City of Melville Neighbourhood Watch

Reflection & Planning Session – June 2015

Facilitator – Liz Lennon

Contents

1.   Introduction

City of Melville Coordinator Community Safety & Crime Tanya van Sittert with facilitator Liz Lennon ran a 2 hour reflection and planning session for the members of their Neighbourhood Watch group, interested citizens, local police teams and the coordinator of Neighbourhood Watch WA on June 15 2015.

People Present
Atul Garg – volunteer NHW Coordinator
Tanya van Sittert – Coordinator Community Safety & Crime
Glenn Swannell – OIC Murdoch Police
Gavin Radice – OIC Palmyra Police
Jenny O'Brien – State NHW Office
Jenny Patterson – North West Neighbourhood
Connie Poon – South West Neighbourhood
Cheryl Kennedy – North East Neighbourhood
Linda Quo – North East Neighbourhood
Lynette Cuthbert – North East Neighbourhood
Peggy Fielden – South East Neighbourhood

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

Jennifer Spanbroek – South East Neighbourhood
Rosemary Clarke – Community member
Esme D'Souza – Community member
Liz Lennon - facilitator

Neighbourhood Watch has experienced a number of transformative challenges in recent years so this session provided an opportunity to:

- celebrate the successes of past efforts
- explore the changing demographics of neighbourhoods
- see how Neighbourhood Watch was part of a bigger network of organisations focusing on welcoming and safe neighbourhoods
- explore the range of resources [people, programmes, facilities and funding] that Neighbourhood Watch groups could access
- idea storm ways that City of Melville Neighbourhood Watch groups could Inform + Lead + Support + Inspire
- discuss the range of options for internal and external communication efforts

Actions into the future: - it's important that the group focus their time, energy and attention on activities that will have a broad impact and help create welcoming and safe neighbourhoods. Information activities [e.g. Information stand at the City of Melville sponsored Limestone Festival] that included all the Neighbourhood Watch representatives can have a strong impact.

It's also clear that sharing information with neighbours about projects such as ewatch as well as resources they could access from the City of Melville Friendly Neighbourhood Programme, Community Safety Service and Neighbourhood Development Teams could only increase peoples sense of confidence as they would have clear information to make informed decisions that would help make their neighbourhoods welcoming, friendly, safe and secure.

There are also a range of resources and programmes run by Neighbourhood Watch WA, Neighbourhood Watch Australasia and the WA Police that the representatives could access with the support of the City of Melville Coordinator Community Safety and Crime.

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

The people present contributed very positive ideas and comments throughout the session and in their evaluations they felt:

● the session was well organised and facilitated
● the session helped set direction for the City of Melville NW group for the next 12 months
● people said they felt that their feedback had been taken on board
● more informed about the resources and support for Neighbourhood Watch

Some written feedback in the evaluations included:

'' very stimulating and thought provoking session ''

'' great interactive session ''

'' good fun ''

'' great session - thank you ''

'' must thank Liz and Tanya for a job well done ''

'' Liz was dynamic and my attention remained focussed the entire time. She provided me with a lot to think about ''

2. The Past - Sausage sizzles & Sharing Information

The group looked at a range of photos showing all their efforts. People commented that they really enjoyed the Limestone Festival run by the City of Melville 4 times a year as they got to connect and talk with many people from their neighbourhoods. This was a combined activity across all neighbourhoods.

