



Street Watch QPKR

Observers Guide

– last updated 19 June 2022



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1. ABOUT STREET WATCH

- 1.1. Street Watch is a scheme that is run by the community in a collaborative partnership with the Police.
- 1.2. Street Watch is about walking around your community just like any other resident and by doing so taking responsibility for the areas you live in.

2. THE PURPOSE OF STREET WATCH

- 2.1. To be a visible presence in the community and promote good citizenship.
- 2.2. Help reduce opportunities for crime by increasing crime prevention awareness.
- 2.3. To assist the Police by promoting effective communication and the prompt reporting of activity that gives rise to concern.
- 2.4. Street Watch is not about policing, it's about walking around, saying hello and being friendly. It is not about directing attention specifically at youth groups but looking at all aspects of supporting a better community.
- 2.5. **Queens Park Safer Neighbourhood Team (SNT) have told us our presence has had a significant impact on reducing crime.**

3. HOW THE SCHEME WORKS

- 3.1. Street Watch members are ordinary citizens with no Police powers. **If a member sees anything suspicious all they are asked to do is report it to the Police via 101 or through Queens Park SNT, if relevant. If the situation worsens (for example, a crime is now being committed) then please call 999. Please refer to Induction Presentation for different scenarios and see Points 5.10 and 7.9 in this document -** for recording incidents. They can also give active support to the community by providing reassurance and visible presence.
- 3.2. Our induction presentation has been recorded and is emailed to all members.
- 3.3. **Members are to register their availability via a digital rota by the end of Friday, the week before.**
- 3.4. Members walk in pairs and for insurance purposes no more than 2 pairs at a time.
- 3.5. **Meeting point – 3.30pm or 4.30pm (depending on which shift you are doing) - corner of Wrentham Avenue and Chamberlayne Road, by the Church of the**



Transfiguration. (Please then sign in at the front of the Blue Accident Book held at Winkworths Estate Agents on Chamberlayne Road).

- 3.6. **Members wear high visibility tabards**, in order to provide visible levels of reassurance, promote good citizenship, and increase feelings of safety. Each member will be given their own tabard to look after.
- 3.7. **Members wear lanyards** with name of volunteer and patrol name ie Street Watch QPKR.
- 3.8. **One member in each pair must carry a mobile phone** when out on a walkabout in order to contact the Police if necessary (see point 3.1).
- 3.9. Members will be given a **list of CitySafe havens** for their information so they are aware whilst on patrol of those businesses who have signed up to the scheme.
- 3.10. Members can choose when and where they walk and how long they take, but are expected to log the hours that they are walking through the locally agreed process. Our hours are **3.30pm to 4.30pm and 4.30pm to 5.30pm (2 patrol slots) Monday to Friday in term time only in and around the Chamberlayne Road area (route as shown during Induction)**. For insurance purposes **members will need to sign the sign in and out sheet within the Blue Accident Book at Winkworths**. Members are at all times responsible and accountable for their own actions, which must be lawful, reasonable, and justified.
- 3.11. Groups are managed by a co-ordinator who keep lists of volunteers and provide advice, guidance and support in consultation with the local Police and QPCS. **Emma Arthur and Trevor Lake are the Joint Co-ordinators** – Emma maintains the list of volunteers and emails any necessary information to members. **They both provide advice, guidance and support.**
- 3.12. All Street Watch applicants are DBS vetted (enhanced check) prior to becoming members of Street Watch.
- 3.13. Other documentation and information inc Induction Presentation, Digital Rota link and instructions, Privacy Notice, Accident Waiver, Insurance Certificate, links re safeguarding videos and list of Citysafe havens will be emailed to members.

4. CODE OF CONDUCT

- 4.1. Members should work collaboratively to promote the principles of Street Watch by:-
 - a) Promoting the diverse nature of Street Watch and its members



- b) Representing the right of each member to speak and represent their views
- c) Respecting each other's right to hold different views
- d) Refraining from comments that are defamatory, indecent, offensive, abusive, irrelevant, undermining, trivial or objectionable in language or nature.
- e) Always speaking well of each other in public
- f) Attend Street Watch meetings where possible (Emma will notify members by email).
- g) Representing and supporting the Police and community partnership aims and objectives of Street Watch and not personal or other agendas.
- h) Not releasing any statement to any media on matters concerning Street Watch unless the content has been agreed by the co-ordinator and a Police media and communications officer.

4.2. Members must not;

- a) Maintain or use their own database of members' details, this is the role of the co-ordinator.
- b) Share passwords or allow access to any electronic platforms that the scheme may use.
- c) Allow their partner, spouse, family members or friends, who are not a member of Street Watch to take part in any activities on their behalf.

