



NEIGHBOURHOOD  
WATCH NETWORK

# Impact Report



2023/24

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# Welcome

On behalf of the Neighbourhood Watch Network, we are delighted to present our Impact Report for 2023/24.

In a year of challenging events at home and abroad, we are continually impressed and humbled by the incredible work of the multitude of Neighbourhood Watch volunteers. In this report we reflect and celebrate their achievements and commitment and show, through data and case studies, how they are making their communities better places to live. Preventing crime will always be core to our mission along with work to reduce antisocial behaviour, burglary, theft and car crime, but we are doing so much more than this. Local and national work to tackle violence against women and girls, rural crime, scams, fraud, and cybercrime are ever more important.

Many local Neighbourhood Watch groups are also strengthening their efforts to support vulnerable people in their communities, and connecting people to reduce loneliness and isolation. As the pressures on public services continue to increase, our supporters are showing the importance and value of voluntary initiatives like ours in helping neighbourhoods and communities thrive. This report is a way of expressing our heartfelt thanks to all of them, and to the work of our funders, staff and partners whose effort and commitment makes this all possible.

With your continued support, we will continue to build on the extraordinary impact and legacy of our movement that this report demonstrates so that we can reach more people in more communities in the future.

Yours sincerely,



**IAN BRETMAN**, CHAIR



**JOHN HAYWARD-CRIPPS**, CEO



**SUE PILLAR-LEE**  
VICE-CHAIR



**KARDAYA  
ROOPRAI**  
TREASURER



**HUGH IND**  
TRUSTEE



**ANDREW WHYTE**  
TRUSTEE



**REBECCA  
BRYANT OBE**  
TRUSTEE



**MOHAMED  
HAMMEDA**  
TRUSTEE

# making a difference

## What our National Crime and Community Survey says...

With over 28,000 responses, over half of which being from non-members or supporters, our National Crime and Community Survey 2023 revealed some very interesting insights into crime trends and experiences over the past 12 months, as well as how Neighbourhood Watch is perceived and the impact it has in communities.

Firstly, the survey results demonstrated a clear link between Neighbourhood Watch membership and how safe people feel in their local areas. **Members are much more likely than non-members to think that crime has decreased** (50% v 41%); have more trust in police; and are significantly **more likely to be satisfied with their personal safety**. The survey showed that of Neighbourhood Watch members and Volunteers, 79% feel "safe" or "very safe", compared to non-members (71%). Neighbourhood Watch members also feel a **connection with their locality** and regularly interact with their neighbours. 72% of non-Neighbourhood Watch members feel they **belong in their community**, which rises to 82% for members, and then 88% for our Volunteers .

When it came to neighbourly behaviours, responses showed that **our respondents are very neighbourly**, taking in parcels or deliveries, wheeling in bins, and generally looking out for each other. Very few people either did nothing or didn't have immediate neighbours. Neighbourhood Watch members are 7% more likely to keep an eye on neighbours' properties whilst they are away, and 7.5% more likely to visit elderly or vulnerable neighbours.

The survey findings clearly pointed towards **the positive impact that active Neighbourhood Watch groups have on communities and individuals**, with increased feelings of safety being prominent.

## What's next?



The focus of our work will continue to always place crime prevention and community wellbeing at the heart of what we do. While we continue to offer support and resources on traditional topics such as burglary, antisocial behaviour and feelings of safety, we will also explore newer crime trends and areas of focus, such as cybercrime and online scams; drink spiking and the harassment of women and girls; and the rise in 'hidden' crimes such as modern slavery and domestic abuse. Neighbours and local communities can have a huge impact on the prevention of these crimes.

