



Baseline Service Agreement  
between Sussex Police  
and  
Manor Royal (Business Improvement District)

**Date of Agreement: 18/10/2023**

**(Subject to Annual review. Renewal date: 05/11/2027)**

### Overview

The purpose of this baseline Service agreement is to establish the extent of the service provided by Sussex Police to the Manor Royal Business Improvement District (BID) area, namely Manor Royal Business District following the renewal of the BID. The announcement of the Renewal Ballot will be on 02 March 2023 and, subject to the outcome of the ballot, the second term of the Manor Royal BID will begin on 01 April 2023.

### Contacts

Head of Service: Chief Inspector Starns CS609 (Crawley and Mid Sussex District Commander)

### Service Overview

The “Crawley and Mid Sussex Neighbourhood Policing Team” have geographic responsibility for the policing of the Manor Royal area.

There is a permanent team located in the Crawley area and this team is made up of a Police Constables, and Police Community Support Officers (PCSO's). The Neighbourhood Policing Team cover the whole of the district and the recent changes within policing allows for a more flexible and targeted approach to preventing and solving crime. The Neighbourhood Policing Teamwork with Partners e.g., Council, Environmental Health, on a targeted basis to reduce harm through early intervention to solve problems.

The flexible approach to the team of Officers and PCSO's deployment on the district is now focused on Threat, Harm, Vulnerability and Risk. Officers and PCSO's work shift patterns which cover key identified times of demand. In consultation and for a specific operation reason shifts could be changed to assist the BID and partnership patrol for “hot Spots” and peak times to solve a specific problem.

The Neighbourhood Police Team is committed to working with partners including the Business Community and agencies such as The Crawley and Gatwick Business Crime Reduction Partnership and the Crawley Community Safety Partnership to prevent, reduce and Solve crime. Businesses and personal victims of crime will still be required to report via 101 or 999 depending on circumstances. Businesses can also use DISC to communicate with each other providing information of nominals, local issues to further promote partnership working.

There is also a Sussex Police website with facts and advice to help the public and businesses and provide contacts to assist members of the public with access to police services in the widest sense.

<https://www.sussex.police.uk/>. Intelligence and crime reports can be reported via DISC ensuring Sussex police are aware, information can be recorded correctly, and statistics collated for target hardening, resourcing, and audit.

Information is available through Twitter (@Sussex\_Police or @Crawley\_police), or Facebook (@crawleypoliceUK) and although dialogue is encouraged through social media this does not replace the need to telephone 101 for non-emergency issues or 999 for emergencies. Sussex Alerts to be encouraged to Business so that they are aware of local events, target hardening information or fast time incidents that could affect their staff (Road closures etc).

Manor Royal is often used as a thoroughfare by persons committing crime. The new and upgraded CCTV includes ANPR capability which will enhance the police ability identify and track vehicles used in crime while also enables BID authorised personal to monitor also. There is a Data sharing agreement in place to enable sharing of appropriate and relevant information/data with a view of preventing or detecting crime. Sussex Police is provided with access to ANPR cameras funded and installed by the Manor Royal Business Improvement District to mutually benefit all involved in preventing or detecting crime. Access will continue to the current system and future updates.

### **Specification of service**

Policing in this area will be intelligence led and prioritised around Threat, Harm risk and Vulnerability.

The performance delivery Analyst will where applicable provide statistic monthly and will include yearly comparison data to highlight peak months, days, time, and locations

Specific proactive operations will tackle any trends in crime

Targeted visible patrols and effective engagement will be the foundation of the relationship between Sussex Police and the Business Community

### **Summary**

The Manor Royal business falls in the Crawley District boundary. The relationship of Sussex police and its retail and business partners continues to be an important aspect of policing on the district. All partners have an input and impact on this success, but importantly for Manor Royal is the trust and confidence levels the public having in the ability of the police to tackle crime are relevant to the “brand” the bid seeks to continue developing

## The future

The BID companies and Sussex Police will actively work together in the interests of the BID area to identify ways in which crime can be reduced in the area as well as identifying new initiatives which will help traders and businesses be more aware of how they can help themselves prevent reoccurrence. As specified certain areas may become vulnerable that others within the BID area.

As part of the patrol strategy, regular contact will be made with the coordinators and any such person relevant e.g., business wardens. Such contact can be for sharing intelligence between partners, (as well as other methods described above) joint patrols or events. Contact will be maintained through the Manor Royal business watch scheme and other formal or informal meetings where there is a specific policing purpose.

I, the undersigned, on behalf of Sussex Police agree that the contents above reflect the service which is provided to the BID area today. Changes made will be in line with the rest of Sussex Police priorities and resource implications.

External influence can affect the service provided by Sussex Police, but I will endeavour to provide the best service possible to the people of Sussex, within the allocated organisational budget

Date.... 18/10/2022

Signed... B Starns

- Chief Inspector Ben Starns CS609