

BROMLEY HEATH NEIGHBOURHOOD WATCH COMMUNITY CHARTER

Our Neighbourhood Watch encompasses the area between Church Lane, Badminton Road, Bromley Heath Road to Cleeve Hill and the Heathfields and Bromleaze estates. There are over 2560 homes incorporated.

We're fortunate to live in an area that's relatively prosperous, comfortable, tidy and safe and where, thankfully, crime rates are generally low. We benefit from good links to Bristol, a varied selection of local shops and services, parks and other community facilities and a strong community spirit.

As residents, we all have a responsibility to play a positive, active part in the maintenance and development of our diverse community so that we can enjoy living in an area that is safe and peaceful.

This charter aims to set out what you can expect from Bromley Heath Neighbourhood Watch to play its part in fostering and promoting the cohesion of our neighbourhood and the safety of our residents.

We will...

- Work together with local police, S. Glos. Council anti-social behaviour and other appropriate teams and other organisations to identify, perpetrators of crime, prevent crime or anti-social activity and improve the safety of our community.
- Highlight through our Newsletter, website, social media or other means information that will help improve safety, prevent crime or raise awareness of issues that would affect our residents, including the promotion of clear and transparent rules and management of web sites, social media sites, etc. to make clear the acceptable, unacceptable, management approach and any complaints procedure. See the appendix for details.
- Represent the interests and views of our residents at local safety/ crime prevention forums.
- Liaise with the parish council, unitary council and others in matters that affect the safety of our residents.
- Feedback through our communication channels, items of interest or information arising from safety forums, or other areas, that will help promote and maintain the peaceful nature of our community.
- Deal with any issues of safety or crime prevention that are brought to our attention in a respectful, timely and appropriate manner.
- Remain open and approachable to members of the community who wish to raise issues that impact safety or crime prevention.
- Partake in local community events to raise the profile of both the watch and the benefits of a peaceful and cohesive community.
- Hold data securely for BHNW purposes only and not share it with any person, persons, organisations or other bodies without explicit permission.

In return we hope that our residents will support us and that through vigilance and positive, non confrontational action, we can work together to eliminate unacceptable behaviour such as:

- Vandalism
- Lack of respect for other's property

- Aggressive behaviour/ intimidation
- Graffiti
- Litter
- Inconsiderate animal ownership
- Anti social behaviour
- Unacceptable noise
- Speeding/ dangerous driving or inconsiderate parking
- Harassment
- Inflammatory, threatening or inappropriate online/ social media comments
- Bad neighbourliness, including overgrown trees, shrubs, etc potentially causing over-shading, obstructing pavements, etc, and
- Others.

One of the strengths of our area is that many of us know our neighbours. Knowing our neighbours means we can talk to them, and through open, mature, respectful conversations and cooperation we can resolve issues before they escalate. We can help, 'look out' for immediate neighbours and in turn our wider neighbourhood.

Collectively, through collaboration we can all continue to help and enjoy our community and neighbourhood, exercise tolerance of one off reasonable events and seek to gather appropriate information before making hasty judgement.

Appendix

Monitoring and moderation of our on-line presence

August 2017

Bromley Heath Neighbourhood Watch reviews all activity on our Facebook and Twitter social media channels. We encourage you to have your say and we aim not to censor or remove comments. However, we reserve the right to block anyone from posting on our pages who makes abusive, disruptive or offensive comments. We also reserve the right to remove comments. If we receive photos or information about anti-social behaviour or crime then we will look to share this accordingly. If photos or messages identify people or their property then we may consider if redacting some of the information is appropriate (e.g. removing or blurring faces from photos of anti-social behaviour). We will always contact the police where necessary sharing the full information.

Removing comments and your right of appeal.

In the first instance our social media team will review and remove any comments that do not meet our simple guidelines. If you feel your post adheres to our rules but has been unfairly removed you have the right of appeal. Please contact BHNW on contactus@bhnw.org.uk setting out why you feel your comment(s) should not have been removed and an independent group of BHNW members will review the decision to remove the comment. They will decide if it was correct to remove the post and explain their decision to the appellant. This decision will be final.

The rules are simple - posts and comments should be civil, tasteful and relevant. If you are considering a post which may appear critical, please think about your actions and the most constructive way to make your point. Constructive feedback is often better received than a negative comment. If there is a problem, can you propose a solution?

Posts should not be unlawful, harassing, libellous, defamatory, abusive, threatening, harmful, obscene, profane or sexually offensive. Please do not include content for which you do not own the copyright. Please do not publicise any personal information, either your own or somebody else's. Please do not advertise products or services and please do not promote political parties, religious or other beliefs.