We are proud of

# our achievements



**1 million+**  
 People regularly receive crime prevention advice and updates directly from us

**65k+**  
 Neighbourhood Watch groups across England and Wales

**41k+**  
 followers on our social channels and many more on local social groups

**60k**  
 visitors per month to our website



**173k**  
 people signed up to receive communications directly from us

**18k**  
 people on average responded to our surveys

**10k+**  
 people engaged with our crime prevention webinars



**3k+**  
 businesses, agencies, and individuals signed up to our Community Safety Charter

**18k**  
 people on average supported us through our weekly lottery

**£25k**  
 awarded to date in community grants to local projects

**WE ARE INCREASING OUR VISIBILITY WITHIN COMMUNITIES**  
 Our **online shop** has sold:  
**162,900 window stickers** and **4,477 road signs and wheelie bin stickers**



We are proud of

# our achievements

**140** active Cyberhood Watch Ambassadors across England and Wales



Our partnership with **Patlock** supports our Community Grants Fund

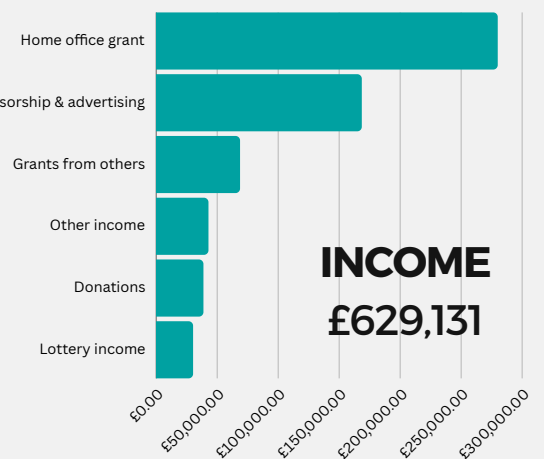
We forged new partnerships with **BT**, **SimpliSafe**, and **Unite Students**

Our partnership with **Avast** enables us to recruit, train and support our Cyberhood Watch Ambassadors

## WHERE OUR INCOME CAME FROM

- HOME OFFICE GRANT (£280,000)**
- SPONSORS & ADVERTISING (£168,555)**
- GRANTS FROM OTHERS (£68,746)**
- OTHER INCOME incl. SHOP (£42,851)**
- DONATIONS (£38,730)**
- LOTTERY INCOME (£30,249)**

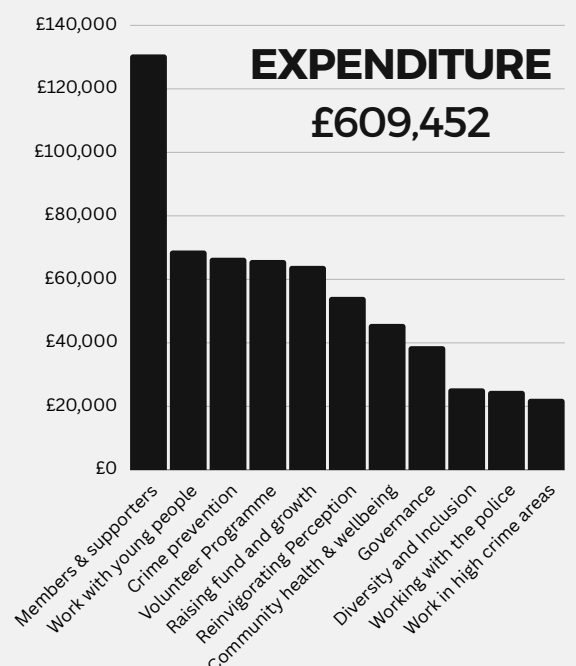
- 45%**
- 27%**
- 11%**
- 7%**
- 6%**
- 5%**



## WHERE WE SPENT OUR MONEY

- MEMBERS & SUPPORTERS (£130,842)**
- WORK WITH YOUNG PEOPLE (£69,085)**
- CRIME PREVENTION (£66,815)**
- VOLUNTEER PROGRAMME (£66,105)**
- RAISING FUNDS & GROWTH (£64,246)**
- REINVIORATING PERCEPTION (£54,484)**
- COMMUNITY HEALTH & WELLBEING (£45,968)**
- GOVERNANCE (£38,959)**
- DIVERSITY & INCLUSION (£25,672)**
- WORKING WITH THE POLICE (£24,886)**
- WORK IN HIGH CRIME AREAS (£22,390)**

- 21%**
- 11%**
- 11%**
- 11%**
- 11%**
- 9%**
- 8%**
- 6%**
- 4%**
- 4%**
- 4%**



**For every £1 raised, we spent 83p on charitable activities & 17p on development**

# The impact we have in

# local communities

Understanding the impact our work has in local communities with regard to crime prevention and reduced fears of crime, is key to us understanding the positive impact we have in communities. It is also important to understand the areas we need to continue improving in. We've spoken to volunteers across England and Wales, to understand how their communities have been made safer, thanks to the impact of Neighbourhood Watch.

