

NEIGHBOURHOOD WATCH PATROLLER TRAINING

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OVERVIEW

The South African Police Service (SAPS) has invited the community to form a partnership with the aim of crime prevention. Rather than relinquishing responsibility, SAPS is requesting that all role players get involved and play a supporting role in combating crime. The function of a Neighbourhood Watch (NHW) is to reduce the opportunities for crime. This often includes reporting suspicious activities and improving home security as well as being aware of fire.

How do we create a safer and better place?

There is always a pathway that leads to harm, crime or disorder. If we can identify that pathway and find a way to interrupt it, then we can possibly prevent harm from happening. For example: a broken streetlight provides the opportunity for a mugging or rape. We can fix the light before anything bad happens.

The task of creating a peaceful and safe community might seem overwhelming. So, start with the small things:

1. Report maintenance to City of Cape Town
2. Pick up the litter in your street
3. Get the streetlights fixed to ensure areas are well lit
4. Be caring and helpful

While not glamorous, these activities provide the foundation of the quality of our daily lives, and we are the ones who identify them and get them going.

What does it mean to be a neighbourhood watch member and an active citizen?

Being a member of a neighbourhood watch means that you have the added responsibility of being a good role model and responsible law-abiding citizen, rather than enjoying special rights or privileges. You can prevent crime by ensuring your own safety, e.g. not walking alone at night in areas that are not well lit. You can also help prevent crime by being observant and reporting any suspicious looking persons or activities to the SAPS. If all citizens in a community stand together, crime will drop, and we will have healthier and happier communities with fewer incidences of violence and xenophobia.

Role of NHW Patroller

1. Support SAPS and other Government departments in crime prevention
2. Establish a community informer network, as a proactive step, to support the identification and exposure of criminals
3. Mobilise the community to protect themselves and their property
4. To foster a feeling of unity, commitment, and good neighbourliness among the community
5. Observe, then Report.

Purpose of a patroller:

1. Maintain high visibility and send a clear message that you don't tolerate crime
2. Understand and utilize the channels of communication appropriately;
3. Being a committed and trustworthy roleplayer in the community
4. Be a competent witness;

What are my rights?

All of our rights and responsibilities can be found in the Constitution of South Africa. It applies to all citizens and residents equally, It even protects visitors/tourists. It is important to understand the Constitution of South Africa and the human rights and dignity it supports. **(See Appendix A for a short list of your Constitutional Rights).**

While it might sometimes be necessary to limit the right of certain individuals for the protection of society, there must be very good reasons to do so in order to be lawful. For example criminals are deprived of their freedom, if they go to prison.

Limitations on powers

1. No political agendas should be promoted;
2. No marketing or selling of security industry equipment or any other product or service;
3. Not to use his/her membership to the local sector policing role players structure to get involved in crime;
4. No registration or membership fees can be enforced;
5. Not to wear or use the SAPS uniform, pieces thereof or insignia in any way;
6. Not make use of any rotating/reflecting light of any colour on a private vehicle for the purpose of visibility during patrols. (Reg 176 of the National Road Traffic Act: use of amber, blue, green, red lamps emitting an intermittently-flashing light on unauthorized motor vehicle is prohibited by law);
7. Perform a voluntary unpaid service with the risk associated with that task;

What does a community neighbourhood watch member need to know?

<p>1. How to look at familiar things and places and see them in a new way.</p>	<p>We get used to our neighbourhoods and we start taking the way they are for granted. But our neighbourhoods are full of ‘signs’ – what are they telling us?</p>
<p>2. How to identify opportunities for bad things to happen before they happen.</p>	<p>A simple example of an opportunity for bad things to happen:</p> <ul style="list-style-type: none"> • street lights are broken, making it dangerous to walk at night; or • the names of streets are missing, making it easy for visitors to get lost.
<p>3. How to identify opportunities for good things to happen and help them happen.</p>	<p>For example: A vacant piece of land is used as a dumping site and meeting place for drug dealers and buyers. What else could it be used for? Who could help you change it into something positive?</p>
<p>4. How to develop an integrated safety plan for your neighbourhood.</p>	<p>When you are able to read the signs and identify opportunities for good or bad, you start thinking about ways to make your future better. If you are an active citizen and you cooperate with partners such as the SAPS who respect your knowledge and experience, they will be interested in your suggestions to devise an integrated safety plan.</p>
<p>5. How to identify all the potential resources in your community.</p>	<p>Ask yourself questions like:</p> <ul style="list-style-type: none"> • Who are the people who know something useful about your neighbourhood? • What special kinds of knowledge can a neighbourhood watch group use to make the neighbourhood a safe and liveable place? • How many people in your community are sitting at home without a job, feeling frustrated when their skills could be used for building the community?
<p>6. How to enrol other people and organisations in the process of finding solutions and creating safety.</p>	<p>Every individual has a point of view, and every organisation has its own role to play. When there is an issue to be resolved, think carefully about what kind of knowledge and experience is needed to solve the issue. Then, think about who needs to be brought in as stakeholders or partners to help. Remember, you are not in competition with other people. We are all fighting crime together. It is a good thing to ask other people, organisations and agencies for help. Different people and</p>

