

Sussex

Neighbourhood Watch

Members' Handbook 2014



In partnership with and supported by



Sussex
Police & Crime
Commissioner



Non-emergency phone -
101 or **01273 470 101**

In an emergency phone -
999 or **112**



For more information please visit -
www.sussexnwfed.org.uk
www.ourwatch.org.uk
www.sussex.police.uk
www.sussex-pcc.gov.uk
www.crime-stoppers.org.uk

Your local contact:



Published by the Sussex Neighbourhood Watch Federation
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Registered Charity No. 1059756
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Foreword by the Sussex Police & Crime Commissioner



As the person responsible for policing and crime in its totality across the county, I am delighted to offer my support and encouragement to the Neighbourhood Watch movement.

My Police & Crime Plan, Safer in Sussex, focuses around four key strategic objectives:

- Crime and Community Safety
- Victim Focus
- Public Confidence, and
- Value for Money.

I am determined to keep Sussex a low crime area. I believe that the future of crime reduction and public safety lies in prevention and partnership working.

I support the principle of people volunteering and getting involved in keeping their communities safe. Neighbourhood Watch is all about ordinary people helping to keep their homes and streets safe, and not just by fighting crime.

I want volunteers like you to be recognised and valued for the part they play in making us safer in Sussex, and I look forward to working with you all to achieve this.

Katy Bourne

www.sussex-pcc.gov.uk

spcc@sussex-pcc.gov.uk

Our vision

... is to make our homes and neighbourhoods safer.

About Neighbourhood Watch

Neighbourhood Watch began life in the UK over 30 years ago in response to rising crime, but today, as times change, covers all aspects of keeping safe.

Our main aims are to prevent crime, reduce the fear of crime, and improve safety. That means that whilst fighting crime remains our core aim, we also help out in other important ways that help protect our communities, such as during and after emergencies.

The modern Neighbourhood Watch is about making sure that no one has to feel afraid, vulnerable or isolated in the place where they live. It's about people looking out for each other, crossing barriers of age, race and class to create strong, cohesive communities that benefit everyone.

Anonymity is the offenders' strongest weapon. Neighbourhood Watch takes away that weapon by acting as the eyes and ears of the community. As a result, it has been shown that Neighbourhood Watch areas are far less likely to be targeted by criminals. Crime cannot flourish in a community that cares.

We are a not-for-profit organisation, non-party in politics, and operate an equal opportunities and non-discriminatory policy. We are a "grass roots" organisation, run by our volunteer members for our members. Anybody can join, regardless of their background, and membership is free.



Our vision

The Sussex Neighbourhood Watch Federation is an independent charity, with special relationships with the elected Police & Crime Commissioner and Sussex Police. Our partnership with Sussex Police is underpinned by a Service Level Agreement, which spells out what we can expect from each other.

Sussex Police maintain a confidential register of all recognised Neighbourhood Watch co-ordinators, and checks the suitability of

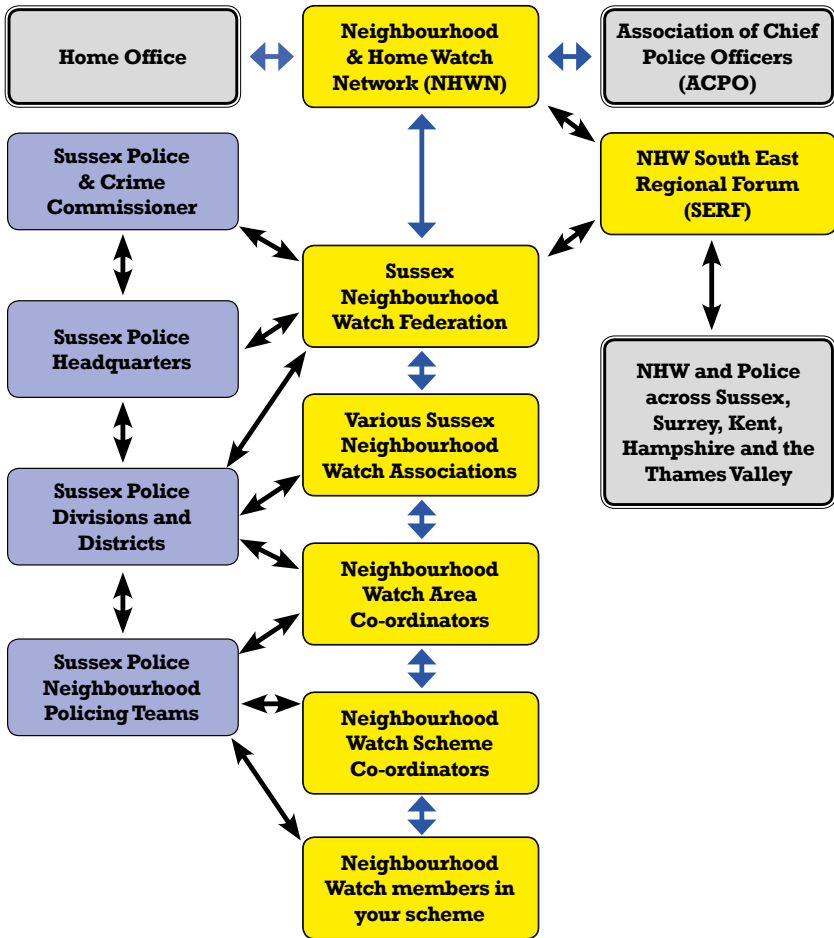
prospective co-ordinators. All data is securely held for Neighbourhood Watch purposes only. We have a working relationship with Sussex Police at all levels, and Police Community Support Officers (PCSOs) keep in regular contact with schemes locally.

