



Avon and Somerset Neighbourhood Watch Association

## PROJECTS

## COMMUNICATIONS

**OBJECTIVE 1:** Establishing easy and reliable communication channels between NW co-ordinators; NW administrators; the Police; and the Association.

**Details:** Across Avon and Somerset the most comprehensive database of NW co-ordinator contact details is that which underpins the police Community Alert system.

Details for each NW co-ordinator, on the Alert system, include;

Contact Details:

Name; Address; Tel. (landline); Tel. (mobile); Email address

Requested Alert method:

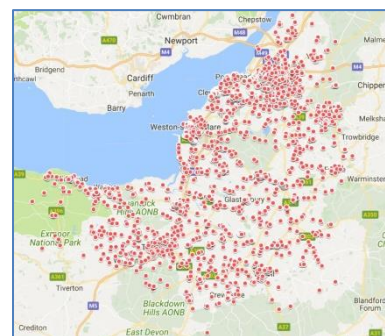
Email; SMS; Unsociable hours; Voice by land-line; Voice by mobile;

Designation:

Coordinator (Y/N)

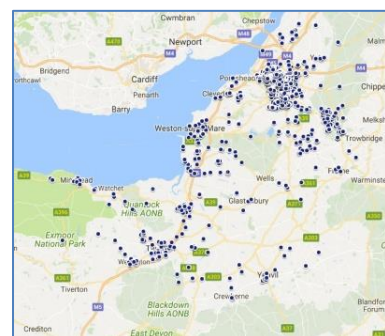
For the designation Co-ordinator = Y (ie. NW co-ordinators) their distribution can be explored using the following link;

[https://drive.google.com/open?id=1soFH-ykIx3XjIhnLqPzZ\\_0p-AaM&usp=sharing](https://drive.google.com/open?id=1soFH-ykIx3XjIhnLqPzZ_0p-AaM&usp=sharing)



For the designation Co-ordinator = N (ie. NW co-ordinators) their distribution can be explored using the following link

<https://drive.google.com/a/asnwa.org/open?id=1XtxyP7fM0scVXZySjjDLod6sKeY&usp=sharing>



**Issues:**

- From inspection, the accuracy of the database is not 100%.
- There are some co-ordinators listed who are no longer acting in this capacity.
- The designation co-ordinators (Y/N) is uncertain. The co-ordinator (N) is a mixture of 'NW co-ordinator deputies' and 'elderly' who receive alerts by phone. The co-ordinator (Y) includes multiple lead co-ordinators on the same street, suggesting that some are/maybe acting as deputies.
- The requested method for alerts by telephone is very likely to have changed as internet access has grown significantly over recent years.
- The Alert database holds no information on 'multi-scheme' associations such as the Bristol Neighbourhood Association, as an example. So there is no overall 'picture' of 'multi-scheme' associations within the force area.
- The Alert System is just that – and Alert system – it does not support communications across Neighbourhood Watch.

**Solution(s):**

The Association will be working with the NW Administrator and the Police to undertake a wholesale update/clean-up of the Alert System database.

We also need the help of NW co-ordinators and multi-scheme NW associations to identify errors in the data base and to help map out NW 'structures' within Avon and Somerset.

In the medium to longer term, we are exploring the possibility of moving the Avon and Somerset 'Community Alert' system over to 'Neighbourhood Alert' which is used by many other police force and by the Nation Watch Network, as this has many more facilities as an alert and communications system: better geared to Neighbourhood Watch needs.

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**OBJECTIVE 2:** Improve police 'Alerts' to be more relevant to local needs.

**Issue:** Currently, alerts are mainly based on police beat areas. This may be acceptable in urban areas where these are geographically small and street names recognised. However, for rural areas police beats can be vast, resulting in the frequent complain that alerts are not locally relevant as these refer to crimes committed at a considerable distance from the recipient.

**SOLUTION:** The Association has drafted a specification, for discussion with the Police that overcomes this problem and provides alerts to NW co-ordinators in their immediate vicinity.

More details can be found in the working discussion document ['ASNWA Crime Alerts.pdf'](#)

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### **OBJECTIVE 3:** To improve crime reporting tools and on-line methodologies.

#### **Issues:**

- Reporting by ringing 101 can be slow and laborious (*and waiting times can be a disincentive*). Also, being landline based there is no provision to upload photographic evidence or files.
- Reporting on-line through; <https://www.avonandsomerset.police.uk/contact-us/report-a-crime-or-incident/report-a-crime-online/#/> is extremely tedious/arduous and should be covered by a '*can damage your mental health*' warning. Compare this to Bristol Council's approach to reporting a problem; <https://fixmystreet.bristol.gov.uk/> where an issue can be pin-pointed on a map; a description given; and photographs uploaded (if appropriate).
- There is no provision to inform the user as to whether the crime has been report earlier: in which case the user may be a 'witness' and these may be the only details needed.

#### **Solution(s):**

Enhance/simplify the current police on-line reporting tool to include the mapping tools used by Bristol Council and includes photographic uploads.

Ensure that the on-line reporting tool is 'mobile friendly' and can be operated through any 'smart phone'.

Move crime reporting fully onto a free and readily accessible mobile platform such as Trygve <https://www.trygve.co.uk/> to create 'police beat' communities to report issues and interact directly with beat teams – as well as uploading photographic evidence etc. To see what Trygve looks like and how it works there is a video; <https://youtu.be/NvfjlyMszzg> .

Trygve is already being used by London Met Police teams in the London boroughs of Hackney, Barnet or Enfield, and outside London, by the Bedfordshire Police.

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**OBJECTIVE 4:** Establish an on-line NW forum across Avon and Somerset to enable 'networking' between NW scheme to share ideas and 'best practise'; and suggest improvements that the Association can take forward: working with the police, local authorities and other organisations.

**Solution:** The Association will either set up a traditional 'bulletin board' or, as is more likely, an Avon and Somerset 'Google Suite' Discussion Group.

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## NW CO-ORDINATOR SUPPORT

### NW MASTERCLASSES

Working with the Avon and Somerset Constabulary, the Association is currently planning a series of NW 'Masterclasses' specifically designed to inform co-ordinators and provide 'tools' to better support them and their scheme members.

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### SUPPORTING NEW NW CO-ORDINATORS AND SCHEMES

**OBJECTIVE:** To simplify the process of setting up a new NW scheme.

**Issues:**

- The current processes and procedures are too complex and lacks 'transparency'.
- There is no centralised source for the provision of street sign, window stickers etc. that could take advantage of bulk purchasing for Avon and Somerset, for the benefit of all schemes.
- Lack of local authority engagement regarding NW schemes and signage.

**Solution:** The Association has started discussions with the Police and NW Administrators to develop a new on-line procedure that includes the provision of signage and approval by local authorities.

A working discussion document is here: ['SETTING UP A NW SCHEME OUTLINE.pdf'](#)

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