

Horsham District Neighbourhood Watch Association

Committee Meeting

Monday 17<sup>th</sup> February 2020

6.45pm

Southwater Leisure Centre,

Pevensey Road, Southwater, RH13 9XZ



Web: <http://horshamnhw.btck.co.uk>

Email: [horshamnhw@gmail.com](mailto:horshamnhw@gmail.com)

**Attendees:** \*Committee Member

\*Ken Broomfield (KB) – Secretary and Street Coordinator

\*Andrew Moffat (AM) – Chairman

\*Arthur Carden (AC) – Liaison Officer

\*Nicky Fuller (NF) – Minutes Secretary

\*Martin Bruton (MB) – Street Coordinator

Val Comper (VC) - Area Coordinator

Peter Wood (PW) – Street Coordinator

\*Trisha Lane (TL) - Area Coordinator

\*Tony George (TG) – Junior NHW

\*Barrie Lane (BL) - Area Coordinator

Chris Jones (CJ) - Street Coordinator

\*Mary Irons (MI) - Area Coordinator and SC

\*Jackie Reader (JR) - Street Coordinator

Derrick Frost (DF) – Street Coordinator

Grace Whellams (GW) – Street Coordinator

Roger Noel (RN) - Area Coordinator & District Councillor Sue Frost – Member of the public

A/Sgt. Sarah McManamon (SMcM) - Sussex Police Prevention Team

**Apologies** \*Marc Bryant (MBry); \*Steve Guzy (SG); \*Pauline Kentell (PK); \*Michael Neale (MN); Darren Worsfold (DW); Sgt Peter Allan (PA); Sgt. Michelle Palmer-Harris (MPH); John Wright (JW)

**1. Welcome, apologies, Chairman's remarks**

- Welcome to all, especially to A/Sgt. Sarah McManamon (SMcM) who is representing the Police at tonight's meeting, and three new Coordinators.
- Introductions from all.
- Happy Special Birthday to Andrew Moffat (AM) from everyone present.

## 2. Sussex Police Update and Discussion

- There is a new Prevention Inspector, Ben Starns for Horsham District, Sussex Division Police. SMcM and Inspector Starns both work in the Prevention Team, the proactive side of local Policing. The Team cover the Horsham District primarily, plus Worthing and Adur.

### Crime statistics, hotspots and trends:

- There has been a rise in certain crimes in Horsham; purse thefts were up over the Christmas period.
- Since January there have been 3 mis-use of drugs warrants.
- Antisocial Behaviour Orders (ASBOs) SBOs were by Civil Injunction (CI) and Criminal Behaviour Order (CBO) legislation under the Anti-Social Behaviour, Crime and Policing Act 2014; antisocial behaviour includes:
  - Drunken or threatening behaviour
  - Vandalism and graffiti
  - Playing loud music at night
- Vehicle theft has affected a lot of people in the Horsham District. The main culprit for the vehicle theft has now gone to prison.
- There has been an increase in begging in the Horsham District; mainly in Horsham itself. The Police urge people to report all incidents of begging in order to help them target the main problem areas.
- Martin Bruton (MB) produced some crime statistics for the meeting. The reports can be read at [www.horshamdistrictolderpeoplesforum.btck.co.uk/Policeweeklycrimebulletins](http://www.horshamdistrictolderpeoplesforum.btck.co.uk/Policeweeklycrimebulletins)
- MB expressed his concern about the numbers of Police that we have in the Horsham District. SMcM said she has seen the full circle, from numbers dropping and now they are heading back up again. The training has started for the new PCSOs now allocated to the area.
- Val Comper (VC) said that sadly, we lost the local knowledge when they took the PCSOs away.
- MB asked SMcM about the links between the Neighbourhood Wardens and the Police. SMcM confirmed that there is a close link.
- Derrick Frost (DF) said that some villages/areas within the Horsham District are talking about employing their own Neighbourhood Wardens. This is obviously costly but some areas see it as the only way to target crime considering that the police numbers have been cut.
- There was a discussion about how the Police view the value of NHW and a plea to SMcM to encourage the Police to call on the support from NHW going forward.
- Ken Broomfield (KB) said that there has been a good link with Janice Brown, (Prevention Support & Engagement Officer) from the Police in the past and that NHW have delivered leaflets etc. to areas where there have been reported incidents of crime through Janice.

NHW are very happy to be engaged by the Police in this way. SMcM said she thinks this is a good connection and supportive partnership.

