



(MONTE VISTA, PLATTEKLOOF GLEN & N1 CITY MALL COMPLEX)
(GOODWOOD SAPS POLICING SECTOR 4)

PATROLLER'S *FREQUENTLY ASKED QUESTIONS*

PATROLLER'S FREQUENTLY ASKED QUESTIONS

WHY DO WE NEED VOLUNTEERS TO PATROL?

One of the most effective ways to discourage criminal activity in any area is to have **visible "policing"** within such area (and that includes Licence Plate Recognition (LPR) camera surveillance). Policing/patrolling could be performed by any number of organisations such as South African Police Services (SAPS), Law Enforcement Agencies (Metro Police, Traffic Services, Law Enforcement), local security service providers or Neighbourhood Watch's (NHW) of the community.

Indeed, SAPS and local security service providers presently do patrol our area. However, they have limited resources, are often out on callouts etc. and can only perform a limited service. This should be augmented and extended by patrols performed by our own community via our local NHW.

NHW patrols are done by those persons who volunteer their services and leave their place of residence and actively move around the neighbourhood to identify or prevent suspicious activity in the area. This is noted and reported to the relevant NHW team leaders / authorities for further action, i.e., act as **watchman** for the area. By using marked vehicles with lights and by being dressed in high viz jackets etc., patrollers stand out and make it known to all that we are members of the local NHW and "**we are alert and watching**".

Volunteers will include any person, male or female 18 years or older who resides in the local area or has a business in the area and would like to be part of fighting crime in their neighbourhood.

It is recommended that new patrollers do about 4 trips with an experienced patroller prior to going on their own.

NOTE: THE MORE EYES 'KEEPING WATCH', AND THE MORE PATROLLERS THAT ARE VISIBLE THE BETTER.

Criminals will rather frequent areas where there is **no visible patrolling, no LPR surveillance and little chance of getting caught**; they avoid areas where they are being watched and could be identified as suspicious persons.

Mobilisation of back-up/SAPS etc. may be necessary if a general patroller identifies the need to do so, this decision must, however, be left to the team leaders etc.

With regards to vehicle patrols you are, however, required to drive your own vehicle at your cost or drive with someone else/share the cost etc - unfortunately, fuel costs etc. will not be provided by the Goodwood Community Police Forum (CPF) or the MVPG NHW. As a volunteer, you offer your services free of charge (i.e.give of your time and cover the costs involved without expecting any payment in return).

DO WE NEED PATROLLER IDENTIFICATION?

Yes, various items of identification are called for by the CPF depending on the method of patrol.

It is particularly important that:

- firstly, **your community can identify you as a NHW patroller and distinguish you from other persons or slow-moving vehicles** (for example, you do not want to be confused with a slow-moving vehicle spying out the area for criminal purposes) and
- secondly, **criminals in our area are made fully aware of NHW patrols being performed** (on foot or by vehicle) regularly keeping an eye out for criminal activity.

Everyone should be able to identify you as a NHW patroller.

Once you have completed your Application and Indemnity Forms and have been cleared by the Goodwood SAPS you will be issued with Department of Community and Safety (DOCS) ID card which identifies you as a member of the MVPG NHW.

For patrols on foot, **only a high viz jacket** is required together with your membership card.

For vehicle patrols the following items ought to be clearly visible:

- vehicle identification magnets
- white light on top of vehicle* (see below)
- patroller high viz jacket with membership card.

The above items may be available from the MVPG NHW (subject to availability).

* Please note the following wrt using a white roof mounted light on your vehicle:

- white static/flashing single vehicle roof mounted light is permissible.
- the use of a vehicle roof mounted light, as specified, is **for identification purposes only and does not give the driver of the vehicle any special rights or privileges** (such as those reserved for emergency services; i.e. you are not permitted to skip red lights, shoot over stop streets, pull over another vehicle, etc even if your lights are flashing or not or in an emergency situation - **white lights do not confer any special rights or privileges to a patroller!**)

Patrolling without identification apparel ought only to be done for a very specific reasons such as undercover investigations etc. In all other cases not wearing the necessary identification apparel

makes the purpose of the patrol meaningless (i.e., visible policing is what it is all about; you as a NHW patroller are to be seen rather than you are spotting suspects).

WHAT DO PATROLLERS LOOK OUT FOR/HOW DO THEY OBSERVE ETC.?

Taking an active role in looking out for each other is the key to making a NHW successful.

Get to know your neighbourhood, what is normal, what belongs and what does not, as well as what is suspicious - this effectively means that you must make a point of becoming more observant and more aware of what is going on around you. By doing this you will know more easily when things are wrong.

