

Coordinator welcome guide



SUPPORTING YOU IN YOUR VOLUNTEER JOURNEY

Neighbourhood Watch Network is a charity registered in England & Wales, charity no: 1173349

MAKING THIS A BETTER PLACE TO LIVE. TOGETHER.

Welcome



Hello!

Welcome to Neighbourhood Watch - the largest volunteer-led crime prevention charity in England and Wales.

You are now part of a network of people who are passionate about raising awareness of crime prevention and improving community wellbeing. By taking positive action to reduce the fear of, and the opportunities for, crime to occur, you play a key part in improving the wellbeing of your local community.

Your existing community connections can enable you to pass vital information to the heart of your community. You can choose to broaden these connections, working directly with your local policing teams and other local organisations. You can choose to share information with your community, online or face to face, to help improve community cohesion and encourage neighbourliness and individual support. You may choose to organise or contribute to activities which unite people such as social events or organise activities which also improve your local environment.

Every community, Neighbourhood Watch scheme, and volunteer is different. But by working with others in ways that are best suited to your neighbourhood, you will contribute to an environment and community spirit which will benefit everyone.

We look forward to working with you to help strengthen your community's wellbeing and resilience, and support your community to become more active in crime prevention.

Please note that this guide is very long and therefore we would suggest that you feel free to dip in and out of the information, when you need to.

Best wishes

Central Support Team | NEIGHBOURHOOD WATCH NETWORK

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Our volunteer pledge

Volunteers are an important and valued part of Neighbourhood Watch Network. We hope that you enjoy volunteering with us and feel a valued contributor to the movement

THIS AGREEMENT TELLS YOU WHAT YOU CAN EXPECT FROM US, AND WHAT WE HOPE FOR FROM YOU

WE, NEIGHBOURHOOD WATCH NETWORK, WILL:

- introduce you to how the organisation works and your role in it and to provide the essential induction and training you need
- provide regular information to help support you in your role
- respect your skills, dignity and individual wishes and to do our best to meet them
- consult with you and keep you informed of possible changes which may affect you
- provide Public Liability Insurance cover for your scheme and volunteers whilst carrying out their roles
- adhere to our Diversity, Equality and Inclusion Statement
- apply our complaints procedure if there is any problem.

I, THE VOLUNTEER, WILL DO MY BEST:

- work reliably to the best of my ability and to carry out the tasks reasonably expected of me as a volunteer
- adhere to the Neighbourhood Watch Code of Ethics and policies and procedures, including those relating to health and safety, equal opportunities, and confidentiality.

NOTE: this agreement is in honour only and is not intended to be a legally binding contract.

Benefits of volunteering

As a new volunteer with Neighbourhood Watch we wanted to let you know about the range of benefits that volunteering with us brings. These could include exclusive discounts from our partners and access to resources through our Knowledge Hub. As well as these types of benefits, there are personal benefits too.

Benefits of volunteering in your local community:

Volunteering in your local community brings benefits both to you and to the people around you, touching on personal growth, social connection, and even career development.

Here's a breakdown:

Personal benefits

- Improved mental health – Helping others can reduce stress, combat depression, and boost your overall mood.
- Sense of purpose – Contributing to something bigger than yourself fosters meaning and satisfaction in life.
- Skill development – You can learn leadership, communication, organisation, and problem-solving skills.

Social benefits

- Building connections – Volunteering helps you meet new people, make friends, and strengthen ties within your community.
- Cultural awareness – Working with diverse groups increases empathy and understanding of different perspectives.

Community benefits

- Addressing local needs – Your time and skills can directly help solve problems in your neighbourhood.
- Strengthening local bonds – Volunteers help create safer, more supportive communities.
- Inspiring others – Your example can encourage friends, family, or colleagues to give back as well.

Member benefits

- We are delighted to offer a range of benefits for members and volunteers from our partners. We have negotiated these on your behalf and feel these may be of benefit to you. Have a look at the current benefits available to you, [**HERE**](#)

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Our supportive network

We want to enable you to get the very best out of your experience with Neighbourhood Watch. For this, we have a range of tools, resources and connections that are there to support you. This could be your local force area or London Borough Association, ideas for engaging with your community, or knowing where and how to access support. We are all here to help you make your group a success.



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Our values

As a Coordinator, you are encouraged to amplify our values in your work and attitudes towards others.

