

## Kinmel Bay Neighbourhood Watch

Anyone in the Kinmel Bay area, wishing to join Neighbourhood Watch may either contact

J Paterson

Kinmel Bay area coordinator

[jaygeepat@tiscali.co.uk](mailto:jaygeepat@tiscali.co.uk)

01745 330615

Or directly to the County Conwy contacts as below:

County Conwy Neighbourhood Watch

Neighbourhood Watch Help Desk

Police Station

Oxford Road

Llandudno

[Conwy@nhoodwatch.fsnet.co.uk](mailto:Conwy@nhoodwatch.fsnet.co.uk)

Help desk: 01492 511363,

**Volunteers usually man the help desk, Monday to Friday mornings for a few hours. There is an answering service when the desk is not manned.**

### Information

Kinmel Bay and Towyn have for many years had several Neighbourhood Watch groups, which, although in County Conwy, came under the Denbighshire Watch group. Changes took place, due to changes to the Police Authority boundaries, as from the beginning of April 2003; which means Kinmel Bay and Towyn were transferred to the Conwy Neighbourhood Watch.

There are several active and passive groups in the area.

Before the transfer from Denbighshire to Conwy Watch there was a decline in the number of co-ordinators. This happened for many reasons but in particular the fact that it was annexed to Denbighshire Watch. The problem was also, in part, due to lack of contact and poor communication with other Neighbourhood Watch members. These problems are now being addressed.

Kinmel Bay and Towyn now come into the County Conwy Neighbourhood Watch and have been linked with Abergele/ Pensarn/ Belgrano group. This is an active group that has been running for a long time and it is hoped that Kinmel Bay and Towyn will benefit from their experience.

Communication always has been, and will probably continue to be, difficult.

This is, to some extent, being addressed by introducing electronic methods of communicating. Direct and speedy broadcasting of urgent information on criminal activity is moving forward with the introduction of a new "RINGMASTER SYSTEM". Even so, this system will only work if people join the Neighbourhood Watch and the co-ordinators and deputy co-ordinators register to join the Ringmaster system.

Information about this communications system is obtainable from the above Help desk contact number and address.

## **Information about Ringmaster**

North Wales Police have now acquired the Ringmaster 2000 messaging system to improve lines of communication with members of the public. Connected to 12 external lines, Ringmaster is a voice messaging computer system, which will automatically telephone or E-mail registered members. It is administered by staff based in the Community Safety Section at North Wales Police Headquarters in Colwyn Bay.

It's user definable database means that it can be programmed by North Wales Police to transmit information to large numbers of people quickly and cheaply where there is a real chance of prevention, detection and gathering intelligence about crime. It may even help to lessen the fear of crime by recipients taking positive action following the broadcast of information. For example by becoming more alert to the problems of crime and increasing security against known offender methods of operating. It is the preferred system for a large number of forces, including the Metropolitan Police, Greater Manchester Police and many more and has been proven to be an invaluable tool assisting in everyday policing.

The system is open to anybody who wants to register to receive the messages pertinent to their area with many existing members drawn from schemes such as Shop Watch, Pub Watch, Hotel Watch, Caravan Watch, Farm Watch, Neighborhood Watch and others. Potential members need to register on the Ringmaster 2000 system to receive messages and agree to pass on information to their members as appropriate. The system will attempt to deliver the message up to 4 times, within a time period specified by the registered user. So for example, if you are not available between 9am to 5pm, the system will not attempt to contact you and will be set not to attempt to call at all between 9pm and 8am to accommodate most peoples sleep times.

Funding for the purchase of Ringmaster 2000 was secured through the Police and Community Trust by way of a generous local Masonic group's donation. Please give some thought on how this valuable tool can be used in your area. We already have a number of members added to the database, and have commenced a successful trial of the system. For further information or a registration form contact the Ringmaster Administrator on (01492) 511108.

## **What is the Role of the Scheme Co-ordinator?**

The principal function of the scheme co-ordinator is to act as the contact between the scheme and the local community beat manager and the Area Neighbourhood Watch Co-ordinator.