	<p>organisations have different strengths, resources and expertise. It is important to respect what others can offer to build a safe and liveable neighbourhood.</p>
<p>7. How to listen with full and respectful attention.</p>	<p>Disagreements between people are normal and natural, but they can quickly turn into conflict situations. If conflicts aren't resolved quickly, they can cause violence and harm to people and property. There are simple ways of helping people in conflict to find peaceful solutions before they get to the point of violence. Neighbourhood watch members can request training in dispute resolution should they deem it necessary.</p>
<p>8. How to keep a reliable and useful record of your decisions and your activities.</p>	<p>You will be responding to a wide variety of issues. Some may be more challenging to deal with than others. It is important to keep clear daily records that are updated regularly. This allows you to track the progress of every intervention (who, what, where and when) and to build up a database of stories and examples that you can refer to when new members join the neighbourhood watch.</p>
<p>9. How to communicate effectively with your community and with other organisations and agencies.</p>	<p>Keeping clear and reliable records allows you to report back to your community regularly in a credible and useful way. Your neighbours will appreciate hearing from you and will be more likely to help you. There are also other organisations who would find your reports useful.</p>
<p>10. What your rights, your powers and your limitations are as a citizen.</p>	<p>The Constitution of South Africa (Chapter 2, section 5) says that civilians may not search premises, seize property or arrest persons. 'unless such action is reasonable and justifiable in an open and democratic society based on human dignity, equality and freedom'. The most important rights you have as a neighbourhood watch member, are:</p> <ul style="list-style-type: none"> • freedom of speech • freedom of movement <p>Being an active member of a neighbourhood watch allows you to use those freedoms to improve the quality of life in your community.</p>

GUIDELINES TO PATROLLERS

Active Patrollers' duties:

1. You will perform all duties, provided that you have undergone a training session and active patrol training session beforehand.
2. You will be required to adhere to the required hours in a 4-month period as active patroller, fulfilling any tasks assigned to you should it be deemed necessary.
3. You will be required to assist all Service Providers, namely SAPS, Metro Police, Provincial Traffic and Law Enforcement on operations should they require it from you.
4. You will be required to issue reports at the end of each patrol.
5. You will be required to register on the Rapid Deploy platform as an Active Patroller, and be able to assist should an alert be triggered via the app or from Rapid Deploy operation centre.
6. You will be required to manage and organise your own patrols with other patrollers both Active and Standby.
7. You will be required to cover the NHW area within 4 patrols per month, how you do this is left to your own discretion. Should a Standby patroller want to take part in an active patrol, you will be required to volunteer your availability to be with this patroller on their shift.
8. You will be required to report ALL incidents to the relevant service providers depending on the situation. (SAPS, CBAR, WatchCom, Community Medics, City of Cape Town Service Requests).
9. You will not remain an active patroller for longer than 4 months, unless you apply again with NHW Patrols. Once your 4-month contract ends, you will automatically be moved over to the Standby Patroller group.
10. Should you not complete your required hours by the 2nd month of being Active, without giving prior notice to NHW PATROLS, you will be removed from Active Status and placed on Standby Status. There after all duties of a Standby Patroller will apply to you.
11. Active Patrollers can continue with Active duties once their 4-month period expires, as long as they take 3 months off between Active periods. To apply, contact NHW PATROL and arrangements will be made.

Standby Patrollers' duties:

1. You will be able but not required to perform all duties, provided that you have undergone a training session and active patrol training session beforehand.
2. Your main responsibility will be to be the eyes and ears for all parties involved, to help coordinate active patrollers and service providers.
3. You will not be required to fulfill any active role nor any required hours per month.
4. You will remain on standby for as long as you want. Should you want to terminate your contract as a volunteer patroller you need to submit a letter of termination to NHW PATROLS.
5. You will be required to register on the Rapid Deploy platform as a Standby Patroller, and be able to assist should an alert be triggered via the app or from Rapid Deploy operation centre.
6. Should you want to take part in an active patrol, you will only be allowed to do so if you are accompanied by an Active Patroller (This includes taking part in operations).
7. StandbyPatrollers can apply to become Active Patrollers at any time. Contact NHW PATROL for further assistance.

