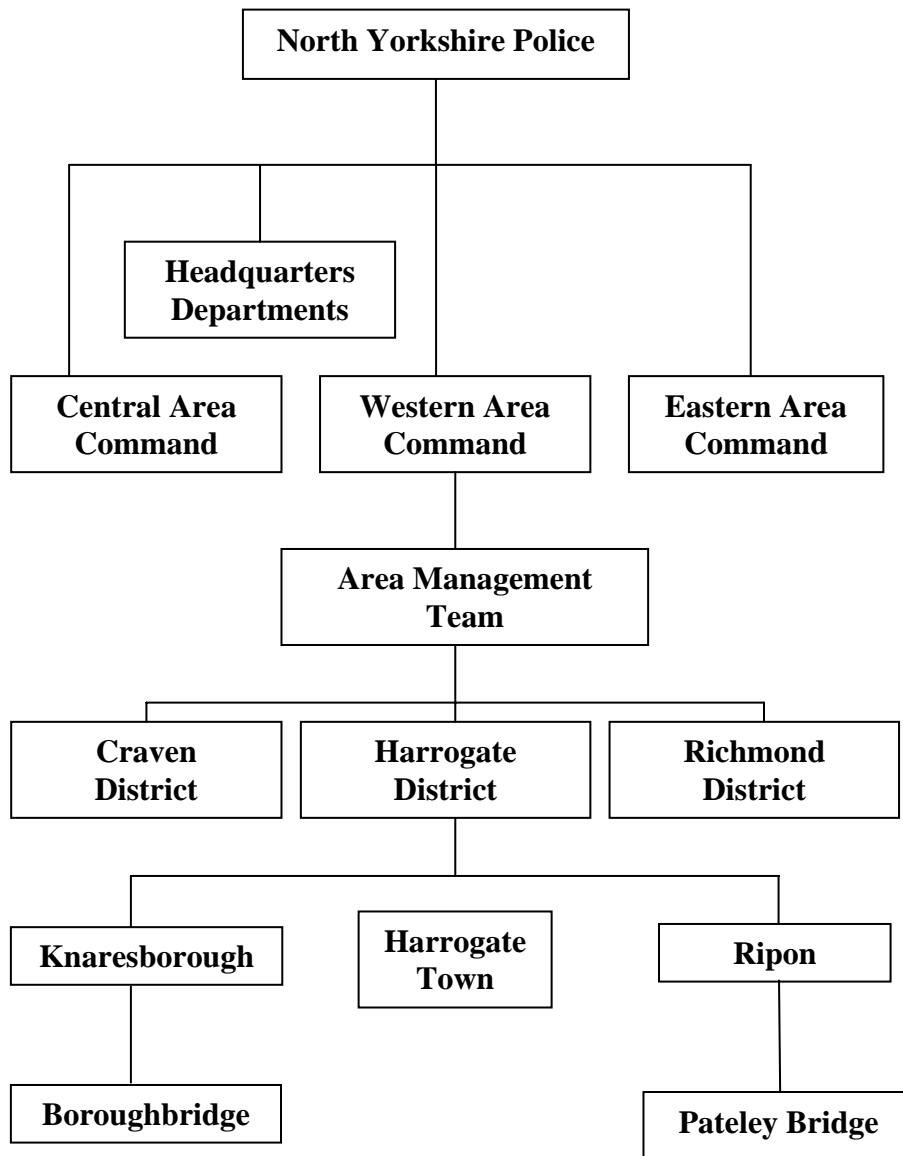
Schemes may be of any size, but they should always reflect a recognisable “community” and not be so large that the co-ordinator(s) cannot adequately and easily manage the scheme. It is better to split a large scheme into several smaller ones rather than struggle to cope.

Some schemes have one *key* co-ordinator with several co-ordinators who look after a smaller area. Other schemes have a more formal structure with a committee and officers. This is often the case when several schemes join together to form a local association.

All schemes (and associations) within a district may join together to form a District Association. Some of the other districts in North Yorkshire do have such associations.

Recently all police forces have encouraged the creation of county or force wide Neighbourhood Watch Associations to promote communication and consultation with the police and other authorities.

## North Yorkshire Police Area Command Structure





## **NORTH YORKSHIRE POLICE**

Over the past year, North Yorkshire Police and North Yorkshire Police Authority have worked closely with communities and partners, to achieve our best year for service and performance. Our main task is not only to reduce the amount of crime and disorder within our communities, but also to reduce the fear of crime and increase feelings of public safety.

