

Guidelines for the Neighbourhood Support Street Co-ordinator



This is a voluntary position and once your group is set up it does not take a lot of time. A group may be a whole street or just the nearby neighbours. The 'Street Co-ordinator' acts as a contact person for sharing information within the Neighbourhood Support Group and for passing on matters of importance to their Area Co-ordinator and/or the Police. The 'Street Co-ordinator' does not have to go to "see every house" in the street, nor does every house in his/her street have to be in the group. A group can have as few as 5 or as many as 20 or more.

General requirements of a Street Co-ordinator:

- Caring of their community safety and well being
- People Skills
- Integrity and respect for others
- Some local knowledge
- Time and enthusiasm to set up their group
- Willingness to maintain communication with them afterwards
- Be prepared to follow the policies and guidelines of NSNZ and NSW
- Pass on Police Intel reports to group members if they want them (Email is best but confidentiality must be maintained by using BCC)
- Be a person that residents can turn to for advice or help

Rewards for the Street Co-ordinator:

Personal satisfaction and enjoyment of:

- Knowing you are helping others and making a difference
- Meeting new and interesting people
- Being part of a team
- Knowing what's happening in your area
- Personal growth

Group set up: (Your City or Area Coordinator will support you with this):

- Talk to your neighbours to see how much interest there is (Maybe a close neighbour can go with you)
- Organise a get together or a street meetings of some kind
- Advertise this get together or a street meeting, by flyer or letter drop
- Keep a note of any information, like who is moving in/out, refugees or migrants from other ethnicity groups, specific concerns they mention etc.

Types of Get Togethers or Street Meetings:

- A social "Meet the Neighbours" get together, for nibbles and drink
- A Street Garage Sale followed by a family BBQ
- An activity day in the street with some activities for all the family
- A "Neighbourhood Clean up" with litter, graffiti and weeds followed by a BBQ

- A “Neighbourhood gift of time” where neighbours gift their time in: mowing a neighbour’s lawn, gardening, supporting someone shopping, sharing a cuppa, visiting a sick person, taking them to the hospital appointments etc.
- A “Formal meeting” with guest speakers e.g. Police, Fire, Civil Defence etc. (Preferably with 2 weeks notice)
- If there are any specific problems in the street, a meeting focused on this.

YOU will know which type you feel most comfortable with and what may suit your area best. For your first get together, your Area Coordinator or another representative from NSW can be there to help.

WHERE you hold it is up to you, anything from a nearby park, the grass verge, parking bay, a local church or hall, your front lawn, or in your house.

WHEN you hold it is also your decision, weekday or weekend, during the day or in the evening. It all depends on your group, workers or stay-at-home parents etc.

Possible Agenda to run a Neighbourhood Support Group Meeting

Your Area Coordinator will bring along Neighbourhood Support packs, fridge magnets with important phone numbers, name stickers, extra resources for parents with children, and some basic refreshments. The time required for the get together can vary considerably, depending on the amount of discussion that takes place.

1. Greetings:

- Introduce yourself and colleagues
- Ask the group to introduce themselves and their addresses in the street

2. How Neighbourhood Support can help them:

- This can be explained by your Area Coordinator, the local Community Constable (Police), yourself, or a combination. Your role as their Street Coordinator will be explained.

3. Hand out of Neighbourhood Support packs & resources.

- Ask everyone to fill in the Database Membership form and to return it to you before they leave. Explain that YOU then will create a group database to assist communication between you all. Their databases are stored at the Neighbourhood Support Waitakere Headquarters at the Henderson Police Station, where no-one has access to it except the strategic partners in case of a Civil Emergency.
- Then go through what is provided in the pack (if time) and ask them to put the NSW stickers on their doors, windows and letterboxes.

4. Ask for question and concerns:

- This is when people start to have an input ----- ***VERY IMPORTANT!***

5. Close Up

- Thank them for coming; maybe see if anyone is interested in helping you.
- Inform them that you will be sending them Intel reports from the local Community Constable and safety hints as they come to you from the Area Coordinator.
- Ask them to inform you of anything suspicious, (it may help the Police to build up a picture) or contact you for help in any way.
- Collect any remaining database forms.
- Ask for suggestions as to what people would like to do for another get together project.

*** Don't be too disappointed at some people's reactions initially. They may be shy, wary, or just incredibly busy. Often one is planting a small 'seed' which WILL grow to improve the safety and friendliness of your area.*

Talk to others who have successful groups operating! Remember social activities are a positive way to increase the appeal of your group. Neighbours are more likely to help people they know. Social activity allows people to meet on an informal basis and maintain enthusiasm.

Neighbours Phone Tree/Contact List

- Once you have a full list of neighbour's information, please send the databases to the Neighbourhood Support Office (address on the form)
- In some groups who know each other well, this information can be shared, but in most cases people would rather give it to their chosen neighbours. If they need to contact someone else in the group they can ask you to ring them. Try to keep this list as up to date as possible.

Street Signs and Stickers

- Put up Neighbourhood Support Street signs in your street and use Neighbourhood Support Stickers on your doors, windows and letterboxes.
- They make others, including potential offenders, aware that your group exists and that its members are keeping a watch for any suspicious activities and are prepared to support each other.

Summary:

Safe communities do not happen by accident. Safer communities are only achievable if a majority of people take an active role in preventing crime happening to themselves, their families and friends.

By communicating and getting together with our neighbours and providing support for each other, a general feeling of well being can spread through our community and make it a place where people want to live.

General Advice

From time to time, you will receive safety advice to pass on to your group, below are some examples.

Routines:

- When a house is empty
- When kids are home from school (possible alone)
- When they are on holiday
- Whether trades people are due
- Any suspicious cars hanging around the neighbourhood

How safe is your Home?

- Do you have chains and deadlocks
- A screen door
- Keys left out in “Safe” places
- Leaving tools outside house
- Having valuables in clear view i.e. TV Stereo
- Record Serial Numbers

Plan of Action:

- Have a way of contacting neighbours ie. Whistles, air horns etc
- Phone anytime of the day or night
- Turn on all lights and the radio on loud
- Remain calm
- Try and get a good description

Going Away:

- Let the street co-ordinator know
- How long
- Contact numbers for emergencies
- Cancel milk, papers and mail
- Organise a neighbour to feed animals and/or collect mail
- Let neighbours on each side know
- Leave curtains open

Thank you for offering to become a Street Co-ordinator.

**Neighbourhood Support Waitakere Inc
Contacts:**

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Area Coordinators:

