

**The  
Hampshire  
and  
Isle of Wight  
Neighbourhood Watch  
Handbook**

**Second Edition 2007**

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# Foreword

*By the Chief Constable*

Neighbourhood Watch schemes have an important part to play in making our communities safer, by increasing public awareness of the need for security, reducing the fear of crime, and most importantly, enhancing community spirit. This Handbook provides useful information that will help Neighbourhood Watch to become even more effective and to develop a closer working partnership with their local police and other agencies.

Whilst the increasing number of Neighbourhood Watch schemes is welcomed and encouraged by Hampshire Constabulary, it does mean that the limited Police resource available to support them is spread ever more thinly. The introduction of Neighbourhood Policing combined with the continued expansion of Neighbourhood Watch will help us to make the very best use of those limited resources.

I am firmly committed to supporting existing schemes as well as the development of new schemes across the two Counties that are served by Hampshire Constabulary. Partnership working is vital to decrease crime and the fear of crime in our communities. Neighbourhood Watch provides the necessary partnership platform for achieving this.

This Handbook produced by the Hampshire Neighbourhood Watch Association is an excellent example of what can be achieved through such a partnership.

I would like to thank you for your continuing support and commitment to Neighbourhood Watch and assure you that Hampshire Constabulary remains committed to working with Neighbourhood Watch to make Hampshire and the Isle of Wight safer places to live.

Paul Kernaghan CBE QPM LL.B MA  
Chief Constable

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# **Introduction to the Second Edition**

## **Purpose of Handbook**

This Handbook is intended to provide a common basis for both Police Officers and NW Coordinators in the development of the movement to achieve its objectives.

Neighbourhood Watch is the largest community safety organisation in the country with an estimated 6 million members and works by developing close liaison between households in a neighbourhood and the local Police. It aims to help people protect themselves and their properties and to reduce the fear of crime by means of improved home security, greater vigilance, accurate reporting of suspicious incidents to the Police and by fostering a community spirit.

Communications will always remain a vital issue for the success of NW. This Handbook aims to address the subjects and problems most likely to be encountered by Coordinators and to encourage the development of networking across districts to improve communications.

The Handbook seeks to provide positive help and guidance, and by providing ideas and examples of good practice it aims to stimulate activity at a local level - which is where Neighbourhood Watch is most effective. It has been produced by the Hampshire Neighbourhood Watch Association, in close cooperation with Hampshire Constabulary.

If you have any suggestions for improving future editions please address these to:

The Secretary  
Hampshire Neighbourhood Watch Association  
c/o Community Safety Department  
Hampshire Constabulary  
West Hill  
Winchester SO22 5DB

# **About Hampshire Neighbourhood Watch Association**

## **The History of Neighbourhood Watch**

The concept of involving the community in a partnership with the Police to combat crime first evolved in the USA and was adopted in Cheshire, as Home Watch, in 1982. NW has since flourished to become the biggest voluntary organisation in the UK.

Following the success of NW in residential areas, similar schemes have developed in other parts of the community, e.g. Horse Watch, Farm Watch, Marine Watch, Business Watch, Church Watch.

## **Hampshire Neighbourhood Watch Association**

By the mid 1990's local schemes had been formed in many parts of the two counties, some developing into formally constituted associations. In 1995 it was felt that the time was right to form a county-wide organisation to blend all these various groups, so Hampshire Neighbourhood Watch Association was set up, with parallel action on the Isle of Wight.

At about the same time a national organisation, the National Neighbourhood Watch Association, with representatives from each of the Police force areas in UK, was founded. That organisation has since been dissolved, but there are national web sites for NW available at [www.neighbourhoodwatch.uk.com/](http://www.neighbourhoodwatch.uk.com/)

## **HNWA Objectives**

The Association's constitution reads:

*"The aims of the Association shall be to promote good citizenship and greater public participation in the prevention and solution of crime so that effective liaison between the Police and public can be achieved."*

Various documents produced over the years by the Home Office and other bodies have additions to this theme:

- To reduce opportunities for crime and to make it more difficult for the would-be thief, vandal or criminal to act.
- To build up a community spirit so that you and all your neighbours can work together to everybody's benefit.

- To report immediately, any suspicious incidents in your neighbourhood.

HNWA exists to provide an umbrella organisation for all NW activity within the two counties. Officers from all local NW groups are encouraged to participate.

It also can assist in helping to provide support for projects where local resources may not be available.

Bi-monthly meetings are held, where achievements, problems and good practice are shared. In addition, an Annual Members' Meeting is held in the middle of the year, covering the usual formal financial and organisational procedures as well as allowing wider discussion of local activity. This can also provide an opportunity to hear of developments at both county and national level.

### **Achievements**

Many NW schemes operate in relatively crime-free areas, which makes it difficult to quantify their success in terms of reduction in reported crime. However, all have brought neighbours closer together, encouraging them to watch out for each other, identifying the suspicious or simply unusual and being prepared to take appropriate action. NW has also made people more aware of the need for security and how to keep their homes and communities safer.

Surveys show that burglars are less successful in NW areas, being more likely to be defeated by home security or being disturbed by vigilant neighbours

Many now feel that NW encompasses the much wider aim of improving the quality of life in the community, and while creation of local NW associations is still encouraged, it is now accepted that less formal groups of people with the same aims can work equally effectively, particularly in the smaller rural communities.

## About this book

This book has been written by experienced NW members from various parts of Hampshire and the Isle of Wight and is intended for the guidance of everyone involved in running NW organisations in the two counties. Their information needs may differ, depending on their roles, and the chapters are arranged accordingly.

**Chapter 1** is primarily for **NW Scheme Coordinators**, especially those who have been newly appointed, and gives guidance on how to set up and run a typical Watch Scheme.

**Chapter 2** deals with the administration of **groups of NW schemes working together** in a given Police area. Such a group may be an informal organisation within a single Police beat, or a larger and more formal one covering a larger area such as a Parish, a Police Sector, a Police District, or a whole Borough or City Council area. The larger the NW organisation, the more complex are its needs for funding, communicating with its members and collaborating with the Police, local authorities and other agencies involved in reducing crime and the fear of crime, and the remainder of the book deals with these aspects.

**Chapter 3** contains guidance on fund raising and financial control.

**Chapter 4** deals with publicity and media relations

**Chapter 5** is about the importance of getting young people involved with Neighbourhood Watch.

**Chapter 6** describes the organisation of Hampshire Constabulary, Hampshire Police Authority, Community Safety Partnerships and other agencies with which NW organisations are likely to become involved.

**Chapter 7** gives an overview of Law relating to such issues as use of reasonable force and citizen's arrest.

**The Appendices** contain useful reference information on a variety of topics which might be needed for NW purposes from time to time.

## Acknowledgements

The authors wish to express their gratitude to Hampshire Constabulary, Hampshire Trading Standards Service and Hampshire Fire & Rescue Service for their assistance and for their kind permission to use extracts from their respective web sites in the compilation of this Handbook; also to Hampshire Constabulary for financial assistance towards the printing costs. They are also grateful to other members of Hampshire Neighbourhood Watch Association for helpful suggestions and contributions to the text.

*Andrew Black*  
*Jan van de Nadort*  
*Guy Smales*  
*Arthur Whittaker*

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# 1. How Neighbourhood Watch Works

## 1.1 Starting a Scheme

Although this Handbook is primarily concerned with what happens after a NW scheme has been formed, the usual steps for starting a scheme are summarised here.

- Talk to your neighbours to see how much interest there is. You need the support of at least 50% of the households in the target area.
- Contact your local Police Station and find out if there is an active NW organisation in your area which you could contact for help.
- Meet with your Beat Manager (your Police Station will help you to do this) to discuss your proposals.
- Set up a meeting of residents to launch the scheme. Your Beat Manager and a representative of the local NW organisation should also be present.
- Decide on the Scheme Coordinator and Deputy plus any other committee members you wish to involve.
- Determine the funds required to buy the NW street signs, and how these are to be raised. It is a good idea to keep enough in hand for incidental purchases such as photocopying, purchase of communal property marking kits, etc. (See also Chapter 3).
- Register the new scheme with the Police.
- Compile a list of members' names, addresses, phone numbers and email addresses.

There are no fixed rules as to how many dwellings a scheme should include. In practice they vary from a handful to several hundred houses, with an average of about thirty. The geographical spread or grouping of the buildings is one factor, but the key test is whether effective communications can be maintained on a regular basis.

The size of the scheme will determine how many people will be involved in supporting the Coordinator; or conversely the number of enthusiastic participants may decide whether the scheme can grow to include neigh-

bouring houses. In larger schemes the Coordinator may have a Deputy Coordinator and a committee, each one of whom takes an interest in a set number of residents. As a guide there should be one Coordinator, Deputy Coordinator, Committee Member or Link Person for each ten households. Regular communication with residents is more difficult with a higher ratio. However if what you have works for you then that is fine.

## 1.2 Links between NW and the Police

The chart below shows how Police and NW interact at various levels. There is also a **Force NW Coordinator** in the Community Safety Dept, who provides support to all NW groups in Hampshire and Isle of Wight.



Note that this chart uses titles which are being standardised in both NW and Hampshire Constabulary. It is also important to stress the importance of a cooperative link between the Scheme Coordinator and the Beat Manager or Safer Neighbourhood Team Sergeant.

## 1.3 Directory of Coordinators

The responsibility for holding detailed records rests with the local NW Association. The records should be in an appropriate form and should comply with the Data Protection Act. Personal details held on file need to have the permission of the individual.

There needs to be in place a system for maintaining the accuracy of entries. Persons joining, leaving, moving away, dying etc. must be noted.

**Security of records is important. NW members' names and addresses should not under any circumstances be released to anyone other than the Police.**

## 1.4 Getting to Know Each Other

### Motivation

As with any other initiative, NW requires effort, commitment and resources. However being a Coordinator is a role that can be tackled by anybody who has the enthusiasm and energy to motivate others, creating and maintaining community spirit.

The initial set-up meeting provides the first opportunity for this. Experience shows that residents:

- Are often glad to find others to talk to about crime issues.
- Have not previously spoken to residents other than immediate neighbours.
- Find matters of common interest and concern to pursue.

There are also many examples of good practice, e.g. nominating keyholders and advising holiday arrangements: NW promotes involvement and support of the Police and others to increase the level of security.

Once the scheme is established there are many ways in which you as Coordinator can maintain the interest and enthusiasm of your scheme members:

- Newsletters in which you and other residents can communicate on a regular basis.
- Meetings to discuss issues, watch a crime prevention video, or meet another NW Coordinator to share concerns and practice.
- Boot sales, raffles or other fund-raising initiatives to provide resources for your group, e.g.:
  - security devices to share/loan when houses are left empty
  - security devices to protect vulnerable residents
  - property marking kits
  - photocopying and telephone expenses
- Social events to provide an opportunity for residents to get to know each other. These might include cheese and wine evenings, barbecues, coffee mornings or even hiring the local hall for a meeting followed by a social event. (Keep in mind the revised Licensing Laws). Street parties are a good summer alternative to this as you can actually 'watch'

your neighbourhood as you relax and enjoy the company of your neighbours.