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

While sausage sizzles were popular people felt that they took a lot of effort and other activities around information sharing such as the Limestone Festival connected with more people.
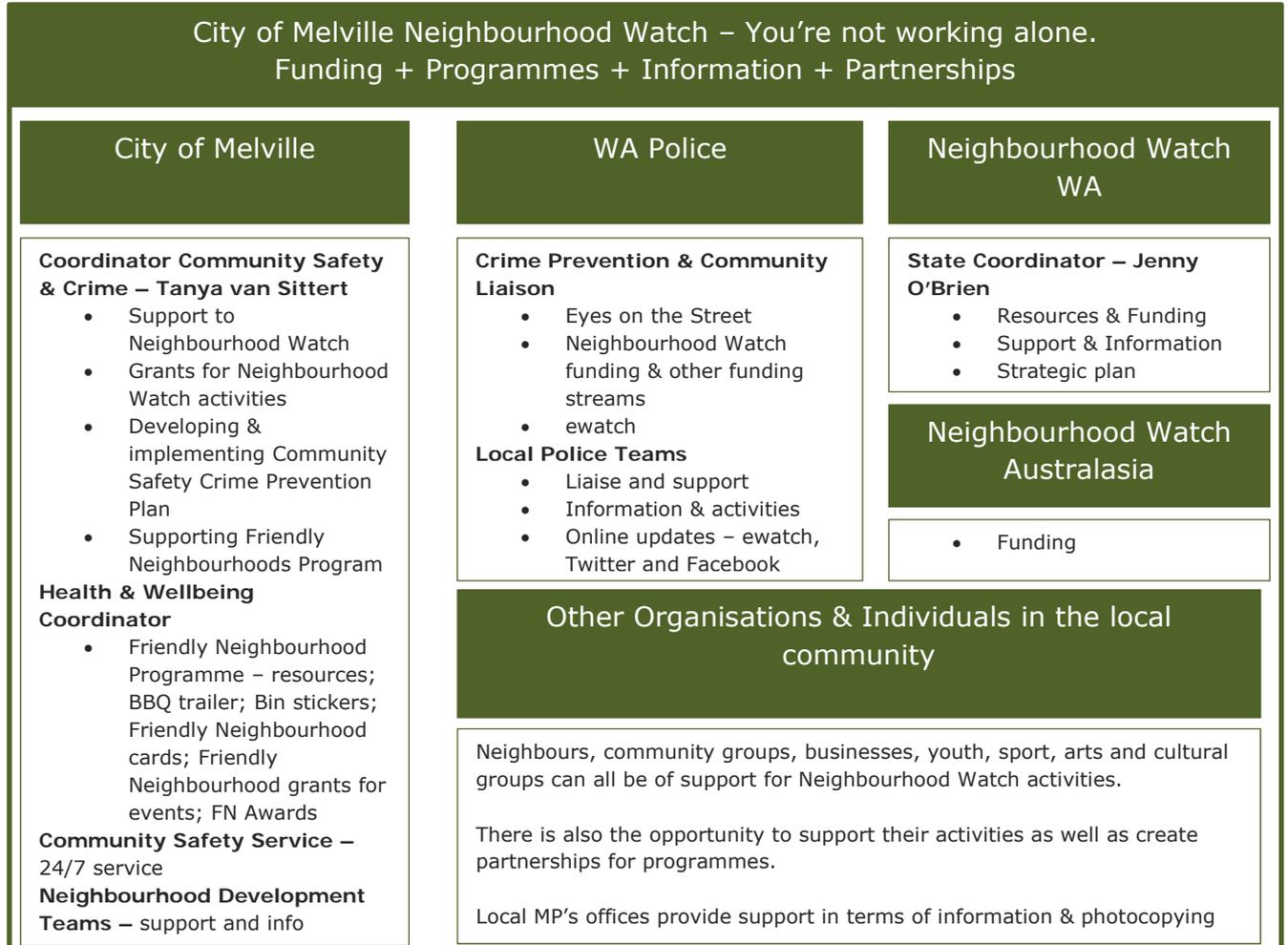
3. The Present - Resources + Partners + Neighbourhoods

In this part of the session the group did 2 things:

- Explored the range of core organisations that existed to support Neighbourhood Watch
- Discussed the demographics of their neighbourhoods using 'maps' created from the City of Melville Neighbourhood plans

3.1 Stakeholder Organisations & Resources

While people knew about a range of the resources they commented that it was very useful to see them in one place. The diagram below shows the key supporting stakeholder organisations with a list of the core programmes that NHW groups can access.

