



Greenwich Community Hate Crime Ambassador Pack

Information and guidance

Welcome!

Dear Volunteer

We would like to welcome you to Neighbourhood Watch - the largest volunteer-led crime prevention charity in England and Wales.

The role of Hate Crime Community Ambassador is so important because it harnesses the skills and motivation of locally connected people like you from within the community for the sole purpose of raising awareness of hate crime and improving community wellbeing, which go hand in hand. By taking positive action to reduce the stigma and fear usually associated surrounding hate incidents and crime, you can play a key part in improving the wellbeing of your community and improve reporting and access pathways to support services.

Your existing community connections will enable you to pass vital information to the heart of your community and you will have the opportunity to broaden these connections, with other local community groups, schools, resident's associations, and local people, through email, social media and face to face, to help raise community awareness and wellbeing more widely.

The purpose of the Hate Crime Community Ambassador project is to connect and educate local people through various means and to empower Ambassadors to raise awareness of Hate Crime to their loved ones, their neighbours and communities about the types of hate crime and challenges that affect their community. You will signpost people to help from local support agencies, **Greenwich Inclusion Project (GrIP)**, **METRO** (LGBTQ+) and **METRO GAD** (Greenwich Advocacy for the Disabled), as well as **Royal Borough of Greenwich Safer Communities team** and encourage people to report hate crime and lead the call to action from within your community to pull together as a strong force against hate crime and to overcome challenges that are faced within it.

We will provide training and support and help get you connected with local people and partners who will be able to support you in your role.

We look forward to working with you and helping your community become more resilient and active in crime prevention and community wellbeing.

