



A Co-ordinator's Guide to Neighbourhood Watch



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Foreword

Wandsworth Police are very pleased to provide a foreword to this important booklet. We take Neighbourhood Watch very seriously and are delighted that so many Wandsworth residents have made a commitment to working together with each other and the police to make Wandsworth a safe place to live, work, take leisure or study in. Neighbourhood Watch Co-ordinators provide an excellent point of contact with the Police Safer Neighbourhood Teams and also help to reduce crime and the fear of crime by providing reassurance to those who feel vulnerable. This extremely useful and informative booklet will make an excellent guide for all those residents taking on the important role of a Co-ordinator.

Chief Superintendent Stuart Low

Introduction

Neighbourhood Watch has been in operation in the UK since 1982 and is a recognised and successful crime fighting initiative. The main idea behind Neighbourhood Watch is a simple one - Community Spirit cuts local crime. Initially set up as an initiative to stop household burglary, Watches now look at a wide range of issues that affect the local community such as graffiti, anti-social behaviour, vulnerable neighbours and poor street lighting.

One of the things they can really make a difference to is reducing the fear of crime.

Neighbourhood Watch is not about being nosy or gossiping it is about developing local knowledge, building community spirit and developing links with the local Safer Neighbourhood Police Team (SNT).

In the Borough of Wandsworth Neighbourhood Watch runs in partnership with Wandsworth Council's Community Safety Division, the local Safer Neighbourhood Police Teams (SNT) as well as the Wandsworth Borough Neighbourhood Watch Association.

Neighbourhood Watch is recognised by insurance companies and many will offer discounts on household policies. Statistics show that residents in active Neighbourhood Watch areas are less likely to become victims of burglary.



Safer Neighbourhood Teams



Safer Neighbourhood Teams were introduced in 2005 and are based on the traditional values of community policing.

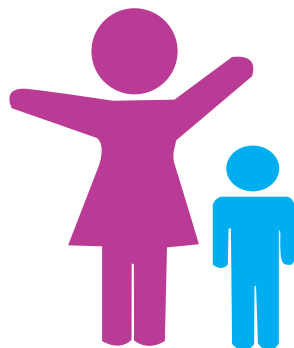
In Wandsworth the borough is divided into 20 wards. Each ward has its own dedicated Safer Neighbourhood Team which comprises at least 1 Police Sergeant, 2 Police Constables and 3 Police Community Support Officers (PCSO). This team is in addition to other policing teams and units in London, such as response teams and specialist units.

These dedicated teams only operate within their designated Ward. They do not respond to 999 calls (unless they happen to be at the scene) and are not removed from the area for duties such as crowd control at sporting events.

They spend a large amount of their time on the beat - talking to people and gathering information. Each ward holds meetings (bi-monthly, usually) and all residents are invited to attend. Some wards also hold separate Neighbourhood Watch meetings where they invite all the Co-ordinators from their ward to attend.

More information can be found on the Safer Neighbourhood Teams website: www.met.police.uk/saferneighbourhoods

Neighbourhood Watch Co-ordinators play a vital role in the development of these community links.



Your role as a Co-ordinator

Now your Watch is up and running your role as a Co-ordinator is very important. You are the link between the members of your Watch, the council and your local police team.

Your main role as a Co-ordinator is to ensure that the Neighbourhood Watch scheme is working with the support of the local community, to reduce crime and equally importantly, the fear of crime.

Co-ordinators run their Watches in very many different ways. Some Co-ordinators dedicate a lot of time to the scheme others as little as two hours a month, but all do an equally important job.



What is expected of me?