## **Phil, Neighbourhood Watch volunteer in Gwent, South Wales:**

*"We worked with Neighbourhood Watch Network, the District Council and our PCC to reduce the price of SmartWater marking technology from £40 to free, so that our local residents can protect their properties from acquisitive crime. 100 homes have been protected with this initiative, and 45 new Watch members recruited."*

## **Neighbourhood Watch team revitalises Alf Marshall Community Centre in Hull:**

In May 2023, the Neighbourhood Watch team moved into the Alf Marshall Community Centre on the Bransholme estate in Hull, and transformed it into a dynamic community hub. The local volunteers worked tirelessly to refurbish the space, turning it into a welcoming environment for all residents. Their efforts have created a vibrant space that fosters a stronger, more connected community. Joint Charity Manager, Sarah Weichardt said *"We are thrilled to bring the Alf Marshall Community Centre back to life. This centre has always been a vital part of the community, and we are excited to see it buzzing with activity again. Our goal is to create a safe, inclusive space where everyone feels welcome and supported."* The revitalisation of the Alf Marshall Community Centre marks a new chapter for the Neighbourhood Network charity and the residents who live close by, with an abundance of opportunities for growth, connection, and community spirit.

## **Michael, Neighbourhood Watch volunteer in Rosegrove, Burnley:**

*"Previously a neglected public space, local volunteers have worked together to reinvigorate the Peace Garden, so that it is now a welcoming and positive space in the community. Young children have decorated plant pots and flower beds, while elderly residents enjoy spending sunny days on the benches provided in the Garden. Despite local vandals causing damage to this lovely space, volunteers have continued to maintain the Peace Garden, working with local police to install CCTV cameras in the space, which has since seen a reduction in vandalism and other acts of antisocial behaviour in the space around the Garden. "*

## **Headley Rise, Luton:**

Headley Rise Neighbourhood Watch continues to hold monthly engagement meetings with the community and police, and have donated personal safety alarms to improve individuals' safety. With over 60 video doorbells, the 'Eyes on Wigmore' program is the 'go to' for evidential data gathering on local criminality. This has included evidence relating to inappropriate behaviour toward minors, criminal damage and car crime. Members of the community feel safer and more connected as a result!

**For more impact stories from volunteers across England and Wales,** visit our website:

<https://www.ourwatch.org.uk/supporting-communities/impact-stories>

# Making a difference with

# Cyberhood Watch

## What is Cyberhood Watch?

Our partnership with Avast continues to have many benefits for our members, with the joint Cyberhood Watch Ambassador Scheme proving highly successful in local areas. Our Ambassadors provide local Neighbourhood Watch members with information, advice and practical tips helping protect them and their communities from cyber harms.

## Cyberhood Watch in the local community



Craig in **Greater Manchester** joined a local coffee morning to answer questions from residents on cybercrime and cybersecurity matters.

During his visit, he covered topics including password security, two-factor authentication, spotting and avoiding online scams, which organisations you can trust, and much more.

Residents who attended the coffee morning shared hugely positive feedback from Craig's session, a great demonstration of why having trusted Ambassadors in local areas helps people feel safer in their digital and local communities.

Karl in **Cleethorpes, Lincolnshire**, led sessions which focused on technical terminology and myth-busting cybersecurity terms. His sessions supported locals to feel confident in understanding how to use two-factor authenticators and passkeys, as well as spotting and avoid phishing scams, which they had often fallen victim to previously.

