



Dear Coordinator

Firstly, we would like to say thank you for all the work you do in your community and continue to do during this very turbulent time. Our team has seen an increase in people reaching out to us to join their local schemes, as feeling part of a community is more important than ever and because of this, we wanted to provide you with some guidance to help answer some of the queries you might receive.

Members joining during this time are looking for advice and providing up to date information on the Covid-19 effort, especially local initiatives, can have a positive effect. We have divided our response into three areas:

### **Keeping yourself and loved ones safe**

<https://www.ourwatch.org.uk/news/neighbourhood-watch-response-covid-19/keeping-yourself-and-loved-ones-safe>

- We have created a link to the most up-to-date guidance, which is available on our website
- Make sure you are social distancing yourself and reiterate this to your watch members that in order to help this virus from spreading, it is important to follow the advice given.

### **Supporting your community and others**

<https://www.ourwatch.org.uk/news/neighbourhood-watch-response-covid-19/supporting-your-community-and-others>

- Highlight local Initiatives that are already in your area – Mutual Aid, Parish Councils, Council Volunteers and local volunteer groups.
- If you can't volunteer outside due to your age/existing conditions, you can still support your community in other ways
- Reach out using social media to community members
- Create a calling tree to engage with neighbours who could be self-isolating or vulnerable. Even better include all the street to bring the community together.  
<https://www.techwalla.com/articles/how-to-create-an-emergency-telephone-tree-template>
- Think of your neighbours when you go to the shop and pick up that extra tin/milk/loo roll to give to them.

### **Being aware of covid-19 crimes and scams**

<https://www.ourwatch.org.uk/news/neighbourhood-watch-response-covid-19/supporting-your-community-and-others>

- There have been a reported **400% increase** in scams in March 2020, directly as a result of scammers taking advantage of the current Covid-19 virus. Please see our article on our website - <https://www.ourwatch.org.uk/news/online-safety-advice-issued-response-400-increase-coronavirus-scams>
- We have created a specific page relating to this to help you and your community be more informed about the types of scams and crimes currently circulating and providing you with the proper channel for which to report them.

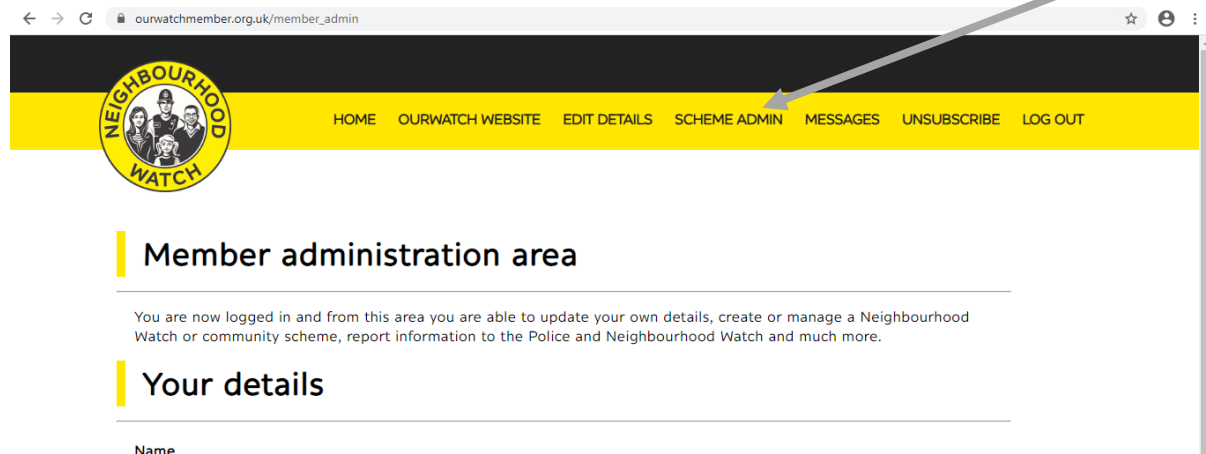
We know this is a difficult time for all and as new members reach out at this time, this is an opportunity to demonstrate that Neighbourhood Watch is more relevant than ever.