### **Involvement of Members (Residents)**

The role of Members is mainly passive but requires a sense of commitment to NW and a willingness to associate and co-operate with neighbours and fellow residents in the fight against crime. The resident also has something to learn. This involves becoming a "good neighbour" and making a habit of the things this involves:

- Becoming observant by learning the habit of noticing things and if necessary writing them down, e.g. strangers, odd behaviour, vehicles not owned by anyone in the district.
- Learning to distinguish the normal from the abnormal.
- Willingness and confidence to call the Police and a readiness to accept that there will be mistakes from which useful things can be learned.
- Time and genuine interest in attending meetings with fellow residents.
- Genuine concern for the well-being of fellow residents.
- Sensitivity - there is a fine distinction between being a dedicated member of NW and being a nosey-parker. NW should not be intrusive.
- Members can offer practical help to others, e.g. giving time to complete documents, prepare mail shots of literature prior to posting.

### **Involvement of Young People**

It is important to interest and involve young people in your scheme because

- They are alert and invaluable 'eyes and ears'.
- They are more commonly either victims of or, sadly, perpetrators of crime.

It is therefore vital to inform and involve them all you can, enlisting their help and strengthening good attitudes of caring and responsibility towards the community.

Care of their bicycles, through security measures and when, how and where to ride them safely could drastically improve local crime statistics, saving Police resources.

NW also presents an excellent opportunity to forge understanding and co-operation between the young and the Police. So why not invite and include your younger residents in your meetings, fund raising and social events. One benefit is bound to be greater sensitivity to the needs of the elderly.

Children and young people generally can be influenced by NW locally to

- Be observant and report what they see.
- Make sensible, responsible choices developing a more caring attitude to others.
- Lead safer, happier lives by learning to protect themselves and their property.

## **1.5 Communication is Vital**

The efficient flow of information is essential for a successful Scheme. The NW Coordinator should impress upon all residents the need to report *all* incidents to the Police. Good practice would be to carefully log these incidents and for the Coordinator to keep records.

**Information to the Police** will either be via a call to **999** for emergencies and urgent information, or to **101** for:

- Reporting of vandalism, graffiti and deliberate property damage
- Noisy neighbours
- Intimidation and harassment
- Abandoned vehicles
- Rubbish, litter and fly tipping
- Drunken or rowdy behaviour in public places
- Drug-related antisocial behaviour
- Street and lighting defects

Your local police station can also be reached by dialling **0845 045 4545**.

**Information from the Police** will include:

- Urgent information. The NW Coordinator should alert every resident as quickly as possible on receipt of such information e.g. a car description and registration number or a person description.

- Information about a crime or pattern of crimes in the local area. Such information can be passed promptly to NW schemes via a 'ring round' or 'cascade' telephone system or, better still, email (see section below).
- Crime prevention advice, crime statistics and analysis to raise awareness and improve the level of security for residents within a scheme.

Providing and receiving relevant information on a regular basis can result in the prevention of crime, a reduction in the fear of crime and improve the prospect of criminals being apprehended.

Videos held by the Police Crime Prevention Officer provide specific advice and meetings can include speakers with expertise to improve safety standards and share good practice.

## **1.6 Communicating by email**

Email is an ideal means of passing information to and from the Police and among NW members. Many local NW organisations have set up email networks for these purposes because they are fast, efficient and cheap compared with passing the same information around by phone or letter. Most email software allows the user to create and maintain group mailing lists which simplify distribution of messages to multiple recipients: a whole group can be selected by one single mouse click instead of having to pick individual names from your address book.

**Email privacy:** most private individuals are understandably reluctant to have their email addresses revealed to people whom they may not know. When sending messages to a group mailing list it is important to bear this in mind: the way to safeguard individuals' privacy is to send the message to yourself and to use the 'blind copy' or 'bcc' option when selecting the distribution list. That way everyone receives a copy displaying only his or her own email address.

### **Emails to the Police**

The advantage of using email for communications with the Police is that the addressee will receive it wherever he or she happens to be when they log on to the email system. This is much more effective than a phone message, which can only be left at the officer's home station. All Hampshire Police officers and members of the civilian staff have email addresses

like *firstname.secondname@hampshire.pnn.police.uk*. But be aware that in some cases the first name may not be that same as he or she is known by; the email address for *Jim Smith* might be *james.smith..* If you aren't certain of an officer's exact address you can send your message to *postmaster@hampshire.pnn.police.uk*, putting *FAO (officer name) at (Police station name)* in the subject line. It can be helpful to include the officer's 'collar number' if known. Your message will be forwarded directly to the officer concerned.

## 1.7 What to do if ...

NW is a crime prevention initiative based on community alertness and vigilance: your eyes, ears and initiative are invaluable assets. This simple idea has been developed successfully in many areas to reduce opportunities available to criminals, a large proportion of whose activities are casual rather than planned. Some really successful NW schemes have gone even further than this by identifying the needs of the vulnerable in the community in order to provide a greater sense of well-being and improved quality of life.

Should something odd or suspicious happen in your area the following guidelines may prove helpful in deciding on a course of action:

- **Obvious Criminal Acts:** Waste no time, **call 999**. This gives the Police the best chance of making an arrest. Try to take down as much detail as possible of what was seen. Coordinators should encourage members to make calls themselves and not to incur delay by trying to give the information to the Coordinator first - that can wait until afterwards.
- **Suspicious Occurrences:** Call the local Police on the non-emergency number **0845 045 4545** or dial **101**.
- **Be methodical in your observations:** Write down all the relevant details carefully e.g. time of day, how many and descriptions of people involved, what they were doing, car registration number, make and colour, what exactly you found disturbing.
- **Photography**, still or video, is proving increasingly valuable, but one needs to be discreet and take official advice before using cameras to record such situations.

- **Adopt a questioning mind:** Rather than assume that an unusual occurrence is innocent question in your mind if there could be a criminal activity developing.
- **Do not confront criminals yourself - get help.** But one can challenge strangers in a non-confrontational way to confirm their activities are legitimate. The question "Can I help you?" is a good opening gambit.
- **Talk to your neighbours:** They may also have observed something.
- **Don't keep it to yourself.** You may have witnessed something others have also observed. Your contribution could be vital to the Police who may find your information to be the missing part of the jigsaw.
- **Remember: if in doubt call the Police.** Real life situations are never clear-cut. Remember a noise regarded as high jinks could be a cry for help. A call to the Police is never wasted - it could prevent a crime or even save a life.
- **Crimestoppers** have a telephone line **0800 555 111** for receiving information on criminals anonymously. The call is free and informants may be eligible for a reward. (See also Chapter 6)
- **Respond to Burglar Alarms** Burglar alarms are primarily a *visual crime deterrent* and secondly a *detection device* designed to assist in the apprehension of intruders. In its most basic form an alarm is a device which depends on noise to motivate an intruder into vacating as quickly as possible premises selected for burglary. The secondary purpose is only achieved if responsible persons within the community take prompt and sensible action when the alarm sounds. They must however obey some 'safe practice' ground rules:
  - Firstly all alarm activations should be promptly reported to the Police.
  - Don't investigate on your own: there is potential for confrontation and it is advisable to have adequate assistance (i.e. neighbours) to safely control any conflict that could develop.
  - Should you return to find your dwelling burgled and the alarm activated, stay calm - do not enter. Call the Police from a neighbour's phone. Watch your house from a distance and make a written description of anyone leaving and any vehicle involved.

## **2. Running local NW organisations**

### **2.1 Local Structures**

#### **The Development of Local Organisations**

As the number of schemes in an area increases, so does the need for some form of structure and more formal communication systems. NW has developed from many dedicated people operating largely in isolation, to a series of identifiable organisations with named leaders. As a result NW organisations and individuals work with those in positions of public responsibility for crime prevention. This occurs at all levels: County, City, District and Parish, and is supported and encouraged by Police, Local Government and other agencies.

With this greater involvement with local agencies, and the need to be democratic, it is inevitable that local NW organisations have become more structured. Larger areas such as Cities and some Boroughs or Districts have fully elected associations with written constitutions, bank accounts and annual general meetings. In more rural areas, e.g. a village or a group of villages, the NW organisations are less formal but still provide an essential local focus and communication system. It is strongly recommended that local NW organisation boundaries should be aligned with Police command structures, e.g. District, Sector (the area covered by a single Police Station), a Beat or group of Beats. The Police command structures for Hampshire and the Isle of Wight are detailed in Chapter 6.

A typical local NW organisation covering a Police Sector will be built on the recognised Police Beats. From all the schemes in a beat, one of the Coordinators will be selected as a Beat or Area Coordinator. The Beat Coordinators representing the several beats meet regularly - say quarterly - with the Police Sector Officer (usually an Inspector), the Crime Prevention Officer (CPO), and/or other appropriate Police personnel. This representative committee is then in a strong position to review the local crime scene and the contribution that NW can make to improve it. It can provide a springboard for new initiatives and a focal point for disseminating information.

With the growth of the number of schemes it has become impracticable for

the Beat Manager to meet frequently with individual Coordinators. But the Beat Coordinator should arrange for a meeting with all Coordinators, say two to four times per year.

With the increased organisation, NW can still only effectively operate through the voluntary support and conviction of Scheme Coordinators working together locally with the residents and the Police.

## **Meetings**

**Objective:** Meetings should provide an opportunity for people to get to know each other and to help and exchange ideas and communications. They can then be a vehicle for identifying problems and making plans to solve them.

**Format:** The format of meetings can vary with circumstances, such as size, geography or other feature distinguishing a particular NW scheme. There is no hard and fast rule except that the larger the meeting the greater the need for formality in organisation and recording of decisions and action plans.

Meetings can range from the very impromptu informal gathering at someone's house to special prearranged events in a local hall. The important criterion is that it should meet the needs of the NW scheme.

A meeting should have a clear purpose and it is advantageous to state this and to get everyone's agreement to it at the beginning via a prepared agenda so that business can be conducted in an orderly sequence. Most people like to know beforehand how long a meeting is intended to last!

**Frequency:** Coordinators should endeavour to meet with their Scheme members on a regular basis in order to keep the Scheme active and alive. In specific terms this means that a Scheme should meet at least once a year to review the health and status of NW activity. But preferably there should be more smaller meetings regularly spaced throughout the year to keep everyone in touch and to make necessary changes to the plans.

Where appropriate, and depending on size of scheme and/or association, an annual event should receive the main focus in terms of record keeping: this may be the appropriate time to invite guest speakers. Police, Councillors, MPs, Local Government Officers can give greater perspective on what is happening in the district and guide the activities of the group in the future.