Nazrin in **Hammersmith, London**, has used their role as a Cyberhood Watch Ambassador to support people in understanding how to spot and avoid suspicious phishing websites, particularly those that are sophisticated and look genuine, but are actually built to scam users out of their money or personal details.



## What's next?

Our Cyberhood Watch Ambassadors play a vital role in supporting local communities to feel better equipped against cybercrime. We will continue funding their work, and expanding the Ambassadors' ability to access harder-to-reach areas of the country and provide straightforward cybersecurity advice and tips for staying safe online.

# Making a difference for

# young people



It is well-known that young people (aged 16 - 24) are disproportionately more likely to be victims of crime. Despite this, statistics on campus crime are only patchily recorded by many UK universities and just a handful make the information and processes for reporting and resolution easily available to students. We've been continuing our work to amplify the voices of young people, providing them with a platform for making a difference in their communities, and working with them to address the crimes and community issues that matter to them, such as drink-spiking, sexual assault, harassment and social isolation.

Over the past year, we have worked with students to deliver termly issues of The Lookout, our popular magazine written by students for students, exploring a wide range of topics including mental health, safety on nights out, being a safe active bystander, and how to identify and report hate crimes.

## The Youth Council

We now have an established and active Youth Council of young people aged 16-24 years old from across England and Wales. The Youth Council meets bi-monthly, both online and in-person, and will play a vital role in leading our Young People's Programme, creating opportunities for decision-making, leadership and peer-to-peer community building. They are interested in intergenerational projects, contributing to the strategic direction of the charity, and will ensure that our charity works with young people in a meaningful way.



## What's next?

In spring 2024 we employed two Young People's workers, funded by the National Lottery Community Fund and the City Bridge Foundation, to provide young people with a platform to have their voices heard, and to better understand their crime prevention and community needs. Their work will be national, with Hackney, Wandsworth and Croydon being the focus areas for some particular project work. Our student writers continue to create The Lookout, our student 'zine, termly and we look forward to expanding its reach.



# Making a difference for

# our volunteers



Volunteers are at the heart of our work - without the commitment and dedication of our 60,000+ volunteers, we would not be able to deliver our work in communities across England and Wales. We strive to recognise, support and celebrate the hard work of our volunteers in many different ways, from offering bespoke training courses and opportunities to hear from expert organisations, to investing in the development of our membership database.

## Supporting and celebrating our volunteers

Over the past 12 months, we have...

- supported the establishment of three new Associations in Wandsworth, Staffordshire, and Leicestershire
- developed new Member, Coordinator and Area Coordinator Guides
- continued to grow our Community Safety Charter, supporting local businesses and communities to protect safe, inclusive public spaces
- invested in new digital tools on our database for volunteers to use
- developed succession planning resources to support the sustainability of local groups
- awarded Community Grants Funds to support local projects and activities
- held our National Crime and Community Conference 2023, including celebrating three local groups and individuals at our Volunteer Recognition Awards.



## What's next?

We relaunched the Knowledge Hub to include a fresher and more streamlined design, allowing Volunteers to easily access resources and toolkits to support their local work. We will develop a guide for our MSAs, and expand the conversations around succession planning to ensure all local groups continue to benefit from their membership, and feel empowered to make changes in their community. There's also another six new Associations soon to be established - watch this space!

# Making a difference with

# our Community Safety Charter and Community Grants Fund



Our **Community Safety Charter** exists to ensure public spaces are safe, inclusive and free of crime by involving a wide range of local organisations, charities, businesses, community groups and individuals in crime prevention activity. Together we work towards the goals of eliminating harassment; antisocial behaviour; and intimidation, that may be experienced by anyone who lives, works, studies, or spends time in England and Wales. So far we have **over 3,000 people, businesses and local organisations** signed up to our Community Safety Charter - an amazing amount!

The Charter encourages Neighbourhood Watch members, local residents, businesses, and organisations to agree to do whatever they can together to create an environment that is safer for everyone. Supporters commit to a series of pledges and receive a package of training.