The main purpose of a Standby Patroller is to serve as a buffer for the current Active Patrollers taking part in Crime Prevention and community support. Once Active Patrollers' 4-month contract ends, a post will be shared with Standby Patrollers to register for the vacant spot.

There is no limit as to how many active patrollers there can be, but there must be a minimum of 4 Active Patrollers available at all times throughout the year. If you cannot be an Active Patroller due to work, family, health constraints, it is perfectly fine that you remain Standby, but you can propose other services we can make use of within the Community, such as training and other possible roles NHW requires to perform all its tasks.

Do's:

1. Become the eyes and ears of SAPS;
2. Section 47 -
(1)(a) Every male inhabitant of the RSA of an age not below sixteen and not exceeding sixty years shall, when called upon by any police official to do so, assist such police official in arresting any person;
(b) In detaining any person so arrested;
3. Confirm issued instructions and info from SAPS, CPF Chairperson, Head of Patrollers or any other patroller/s;
4. Check communications & all resources before departing on patrol;
5. Report back as often as possible to enable the controller to know where you are and as a confirmation that you are still safe - a WhatsApp live location can work under certain circumstances;
6. Check list of suspicious persons & vehicles;
7. Check list of residences where people are on leave or away for the weekend;
8. Check list of police, other sector patrollers & security members on duty, emergency no of ambulance, fire brigade, electricity, water & sewerage and Disaster Management;
9. Display approved decals (magnet plates on vehicle);
10. Note all info of incidents. If reporting to police note names, time & date to whom incidents are reported, keep pocket books for at least two years, in case court cases originate;
11. No patroller should act or perform any duties or take any actions without the consent of the controlling body;
12. Keep in contact with the Police Sector patrolling Vehicles if possible;
13. Patrol members first on a scene of accidents, fires (home or veld) as well as every crime scene take charge, secure and cordon off the scene while awaiting the arrival of SAPS, Metro Police, Law Enforcement or Paramedics;
14. Stay calm at all times and do everything in a safe way;
15. Stay in radio/cell contact at all times;
16. Buddy system – at least two persons per vehicle (if possible)

17. Note down all incidents, time, date, street name, descriptions of suspect & vehicles, clothing, colour, type of vehicle & reg nr;
18. Keep a safe distance in a situation from suspects – until backup arrives;
19. Pay attention to firearms displayed by suspects – long gun or handgun;
20. Observe suspicious persons for a while before you request aid;
21. Supply particulars of a suspicious vehicle - registration number, colour and description for clearance to police;
22. Report any incident or any occurrence you regarded as important;
23. Pay special attention to residence near building sites, open stands & open veld;
24. Watch out for possible markers for potential crime such as grass fastened at the top of fences or stickers on fences;
25. Use spotlights according to own discretion, do not blind people and drivers of vehicles unnecessary – the use of spotlights comforts the community with the knowledge that patrols are active;
26. Be on the look-out for: Vehicles parked in streets / on pavements, Vehicles with open windows, Open gates, garage / house / security doors, Broken windows, Suspicious persons/vehicles, Junk mail (remove);
27. Drive slowly to ensure effective observation (15-20kph);
28. If you come across people arriving at home: Park nearby, **identify** yourself as a patroller, **illuminate** the vicinity, garden & front door, **Wait** until people enter the house & close the door;
29. Introduce yourself to residents and enquire what their problem areas are –are they satisfied with the patrols?
30. Be ready and able to educate the community and able to be a source of information should someone need to know what to do if something has happened;
31. Report faulty street lights, problems with roads, robots, vandalism of stop signs, street name signs, big holes on sidewalks or potholes in roads and tall grass on sidewalks that are impeding visibility;
32. Book off duty when done with patrol and give a short report.

Don'ts:

1. Exceed the speed limit applicable to the patroller area, under normal conditions;
2. Patrol alone if circumstances allows;
3. Patrol with children under eighteen years of age;
4. Place yourself or your buddy in danger;
5. Watch out for dead ends, you could be trapped;
6. Confront a suspect or attempt to make an arrest unless you have been trained and have informed the controller;

7. Try to be a hero;
8. Enter a crime scene before you receive permission from the police / controller;
9. Search vacant buildings, long grass or veld without backup;
10. Assault suspects on the scene after apprehension;
11. Talk to the media (without consulting SAPS);
12. Add tails to info and incidents;
13. Try to follow the same routine route during patrol shifts, vary the route and if applicable stop and park and observe;
14. Take photos or video material of any person or minor during patrols without the persons or parent's consent;
15. Distribute crime scene photos or videos on any platform from either an active patrol, or from the Patrol WhatsApp groups or Crime Info Groups;

Mnemonic

Briefly summarised, the following rules should be followed:

- D** Don't touch anything.
- N** Note, record and observe.
- A** Assist other officers where required.
- C** Comfort and aid victims.
- S** Secure the crime scene.
- I** Insist that no-one interferes.