- Roger Noel (RN) asked about how PCSO's are allocated – SMcM said they are being allocated by Ward.
- SMcM said that if you put your location in (Postcode) on the West Sussex Police website, it will tell you who the PCSO allocated to your area is. Whilst the PCSOs won't be expected to contact the NHW directly, ACs and SCs can contact the PCSOs and then the PCSOs can link as best works in each area.
- Arthur Carden (AC) asked if the Police are using 'Rapport' now that they have the new PCSOs. SMcM recognises that NHW know who has CCTV in their areas and that we need to link so that this information is put to good use. SMcM said that she will share the need for training on Rapport with the PCSOs in Horsham.
- Mary Irons (MI) asked if the Police use handover documents so that the new PCSOs know about and historical issues for those areas. SMcM said that there is a shadowing and tutoring system in place; this happens but that this can always be improved.
- Chris Jones (CJ) said that the PCSO from his area has introduced himself. CJ said this is very positive action and SMcM said that she will pass this message back.
- SMcM said that reporting crime/incidents is of the utmost important to the Police and now that answer times for 101 have improved, it is easier to use with a shorter wait time. MB said he had had a prowler in his garden at 2am; he reported it on line but he didn't hear anything. SMcM apologised and said that he should have had some sort of response. She said that reporting crime helps the Police form a picture. If a pattern forms, then reporting really helps the Police know where to target their resources. AC said that on the reporting system, you should be given an incident number when you put a call in. This should be the same on the 'Online' reporting system.
- There are problems with the teenagers and anti-social behaviour in Horsham town centre. SMcM said that the Police are aware that any Anti-Social behaviour in Horsham town centre needs to be addressed as a priority.
- DF said that we need to encourage people to report crime. AM agreed that we must have information reported back and that this is something that Inspector Starns is very keen to ensure happens. AM said that at the recent JAG meeting the Inspector received a round of applause for his speech regards the future of Policing in Horsham District.
- VC asked if Inspector Starns has introduced himself via an article in the County Times. MB suggested that when there is an article that this introduction comes to NHW to communicate out as well. He will circulate any communication through Twitter, Facebook and also Older People's Forum.

**AP1: When an article introducing Inspector Starns is published, MB to put on the NHW social media streams.**

- SMcM said that the public have a lot more opportunity to report things. MB highlighted the fact that ACs and SCs would be delighted if the Police asked them to check out if there is anything to report in the individual areas. MB said that NHW really aren't used

enough. AM said that sometimes people are too embarrassed to report things but that it is of the utmost importance that they do.

- MB suggested that ACs should speak to their members and report on their behalf. AM said that every Area Coordinator is different and that NHW shouldn't be too prescriptive as to how ACs operate.
- SMcM said Horsham is a very safe place to live compared to other areas. We just need less tolerance so that we keep it like this.
- Peter Wood (PW) asked about cyber-crime. PW is concerned that we should raise the level of communication re this type of crime in the Horsham District. SMcM said that it is something that the Police are focussing on. PW said that he is keen to offer his support. AM and KB asked for his details and if he would be happy to forward this on to Inspector Starns. PW agreed that he would be happy for this to happen. AM and KB also think that Derek Pratt would be interested in PW's offer of support.

**AP2: KB to forward PW's details to Inspector Starns and Derek Pratt.**

- MI asked if there is a list of roads with residents who have CCTV. MB said that there is a data base. KB will investigate and forward to MI. PW confirmed that CCTV cameras do not have to point inwards on people's properties.

**AP3: KB to find list of houses with CCTV and send to MI**

### 3. Action from previous Meetings (Ongoing)

Ref 4Q19	Description and <b>Update</b>	Contact
AP1	Peter Allan (PA) to speak to John Wright and Derek Pratt about county-wide ideas for NHW and the Police. Committee members can also send their ideas to Ken Broomfield. <b>PA not at meeting- ongoing</b>	PA/ALL
AP2	PA will investigate the cost of having the leaflet in with the council tax bill. <b>PA not at meeting- ongoing</b>	PA
AP5	PA will look at the resources both online and paper-based for advice on keeping safe so we know what is out there. <b>PA not at meeting- ongoing</b>	PA
AP7	AM will write up our discussion on Street Coordinators, e.g. how to recruit and get information from them. He'll talk to Greg Charman at HDC; ideas to be sent to KB for the February meeting Agenda. <b>AM to check notes and respond.</b>	AM/KB/ALL
AP8	AC will write to all Coordinators to understand how many are active. <b>AC has prepared a notice for all 500+ Coordinators; he will load the information into a spreadsheet - MI to support AC. There was general discussion about how AC will coordinate this. AC will follow up but if there is no response, we'll assume they are no longer active. AM said that this will be a valuable exercise and we'll hopefully get a good response.</b>	AC

