

Neighbourhood Watch Network

The work our volunteers do to support our membership using the
Neighbourhood Alert database



Background



Neighbourhood Watch Network uses the Alert system as the primary communication method to its membership and supporters.



We use it to register our membership and manage our network of schemes, groups, coordinators and members.



To maintain the database we use Multi-Scheme Administrators (MSAs) who are volunteers



Neighbourhood Watch Network is a Charitable Incorporated Organisation (CIO) registered in England and Wales, no: 1173349

Introducing our MSAs

200 dedicated volunteers who regularly communicate with members and users of the Alert system.

A MSA supports Neighbourhood Watch by using the Neighbourhood Alert system to update the database with current user information and manage the structure of schemes at a hyper local level.

They ensure that management of the database is maintained, and issues are resolved.



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Users that Neighbourhood Watch reach

- 775,068 registered users
- Over 45,000 coordinators registered

- Monthly e-newsletter
- Covid-19 messaging
- National Crime and Communities Survey 2020
- National campaigns – Burglary, Password Protection, Vehicle crime, Neighbourhood Watch week
- Local alerts



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What is the role of an MSA?

Communicate	On behalf of Neighbourhood Watch to membership and users
Approve	New coordinators and welcome new members
Ensure	Mapping of schemes is correct and accurate
Maintain	User database
Manage	Neighbourhood Watch scheme structure
Deal	Communication issues
Address	Pending and suspended users
Identify	Duplicate users and deal as needed



Ensuring data protection is priority

- All our MSAs have to complete an application and training process **BEFORE** access to database is granted
 - Detailed role and responsibilities provided prior to application
 - Application form signed/authorised by Association Lead and/or police SPOC in non-Association areas
 - Specific areas defined – Force area, district, ward
 - Online module Data Protection and GDPR training – 80% pass rate required
 - Online group training on how to use database



How does the work of an MSA benefit the working partnership with police

- Enhances effective cohesion between NW & police
- Police can identify NW areas easily
- Planning for strategic focus for NW recruitment and crime prevention
- Cleaner data
- Better connections between communities



What Neighbourhood Watch provides to MSAs

Data Protection training

Online basic training workshop

Signpost where to find help

Dedicated quarterly MSA newsletter

Unique email address for support

Online peer support private Facebook group

Additional 1-2-1 training as required



Ask me a question!



I'm Mo and I
am your
Mouse
Support
Agony-aunt

Email me at: MSA@ourwatch.org.uk



Valuing neighbourliness, inclusivity, community, resilience and being proactive to reduce crime or the fear of crime in our communities #letsstayconnected

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Last year MSAs performed...

144,825

entries relating to maintaining the data
Feb 2020 – Feb 2021



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Our volunteers provide...

- Average data manager earns **£21.96** per hour
- **868,950** minutes on average (5 minutes)
- **14,483** hours
- **£318,046.68** provided by our volunteers

On top of this they maintain the Neighbourhood Watch scheme structure and support members in their local areas.



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Looking to the future

- Dedicated IT working group focusing on V4 – 2 years
- MSA training and development
- Supporting Force Area Associations and Police SPOCs
- Developing coordinator tools to increase engagement
- Part of the Zendesk support to help with NW issues



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Thank you for listening, if you have any questions, please feel free to contact me:

Cheryl Spruce

**Head of Membership and Community Engagement
Neighbourhood Watch Network**

Email: Cheryl.Spruce@ourwatch.org.uk

Tele: 07534 689852

Website: www.ourwatch.org.uk



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