

Police-commissioned Review of NottsWatch (Nottinghamshire Neighbourhood Watch) 2014

Best Practice - Summary of Responses from Cumbria, Cambridgeshire & Sussex Neighbourhood Watch

Question	Cumbria Response (Bullet Points)	Cambs. Response (Bullet Points)	Sussex Response (Bullet Points)
<p>1. What is the county population and how many coordinators and schemes do you have within it?</p>	<ul style="list-style-type: none"> • Population = 500,000 • 800 NW coordinators & schemes 	<ul style="list-style-type: none"> • County population is 802K, 336k households. • We have 1800 approved coordinators/schemes 	<ul style="list-style-type: none"> • East Sussex (ES) population = 534,400 • ES = 227,064 households (2.3 people per household) • West Sussex (WS) population = 795,800 • WS = 320,915 households (2.48 people per household)
<p>2. How are you organised across the county?</p>	<ul style="list-style-type: none"> • CNW is a charitable company limited by guarantee with a Board of Directors (who are also Trustees). PCC is currently a director • There is also a joint management group comprising NW, Police, Council (Trading Standards, Fire and Rescue etc.), PCC and three CSPs • CNW is represented on each of the three CSPs • Barrow and Ulverston have groups of schemes and other types of watch (Farm, Street etc.) are loosely incorporated • The Board is hands off but supplies things like signs, stickers, smart water and the web site. It also runs the messaging system for which it is accountable to the Information Commissioner 	<ul style="list-style-type: none"> • We have a county association representing the whole of the county. The NHW structure mirrors that of the constabulary with 6 district areas namely: Cambridge City, East Cambs, South Cambs, Huntingdonshire, Fenland and Peterborough • The county representative group known as the 'Executive Group' has elected members from each of the districts in accordance with our county Constitution. The maximum number of delegates which includes co-opted members is 20. Where a district has their own district wide association, their representation on the county group must come from their association elected officers • Membership of the Executive Group is confirmed at the AGM and officers of 	<ul style="list-style-type: none"> • Local NW schemes operate from "ground up" • Sussex NW Federation represents NW schemes across the county, but does not manage or fund them. • Structure of SNWF matches that of Sussex Police • Aim is to have at least one representative from NW schemes in each of Police Districts to attend SNWF meetings

	<ul style="list-style-type: none"> The Management Group promotes NW and validates schemes, it provides the resources to be proactive. It operates under terms of reference agreed with the Board 	the group are elected by group members at the AGM	
3. What frequency of meetings?	<ul style="list-style-type: none"> Board and Management Group meetings are held at different locations around the County as necessary 	<ul style="list-style-type: none"> Executive meetings are held no less than 3 times a year. In practise we hold them quarterly 	<ul style="list-style-type: none"> SNWF Committee meets 4 times per year Police requested to attend all Committee Meetings
4. Do you have an electronic messaging system (Alert/Ringmaster?) and if so who controls message sending?	<ul style="list-style-type: none"> The VISAV alert system is used but rebranded as “Cumbria Community Messaging System” and is run by CNW which sends out messages on behalf of Police, PCC and other partners Dr John Perkins (CNW) is Data Controller and registered with Information Commissioner. MSAs are accountable to John 	<ul style="list-style-type: none"> We have the 'ALERT' system. Each district area has a named administrator (Ex. member) with myself as county administrator. Each of the areas administrate their membership and send out local messages in partnership with local policing teams. The police have their own ALERT licence and use it to administer their own 'E-cops' community messaging system 	<ul style="list-style-type: none"> Now have access to the “ALERT” system but only about 400 co-ordinators and 400 other people are so far self-registered on it, so it is not actively used for messaging at present General messages are at present sent out via Sussex Police to the NHW database. Pan-Sussex messages are routed via Mark Rendall, Force NHW and Volunteer Manager, but District based messages are handled by the local Public Engagement Officer (rank varies) by the District concerned
5. Do you have any paid staff, full- or part-time?	<ul style="list-style-type: none"> No A company of solicitors (Burnetts) provides a secretary (company) pro bono, similarly another company a treasurer. A specialist volunteer provides advice on advertising and promotion 	<ul style="list-style-type: none"> No 	<ul style="list-style-type: none"> No
6. Is your PCC supportive and if so in what ways?	<ul style="list-style-type: none"> Yes. Director of CNW charitable company 	<ul style="list-style-type: none"> Yes very supportive. Promotes NHW membership and activity when opportunities arise. 	<ul style="list-style-type: none"> Our PCC, Katy Bourne, is extremely supportive of NHW, and has been since before she was elected. We