<b>Ref 3Q19</b>	<b>Description and Update</b>	
AP7	MI and AC will link to organise a Coordinators meet where AC will talk on a particular subject. Future project. <b>This is an experiment. VC has done this. AC will learn from this from VC</b>	<b>MI/AC</b>
AP8	MB to spread the word about supporting JNHw; AM to speak to Greg Charman for ideas about recruiting support. <b>Open. TG has done a magnificent job and the search continues.</b>	<b>MB/AM</b>
<b>Ref 2Q19</b>	<b>Description and Update</b>	
AP5	AM to ask the question at the JAG with regards initiatives to do with road safety. <b>Nothing in place but it is an issue of increasing concern and has been raised with partner organisations. AM will report back when he has something to report.</b>	<b>AM</b>
AP7	KB to review Constitution to ensure wording etc is 100% clear and 'watertight' <b>Next meeting in June.</b>	<b>KB</b>
AP9	Steve Guzy (SG) to send letter to all developers asking for financial support for NHw. <b>SG long term sick.</b>	<b>SG</b>

#### 4. Schedule dates for:

##### Operation Tulip- Saturday 4<sup>th</sup> April

- VC said that we really need to focus on Garden Centres with a pro-active approach as last year the sites NHw were based at were not very supportive.
- MB suggested that we use UV pens and encourage people to bring equipment with them. If they are being given physical support it might encourage them to come and see us. Do we want to make pens available and equipment to mark?
- AM thinks we need to have a re think about Operation Tulip. NHw support the Police so it is the Police's responsibility to organise things. AM stressed the importance of making it efficient and bringing leaflets that are up to date.
- Subsequent to the meeting, CJ has provided a comprehensive list of ideas to help with this, using his 30 years and more experience in the Retail sector. CJ's ideas forwarded to SMcM and AM.

AP4: SMcM will speak to Janice Brown and come back to NHw with a plan; it doesn't matter if it's not Operation Tulip but if NHw are involved in a joint promotion exercise it needs to be worthwhile.

- **Next Committee Meeting** – Confirmed for Monday 1<sup>st</sup> June (confirmed, Southwater Leisure Centre – doors open 6.30pm, meeting start 6.45pm).

## **5. Approval of the November 2019 Meeting Minutes**

No amendments - Approved: Proposed by RN, seconded by JR

## **6. Update from Mary Irons (MI) on “*NHW—Police Communications*”**

Recap: The objective of the meeting:

To consider how best to collate commonly asked questions/answers raised by the public to the Police; to consider the best methodology for disseminating answers to those that are or are not computer aware.

Peter Allan (PA) provided a wildlife heritage leaflet from PCSO Erica Baxter that is sent to people within the rural and farming communities, including rural Parish Clerks. It is also placed on Parish Notice Boards.

PCSO Baxter specialises in rural crime and is someone to involve going forward. She has a WhatsApp group that links the farming and rural communities, which has proved to be a very effective alert system and provides immediate information - very useful especially if and when untoward activities may occur/have occurred.

PA mentioned ‘Near My Street which is on a system called ECINS; this is a system where we can view what everyone is up to. The information is owned by the community and could offer something to consider for updating people in our respective areas.

MI had previously forwarded several emails from Nicky Fuller (NF) concerning Age UK Horsham District information and communications from various projects and activities.

NF also tried to establish the most common questions received by phone over a period of a year within various parts of Age UK Horsham District.

Listed below are the number of calls and topics raised by the public:

- HDC Community Transport - 5 & Cars 19, Taxis - 7, Cars – 3
- Red Cross - 15
- Vision Support - 11
- Citizens Advice 10
- Atlas Mobility - 9
- Coastal West Sussex CCG - 9
- Non-emergency NHS Transport - 8
- Link Alarms - 8
- Horsham Hospital - 7
- Horsham matters - 7
- Alzheimer's Society - 6
- Trusted traders - 4
- Trading standards - 4
- Crossroads Care - 3

- Action for Deafness - 3
- Carers Support - 3
- West Sussex Care Guide - 3
- Community Links - 2
- Fire Service - 2
- Adult Services – 2

Also, see below for examples of first point-of-contact queries which included topics like:

- How do I fill in my blue badge form?
- Where can I borrow a wheel chair?
- Do you have information about care homes?
- Do you have information about community alarms?
- Transport issues including getting to hospitals,
- What to do about unaddressed mail,
- Do they have gardeners/home helps numbers?
- Would they like a wheel chair?

In the interests of confidentiality, the list is fairly generic.

All of the information is useful to know even though not directly related to the most common questions raised with the Police by the community. It helps us to be aware of the most common areas that the public may need help. We also want to consider the whole community and communication as there is inevitably much overlap.

### **Recap on next actions and determine if other expertise is needed**

Topics discussed:

PA and MI considered collating generic answers on to a database.

- Is there a national database for youngsters to access for information re caring/disability/eye sight/hearing information?

AP5: PA will speak to Karl about analytical information available.

Setting up a website - determine if there is scope for a 'front window' on the NHW website, i.e. a link into the relevant information needed to help everyone.