We are delighted that the success of Neighbourhood Watch has been recognised by the Award of The Queen's Diamond Jubilee Volunteering Award 2012.



Neighbourhood Watch is the largest voluntary organisation in the country. We are overseen by the Home Office and liaise with ACPO, which connects with the community through the national Neighbourhood & Home Watch Network (NHWN), regional and force level NHW Federations.

How it fits together



The benefits of Neighbourhood Watch

There are many reasons for joining Neighbourhood Watch. Here are just a few - you may be able to think of others!

- Be part of an active and friendly local community
- Reduce crime and anti-social behaviour
- Make your neighbourhood a better and safer place to live
- Get regular information from the police about crime in your area
- Use street signs and window stickers to deter criminals
- Be the eyes and ears of the community
- Improve police and community relations
- Receive free information on crime prevention and personal safety
- Purchase low cost personal, door, window and shed alarms
- Obtain reduced home insurance premiums from some insurers
- Create safe and strong communities, where neighbours look out for each other
- Enjoy peace of mind while you're away, knowing that other members are keeping an eye on your home
- Have the opportunity to get valuable property security marked, making it less attractive to thieves, convict them when caught, and helping to return it to you should it be stolen and recovered
- Free Public Liability insurance for Neighbourhood Watch activities

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Numerous studies have found that Neighbourhood Watch is effective in reducing crime

A registered Neighbourhood Watch Association or group in Sussex can take advantage of the Sussex Neighbourhood Watch Federation's charitable status to acquire the latest Microsoft software at very favourable prices. Please contact the Federation for more details.

www.sussexnwfed.org.uk
enquiries@sussexnwfed.org.uk

How you can join Neighbourhood Watch

If you are not already a member of Neighbourhood Watch and want to join, find out if there is a scheme in your street or local area by entering your postcode on www.ourwatch.org.uk, or phone the police on **101**.

If there is an existing scheme nearby then we can arrange for your PCSO or a local co-ordinator to contact you and provide further information. If there isn't one, they can help you and your neighbours to set one up. Overall, very little work is involved. Free help and advice is always available.

Whoever volunteers to be the Scheme Co-ordinator (see the next page) will need to complete a couple of simple forms. The Scheme Co-ordinator can use the information provided by the PCSO to chat to other residents about joining the scheme. Later, the PCSO will help you to hold an informal residents meeting to explain how things work in more detail. This will include the option to arrange Neighbourhood Watch street signs.

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Help us to make our neighbourhoods stronger and safer for all - join Neighbourhood Watch!

Neighbourhood Watch and you

Individual Neighbourhood Watch schemes are run by members through a volunteer local resident Scheme Co-ordinator, sometimes known as a deliverer because they circulate relevant messages and crime prevention advice to their neighbours. Schemes can vary in size from just a few homes to a whole village. Some areas and villages also have a volunteer Area Co-ordinator, who supports the Scheme Co-ordinators.