		<ul style="list-style-type: none"> • Championed the installation of ALERT with the constabulary and insisted they introduce it to support NHW take up. • Has grant funded the association generally and more specifically, a project in Peterborough to develop support to victims of crime. • Attends our annual meetings and speaks etc. 	<p>have an excellent working relationship</p> <ul style="list-style-type: none"> • Some aspects of her Policing Plan were influenced by discussions with NHW, and in particular by the results of our large 2012 Online Co-ordinators Survey
7. Do you work with partners and if so who are they?	<ul style="list-style-type: none"> • Yes. Usual suspects, Police, Fire and Rescue, Local Authorities..... 	<ul style="list-style-type: none"> • Apart from the police, not in a structured or organised way. • We tap into Trading Standards, local authority community safety groups, victim support, Fire service as and when we need assistance or they identify we can assist them. • It works best at a district level and sub district 	<ul style="list-style-type: none"> • We will happily work with anybody who is prepared to partner us • The police and the PCC are our major partners, and where possible the Community Safety Partnerships • We are involved in the Community Resilience planning and delivery for Sussex, which includes F&RS, NHS/Ambulance, several Local Authorities including the three "county" ones, British Red Cross and several others • Police Cadets have proved to be brilliant in supporting NHW
8. How do you cope with the costs of travel, meetings and room hire across the entire county?	<ul style="list-style-type: none"> • Some local sponsorship. Most members don't claim travel but car rate is 20p per mile 	<ul style="list-style-type: none"> • At a county level we hold meetings on police premises, usually at Police HQ. This includes our annual conference and AGM. No hire charges are made. • The executive group will pay 25p a mile to those travelling to executive meetings. • Currently we are considering whether we should fund other 	<ul style="list-style-type: none"> • The annual Conference has been sponsored for the past 2 years by the PCC • The Federation built up funds over earlier years and these are currently being used to pay for essential county level expenses including reimbursement of mileage on county "business", and a one-off small grant for brand new Associations

		<p>promotional/representative executive activity.</p> <ul style="list-style-type: none"> We encourage districts to call on partners to help out with room hire etc. e.g. Fire Stations, council buildings 	<ul style="list-style-type: none"> We will probably apply to the PCC for a top-up under her grant scheme We need to constantly search for coverage of routine expenses The view of the volunteers is they are more than willing to help out in an emergency, but it's unfair to make them go out fund raising to support their efforts, which save the Authorities substantial sums of money
9. Who promotes new schemes and how is this organised regarding distribution of signs and stickers?	<ul style="list-style-type: none"> PCSOs help promote NW as do other partners 	<ul style="list-style-type: none"> District NHW representatives work closely with police area SPOCs to promote NHW and develop new schemes. Once a new scheme/co-ordinator is identified the NHW district representative follows up contact and between police SPOC and themselves approves registration. Window stickers are sent out by police SPOC via PCSOs and street signs are obtained via our NHW website and administrated currently by our Treasurer. Signs are then distributed through the police mail network and locally by PCSOs 	<ul style="list-style-type: none"> The promotion of new schemes is largely a joint effort between police and NW, but increasingly our partners are also helping, for example Southern Water in Brighton We have introduced new "Join NHW" A5 leaflets which are designed to be simple, clean, clear, professional looking and smart image, and low cost, on a pan-Sussex basis Window/door roundels are provided centrally via NHWN and we place their issue within Sussex under one person for control purposes. "Bulk" stock can be issued to local groups on request Street signs are more problematical as LAs in each of the three parts of the county have different rules, practices and fees, which are periodically changed without necessarily informing us
10. Who handles registration of new	<ul style="list-style-type: none"> Police and CNW validate schemes, in some cases through simple telephone conversation 	<ul style="list-style-type: none"> As above. I attach a flow chart which hopefully makes this clearer 	<ul style="list-style-type: none"> We try to direct enquiries to the relevant local PCSOs as there are no longer NHW specialist police staff

<p>schemes and who approves them?</p>			<ul style="list-style-type: none"> • Due to frequent police staff changes we have recently decided to “re-write the rule book” and make the process clearer and more transparent
<p>11. What role do the Police play in your activities?</p>	<ul style="list-style-type: none"> • Total partnership. New Chief Constable a bit unknown but hitherto very supportive. NPTs collaborate in promotion of NW and in validation of new schemes 	<ul style="list-style-type: none"> • We have now approved a revised Force-wide 'Memorandum of Understanding' and locally at a district level, Joint Operating Procedures. • The police appoint a lead senior officer to liaise at an Executive level (T/Chief Inspector Paul Ormerod) • The police have also appointed a full-time constable to have responsibility for 'Watch' liaison matters which includes Countryside Watch. • We have a joint Watch working group that meets to develop working practice and is attended by myself and secretary with police district SPOCs and the aforementioned officers. As you can see they are actively involved in supporting the partnership 	<ul style="list-style-type: none"> • All matters of importance are now agreed with senior Police staff, whether it be the ACC or a District Commander, and their buy-in obtained • This prevents junior staff from blocking. • We always encourage close and friendly co-operation at all levels for mutual benefit, and this greatly assists trust, respect and communications
<p>12. Do you have explicit ways/policies to address: ASB/cyber-crime/domestic abuse/vulnerable people through ageing or dementia?</p>	<ul style="list-style-type: none"> • Police volunteers DBS checked but otherwise no • Charitable companies have policies on equal opportunities and health and safety anyway 	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • We work with police, LAs and other partners to help address all these issues to varying degrees. • We strongly encourage the prompt reporting to police of all relevant matters, whether they be an incident or of possible intelligence value. • We do not get involved with providing personal care, as others are better placed to do this.