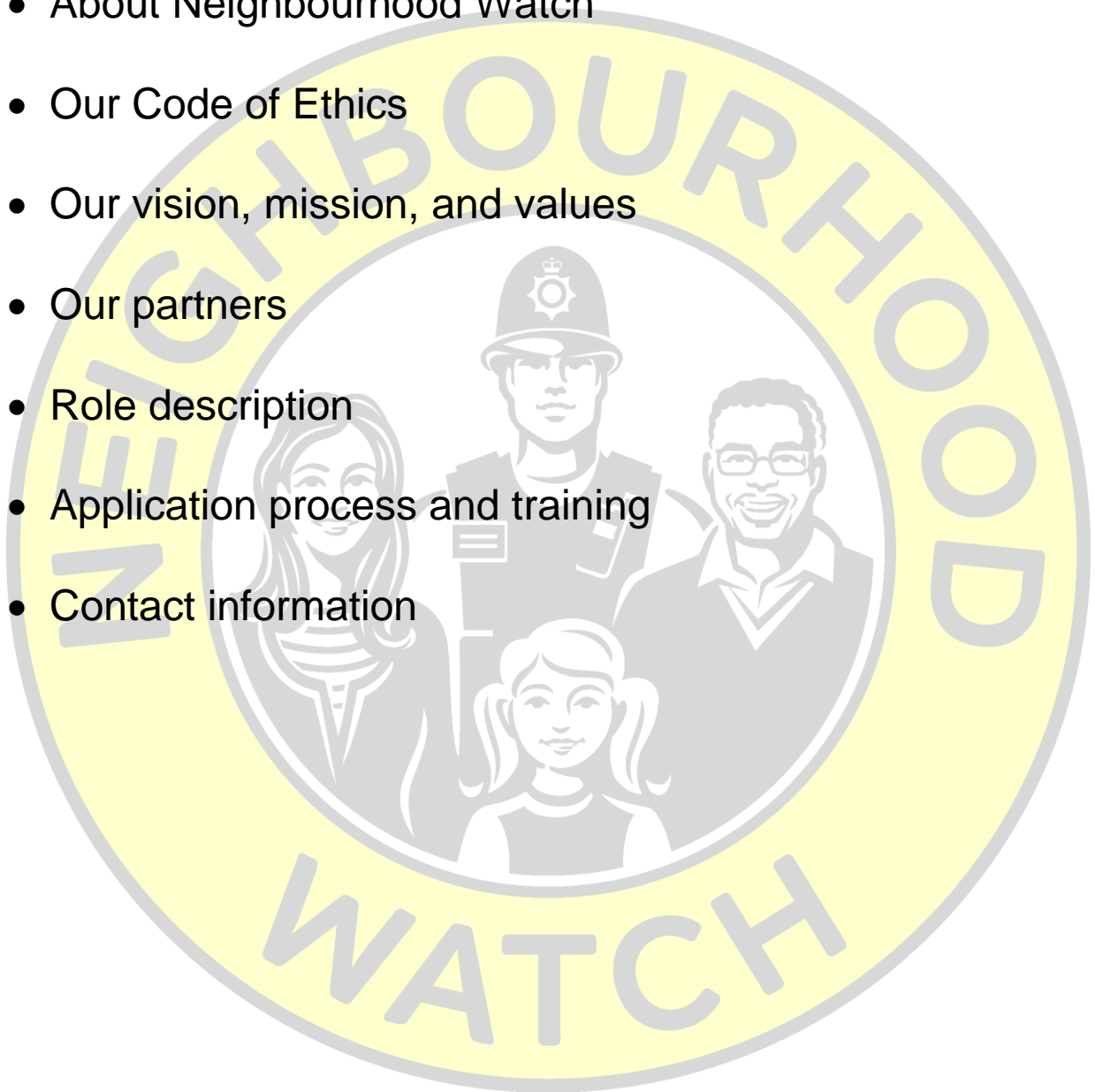
Best wishes,

CA Spruce

Cheryl Spruce
Head of Membership and Community Engagement
NEIGHBOURHOOD WATCH NETWORK

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About Neighbourhood Watch

How we began

In 1964, 28-year-old Kitty Genovese was stabbed in New York outside the apartment building across the street from where she lived. Two weeks after the murder it was rumoured that 38 witnesses saw or heard the attack, but none of them called the police or came to her aid. This prompted inquiries into what became known as the bystander effect or "Genovese syndrome", and the murder became a staple of American psychology textbooks for the next four decades. It also motivated a community response and the very first Neighbourhood Watch scheme was set up.

England 1982

In 1982 the first scheme in the UK, known as Home Watch, was set up in Mollington, Cheshire. From there we grew from strength to strength. Neighbourhood Watch representatives formed local, county and regional groups. In 2007, with the support of the police and the Home Office, the first national umbrella organisation (Neighbourhood and Home Watch) for the movement was established. Our focus was on building local Neighbourhood Watch community groups which liaised with the police and focused on reducing burglary and other home and personal crimes.

Today

Today we live in unpredictable and ever-changing times. With the transformation of how people use the internet, communities are no longer restricted to geographical locations, and crime has taken on new forms. To ensure we remain relevant when the pace of change is faster than at any time in our past, our focus now is on building resilient communities to tackle crime in all its shapes and forms and keep people safe across England and Wales. We are proud to be the largest crime prevention voluntary charity in England and Wales today with upwards of 2.3 million members.

Our Code of Ethics

Neighbourhood Watch aims to build safer, stronger and more resilient communities

To further these aims and to ensure public confidence in Neighbourhood Watch, members and volunteers should adhere to these ethics and standards, and policies adopted by the Neighbourhood Watch Network.

Honesty and integrity

You are truthful and trustworthy. You always try to do the right thing. You are honest and act with integrity at all times.

Fairness, respect and courtesy

You act with self-control and tolerance, treating everybody with respect and courtesy. You respect the rights of all individuals.

Leadership, objectivity and openness

You lead by good example. You make choices based on facts and your best judgement. You are open and transparent in your actions and decisions.

Selflessness

You act in the public interest.

Responsibilities and accountability

You will be diligent in the exercise of your responsibilities. You are answerable for your decisions, actions and omissions.

Confidentiality

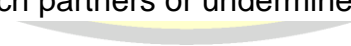
You will treat information with respect, and in accordance with the law.

Equality and diversity

You act with fairness and impartiality. You will not discriminate unlawfully or unfairly.