It is very important that you know how to manage a crime scene because if you destroy any evidence or are not observant, the SAPS would not be able to make use of your assistance. *You might even be more of a drawback than an aid.*

Standby Bag:

You should always have with you: Drivers license, Emergency numbers, Cell phone, Appropriate clothing and shoes, Approved reflective jacket, penlight torch, spotlight, CPF magnet plates/decals, Jacket, Pocket book / electronic notebook, Cool drink juice energy bar, First aid bag, Fire extinguishers, Money, Sector Street map, GPS, Pepper gas.

Rendezvous:

After patrolling or an operation Patrollers get together and provide feedback on noteworthy incidents. This is very important. The aim is to discuss successes and failures, in order to see what can be learned. Compiling a list of best practices is always a good call to build capacity. If a traumatic incident occurs a Trauma Counsellor can be summoned to debrief the patrollers and/or groups involved.

1. No patroller should volunteer for more than 3-hours in a day unless agreed otherwise with the parties involved;
2. In a week, a patroller should volunteer 6 hours on 4 days and rest for 3 days (Patrollers are volunteers and they have other engagements);
3. In a month of 24-hours of volunteerism and 80 hours in 4 months (**Active Patrollers only**)

PATROLLER CODE OF CONDUCT

Why neighbourhood watch needs a code of conduct

Working as a neighbourhood watch member requires tact and patience. You will often deal with matters that people feel strongly about.

The Neighbourhood Watch Code of Conduct is a framework of values and principles that will help you to do your work well. It helps you to focus your energy on the right things. You will know how to show that you are committed to the task. It also helps you think of ways to be responsible, positive and constructive.

The Code is not just for you to think about yourself and behave, but is also information to share with the community, so that they understand what you are doing and why.

Introduction

1. A Neighbourhood Watch (NHW) Patroller must operate as the eyes and ears of the community it serves and must cooperate with the South African Police Service (SAPS).
2. A NHW Patroller must assist SAPS and other safety and security services and partners to safeguard the local community and their property, to manage and control crime prevention initiatives and to discourage crime in the area.
3. This Code of Conduct is binding on all members of the NHW and members must pledge their adherence to this Code, failure to adhere will result in termination of membership.
4. This Code of Conduct regulates the relationship between members of the NHW

and members of the community and promotes exemplary conduct by members whilst they are serving the community as a member of the NHW.

5. By pledging adherence to this Code of Conduct, a member acknowledges that he/she is fully aware of the risks involved due to the nature of the task.

Meaning of words and expressions

6. In this Code of Conduct, a word or expression to which a meaning has been assigned in the Community Safety Regulations, 2016, made in terms of the Western Cape Community Safety Act, 2013 (*Act 3 of 2013) has the same meaning assigned to it in those regulations or Act.

Conduct of members

7. A member must at all times act in accordance with the principles enshrined in the Constitution of the Republic of South Africa, 1996, and must –
 - 7.1. Act in a manner that will uphold and promote the aims and objectives of the NHW;
 - 7.2. Respect and protect the dignity and rights of every person in the neighbourhood, including the right to free movement.
 - 7.3. Act within his/ her right as a private person, and not beyond those rights;
 - 7.4. Serve the community in the area in an unbiased, apolitical and impartial manner in order to create confidence in the NHW, and build unity in a safe neighbourhood;
 - 7.5. Refrain, as much as reasonably possible, from placing him-/herself and fellow members or the police at risk; and
 - 7.6. Act in a non-violent manner and may not take the law into his/her own hands.
8. A member may not –
 - 8.1. Discriminate unfairly against any person on the basis of language, age, gender, religion, ethnic or social origin, colour, sexual orientation, disability, political persuasion, or any other constitutionally-protected orientation;
 - 8.2. Conduct himself/herself in a manner that will bring the NHW into disrepute;
 - 8.3. Disseminate or divulge any confidential or privileged information obtained as a result of his/her membership or obtained whilst on formal patrol, unless it is essential to do so to help to protect a member of the NHW or community.
 - 8.4. Exploit his/her membership of the NHW for his/her own personal advantage or benefit;
 - 8.5. Accept any payment, commission or gratuity in connection with his/her membership of the NHW except after being duly authorised to do so by the NHW; and
 - 8.6. Be in possession of any dangerous weapon under circumstances which makes him/her guilty of a contravention of section 3 (1) of the Dangerous Weapon Act, 2013 (Act 15 of 2013); and