We are committed to making sure our communities receive a quality policing service, and our policing style needs to strike a balance between working with communities to address 'quality of life' issues, whilst robustly deterring those intent on criminal activity.

North Yorkshire Police now have the highest number of police officers we have ever had ( 1549), and are recruiting and developing the role of Police Community Support Officers (PCSO's) to have a more visible and reassuring presence within the community. We are also focusing on recruiting more special constables (156 currently active) who are a vital asset, involving the public in policing roles.

We are committed to working in partnerships, and through effective neighbourhood policing we aim to make sure that all our communities trust and have more confidence in us. We want law abiding citizens to play a more active role in policing and community safety, and by becoming a member of Neighbourhood Watch this could give you a genuine say in how you are policed, and play a part in local problem solving.

Within the last few months a single non emergency telephone number has been introduced for you to contact NYP on:

**0845 60 60 247**

53 local Neighbourhoods have been identified across North Yorkshire and the City of York, and each will have a dedicated policing team consisting of Police Officers, PCSOs, Special Constables and other volunteers, including Watch Schemes. A highly visible, accessible and reassuring presence, and in urban areas this will predominantly be on foot and cycle patrol.

The neighbourhood teams will engage with their community to gather intelligence and drive community action through the National Intelligence Model. This will include close links with Watches for example Neighbourhood Watch, Farm Watch and Shop Watch etc. These schemes allow for the dissemination of information and intelligence. The new Ringmaster system will increase the potential audience and enable communication between NYP and a wider range of community groups and individuals. The system offers the user the opportunity to receive local bulletins and updates on policing activity in a number of ways – e mail, phone , text, fax etc.

The North Yorkshire Police website [www.northyorkshire.police.uk](http://www.northyorkshire.police.uk) will be enhanced to include local policing pages. The public will be able to access at a postcode level and see who their police leaders and neighbourhood teams are and how to contact them. Other relevant information at a more local level will be available.

## **NORTH YORKSHIRE POLICE COMMUNITY MESSAGING SYSTEM (RINGMASTER)**

North Yorkshire Police have been for the past three years successfully broadcasting messages to watch schemes and communities.

The new North Yorkshire Police community messaging system allows for the efficient dissemination of information; providing crime prevention advice; local crime patterns, suspicious persons or vehicles; matters relating to 'watch' groups; notifications of meetings etc. to all interested parties in North Yorkshire and the City of York.

The Ringmaster messaging portal is a 'server based' system that has developed from a freestanding telephone messaging system. With developments in technology and electronic communication methods, this will allow for a speedier and more cost effective broadcasting system.

Persons contacted will be at the discretion of the North Yorkshire Police and contact will be by e mail, telephone, SMS, fax or web pages for the purposes of intelligence gathering. The first choice will always be e mail.

The system is an additional resource for the police to use, and all watch members are advised that no messages will be of an urgent nature.

The personal information on the database will be used for North Yorkshire Police, Neighbourhood watch and other partnership organisations for the overall purpose of reducing crime and the fear of crime. No personal information will be given to ANY other organisation.

There is a web page that allows the optional display of messages to the public who are not registered recipients. Members of the public will be able to, via the website, register an interest for the purposes of receiving all Ringmaster messages sent to their area. Persons registered will also have access to their own personal details page and be allowed to make limited amendments as appropriate. Passwords will be issued as required.

If you are a coordinator we ask you to pass received messages on to others in your street, group etc. If you have some information then you should contact the police on 0845 60 60 24 7. Saying that you are a member of a watch scheme and that you have some information regarding a Ringmaster message.

## **NORTH YORKSHIRE POLICE AUTHORITY**

The Police Authority, consisting of 15 members, is responsible for maintaining an efficient and effective police service for the people of North Yorkshire and the City of York and can be contacted at  
BBP House, Keld Close, Barker Business Park, Melmerby,  
Ripon HG4 5NB Tel: 01756 641848

See also:- <http://www.northyorkshire.police.uk/>

### **CAP GROUPS** (Community & Police Groups)

Section 96 of the *Police Act 1996* states that arrangements shall be made for each police area to obtain:

- a) The views of people in that area about matters concerning the policing of the area and
- b) Their co-operation with the police in preventing crime in that area.