Once the scheme is set up, the Scheme Co-ordinator will receive information from the police and Neighbourhood Watch, often by E-mail, for passing on as appropriate to members. Members who do not have access to E-mail can receive messages on paper. All residents are encouraged to quickly feed back to the police any information on criminal or suspicious activity, to look out for each other generally, and give a helping hand when this is appropriate.

The role of the Sussex Neighbourhood Watch Federation

The role of the Federation is primarily to assist, support and advise the Neighbourhood Watch movement across Sussex. The Federation does not tell you how to run your local Associations or schemes. However, should you need assistance, we will gladly try to help you whenever we can.

Additional information for co-ordinators

- You will need to undergo a simple police check before you can be appointed as a co-ordinator.
- A Scheme Co-ordinator needs to keep an up to date list of all their members, including names, addresses, E-mail and phone numbers, on a confidential basis.
- Make sure that you tell the police if your own contact details change.
- When sending out E-mails use the “bcc” (blind carbon copy) box, rather than the “To” or “cc” boxes, to maintain privacy of members’ E-mail addresses.
- If you do not have E-mail then usually we can find somebody nearby who has, who can help.

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Roles of Neighbourhood Watch members

Belonging to Neighbourhood Watch includes being a good neighbour, taking easy and sensible precautions to protect yourself and those around you and their property from loss, injury or damage, whenever you are at home or out and about, and promptly reporting anything that causes you concern. As a guideline, here are some typical things which a Neighbourhood Watch member might reasonably be expected to do:

- Report suspicious activity or problems straight away. Encourage other members to do the same.
- Protect your home and garden with proper security. Mark your property, display a Neighbourhood Watch window sticker, and support the erection of Neighbourhood Watch street signs.
- Read and act upon information given to you, including messages, crime prevention leaflets and periodical newsletters. Make sure that your family, friends and neighbours are included.
- Look out for and help any vulnerable, disabled, young or elderly neighbours.
- Watch out for your neighbours' property, especially when they are out or go away on holiday.
- Do what you can to encourage community goodwill and problem solving.

Co-ordinators may also:

- Help promote and oversee the activities of Neighbourhood Watch, especially within your agreed area.
- Take a lead in helping to achieve the aims and objectives of Neighbourhood Watch, co-operating with and supporting the police and other agencies as appropriate.
- Support your local Neighbourhood Watch colleagues when they ask for help.
- Attend meetings and other functions as a representative of Neighbourhood Watch.

Sussex Police



Neighbourhood Policing is all about putting local communities at the heart of local policing. With this aim in mind, dedicated Neighbourhood Policing Teams (NPTs) operate throughout Sussex. NPT members are visible, accessible, locally known, and knowledgeable about their areas. As well as dealing with crime and disorder, they also work with partners to resolve the problems and issues which matter most to local people.

Additionally, all areas are covered by response teams, who deal with emergency calls 24 hours every day. If you need the police in an emergency, then it is most likely to be response officers who will initially come to your aid.

In an emergency phone 999 or 112

112 is the free emergency number across Europe, including the UK.

Certain crimes and incidents can be reported online at **www.sussex.police.uk**, but you should always call **999** or **112** immediately if:

- A crime is being committed now
- The offender is still there or nearby
- People are injured, being threatened or in danger
- You see something suspicious.

If it's not an emergency phone **101** (a flat charge of **£0.15** applies regardless of the length of your call), or **01273 470 101** (usual call rates apply). If you are not sure whether or not it is an emergency then dial **999** or **112**, and let the police decide.

Visit **www.sussex.police.uk** to find out more about your local police.

Want to find out about crimes in your area? Visit **www.police.uk**

Tell somebody!

Have you seen something suspicious or a serious accident?

In an emergency phone 999 or 112

If it's not an emergency, phone Sussex Police on **101** or **01273 470 101**.
You can also E-mail **contactcentre@sussex.pnn.police.uk**.

Please do not report crimes to your local officers, or use text or social media such as Facebook or Twitter – instead use the methods above. Your local officers may not be on duty, and text and social media messages may not be constantly monitored, so there could be a delay in responding.

Please tell the police that you are a Neighbourhood Watch member – they will record this.

Is your information important?

You may be unsure whether your information is important, but it could be the missing piece of the jigsaw which the police are looking for. If in doubt call **999** or **112**, and the police will decide how to respond – they are fully trained. You will not be treated as wasting their time, and they welcome all calls – they need to know what is going on. They will never be too busy to speak to you.