- 8.7. Continue with their membership in the NHW should they be convicted of a sexual offence or any crime involving violence or dishonesty during his/her membership,

9. Conduct and duties of members patrolling

- 9.1. When a member is patrolling as a member of the NHW, the member must –
 - 9.1.1. When possible, alert the SAPS or CT-CSI in the area when the NHW will be patrolling;
 - 9.1.2. Strive to work in partnership, whenever possible, with members of the SAPS, municipal police service or law enforcement agencies with regard to crime prevention in the area;
 - 9.1.3. Obey all lawful instructions issued by members of the services mentioned in paragraph above;
 - 9.1.4. Carry the identification cards issued in accordance with regulations 4 (5) of the Community Safety Regulations;
 - 9.1.5. Be punctual, reliable and competent in all duties as a NHW member;
 - 9.1.6. Act in the best interests of individual residents, tenants or owners of immovable property or with other relevant interests in the area and the NHW, except in circumstances beyond their ability, or determined by personal safety;
 - 9.1.7. Act in accordance with official handbooks of the Department of Community Safety developed for NHW members, including protocols for incident management, crime scene management and best practice in every circumstance;
- 9.2. Display commitment to the best possible functioning of the NHW and the promotion of healthy interpersonal relations; and
- 9.3. Undertake to report any individual, vehicle or situation suspected of being connected to crime to the control room and, when necessary, to SAPS.
- 9.4. A member's assistance to a NHW is voluntary and therefore when a member is using his/her private vehicle during the assistance, neither SAPS nor NHW can be held responsible for any damage to private vehicles caused during the rendering of the assistance.
- 9.5. Members must familiarise themselves with regard to the law regarding the rights of private persons to arrest or perform searches, including the minimum use of force and must at all times comply with the Criminal Procedure Act, (Act 51 of 1977).
- 9.6. Members should rather report suspected criminal behaviour to the police before attempting to perform an arrest.
- 9.7. No intimidation may be used against any individuals in any neighbourhood where

- such patrols take place;
- 9.8. No form of vigilantism will be accepted;
 - 9.9. Where possible, NHW must strive to work in partnership with the community police forum and sub-forum of the area; and
 - 9.10. Where possible, the Chairperson or Coordinator of the NHW must regularly attend the sector meetings held by the SAPS and share information at the sector meetings regarding the crime situation in the area.

10. Disciplinary measures

A member who is in breach of this Code of Conduct may lose his or her membership.

RADIOS AND RADIO PROCEDURES

Radio Support Structure:

The whole concept of the Patrollers revolves around two-way radios and the use thereof. The function is the cornerstone of the security. The usage should never be compromised.

1. It is the duty of each and every patroller to ensure total safety and security of his / her radio to prevent unauthorized use thereof;
2. Remember that you cannot receive transmission, while you are transmitting. The radio cannot perform both functions at the same time like a cell phone;
3. Only one person can transmit at a time. Because the signal you transmit is a wave (electromagnetic), think of it as throwing a stone in a pond. The ripples that move from the stone are the same as radio waves except that radio waves move much faster;
4. If you transmit at the same time as someone else, it is like throwing two stones in the pond near each other at the same time. The ripples from the one stone meet up with the ripples from the other stone and they interfere with each other or cancel each other out. In simple terms this causes noise or complete breakdown of the message;
5. Most CPF radios work in the UHF (Ultra High Frequency) band, between 410 – 600 UHF = your radio signal is a “line of sight” signal. UHF radio waves cannot bend around objects or reflect off the ground or atmosphere like lower frequency signals. It thus has a limited range. To improve reception and transmission, you can use an external antenna and place it high up.

Should you wish to attain your own radio, you can contact operations@ohwatch.co.za to set up a purchase procedure. You will be required to sign a Radios Code of Conduct upon receipt of your radio.

Radio usage:

1. Once the radio network controller is available, his /her duty will be to control the radio channel unless radio control is required by someone on scene. Patrollers will then book on and off duty informing the controller what their call sign or name and those of their passenger/s, and what sector they will be patrolling. Permission must then be obtained from the controller to speak to another person / call sign;
2. Patrollers without a Radio may book one out at CBAR by filling in the register during working hours of CBAR headquarters (avoiding 7pm and 7am during the week and 8pm

and 8am on weekends). This allows you to do a radio check and inform the controllers of your availability.