**Records:** Whatever the form, it is important that some simple records are kept of persons attending, problems discussed and decisions made. This is particularly important at the annual meeting. Records will typically include:

- Agenda of Meeting
- Minutes of meetings, which might include:
  - time and place
  - names or numbers of attendees
  - summary of discussion and decisions
  - agreed action points with identified names
  - committee nominations and voting results
  - outstanding items carried forward
  - date, time and place of next meeting
- Financial statements

## **2.2 Identifying the Problems**

### **Have a Clear Picture**

Every NW scheme is unique, with its own distinctive composition of residents as well as particular characteristics distinguishing it from others, e.g. rural, urban, military, inner-city, etc.

To clarify and focus on specific problems it may be useful to build up a picture of what some of these distinguishing features are, so as to understand and know how to respond to the area's security concerns. For example:

- How many people are residents?
- How many working people are resident elsewhere?
- Who are the large employers? Do they have any security or community problems? Who are their local contacts?
- Is there a juvenile behaviour problem and why?
- Does traffic pose a problem?
- Do natural emergencies, e.g. flash or tidal flooding, intrude into the life of the community?

A quantification of the above and similar points may prove useful in negotiations with authorities and in formulating a security policy.

However there are some points which are common to all schemes:

- **Home Security.** Making the home more secure, and thus less vulnerable to the burglar or thief, is a basic responsibility of all members. An extensive range of advisory publications are issued by the Home Office and Crime Concern, which are available through Police Stations. Good examples are Home Office publications *Your Practical Guide to Crime Prevention* (PG1) and *Beat the Burglar* (HSLO2) which give clear information about improving security.
- **Looking-out for each other.** This is an important part of any scheme, but before you can look out for each other you have to get to know each other. Don't forget: together we stand, divided we fall prey to the criminal. Also the most vulnerable in our society are those who are most likely to be victims: keep a special lookout for the young, old and infirm.

Fortunately there are many areas in the County that are relatively crime-free. Establishment of NW schemes in such areas is still worthwhile as they may help to maintain the tranquillity of the neighbourhood. Such schemes may have the problem of dwindling interest and commitment: here there are different challenges facing Coordinators to stimulate members and raise awareness.

### **Vulnerable People**

A successful NW Scheme will develop a caring role for the community it serves, identifying the needs of vulnerable residents.

Although initially it may be assumed that NW helps to combat crime, it is generally agreed that by working together as a group, being better informed and better protected, we will help to dispel panic and the fear of crime. This is particularly real to the elderly, the sick or those living alone. Coordinators should identify these residents.

Good practice has resulted in schemes which:

- Fit peep-holes and door chains for vulnerable people
- Provide door and window stickers, install road signs

- Listen to fears and concerns and reassure with advice and realistic statistical information
- Advise on security to improve household and personal safety, including the planning of proposed excursions
- Assist with property marking kits
- Look out for signs of any possible problems, such as illness
- Identify residents who have specific skills, including first-aid and life-saving, for emergencies
- Increase a sense of community support so that residents do not feel isolated.

### **Repeat Victimisation**

Repeat victimisation occurs when either a person or property is subject to more than one criminal incident within a 12-month period. When stolen property has been replaced the new items can be even more attractive to the criminal. Research has shown that for up to twelve weeks after a burglary there is a slight increase in the risk of another burglary.

If a burglary, theft or criminal damage takes place within your scheme area then, *with the consent of the victim*, you can alert members of your scheme so that they can increase their vigilance. This action can prevent further offences being committed. It may even result in the arrest of the offenders, but more importantly it can help the victim of the crime to feel safe by offering support.

However, caution must be exercised. Not every victim of crime would want other people in the neighbourhood to know. Some may perceive it to be an intrusion into their privacy and the consent of the victim must be obtained before information is divulged to third parties. Care must be taken and the wishes of the victim must always be followed.

### **2.3 Use of email by local NW organisations**

The bigger the organisation, the more effective email becomes as the primary means of communication: a message can be sent to all your scheme Coordinators with a single mouse click, as opposed to the time and effort involved in writing to or phoning each one individually. They in

turn can forward it to their own members. For this reason both Police and NW strongly recommend that every local NW organisation should set up its own email network. For those Coordinators who don't have email it is usually possible to arrange for another scheme member to receive and pass on messages. When building a mailing list it's a good idea to create a group for each Police beat in the area covered by the NW organisation: some of the messages to be sent may only apply to a particular area.

### **Specific incident notices**

As well as local crime summaries there is a lot of other useful information that can be sent to NW Coordinators. Every Police Command Unit (OCU) has a Media and Communications Officer who is responsible for passing notices about specific incidents to the local press, radio and TV. This is done by email, probably on several occasions per week, so it's worthwhile asking for your NW organisation to be included in the mailing list. Hampshire Trading Standards Service is also making increasing use of email to communicate warnings about the activities of bogus callers and rogue traders: they are anxious to include as many NW organisations as possible in their distribution list.

A communication network will further benefit schemes by providing opportunities to share good practice, improving crime prevention strategies and suggest future initiatives to develop an individual scheme.

## **2.4 Encouraging New Schemes**

Everyone is beginning to acknowledge the benefits of being a member of a successful scheme:

- Improved personal and household security.
- Improved sense of community with everyone vigilant and informed for added protection.
- Improved quality of life due to reduction in crime and the fear of crime.
- Lower insurance premiums as a member of a NW scheme.

Greater media coverage stimulates public interest in NW, especially when a criminal is apprehended as a direct result of NW action.

How can we share this good news with the uninformed?

- Circulate a 'flyer' outlining the benefits of being a scheme member and how to start a scheme for your surrounding roads.
- Get your local council to support a promotional display outside your local supermarket on a Saturday.
- Use school or church fêtes and other local events to promote NW membership
- Use the local press or radio to interest new members.

NW works! We need to make all residents aware of this, so that we are united in our aim to make our communities safer, happier places. By encouraging the formation of new schemes you will be adding to your own security. If you know someone who is willing to be a Coordinator why not introduce him or her to your local Police liaison officer?

The majority of schemes are in relatively low-crime areas where NW helps to keep crime in check. In more troubled areas the establishment of schemes serves as a public statement of the intent to make our streets and homes safer places. A challenge for the NW movement is to get acceptance and effect improvements in the high-crime areas.

## **2.5 Good Practice**

As NW has grown and evolved its success is very much due to the enthusiasm and efforts of the people involved. They have instigated a range of procedures and practices to achieve the aims of NW in the circumstances of their particular areas. One of the aims of this Handbook is to capture the essence of success: what works in one area may be largely due to the energy and imagination of a particular individual or team but such situations often engender messages that can be applied elsewhere.

Throughout this Handbook the ideas offered are based on a successful application in the County or elsewhere.

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## **3. Money**

For Neighbourhood Watch to survive it needs resources: these are often in the form of finance. Some schemes start up with a contribution from each participating household. Amounts vary but a typical figure would be £2. Depending on how the scheme develops householders may be expected to make further donations, perhaps on an annual basis, but more usually additional money is raised for specific events.

### **3.1 Money for what?**

Before raising money one obviously needs some idea for what it is needed and how much is required. But it is surprising how often people rush into things without much idea of the answers to these two questions.

The costs most frequently involved in Neighbourhood Watch are likely to be:

- Stationery, photocopying, postage, telephone calls, etc.
- Purchase of equipment (including street signs).
- Rental and service charges.
- Hire of accommodation for meetings, promotions.
- Newsletters.
- Other specific projects.

Estimates need to be made for both the ongoing and one-off costs so that the necessary funds can be raised.

### **3.2 Money from where?**

By dedicated voluntary effort Neighbourhood Watch is often very effective with scarcely any expense. Closer analysis will show that individuals have been dipping into their own pockets, and there has been support with stationery and copying from the Police and friendly commercial firms. However the need for money will grow as schemes improve their communication systems and develop community projects.

Voluntary contributions are a common way of funding NW schemes. Local fund-raising is an age-old practice and it certainly plays its part in many NW schemes, with 'bring & buy' raffles and car boot or garage sales being successful at social events.

External funding comes mainly in two forms:

- **Grants** from public bodies, e.g. from your local Parish or Borough Council, the Police, or a National Lottery source such as Awards For All, [www.awardsforall.org.uk](http://www.awardsforall.org.uk)
- **Sponsorship** by commercial organisations.

NW is seen as a very worthwhile community activity and appeals to any potential source are likely to get sympathetic consideration. You will probably be asked to submit a copy of your latest audited annual accounts, and perhaps a copy of your organisation's constitution, in support of any application for a grant or sponsorship.

### 3.3 Grants

Before requesting a grant from a **local council**, discuss your needs and proposals with the your councillors and officials: they can advise you what funds may be available and what procedures and timing to adopt when submitting your request. In some local authority areas the Community Safety Partnership may have funds available which you could apply for.

The **Hampshire Police Authority's Crime Prevention Panel** will consider applications for financial support for worthwhile projects to reduce crime and the fear of crime in the community, but not for running costs.

Other funding may be available from companies and organisations both locally and nationally. Although most national organisations normally direct their available funding towards national projects, it is worth contacting the local branch, as some do fund local community activity. One thing is certain: if you don't ask you will never find out. Fundraising is very much a seeking-out exercise and is one of the most important functions of your scheme's Treasurer.

### 3.4 Sponsorship

Many commercial organisations are prepared to support what they see as worthwhile causes with money, materials, publicity, services, accommodation, staff and in other ways. Their motives can vary, e.g.

- A genuine wish to help good causes
- A sense of public duty or obligation.
- To enhance their image.

- To directly promote their products.
- For tax reasons.

You need to understand a company's motives and to ensure that the relationship is mutually beneficial. Some businesses will try to impose unreasonable conditions on the beneficiary, such as exclusion clauses. The recipient needs to evaluate how far he or she should go in accepting offers that are tied to publicity and product promotions. They need to beware of any 'hidden agenda' and avoid being placed under an obligation.

To obtain sponsorship first determine what you want to achieve, how much is required, how it is to be executed and how long it will take. Then draw up a list of potential sponsors and identify the names of the key personnel. Write a short letter about the project in general terms and request a meeting. You are more likely to succeed with local companies and those that have a local presence. Approach the local manager rather than a remote head office.

### **3.5 Data Protection**

*Lists of members must never be released to sponsors, no matter how attractive their product or service might appear to be.*

### **3.6 Don't only think in terms of money**

Although we have referred to 'fundraising' and 'sponsorship' you should not think solely in terms of hard cash. Some organisations may offer you 'services' as an alternative. Often this may be better than money, and potential sponsors may be more likely to agree to give their services rather than finance. 'Services' may come in many forms: use of design and print facilities for your newsletter, or use of a room to hold meetings may be some of the areas you may wish to explore. Don't ignore the use of expertise. For example, if you want to set up a new scheme or expand your existing scheme, consider approaching a local company for an hour of time from their marketing manager. It all adds quality to your Neighbourhood Watch.

Whether you are asking for finance, services or expertise, care must be taken as to how the potential donor is approached and how the resources you obtain are managed. Indirect funding of NW comes from the Police, commercial undertakings and others. This takes the form of free or

subsidised copying, telephone calls, meeting rooms, surplus equipment and many other facilities.