There are several things that we expect Neighbourhood Watch Co-ordinators to do:

- We ask that you make yourself known to your Watch members as the Co-ordinator. This can be done through a door knocking exercise, an introductory letter or leaflet with your house number and name.
- Each Safer Neighbourhood Team holds a ward meeting and we ask that Co-ordinators attend. This is an opportunity to meet your local police and put forward the views of your Watch. Ward meetings enable the SNT to deal with issues that are important to the community. The SNT can only help you if they understand what problems are occurring in the community. (More information can be found under Safer Neighbourhood Teams)
- The Community Safety Division sends out a weekly crime message email, which is sent to all Co-ordinators. We ask that you send this out to anyone in your Watch who would like the information.
- Keep in regular contact with the local police.
- Deliver any leaflets that the local police or Community Safety Division feels would benefit your area.
- Know where the vulnerable people are in your Watch. These can be the elderly, those with disabilities or medical conditions such as diabetes.
- Inform your Watch members of any specific crime trends in your area.

Wards

Your ward councillors will often attend meetings and this gives you the opportunity to voice concerns.

Below are the contact details for each Safer Neighbourhood Team.

If you are unsure of which ward you live in there is a map and further boundary information on the last page of this booklet.

Ward	Tel No	Email
Balham	(020) 8247 8362	<p>If you wish to contact your SNT by email you should address it to the ward name (all one word and lowercase) followed by:</p> <p>.snt@met.police.uk</p> <p>for example:</p> <p>stmaryspark.snt@met.police.uk</p>
Bedford	(020) 8721 2424	
Earlsfield	(020) 8721 2426	
East Putney	(020) 8721 2433	
Fairfield	(020) 8721 2432	
Furzedown	(020) 8721 2423	
Graveney	(020) 8721 2071	
Latchmere	(020) 8721 2784	
Nightingale	(020) 8721 2425	
Northcote	(020) 8721 2431	
Queenstown	(020) 8247 8482	
Roehampton	(020) 8649 3551	
Shaftesbury	(020) 8649 3699	
Southfields	(020) 8721 2429	
St Mary's Park	(020) 8721 2759	
Thamesfield	(020) 8721 2434	
Tooting	(020) 8721 2701	
Wandsworth Cmn	(020) 8721 2428	
West Hill	(020) 8721 2430	
West Putney	(020) 8721 2760	

What support do I get?

Both the Safer Neighbourhood Team and the Community Safety Division will give you support along the way. All new Watches are offered a Launch Meeting, which is a chance for local residents to meet their Co-ordinator as well as the local police team. Officers from the Community Safety Division will give a brief introduction to the scheme and explain how it works. They will also provide security advice and give out crime prevention information.

The Fire Service are also keen to work with Neighbourhood Watch Co-ordinators to help get the important messages out about escape plans and smoke detectors.

The Community Safety Division can also offer training for Co-ordinators on specific issues. In addition they can assist in the delivery of talks or demonstrations from Community Safety Officers or other agencies such as the police or fire service.



What are the benefits?

There are many benefits to being part of a Neighbourhood Watch scheme.

- As previously mentioned insurance companies often give discounts to Neighbourhood Watch schemes (usually the larger companies) as long as you are active, registered with the council and display the window stickers.
- Security Grants are available to Watches for community projects such as the gating of communal alleyways or entrances.
- Up to date crime prevention information via email.
- Visits from FLaSH (Fire, Locks and Safer Homes) for those vulnerable members of the Watch. FLaSH will (where required) fit new locks to doors and windows as well as fitting Smoke Detectors free of charge.
- By making the area safer and cleaner property prices can increase, as the area becomes a more desirable place to live.

Who do I contact if we have a community issue?

Here in Wandsworth Watches have the support of both the local police and the council. This means that a wide range of problems can be dealt with.

You should contact the council for issues such as noise complaints, graffiti, street lighting issues or problems with the highway (such as dangerous pavements). The local police should be contacted for any criminal issues or concerns. If you are not sure who to contact please call the Community Safety Division and we will be happy to point you in the right direction.