Consider mind map or brain storm the best tool to utilise for answers or pointers for the community to find answers to all the questions/concerns that arise within communities.

PA will talk to VISAV and see if what we are thinking about is possible.

See what functionality is available and costs.

PA and MI concluded that the best tool is probably the NHW Website as this is likely to offer the best link to commonly asked questions raised with the Police and input answers. This would relate to local issues not those covered in the National 'Ask the Police App'. It



could be extended perhaps to include similar information/answers in relation to other gaps in communication identified as we progress.

Those to involve going forward would be EB and NF and technical experts on the NHW Website.

AM thanked MI very much for her work on this.

## **7. News from other meetings:**

### **• JAG (29<sup>th</sup> January 2020) - AM**

- AM said that it was a very positive meeting.
- Inspector Starns wants ideas from NHW as to how we can support the Police and the community; this is an area that needs to be discussed at the next meeting.
- Inspector Starns is aware that NHW has an ageing demographic so is looking for a new image for NHW to try and encourage younger people to join.
- Inspector Starns is keen to cement the partnership with NHW and wants to see how we can work together going forward.

### **• Sussex NHW Federation (5<sup>th</sup> February 2020) - KB**

- **Funding** – Requests for funding for the next financial year need to be submitted to Sussex NHW Federation in April; there is a decent pot of money to be allocated, our task now is to finalise a “Horsham District NHW funding request” in the next 3- 4 weeks. All committee members to send requests to KB; examples include (i) a small gazebo, (ii) leaflets, (iii) new tablecloths, (iv) street signs. We need to align some of our assets with the NHW branding. There is also money for photo ID badges (for those that wish to have one). VC mentioned that street signs can now be put up for free (by the WSCC lighting contractor) - KB agreed that this would be a good request to make from the fund.

**AP6: All to feedback ideas for the funding pot to KB and AM.**

- **VISAV Alert** – the upgrade from Version3 to Version4 is expected in mid/late April; KB has been told it is simpler to use than V3.
- **NHW and JNHW**- All NHW areas are aware that number of new registrations is dropping; this is a national issue and something needs to be done about it.

## **8. News of Junior NHW Coordination for 2020**

- No news.

## **9. Committee Reports- Highlights**

- **Chairman, Treasurer, Secretary, JNHW, Liaison Officer:** See website.

## **10. Round the Table**



- PW had an idea about recruitment of coordinators → Via District / Parish Councils? AM said this could be a valuable exercise.
- RN apologised for not attending as much as he would like to; he thinks using a Parish Council forum would be a good way of bringing NHW to the forefront.

**AP7: RN and PW to liaise with KB to talk about the suggestion of presentations to District and Parish Councils to recruit more NHW members and ACs / SCs.**

- PW said that he is very happy to give a talk on cyber crime, scams etc.
- Grace Whellams (GW) - KB to send GW link for reporting.
- VC did not have a good response from her Street Coordinators; she hopes AC has a better response. AM is hoping that Inspector Starns will have a positive influence and encourage people to get involved in protecting their communities again.

**11. Close – AM thanked everyone for their time this evening; meeting closed 8.50pm.**

### **Action Points**

<b>Ref 1Q20</b>	<b>Description and Update</b>	<b>Contact</b>
AP1	When an article introducing Inspector Starns is published, MB to put on the NHW social media streams.	<b>MB</b>
AP2	KB to forward PW's details to Inspector Starns and Derek Pratt. <b>DONE 20/2/20 - Closed</b>	<b>KB</b>
AP3	KB to find list of houses with CCTV and send to MI	<b>KB</b>
AP4	SMcM to speak to Janice Brown and come back to NHW with a plan. It doesn't matter if it's not Operation Tulip but if NHW are involved in a joint promotion exercise it needs to be worthwhile.	<b>SMcM</b>
AP5	<ul style="list-style-type: none"> <li>• PA to speak to Karl about analytical information available.</li> <li>• Setting up a website</li> <li>• Determine if there is scope for a front window on the NHW website, i.e. a link into the relevant information needed to help everyone.</li> <li>• Consider mind map or brain storm the best tool to utilise for answers or pointers for the community to find answers to all the questions/concerns that arise within communities.</li> <li>• PA will talk to VISAV and see if what we are thinking about is possible.</li> <li>• See what functionality is available and costs.</li> </ul>	<b>PA and MI</b>
AP6	All to send ideas for funding from Federation to KB and AM.	<b>ALL</b>
AP7	RN and PW to liaise with KB about presentations to District and Parish Councils - to recruit more NHW members and ACs/SCs.	<b>RN, PW and KB</b>
AP8	KB to send details of Sussex Police Online Reporting to GW and all Coordinators. <b>DONE 20/2/20 - Closed</b>	<b>KB</b>