

Active Bystander and Community Engagement Training

Building Safer, More Inclusive Communities Through Confident Intervention

Neighbourhood Watch Scotland (NWS) offers practical Active Bystander and Community Engagement Training designed to help organisations strengthen customer service, inclusion, safeguarding awareness, and public trust.
Our training equips staff with the confidence and skills to recognise concerns, respond appropriately, and support individuals with dignity and respect, particularly those who may be vulnerable or experiencing challenging circumstances.

Today's workforce regularly interacts with people who may require additional understanding, support, or safeguarding considerations.

Active Bystander Training helps organisations:

- ✓ Enhance customer service
- ✓ Promote inclusion
- ✓ Promote accessibility
- ✓ Raise safeguarding awareness
- ✓ Build public trust and confidence
- ✓ Support vulnerable individuals
- ✓ Encourage positive interactions

Our training helps staff to:

- Recognise signs of vulnerability, distress, or risk
- Respond with empathy, professionalism, and confidence
- Engage effectively in complex customer situations
- Promote inclusive and respectful communication
- Support safer customer and community interactions
- Understand when and how to escalate concerns appropriately

Flexible delivery options

All sessions can be customised to include organisation-specific scenarios and real-world examples.

Core Training Objectives

By the end of the session, participants will be able to:

- Understand Active Bystander responsibility in community settings
- Recognise the importance of respectful intervention
- Understand how staff interactions influence trust, safety, and inclusion
- Apply practical techniques when responding to challenging situations
- Promote positive engagement with customers, colleagues, and communities

Why choose NWS?

Through practical Active Bystander Training and positive engagement approaches, we help staff:

- **Build confidence**
- **Encourage respectful intervention**
- **Strengthen empathy and understanding**
- **Foster a culture of neighbourliness and shared responsibility**
- **Deliver meaningful and trusted interactions**

Training Options and Costs:

Training Format	Cost
Open Online Workshop / Webinar	£40 per person (minimum 10 attendees)
Private Virtual Session	£450–£1,200 (dependent on participant numbers and duration)
In-Person Workshop	£500–£1,500 (plus travel and expenses)
Bespoke Organisational Programme	£2,000–£10,000+

Additional costs may apply for travel, accommodation, venue hire, printed materials etc.

NWS is committed to helping organisations build safer, more inclusive, and community-focused workplaces.

Together, we can create safer environments where pople feel respected, supported, and empowered to make a positive difference.

Next Steps

To discuss your training requirements or request a tailored proposal, please contact Neighbourhood Watch Scotland.



Safer Neighbourhoods Stronger Communities

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