



**Sussex
Police & Crime
Commissioner**



Service Level Agreement between Sussex Police and Sussex Neighbourhood Watch Federation

Sussex Police overall will:	Sussex Police at District level will:	Neighbourhood Watch in Sussex overall 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. 	<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. 	<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.

<p>4. Assist the Federation in the maintenance of an accurate database of NHW schemes and co-ordinator details.</p> <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>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.</p> <p>6. Support NHW volunteers in activities associated with policing objectives.</p> <p>7. Supply information to co-ordinators through various communication methods regarding neighbourhood and relevant issues.</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 coordinators 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>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.</p> <p>9. Where appropriate, encourage the reporting of criminal activity to Crimestoppers.</p> <p>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.</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. 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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Sussex
Police & Crime
Commissioner



Agreed at Sussex county level

Date: 30th May 2014

This overall Service Level Agreement, originally signed in 2012, sets out the agreed partnership responsibilities of both Sussex Police and the Sussex Neighbourhood Watch Federation.

On behalf of
Sussex Police and Crime Commissioner
Katy Bourne

Signature Katy Bourne

On behalf of
Sussex Police
Robin Smith

Signature Robin Smith

Position: Assistant Chief Constable

On behalf of
Sussex Neighbourhood Watch Federation
John Wright MBE

Signature John Wright

Position: Chair

Agreed at local District level

Date: 26th June 2014

District HASTINGS

On behalf of
Sussex Police

Print name PAUL PHELPS

Signature Paul Phelps

Position DISTRICT COMMANDER

On behalf of
Local Neighbourhood Watch

Print name Graham Crane

Signature Graham Crane

Position Chair N Area Co-ordinator
Hastings



Sussex
Police & Crime
Commissioner



Sussex Police and Neighbourhood Watch Communications Service Level Agreement

Overview

This document sets out a **consistent approach to effective and efficient communications** between Sussex Police and Neighbourhood Watch, and describes how communications activities will support the relationship between both organisations. In particular it:

- Identifies the **key communications activities** that will best support the objectives of both Sussex Police and Neighbourhood Watch
- **Sets the expectations for both organisations** in terms of communications delivery at county, district and local levels

Why communicate?

For Neighbourhood Watch schemes to function effectively co-ordinators:

- Will be reliant upon the provision of **appropriate and up-to-date crime and public safety related advice**
- Must be able to **act as channels of communication**, passing on timely information from the police to the community and the community to the police, and especially around intelligence regarding suspicious activity
- Will **encourage the identification and feed back of local concerns, the reporting of relevant information to the police** and encourage involvement in community problem solving

What should be communicated and how?

Communications should be tailored to the priorities and capacities of local co-ordinators. This will be best achieved through **direct and regular liaison between Neighbourhood Policing Teams and local Neighbourhood Watch co-ordinators**, the nature and frequency of which should be agreed locally.

This will result in a **variety of communications channels between Sussex Police and Neighbourhood Watch being made available** and, through those channels, the following types of information should be shared:

- The policing response to reports from Neighbourhood Watch
- Local crime trends
- Information on local policing and crime prevention activities
- Information about upcoming events and meetings
- Specific appeals for information relating to crimes and incidents
- Wherever possible, communications that address the specific interests and identified needs of local people

The principles for communications activity between Sussex Police and Neighbourhood Watch are:

- It must be accurate
- It must be conveyed at the appropriate time and by the right method
- It must be passed to the right person
- It must encourage effective and efficient two way communications and ongoing feedback

