


Service Level Agreement between Sussex Police and Sussex Neighbourhood Watch Federation

Sussex Police will overall:	Sussex Police will locally:	Neighbourhood Watch in Sussex will:
<ol style="list-style-type: none"> 1. Recognise Sussex Neighbourhood Watch Federation (the Federation) as the overview Neighbourhood Watch (NHW) organisation for Sussex, and will endeavour to support and assist the Federation to achieve its aims and objectives. 2. Provide a single point of contact at Force level who will attend county and regional meetings on behalf of the Force, facilitate the continued strategic development of Neighbourhood Watches, oversee local and national developments, support agreed Federation action plans, disseminate strategic police information, share best effective practice and ensure Service Level Agreement compliance. 3. Put policies and procedures in place which support NHW schemes at all levels in helping to create better and safer communities. 4. Assist the Federation in the maintenance of an accurate database of NHW schemes and co-ordinator details. 	<ol style="list-style-type: none"> 1. Appoint 'NHW Champions' in each Neighbourhood Policing Team, not necessarily working solely in relation to NHW issues, who will use their best endeavours to support and assist local NHW to achieve its aims and objectives. This person will be conversant with the Toolkits available from Neighbourhood & Home Watch Network (NHWN) and NHW "start up" guidance. 2. Assist in the development of existing and new schemes, and provide information and support where necessary. 3. Involve NHW with local problem solving at neighbourhood level, which should form part of the NPT Community Engagement plan. 4. Ensure that a NHW Champion or a member of the NPT attends pre-agreed NHW meetings and "start up" meetings, where possible. 5. Ensure NPTs liaise directly with local NHW Schemes to maintain a close working relationship, with the purpose of achieving better and safer communities. NPTs will personally contact each NHW co-ordinator and deputy in person at home by a visit or phone call at least once every twelve months. 6. Support NHW volunteers in activities associated with policing objectives. 7. Supply information to co-ordinators through various communication methods regarding neighbourhood and relevant issues. 	<ol style="list-style-type: none"> 1. Recognise and support the Sussex Neighbourhood Watch Federation as the members' representative organisation and provider of services for members, including communications and sharing best effective practice. The Federation and local NHW will interact with Police at various levels as indicated in the attachment. 2. Be a community-based volunteer organisation, involving residents and others working together to be good citizens, assist in the prevention and detection of crime, to create better, safer, friendly, supportive and integrated neighbourhoods, caring for their community. 3. Seek opportunities to ensure that the membership is representative of individual neighbourhoods, and encourage closer ties between neighbours to promote community involvement, cohesion, integration and friendship. 4. Encourage various geographical areas to create and maintain local NHW Associations to facilitate and encourage local development of NHW, mutual support and communication, sharing of ideas and best effective practice. 5. Support Sussex Police across the county and at the local level, and by working in partnership, support and encourage their efforts to create better, safer and confident communities. 6. Work in partnership with and support national and regional agencies and initiatives, Sussex Police, County Councils and other Local Authorities, Fire and Rescue Services, Community Safety Partnerships and other statutory/voluntary agencies, to reduce crime, disorder, anti-social behaviour, and the risks of injury to persons or loss of or damage to property, including environmental damage, and increasing resilience, with the objective of identifying opportunities and implementing changes to ensure their communities are better and safer places to live. 7. Through partnership working with Sussex Police and other agencies, assist in providing leadership, direction and an effective planning process. 8. Encourage NHW members and others to observe, record accurately and promptly report any suspicious incidents, crimes in progress or other intelligence, using the appropriate contact methods. Identify and monitor other incidences of local concern, and report them to the appropriate Authorities/agencies. 9. Where appropriate, encourage the reporting of criminal activity to Crimestoppers. 10. Receive and apply information via the Messaging system and from other Authorities, respond and share information with the Police and other agencies, disseminate information, and encourage members to use the NHWN Toolkits.

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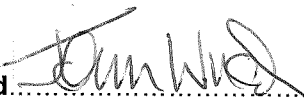
<p>5. Ensure that each Neighbourhood Policing Team (NPT) has a minimum of one 'NHW Champion' whose details are known to colleagues, partners and NHW.</p> <p>6. Ensure that this Agreement is reviewed at a county level every two years, and at NPT level every twelve months.</p>	<p>8. Facilitate NHW volunteers registered on the Messaging system to receive crime alerts and community safety messages, and verify users in their NPT area, in order that personal information can be transmitted to trusted sources, and also to enable them to be eligible to receive NHWN Public Liability Insurance.</p> <p>9. Inform NHW of locally and nationally produced crime reduction literature, neighbourhood newsletters, other relevant information and events.</p> <p>10. Where possible, provide feedback to co-ordinators on actionable intelligence passed via NHW members.</p> <p>11. Acknowledge the contributions in time given by NHW volunteers by including them in divisional awards ceremonies where appropriate.</p>	<p>11. Actively assist and encourage all residents to be part of a NHW scheme, including the enhancement/rejuvenation of existing schemes and the development of new schemes, all in partnership with NPTs. Where co-ordinators have responsibilities for supporting other co-ordinators, they will personally contact such co-ordinators at home by a visit or phone call at least once every twelve months.</p> <p>12. Become involved in community problem-solving, including taking part in local forums to agree which problems to target and what actions to take, and support the NPTs in establishing local priorities.</p> <p>13. Establish links and work with other types of Watch, and more widely with other bodies in the voluntary, public and private sectors, particularly NPTs and their local panels. Identify and encourage volunteering and participation to support the Police and relevant initiatives.</p> <p>14. Ensure that NHW co-ordinators maintain an accurate database of all members within their scheme, which should be regularly updated. Such data shall only be used for NHW purposes, and be maintained in accordance with the principles of privacy and data protection.</p> <p>15. Identify officers who provide an excellent level of support and service, to recognise their links and work with NHW, and feed this back into Sussex Police Command at a local level.</p>
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Agreed on behalf of Sussex Police

Signed  Dated 18th October 2012

Print name Robin MERRITT ACC

Agreed on behalf of Sussex Neighbourhood Watch Federation

Signed  Dated 18th OCTOBER 2012

Print name JOHN WRIGHT