



## Questions and answers for NHW Coordinators

### How does OWL help me with my NHW work?

OWL gives you quick and easy access to the data of any residents within your watch who have registered on OWL. You can also use OWL to enter the details of any of your watch members who are not on OWL yet (they are then sent an automated message to confirm they wish to be OWL registered). You can make notes against individual addresses and keep incident diaries that will be accessible to the Police. You can also use OWL to send messages to your watch members. The Community Safety Service will be sending co-coordinators materials on crime prevention and community safety for them to share with their watches via the OWL system.

### How do I get access to Watch Coordinator Functions on OWL?

1. If you are not registered on OWL yet, please register via [www.owl.co.uk](http://www.owl.co.uk).
2. To have your access upgraded to Coordinator status, you will require a fresh PNC check. You can request the PNC check and account upgrade by sending the following details to [communitysafety@wandsworth.gov.uk](mailto:communitysafety@wandsworth.gov.uk): Your full name incl. maiden name, Date of Birth, address and which street(s) you are looking after.
3. Once your PNC check has been completed, your OWL account will be upgraded, and you will receive a link to a short intro video and a Guide for Coordinators. It is important that you watch the video and read the Guide before you use your new Coordinator functions.

### Do I have to use OWL? I prefer to communicate with my watch members by direct email, WhatsApp, Facebook etc.

As a Coordinator it is of course up to you how you communicate with your members. You know your neighbours best after all. However, we would still encourage you to register on OWL as a Coordinator because:

- a) This will allow you to receive Police and Council emails sent to 'Coordinators only'. These will be sent to your normal email address, i.e. you do not have to log into OWL to receive them.
- b) This will show other OWL Users that the Coordinator role in your watch is taken, thus preventing another person inadvertently being made Coordinator of your OWL watch.
- c) We are expecting large numbers of residents to join their local watches through OWL over the coming weeks. OWL will allow you to keep track of your new watch members. If you are not confident to use OWL to access their details, you can contact your local CSO and ask them to send you a list of your new members.

### I have already registered my watch with [ourwatch.org.uk](http://ourwatch.org.uk). Is that not enough?

We would still encourage you to register as Coordinator on OWL too. [Ourwatch.org.uk](http://ourwatch.org.uk) is run by the national Neighbourhood Watch Network. The watch and coordinator details on there are not shared with Wandsworth Council or the Police, so you and your members would not be automatically included in any future messages to our local NHW coordinators.