Conduct

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



Our vision, mission and values

Our vision

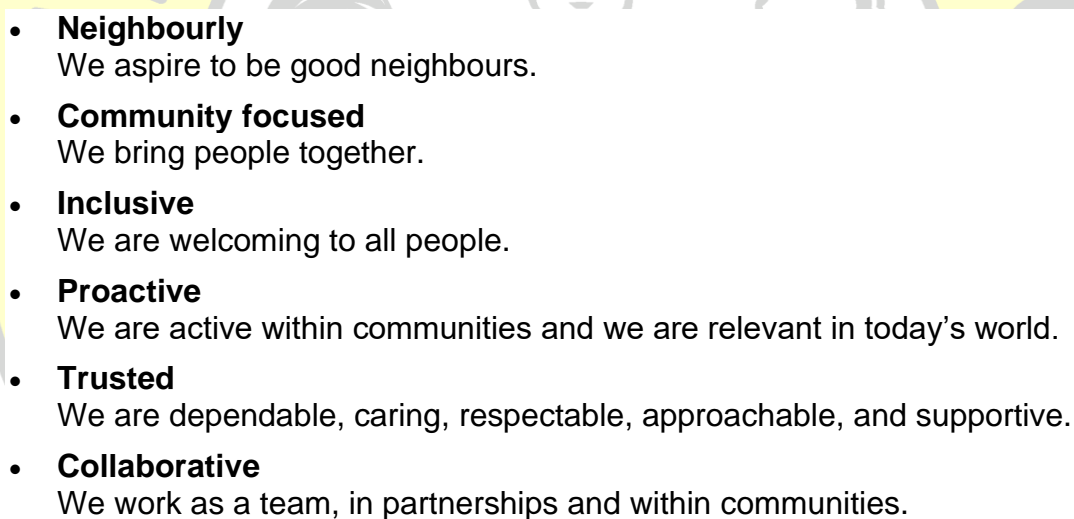
Our vision is a society where neighbours come together to create safer, stronger and active communities.

Our mission

Our mission is to support and enable individuals and communities to be connected, active and safe, which increases wellbeing and minimises crime.

Our values

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

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- **Neighbourly**
We aspire to be good neighbours.
 - **Community focused**
We bring people together.
 - **Inclusive**
We are welcoming to all people.
 - **Proactive**
We are active within communities and we are relevant in today's world.
 - **Trusted**
We are dependable, caring, respectable, approachable, and supportive.
 - **Collaborative**
We work as a team, in partnerships and within communities.

Our partners

We are delighted to introduce you to our partners in this project, which are:



Royal Borough of Greenwich council – Safer Communities Team

The Safer Communities Team enables the Council to meet its statutory responsibilities in working with partner agencies, bodies and groups to reduce anti-social behaviour and crime and disorder within the boundaries of the borough. We co-ordinate the Safer Greenwich Partnership and lead on the production and implementation of the borough's Community Safety Plan.

We run a number of operational anti-social behaviour and crime reduction panels and initiatives, especially for behaviour, which causes high risk and harm to victims and the community (for example domestic violence and abuse, hate crime and gangs issues)

Contact details:

The Hate Crime Leads in the Safer Communities Team are:

Debbie Potter, Senior Community Safety Specialist
(Hate Crime & Thematic/Volume Crime)

Email: Debra.potter@royalgreenwich.gov.uk

Tel: 07534 070421

Jayne McElroy, Victims Development Officer
(Violence Against Women and Girls and Hate Crime)

Email: Jayne.mcelroy@royalgreenwich.gov.uk

Tel: 07874 887 833



Greenwich Inclusion Project (GrIP) – GrIP is a charity established in 2012 that works toward making the borough a fairer place to live and work by working toward race and religious equality. We recognise the importance of fighting hate crime, in all of its forms, and offer support and guidance to ensure a safer borough.

We work in partnership with the victims of hate crime, so that they gain the capacity to help themselves and others. GrIP provides advice to groups and organisations to ensure effective responses to hate crime.

Contact details

Marc Lorenzi Hate Crime Intervention Services-Co-ordinator

Email: marc.lorenzi@griproject.org.uk

Phone: 020 3747 9864



METRO –METRO Charity’s LGBT Hate Crime Worker supports lesbian, gay, bisexual or transgender individuals who have experienced incidents where they have been targeted by criminal behaviour due to their sexuality or gender identity. Saxon Hailes provides advice and signposting, support with reporting, referrals or liaison with/to organisations such as housing, police or council, referrals for emotional or peer support and advocacy at multi-agency meetings. They can also provide training and workshops to other agencies, organisations or groups to further education and crime prevention around hate crimes. They work in partnership with Metro GAD and Greenwich Inclusion Project locally as part of Safer Greenwich.

