

Service Level Agreement **On the partnership between** **Sussex Police and** **Sussex Neighbourhood Watch** **October 2011**

The purpose of this document is to :

- Act as an Agreement between the Police and Neighbourhood Watch (NHW) to identify the minimum level of service to be enjoyed by each organisation.
- Form the minimum standard upon which local Area Service Level Agreements should be based.
- Create an effective partnership between NHW groups and Neighbourhood Policing Teams, facilitating a good two way flow of information and intelligence between both groups and ensuring that jointly both groups embrace Neighbourhood Policing.

Neighbourhood Watch exists to:

- Cut crime and the opportunity for crime and anti-social behaviour
- Provide reassurance to local residents and reduce the fear of crime and anti-social behaviour
- Encourage neighbourliness and closer communities
- Improve the quality of life for local residents and tenants
- Support the Neighbourhood Policing Teams in reducing crime

This purpose fully supports the core principles of Neighbourhood Policing and as such provides the opportunity for significantly enhanced partnership working to reduce crime, anti-social behaviour and build safer neighbourhoods.

It is an important voluntary organisation, working with the local Neighbourhood Policing teams and playing a key role within Partnership and communities to improve community safety by forming a direct link to members of the public with whom the Police would not otherwise have contact.

Strategic Leadership

Effective leadership is vital to ensure NHW Schemes are co-ordinated between NHW and Neighbourhood Policing Teams.

To achieve this, the Force NHW Manager for Sussex Police will act as the Force lead for NHW matters nationally and be the direct link with the Sussex NHW Federation. The role will be responsible for creating a strategy in conjunction with the Federation,

moving NHW forward and ensuring consistency across the police districts, supporting and acting as the single point of reference for District Commanders and Neighbourhood Policing Teams.

The Sussex NHW Federation, led by an elected Chair, will have a nominated representative from each District. The Chair will take on a strategic role for NHW in Sussex. The Federation will develop a programme in conjunction with Sussex Police on the direction for Neighbourhood Watch in Sussex.

Sussex Police interaction with Sussex NHW

NHW will liaise with Sussex Police at four levels, as set out in the attached Appendix 'A' diagram.

At each level within the NHW structure, liaison with Sussex Police will be made. The Force NHW Manager will link in through formal meetings with the Sussex Neighbourhood Watch Federation and District Committees across Sussex. The local District Commander or nominee will formally meet with the District Committees.

The Neighbourhood Policing Teams will be the link with NHW Co-ordinators at the local level. They will have the responsibility to ensure relationships are developed, effective communication exists, schemes are registered and initiatives, in support of the overarching strategy, are taken forward.

There should also be a NHW representative who sits on the Sussex NHW Federation committee representing each Police District.

Police Responsibilities

Sussex Police will create and implement a Community Contact system to notify coordinators of crime, to take precaution against current crime trends, crime prevention advice and other relevant information. The system will be operating in two ways. 1) NHW messages which will be more specific information where appropriate and down to a post-coded area 2) A Community Contact message which will be a general regional message open to anyone who registers an interest, not just NHW.

Sussex Police will maintain a database of street co-ordinators using the data as registered by the co-ordinators.

Sussex Police will aim to improve feedback and more geographically specific intelligence on criminal activities promptly and appropriately within local communities. In the event of a serious incident, they will inform NHW Co-ordinators as soon as possible.

PCSOs will assist in the setting up of new schemes and maintaining existing ones along with NHW Area co-ordinators. All new co-ordinators will be vetted for security purposes.

PCSOs will be responsible for the vetting of new co-ordinators and informing them of the vetting outcome.

Sussex Police will ensure that NHW are fully aware of all relevant ongoing and proposed initiatives and are promptly briefed on any new ones.

Sussex Police will provide an appropriate representative to attend NHW Executive or local area meetings if requested.

The Police after consultation with the local association reserve the right to de-recognise inactive schemes.

Sussex Police will seek to engage NHW in community engagement, problem solving and reassurance activity.

NHW Responsibilities

NHW members will be encouraged to personally report criminal or suspicious activities directly and immediately to the Police giving as much information as possible ie: time, place, description of individuals and/or vehicles.

After calling the Police NHW members will be encouraged to inform their co-ordinator of any reported crime or suspicious activity promptly and appropriately.

Area and Street Co-ordinators will aim to circulate crime alerts, intelligence and information requests received from Sussex Police as quickly and as widely as possible.

Area Co-ordinators will work with Sussex Police and Parish Councils to ensure that crime and information messages are disseminated.

Co-ordinators will assist where possible with help and advice in relieving the fear of crime in their neighbourhoods and in offering neighbourly assistance when an incident occurs, co-operating with the Police and other organisations.

Co-ordinators will be responsible for ensuring their correct details are on the Force Community Contact system, to retain Police and Sussex NHW Federations recognition.

NHW will assist the Police with new or existing initiatives.

NHW should publicise itself, canvass for, help start new schemes and maintain existing ones in conjunction with the Neighbourhood Policing Teams.

NHW will maintain a County wide Federation of District Co-ordinators, chaired by the Sussex NHW Federation Chair.