Whatever the source of funding, money should be put into a dedicated bank or savings account. This costs nothing, and it will keep it separate from other monies.

### **3.7 Financial controls**

The very word 'money' implies the need for controls. Controls are necessary to ensure:

- Money is spent prudently and honestly.
- Expenditure is only on NW objectives.
- Expenditure does not exceed income.
- Tax or other regulations are complied with.
- Decisions and transactions can be independently verified.

The principles applied to the control of large budgets still apply on a smaller project. If one has sponsorship or a grant, one will be expected to account for how that money has been spent. The key steps are:

- Define as closely as possible what is proposed.
- Estimate the costs: both one-off and recurring. (Obtain competitive quotations for significant items).
- Evaluate the justification, look at alternatives.
- Obtain formal approval and allocate the necessary funds.
- Implement the expenditure.
- Control the expenditure to avoid overspending.
- Review the finished project to see that it achieves the original objectives.
- Report back to the sponsor.

Treasurers and others involved in handling money must:

- Keep proper financial records. Keep NW money in a separate bank or savings account.
- Consider having cheques signed by two people.
- Be alert to potential conflicts of interest and individuals gaining personal benefit.
- Ensure records are kept of important decisions.

- Be in a position to answer any allegation of irregularity. Keep in the back of your mind the question: "What would I have done differently if something went wrong?"
- Accounts should be audited annually by a suitably qualified independent examiner.

### **Charitable Status**

Organisations involved in charitable activities who register with the Charity Commissioners are known as Registered Charities. Registration is compulsory for large organisations but not for small ones with an income of less than £1,000 per year.

The main benefit of being a Registered Charity is the recognition afforded by outside organisations such as sponsors, banks and local authorities. They may also enjoy tax and rating relief. However there is significant bureaucracy involved in first setting up the charity and registering it; then there is a report and accounts which have to be submitted annually and your committee will carry formal responsibilities as Trustees.

Hampshire NWA is a registered charity, but it is probably not worthwhile for smaller organisations.

Advice on charitable status is available from the Charity Commission: [www.charity-commission.gov.uk/](http://www.charity-commission.gov.uk/)

### **3.8 Public Liability Insurance**

Basic public liability insurance is available, free of charge, to all Neighbourhood Watch schemes and associations in England and Wales. It is provided by ANSVAR Insurance and funded by the Community Watch Forum. Details of this insurance cover are available at [www.neighbourhoodwatch.uk.com](http://www.neighbourhoodwatch.uk.com) - click on "Insurance". As this Policy does not include all activities that NW can get involved in, it may be prudent to find out whether there is a need to take out additional insurance cover. One needs to identify the risks involved in the activities and then decide whether the cost of premiums for appropriate insurance is justified.

Public liability cover is arranged online through brokers Keegan and Pennykid, [www.keegan-pennykid.com/nhw/index.html](http://www.keegan-pennykid.com/nhw/index.html). Coordinators should contact them on **0131 225 6005** if they have any other insurance related queries.

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## 4. Publicity

### 4.1 Commercial Interests

NW is a prestigious movement with which many commercial organisations would wish to be associated. Such interest can be mutually beneficial and many organisations including security equipment manufacturers, installers and insurance companies will seek opportunities to improve their market position through NW. They could be seeking endorsement of their products, and try to obtain lists of Coordinators and key personnel to target.

There are inevitably some bad actors in the business and this Handbook would not be complete without mention of the risks:

- Beware of sponsorship or other deals which lead to particular products or services being promoted unfairly or unjustifiably.
- Coordinators must avoid conflicts of interest through receiving personal benefit.
- NW members' names and addresses must *never* be disclosed. (See Chapter 3: Data Protection).

### 4.2 The media

The old adage "It's not what you know, but who you know that counts" applies to publicity and the media. Relationships need to be cultivated on both sides, so that when a story is worth telling it can be directed to the right people. It is worth developing a list of media contacts for the local area: your Police OCU Headquarters has a Media & Communications Officer who may be able to suggest suitable names. Larger NW associations should consider appointing a press and publicity officer and make his or her name known to the local media.

To contact the news media the best advice is to ask for their *News Desk*. This request will probably access the right people in the press, radio and television.

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## 5. Involving young people

In a drive to build safer communities it is important that NW endeavours to involve young people. It is a reality that some adolescents and even primary age children are drawn in to drug related crime, bullying, drinking, theft and antisocial behaviour. They may be victims or perpetrators. How can NW help with this problem and help them make responsible choices for their personal safety and happiness?

Around the county there are NW groups reaching out to support and involve young people. NW, in partnership with schools, the police and strategic planning groups can develop youth projects providing the ideal focus on caring for the community. A theme of 'togetherness', building a safer, cleaner, friendlier environment, will encourage young people to respect themselves and others. Children are very alert and their powers of observation make them well placed to raise and discuss issues affecting their lives and in turn the communities in which they live. (Care should be taken to ensure they do not feel pressurised or disloyal and therefore at risk of criticism or harassment by their peers). By developing their sense of justice and personal strength to say 'no' when appropriate they will be empowered to resist temptation and influence their peers.

Worthwhile projects could include respect for elderly people, 'stranger danger', graffiti, litter, vandalism, bullying, theft, and violence as well as drugs and drink. Art competitions, games, videos, role play situations and visits by police or those affected by nuisance crime will stimulate discussion and promote greater awareness of how crime affects a community. Involving the Neighbourhood Policing Teams, who will be focusing on local crime and disorder issues, will help improve relationships between the Police and young people and may initiate new ideas of local significance. Parents, local businesses, schools, the local authority (who may provide material resources for removing graffiti), shops and charities can all provide support for activities.

The aims should be to develop a real sense of community, encourage care and concern for others and a sense of awareness and vigilance to help young people make choices which ensure they lead safe and happy lives whilst developing a sense of social responsibility for others. NW provides a unique context to involve young people.

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## **6. Police and Community Safety Organisations**

### **6.1 Hampshire Constabulary**

**Hampshire Constabulary** provides the policing service in the two counties of Hampshire and the Isle of Wight. It is the responsibility of the Chief Constable to direct and control the Force so that it gives the best service to the public.

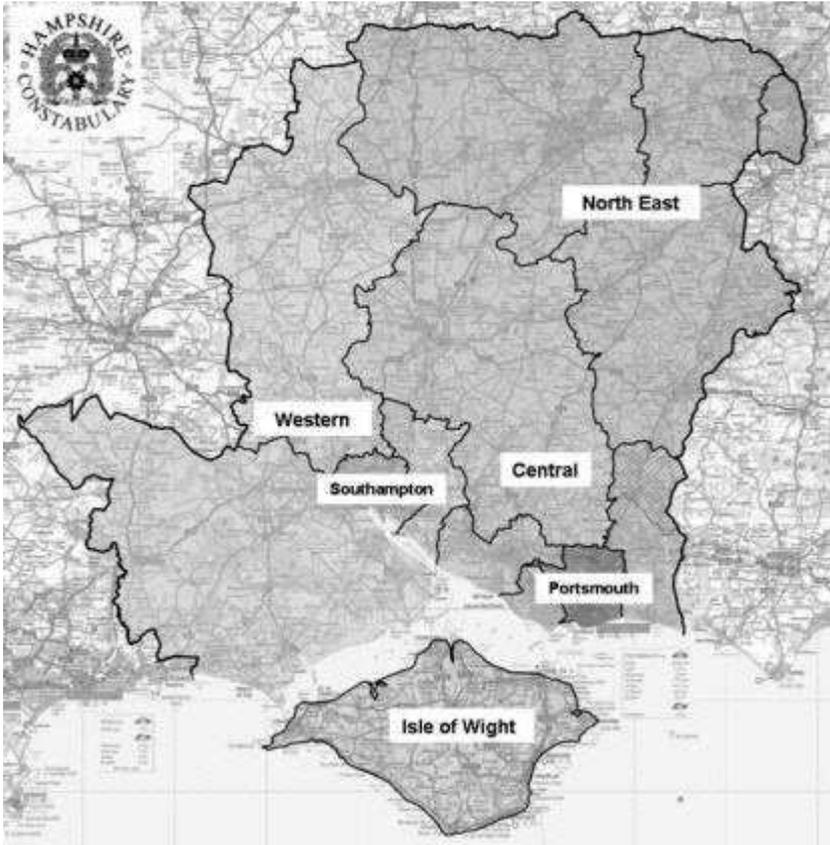
The Force is managed by the **Chief Constable (CC)**, **Deputy Chief Constable (DCC)**, **Assistant Chief Constable (Territorial Operations) (ACC(TO))**, **Assistant Chief Constable (Specialist Operations) (ACC(SO))**, **Assistant Chief Constable (Personnel and Operational Services) (ACC(P&OS))** and a civilian Director responsible for Finance and Resources. The CC, DCC and three ACCs are sometimes referred to as “The ACPO Group” as they all belong to the Association of Chief Police Officers, the national police policy-making group.

#### **Police Operational Command Units (OCUs)**

In April 2006 the Force’s operational areas were reorganised into Operational Command Units, each commanded by a Chief Superintendent. There are six OCUs which are responsible for all the territorial policing operations, and are the ones with which Neighbourhood Watch members will normally come into contact. Each of these OCUs covers one or more Local Authority areas across the two counties. There is a list of the Local Authorities in each OCU and a map showing the boundaries of the OCU areas on the next page.

There are also two diverse and dynamic Specialist Operations OCUs. The Operations OCU is responsible for critical incidents, roads policing, air and marine support, Force Support Unit and firearms support. The Crime OCU is responsible for the Major Crime Department, Special Branch, Serious and Organised Crime, Intelligence, Scientific Services, Specialist Investigations and Police Performance and Review.