3. If you urgently need to communicate with the controller while a conversation is in process on the radio, you just call “break break” indicating to the controller that you have a priority call to make;
4. During an emergency or operation keep the radio frequency open and only respond when requested by controller, or when you have an urgent relevant contribution to offer;
5. Keep transmission concise and relevant. If lengthy information has to be conveyed, do it in short bursts;
6. Call signal /name come in (I want to communicate with you)'
7. Do you read (do you receive me);
8. I receive you read you;
9. I receive you (number out of five – 5/5 4/5/ 3/5 2/5 1/5)
[5 to 1 indicates clearness, with 5 being the best and 1 being indistinct]
10. Roger / affirmative / that is a positive (confirming that message was message received);
11. Repeat /say again (message not receive clearly);
12. Cancel (cancel message);
13. Can someone relay that message (do not receive you very clearly);
14. Numbers (eg 707 = seven zero seven – nil refer to as zero);
15. I repeat / say again (sender will repeat message);
16. Positive (agree);
17. Negative (contradictory);
18. Relay (send message through to other call signs / person/s and relay back);
19. Send (permission to send your message);
20. Wait out (I cannot react on your message now);
21. Location? (Where are you);
22. I am one mike / click from your location (indicate time in minutes);

Phonetic Alphabet:

A= ALFA	F = FOXTROT	K = KILO	P = PAPA	U = UNIFORM
B = BRAVO	G = GOLF	L = LIMA	Q = QUEBEC	V = VICTOR
C= CHARLIE	H = HOTEL	M= MIKE	R = ROMEO	W = WHISKEY
D = DELTA	I = INDIA	N= NOVEMBER	S = SIERRA	X = X-RAY
E = ECHO	J = JULIET	O = OSCAR	T= TANGO	Y = YANKEE
				Z = ZULU

The figure 0 is pronounced as zero

Numbers consisting of more than one digit are pronounced individually, e.g. the number 806 is pronounced as “eight, zero six” and not as “eight hundred and six”.

Patrol Radios will be available to book out from NHW when you want to patrol. Please ensure that you book the radio out before 7pm in the evening in order to perform radio checks with service providers, and book it back in before 7pm the following day. Consider charging time for batteries, so the sooner you can book the radio back in the better.

A book out register will be made available for you to complete and must be done so every time you want to book a radio out. Additional Radio Code of Conduct will need to be signed by each Active Patroller if they do not own a radio, but would like to make use of the Patrol Radios.

PRACTICAL SKILLS FOR PATROLLERS

Crime scene management

As a neighbourhood watch member, you are there to assist the police in the event of crime or accident. There are steps that you need to follow to make sure that you do not destroy any important evidence that the SAPS may need in solving the crime or dealing with the accident.

1. Report the accident or incident.
2. Approach the scene carefully. Make sure you and your team members are safe.
3. In a situation where a weapon was used, you must make sure that the person(s) with the weapon(s) are under control and cannot use the weapon to hurt anybody.
4. Secure the whole area so that evidence is not destroyed. Use cones, ropes or barriers to stop people from walking on the scene. Limit your own movement as well.
5. Avoid contact with visible evidence. When two objects make contact, they leave unique traces such as hair, sweat, saliva, dust and fingerprints behind. This is used as evidence and should not be contaminated.
6. If a person is injured, try not to move the person unless they are in danger. If you want to help them, you should be careful not to move or destroy any important evidence. If possible, only one person should help. If the injury is serious, call for medical help e.g. ambulance services.
7. If you think that the person is seriously injured and might be dying, try to get them to tell you what happened.
8. Do not move a body unless it is in danger of being damaged e.g. in a fire.
9. If there are any witnesses, ask them to wait with a team member away from the crime scene. Keep bystanders away from the scene and the witnesses separate.

10. If someone does not listen to you or accidentally enters the crime scene note down or video with a phone, what they did or what they touched so that you can tell the SAPS personnel when they arrive at the scene.
11. You can comfort the persons involved in the trauma, but do not ask them questions or give them information. They need to wait for the police.
12. If someone needs first aid assistance and you are trained to assist, you should do so. Remember to wear gloves at all times for your own protection and to avoid contaminating the crime scene.
13. Follow the instructions of the police when they arrive. You will play a supporting role when the SAPS start with their investigations. They may need to ask you questions so it is important that you keep notes of following:
 - 13.1. what you saw when you arrived.
 - 13.2. what you did, and
 - 13.3. whether you moved anything or anyone.
14. You must try to remember as much detail as possible as this may help solve the crime.
15. Stay at the scene until you are instructed by the SAPS to leave.

