

New Zealand Police & Neighbourhood Support



**Ka Mahi Tahi Tātou
How We Work Together**



From The Commissioner

Neighbourhood Support is one of the longest standing models of community safety and crime prevention in New Zealand. The Police introduced the Neighbourhood Watch concept in the 1970s and by the 1990s it had evolved into a partnership model, with a new name and communities taking over the running of networks across the country.

Since this time, the benefits of working together to improve community safety and reducing harm have been proven. Neighbourhood Support connects more than 200,000 households and Police is immensely thankful for the work it continues to do.

People in communities are our eyes and ears and their vigilance allows Police to more effectively target crime and reduce harm in our communities.

This partnership guide provides information on how Neighbourhood Support works, and how it can help to make communities safer, happier and more resilient.

Ngā mihi,

Andrew Coster
New Zealand Police Commissioner



About Neighbourhood Support

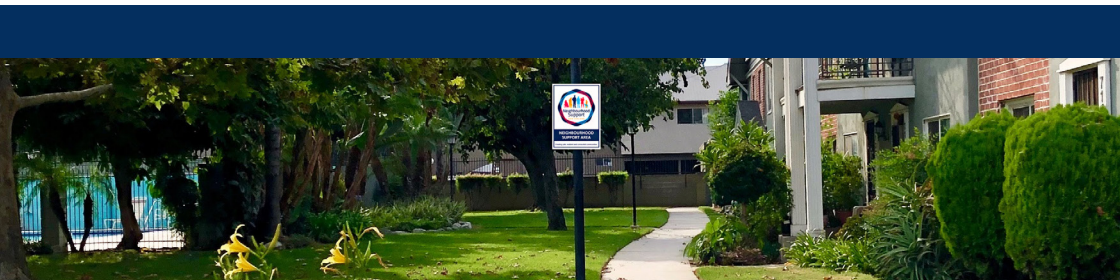
Neighbourhood Support New Zealand is a growing network of over 70 community organisations throughout New Zealand. It is an independent charity established in 1999.

Neighbourhood Support is founded on the belief that connected communities are safer, happier and more resilient. Evidence shows that knowing your neighbours improves safety, reduces criminal offending and helps to alleviate concerns about crime.

We take a community-led approach, which enables households and groups to connect and support one another in the way that works for them.

How Does It work?

- Households contact Neighbourhood Support.
- A local coordinator assists them to start a group with their neighbours. You can also be an individual member if you prefer.
- Households and groups are provided with information and resources about how to support one another, and keep themselves and their property safe.
- They receive regular prevention information relevant to their community.



NSNZ Structure

NSNZ has a National Office which is based at Police National Headquarters in Wellington, working alongside Community, Partnerships and Prevention, Iwi and Community.

The role of the National Office includes:

- Providing support and guidance to the member organisations.
- Providing advice and support to the public through its 0800 number and website.
- Managing the organisation's branding and resources. The Neighbourhood Support name and logo is trademarked and may only be used by its member organisations.

At the local level there are 74 member organisations throughout Aotearoa who facilitate connections between **200,000+ households** and provide ongoing support and information for over **18,000 neighbourhood groups**.

Most member organisations employ a paid coordinator and have a pool of volunteers who support their work at an administrative and neighbourhood level.

For more information go to:
neighbourhoodsupport.co.nz



Memorandum Of Understanding

The Memorandum of Understanding (MoU) between New Zealand Police and NSNZ sets out shared outcomes for working together. These include:

- Enhance community safety.
- Enhance community capability to prevent crime and victimisation.
- Strengthen community preparedness to deal with emergencies and natural disasters.
- Foster mutual information sharing.
- Foster effective communications.

Privacy and Confidentiality

Under the terms of the MoU, all NSNZ staff and volunteers who work in a Police station or who have access to an NSNZ database must be Police Vetted, and the vetting is renewed every three years. The vetting is administered by NSNZ National Office.