## Accessing new members on Alert

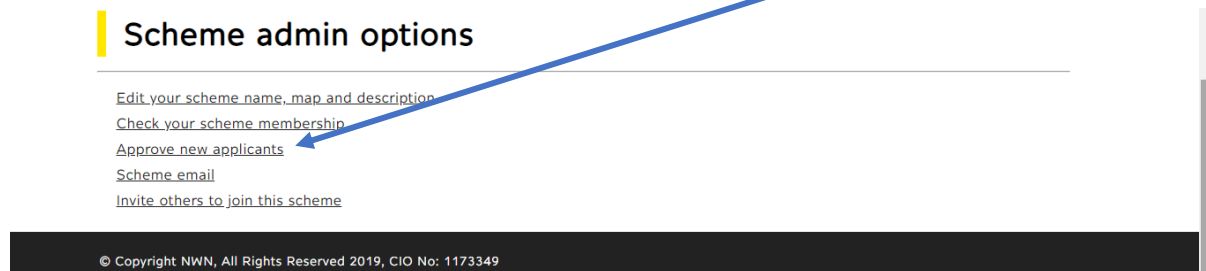
To access new requests from people wishing to join your scheme, follow the link <https://ourwatchmember.org.uk/>, this will bring you to our new look member screen.

Fill in your login details, click on “I’m not a robot” and then click the big yellow LOGIN box. (If you have forgotten your login details, then click on forgotten password)

The **members page** will appear, and you will have several options, click on **SCHEME ADMIN**.



Scroll down the page to the bottom and select [Approve new applicants](#)



It will then take you to the page where anyone who has applied to be part of your scheme is listed. You may go through this list and click on approve to approve the new members.

As you may see from the menu above, there are several items on this list, which you can use, for instance, you can send all registered members an email from here as well.

## Engaging new members

We have created the following welcome message, as an example, for you to share with your new members.

“Dear new member

Thank you for joining your local Neighbourhood Watch scheme. My name is \_\_\_\_\_ and I am your scheme coordinator. My role is to act as a point of contact for our neighbours, share relevant information from our partners and other coordinators in the Neighbourhood Watch Network. To encourage engagement with our neighbours (currently through less traditional means,

such as social media, telephone, email and video link), identify those that are vulnerable and isolated and reach out to them.

The safety of our community is one of the main reasons people join our movement and as such, my role is also to encourage you to report suspicious behaviour, crimes and scams to the most appropriate people.

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| <b>Suspicious behaviour &amp; Crimes</b> | 101 in non-emergency, 999 in an emergency<br>0800 555111 or <a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a> – Report<br>anonymously via CrimeStoppers |
| <b>Scams - Action Fraud</b>              | 0300 123 2040 or <a href="http://www.actionfraud.police.uk">www.actionfraud.police.uk</a>  |

Being part of Neighbourhood Watch also means looking out for our neighbours and being neighbourly. Although we are all physically distancing ourselves from each other, we encourage different ways of being neighbourly to our neighbours and socially connecting with others is now more important than ever, along with social responsibility.

Our central network is currently supporting Mutual Aid and have partnered the Community Action Response during this crisis and we are encouraging our members to reach out to local volunteer groups, which are already established, as part of our county's local resilience planning. To find out more information please visit their website [www.ourwatch.org.uk](http://www.ourwatch.org.uk). We are also encouraging members to keep an eye on each other's homes and possessions, giving special consideration to supporting vulnerable neighbours.

These are challenging and unprecedented times for us all and we, as many others, are finding our way. I think, as a community, working together to keep safe and following the current advice from our government and health officials, we can come through this together.

Thank you once again for joining our scheme and I look forward to engaging with you more in the coming days, weeks and months.

Please contact me by: [Insert email address and/or phone number](#)

Keep safe

(enter your name)"

We hope that this information helps you in reaching out to new members in your community. The Central Support Team are here to support you, as are your regional/force area associations. Please feel free to engage and stay connected with us all. Follow the updates and share stories of communities coming together to make us stronger in the coming days.

Thank you again, for all the hard work that you do in your community.

Best wishes

Central Support Team

**Neighbourhood Watch Network**

E: [enquires@ourwatch.org.uk](mailto:enquires@ourwatch.org.uk)

T: 0116 402 6111

W: [www.ourwatch.org.uk](http://www.ourwatch.org.uk)

We are also on:

**Twitter:** @N\_Watch

**Facebook:** @OurWatch

**Instagram:** Neighbourhood.watch.insta

**Linkedin:**  
[www.linkedin.com/company/neighbourhood-watch/](http://www.linkedin.com/company/neighbourhood-watch/)