4.3. When out and about members:-

- a) **Must act in a non-confrontational manner AT ALL TIMES.**
- b) Must act within the law and be accountable for their own behaviour, actions and conduct.
- c) Must wear their high visibility tabards when on a walkabout.
- d) Must carry a mobile phone whilst on a walkabout.
- e) Must register their walkabout ie sign in through the local process before they go out in order to validate the insurance cover. They should be able to evidence this if the insurer requires it. (See Point 3.10).
- f) Must at all times remember they are working in partnership with the Metropolitan Police Service and must act in a manner that is not going to undermine the essential nature of the partnership and must at all times act in a manner that will uphold and promote the aims and objectives of Street Watch.

4.4. Members must not:

- a) Display racism, sexism or any other form of discrimination towards any other member and any other person, to do so will be unlawful.
- b) Carry anything that can be perceived to be dangerous and that could inflict bodily harm to a person or damage to a property.
- c) Divulge any confidential or privileged information that they may have acquired as a result of their membership of Street Watch.



- d) Exploit his or her membership for personal advantage or benefit.
 - e) Engage in local political issues whilst representing Street Watch, this is not a lobbying group and not affiliated to any political party.
 - f) Drive any vehicle whilst booked on to do a walkabout.
- 4.5. You can report a breach of the code of conduct of a member to your coordinator. If a member is found to breach the code of conduct, a coordinator can remove the member from the scheme and reclaim the tabard (which remains the property of Street Watch). Any conduct that amounts to an offence will be investigated and action taken, if necessary. If you want to appeal a decision made to remove you from the scheme, please do this in writing to your coordinator.

5. PRACTICAL GUIDANCE

- 5.1. Street Watch is about residents supporting their own communities. This guide is produced as a general good advice guide regarding our walks. This guidance is also used by the insurer as the foundation that the cover is implemented on and needs to be followed to avoid the policy becoming void. All members can suggest amendments or additions to their co-ordinator for consideration. This guide should be reviewed frequently by all members. **“LOOK, LISTEN, REPORT, BUT DON’T HAVE A GO”**
- 5.2. You don’t have to walk on a pre-planned route. Relay the locations that you will be in, to each other, especially if there is a change of plan.
- 5.3. **Engage but avoid confrontational behaviour and conflict.** By “engaging” this means to speak positively with all. It is about being inclusive of others and building relationships with others in whatever gender identity, age, faith, sexual orientation, ability or religious group.
- 5.4. Members are not expected or required to engage with any persons who is suspected of being in the act of committing a crime or having committed a crime, under these circumstances it is the duty of the members to report this to Police.
- 5.5. Members must withdraw from any scene or incident forthwith upon any hostility or threat being used and shall not confront individuals and once in a safe location to dial “999” on their mobile phone.
- 5.6. Nothing herein shall restrict the rights of any members as an individual to defend him/herself using reasonable force as is by law if faced by a situation where the member or any other person is subject to actual or reasonably anticipated violence. Your actions must be proportionate, legal, have accountability and necessity.
- 5.7. If in doubt CALL THE POLICE.



- 5.8. Always stay within the law.
- 5.9. The high visibility tabards worn by members also assist Police patrols to identify members if called to an area.
- 5.10. At the end of the patrol **any incident of significance should be recorded in brief digitally (on the digital rota – under ‘description’)** with detail of volunteer names, CAD number (from dialling 999 or 101), date, time and place, recording incident/issue type), number of persons involved, description of persons by age, ethnicity, height, clothing and any vehicles details. (Victim contact details will be recorded on CAD). This information is then immediately shared with Queens Park Safer Neighbourhoods Team.
- 5.11. For evaluation purposes by police at a later date, members should also record digitally the streets covered during patrol **(on the digital rota – under ‘where’)**.
- 5.12. Apart from recording incidents digitally which is safe, DO NOT put confidential information on ANY electronic platform or elsewhere where it can be seen.
- 5.13. **We do not allow pet dogs to accompany members on patrol** as this could become difficult if there was an incident
- 5.14. By joining Street Watch, members accept that the group is run by themselves as members of the community. Individual members have the responsibility of their own Safety, actions and conduct.

6. HEALTH & SAFETY – MANAGING RISK

- 6.1. The Police have carried out their own joint activity risk assessment. **Members can request a copy from the Co-ordinator if required.**
- 6.2. **The Blue Accident Book** for members on patrol to record any accidents is held at Winkworths and has the sign in and out sheets at the front of the book.
- 6.3. Health and Safety issues should form a standard agenda item at ALL meetings.
- 6.4. Where an unexpected event occurs members should understand and manage the risk before engaging in any activity, and where possible this assessment should be recorded as soon as they can.

If members are in doubt about any risks then they should speak to the Co-ordinators or local Police officer for clarification.