FRIENDLY

Welcoming and bringing people together

TRUSTED

Reliable and respected

ACTIVE

Energetic and practical

Our goals

You aim to achieve these in your role as a Coordinator to create safer, connected and active communities

GOAL ONE

Bring neighbours together

GOAL TWO

Show our impact

GOAL THREE

Trusted and Innovative

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Our code of ethics

To increase public confidence in Neighbourhood Watch volunteers should adhere to our organisational Code of Ethics and Standards of Behaviour.

HONESTY AND INTEGRITY

As a Neighbourhood Watch volunteer, you are expected to act with honesty, trust, and integrity.

SELFLESSNESS

You act in the interest of your local community.

LEADERSHIP, OBJECTIVITY, AND OPENNESS

You lead by example, showing empathy and encouraging others while offering guidance and support.

CONFIDENTIALITY

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

EQUALITY AND DIVERSITY

You do not discriminate unlawfully or unfairly.

RESPONSIBILITIES AND ACCOUNTABILITY

As a volunteer, you are active and supportive in your community, helping to build trust and resilience.

CONDUCT

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

FAIRNESS, RESPECT, AND COURTESY

You treat everyone with respect and courtesy and act fairly and impartially at all times.

Safeguarding know how

We take the safeguarding of our volunteers and communities seriously. We have put together this guidance in accordance with our Safeguarding Policy which can be found on our website page [**HERE**](#).

Understanding your responsibilities as a Coordinator:

General

- Safeguarding Children & Young People (CYP) and Vulnerable Adults (VA) is a key priority
- You have a responsibility to report concerns to the appropriate organisation

Under 18s

- Keep any messaging to U18s to general messages
- Avoid sending direct messages
- If U16, any activities must be accompanied by an adult



Vulnerable Adults (VA)

- Working on a 1-2-1 basis with vulnerable adults is not allowed unless approved and DBS checked.
- Discuss safety concerns with the adult, unless this could cause risk.

Reporting concerns

- Immediate referral to Social Care and/or Police for suspected abuse.
- Provide: Name, DOB, address, family/ parent info,
- disability info (if known).
- Record facts, observations, date/time, non-verbal cues; do not interpret or investigate

Key points

- Never promise confidentiality as you have a duty to share concerns.
- Never question or interrogate
- Keep a record which is accurate, timely, factual.

If you need support, please always contact your Association, in the first instance, or contact our Central Support Team.

Protecting data

We take the protection of data seriously. We have put together this guidance in accordance with our Data Protection Policy which can be found on our website page [**HERE**](#).

Understanding your responsibilities as a Coordinator:

What is personal data?

Personal data means any information that can identify someone.

Examples:

- Name
- Address
- Phone number
- Email
- CCTV images
- Vehicle registration
- WhatsApp group details

If you keep or share this information, data protection rules apply.

How you can protect data

Do

- Use the member system or password protect your documents and device
- Only collect essential information (name, address, email, contact number)
- Keep records accurate and up to date
- Remove details for residents who move away
- Check records regularly
- Use BCC for group emails
- Store paper records securely and locked away

Don't

- Share people's details or add to WhatsApp group without permission
- Leave data visible to others
- Don't share images publicly if they show people or property which could identify them without permission

The 7 main principles

- **Be Lawful, Fair and Transparent** - Only collect and use people's information for a clear and honest reason.
- **Only Use Data for the Purpose You Collected It** - Don't use people's information for unrelated reasons
- **Collect Only What You Need** - Do not gather excessive information.
- **Keep Information Accurate** - Make sure records are correct and updated.
- **Don't Keep Data Longer Than Needed** - Delete information when it is no longer useful.
- **Keep Information Secure** - Protect personal information from loss, theft or misuse.
- **Be Accountable** - Be able to show that you follow the rules.

Raising concerns

If you have concerns about data, please do check with us. enquiries@ourwatch.org.uk

Keep up to date

Use and Access) Act factsheets: what has changed in 2026

- [**UK GDPR and DPA factsheet**](#)
- [**PEC Regulations factsheet 6**](#)
- [**ICO factsheet**](#)

The role of a Coordinator

As a Coordinator, you help create safer, stronger communities by bringing neighbours together and encouraging positive action. You make a real difference where you live.

Your role is flexible — shape it around your time, skills and community needs. Learn more at **ourwatch.org.uk**

WATCH

Keep your community informed and safer.

- Share trusted crime prevention and safety information.
- Encourage alertness and reporting concerns to appropriate agencies.
- Promote home, personal and online security.
- Signpost helpful advice and resources.
- Encourage neighbours to look out for each other.

CONNECT

Build community spirit and bring people together.