Incident reporting

You might be required to report an incident orally and in writing. Written incident reports might take many forms, but there are certain universal principles that should be followed. Written reports will be done on the NHW Patrol Report Form which can be accessed via a link in the WhatsApp group description for Patrollers.

When reporting an incident orally either telephonically or via the NHW Radio, you should:

1. Identify yourself.
2. Provide details of the incident/full description (**who, where, what, when and how**).
3. Provide the address of the incident.
4. Give directions to the scene.
5. Provide a contact number and stay at that number until the police arrive.
6. These actions will ensure that all possible information is given to the police to facilitate their investigation.

Many more questions could be asked to get as much information as possible to solve the crime or capture the perpetrator. You should therefore be as observant and vigilant as possible to ensure that you can assist the police in any way possible.

LPR Procedures

Licence Plate Recognition (LPR) Cameras are high resolution cameras that are linked to a broad network and database across Cape Town and surrounding areas. These cameras take snapshots of vehicle licence plates, they record and check the database for any and all activity of that vehicle.

Certain vehicles may have been involved in past or recent criminal activity, and these vehicles are then “loaded” onto the database with the associating licence plate. Depending on the type of incident and the status of the incident (whether an active Case with SAPS, or known to be involved with suspicious activity), a certain level is assigned to that licence plate.

For example:

Level 3 alert - This would be a vehicle involved in the past with criminal activity, but has no active cases against it. This vehicle should be monitored but no need to engage with it unless it is seen to be involved in an active criminal incident.

Level 6 alert - This vehicle could be involved with Fraud, ATM Scamming, etc. This vehicle should be monitored at a safe distance and it’s movement and location should be reported to WatchCom.

There are other levels as well, but for patrolling purposes these 2 levels are the ones you should be aware of. At all times, **DO NOT ENGAGE** with any alerted vehicle. Provide only details, directions and locations to service providers, and do so at a safe distance.

Educating the Public

As active members of the NHW community, it will be your responsibility to educate yourself as well as the community about safety measures. They should know what to be on the lookout for, how to monitor unpleasant behaviour and how to report issues. This will immediately produce results and increase the levels of safety for the community.

The following points can be studied and used to empower your neighbours and friends and to help reduce the risk of being struck by crime.

Safety tips for the home

- Secure windows with burglar proofing.
- Secure doors with security gates.
- Do not leave windows open when you are not home or sleeping.
- Ensure that the home is well lit with security lighting.

- Install good quality locks.
- Ensure good access control to your home (gates, peepholes or intercom systems).
- Do not leave keys in the garden, under the mat or on a ledge.
- Do not label keys with address or contact details.
- Do not give duplicate keys to domestic workers, contractors or strangers.
- Do not leave keys in the lock or within easy reach of a window.

Safety tips for vehicles

- Do not leave valuables visible in the vehicle whilst parked.
- Keep doors locked (even when driving).
- Do not display valuables such as mobile phones whilst driving.
- Do not offer lifts to strangers or 'hitchhikers'.
- If you are being followed, do not stop, drive to the nearest police station.
- Be vigilant when approaching your property, gate or garage area.
- Do not leave the vehicle running and get out of it to open or close a gate.
- Rental cars and cars from outside the Western Cape are easy targets as the visitors are not aware of the criminal activities in the area, so educate the driver and passengers of the vehicles on these points as well.
- Ensure parking areas and driveways are secure and well lit.

Safety tips in the street

- Leave valuable property such as jewellery and rings at home (locked up) when you go out.
- Never carry large sums of money.
- Don't walk alone in dark places.
- Carry handbags with the strap over your shoulder and the bag held tightly against your body.
- Carry your purse or wallet in an inner pocket and never a back pocket.
- Use shop windows as mirrors to spot persons following closely behind you. Stop suddenly with your back to the window or wall thus forcing them to walk ahead of you.
- **Be aware of potential danger at all times.** Walk briskly and purposefully so as not to appear an easy target.
- Avoid a crowd on pavements and make a wide detour around such, rather walk through it.
- Should you draw money at a bank or ATM, put the money away safely before walking out onto the pavement. A bundle of keys, a sharp umbrella point, a ballpoint pen or pepper spray can be effectively used for self-defence.
- Do not let ANYONE assist you or ask you for assistance at an ATM. If they do, go immediately to the building / store managers or leave the area immediately whilst reporting it to SAPS.