Harrogate has, since 1996, had a Tier 1 Community and Policing Group, whose responsibilities cover the general area, including Knaresborough, Ripon, Pateley Bridge and Boroughbridge.

There are also Tier 2 Groups, which hold regular local meetings in all these areas.

Your involvement as members of your Community and Neighbourhood Watch with these groups is invited and welcomed.

Harrogate Police and Harrogate Borough Council are represented at all meetings and you would have the opportunity to ask questions and make whatever constructive suggestions you consider appropriate. Further information about Community Safety is in the new Harrogate District Safer Communities Partnership strategy and is available, on request, from Safer Communities Co-ordinator at Harrogate Borough Council on Harrogate (01423) 556503.

Tier 2 Groups meetings are held every three months and ample notice of the date, time and location are given in the local press. Your attendance on a regular basis will ensure that, where appropriate, you know that your comments and suggestions are being followed through and will provide you with a feedback of progress to date.

Further details on Community and Police Groups can be obtained from the Police Authority at BBP House, Keld Close, Barker Business Park, Melmerby, Ripon HG4 5NB Tel: 01756 641848 or from the Internet at [www.nypa.org.uk](http://www.nypa.org.uk).

## STARTING AND MAINTAINING A SCHEME

### 'what you are letting yourself in for'

Neighbourhood Watch is a community initiative which

*develops a close liaison between households in a neighbourhood, the local police, and the local authority.*

The aim is to help people protect themselves and their properties, to reduce the fear of crime and improve their local environment by:

- Improved home security
- Greater vigilance
- Fostering a community spirit
- Improving the environment

No matter how well intentioned and enthusiastic you are, there are a number of things you have to consider if your scheme is to remain viable and active.

How will you

- Set objectives for your scheme?
- Plan activities to help you meet your objectives?
- Identify the necessary resources to carry out your objectives?
- Review/audit your activities to see if you are meeting your objectives

Neighbourhood Watch Schemes vary from area to area but every scheme needs the support of the community as well as the police, local authority and others.

Ultimately however, success depends upon the members, their initiative and continuing interest and efforts.

An active and effective scheme gives people the chance to get to know one another better and to provide support from within their community to others in the community, particularly for the more vulnerable.

## THE ROLE OF THE CO-ORDINATOR

In the early stages anyone taking on the role of co-ordinator will need to:

- Make contact with individuals / households and arrange meeting(s) to set up the scheme
- Assist with defining the boundaries of the scheme
- Be a point of contact between
  - Members of the scheme,
  - The police,
  - The local authority and
  - Other relevant bodies.

## CO-ORDINATOR TASKS

Once your scheme is up and running the role of the co-ordinator changes (usually it gets bigger!) The tasks you, as the co-ordinator, could expect to undertake on behalf of your scheme include;

- Circulate *Ringmaster* messages effectively
- Administration; supplying signs, report cards, etc
- Conducting surveys – fear of crime, etc
- Communication – passing information between parties
- Circulating newsletters; equipment, crime prevention information / literature etc
- Organising events
- Motivating – keeping your scheme active
- Liaising with other schemes and associations as well as the police, local authority and others
- Auditing your scheme's activities
- Monitoring vulnerable households within your community
- Identifying environmental problems and reporting these to the Local Authority

This list is not exhaustive, although if you try to do all of the above at once – and on your own – you could find it exhausting!

You do not, by any means, need to carry out all of these.  
You decide what you are happy with and what is useful for your scheme.

If you do decide to take on something for the first time, remember support is available through the association.

## **SETTING OBJECTIVES – STAGES FOR YOU TO CONSIDER**

In setting up your scheme you will need to decide fairly quickly what your scheme is about, what it seeks to achieve and how and who is going to do what.

Remember, this is a community initiative – you can't do it all yourself.

So that everyone knows what is happening – or going to happen – you need to set some objectives. Try asking these questions and the objectives should write themselves.

### **Stage 1**

*“What do we want to get from it?”*

- Think local
- Think specific

You should now know why you need a scheme and have identified some problems you want to solve or things you want to improve. Now it's time to look at ways of making a difference.

When a scheme starts up it is usual to have a Start-up Meeting.  
This is a good place to start.