In addition, all employees, governance bodies and volunteers of NSNZ are required to sign the NSNZ Code of Conduct, which includes an agreement to follow policies and procedures, including:

- Privacy and Confidentiality
- Health and Safety
- Child Protection



Our Partnership In Action

How Neighbourhood Support Can Help Police

- Sharing prevention and safety information with the community through newsletters and events.
- Sharing intelligence from the community.
- Creating groups or events in neighbourhoods requiring intervention or support.
- Encouraging public to reach out, look out, help out.
- Member organisations maintain databases of households and groups, enabling direct communication from Police to the community.
- Helping build trust and confidence in Police.

Nationally

At a national level Police National HQ staff and the NSNZ National Office and Board work together to:

- Consult each other on policy and initiatives.
- Provide training, development, and support.
- Develop strategy, resources and projects.
- Provide weekly District Intel Reports, which are sent from the National Intelligence Centre to each NSNZ member organisation and PLOs every Monday.

District and Area

District and Area Commanders (or their delegates) support the partnership by:



- Identifying joint initiatives and developing an action plan with Neighbourhood Support member organisations in the area.
- Assigning a Police Liaison Officer (PLO) to work with the local Neighbourhood Support member organisations.
- Provide office space for the Neighbourhood Support Coordinator if possible.

Police Liaison Officer

Police Liaison Officers are assigned to each Neighbourhood Support member organisation and have an important role as the main contact point for New Zealand Police. This involves:

- Working with the member organisation to implement the action plan.
- Share intelligence and information with the Coordinator. This may include discussing the weekly Intel Report and identifying any trends or prevention advice that can be shared with the community.
- Participating in Neighbourhood Support community events. These can include initiatives such as driveway meetings focusing on prevention tips, community safety events, public education events, e.g. workshops.
- Identifying areas where Neighbourhood Support groups could be established and promoting Neighbourhood Support.



Projects & Initiatives

Neighbourhood Support organisations and Police are working together to ensure New Zealanders have safe homes, safe roads and safe communities.

Inclusive Neighbourhoods

A number of Neighbourhood Support organisations have initiatives focused on welcoming new migrants to their neighbourhoods. This helps break down barriers and ensures people feel connected and supported.

Masterton's WeConnect project has connected neighbours and new migrants. It has generated friendships and found people jobs. It has provided new opportunities to not only new migrants, but also to the volunteers who take part.



Greenhithe Community Trust, who run Neighbourhood Support in their area, recently have held workshops to engage different groups in their community. This has included a fully translated workshop on community resilience in an emergency for Chinese residents, and a workshop for young people on keeping their vehicles safe.



Crime Prevention

Otago Neighbourhood Support has worked with the local community for the past two years to help residents improve the safety of a local alleyway. The alley had become known as a place for illegal activities so they worked with our partners to facilitate meetings with the community to find out what a safe alleyway looked like for them. As a result the alleyway has been cleaned up and local schools have been involved in creating a new design for a rebuild.

Neighbourhood Support New Zealand has a suite of crime prevention resources, including signs that have been successfully used to prevent illegal hunting in rural areas.



Otago Neighbourhood Support's Scam Savvy project has given people the tools to identify what may be a scam and what action to take if they have been scammed.



Community Support and Resilience

Street events are a popular way for Police and Neighbourhood Support to engage communities. They provide an opportunity to share prevention tips and advice, set up street groups, and support neighbourhoods who have experienced violent events or high levels of crime. Our coordinators have also assisted neighbourhoods concerned about alcohol harm to engage in alcohol licensing processes. Events can include street surveys, free BBQs and celebrations, or driveway meetings.

New Zealand Police and **Mangere Connect** worked together to get phones to people who were unable to stay in contact with whānau and services during lockdown. Mangere Connect sent out the call and the community responded, donating phones which were collected, wiped and fitted with a Vodafone SIM card. Police then distributed them to people in the community who needed them.



Get In Touch

To find your nearest Neighbourhood Support member organisation, visit the Contact page of our website.





You can find more resources
and information about us at:

Neighbourhood Support New Zealand

Phone Toll Free: 0800 463 444

Website: neighbourhoodsupport.co.nz

Address: Level 2, Police National Headquarters
180 Molesworth Street, Thorndon, Wellington