Realise, however, that being observant takes practice and work and requires you to be prepared. Keep a good flashlight, maybe even a pair of binoculars handy. Keep a note pad and pen close by for writing down notes, plate numbers and suspect description. Note: never operate your vehicle and try to write down information - always pull over or get your partner to take down the details. Have a means of communication handy (cell phone and/or radio etc.).

Observe crimes and suspicious circumstances as secretly as possible - be a good witness and contact your team leader.

Looking out for each other begins at your home and your immediate neighbours. Know who and what belongs to each house around you. Know the hours that your neighbours work, if they have any children, what cars they drive etc. Know what is regularly occurring around your home and immediate surroundings and that will assist you becoming suspicious if something does not seem to fit. Take an occasional peak out your windows throughout the day or evening. If you get up at night, take a moment to glance outside and make sure that all is well. Be alert to anything that seems unusual or out of place.

Equally all the above also applies to your wider community, however, it becomes a lot more difficult as the scope of surveillance / information grows.

Vary your route to work, the store, school etc. each time you drive so you are always aware of any changes in your area.

Foot patrollers:

Foot patrollers are normally on their own, however, where possible best at least two persons.

Foot patrollers are never to engage any situation, unless extremely necessary or to save life. Follow the suspicious person at a safe distance and / or communicate all information back to the team leader. Foot patrollers are to move stealthily around the area. Remain in the shadows and move discreetly along the verges and as much out of sight as possible. Move from point to point along the street, pausing for long periods and watching and listening for movement.

Mobile patrollers:

Mobile patrollers will either standoff at a point or patrol the area slowly.

Support personnel:

Besides patrollers there must also be back-up / support personnel such as crew members, team leaders, radio operators etc. to communicate with security companies, SAPS, etc, if necessary.

FOR HOW LONG SHOULD VOLUNTEERS PATROL?

Each person must tailor his patrol period to suit him/herself but on average vehicle patrols are +- two hours and foot patrols 30 minutes or more.

WHEN DO VOLUNTARY PATROLS GO OUT?

Patrols are needed 24/7, day or night. At this stage in time, in view of the limited number of patrollers, you decide when it suits you. No patroller is forced into a time slot or roster.

HOW OFTEN AM I EXPECTED TO PATROL?

You can patrol as often as you like but preferably for at least three to four hours a month (to remain an active member). Patrols can be made up of several shorter trips adding up to an hour or more per week.

WILL I BE PATROLLING BY MYSELF?

We suggest night-time patrols should be in pairs. Daytime patrols may be done alone. Special actions may need a larger group of patrollers working together.

CAN BOTH MALES AND FEMALES PATROL?

Yes. At night, a male should always accompany a female. Some husbands and wives prefer to patrol together.

IS REFUSE BIN COLLECTION NIGHT THE MOST IMPORTANT PATROLLING EVENT OF THE WEEK?

Most patrollers are under the impression that refuse bin collection day, or the night before (Mondays) is the most important patrolling event. Vagrants scratching in bins are a possible source of criminal activity in our area, but certainly not the main or only source of criminality.

Patrols are needed 24/7 but especially during the day as there are many vagrants/hawkers roaming the area scouting out the scene and getting up to no good when most residents are at work.

Every patrol, no matter when, whether on foot or on wheels, is of value - it is all about visible patrolling / policing.

Please volunteer your services for this vital activity.

WHY MUST I SIGN AN INDEMNITY FORM?

There is always the **risk** that something could happen while you are on patrol. By signing the indemnity form you confirm that your services rendered as a member to the community through the CPF are entirely **at your own risk** and thereby indemnify the community, the MVPG NHW and the CPF of all liability.

Safety First

May all members be reminded of this:

YOUR SAFETY ALWAYS COMES FIRST - DO NOT EXPOSE YOURSELF OR YOUR COLLEAGUES TO POTENTIALLY DANGEROUS SITUATIONS

If in doubt, consult your insurance adviser wrt the use of your vehicle for NHW duties as well as your medical aid etc.

HOW ARE PATROLS ORGANISED / MONITORED?

Patrols may either be done in accordance with a pre-planned schedule (when available) or be done on an ad-hoc (off the cuff, not pre-planned) basis.

Logging on late at night or early in the morning does not unfortunately guarantee back-up availability as the other members are likely to be asleep and not aware of your patrol. **Special arrangements in this regard are made with our local Armed Response Companies.**

WHAT INFORMATION GOES ON THE ROSTER/PATROL LOG?

Your name or radio call sign, the start and finish times of your patrol, the distance (km) travelled and any incidents you may have observed while on patrol.

WHAT DOES THE PATROLLER DO AT THE START OF THE PATROL?