Crimestoppers



If you wish to pass on information about any crime or criminal - but prefer to remain anonymous - then call Crimestoppers on **0800 555 111** or use the online information form on

www.crimestoppers-uk.org – either way you are totally anonymous.

Anonymous means that you will not be asked for your name, address or any personal details. Calls aren't recorded or traced, and you won't have to give a statement or go to court.

If you are at all concerned about calling Crimestoppers, reassure yourself by dialling **141** before **0800 555 111** which blocks your phone number. Crimestoppers is an independent charity that works with the police, but is not part of the police.

22 people are arrested every day as a result of information passed to Crimestoppers. In 2011-12 they received over 95,000 useful calls and online information, and as a result of this over 8,000 criminals were arrested and charged, over £22 million worth of drugs were seized, and over £7 million worth of stolen goods were recovered.

But remember - Crimestoppers is not an emergency service. If you see a crime taking place you should call **999** or **112** to report it immediately. If you are a victim of crime you should report this to the police.

Contact Crimestoppers on 0800 555 111 (24 hours a day, every day) or complete the online information form on www.crimestoppers-uk.org.



Tell them what you know, not who you are

Where to find information about keeping safe

Plenty of information is readily available and the following will help you to find it. Much of it is online, and this is the way of the future – young people especially embrace this. However, we recognise that not everybody enjoys or has access to the latest technology, so if you need help please ask your local co-ordinator or local police for assistance. They will be able to provide you with crime prevention leaflets, information and advice

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Remember: 7 out of 10 burglaries occur when homes are insecure. Always make sure that windows are closed and doors are locked whenever you go out, even if it's just for a few minutes.

www.ourwatch.org.uk

www.sussex.police.uk

www.locksmiths.co.uk

www.ageuk.org.uk/home-and-care

www.bbc.co.uk/crimewatchroadshow/safety

http://england.shelter.org.uk/get_advice/neighbourhood_issues

Junior Neighbourhood Watch

People under the age of 24 are by far the most common victims of crime, and those aged between 18 and 24 are the most common offenders. So it is a good idea to focus upon primary school children, to help ensure that they stay safe, grow into good citizens, and help stop them turning towards crime and anti-social behaviour. This is what Junior Neighbourhood Watch (JNHW) is all about.

JNHW is a voluntary 5-6 weeks after-school fun based club, one hour per session, run by Neighbourhood Watch volunteers in partnership with Sussex Police. With the agreement of head teachers, we visit the school assembly and give the children a big surprise – and to keep it secret we aren't going to tell you what it is! The children are invited to take part in the club, as long as their parents/carers agree.

During the programme the emphasis is on delivering some very serious messages, but in a fun, interactive way. They will learn about Neighbourhood Watch, personal safety, property security, being observant, and what to do or not to do should anything happen. We do this by talking about deterring burglars, being safe when out and about, marking property, getting them to take part in role plays and learning observation skills, plus lots of questions and answers. They become comfortable talking to the police, and confident that they can react the right way should things start going wrong.

The feedback from the children, their parents and the schools involved has been fantastic. Some children have radically changed their outlook and behaviour. They have been persuading their parents and grandparents to tighten up security at home and be more vigilant, and to start new Neighbourhood Watch schemes. Valuable information has been passed by the children to their schools and the police. And as the children have been telling us what concerns them, we have developed the JNHW programme to match their wishes, not just what we think they need to know.

Why not start Junior Neighbourhood Watch in your area?

Neighbourhood Watch Search Teams

Every year as many as 5,000 people are reported missing to Sussex Police. Thankfully, most are found safe and well, but in certain circumstances, such as for vulnerable people, an extensive search is needed, and the support of trained volunteers can be vital.

The lengthy search for 8 year old Sarah Payne in July 2000 led to the setting up of the first Neighbourhood Watch Search Team. In 2006 the North Sussex Search Team was added, and more recently the East Sussex Search Team.

Contacts:

North: www.northsussexsearchteam.org.uk

West: www.westdownsearchteam.co.uk

East: www.lewesnwa.org.uk

Over 380 trained volunteers are now on call for whenever Sussex Police require assistance. Usually this relates to missing vulnerable people, but the same skills are also

used to help search for missing property which may be crucial to an ongoing police enquiry, and in other special circumstances where the police or other authorities need help.