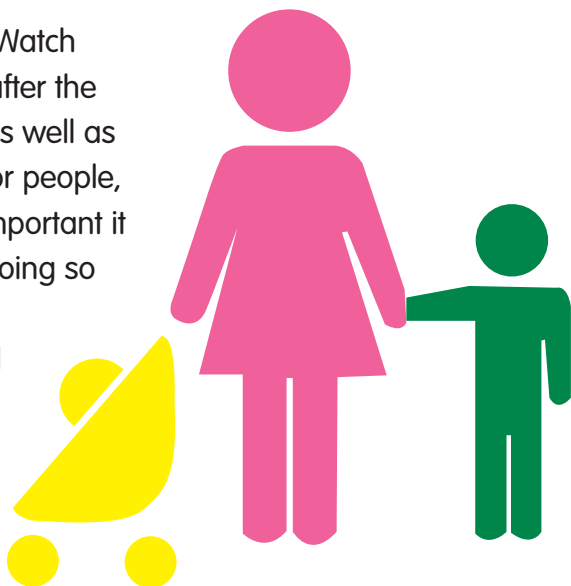
How many schemes are there in Wandsworth?

There are currently around 500 Neighbourhood Watch schemes in the borough and the number is continually growing.

Do I have to be police vetted in order to be a Co-ordinator?

A Neighbourhood Watch Co-ordinators role often means that they come into contact with vulnerable people including children and are put in a position of trust. Recommendations from the Bichard Enquiry (2004) after the tragic deaths in Soham, and implications of the Safeguarding Vulnerable Groups Act (2006) means that Neighbourhood Watch Co-ordinators have to be brought into line with current vetting procedures for other volunteers.

As the role of a Neighbourhood Watch coordinator can involve looking after the vulnerable, such as the elderly, as well as sometimes holding spare keys for people, we hope you understand how important it is to carry out these checks. By doing so we are not only protecting the reputation of the Neighbourhood Watch movement but also safeguarding your role as a Co-ordinator.



How can Neighbourhood Watch help prevent crime?

Through information passed on to Co-ordinators from the Police and Community Safety Officers, Watches can become well equipped in preventing a wide range of crimes. At your launch meeting you will have discussed crime prevention tips and been given information on house security (window and door locks) and personal security.

Here are some examples of how Neighbourhood Watch Co-ordinators can inform residents and help prevent the following crimes:

1 Bogus Callers – Distraction Burglars

Bogus callers are people who call at your front door (or sometimes on the telephone) and claim to be somebody they are not. They can pose as anybody from utility workers, council workers or even the police. They will often try to gain access to your home and once inside they will often distract the victim whilst their colleague enters the house and steals, usually money or small precious items. Unfortunately this type of crime is on the increase across London.

What can I as the Co-ordinator do to help?

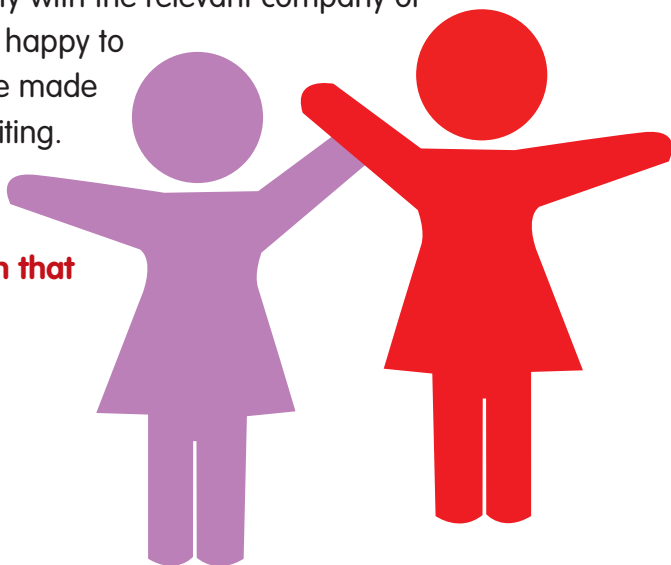
Remind the members of your Watch not to open their front door to anybody they are not expecting. These people often target the most vulnerable, such as elderly people living on their own or those with disabilities but can target anybody. Some Watches have told residents to talk to unexpected callers through the letterbox or if able, to open an upstairs window and talk to the caller. Even genuine

callers can be intimidating to some people. Some Watches have organised a system where vulnerable members of the Watch can call their Co-ordinator or another member of the Watch when people call at their door to help them deal with the situation.