One local shopkeeper in South East London signed up to the Charter to help him and his staff understand how they could tackle some of crimes that they experience and witness regularly, in and around their shop, including hate crime; harassment; and antisocial behaviour. Being signed up to the Charter has given them the confidence in knowing how to respond to these crimes, as well as how to report them, and reduce the likelihood of them becoming victims.

Since the launch of our **Community Grants Fund**, we have granted **over £25,000** to communities across the country, supporting community-based projects that have a positive impact for local residents across England and Wales. During the previous funding round, 100% of funds went towards activities that helped groups extend their reach and engage with vulnerable people in their communities.



## Warm space events and food deliveries in Lower Halstow

*“Our mission was to provide a warm space and soup to anyone struggling with the cost of living crisis. This developed into a real social event that was all inclusive and attended by a spectrum of people. In engaging with the community, there were people struggling with the cost of living crisis, but also people feeling the loneliness of winter and seeking company and conversation. The Neighbourhood Watch volunteer team bonded and were praised by all for everything they did. We even had additional volunteers supporting the events and wanting to be involved in the team.”*

# What does the

# future look like?

## Staying ahead of the curve

Our charity continues to stay relevant in a fast-paced environment, and we want to remain ahead of the curve in every aspect of our work. We will continue to channel our focus into areas of crime prevention that have an impact in communities, such as antisocial behaviour, cybercrime and harassment, as well as community cohesion and inclusion, through improving the resources and guidance we offer members and supporters. We will expand our Young People's Programme, engaging with young people across the country and giving them opportunities to be involved in meaningful, relevant conversations around safety and community cohesion, as well as empowering them to be agents of change. Our volunteers are the lifeblood of our work, and we will continue to offer regular training sessions and workshops, giving them access to a wealth of crime prevention resources and initiatives, as well as supporting their work in local communities through grants. As we approach the time to write and implement a new 5-year strategy, we will set ambitious goals for our charity, and will strengthen new and existing relationships with key partners and sponsors, to enable us in achieving these targets.

## Campaigning for change

National legislation affects all of our lives. We believe that Neighbourhood Watch should have an input into relevant upcoming policies to reflect the experiences of our members and communities, as well as feedback from police colleagues and other stakeholders. We are keen to ensure that MPs and Ministers are kept up-to-date with the work our large volunteer network achieves.



## Measuring environmental impact

As well as measuring the impact we have in crime prevention and community wellbeing, next year we will begin benchmarking our impact in terms of **ESG**. First coined in 2005, ESG (**Environmental, Social, and Governance**) covers a wide range of issues that may have a direct or indirect impact on financial relevance. These days, more and more organisations - including not-for-profits and charities - are embracing this way of tracking and improving their impact in these areas, putting into place strategies to improve their effectiveness. Some of the areas we'll look at include: resource management; travel; organisational health; environmental policies; recruitment; and safety policies.

# Thank you to our volunteers, partners and colleagues

As we reflect on the impact of our work over the past year, we are filled with gratitude for your unwavering support and dedication.

Through your tireless volunteering, hard work, and valuable partnerships, we have been able to prevent crime, connect neighbours and communities, and reduce loneliness and isolation. Together, we have made a huge difference within communities, and we could not have done it without you.

Whether you have given your time, resources, expertise or a donation, your contribution has not only helped to create positive change, but has also inspired others to get involved and make a difference too.

We look forward to our work with you in the year ahead, and continuing to make this a better place to live. Together.

**Special mentions** go to our incredible volunteer **Association Leads**, our **Trustees**, and to our **partners and funders** (named below) who share in our values and ensure we can deliver on our mission.

Home Office, ERA, SimpliSafe, Avast, the Police, British Telecom, Airbnb, the NHS, Patlock, LockLatch, VISAV, SP Energy, the National Lottery Community Fund, City Bridge Foundation, local Councils, Watersafe, Master Locksmith Association, Suzy Lamplugh Trust, Eden Project, Month of Community partners, Unite Students, Bournemouth University, Neighbourhood Watch Lottery players, our shop customers and our individual donors.



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**What3words:**

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