

NORTH LINCOLNSHIRE COUNCIL

**CUSTOMER SERVICES, SPORT AND
LEISURE CABINET MEMBER**

NOMINATED NEIGHBOUR SCHEME

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To provide an overview of the Nominated Neighbour Scheme.
- 1.2 To consider proposals to launch the Nominated Neighbour Scheme in North Lincolnshire.

2. BACKGROUND INFORMATION

- 2.1 The Nominated Neighbour Scheme is a Crime Reduction initiative which has been successfully launched in a number of areas. The scheme is targeted at the elderly and vulnerable who may be nervous about unwanted callers or may be vulnerable to rogue traders or doorstep crime.
- 2.2 Individuals are briefed on the scheme and issued with a Nominated Neighbour pack. Individuals identify a trusted neighbour, relative or friend who help deal with unexpected or unrecognised callers at their door. When an unwanted caller comes to the door the resident presents them with a card, which asks them to either call a neighbour or visit an adjacent property to have themselves validated as genuine. If the nominated neighbour is satisfied the caller is genuine they can either call and confirm this or return to the property and accompany the caller. Should they be concerned the caller is not genuine they can take further action, including calling the Police and Trading Standards as required.
- 2.3 The packs consist of a sticker for the inside of the door reminding the individual they are part of the scheme, a card to be filled in with the Nominated Neighbour details for presentation to callers and briefing leaflets for both the vulnerable person and the nominated neighbour. This can also be accompanied by general home security advice and information on other support services.
- 2.4 In a number of areas the scheme is linked directly to Neighbourhood Watch, whereby local Neighbourhood Watch Co-ordinators take on the role of Nominated Neighbour for a number of individuals. Linking the two schemes together also provides increased information and intelligence on "rogue traders and those involved in doorstep crime. This information can be

shared with Trading Standards and the Police who can take appropriate enforcement action. There are examples of other local authorities who have successfully taken a similar approach.

2.5 The launch and roll out of the scheme will contribute positively to both crime reduction and the fear of crime in North Lincolnshire, while at the same time contributing positively towards the following council priorities:

- Excellence in Customer Service
- Provide value for taxpayers' money
- Make our communities safer and stronger

3. OPTIONS FOR CONSIDERATION

3.1 The following proposals are presented for the Cabinet Team to consider:

3.1.1 To launch and roll out the Nominated Neighbour Initiative in a specific area as a pilot. Progress and uptake from individuals and communities can be reviewed with a view to rolling out the scheme in further areas at a later date.

3.1.2 To launch and promote the scheme across the whole of North Lincolnshire.

4. ANALYSIS OF OPTIONS

4.1 The Nominated Neighbour Scheme is well regarded across the Country and has been evaluated as a positive scheme in reducing isolation, distraction burglaries and door step crime. Most bogus callers rely on gaining the confidence of a resident to get into their property. By encouraging older people not to talk to unexpected callers and instead direct them to a third party it increases the chances of a bogus caller being caught. Most victims of distraction burglary are of pensionable age and in many cases as well as facing financial loss, they are left traumatised and upset. Research suggests that areas that show visible signs of a caring and supportive society, such as Neighbourhood Watch are less likely to be targeted by distraction burglars.

4.2 Officers suggest launching the scheme in North Lincolnshire as a Pilot in the Brigg and Wolds Ward.

4.3 Evaluation of the scheme, including uptake and effectiveness should be undertaken after 6 months.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 There will be a small amount of officer time involved in the setting up of the scheme. This will be provided from within the existing staff teams of Safer Neighbourhoods and Trading Standards.

5.2 There will also be a small amount of costs associated with the provision of Nominated Neighbour packs, including posters and stickers; this will be met from existing crime reduction budgets.

6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 There are no adverse issues to highlight.

7. **OUTCOMES OF CONSULTATION**

7.1 Humberside Police have been consulted and are in favour of rolling out this scheme in the area. Consultation has also taken place with Head of Licensing and Trading Standards and The Neighbourhood Watch Development Officer and both are in favour of the scheme.

8. **RECOMMENDATIONS**

8.1 That the Cabinet Member approves:

8.1.1 The adoption of the nominated Neighbour Scheme in North Lincolnshire as a Pilot in the Brigg Area.

8.1.2 That the Cabinet Member asks the Head of Safer Neighbourhoods to undertake an evaluation of the scheme after 6 months and report back to Cabinet.

DIRECTOR OF PLACES

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Background Papers used in the preparation of this report:

Ourwatch briefing on Nominated Neighbour Scheme.