NHW will encourage the reporting of criminal activity to Crimestoppers and support the establishment of 'No Calling' zones, where appropriate.

NHW will support Sussex Police with community engagement, problem solving and reassurance activity.

All NHW Co-ordinators should conduct themselves in a manner becoming their position as ambassadors for NHW. Should they fail to do this, the Association will examine the situation and in the event of failing to resolve any issues will refer the matter to Sussex Police, who in consultation with the relevant Association reserve the right to de-recognise them as Watch Co-ordinators.

Agreement

Every attempt is to be made by both parties to adhere to this Agreement.

All areas are to be encouraged to make this the minimum level of service.

Both Parties may review this Agreement following notice in writing; in any case it is to be reviewed on an annual basis, normally to be presented at the Sussex NHW Federation Annual General Meeting.

Either party can withdraw from the agreement following 3 months written notification.

This Service Level Agreement is for the attention of all relevant individuals / parties.

Signed Mark Rendall (Force NHW & Volunteer Manager)

For and on behalf of Sussex Police

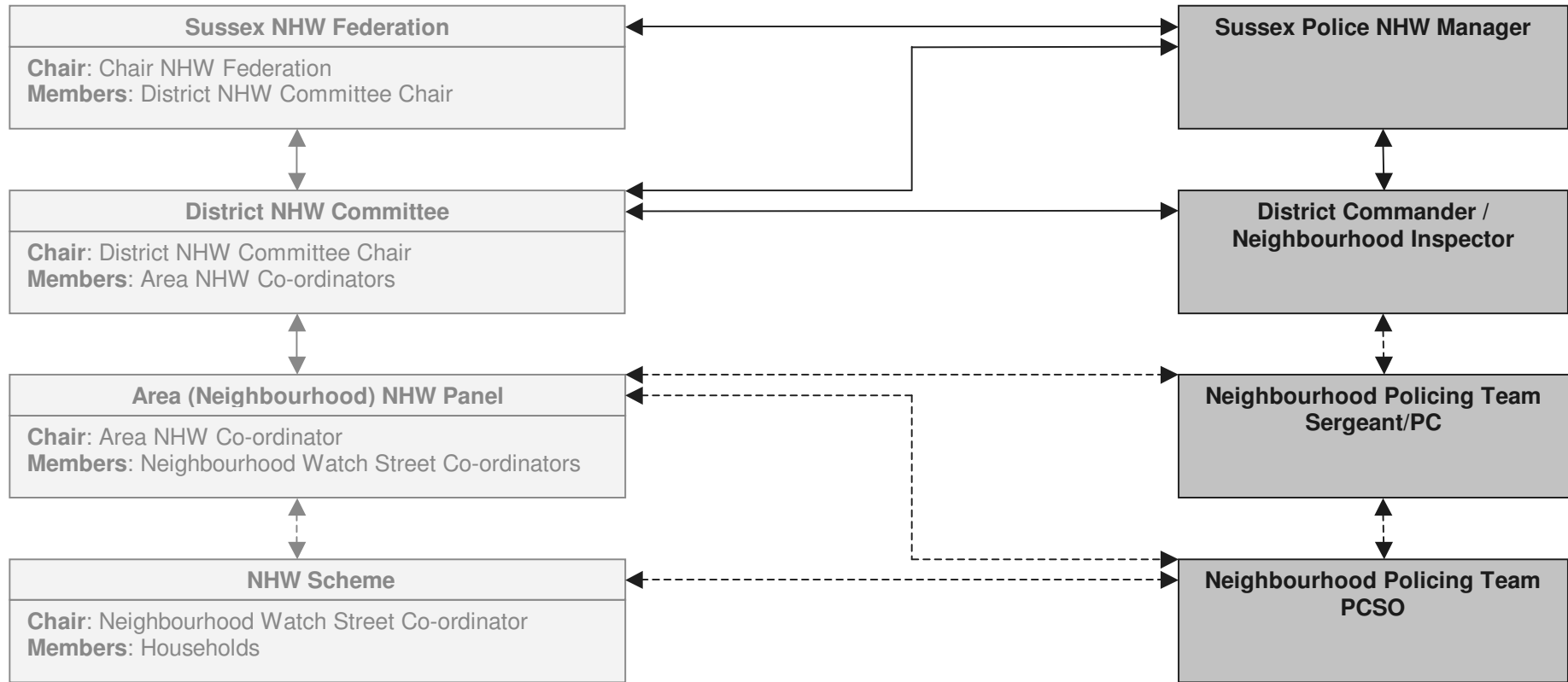
Date 19th October 2011

Signed Brenda Whitmell (Chairman)

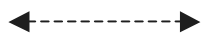
For and on behalf of the Sussex NHW Federation

Date 19th October 2011

Inter-relationship between Sussex Neighbourhood Watch Federation and Sussex Police



Formal meeting cycle



Informal Links (email, face-to-face, Blogs, phone)

NB: Following implementation of new IS communication system, contact will be available from any police level to any Neighbourhood Watch level.