



OWL Officers Fact Sheet

What is OWL (Online Watch Link)?

Owl is a quick and effective method of getting crime alerts or messages out to the thousands of watch coordinators and members in any chosen wards/areas across Eastern Division by any chosen communications method

How are messages received?

Messages can be received by either telephone, e mail, mobile phone, sms, and fax (more messages are sent by e mail, than by telephone due to the cost)

What type of messages are sent out?

The list is endless - however alerts are sent regarding burglaries, arson, anti social behaviour, scams, missing persons, appeals for information, dates of NPP Meetings, stolen vehicles, suspicious vehicles, suspicious persons, missing persons

How quickly can an alert be circulated?

As long as an alert needs no alterations to it, it can be sent within minutes of it being received. Within seconds of an alert being sent e mails and telephone calls are being received in the selected areas(if telephones have been selected)

Why should I send an alert?

OWL is a two way communications tool. The residents in Eastern Division are YOUR eyes and ears. We regularly get information back as the result of alerts being circulated. The information is then passed back to the officer.

Can alerts be sent to different types of watches ie Schoolwatch, pubwatch etc?

Yes – there are many types of watches on OWL and we can send alerts to specific watch types ie Golf watch, Farm watch, pub watch, No cold calling areas, horsethatch, caravan watch etc

I Dont Want the Press to receive an alert.

The press can be excluded from alerts and will not receive it, if you request that they don't.

I am concerned about writing an alert – I don't know what should go in it.

DONT BE! Take a look at the enclosed 'Do's and Donts' and some of the sample messages. Complete the Request for OWL alert form, following the guide on the LEFT of the form. Once the form is received by the OWL Alert staff it will be assessed before circulating. If there is any concern regarding the alert it will be referred to either your supervisory officer or PC Hazel Goss (Community Safety) for approval. If you have any questions or concerns at all contact the OWL Alert Help Desk – Tel 01352 708118 or North Wales Police internal extension 84144

How do I send an alert?

Complete the Request for OWL alert Form and send it to owlalerts@fnwa.org.uk or owlalert@fnwa.org.uk. If an alert is required to be sent urgently telephone the office on 01352 708118. The North Wales Police internal telephone number for the OWL Alert Help Desk is ext 84144.

YOU HAVE A TWO WAY COMMUNICATIONS TOOL THAT
MANY FORCES IN ENGLAND AND WALES DO NOT
CURRENTLY HAVE – USE IT TO YOUR ADVANTAGE
LET OWL BE THE EYES AND EARS OF YOUR COMMUNITY!

Incidental Information

How do people start to receive OWL alerts?

Currently, to receive OWL alerts they need to be part of a Neighbourhood Watch (or other type of watch). To start a Neighbourhood Watch you need at least two people, but no more than ten people. To start a watch people can complete a watch registration form. Alternatively they can e mail enquiries@fnwa.org.uk or telephone 01352 708118.

Apart from OWL, what are the benefits to starting a WATCH type scheme in my area?

There are many benefits to starting a Neighbourhood Watch, or other types of watch schemes. They not only will they receive prompt crime alerts seeking intelligence or community safety OWL alerts to raise awareness and prevent crime. The schemes are provided with a number of resources and support and provide Officers with community volunteers to help them in their role.