

# SERVICE LEVEL AGREEMENT



The purpose of this Service Level Agreement is to add clarity to the expectations of Lancashire Constabulary and Lancashire Neighbourhood Watch Forum in relation to the basic support each partner will demonstrate to each other. This SLA is intended to build on the Statement of Intent agreed between the Constabulary and the County Neighbourhood Watch Forum and support the Constabulary Policy document covering Neighbourhood Watch and Home Watch.

Lancashire Constabulary will corporately:	Within Geographic Divisions Lancashire Constabulary will:	Lancashire Neighbourhood Watch Forum will:
<ol style="list-style-type: none"> <li>1. Provide a single point of contact at Force Level who will attend county and regional meetings on behalf of the Constabulary, ensure the continued strategic development of Neighbourhood Watches and oversee local and national developments.</li> <li>2. Arrange a quarterly meeting following each regional level NHW forum to disseminate information, share good practice and ensure SLA compliance.</li> <li>3. Actively support Watches at all levels in helping create safer communities across Lancashire.</li> <li>4. Maintain an accurate database of NHW schemes and co-ordinator details (new schemes added, and closed schemes removed in a timely manner), assure compliance with Data Protection and share the database with recognised force and local area associations where appropriate.</li> <li>5. Ensure that divisional single point of contacts (SPOCs) provide a refreshed copy of the database each quarter to LNWF to ensure accuracy of data and contacts.</li> <li>6. Ensure this SLA is reviewed each year.</li> </ol>	<ol style="list-style-type: none"> <li>1. Appoint a single point of contact (Watch Liaison Officer) in each division (not necessarily working solely in relation to NHW issues) who will assist in the development of existing schemes and provide information and support, where necessary. This person will be conversant with the Training Toolkit available from the Home Office website and Watch Set-up guidance.</li> <li>2. Supply information to co-ordinators through various communication methods regarding neighbourhood issues.</li> <li>3. Develop a robust local system to facilitate the sharing of information with neighbourhood watch co-ordinators.</li> <li>4. Inform watches of locally and nationally produced crime reduction literature, neighbourhood newsletters and events.</li> <li>5. Provide feedback to co-ordinators on actionable intelligence passed via watch members.</li> <li>6. Involve watches with local problem-solving at neighbourhood level.</li> <li>7. Acknowledge the contributions in time given by Watch volunteers by including them in divisional awards ceremonies.</li> <li>8. Ensure Watch Liaison Officers or a member of the Neighbourhood Policing Team attend pre-agreed Watch meetings and "start up" meetings, where possible.</li> <li>9. Register appropriate Neighbourhood Watch Schemes to enable them to be eligible to receive H.O. Public Liability Insurance.</li> <li>10. Ensure Neighbourhood Policing Teams liaise directly with local Watch Schemes to maintain a close working relationship with the purpose of achieving safer communities. Watch co-ordinators will be offered a monthly contact opportunity which will preferably be face to face.</li> </ol>	<ol style="list-style-type: none"> <li>1. By working in partnership, support the Police in their efforts to create safer, confident communities across Lancashire.</li> <li>2. Forge links with County / Council and Unitary Authorities and other statutory / voluntary agencies. By doing so achieve the overarching aim of improved crime prevention and community safety.</li> <li>3. Provide a force wide Neighbourhood and HomeWatch Association.</li> <li>4. Support National, Regional and local initiatives where deemed appropriate.</li> <li>5. Develop NHW associations with the ambition of achieving full county wide coverage. Representatives from those associations will be asked to join LNWF (To ensure effective communication between watch schemes across the county, regionally and nationally)</li> <li>6. Encourage and support the Community Crime Fighters initiative by encouraging watch members to join the scheme.</li> <li>7. Appoint a representative to attend Regional meetings.</li> <li>8. Encourage geographical divisions to create Neighbourhood Watch Associations.</li> <li>9. Convene at least one meeting every quarter plus an annual general meeting.</li> <li>10. Support Lancashire Constabulary across the county and at the local level.</li> <li>11. Actively assist and promote to all residents the opportunity to be part of their watch scheme.</li> <li>12. Disseminate information from the Police to their neighbourhood, as required and encourage members to use the Association of Chief Police Officers / Home Office training toolkit.</li> <li>13. Encourage members of watches to record accurately and report quickly any suspicious incidents or crimes in progress using the appropriate number.</li> <li>14. Work in support of local Police teams and encourage members within schemes to mark property and take an active role in distributing crime prevention material.</li> <li>15. Promote crime reduction initiatives in partnership with Lancashire Constabulary.</li> <li>16. Ensure that Watch co-ordinators maintain an accurate database of all Watch members within their scheme, which should be regularly updated at the co-ordinators discretion. They will use it only for crime prevention purposes and maintain that database in accordance with the principles of data protection.</li> <li>17. Seek opportunities to ensure their membership is representative of their individual neighbourhoods.</li> <li>18. Support the Neighbourhood Policing Teams in establishing local priorities through Police and Communities Together and wherever possible develop a more structured partnership arrangement / agreement.</li> <li>19. Encourage neighbourliness and closer communities.</li> <li>20. Agree not to share details from NHW databases provided by Lancashire Constabulary, with any third parties and to use them only for crime prevention purposes, and maintain that database in accordance with the principles of data protection.</li> <li>21. Encourage the reporting of criminal activity to Crimestoppers and to support Trading Standards in the establishment of 'No Cold Calling' zones, where appropriate.</li> <li>22. Link into and work with other 'Watch' Movements and wider voluntary public and private sector bodies.</li> <li>23. Seek out opportunities to engage with other agencies such as Health, Fire and Rescue etc to ensure their communities are better places to live.</li> </ol> <p>The ethos of Neighbourhood Watch should be to care for their community.</p>