The specific tasks depend upon the enthusiasm (and time and energy available) of both the co-ordinator and the other street members.

The success of any scheme depends upon all the members and the co-ordinator will have to decide what can (or cannot) be accomplished.

The co-ordinator will be involved in some, or all of the following:

- Circulate newsletters and other relevant leaflets to members.
- Welcome newcomers to the area and invite them to join the scheme.
- Supply each member with Neighbourhood Watch and crime prevention literature (including Neighbourhood Watch window stickers and incident report cards).
- Encourage members to be aware of and put into practice crime prevention measures, such as property marking and security devices.
- Keep a check, or organise the neighbour to check, on vulnerable households (usually single elderly or handicapped) and provide advice to deal with callers at the door.
- Develop vigilance amongst members and actively encourage the early reporting of suspicious incidents to the police.
- Receive crime information from the police RINGMASTER system (soon to be activated within Conwy county) and distribute the message to members.

The above may sound a lot but once the systems are in place (and others have offered their help to carry out certain tasks) the later stages become easier. To keep the workload at a reasonable level we recommend that a scheme should have between 20-30 households as a maximum.

## **An introduction to Neighbourhood Watch.**

There is no charge for being a member of the Neighbourhood Watch. Most actions necessary are done by co-ordinator on a voluntary basis.

Time and cost of running a Neighbourhood Watch group depends on what the members want to make of it.

Being a co-ordinator for a small street takes very little, the cost of street signs £15 each, which includes fitting, a little time and a phone call from time to time. It gives a sense of satisfaction helping to improve the area that you live in.

If you decide to go ahead and set up a Neighbourhood Watch group you may find the information enclosed useful.

It is worth informing the members that they should let their insurance company know that they live in a registered, Active, Watch area, many companies will allow a discount on home, contents and, if garaged, car insurance.

### **Information Notes:**

Neighbourhood Watch is a method of developing close liaison between households in a neighbourhood, the local Police and the local authority. The aim is to help people protect themselves and their property, to reduce fear of crime and improve their local environment by:

- ❖ Improved home security;
- ❖ Improved personal safety;
- ❖ Greater vigilance;
- ❖ Fostering a community spirit;
- ❖ Improving our environment;

While Police statistics often show a fall in certain categories of recorded crime, the fact is that overall figures continue to rise. It is important that the Police and the community work in co-operation and partnership to prevent and detect crime.

Individual schemes all have different characteristics, which depend on the area and the member's aims and objectives. However, most schemes have some things in common.

- Schemes vary in size from a few properties in a rural area, the residents of one street, to an entire estate or Village.
- Their members run the schemes through the co-ordinator and support from the Police and usually by the local Neighbourhood Watch Association. Ours is as above.
- All Schemes are set up with the co-operation of local / county Police and local authority. Each Police division has a police officer that is designated to work with the N.W.
- The Volunteer co-ordinator, who is resident in the area, co-ordinates the scheme and liaises with the Police. The co-ordinator acts as a voice for that community.
- All Neighbourhood Watch members take steps to prevent crime, improve safety and reduce fear of crime.
- Scheme members receive information and messages from to Police, their local association or local authority. This vital communication link helps to keep people informed, helps to motivate members and keep the scheme active. Thus reducing crime and nuisance in the area.
- Each scheme is a community initiative, which is supported by the Police but not run by them. Success depends on what the members make of the scheme, but the N.W. gives people the chance to get to know and help each other better, particularly the more vulnerable.