City of Melville Neighbourhood Watch – You're not working alone.
Funding + Programmes + Information + Partnerships

City of Melville

Coordinator Community Safety & Crime – Tanya van Sittert
- Support to Neighbourhood Watch
- Grants for Neighbourhood Watch activities
- Developing & implementing Community Safety Crime Prevention Plan
- Supporting Friendly Neighbourhoods Program

Health & Wellbeing Coordinator
- Friendly Neighbourhood Programme – resources; BBQ trailer; Bin stickers; Friendly Neighbourhood cards; Friendly Neighbourhood grants for events; FN Awards

Community Safety Service – 24/7 service

Neighbourhood Development Teams – support and info

WA Police

Crime Prevention & Community Liaison
- Eyes on the Street
- Neighbourhood Watch funding & other funding streams
- ewatch

Local Police Teams
- Liaise and support
- Information & activities
- Online updates – ewatch, Twitter and Facebook

Neighbourhood Watch WA

State Coordinator – Jenny O'Brien
- Resources & Funding
- Support & Information
- Strategic plan

Neighbourhood Watch Australasia

- Funding

Other Organisations & Individuals in the local community

Neighbours, community groups, businesses, youth, sport, arts and cultural groups can all be of support for Neighbourhood Watch activities.

There is also the opportunity to support their activities as well as create partnerships for programmes.

Local MP's offices provide support in terms of information & photocopying

3.2 Neighbourhood Demographics

People then split up into their neighbourhood groupings and took time to look at the demographics on the neighbourhood maps [note - these maps can be accessed in the Melville City Neighbourhood Plans on their site. [http://www.melvillecity.com.au/community-and-facilities/community-life/neighbourhood-development/neighbourhood-plans]].

The group said that they charts gave them a deeper insight into the makeup of their neighbourhoods.

ACTION: Each neighbourhood coordinator will receive a laminated copy of the maps to use for their own planning.

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

4. The Future - Inform + Lead + Inspire + Support

Liz then moved the group into the future. It is important to work with existing resources and organisations [as detailed in the previous section] and see how they can be leveraged.

It's also important for Neighbourhood Watch groups to see how they can encourage both formal [being part of the group's activities] and informal ways for neighbours to be part of NW.

Every neighbour can be a part of Neighbourhood Watch by being welcoming and friendly

Liz explained that Neighbourhood Watch groups could make a difference in a number of ways:

- **Inform** - this is a very important activity area as there is a lot of information and programmes that need to be communicated more widely to people in neighbourhoods. Providing information can educate, increase awareness, communicate ideas and promote a stronger sense of safety.

- **Lead** - developing projects and actions have been a part of Neighbourhood Watch activities for many years.

- **Support** - it's important that Neighbourhood Watch groups see how they can support the work of other organisations in their communities that have a focus on creating welcoming, friendly, safe and secure neighbourhoods.

- **Inspire** - it's possible to inspire and connect with neighbours and groups in both formal and informal ways

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

People were split into 2 groups and asked to share ideas for potential actions and activities within a planning matrix [attached in appendix] that included - inform; lead; support; inspire under welcoming & friendly and safe & secure headings.

Each person was given their own planning matrix to take back to their neighbourhood groups and fine tune ideas for the next meeting in 2 months.

Ideas in the Planning Matrix
Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

This table provides all the responses from the group. Note that ideas don't always fall in only one area.

These ideas need to be sorted further:

- **Time & Resource Sensitive** - what are short and sharp activities vs longer term and more resource intensive needs to be decided
- **Scale Sensitive** - what activities can be run at local neighbourhood level and which ones need to be coordinated across all neighbourhoods at Melville level needs to be explored

	welcoming + friendly	safe + secure
inform	- have a yearly NW calendar online - embrace social media - volunteer help to elderly neighbour - bake a cake for a new neighbour - share eggs from your chooks - introduce yourself to your neighbours	- share CSS, police and NW contact numbers and services - potential communication channels - NW meetings; twitter; Facebook; e watch; com mosaic; Melville times - NW safety/welcoming