7. CHILD/VULNERABLE ADULT POLICY

- 7.1. Street Watch Members should never accept parental responsibility for children or vulnerable adults.
- 7.2. Unless in life saving or emergency situations there should be no unnecessary or inappropriate physical contact with children or vulnerable adults, any contact must be recorded digitally and as soon as practicable.
- 7.3. If a child or vulnerable adult makes a disclosure regarding a crime or criminal offence this must be relayed to the Police at the earliest opportunity
- 7.4. **If a child or vulnerable person is intoxicated or is in need of medical assistance then the appropriate service ie 999 if urgent medical attention required** should be contacted immediately.
- 7.5. If a child is found in possession of any illegal substances then the Police must be called.
- 7.6. If there is any concern regarding the behaviour of a child or vulnerable adult either physically or mentally then the Police must be called.
- 7.7. **We strongly advise members not to take photo or video recordings** within public spaces to capture or preserve evidence of a criminal offence or anti-social behaviour. This is because if **a case goes to trial the Police will need to seize your mobile phone and in downloading information will have access to all your data.**
- 7.8. Members have no power in law and must not move children or vulnerable persons away from locations and Police must be called if such intervention is required.
- 7.9. **Should a volunteer become involved in an incident, they must digitally record (on digital rota under 'description'): volunteer names, date, time and place, incident/issue type and action taken. (Victim details will be recorded by the Police via the operator or attending officer). Refer to Induction.**

8. PERSONAL RESPONSIBILITY, LIABILITY AND INSURANCE

- 8.1. The guidance is consulted and agreed by members.
- 8.2. Members understand that Street Watch is a voluntary association.
- 8.3. A copy of all documents will be given to members.



- 8.4. Street Watch is not a legal body and as such does not have powers of whatever nature which might be in law to act or be acted upon.
- 8.5. Members are covered by a pan London insurance policy provided by Access Insurance. Personal accident and injury insurance is provided to all members aged 16 to 80 years, it is a matter for individual members if they wish to take out additional personal accident/injury cover or public liability insurance.
- 8.6. The cover allows for up to 25 members to be out on a walk at one time within Street Watch QPKR (although currently the Co-ordinators have set a limit of 4).
- 8.7. Only members booked on through their local process are covered.
- 8.8. All members are to be provided with a copy of the insurance certificate (by their co-ordinator) and to familiarise themselves with the cover and any exemptions.
- 8.9. Street Watch members are members of the public walking their streets just like any other resident. You are responsible for your own actions to be lawful, reasonable, proportionate and justified. There is no organisational (the MPS or any other partner) liability accepted for the individual actions of members or any injury to members resulting from their Street Watch walks or the actions of others.

Members must undergo an induction and try to attend any additional input days for their development.
- 8.10. Members make their own judgments in acting as good citizens like any other member of the public members have the personal accountability to observe, report or challenge in a manner that is lawful and appropriate.
- 8.11. Anyone could find themselves in a position where they are faced with witnessing a challenging *situation* and it is about what you would do as a good citizen. The principle being “Do something to help, not nothing” with the safest option being dial “999”.



9. DECLARATION (COORDINATOR COPY)

(One copy to be retained by the co-ordinator and the other given to the member)

CODE OF CONDUCT CHECKLIST (Please read each sentence and tick the box to confirm that you understand)

I will not act in a manner that will bring Street Watch and any partners into disrepute

I will not use any vehicle whilst conducting a Street Watch walkabout

I will follow this guide and I understand that to deviate from it will void my insurance

I understand that the tabard I will be issued, will remain the property of the local Street Watch group. I will hand over my tabard to a coordinator if I decide to leave or am removed from the scheme

I consent to the scheme coordinator retaining information about me so that they can manage the scheme

Coordinators will review their list of members annually to ensure that the members list is up to date. Ex-members will be removed from the list by coordinators as a default.

If you wish to leave the scheme, then please notify your coordinator and return your tabard to them.

Data Protection: **By providing registrations details, you consent to the STREET WATCH COORDINATOR being the CONTROLLER of your details for the purposes of managing your Street Watch scheme (Data Protection ACT (DPA) 2018, Part 2, Chapter 2, Section 8(a) and GDPR Article 6(1)(a).**

I _____, have read and accept the conditions of "STREET WATCH" and understand what it is to be a member of this scheme.

Print Name and Sign (Member) _____

Witness Signature (Police or Co-ordinator) _____

Dated _____



10. DECLARATION (MEMBER COPY)

CODE OF CONDUCT CHECKLIST (Please read each sentence and tick the box to confirm that you understand)

I will not act in a manner that will bring Street Watch and any partners in to disrepute

I will not use any vehicle whilst conducting a Street Watch walkabout

I will follow this guide and I understand that to deviate from it will void my insurance

I understand that the tabard I will be issued, will remain the property of the local Street Watch group. I will hand over my tabard to a coordinator if I decide to leave or am removed from the scheme

I consent to the scheme coordinator retaining information about me so that they can manage the scheme

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I _____, have read and accept the conditions of "STREET WATCH" and understand what it is to be a member of this scheme.

Print Name and Sign _____

Witness Signature (Police or Co-ordinator) _____

Dated _____