Volunteers need to be over 18, reasonably fit, and when available for a search, be prepared to go out in any weather conditions, push through dense undergrowth, and traverse widely varying ground conditions. You are not expected to turn out for every call, nor will you be exposed to any risk.

Free basic training, which usually takes less than a couple of weekend mornings, is given in subjects such as search techniques and the preservation of evidence. Other free courses are available on map reading, leadership and First Aid.

Additional volunteers are always needed to boost and maintain an adequate pool of trained search team members.



In June 2013 Sussex Neighbourhood Watch Search Teams won the Innovation category in the inaugural national NHWN Awards.

Other volunteering opportunities

Sussex Police often use volunteers in police stations across the county. For more information visit **www.sussex.police.uk** and input “Volunteers”.

Sussex Police also recruit volunteers as Special Constables. For more information visit **www.sussex.police.uk** and input “Special Constables”.

The Sussex Police Cadets, also known as the Volunteer Cadet Corps or VCC, is a non-competitive programme of practical and police-related activities for young people aged 14 to 18. For more information visit **www.sussex.police.uk** and input “Cadets”. They welcome the chance to help Neighbourhood Watch - it looks great on their CV.

Sussex Police also operate Community SpeedWatch. You can volunteer with others to help identify speeding vehicles, so that the police can take action against them. For more information visit **www.sussex.police.uk**

Operation Crackdown



Help stop anti-social driving and abandoned vehicles – Operation Crackdown

Speeding is a major problem being reported by members. Other driving issues are thoughtlessness, drink or drug driving, using a mobile phone, not wearing a seatbelt and untaxed, unsafe or noisy vehicles. You can help stop all of these, and report abandoned vehicles. You will need to know the place, vehicle description, and what you saw.

Contact: 01243 642222
www.operationcrackdown.org.uk
crackdowndatabase@sussex.pnn.police.uk

Useful contacts in Sussex

In an emergency always dial 999 or 112.

Emergency Text Service – **65999** for people with hearing or speech impairment.

Sussex Police provide a mobile phone Text Service for hearing or speech impaired people and those who cannot use a voice telephone.

IMPORTANT: Also try other ways to contact Police when you use the Emergency Text Service as text messages are not guaranteed to arrive quickly.

When you send a text to the **65999** number you should:

- Say whether the emergency service required is 'police', 'fire', 'ambulance' or 'coastguard' by typing the relevant word.
- Type details of the nature of the emergency.
- Type the exact location of the emergency.
- Send the message to **65999**.

If it's not an emergency phone Sussex Police on **101** or **01273 470 101**. You can also E-mail **contactcentre@sussex.pnn.police.uk**. Be aware that any text or social media messages sent to Sussex Police may be subject to delay.



Please tell the police that you are a Neighbourhood Watch member – they will make a note of this.

Useful contacts in Sussex

Emergency planning – Sussex Resilience Forum

www.sussexemergency.info

Fire & Rescue Service – Home safety check

www.westsussex.gov.uk | 01243 786211

www.esfrs.org | 0303 999 1000

Street lighting

Please report lighting faults so that they work when needed and do not waste power or pose a safety hazard. Tell them the road name and area, lamp post number and/or nearby house number.

Brighton & Hove: www.brighton-hove.gov.uk | 01273 292929

East Sussex: www.eastsussex.gov.uk | 0345 60 80 193

West Sussex: www.lightsoninwestsussex.co.uk | 0800 048 2435

City/County Councils

Brighton & Hove: www.brighton-hove.gov.uk | 01273 290000

East Sussex: www.eastsussex.gov.uk | 0345 608 0190

West Sussex: www.westsussex.gov.uk | 01243 777100

District/Borough Councils

Arun: www.arun.gov.uk | 01903 737500

Adur: www.adur-worthing.gov.uk | 01273 263000

Chichester: www.chichester.gov.uk | 01243 785166

Crawley: www.crawley.gov.uk | 01293 438000

Eastbourne: www.eastbourne.gov.uk | 01323 410000

Hastings: www.hastings.gov.uk | 01424 781066

Horsham: www.horsham.gov.uk | 01403 215100

Lewes: www.lewes.gov.uk | 01273 471600

Mid-Sussex: www.midsussex.gov.uk | 01444 458166

Rother: www.rother.gov.uk | 01424 787000

Wealden: www.wealden.gov.uk | 01323 443322

Worthing: www.adur-worthing.gov.uk | 01903 239999