## SUGGESTED ACTIONS TO FORM NEIGHBOURHOOD WATCH GROUP

- 1 A Group can consist of just a few neighbours looking after themselves. Other Groups decide to try and involve the whole street. Some Groups involve neighbouring streets. It is entirely up to the individuals concerned.
- 2 Arrange to deliver information packs to all houses. These can be obtained from your area Administrator. If you do not know who your local Administrator is ask at the local Police station, they will have contact details.
- 3 In the information packs will be some leaflets inviting the residents to an informal meeting, this could take place in your or a willing neighbours home. If there are to many potential members to accommodate, possibly the Administrator may be able to help or a local pub may allow the use of a room during a quite period. A local hall, community centre or similar may be used but keep costs in mind.
- 4 During your meeting you need to elect volunteer Co-ordinators, one for each 10 –15 properties. It is best to also find a Deputy to assist Co-ordinator to ensure continuity; you cannot always be at home. If a large area is involved, elect one person to be Senior Co-ordinator. The reason for having a contact during the day is in case there are things happening in your area, the Administrator or the Ringmaster system will phone to inform you of their presence. A Co-ordinator is normally a trustworthy, responsible and caring person who is willing to be a leader for their group. They or the deputy will have the time to keep a discreet eye on the Group's area, in particular on any vulnerable member or family.
- 5 If a Group decides to involve the Whole Street or larger area, a database can be useful when keeping records. The use of personal information must always be used with due consideration to the Data Protection Act. It is required that you have permission from the person the data is held on, who will have access to the information and the reason for the information being held. Included on the database could be information about, key holders or contact persons for alarm systems, the elderly and vulnerable members of the group. Members who may need assistance include, type of assistance and any other relevant information. It is preferable that this is password protected and the database is kept in a secure place.
- 6 It is preferred that notes, records, of any happening or incidents occurring in your area are kept. These can be part of the database or written as a diary. Things such as noting the date, time, persons, witnesses, descriptions of people involved if not a person known to you, description of vehicles, include registration numbers. Recording any action taken and always keep your local Community 'Bobby' informed.

## **Things to be aware of are**

- Drugs related activity such as, vehicles calling at a particular house or vehicles with driver just sitting in it. Signs of small twists / bits of silver paper or tin foil discarded in secluded areas. Finding hypodermic syringes or needles, NOTE, it is best not to pick up these items but inform the authorities.
- Note any suspicious activities or callers in the area. These may be touting for business, to offer services, repairs, buying or selling. If trades people need to call door to door then their product cannot be much good, if it were then they would have no time or need to tramp the streets.

NOTE: Membership is free, but you may feel that asking for a small donation would be a big help in starting the Group off. Street Signs are £15 supplied and fitted, ordered through the local Neighbourhood Watch Administrator, these can make an impact when starting up from scratch.

You can apply to your local Council for a start-up fund; donations are usually £50 to £100.

**National Neighbourhood Watch Association,**  
**Guide to setting up a Neighbourhood Watch Scheme**

- Contact your local police station - If your area does not have a scheme the police will be able to assist you in setting one up if others in your neighbourhood are also interested. Also contact the NNWA for an information pack (see further contacts).
- Set your aims and objectives - Decide what issues you want your Neighbourhood Watch to tackle (Each area has different issues to address, from Bogus Callers to car crime for example. You may also wish to undertake work to improve your local environment).
- Appoint the co-ordinator - The co-ordinator of your Neighbourhood Watch is a key part of an effective scheme. Their role would include maintaining the Neighbourhood Watch in a specific area and acting as a link between the scheme, other co-ordinators, the local police and the Local Authority.
- Neighbourhood Watch activities - Once you have a co-ordinator in place and have set up the Neighbourhood Watch scheme in conjunction with the police, you can then undertake some of the activities to ensure the scheme runs smoothly and efficiently. These would include supplying stickers and memo pads to scheme members (where available), circulating newsletters and property marking advice, encouraging members to report suspicious activity accurately and holding regular meetings. Also find out how you can help your Local Authority in the role they play in Community Safety.

\*\*\*\*\***Remember**\*\*\*\*\*

**With the support of your local police and the NNWA, you can make your community safer by joining or setting up a Neighbourhood Watch scheme.**



## **NNWA Guide to setting up a Local Association**

- Organise co-ordinators on an individual police beat or sector.
- If there is agreement put a village or town structure in place.
- Establish a steering committee to set up the Association.
- Put a constitution in place (the NNWA has a model constitution drawn up for Local Associations).
- Establish the aims and objectives
- Launch the Association.