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

	- have a street party - use friendly neighbourhood cards for coffee sessions - bring a hot pot to a neighbour who may be ill or need some support - say hello to a new neighbour - organise sausage sizzle in the front garden - welcome new neighbour with a plant - coffee vans in neighbourhood to share information - shopping centre NW information booths - street chat - provide an information session about NW to local groups e.g. mothers groups - Share key information about NW and other resources around the neighbourhood	- tip of the months in ewatch - knock knock magnet with your number on it. you can deliver to neighbours and let them know who you are - encourage communication and plain talk
lead	- have a focused campaign where each NW person talks to neighbours and encourages them to join E Watch - market and promote your role in NW - Deliver NW bin and window stickers to neighbourhood post boxes or door knock - get NW bookmarks printed	- coffee can, police, CSS come visit for a street get together - new home/new resident letter drop with bin and window stickers and NW info/resources - encourage reporting of suspicious activities - with Lions Club, schools, church groups and other groups for event partnerships - advise how to report to police, crime stoppers and CSS
support	- have a presence as NW team at events such as Limestone and PT Walter concerts AND safety and security seminars at Melville Rec and Civic Centres - align function with City of Melville event calendar	- meet neighbours and have afternoon tea get togethers - support school fairs, retirement village activities and individuals

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

	• See how we might be able to support and provide information to scouts, Rotary, sport groups etc.	
inspire	• share success of police and CSS and NW with others • NW bin sticker day and advertise in local paper	• help people create personal safety plan • merchandise and personal safety devices - alarms and phone numbers • give away safety information and alarms to elderly

5. Communication - Internal & External

It's vital that communication channels, both internal and external, are clarified and utilised so that ideas, feedback, plans and evaluations can be kept practical and on track.

5.1 Internal Communication Options: - The group has both formal [bi monthly meetings of the whole group] and informal [coffee catch ups] ways of communicating face to face. While face to face communication is vital it can also be time consuming so an online communication method that goes beyond email needs to be activated.

Currently there are 2 options being explored: - 1. Creating a Neighbourhood Watch forum within the Melville City IT framework. 2. Linking in to the soon to be developed Neighbourhood Watch WA online forum.

A well organised online forum would allow the group to:

- share information
- explore ideas
- provide support
- add useful resources

Essentially it becomes an online communication and knowledge space.

ACTION: - a timeline for the development of the NWWA online forum is identified and Melville NW groups helps pilot it.

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

5.2 External Communication with the broader community

It's essential that information be shared with the broader community so they can feel welcomed, safe and secure.

These are a few ways that Neighbourhood Watch does and can communicate more broadly:-

Face to face - events are a key way that the group communicates with the broader community. They also communicate informally by chatting with neighbours

Online - E Watch needs to be utilised more and the group could aid this by increasing the numbers who sign up to it. Currently information is sent to Tanya and she sends it to E Watch. Another suggestion is that the Neighbourhood Watch page on the City of Melville site build up its content and information. Tanya is looking at doing this in the future.

Media Offline - Currently Neighbourhood Watch does not have a presence in local newspapers. It would be useful if they had a section on the same page as Streetwatch that provided information on local NW activities, information, resources, ideas and promotions. This could be something that is a partnership coordinated between City of Melville and NWWA as a pilot. A template could be developed that all Neighbourhood Watch groups could use.

Information posters could also be placed in local businesses and with local groups.

ACTION: **-** this topic needs to be discussed further so that a clear communication strategy can be developed and activated by the group.

6. What's Next?

A lot was achieved in 90 minutes and the group is to be commended for their enthusiasm and focus.

There are a number of next steps that are recommended:

- this report be circulated to the session participants as well as to the broader community using on and offline communication channels

Good Neighbours Make Neighbourhoods - welcoming + friendly + safe + secure

- the Neighbourhood Watch representatives share this information with their local supporters and explore which actions and activities can be done at neighbourhood level and which activities need to be coordinated with all the neighbourhood groups in City of Melville
- that each Neighbourhood Watch representative decided whether they wish to continue to participate by the next meeting in August
- that the next Neighbourhood Watch bi monthly meeting take some time to:

  ○ fine tune key actions for the next year
  ○ discuss the new structure and communication ideas