## HAMPSHIRE AND ISLE OF WIGHT OPERATIONAL COMMAND UNIT AREAS



**OCUs** are commanded by Chief Superintendents  
**Districts** are commanded by Chief Inspectors  
**Sectors** are commanded by Inspectors  
**Neighbourhood Teams** are commanded by Sergeants

## **1 Central OCU**

**HQ: Fareham Police Station**

### **Fareham District**

Fareham Sector

*Fareham Police Station*

Park Gate Sector

*Park Gate Police Station*

### **Gosport District**

Gosport East Sector

Gosport West Sector

*Gosport Police Station*

### **Havant District**

Havant Sector

*Havant Police Station*

Leigh Park Sector

*Leigh Park Police Station*

Waterlooville Sector

*Waterlooville Police Station*

### **Winchester District**

Winchester City Sector

*Winchester Police Station*

Winchester Rural Sector

*Alresford Police Station*

*Bishops Waltham Police Station*

*Twyford Police Station*

## **2 Isle of Wight OCU**

**HQ: Newport Police Station**

### **Isle of Wight District**

West Wight Sector

*Cowes Police Station*

*Newport Police Station*

*Yarmouth Police Station*

East Wight Sector

*Ryde Police Station*

*Shanklin Police Station*

## **3 North & East OCU**

**HQ: Aldershot Police Station**

### **Basingstoke & Deane District**

Basingstoke South Sector

Basingstoke North Sector

*Basingstoke Police Station*

Basingstoke Rural Sector

*Tadley Police Station*

*Whitchurch Police Station*

### **East Hampshire District**

Alton Sector

*Alton Police Station*

Longmoor Sector

*Petersfield Police Station*

*Whitehill Police Station*

### **Hart District**

Fleet Sector

*Fleet Police Station*

Yateley Sector

*Yateley Police Station*

*Hart Neighbourhood Centre*

### **Rushmoor District**

Aldershot Sector

*Aldershot Police Station*

Farnborough Sector

*Farnborough Police Station*

## **4 Portsmouth OCU**

**HQ: Fratton Police Station**

Cosham Sector

*Cosham Police Station*

Fratton Sector

*Fratton Police Station*

Central Sector

*Central Police Station*

Southsea Sector

*Southsea Police Station*

## **5 Southampton OCU**

### ***HQ: Central Police Station***

#### **Central Southampton District**

- C. Southampton East Sector
- C. Southampton West Sector  
*Central Police Station*
- Portswood Sector  
*Portswood Police Station*

#### **Bitterne District**

- Bitterne North Sector
- Bitterne South Sector  
*Bitterne Police Station*

#### **Shirley District**

- Shirley North Sector
- Shirley South Sector  
*Shirley Police Station*

## **6 Western OCU**

### ***HQ: Lyndhurst Police Stn***

#### **Eastleigh District**

- Eastleigh Sector  
*Eastleigh Police Station*

- Hedge End Sector  
*Hedge End Police Station*

#### **Test Valley District**

- Andover Sector  
*Andover Police Station*  
*Stockbridge Police Station*  
*Weyhill Police Station*
- Romsey Sector  
*Romsey Police Station*

#### **New Forest District**

- New Forest East Sector  
*Hythe Police Station*
- New Forest North Sector  
*Lyndhurst Police Station*  
*Totton Police Station*
- New Forest West Sector  
*Fordingbridge Police Station*  
*Ringwood Police Station*
- New Forest South Sector  
*Lymington Police Station*  
*New Milton Police Station*

The addresses of all the above Police Stations are given in **Appendix I**.

All Police District boundaries in **Central, Western and North & East** OCUs coincide with their respective Local Authority boundaries with the exception of East Hampshire District Council, where Clanfield and Horn-dean are policed from Waterlooville Police Station for reasons of convenience.

Police Station opening hours and the names of OCU, District and Sector Commanders can be found on the Hampshire Constabulary web site, [www.hampshire.police.uk](http://www.hampshire.police.uk)

## 6.2 Hampshire Police Authority

**Hampshire Police Authority** is the governing body of Hampshire Constabulary and its membership consists of county councillors, magistrates and members of the public. Full Authority meetings are held seven times a year and discuss in a public forum with senior police management a wide range of matters relating to the past and future performance of the force.

In addition to these meetings, the Authority holds committee meetings open to the public with specific responsibilities for community affairs, complaints, crime prevention project funding, information technology, performance, personnel and standards and governance.

The Authority's Crime Prevention Panel awards grants to community organisations for 'one-off' projects, but not for day to day running costs. Contact details are:

Hampshire Police Authority  
Westgate Chambers, Staple Gardens  
Winchester SO23 8AW  
Tel: 01962 871595, Email: [office@hantspa.org](mailto:office@hantspa.org)  
[www.hantspa.org](http://www.hantspa.org)

## 6.3 The Extended Police Family

### Special Constables

**Special Constables** are volunteers who, though unpaid, have the same powers as a regular Police officer. They wear Police uniforms when on duty and work alongside regular officers, providing a link between the regular Police and the community. They perform a variety of duties assisting the regular officers and participating in community policing.

### Police Community Support Officers (PCSOs)

**PCSOs** are employed by the Police to work alongside them in a support role. They perform a high visibility patrolling role providing reassurance to the communities they serve. They complement the work of Police officers by focusing predominantly on lower level crime, disorder and antisocial behaviour.

PCSOs also have a key role to play in freeing up Police officer time, e.g. by doing some of those functions which need a Police presence but do not necessarily require the full skills and expertise of a Police officer. Examples include enforcing a cordon established under the Terrorism Act or doing the administration at a road block.

PCSOs do not have powers of arrest, but they do have the power to detain an offender for 30 minutes pending the arrival of a regular officer or Special Constable. They also have powers to issue fixed penalty notices for minor offences. Their uniforms are similar to those of regular officers but with a blue hatband instead of black and white checks.

### **Locally employed Community Safety Staff.**

The remainder of the Extended Police Family is made up of various categories of Community Safety staff employed by Local Authorities to deal with low level offences such as antisocial behaviour, littering, vandalism and alcohol abuse.

**Accredited Community Safety Officers (ACSOs)** are employed by Hampshire County Council and are accredited by the Police to request the names and addresses of offenders, to confiscate alcohol and cigarettes from under age youths and to request the removal of abandoned vehicles. Where appropriate they will issue fixed penalty notices for behaviour that causes injury, alarm and distress to another person or damage to property, also for littering, fly-tipping, graffiti and cycling on a footpath.

ACSOs wear a distinctive uniform and operate high visibility patrols in marked vans equipped with CCTV. They may be deployed in any part of Hampshire except Southampton, Portsmouth and the Isle of Wight.

**Community Wardens** are employed by several Local Authorities in Hampshire and the Isle of Wight to carry out similar duties to those of the ACSOs described above. Their responsibilities and powers may vary somewhat from one Local Authority to another, as do their uniforms and equipment. Their titles too may differ from place to place: City Rangers, Community Wardens and Neighbourhood Wardens are all titles currently in use.

### **Neighbourhood Policing**

This is a government driven initiative which has been implemented by Hampshire Police under the name **Safer Neighbourhoods**. It involves

Neighbourhood Teams, backed by mobile Targeted Patrol Teams. The concept also includes regular consultations between Police and the public on local policing priorities: Neighbourhood Watch has an important role to play in these.

## **6.4 Community Safety Partnerships**

Before 1999 Hampshire Police worked in informal relationships with Local Authorities with names such as Crime Prevention Panels. The **Crime and Disorder Act 1998**, which came into effect the following year, made it a statutory obligation for the Police, Local Authorities and other public agencies involved in aspects of crime reduction to form partnerships for this purpose. The official name for these is **Crime and Disorder Reduction Partnerships** (CDRPs); in Hampshire they are more commonly known as **Community Safety Partnerships** (CSPs).

A **CSP Steering Committee**, under the Chairmanship of a senior local Councillor, will normally include the Police District Chief Inspector and representatives of the local Council, Hampshire County Council, the local Primary Care Trust, Hampshire Fire Authority, Hampshire Fire & Rescue Service, Probation Service, Hampshire Police Authority, Wessex Youth Offending Team and the Hampshire Drug and Alcohol Action Team.

Every CSP is required to develop a Crime and Disorder Reduction Strategy in consultation with voluntary bodies with similar interests. Some of the strategic objectives are laid down by central government; others are agreed locally. The Strategy is reviewed annually.

Community Safety Partnerships in Hampshire are funded via the Government Office for the South East (GOSE), and some of these funds are to be disbursed as grants to other organisations such as Neighbourhood Watch to help them play their part in meeting the CSP's strategic objectives. These objectives are usually stated in a Community Safety Plan which can be accessed and downloaded from the Local Authority's web site.

Clearly there will be a close match between some of the CSP's objectives and those of the local Neighbourhood Watch organisation. It is therefore strongly recommended that local NW officers should aim to develop a close working relationship with the Community Safety Department of their local Council to their mutual benefit. Where it can be seen that NW is playing an active role in the furtherance of the local Community Safety Plan it should then become possible to obtain CSP grants for such projects

as local NW newsletters, room hire for Coordinator meetings, purchase of equipment, etc.

## **6.5 Hampshire Trading Standards Service**

### **Fair Trading Team**

**The Fair Trading Team** is responsible for enforcing a wide range of criminal laws, through a combination of routine inspections, special projects and advice to business. The main areas of work include dealing with:

- Misdescribed goods and services
- Counterfeit goods
- Misleading price indications
- Misdescriptions by estate agents and property developers
- Mileage fraud on motor vehicles
- Package holidays and timeshare
- Sale of unroadworthy vehicles
- Rogue and doorstep traders

All sources of information, but in particular complaints, are used to identify trends and problem traders and to determine where future activities should be focused.

### **Buy With Confidence Scheme**

Hampshire Trading Standards has developed the **Buy With Confidence Scheme** in response to concerns about 'rogue traders' which are often highlighted in the media. The scheme provides consumers with a list of reliable local businesses which have proved their commitment to trading fairly. Every business listed has undergone a series of detailed checks before being approved as a member of the scheme. Full details of approved businesses can be viewed at [www.buywithconfidence.info](http://www.buywithconfidence.info) or by phoning **0845 603 0081**

### **Protecting Older People (POP) Team**

The **Protecting Older People (POP)** team is dedicated to warning older Hampshire residents of the dangers associated with dealing with uninvited doorstep sellers. The simple message is to say 'No' at the door. The team also gives talks to clubs and groups such as Neighbourhood Watch to explain the dangers and how to overcome them. Contact [doorstep.crime@hants.gov.uk](mailto:doorstep.crime@hants.gov.uk) or phone **01962 846316** to arrange this.

They also offer *Safe and Sound* books, door stickers and phone cards to enable you to check that a caller is genuine.

Another aspect of the work is to highlight the issue with all types of carers and professionals who work with older people so that the message is passed on to those who can't get out.

## **Quick Response Team**

Older people are particularly vulnerable to rogue traders who offer immediate work such as drives, roofing and gardening services. At best these individuals carry out poor quality work but charge sky high prices. In response to this the Fair Trading Team has set up a **Quick Response Team** (QRT) that goes out to cases where the trader is still on site or is going to return.

In most cases it is unlawful for cold callers to begin work unless they have given you written cancellation rights in advance. The aim of the QRT is to attend the incident and advise both parties of their rights, to disrupt work and where appropriate prevent payment. The victims, often frightened by the experience, are followed up with the offer of *Seniorlink alarms* and advice on how to make sure they are not targeted again. Residents in the surrounding area are warned that others might be caught out, both by a messaging service through groups such as Neighbourhood Watch and by leaflets entitled "*Rogue traders are operating in this area*" delivered to all properties in the vicinity. The contact address for all these services is:

Community Projects  
Hampshire Trading Standards Service  
Montgomery House, Monarch Way,  
Winchester SO22 5PW,  
Tel: 0845 603 0081,  
Email: [rsadvice@hants.gov.uk](mailto:rsadvice@hants.gov.uk)

## **Protecting Young People from Age Restricted Products**

Trading Standards has a responsibility to enforce laws designed to protect the health and wellbeing of children and young people from harmful and damaging products. These include:

- Alcohol
- Cigarettes
- Solvents and butane lighter refills

- Fireworks
- Videos
- Petrol

The Service works with retailers and, in partnership with the Health Promotion Service and District Councils, runs a Responsible Retailer Scheme. This ensures that they and their staff understand the law and the health issues involved. Young volunteers are used, in accordance with Government approved guidelines, to test whether retailers are selling to young people and appropriate enforcement action is taken if an illegal sale is made.