If you have never organised a meeting before, have a look at the next topic in this section for the basics

## **REPORTING SUSPICIOUS ACTIVITIES.**

**'what do we mean by suspicious?'**

**Here are some examples that may assist you**

- Car driving slowly – occupants looking around at property.
- Vehicle parked with occupants sitting low in the seats.
- Vehicle parked and then occupants walk away into another street.
- Person carrying unusual item.
- Person carrying item underneath clothing (concealed).
- Person looking / watching around at homes, vehicles or passers-by.
- Person paying attention to properties where you know nobody is at home.
- Vehicle out of character for the area.
- Vehicle poorly maintained (light out, no road tax).
- Persons leave vehicle and driver remains in the car.
- Persons leave the vehicle but do not lock it.
- Person concealing items in hedge or behind a wall and walking away.
- Persons changing from one vehicle into another.
- Vehicle abandoned in area.

**These Are Only Some Ideas Of What Could Be Suspicious. However What One Thinks To Be Suspicious Can Also Be Genuine. Genuine People Do Not, As A Rule, Mind Being Checked By The Police.**

*Note: The Police Control Room may also call you with details of suspects / vehicles to look out for.*

## SUSPECT IDENTIFICATION

### Describing a person –

- Male / Female .....
- Colour of skin .....
- Height .....
- Build .....
- Age .....
- Eyes colour .....
- Glasses worn                   Yes                   No
- Hair  
  colour / length / straight / curly / receding / bald .....
- Face  
  long / thin / round / clean shaven / moustache / beard .....
- Marks  
  tattoos / scars / birthmarks .....
- Dress  
  hat / coat / top / trousers / shoes / designer logos .....

## VEHICLE IDENTIFICATION

### Registration Number

(Write it down on a piece of paper. Don't try to remember it)

**Colour** .....

**Make** .....

**Model** .....

### Style

saloon / estate / hatchback/van/ pickup/ two or four door

### Age

old or new .....

### Features

damage / rust / stickers / damaged lights .....

**Vehicle Location** .....

**Direction or likely direction of travel** .....

**Number of occupants** .....

## MEETINGS – GENERATING INTEREST

### ‘not more meetings!’

Good meetings are those that are necessary, well planned and have:

- A good venue
- Effective management of time
- Are interesting and set agenda
- Clearly defined responsibilities where appropriate for those attending

But there is no reason why they shouldn't provide some added value and be fun as well!

Before thinking about the arrangements ask yourself:

### **‘Is it necessary?’**

because ‘meetings for meetings sake’ are those without a purpose and people will soon lose interest.

Frequency is also important –

- Too often and you will not have items to fill the agenda
- Too few and again the interest will be lost

## **EFFECTIVE COMMUNICATION**

### **'good communications are those that are understood'**

**Communication may be defined as the 'sharing of information or an idea' and involves:**

- Accuracy
- Appropriateness
- Correct channelling
- Feedback

### **It must be Accurate**

Inaccurate information especially when communicated to the Emergency Services can bring about consequences that range from annoying to catastrophic.

### **It must be Appropriate**

Both the method of delivery and the person (or the organisation) to whom it is addressed must be appropriate for the circumstances.

### **Some useful types of communication**

- Telephone
- Letter
- Meetings
- Posters/Signs
- Information Packs
- Newsletters
- E-mail

All have their advantages and disadvantages – remember to choose the right method and channel.

Your method of communication must **match** the requirement.

The information must be assessed, given the right level of urgency and circulated to the right people by the most appropriate means.

You may wish to consider utilising a 'grading' system and passing the grade as a code within the message to emphasise the importance to the recipient. If you adopt this method it will of course be necessary for everyone to understand your code!

Based on your assessment of the information, are actions required by anyone? Are those actions:

**URGENT**

**FAIRLY URGENT**

**ROUTINE**

## NEWSLETTERS

### 'inject life and motivation into a scheme'

The life of a Neighbourhood Watch depends on members being kept informed of the scheme's activities.

A newsletter must be attractive, interesting and members must look forward to receiving it.

Consider:

- The frequency of publication
- The content
- The layout
- The cost

### Frequency

Infrequent = *Loss of interest*  
*'Another piece of paper'*  
*Old news already known*

Too frequent = *High costs (time & money)*  
*Finding items of interest*

See website [www.nwatchharrogate.org.uk](http://www.nwatchharrogate.org.uk) for crime prevention articles.

### Content

Aim to make readers want to read it!