- Welcome new members and residents.
- Help neighbours get to know one another.
- Share local news, events and opportunities.
- Link with police, councils and local organisations.
- Listen and signpost residents to support.

ACT

Inspire positive action in your community.

- Encourage involvement in activities like crime prevention and litter picks.
- Promote Neighbourhood Watch campaigns.
- Celebrate successes and inspire others to get involved.
- Share ideas to help strengthen Neighbourhood Watch.

SUPPORT FOR YOU

You'll have access to:

Knowledge Hub — guidance and resources.

Members' Area — manage your scheme.

Training — workshops and webinars.

National campaigns and ready-made materials.

Coordinator network — share ideas and learn.

Local support — from Associations, MSAs and Area Coordinators.

MAKING IT A SUCCESS

No experience needed — just a desire to make a difference!

Great Coordinators are:

- Friendly and approachable
- Good communicators
- Reliable and inclusive
- Passionate about their community
- Willing to learn and support others
- Active within their networks

TIME COMMITMENT

This role fits around your life.

Most Coordinators give just **1-3 hours a month**.

Some months you'll simply share a few updates; others you might attend a local meeting or event.

You decide what works for you and your community.

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Join the Knowledge Hub

The Knowledge Hub is a bespoke website for our Neighbourhood Watch volunteers and it is designed to support your role. Its **FREE** and all you need to do is sign up using a form on our website and we can give you access to a world of information to help you in your role - ourwatch.org.uk/knowledge-hub



Learn about your role and access support and resources

Have an understanding about your role and easy access to resources, in one place.

Connect with other like-minded volunteers doing the same role as you

Ensure all your members are registered as members of Neighbourhood Watch. This enables you, your Force Association and Neighbourhood Watch Network to support them better, should anything happen to you. It also enables others within Neighbourhood Watch or the police or your lists to communicate with them, if needed.

Expand your knowledge

Ask yourself the question - are you always the one leading community activities? Encouraging your members to plan and lead events will enable more activities to take place and reduce pressure on you.

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3 steps to get you started

Developing your scheme, recruiting members, building relationships with police, and organising activities, can seem rather overwhelming. Start with 3 easy steps will enable you to remain focused.

1

Recruit a Deputy

Having a support person is key. It's really helpful to have someone who can step in when you're on holiday or otherwise unavailable.

2

Register all your members

Make sure every member is officially registered with Neighbourhood Watch. This helps you, your Force Association, and the wider Neighbourhood Watch network support them if something happens to you. It also ensures the police or other Neighbourhood Watch contacts can reach them when needed.

A REAL LIFE SCENARIO

A long standing Coordinator had his 300 members on a personal spreadsheet and only a handful registered on the system. When he unexpectedly passed away those 300 members could not be contacted and the new Coordinator had to knock on every door and ask members to register again in the proper way. This took months, causing anxiety to some members, wondering why they hadn't been receiving their usual information or invites and the police being less involved in the area.

3

Encourage members to get involved

Ask yourself: are you always the one running community activities? Letting members take the lead can create more events and make things easier for you.

Your members are capable and might enjoy planning or leading something—maybe a BBQ, a litter pick, or another local activity. Suggest it, support them to get started, and watch your community come alive with new energy!

The next pages will
explain how

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Recruit a deputy

One of the first steps we can take to securing the future of the scheme is to recruit a **Deputy Coordinator**. Their role will be to help you run your scheme and be able to step in when needed, such as when you are on holiday, if you are in hospital or poorly at home, or when you need a break.

A Deputy can be anyone in your scheme and willing to take on the role of Coordinator should the need arise. There are many qualities and skills that a Deputy should ideally have, although not expected to have them all:

- **Eagerness** to learn the role
- **Willingness** to take on the role should the need arise
- **Basic IT** skills
- **Ability** to support or organise activities
- **Knowledge** of members and partners

To become a Deputy they should agree to:

- Uphold our Values
- Abide by Code of Ethics
- Abide by Standards of Behaviour
- Agree to Data Protection policy
- Follow the Safeguarding Guidance

These elements are on our website

To allocate the Deputy within the membership system, please login:
<https://members.ourwatchmember.org.uk>

- Go to your **scheme** at bottom of page
- Click on the icon of **3 people**
- Find your new Deputy **name** on list
- Click on the **dark NW logo** on the right
- Change role from **Member** to **Deputy**
- **Save** Changes

STEPS TO RECRUITING A DEPUTY COORDINATOR FOR YOUR SCHEME

Ask members if they would like to consider becoming a Deputy Coordinator for your scheme

Explain what the role involves, why you do it and what you get out of the role personally and the benefits to your local community

Allocate the Deputy Role to member on Neighbourhood Watch Membership database

Help your new Deputy to learn how to use the Membership Area to message members, add members and update scheme information

Introduce the Deputy to your scheme members, local policing team and other local partners

Register all members

One of the simplest ways to secure the future of your scheme is to encourage all local members to register as official Neighbourhood Watch Members. Registered members gain access to a wide range of benefits and become part of the Neighbourhood Watch movement across England and Wales.