Contact Trading Standards if you know shops are selling to them. All information is treated in the strictest confidence.

Phone **01329 316182** or email [underage.sales@hants.gov.uk](mailto:underage.sales@hants.gov.uk).

## **6.6 Hampshire Fire & Rescue Service**

Hampshire has the largest County Fire and Rescue Service in the United Kingdom. It protects an area of over 1,500 square miles, and a population of over 1.6 million people. It responds, on average, to more than 26,000 emergency incidents every year. In 2005 the Government announced that new Regional Fire & Rescue Control Rooms will become operational in 2008 - 09. The SE Regional Control room covering Hampshire, Isle of Wight, Berkshire, Oxfordshire, West Sussex, East Sussex, Kent, Surrey and Buckinghamshire will be based at Kite's Croft, Fareham, Hants.

HF&RS has an active Community Safety Team which runs several programmes to promote fire safety in the home:

### **Free home fire safety checks**

Smoke alarms are the first defence against fire. They are designed to detect fire in its early stages and can give the home occupants early warning to evacuate the premises safely. HF&RS can provide a free home fire safety visit, fit smoke alarms where necessary, give advice on the action to be taken in the event of a fire and the points to consider when making a home fire escape plan.

To arrange a free home fire safety visit contact the Community Fire Safety Department at the address below. A member of the team will arrange a convenient time to carry out the visit.

Community Fire Safety Team  
Hampshire Fire and Rescue Service Headquarters  
Leigh Road  
Eastleigh, Hants SO50 9SJ  
Tel: 023 8062 6809  
Email: [communityfiresafety@hantsfire.gov.uk](mailto:communityfiresafety@hantsfire.gov.uk)  
[www.hantsfire.gov.uk](http://www.hantsfire.gov.uk)

### **Free electric blanket safety checks**

HF&RS runs an annual programme in collaboration with the Trading Standards Departments of Hampshire County Council, Portsmouth City Council and Southampton City Council in which members of the public can take their electric blankets into their local Fire Station for a free safety check. The programme normally runs in September and October, and the dates for each Fire Station are published on the HF&RS web site (see address above).

### **6.7 Hampshire and IoW Crimestoppers**

**Crimestoppers** is a national charity established in 1988 to bring the guilty to justice by providing a call centre where information about crime and criminals can be passed anonymously. Being separate from the Police it can guarantee to protect the identity of all callers to **0800 555 111** by disabling the facilities which ‘capture’ their telephone number. Across the UK, an average of 18 people every day are arrested and charged as a result of information passed to Crimestoppers.

The Police recognise that many people are deterred from talking to them directly. Many fear retribution if they became involved in the judicial process. Some are concerned about the impact on their families. Others are concerned they will not be believed, or are deterred by the process of making a formal statement. Some are disillusioned because of previous contacts with the Police.

Calls cover every kind of crime. Nearly half are about drugs: dealers shopping the opposition. Some concern drink/drug driving: often from a close family member. Some are from third parties desperately worried about a close relative in an abusive situation. Young people call, concerned about arson attacks on their school or ‘happy slapping’ - violence for kicks.

In 2005 Hampshire and IoW established its two Crimestoppers Boards with a paid employee and representation from Neighbourhood Watch on both. Crimestoppers works in partnership by mounting publicity campaigns to highlight specific crimes and what Crimestoppers can do to help. Speakers for Neighbourhood Watch meetings can be arranged by contacting [crimestoppers@hampshire.pnn.police.org](mailto:crimestoppers@hampshire.pnn.police.org)

Crimestoppers also has a growing portfolio of projects with young people both to turn them away from crime and to develop their responsibilities as citizens, including material for the National Curriculum. Lifestyle campaigns include the programme of SNAP (Say No And Phone) dance nights which operate across the county.

The Crimestoppers '**Most Wanted**' web site provides a resource for Police appeals and offers an email facility which is also protected by anonymity. Hampshire was one of the first forces to sign up to it and the site is used by both the public and the Police. See [www.mostwanted-uk.org](http://www.mostwanted-uk.org).

# 7. The Law

## 7.1 Categories

The law is divided into three main categories:

- **Civil Law.** This tends not to involve the Police. In general terms it relates to marriage, divorce, house sales, boundary disputes etc.
- **Common Law.** This law does involve the Police and just about everyone else. It is law not on the statute books, but is founded on custom and supported by judgements in the High Court.
- **Statute Law.** This comprises acts of parliament or statutes and all subordinate legislation under the authority of statute viz. orders-in-council, statutory instruments and bye-laws.

## 7.2 Arrest without warrant: other persons

(1) A person other than a Constable may arrest without a warrant:

- (a) anyone who is in the act of committing an indictable offence;
- (b) anyone whom he has reasonable grounds for suspecting to be committing an indictable offence.

(2) Where an indictable offence has been committed, a person other than a Constable may arrest without a warrant:-

- (a) anyone who is guilty of the offence;
- (b) anyone whom he has reasonable grounds for suspecting to be guilty of it.

(3) But the power of summary arrest conferred by subsection (1) or (2) is exercisable only if:-

- (a) the person making the arrest has reasonable grounds for believing that for any of the reasons mentioned in subsection (4) it is necessary to arrest the person in question; and
- (b) it appears to the person making the arrest that it is not reasonably practicable for a constable to make it instead.

(4) The reasons are to prevent the person in question:

- (a) causing physical injury to himself or any other person;
- (b) suffering physical injury;
- (c) causing loss of or damage to property; or
- (d) making off before a constable can assume responsibility for him.

**Indictable offence** means an offence which, if committed by an adult, is triable on indictment whether it is exclusively so triable or triable either way.

Section 110 of the Serious Organised Crime and Police Act 2005 amended the powers of arrest available to a Constable [or designated person] under section 24 of the Police and Criminal Evidence Act 1984.

### **7.3 Arrest without warrant: Constables (and designated persons)**

(1) A Constable [or designated person] may arrest without a warrant:-

- (a) anyone who is about to commit an offence;
- (b) anyone who is in the act of committing an offence;
- (c) anyone whom he has reasonable grounds for suspecting to be about to commit an offence;
- (d) anyone whom he has reasonable grounds for suspecting to be committing an offence.

(2) If a Constable [or designated person] has reasonable grounds for suspecting that an offence has been committed, he may arrest without a warrant anyone whom he has reasonable grounds to suspect of being guilty of it.

(3) If an offence has been committed, a Constable [or designated person] may arrest without a warrant:-

- (a) anyone who is guilty of the offence;
- (b) anyone whom he has reasonable grounds for suspecting to be guilty of it.

(4) But the power of summary arrest conferred by subsection (1), (2) or (3) is exercisable only if the Constable [or designated person] has reasonable grounds for believing that it is necessary to arrest the person in question for any of the reasons mentioned in subsection (5).

(5) The reasons are:

(a) to enable the name of the person in question to be ascertained (in the case where the Constable does not know, and cannot readily ascertain, the person's name, or has reasonable grounds for doubting whether a name given by the person as his name is his real name);

(b) correspondingly as regards the person's address;

(c) to prevent the person in question:-

(i) causing physical injury to himself or any other person;

(ii) suffering physical injury;

(iii) causing loss of or damage to property;

(iv) committing an offence against public decency (subject to subsection (6)); or

(v) causing an unlawful obstruction of the highway;

(d) to protect a child or other vulnerable person from the person in question;

(e) to allow the prompt and effective investigation of the offence or of the conduct of the person in question;

(f) to prevent any prosecution for the offence from being hindered by the disappearance of the person in question.

(6) Subsection (5)(c)(iv) applies only where members of the public going about their normal business cannot reasonably be expected to avoid the person in question.

## 7.4 Reasonable Force

If you cannot avoid becoming involved in a violent situation or you are threatened or attacked, your actions in defending yourself will be judged against statute and case law which define the concept of 'reasonable force'.

This element of English Law was covered by rules of the common law until the Criminal Law Act 1967. Section 3 of the Act states:

*“A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of persons unlawfully at large.”*

The test of reasonableness is the subject of much case-law and can engage lawyers and judges in debate for many days. Elements worthy of note are:

- A person is not limited to simply warding off a blow. He need not wait until the other person has actually struck him, but the battery must not be more than is necessary for self-defence.
- To support a defence of 'self defence' the accused should show that he did not want a fight. He must have shown that he was prepared to temporise and disengage and perhaps make some physical withdrawal.
- If in a moment of unexpected anguish a person had only done what he honestly and instinctively thought was necessary, that would be most potent evidence that only reasonable defensive action had been taken.
- The test of reasonableness is not entirely objective.

## 7.5 Crime and Disorder Act 1998

The Crime and Disorder Act introduced a whole new series of responsibilities and accountabilities for local authorities, Police and other agencies. Its aims are to improve community safety and the youth justice system, and it provides a range of powers and initiatives for dealing with juvenile nuisance offences including:

- Anti-social Behaviour Orders (for persons aged 10 and over)
- Parenting Orders

- Child Curfew Schemes
- Youth Reprimands and Warnings

See the Hampshire Police web site, [www.hampshire.police.uk](http://www.hampshire.police.uk) for further details.

## 7.6 Callers at the Door

- Before you open your door to strangers you should take some precautions.
- Your first defence is a door viewer and a stout door chain, but don't forget to use it.
- Fully satisfy yourself of a caller's identity before you remove the door chain. Check identity cards closely and if you are still concerned ring the caller's office to confirm (but do not do so from a telephone number on the ID Card).
- Persons selling goods such as cleaning products or textiles, or handicraft skills (e.g. knife sharpening) at the door for immediate delivery and payment require a **Pedlar's Certificate**. These are issued by the Police in England and Wales, and they are valid for one year only. Note: the form of the Pedlar's Certificate was defined by an Act of 1871, so it does not carry a photograph. The description of the holder must be accurate.
- A Pedlar's Certificate is not required for selling foodstuffs, nor by people who take orders for goods for delivery at a later date (e.g. 'Avon Ladies').

If you are still worried ring the Police.

Good advice for dealing with callers includes:

- Do not buy at the door unless you know the seller and you are confident that he/she is genuine.
- Never sign any agreement with a caller until you have had a chance to consult with other advisers
- Under the Consumer Protection Regulations 1987 you have a seven day cooling-off period in which you can cancel any contract made during an unsolicited sales visit to your home. This does not apply if

you requested the visit. If you sign a credit agreement in your home you have five days during which you can cancel it.