Sussex Police at county level will (Corporate Communications)	Sussex Police at District level will (District Commander, NPT Inspector, NHW Champion & PEO)	Sussex Police at local NPT level will (All front line officers incl. Sergeants, PCs & PCSOs)	Neighbourhood Watch overall will
<ol style="list-style-type: none"> 1. Maintain the allocation of a Communications Manager for NHW across the county – to support overall communications development and recruitment of new NHW members 2. Liaise with the Sussex NHW Federation on a regular basis via the Communications Manager and the Force's NHW and Volunteer Manager 3. Ensure that development and maintenance of communications with NHW is a mandatory section in all District engagement plans 4. Publish appeals and information via press releases issued on www.sussex.police.uk and social media (Twitter: @Sussex_Police. Facebook: /SussexPoliceForce) where there is a policing purpose in doing so 5. Ensure urgent, time critical and emergency appeals are communicated to NHW co-ordinators at the earliest opportunity (likely through Public Engagement Officers (PEO)). 	<ol style="list-style-type: none"> 1. Agree the most appropriate frequency and type of community messaging emails sent to co-ordinators, given local needs. Co-ordinators or 'email buddies' to receive a weekly email message as the minimum standard (to include link to NPT web pages) 2. Use social media for fast-time messages such as circulating appeals and other crime or anti-social behaviour information relevant to the district 3. When an urgent, time critical or emergency appeal, crime or incident occurs which has the potential to have been witnessed, ensure an email message is sent to relevant addresses at the earliest opportunity (where there is a policing reason to do so) 4. Keep Sussex Police's local NPT web pages up to date with local priorities, event / meeting dates (at least a month in advance) and officer contact information. Encourage all to use it as a self service tool. PEO to ensure most important meetings communicated via local communications channels. 	<ol style="list-style-type: none"> 1. Ensure that incidents/information which should be communicated to NHW in their ward area are highlighted to the PEO for messaging, at the earliest opportunity 2. Maintain contact with NHW co-ordinators and, where there is a policing reason to do so, contact them through the most appropriate channel(s) in the event of a crime or incident in their local area, using their local knowledge and contacts to aid in information gathering 3. Work with the PEO and NPT co-ordinator to keep their ward area's NPT web page up to date. Encourage their communities to use it as a self service tool. 4. Personally communicate with the NHW co-ordinators in their ward areas at least once per year (as per the NHW & Sussex Police SLA) unless more frequency agreed at a local level, to review local issues and communications effectiveness. This communication is expected to come from the local NPT PC or PCSO covering the area, not the NHW Champion or PEO. 	<ol style="list-style-type: none"> 1. Work closely with the Sussex NHW Federation, NPT Inspectors, NHW Champions and PEOs at a district level to tailor local communications to meet local needs in terms of content and frequency 2. Encourage NHW co-ordinators and members to take advantage of self service options available to find out information, incl. local and force wide social media, and www.sussex.police.uk incl. NPT web pages 3. Encourage NHW representation at key local forums (e.g. joint action groups, neighbourhood panel meetings) and cascade information as appropriate to NHW members 4. Encourage members and others to observe, accurately record and promptly report suspicious incidents, crimes or other intelligence to police, using appropriate contact methods 5. Ensure co-ordinators are able to act as channels of communication amongst each other and to their members, by appropriate contact methods 6. Ensure area co-ordinators take responsibility for keeping their co-ordinator contact details up to date and managing this through Sussex Police's NHW manager, and encourage members to inform co-ordinators of any changes in contact details.

Agreed at Sussex county level

Date: 30th May 2014

This communications agreement has been produced to improve, maintain and encourage effective and efficient communications with Sussex Police and Neighbourhood Watch in Sussex and is designed to compliment the Service Level Agreement signed in 2012 between Sussex Police and the Sussex Neighbourhood Watch Federation.

On behalf of
Sussex Police and Crime Commissioner
Katy Bourne

Signature Katy Bourne

On behalf of
Sussex Police
Robin Smith

Signature Robin Smith

Position: Assistant Chief Constable

On behalf of
Sussex Neighbourhood Watch Federation
John Wright MBE

Signature John Wright

Position: Chair

Agreed at local District level

Date: 26th JUNE 2014

District HASTINGS

On behalf of
Sussex Police

Print name PAUL PHELPS

Signature [Signature]

Position DISTRICT COMMANDER

On behalf of
Local Neighbourhood Watch

Print name Graham Crane

Signature [Signature]

Position Chair / Area Co-ordinator
HASTINGS

Channels and self service options

There are a number of communication channels open for use by Sussex Police and NHW. The below list is not exhaustive and is subject to change.

Channel	Self service
<p>Sussex Police Website www.sussex.police.uk</p> <p>For publishing press releases, event / meeting dates, local priorities, advice, officer contact details and other information and advice</p>	<p>Links directing NHW and other members of the public to new information, advice, appeals etc on the website are made available through other channels including social media and community messaging</p> <p>Events/meetings can be automatically added to default email calendars via a link found within the individual event/meeting details on the website</p>
<p>Social Media <i>Twitter, Facebook, Pinterest, YouTube etc</i></p> <p>For linking viewers / readers to aforementioned press releases and other up to the minute information and advice, both local and county wide</p> <p>All local NPTs have social media accounts where they publish up to date information. Sussex Police county wide accounts provide more general information</p>	<p>NHW and all members of the public are encouraged to regularly view these channels and get involved in conversations and engagement occurring on them</p> <p>Twitter now has a system which allows subscribers to sign up to receive emergency messages direct from Sussex Police's account @Sussex_Police</p>
<p>Community Messaging <i>Sussex Police's email and text system</i></p> <p>For sending email messages to specific audiences and post codes at a local level and, in certain cases, at divisional or county level. Also used to send text messages regarding emergency or time critical incidents</p> <p>Messages are also sent to co-ordinators on behalf of the NHW Federation or local NHW Associations</p>	<p>Subscribers are encouraged to use the links found in these messages to view up and coming events and meetings in their area on the Sussex Police website</p> <p>Events and meetings can be automatically added to default email calendars via the website</p>
<p>Printed products <i>Posters, leaflets, newspapers and local newsletters</i></p> <p>NPT officers are encouraged to use posters, leaflets and local established newsletters where appropriate and possible to publicise event / meeting dates and local officer contact details. Facilitated by the PEO</p> <p>Newspapers and other news media have access to all public information published by Sussex Police. They however reserve the right to publish or not to publish news, information, advice or appeals released by Sussex Police</p>	<p>NHW co-ordinators are encouraged to maintain an interest in local news</p> <p>The PEO, in consultation with local NPT officers and local NHW co-ordinators, to establish whether printed products are required on a case by case basis</p>