Title: *Original*  
*Adventurous*

Mixture: *Good News*  
*Bad News*  
*Personal articles – direct quotes*  
*Broad interest range*  
*Humorous stories*  
*Community events*

Contributors: *Invite others to write articles*  
*regular articles?*

Editorial Team: *Four or five*  
*Broad representation*  
*Mixed age group/background*  
*Skills/talent*  
*Available resources*

Reporting Style: *Headline-summary-story*  
*Everyday language*  
*Avoid 'lingo' or 'jargon'*



## **Layout**

No matter how important or well-written the story is, if not attractively laid out it will become boring to the reader!

Tabloid = *easier to read*

Columns = *easier to read*

Large Print = *easier to read*

## **Cost**

Basic equipment            *Computer*  
                                      *Printer*  
                                      *Scanner*

Publication                 *Paper*  
                                      *Ink*

Be wary of an individual volunteering to do too much – editorial control could be lost and if they become unavailable your newsletter may fold.

Consider:

- Sponsorship                 *local shops/businesses*
- Advertisements             *Community events*
- Articles for sale

## GROUP PRESENTATIONS

### 'thorough preparation is the key to a good presentation'

At some point in time it may be necessary for you to address a group of people, large or small. This can be a daunting prospect for some people.

However, with a little thought and preparation a total disaster can be avoided! And you could even get to enjoy it.

There are three main purposes of presentation:

- **INFORMING** people of facts, figures and events
- **PERSUADING** people to act, accept or agree
- **ENTERTAINING** people, involving their emotions



### Preparing a Presentation

#### The Overall Plan

The main activities concerned with preparing a presentation are:

- Initial planning
- Information gathering
- Structuring
- General considerations (timing, notes, rehearsals)

#### Initial Planning

Having formed (or been given) the original idea, you will need to establish the:

- **Purpose** – is it to inform, persuade or entertain?
- **Objectives** – are they clear, realistic, achievable, measurable?

You will then need to prepare:

- What you are going to say
- How you are going to present it
- Any materials you will need

## **Information-gathering**

### **Collecting**

Having established the rough outline, you will need some facts and opinions to fill in the detail. Sources could include:

- People in the know
- Technical manuals
- Libraries
- Newspapers, magazines
- The internet

### **Selecting**

Having made the effort to gather information, you will almost certainly have too much!

To select and prune in relation to each piece of information ask

- Is it relevant?
- Is it necessary?
- Is it interesting?
- Does it support the argument?

The information can also be classified as:

- Essential;           *must include*
- Important;         *should include*
- Useful;             *could include*
- Other;              *won't include*

But don't throw anything away at this stage, - it may come in useful later when answering questions!

### **Structuring**

A good presentation should have a well defined structure, rather like a television news broadcast:

- Introduction                                    *'tell them what you are going to tell them'*
- Main body                                      *'tell them'*
- Summary                                        *'tell them what you have told them'*

### **General considerations**

**Timing** is extremely important

- It should last no longer than 20 minutes, if you need longer consider breaking it up into separate presentations.
- Allow a quarter of the time for questions
- Allow 10-15% for the introduction
- Allow 10-15% for the summary
- Divide the remaining time (50%) between the main topics

## **Notes**

There are many ways of writing notes but remember their only purpose is to help you so make sure they work for you.

Consider:

- Simple Headings – *suitable for the experienced presenter*
- Extensive Notes – *semi formal, not too complex*
- The full script – *complex structure matter*

## **Rehearsal**

Make time to rehearse, it pays dividends.

Use this time to check any equipment or visual aids you plan to use. If it can go wrong, it will.

## **Delivering**

### **Arrive in plenty of time**

- Set room out as you want it
- Standing up or sitting down?
- Distractions (fiddling with items, repeating phrases etc)
- Eye contact

They want to hear YOU otherwise -

- they wouldn't have come!

## PERSONAL SAFETY

**‘personal safety is not new or mysterious, it is mostly common sense’**

Personal Safety may seem more relevant to women and the more vulnerable members of our community, particularly those living on their own, but it applies to everyone.

However, it is necessary to strike a balance and to do so we must understand the risks.