Registered members receive:

- An online Welcome Pack
- Our monthly e-newsletter
- Updates and connections with local policing teams
- Access to exclusive member discounts
- Invitations to online events, webinars, and local activities
- Links to their Force Area Association
- Local crime updates and crime prevention advice
- Access to our online shop

As a Scheme Coordinator, you play a vital role in helping members register. While you may keep member details yourself, this information can't be shared due to GDPR. If you're no longer able to continue in your role, there's no simple way for the Association, police, or your successor to contact members.

By encouraging members to register themselves, you give them control over the information they receive—both locally and nationally—while keeping their details secure.

This also ensures a smooth handover to your successor, with no need to re-collect details or permissions.

Everything is safely in place, making the transition quick, simple, and stress-free for everyone.

For more help, please refer to the **Knowledge Hub**.



Signing members to your group

Login & go to your scheme

Sign into your Member Area by using our website and clicking on LOGIN or via members.ourwatchmember.org.uk

Go to your scheme at the bottom of the HOME page or go to **NEIGHBOURHOOD WATCH TOOLS** and select **MANAGE SCHEMES**

Start adding your members

Select the **MEMBERS** icon and you will see **ADD SOMEONE TO YOUR SCHEME**

Complete form, tick the box to agree to terms and click on **ADD TO SCHEME**

What happens next

The new member will receive an email asking them to confirm they wish to be a member and you will receive a message to say they have joined.

Top tips

- Be friendly and approachable
- Sign up at the door
- Encourage new member to confirm their membership by the email link they will receive

Did You Know?

- Your new member has 30 days to confirm that they are happy to join your scheme and have their data in our database
- If after 30 days their data is deleted from the system

We make this a better place to live. Together

Neighbourhood Watch Network, a charity registered in England & Wales, CIO no: 1173349

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Be an active scheme

When we talk about having an active scheme, this can mean different things to different people. Being active could mean that you regularly meet with your members to address local issues, check in on vulnerable or lonely local people, work with local partners, hold local events or provide intelligence to the police. What being active does mean is doing more than sending emails or electronic messages.

Here are some examples of where you could do to be active:

- Fresh street signage showing you are a Neighbourhood Watch Scheme
- Households having window stickers in their windows
- Check in on vulnerable people in person or as part of a phone tree
- Carry out Environmental Visual Audits (EVAs) with police and partners
- Attend local events to raise awareness of community and crime issues
- Hold a street party or similar event
- Regular meetings with members
- Litter Picks with the community

For more examples of activities, please visit our website pages [**HERE**](#).



There are loads of benefits for you and your members to get connected and be active.

It is a great way of bonding people and communities and bringing young and older generations together for a common goal. It enables neighbours to get to know one another and look out for each other.



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Let's check in



You've registered your scheme and successfully completed our approval process.



You have joined the Knowledge Hub and have access to a range of tools and resources to support you in your role.



You've recruited members to your scheme and they are now registered on our system.



You have made your scheme more visible by purchasing signs and stickers in our [online shop](#) or collected them from your Association (if applicable)



You have organised an activity for your members to get to know each other.



You've connected with your local policing team and let them know that you have set up a local scheme (www.police.uk)

Support for you



Talking with your area coordinator, if you have one, or with other coordinators via the Knowledge Hub enables you to discuss your thoughts and plans, and get help and share ideas

Neighbourhood Watch Force Area of London Borough Association (FAA)

This is the main point of contact for you as a coordinator. The Association will be able help and support you in your role as they have access to a wide network and local resources.



Knowledge Hub



Our bespoke online volunteer platform enables you to gain skills and ideas as well as talking with other Coordinators from across the country. You can check out the pages specific for your role

Central Support Team (CST)

The CST is a small team that coordinates, supports, and represents Neighbourhood Watch supporters, members and volunteers across England and Wales. Our email address is enquiries@ourwatch.org.uk or call our team on 0116 4026111 (Monday to Friday 10am - 4pm)



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