- Persons making house-to-house collections for charitable purposes are covered by specific legislation. Promoters of collections are required to exercise due diligence in ensuring that Collectors are fit and proper persons. Collectors must be over the age of 16 and they must carry a Certificate of Authority or a License, a badge and a marked collecting box or a receipt book with consecutive numbers and an indication of the purpose of the collection. Major national charities (e.g. the RNLI) receive their authority direct from the Secretary of State but local charities require a license issued by the appropriate District Council: such licenses are limited to 12 months duration.
- The Police are also permitted to issue certificates (which have less stringent requirements than council licenses) permitting short duration local charitable collections, but this facility is rarely used.
- NW can support and look out for elderly neighbours, help them to fit viewers and door chains, and to provide someone who can advise them if a stranger calls.

## **7.7 Disputes between Neighbours**

Disagreement between neighbours can grow out of trivial issues into bitter battles which may end up in court. Unlike problems with goods and services one cannot distance oneself from the problem unless somebody moves house.

The most common areas of complaint are listed below together with some comments on how to approach obtaining legal redress:

### **• Noisy Behaviour**

- If you can prove the noise is a *statutory nuisance* (one that affects your health or prevents you enjoying your property) your local Environmental Health Officer (EHO) can serve an abatement notice. Offenders are liable to fines up to £5,000 and £500 per day for non-compliance. EHOs may also require a householder to improve sound insulation.
- Other legal options are to apply to the magistrates court for a *Nuisance Order* or to the County Court for an injunction and compensation.

- **Alarms**

Under security industry codes of practice house alarms should reset after sounding for 20 minutes and car alarms after 30 seconds. EHO's are empowered to enter premises and disconnect persistent alarms. Similarly they may deactivate vehicle alarms.

An increasing problem is with automatic security lights triggered by infra-red detectors. These can be very bright and cause a nuisance. More consideration in the siting of them, their intensity and the setting of the detectors would alleviate many complaints.

- **Car Parking**

Contact the HCC highways department if access to your property is regularly obstructed - they are responsible for traffic management and control. But remember that you do not have property rights over parking in public areas outside your house.

- **Boundaries**

Misunderstandings over boundaries are difficult to resolve and legal proceedings can be protracted and expensive. Evidence in the form of photographs, detailed measurements, position of old fence posts etc., drawings, title deeds will need careful study. The services of a solicitor and surveyor may be required and they will be able to advise on likely court interpretation before embarking on litigation.

- **Overhanging Trees**

You may trim a neighbour's hedge or tree back to your boundary but any fruit, timber or clippings belong to the neighbour. You are not permitted to cut back a tree which is subject to a *tree preservation order* or you live in a conservation area. In which case you will need to consult the council.

- **Building Extensions**

If you object to a proposed extension you have 21 days from the posting of the Planning Application in which to make written submissions to the local planning officer. Although you may lobby planning committee members you do not have right of appeal. If

an application is turned down a developer may appeal. The last resort if you believe the process is flawed is to complain to the **Local Government Ombudsman**.

- **Building Activities**

See above for noise problems. If you believe the work has caused damage you will need to obtain evidence (photographs, surveyor's report etc.). The neighbour and/or the builder should have insurance cover for claims.

- **Dogs**

Contact your local council's dog warden if you are concerned about the behaviour of a neighbour's dog.

Under the *1991 Dangerous Dogs Act* an owner can be fined up to £5,000 if a dog behaves in a potentially dangerous way or an unlimited fine where actual injury is caused. He or she may be disqualified from having a dog.

A magistrate's court can order that a dog be muzzled, kept on a lead, neutered or destroyed if it has been behaving dangerously.

Contact the EHO if you are concerned about a dog entering and fouling your garden.

In what is a complex area of law and human relationships, the following notes may be helpful in avoiding serious disagreements developing between neighbours:

- Talk to your neighbour about the problem and try to reach an amicable compromise.
- Keep a detailed diary and evidence of the incidents which create the nuisance and how they affect your family.
- Find an impartial mediator who may be able to help you to reach agreement.
- Don't rush into litigation. Apart from being expensive, you may not win and you will almost certainly 'up the aggro'.
- It takes two to make a quarrel! Are you the sinner rather than the one sinned against? And remember although a neighbour's behaviour may annoy you it may still be legal.

## 7.8 Neighbourhood Problems

There are many small incidents in a local community that in proliferation cause misery far in excess of the single offence. Most of these are covered by law and are therefore illegal but in isolation do not merit extensive Police effort to contain them. But in total they devalue our society and increasingly attention is being directed to what are mainly behavioural problems of the young.

- **Litter**

It is an offence to drop litter in the street although the law is seldom strictly enforced and Britain is one of the untidiest developed nations. A tidy environment contributes to our sense of well-being and security. If we each deal with our own litter and that of others around us, and if we are prepared to influence the offenders then we will help to set a good example and create a better society.

- **Graffiti and Vandalism**

The two words describe a host of behavioural problems which in legal terms are classified as criminal damage.

- **Theft**

The victim will have difficulty accepting that any theft can be minor. But the perpetrator will not see that loss of a bottle of milk or a pot plant as very serious. But in law all such activities are illegal and they detract from the quality of community life.

Resorting to law unfortunately does not eliminate the problem. What has been demonstrated is that the most effective response is quick action to clean up litter, graffiti and the results of vandalism. A neat and tidy neighbourhood does not attract the same level of degradation as one that is allowed to sink into squalor.

All these 'nuisance' activities need to be addressed at community level and NW can bring a very positive influence to bear on improving the situation and the quality of life for all residents.

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# **Appendices**

**I Police Stations in Hampshire and IoW**

**II Police Link Officers for Deaf People (PLOD)**

**III NW street signs: sources, rules for siting**

**IV Helpful references**

**V Useful web sites**

**VI NW Literature packs: contents, sources**

# I. Police Stations in Hampshire and IoW

*Telephone number in all cases is 0845 045 4545*

## 1 CENTRAL OCU

### **Fareham Police Station**

Quay Street  
Fareham PO16 0NA

### **Park Gate Police Station**

64 Bridge Road  
Park Gate SO31 7HN

### **Gosport Police Station**

South Cross Street  
Gosport PO12 1ES

### **Havant Police Station**

Civic Centre Road  
Havant PO9 2AN

### **Hayling Island Police Station**

South Road  
Hayling Island PO11 9AE

### **Waterlooville Police Station**

Swiss Road  
Waterlooville PO7 7FX

### **Alresford Police Station**

Station Road  
Alresford SO24 9JQ

### **Bishops Waltham Police Station**

Hoe Road  
Bishops Waltham SO32 1DS

### **Winchester Police Station**

North Walls  
Winchester SO23 8DW

### **Twyford Police Station**

Dolphin Hill  
Twyford SO21 1PU

## 2 ISLE OF WIGHT OCU

### **Newport Police Station**

High Street  
Newport PO30 1SZ

### **Cowes Police Station**

Birmingham Road  
Isle of Wight PO31 7BH

### **Ventnor Police Station**

Church Street  
Ventnor PO38 1SW

### **Yarmouth Police Station**

High Street  
Yarmouth PO41 0PL

### **Ryde Police Station**

Station Street  
Ryde PO33 2QH

### **Shanklin Police Station**

Landguard Road  
Shanklin PO37 7HT

## 3 NORTH & EAST OCU

### **Aldershot Police Station**

Wellington Avenue  
Aldershot GU11 1NZ

### **Farnborough Police Station**

Pinehurst Avenue  
Farnborough GU14 7LF

**Basingstoke Police Station**

London Road  
Basingstoke RG21 4AD

**Old Basing Police Office**

Belle Vue Road  
Basing

**Tadley Police Station**

Mulfords Hill  
Tadley RG26 6HZ

**Whitchurch Police Station**

Dances Lane  
Whitchurch RG28 7EG

**Fleet Police Station**

13 Crookham Road  
Fleet GU51 5QQ

**Yateley Police Station**

Royal Oak Close  
Yateley GU46 7UD

**Hook Police Office**

Dickson House  
London Road  
Hook RG27 9DJ

**Alton Police Station**

Orchard Lane  
Alton GU34 1LN

**Petersfield Police Station**

St Peter's Road  
Petersfield GU32 3HU

**Whitehill Police Station**

Petersfield Road  
Whitehill GU35 9BX

**4 PORTSMOUTH OCU**

**Fratton Police Station**

Kingston Crescent  
Portsmouth PO2 8BU

**Central Police Station**

Winston Churchill Avenue  
Portsmouth PO1 2DG

**Southsea Police Station**

Highland Road  
Portsmouth PO4 9EX

**Cosham Police Station**

Wayte Street  
Portsmouth PO6 3BS

**5 SOUTHAMPTON OCU**

**Southampton Central Police Station**

Civic Centre  
Southampton SO9 4WS

**Shirley Police Station**

Shirley High Street  
Shirley SO1 3JG

**Bitterne Police Station**

Bursledon Road  
Bitterne SO2 7NN

**6 WESTERN OCU**

**Lyndhurst Police Station**

Pikes Hill  
Lyndhurst SO43 7NR

**Eastleigh Police Station**

Leigh Road  
Eastleigh SO50 9DG

**Hedge End Police Station**

St John's Road  
Hedge End SO30 4AF

**Andover Police Station**

South Street  
Andover SP10 2ED

**Stockbridge Police Station**

High Street  
Stockbridge SO20 6HE

**Weyhill Police Station**

Amesbury Road  
Weyhill SP11 8DD

**Romsey Police Station**

111 The Hundred  
Romsey SO51 8BZ

**Fordingbridge Police Station**

Station Road  
Fordingbridge SP6 1JN

**Hythe Police Station**

Jones Lane  
Hythe SO45 6DG

**Lymington Police Station**

Southampton Road  
Lymington SO41 9GH

**New Milton Police Station**

Old Milton Road  
New Milton BH25 6DX

**Ringwood Police Station**

Christchurch Road  
Ringwood BH24 3AL

**Totton Police Station**

Testwood Lane  
Totton SO40 3ZE

## **II. Police Link Officers for Deaf People (PLOD)**

### **Why have PLOD?**

Police Link Officers for Deaf People aim to promote equality of access to the Police for those who are deaf, deaf-blind, deafened and hard of hearing in Hampshire and the Isle of Wight. Access includes access to information and access to service. Whether you use Sign Language, Deaf-blind Manual, or Lip-read, the Link Officers are available to assist.

As well as being available for advice and information, the Link Officers also work to improve access to other areas of the constabulary with special projects, such as the Videophone Project and Emergency SMS Text Service - see below for more details.

### **Videophone Interpreting**

Videophone interpreting is available at four sites across the force area: **Southampton Central, Fareham, Basingstoke and Newport IoW**. The Videophone Project was set up in association with RNID for deaf and hard of hearing people, using Lottery money through the Community Fund. Advice can be given with this service, as well as obtaining early information from witnesses or victims, but the service will not be used to obtain statements or conduct interviews.

Videophone interpreting can be utilised to establish the needs of a Sign Language user calling at one of the four Police Stations. The service is available Monday to Friday, 9am to 5pm. Videophone interpreting will not replace in-person Interpreters, and Hampshire Constabulary will continue to use independent qualified Sign Language Interpreters.