Throughout the United Kingdom-

*The chances of you or your family becoming a victim of violent crime is **low***

*Violent crime accounts for a **very small** proportion of all crime*

*Young men are the most likely to become a victim of violent crime*

In thinking about Personal Safety

Consider:

- In the home
- Outside the home
- On public transport
- When driving
- Considerations for men

## **DOORSTEP CALLERS**

Be aware of bogus doorstep callers. Most callers are probably genuine, but some are not. The advice is

- *Keep the door locked*
- *Identify the caller through a window/spy hole*
- *Be suspicious*
- *Use the safety chain before opening the door*
- *Ask for an identity card*
- *Check it thoroughly – take your time*
- *If unsure telephone the company concerned and enquire*
- *If still unsure do not let them in- ask them to write and make an appointment*
- *If in any doubt ring for a neighbour and/or the Police*

## **INTRUDERS**

If you hear the sound of an intruder, only you can decide what to do. Remember they are highly unlikely to want a confrontation

You can

- *keep quiet and avoid attracting attention or*
- *make a lot of noise, switch on the lights and*
- *if alone, call out to an imaginary companion*

## **Discovering a burglary – DO NOT ENTER.**

**Go** to a neighbour and alert the Police immediately

**Use** the 999 or 112 system

**Maintain** observation on your property whilst awaiting the arrival of the police but,

## **DO NOT PUT YOURSELF OR OTHERS IN DANGER**

## **BASIC HOME SECURITY**

- **Mortice Deadlock:** Fit a 5 lever deadlock which meets British Standard 3621 – look for the British Standard kite mark.

A deadlock can be opened only with a key, so a thief cannot smash a nearby panel to open the door from inside.

If the thief enters through a window he cannot carry property out through the door.

- **Automatic Deadlock:** This automatic rim dead latch locks automatically when the door is closed, but could be opened from the inside without a key. At the turn of a key the lock is prevented from being opened from the inside.
- **Bolts:** In addition to the Mortice Deadlock you should have a bolt top and bottom of your rear door. So in effect it is held locked in three places.
- **Hinges** – check they are sturdy, for extra security fit inexpensive hinge bolts
- **Letterboxes** – never hang a spare key inside the letterbox. Thieves will look here as a matter of course. A letterbox cage will prevent a thief from putting his hand through the letterbox and trying the locks from the inside. A letterbox guard will prevent a thief using a cane as a “fishing rod” to obtain a bunch of keys, on which are your car keys. This will then reduce the risk of your car being stolen from your drive outside your house.
- **Chains** help you to speak with strangers at the door, once you have fitted one, get into the habit of using it.
- **Door viewers** mean you can identify callers before opening the door.
- **Patio doors** require special locks fitted into the top and bottom

## **POSTCODE PROPERTY**

### **Using Postcodes for marking valuables**

Thieves look for portable, high-value easily saleable goods like: tv’s, video recorders, hi-fi equipment, home computers, cameras, jewellery, silverware and antiques.

One excellent way to protect items is to mark them with an indelible identification showing your postcode, the number of your house or flat or the first two letters of its name.

Put a sticker - in a front window to tell thieves that your property is marked. The sticker will make them think twice.

The marking makes it harder for a thief to sell your property to a dealer and easier for the police to return the property to you if it is found. Easy-to-use property marking kits are available from stationers and DIY stores.

Keep a list, too, of the serial numbers of your television, video and hi-fi equipment. The numbers will be useful if you need to make an insurance claim. To help police identify items, such as silverware, jewellery and antiques which cannot easily be marked, take colour photographs of them. Set each object against a contrasting background so that it shows up clearly, and lay a ruler beside it as a guide to size.

### **Permanent Ink Marker (visible)**

For all soft and semi-soft materials including vinyl and other plastics. This marker gives an indelible black mark even after repeated washing or cleaning - ideal for permanent identification on carpets, furnishings, clothing, paintings, leather and other soft materials. Leaves a visible deterrent on items such as computers etc.

### **U.V Marker (invisible)**

Non-permanent, spirit based marker which is only seen when illuminated by ultra violet light. Best repeated every year.

### **Hardened Tipped Marker**

Permanent mark on any metal, glass, plastic, wood or other hard surfaces. Best used with a stencil. Videos, televisions, hi-fis, radios, telephones, kitchen and garden equipment.

### **Ceramic Marker**

Permanent visible writing on glass, porcelain or any hard, glazed surface. It does not scratch or cut into the surface. Leaves a pencil like mark which is very difficult to remove.

### **Photograph**

Any item you do not want to mark should be photographed alongside a ruler, preferably showing any slight defects making that item unique.

### **Serial Numbers**

Keep a list of the serial numbers of your television, video and hi-fi equipment.