It is also important to remind members of your Watch that identification cards can be easily made on home computers now and are not a good way to verify someone's genuine identity. If you are unsure about a caller ring their company (i.e. Wandsworth Council, Thames Water) from paperwork you have received from that company or the yellow pages as the number on the identification card may not be real.

It is important to remember that genuine callers will not mind you confirming their identity with the relevant company or authority. They will be happy to return when they have made an appointment in writing.

**It is your front door.
Do not let anybody in that
you do not want to.**





2 Domestic Burglary

Domestic burglary is theft from your home. Reducing household burglary was the main aim of Neighbourhood Watch when it was first set up in 1982.

What can I as the Co-ordinator do to help?

By working as part of a group and keeping an eye on the street you will be more aware of what is going on. As a Co-ordinator try to encourage your members to talk to their immediate or opposite neighbours. Sharing information such as when they are on holiday, cancelling the milk or newspapers can be vital in preventing burglaries. Post hanging out of letterboxes or milk piling up on the doorstep can be a huge give away that there is nobody at home. Encouraging people to have timer switches and increased lighting at the entrance are also good deterrents.

The most important thing to do is to fit secure locks on windows and doors. All locks fitted should comply with British Standards and should be fitted correctly in the appropriate positions. The British Standards are as follows:

Item	British Standard
Door Locks	BS3621
Replacement windows	BS7950
Replacement doors	PAS23/24

It is vitally important to have a mortice lock fitted and remember to lock all locks when you go out. Many burglars get in very easily when only one lock is in place.

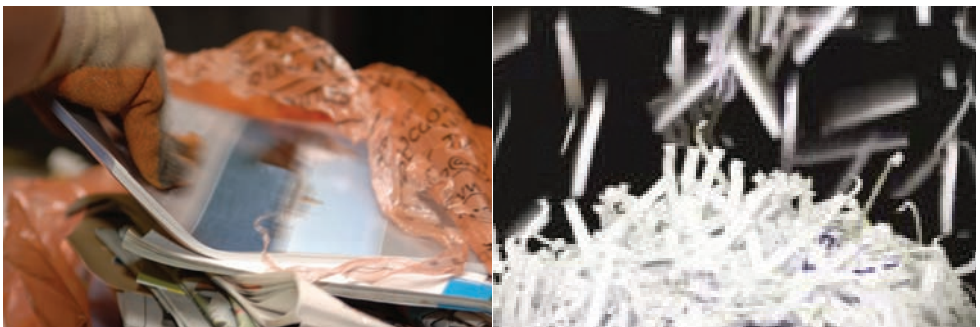
3 Identity theft / Fraud

Identity theft is when somebody uses your personal details without your permission. This can include your name, date of birth or your address.

What can I as the Co-ordinator do to help?

Encourage the members of your Watch not to throw away any information such as utility bills, bank statements or anything with personal information on without shredding it. It is also important to keep all valuable documents e.g. passports in a safe and secure place. You could get one heavy-duty shredder that everyone in the Watch could use.

It is very important to remind members of your Watch not to give their personal details out to anybody on the doorstep or via email.



'All this talk of crime worries me...'