Being aware of your surroundings

As a patroller your main duty in the Watch is to OBSERVE and REPORT. In order to do so you will need to learn to keep your “head on a swivel”. Always looking around and always taking mental note of your surroundings. “Trusting your gut” is more than a saying, it’s a tool that you need to learn to use and trust.

If something does not feel right or seems out of place to the normal behaviour or pattern or environment, then you need to pay attention to this feeling and start scanning your surroundings for what it could be.

Learn to identify what is normal, what is abnormal but has no harmful intent and what is abnormal and shows signs of malicious intent. Most of this comes with experience from being out on the road at various times in the day, for long enough to identify what is a usual pattern and what is not.

Start by taking note of your streets and the general activity during the day, then compare that to the early evening and then the early hours of the morning. By the following week you will start noticing patterns and the abnormal patterns will start to become more obvious to you. Also learn to be aware of your surroundings wherever you are - whether at home, work, the shop, on patrol and even before you go to bed. The more you practice this the more it becomes second nature and the more you will find yourself trusting that “gut” feeling on when something is truly not right.

There is plenty of online material to learn about Situational Awareness, and as a Patroller it needs to become part of your toolkit when patrolling. Take the time to research it, and practice it.

COVID-19 NATIONAL LOCKDOWN - LEVELS 3 TO 1

Patrolling during Lockdown

“The presence of NHWs will serve to prevent crime. During the lockdown, we have seen an increase in vandalism of schools and shop robberies, in rural and urban communities alike. I have heard the call of the many NHWs and Community Police Forums (CPFs) who have raised their hands and offered their support during this difficult period and am pleased to announce that NHW may now operate.” - Albert Fritz, Minister of Community Safety.

Within the targeted COVID-19 hotspot areas, NHWs will be deployed to assist in:

- Promoting adherence to regulations in terms of social distancing at places of gathering and queueing;

- Sharing communications as prescribed by DoCS, acting as a nodal point of information for DoCS; and
- Patrol in their community.

Safety protocols when patrolling

- All patrollers must wear cloth masks and carry hand sanitisers when operating;
- Carry disposable gloves with you should you be required to make contact with any object or surface, and person;
- Limited number of patrollers may operate from a vehicle. A 4-seater should have no more than 2 patrollers, and a 6-seater may have up to 3;
- Any patroller who shows symptoms or who have been in contact with someone with COVID-19 are not permitted to operate. They should quarantine at home for 14 days, and be guided by advice of our dedicated Covid-19 Provincial Hotline as well as inform NHW so that any back tracing can commence; and
- When returning home after patrolling, and you have been near other members of the public or service providers, ensure that you sanitise thoroughly from head to toe, and all surfaces you have made contact with before entering your living space;

Lockdown Level 3 Patrol Permits

All Active Patrol members will be issued a Permit with your Full name, ID Number, Contact Number and affiliation with NHW. This permit must be on you at all times while patrolling, along with proof of identification such as driver's license, ID or passport.

Should you not have the permit on you, and you are asked by SAPS for proof of your activities, NHW cannot be held responsible for any charges brought against you.

END THANK YOU

Appendix A

Excerpts from the Constitution of South Africa:

Below are some extracts and summaries from the Constitution. Read each section carefully.

From Chapter 2 of the Constitution – human rights

Section 10 – Human Dignity

Everyone has inherent dignity and the right to have their dignity respected.

Section 12 (1) – Freedom and security of the person

Everyone has the right to freedom and security of the person, which includes the right

- a) Not to be deprived of freedom arbitrarily or without just cause;
- b) Not to be detained without trial;
- c) To be free from all forms of violence from either public or private sources;
- d) Not to be tortured in any way; and
- e) Not to be treated or punished in a cruel, inhuman or degrading way.

Section 14 – Privacy

Everyone has the right to privacy, which includes the right to not have

- a) their person or home searched;
- b) their property searched;
- c) their possessions seized; or
- d) the privacy of their communications infringed

Section 25 – Property

No one may be deprived of property except in terms of law of general application, and no law may permit arbitrary deprivation of property.

Section 35 – Arrested, Detained and Accused persons

(3) Every accused person has the right to a fair trial, which includes the right (h) to be presumed innocent.

(5) Evidence obtained in a manner that violates any right in the Bill of Rights must be excluded if the admission of that evidence would render the trial unfair or otherwise be detrimental to the administration of justice.

Section 36 - 'Limitation of Rights':

(1) The rights in the Bill of Rights may be limited only in terms of law of general application to the extent that the limitation is reasonable and justifiable in an open and democratic society based on human rights, equality and freedom, considering all relevant factors