## **Benefits of having a Local Association**

- Effective two-way communication between Police and Co-ordinators.
- More effective use made of limited resources.
- Helps to support individual co-ordinators who may feel isolated and ineffective.
- More effective use made of limited resources.
- Provides a means for passing on good ideas and best practice.
- More attractive to local sponsors as a more “professional” approach is established.

The NNWA works closely with the Local Government Association, who fully supports well-organised and structured Neighbourhood Watch Associations and their contributions to the various stages of the implementation of the Crime and Disorder Act. The NNWA is continuing to communicate information about Neighbourhood Watch and its many activities to Community Safety Officers across the UK.

## USEFULL TELEPHONE NUMBERS FOR CONWY WATCH.

**999** The emergency number only to be used to report a crime that is happening or has just happened. Ask for police and the operator will take you through the report procedure.

**North Wales Police** have introduced new numbers for non-urgent calls concerning crime and anti- social behaviour. A member of staff will be immediately available to answer your call and will offer advice and assistance in Welsh. Or English. The numbers to ring are:-

0845 6071001- **Welsh line**

0845 6071002- **English line**

Your local police station will be informed and will deal with the incident. The above telephone numbers are manned all the time, night and day.

Other useful numbers (all with answer phone capability) for advice or information are:

01492 511311 **Crime Reduction Officer**

01492 511310 **Community Safety Officer.**

0800 435741 A **Free phone number** that is available any time to anyone supplying information on **drugs**.

0800 555111 **Crime stoppers** a confidential telephone line.

01492 511363 **County Conwy Neighbourhood Watch Help Desk.** Volunteer coordinators are on duty each morning to deal with any queries related to Neighbourhood Watch. There is also an answer phone and callers should leave their name, full address including postcode and a telephone number. A response will be made as soon as feasible. Alternatively messages may be sent by e-mail to: [conwy@nhoodwatch.fsnet.co.uk](mailto:conwy@nhoodwatch.fsnet.co.uk)

01492 873700 **Victim Support** located in Augusta Street, Llandudno. A help line if you are unfortunate enough to be a victim of crime and need support and guidance.

01745 354545 **Samaritans.**

01492 517700 **Anti-social behaviour Hotline** for reporting Anti-social behaviour, targeted in particular local housing estates.

01492545500 **Care and Repair Service.** Advice and help with repairs and adaptations for older and/or disabled homeowners and private tenants.

0808 100 2863 A **Free phone** number to **Fire Department** for **advice**, checks on your house fire safety and a free smoke alarm installation service.

01492 575190 **Graffiti Removal.** Report any incidents on this number. Alternative contact by e-mail: [Katie.bell@conwy.gov.uk](mailto:Katie.bell@conwy.gov.uk)

01492 534091 **Conwy Voluntary Services Council.** E-mail, [mail@cvsc.org.uk](mailto:mail@cvsc.org.uk)

URL: [www.conwycommunitydirectory.org.uk](http://www.conwycommunitydirectory.org.uk)

08459881188 **FLOODLINE.** 24 hr advice on floods and flood warnings.

01492 574000 **Conwy County Borough Council.**

01492 575334 **Abandoned Vehicles.**

01492 575260 **Animal Health.**

01492 517176 **Care line.**

01492 514871 **Children & Family services.**

01492 575201 **Coast protection.**

01492 576069 **Councillors – names & contact.**

01492 575235/6 **Reporting dead animals on the road.**

01492 575279 **Dog warden.**

01492 575194 **Environmental Health.**  
01492 871444 **Home Care.**  
01492 575235/6 **Litter problems.**  
01492 575242 **Pest control.**  
01492 575235/6 **Refuse Collection + collections of fridges etc;**  
**0800 111 999** Gas Leaks. **National gas emergency services free phone number.**