<p>13. Do you have a policy on circumstances for which coordinators may need DBS (formerly CRB) checks?</p>	<ul style="list-style-type: none"> • Not explicitly 	<ul style="list-style-type: none"> • Currently no. Our Co-ordinators are subject to a 'police global check' to ensure they are people the police are happy to work with to fulfil the current NHW role and will then 'police approve' them on ALERT. • Not sure if this contradicts my no comment at the start? 	<ul style="list-style-type: none"> • Sussex NW policy, which is supported by SusPol, is that all new co-ordinators will undergo a PNC and basic local records/knowledge check before they can take up their appointment. • This has been in force for many years but some long established co-ordinators will not have been checked and "grandfather" rights are assumed.
<p>14. Is there a Police policy to ensure every NW coordinator is visited routinely and if so what frequency?</p>	<ul style="list-style-type: none"> • They might visit NW coordinators twice a year although this is patchy 	<ul style="list-style-type: none"> • We have no policy to ensure regular visits but we do expect regular contact via email and arm's length support by local policing teams. • Contact/visits at district representative level is expected. • We believe we must make use of existing technology to reduce reliance on physical meetings and it's for local areas to agree levels of support and to whom 	<ul style="list-style-type: none"> • Yes. This was introduced with the SLA about 2 years ago, and whilst not perfect or perfectly executed, it has made a noticeable impact. • This was reinforced in the Communications SLA signed about a year ago. • The requirement is for annual personal contact, but smart PCSOs can arrange to do this at gatherings so as to meet many on one occasion
<p>15. Is there an annual conference and if so where is it held?</p>	<ul style="list-style-type: none"> • Annual Conference in November with speakers – High Sherriff and PCC speaking this year 	<ul style="list-style-type: none"> • Yes - currently at Police Headquarters, Huntingdon in September of each year 	<ul style="list-style-type: none"> • Yes. The venue for the past three years since their inauguration has been Hove Town Hall, but we have just learnt that this facility is no longer taking new bookings owing to a possible redevelopment. • For future years, in view of the large size of the county we are considering having smaller conferences in various venues, so that traveling is easier/shorter for more people
<p>16. Any points which demonstrate best</p>	<ul style="list-style-type: none"> • Key points perhaps? 	<ul style="list-style-type: none"> • What we are trying to do is to reduce the reliance on the police to run NHW 	<ul style="list-style-type: none"> • We must stress the beneficial impacts of the Service Level

<p>practice in your county that we have overlooked and the criteria you might suggest to define that best practice?</p>	<ul style="list-style-type: none"> ➤ Organisational form and responsibilities. ➤ Pro bono secretary and treasurer. ➤ Ownership of messaging system and database. ➤ PCC as a director of charitable company. ➤ Involvement of partners in promotion. ➤ Simple web site. 	<p>but to increase their support to help us develop new schemes and make existing schemes more effective.</p> <ul style="list-style-type: none"> • We in turn want our members to step up and become more actively involved without necessarily increasing the amount of time needed to be an effective member. • We identified 6, what we called critical success factors to achieve this goal from which the joint working group has embraced and is working to deliver. • The support and encouragement of P&CC has helped considerably to focus minds and agendas 	<p>Agreements. They set out the reasonable expectations and requirements of each side, giving a clear understanding and a basis for accountability. There have been marked improvements since these SLAs have been in place</p> <ul style="list-style-type: none"> • Partnership working is critical • Operation Magpie is the Sussex, and now jointly with Surrey, police response to burglaries. NHW sits on the top level board, and has done since inception • Award winning Junior NW programme • Award winning NW Search Team programme • We signed a new Communications Service Level Agreement jointly with the PCC and ACC Robin Smith • We have been partnering the Scouting movement, especially for Cubs, by delivering their Home Safety Activity badge in two 40 minute sessions
---	--	--	--