Contact Details:

Saxon Hailes:

Tel: 02083055000 or 07903458611,

Email: safer@metrocharity.org.uk

website: www.metrocharity.org.uk to see what other services METRO Charity can offer



Metro GAD – We provide advice and information, advocacy and volunteering opportunities for disabled people who live, work or study in the Royal Borough of Greenwich. We're a user-led organisation of disabled people in London.

If you have been a victim of a disability hate crime, we are here to help you. We can report incidents on your behalf anonymously (if you wish), help you report incidents to the police, or advocate for you to Greenwich council, housing services, police, and other services. We can also help you find the right support to meet your needs by helping you to access counselling, social support, or letting you know about other services that can help.

Contact Details:

Email: gad@metrocharity.org.uk

Call us: 020 8305 2221.

Website: <https://metrocharity.org.uk/community/metro-gad>

You can refer yourself or be referred by someone who works with you (like a GP or social worker).

Role description

Hate Crime Community Ambassadors help promote and encourage residents to take positive action towards hate incidents crime and improve community wellbeing.

In your role as a Hate Crime Community Ambassador volunteer, you are expected to:

- Engage the local community in conversations about Hate Crime and community wellbeing through various platforms, which may include social media, emails, face-to-face meetings and public community events
- Share hate crime awareness and wellbeing advice and make people aware of the types of hate crimes being committed and how to report them. (e.g. raising awareness, sharing resources and advice about how people can identify what hate crime and incidents are)
- Assist to encourage community members to identify any risk factors that contribute to a community member becoming victim of hate crime by raising awareness and signposting to various support partners, (e.g. GriP, Metro, Metro GAD and Community Safety team at Royal Borough of Greenwich, etc.)
- Report back to us each month with the activity sheet provided to you.
- Support community events and activities, which may include litter picking, environmental audits, leaflet distribution, problem solving etc.

In return, our volunteers experience the following benefits:

- Gain transferable skills, knowledge and training in hate crime, community wellbeing, community networking and social media
- Develop relationships with other community groups to provide hate crime awareness and community wellbeing advice
- High impact volunteering to address specific issues within your community that have significant relevance to you and other residents
- Meeting with, listening to and learning from fellow community members
- Use professional skills from your work experience to help communities become more resilient to crime and community challenges, e.g. financial management, IT skills, and advocacy
- Use your community connections to create a safer, stronger and more resilient place to live and work
- Use your life experience and spare time for the good of your community
- Tailor your volunteering experience according to your time commitment and your area of expertise or interest in this field
- Enhance your learning by specialising in a particular area of crime or community wellbeing should you wish to do so

Application process and training

Application

Visit our website www.ourwatch.org.uk/NCCA and download an application form. Complete the form and send back to us, Once we receive your completed form, we will process them and invite successful applicants to attend an interview with members from us and partners. As this role is of a delicate nature and can involve at times emotional episodes for the volunteer to deal with. We want to ensure that our volunteers are best placed within the community and supported in their role, so there is a screening process.

Training

Once you have been approved to join the programme you will be invited to attend pre-placement training, which starts with the Hate Crime awareness online course and then we will provide you with access to training, via online group sessions, and task you with research into specific areas. You will have the opportunity to use this knowledge to raise awareness of specific issues and to offer signposting to help community members to understand how they can identify a hate crime or incident, how to report a crime and be able to signpost people to support services within the borough.

Topics which will be covered in the training will include:

- ✓ Identifying what the difference is between a hate crime or incident
- ✓ How to raise awareness of specific hate crime types and wellbeing issues
- ✓ How to use your messaging to influence communities
- ✓ Getting the best out of connecting communities and your local partners
- ✓ How to answer queries and signpost people to support networks and partners
- ✓ How to get support for any personal issues relating to the work within the hate crime sector
- ✓ How to monitor your activities

You will also have the opportunity to access additional training on specific topics.

Contact information

Neighbourhood Watch Network

General Enquiry Line

Telephone: 0116 4026111

Email: enquiries@ourwatch.org.uk

Website: www.ourwatch.org.uk

Cheryl Spruce – Head of Membership & Community Engagement

Mobile: 07534 689852

Email: cheryl.spruce@ourwatch.org.uk

Neighbourhood Watch social media platforms

Facebook: <https://www.facebook.com/ourwatch>

Twitter: https://twitter.com/N_watch

Instagram: [neighbourhood.watch](https://www.instagram.com/neighbourhood.watch)

LinkedIn: <https://www.linkedin.com/company/neighbourhood-watch/>