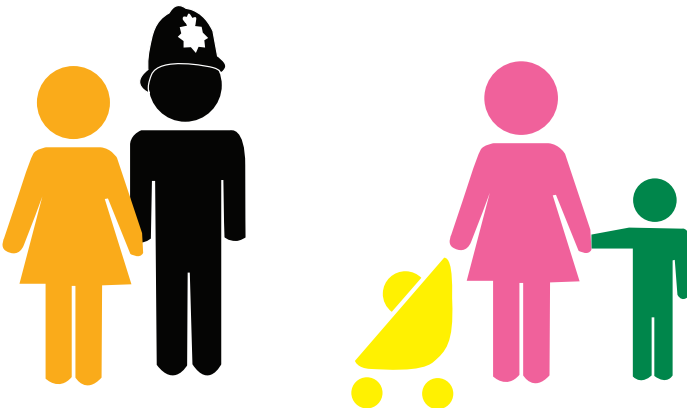
Wandsworth is one of the safest London Boroughs - a bold statement but one that is statistically proven. Every borough has to provide crime figures regularly and Wandsworth's figures are among the lowest in inner London, often beating many outer London boroughs.

Talking about crime makes people aware and less likely to become victims themselves.

Being tuned in on what to look for makes you as a Co-ordinator able to prevent those who are less knowledgeable and more vulnerable feel safer.

**Prevention
is the best
solution**

We would like to take this opportunity to thank our Co-ordinators for all their efforts in helping to make Wandsworth a safer place to live.



The Wards

If you are unsure which ward you live in phone (020) 8871 7696 quoting your address.



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Useful Contacts

Wandsworth Council

Community Safety

Telephone: (020) 8871 7696

Email: dtscommunitysafety@wandsworth.gov.uk

Noise Complaints

Telephone: (020) 8871 7490 (Council properties)

(020) 8871 7869 (Private properties)

Graffiti Removal

Telephone: (020) 8871 7049

Email: graffiti@wandsworth.gov.uk

Waste Services / Rubbish Removal

Telephone: (020) 8871 8558

Email: wasteservices@wandsworth.gov.uk

Metropolitan Police

Wandsworth Police (all crime / incident reporting for non-emergencies):

Telephone: (020) 7350 1122

Crime can also be reported online at **www.met.police.uk**

For all Emergencies and if a crime is in progress

call **999** immediately.



If you have difficulty understanding this in English, please contact:

Wandsworth Interpreting Service: (020) 8672 1043/3649

English

যদি আপনান্নর এটি ইংরেজিতে বুঝতে অসুবিধা হয় তাহলে অনুগ্রহ করে এখানে যোগাযোগ

করুন: Wandsworth Interpreting Service: (020) 8672 1043/3649

Bengali

Si vous avez des difficultés à comprendre ce texte en anglais, veuillez

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French

અચર તે અંગ્રેજીમાં સમજવી મુશ્કેલ લાગે તો મહેરબાની કરીને

Wandsworth Interpreting Service: (020) 8672 1043/3649 પર સંપર્ક કરો.

Gujarati

यदि इसमें अंग्रेजी में समझने में समस्या हो तो कृपया Wandsworth Interpreting Service
का (020) 8672 1043/3649 पर संपर्क करें।

Hindi

W razie problemów ze zrozumieniem tekstu w języku angielskim prosimy
o kontakt z: Wandsworth Interpreting Service: (020) 8672 1043/3649

Polish

Se tem dificuldades em compreender isto em Inglês, por favor,

contacte: Wandsworth Interpreting Service: (020) 8672 1043/3649

Portuguese

ਜੇ ਤੁਹਾਨੂੰ, ਇਸਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Punjabi

Hadday kugu adag tahay inaad ku fahamto Ingriis fadlan la xirii:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Somali

Si tiene dificultad para entenderlo en inglés favor contactar a:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Spanish

இதை ஆங்கிலத்தில் புரிந்துகொள்வதில் சிரமம் இருந்தால் நீங்கள் தொடர்புகொள்ள

வேண்டியது: Wandsworth Interpreting Service: (020) 8672 1043/3649

Tamil

اگر آپ کو انگریزی میں سے سمجھنے میں دشواری کا سامنا ہو تو براہ کرم رابطہ کریں:

Urdu

Wandsworth Interpreting Service: (020) 8672 1043/3649

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For further information or to receive
this booklet in a different format please contact the
Community Safety Division, Technical Services Department
on (020) 8871 7696 or email
dtscommunitysafety@wandsworth.gov.uk.