### **Emergency SMS (Text) Service - 80999**

Deaf and speech-impaired people across the two counties have access to a service which allows them to text for help in an emergency. Deaf people and those with a speech impairment are able to contact all four emergency services by texting one number. The texts go to the Police control room in Netley and the information will then be passed on to the other emergency services.

### **When texting the Emergency Controller remember:**

- **What:** What is the problem?
- **Which:** Police, Fire & Rescue, Ambulance or Coastguard?

- **Where?** Give name of road and town
- **Plus** more information like: house number, or “outside Post Office” or “near Bus Station”.

### **What Is An Emergency?**

- Life is at risk;
- The crime or trouble is happening now;
- Someone is injured or threatened;
- The person committing the crime is near;
- There is a fire, or people trapped;
- You need an ambulance urgently;
- Someone is in trouble at sea.

### **Emergency Contact Numbers**

("Contact" in British Sign Language). These numbers are for emergencies within Hampshire and the Isle of Wight. Hampshire Constabulary will pass emergency calls to Hampshire Ambulance Service, Hampshire Fire & Rescue Service and to H M Coastguard.

**Minicom** numbers are for Textphone users (special telephones used to type to another textphone user).

- Minicom Emergency Relay Service: **18000**
- Police 24-hour Minicom: **023 8074 5500**
- Police 24-hour Fax: **01962 874201**
- Police email: [deaf.link@hampshire.pnn.police.uk](mailto:deaf.link@hampshire.pnn.police.uk)
- Emergency SMS Mobile Text Service: **80999\***

\* It is important with SMS Text 80999 also to try other ways to contact the Emergency Services

# III Neighbourhood Watch Signs

## 1. Purchase of new NW signs

The official supplier in Hampshire is:

PCMI Signs & Engraving  
Northern Road,  
PORTSMOUTH, Hants. PO6 3EP  
Tel: 023 9232 2828, Fax: 023 9232 2831  
Email: [sign.sales@portsmouthcc.gov.uk](mailto:sign.sales@portsmouthcc.gov.uk)

There are two types:

**Type A**, for lampposts, etc. (36" or 24" fixing straps)

**Type B**, for flat surfaces (smaller than Type A)

## 2. Sign refurbishment kits (self-adhesive overlays)

Weathered or faded signs can be refurbished for about 20% of the cost of a new sign by means of these kits.

Please place orders directly to the supplier either by post or e-mail, remembering to give your name and a delivery address:

Multi-Signs  
22 Hightown Industrial Estate  
Ringwood, Hants. BH24 1ND  
Tel: 01425 471537  
Email: [enquiries@multi-signs.co.uk](mailto:enquiries@multi-signs.co.uk)

## 3. Guidelines for siting NW signs

NW signs may be fitted on street lighting posts provided that they are obtained from the official supplier (see 1 above) and they are fitted in conformity to the Hampshire County Council guidelines below.

You do not have to wait for permission, but you do have to give 14 days notice. You can obtain an application form from your Beat Officer.

**Hampshire County Council County Surveyor's Department**  
**Neighbourhood Watch Scheme Notices**  
**Guidelines for the erection of Neighbourhood Watch Scheme**  
**Notices on or adjacent the Highway**

These have been prepared by Hampshire County Council as highway authority in co-operation with the Hampshire Police:

- . 1. Neighbourhood Watch notices are informatory notices only and are not legally authorised traffic signs. They are displayed under the Town and Country Planning (Control of Advertisements) (Amendment No 2) Regulations 1987.
- . 2. Neighbourhood Watch Committees are reminded that to comply with these regulations they must, at least 14 days before any notice is displayed, notify the local planning authority in writing:
  - A. That the Watch Scheme has been properly established in consultation with the Police;
  - B. That the Police agree to the display of the notices;
  - C. Giving details of where the notices are to be displayed.
- . 3. Neighbourhood Watch notices must conform to the design and size agreed by the Hampshire Police and Hampshire County Council (as highway authority).
- . 4. Neighbourhood Watch Committees may arrange for notices to be fixed to existing posts or lamp columns within the limits of the highway. If it is possible to erect these notices outside the highway on boundary walls, fences etc, this is the preferred location, but suitable arrangements will need to be made with the owners of the property in question.
- . 5. The notices may be erected on their own posts situated outside the highway, e.g. in a boundary hedge or on an adjacent property, subject to the caveat in 4 above.
- . 6. The number of notices should be limited to the minimum required to achieve the objective of giving publicity to the scheme, whilst being sensitive to the character and environment of the area. Notices will generally be appropriate close to road junctions entering a Neigh-

Neighbourhood Watch zone, which may include within it several adjoining Neighbourhood Watch Committees.

7. Any notices erected over the verge or footway shall be mounted in such a manner as to give a minimum clearance of **2.1 m** to their bottom edge for the safety and convenience of pedestrians. The highest part of the notice must not exceed a height of **3.6 m**. any part of the notice must be at least **0.5 m** from the edge of the carriageway to avoid being struck by overhanging parts of vehicles.
8. The notices must not be attached to existing posts carrying traffic signals or regulatory traffic signs. The notices must not be attached to transmission posts belonging to statutory authorities such as Southern Electricity and British Telecom without the consent of the statutory authority concerned.
9. Where the notices are attached to existing posts or lamp columns within the limits of the highway, they must be held in position using stainless steel or non-ferrous fixing equipment such as “Tespa” banding to avoid corrosion problems.
10. The “Tespa” banding onto columns must be supplemented by protection for the column under the “Tespa” banding.
11. The sign must not obscure or partially obscure the column maintenance number from any direction at any time.
12. Once the sign is in position the County Council have the right to remove it at any time and not recompense the Neighbourhood Watch scheme – generally this will apply to situations of column replacement or accident knock down.
13. Notices must be maintained in good condition. Damaged or defaced notices must be repaired, removed or replaced without delay.
14. Consent for the display of Neighbourhood Watch notices on highway land may be withdrawn by the highway authority at any time and notices must be removed within 14 days of consent being withdrawn.

## IV Helpful References

### 1. Emergency Services

Requests for immediate response from Police, Fire & Rescue,  
Ambulance or Coastguard **Dial 999**

### 2. Organisations

#### **Hampshire Police**

Reporting anti-social behaviour, other information, requesting  
community safety advice **Dial 101**  
Routine and admin calls **0845 045 4545**  
[www.hampshire.police.uk](http://www.hampshire.police.uk)

#### **Crimestoppers**

Information taken anonymously and passed to Police  
Freephone (24 hours) **0800 555 111**

#### **Crime Concern**

Beaver House **01793 863500**  
147-150 Victoria Road  
Swindon SN1 3UY.  
[www.crimeconcern.org.uk](http://www.crimeconcern.org.uk)

#### **Hampshire County Council**

The Castle **01962 841841**  
Winchester  
Hampshire SO23 8UJ  
[www.hants.gov.uk](http://www.hants.gov.uk)

#### **HCC Trading Standards Department**

Hampshire County Council **0845 603 0081**  
Montgomery House, Monarch Way  
Winchester S022 5PW  
[www.hants.gov.uk/regulatory/tradesta/index](http://www.hants.gov.uk/regulatory/tradesta/index)

#### **Age Concern**

88 St George's Street **01962 840667**  
Winchester SO23 8AH  
[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

### **Help the Aged**

Senior Line (Mon, Wed & Fri 9-4, Tues 9-3) **0808 800 6565**

See BT directory for local offices.

[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

### **Victim Support Schemes**

National

**0845 30 30 900**

Hampshire

**023 8061 1177**

### **Witness Support Services**

Winchester Crown Court

**01962 879591**

Southampton Crown Court

**023 8033 0928**

Portsmouth Crown Court

**023 9229 4684**

## **3. Publications**

Home Office Publications

**0870 241 4680**

PO Box 5050

Sherwood Park

Annesley

Nottingham NG15 0DJ

Email: [homeoffice@prolog.uk.com](mailto:homeoffice@prolog.uk.com)

Your local library may be able to help you with reference books on community issues.

## V Useful Web Sites

### National Government

Crime Prevention: [www.homeoffice.gov.uk/crime-victims/how-you-can-prevent-crime/](http://www.homeoffice.gov.uk/crime-victims/how-you-can-prevent-crime/)

Identity Theft: [www.identitytheft.org.uk](http://www.identitytheft.org.uk)

Most Wanted Persons: [www.mostwanted-uk.org](http://www.mostwanted-uk.org)

### Hampshire

Hampshire Constabulary: [www.hampshire.police.uk](http://www.hampshire.police.uk)

Hampshire Police Authority: [www.hantspa.org](http://www.hantspa.org)

Hampshire County Council: [www.hants.gov.uk](http://www.hants.gov.uk)

Hampshire Fire & Rescue: [www.hantsfire.gov.uk](http://www.hantsfire.gov.uk)

Hampshire Crimestoppers: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

### Hampshire Trading Standards

Buy with Confidence: [www.buywithconfidence.info](http://www.buywithconfidence.info)

Trader References: [www.referenceline.com](http://www.referenceline.com)

Advice: [rsadvice@hants.gov.uk](mailto:rsadvice@hants.gov.uk)

Doorstep Crime: [doorstep.crime@hants.gov.uk](mailto:doorstep.crime@hants.gov.uk)

Under Age Sales: [underage.sales@hants.gov.uk](mailto:underage.sales@hants.gov.uk)

### Neighbourhood Watch

Home Office NW web site: [www.neighbourhoodwatch.uk.com](http://www.neighbourhoodwatch.uk.com)

Hampshire N W Association: [www.hantsnwa.org.uk](http://www.hantsnwa.org.uk) (links to local NW web sites in Hampshire and IoW)

Horse Watch: [www.ukhorsewatch.org.uk/](http://www.ukhorsewatch.org.uk/)

Marine Watch:

[www.hants.gov.uk/leisure/coast/harbours/hamble/mwat.html](http://www.hants.gov.uk/leisure/coast/harbours/hamble/mwat.html)

## **Voluntary Agencies**

**Citizens Advice Bureau: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

**Age Concern: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)**

**Help the Aged: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)**

# VI NW Literature packs: contents, sources

## 1. Suggested Resource Pack for New Coordinators

- Welcome letter from local association chairman
- Copies of local organisation's procedures and information
- Map of Beat Areas and list of Beat Officers
- HNWA Handbook

## 2. Suggested Resource Pack for Householders

Folder and selection of crime prevention and other appropriate Crime Concern and /or Home Office literature, e.g.

- Welcome to Neighbourhood Watch *NWL2*
- Your Practical Guide to Crime Prevention *PG1*
- Neighbourhood Watch window sticker *NNWWS*
- Coded for Keeps *PCL01*
- Property Marking Form
- Peace of Mind While You're Away *HL01*
- A Guide for Elderly People

## 3. Literature sources

The items above which have catalogue numbers can be ordered in bulk free of charge from:

Home Office Publications  
PO Box 5050  
Sherwood Park  
Annesley  
Nottingham NG15 0DJ  
Tel: 0870 241 4680, email: [homeoffice@prolog.uk.com](mailto:homeoffice@prolog.uk.com)