



Neighbourhood Watch Network
Unit 18, Elizabeth House
39 York Road
London
SE1 7NQ

0116 402 6111

www.ourwatch.org.uk

CEO

John Hayward-Cripps

Chair

David Huse OBE

Dear friend,

Thank you for volunteering for the **Communities That Care** project, led by the Neighbourhood Watch Network and Thames Valley Neighbourhood Watch Association. I am pleased to enclose an information and resource pack that will assist you in your new role.

The aim of Neighbourhood Watch is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen. Our vision is of a society where neighbours come together to create safer, stronger and active communities.

Communities That Care is an innovative Neighbourhood Watch led project, training existing members and new volunteers to engage and deliver fraud prevention advice and support to older, vulnerable members of their community. Our aim is to prevent older people becoming victims of fraud where possible and to offer support within communities to those that have been affected by these sorts of crimes.

Neighbourhood Watch is about making sure that fewer people feel afraid, vulnerable and isolated in the place where they live, which includes having the advice and support they need to protect themselves against fraud whether this is perpetrated on their doorstep, online, by post or on the telephone.

Here are some ideas that you might find useful to engage and support older people in your local community to help them protect themselves against all types of fraud:

- Talk to older people in your street or Neighbourhood Watch group about fraud and let them know you can assist or signpost them to an agency that can help if they have concerns.
- Complete the calling card with your contact details and encourage them to complete the contact information including relative/friend/neighbour and ask them to leave it near a telephone, front door or computer.
- Leave one of the fraud prevention advice leaflets with them.

- Discuss which door / telephone stickers they may find useful and encourage them to position in an area that works best for them.
- Attend coffee mornings, church groups, or other community groups that involve older people to talk about fraud prevention and share leaflets and information. The fraud prevention checklists may assist you with this.
- Encourage others to complete the Friends Against Scams training online (www.friendsagainstscams.org.uk/elearning/NeighbourhoodWatch) – or better still, become a volunteer for this project as well!
- If you are comfortable speaking to groups, arrange your own events and awareness sessions in your community to encourage better awareness of fraud and how to act. There is a PowerPoint presentation and lots of other resources you can adapt and use in the Scams and Older People toolkit on the Our Watch website. (www.ourwatch.org.uk/crimes-archive/scams-older-people/)
- Offer one to one advice to vulnerable and potentially isolated, members of your community who may not be able to access community events.

If you have other ideas about how to engage older in your community and use the resources available, please do let me know and I will share them with other volunteers.

Your pack contains a simple sheet for you to keep track of the numbers of people you have engaged, on a one to one basis or at community events, together with the feedback you receive about how useful people find the advice and any successes you have in preventing people becoming victims of fraudsters. It would be helpful if you could share what you are doing and your successes with me as this will help to demonstrate the impact that this project is having. The feedback sheet is also available electronically if you wish to complete it and e-mail it to me. Visit: www.ourwatch.org.uk/knowledge/aeform/

I am keen to ensure that you have the support and any further training and information you may need. We are currently developing some training in presenting cyber-crime prevention advice. Please do let me know if you would be interested in attending this training or if there is any other training you would like me to arrange for you.

Thank you again for your participation in this project and the valuable contribution you are making to help keep your community safe.

Kind Regards,

Jayne Pascoe, Head of Partnerships and Projects

E: Jayne.Pascoe@ourwatch.org.uk