In order to identify yourself as a NHW patroller, you are to wear a high viz jacket with your ID card in place.

In order to identify your vehicle as a NHW patrol vehicle, place the NHW identification magnetic decals firmly on to the side of vehicle. (NB. Please make sure that the doors of your vehicle, where the decals will go, are dry, clean, and free from dirt/dust. Dirt/dust can possibly cause abrasions on the paintwork.) Place the NHW identification light on vehicle roof and plug into cigarette lighter. Ensure that you have a means of communication with you in case of having to report i.e., cell phone, WhatsApp, or two-way radio. You may now proceed.

As mentioned before, the above measures are necessary to identify the patrollers vehicle in public as being a part of the local NHW, as resident in the patrol area may become suspicious of a strange unmarked slow-moving vehicle circling the area or parked in a dark shady location for an extended period.

ON PATROL: DO'S AND DON'TS AND WHEN TO REPORT?

The main object of a patrol is to be visible and vigilant. Your task is to prevent crime by observing and reporting only.

By standing down (parking) in a marked NHW attire/vehicle or driving/walking slowly with a marked NHW attire/vehicle along roads leading into and within Monte Vista & Platteklouf Glen residential areas you may deter criminals from entering residential zones. Any suspicious activity observed is to be reported to your team leaders for further action.

If you are patrolling late at night and you notice another "suspicious" vehicle driving in the area, be aware that it could be a late-night reveller returning home, or someone having a clandestine affair, playing Pokémon etc. That is none of your business. Your sole concern is crime prevention by observation and reporting as previously noted.

One of the hardest things to for a watch member to learn is to trust their instincts. If it looks suspicious to you - do not hesitate - contact your team leaders. some people fear that raising an alarm will reflect poorly on themselves, or on their watch. NOT SO. It is OK to inform your team leaders that something "looks fishy" and rather let them take it from there.

The accosting/interrogation of suspects or the apprehension or pursuit of suspects/criminals is best left to trained experts like the police, police reservists, law enforcement officers or security services personnel.

Do not attempt to confirm your suspicions by approaching a home or vehicle where a crime may be taking place or has just taken place. Go immediately to a safe place and report the matter to your team leaders.

Always take great care when following a vehicle as the driver of such vehicle may well feel that he or she is being chased/intimidated. Be as discreet as you can without raising any suspicion from your side.

Do not patrol according to a fixed schedule - vary your patrol times; the criminals will not be able to predict your whereabouts. Similarly, do not patrol according to a specific pattern - vary your patrol route to ensure unpredictability on your side. Routine patrolling makes it easier for the criminals to predict your moves - always have the element of surprise on your side.

WHAT IF WE NOTICE SOMEONE SUSPICIOUS?

Observe at a safe distance, note direction of movement, characteristic clothing, markings, location/address, description, action of persons/vehicle etc and report what you see / incident on the **WhatsApp** patrol group giving as much detail as possible.

If back up is required, then request that this be arranged for and proceed carefully. Always be discreet.

WHATSAPP GROUPS - THEIR PURPOSE & HOW TO USE THEM CORRECTLY?

The following four **WhatsApp** groups exist, namely:

- MVPG Info Group
- Patrols
- Crime Alert
- Friends of MVPG NHW

These groups are to be used for the following applications only.

MVPG Info Group

This is for general crime related information.

Patrol Group

This is a group reserved for patrols only - i.e., log-on and log-off patrols, kilometres covered, etc and patroller reports of suspicious/incidents etc.

Crime Alert Group

This is used to communicate that a crime is in process and help is required.

Friends of MVPG NHW Group

THIS IS AN INFORMAL CHAT GROUP OF GENERAL INFORMATION NOT SPECIFICALLY CRIME RELATED.

WHAT DO I DO IF I GET GIVEN A DONATION BY A MEMBER OF THE PUBLIC WHILST ON PATROL?

If anyone gives you a donation whilst on duty wearing a high viz jacket etc. identifying you as a NHW member, effectively that donation is being made to the MVPG NHW and not to you as a private individual. Such donation must be handed over to the chairperson for further action. It must be understood by all and sundry that donations are subject to CPF rules and protocol and may not prejudice the NHW in any way - hence administrative checks and balances.

HOW DO WE OBTAIN EQUIPMENT TO COMMENCE PATROLLING?

The MVPG NHW provides equipment i.e. vests, vehicle magnets, vehicle lights etc free of charge whenever these resources are available.

WHAT DO I DO IF I HAVE AN UNANSWERED QUESTION?

Send an email to mvpgnhw@gmail.com or feel free to contact the MVPG NHW Chairperson.