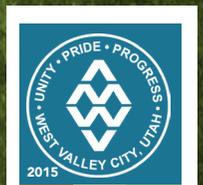


*Together we
can make a
difference!*

Neighborhood Watch *Leaders Handbook*





MISSION STATEMENT

The West Valley City Neighborhood Services Office strives to preserve, improve, and revitalize neighborhoods by helping residents access City services. An emphasis is placed on partnerships between residents, business owners, elected officials, Police and City employees to build and preserve clean, safe neighborhoods that reflect the diversity of the City's population.

West Valley City
Public Relations Department
Neighborhood Services Office
3600 South Constitution Boulevard
West Valley City, UT 84119

(801) 963-3285
neighborhoods@wvc-ut.gov
www.wvc-ut.gov/neighborhoods



WEST VALLEY CITY

Neighborhood Watch

www.wvc-ut.gov/neighborhoods

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Neighborhood Watch is a group of residents who meet regularly to accomplish goals in their neighborhood. It is about neighbors getting to know one another and building a strong and united neighborhood. We all want to live in a friendly, safe, clean environment. Neighborhood Watch is one tool to help.



CHAPTER 1

WHAT IS NEIGHBORHOOD WATCH?

1. A crime prevention program where neighbors “look out for each other.”
2. A crime prevention program that encourages neighbor participants to get to know each other and their routines so that any out of place activity can be observed, recognized for what it is, reported, and investigated.
3. A crime prevention program that teaches participants techniques to reduce the risk of being victimized at home, in their vehicles, and in public places.
4. A crime prevention program which trains participants on the importance of recognizing suspicious activities and sounds, evaluate them, and then how to properly report them.
5. A crime prevention program which teaches participants how to make their homes more secure, to properly identify their property, and how to “look out for each other.”
6. A cohesive body of concerned, involved, neighbor participants addressing many issues that concern their area and the entire community.

What are some objectives of Neighborhood Watch?

1. Maintain a cooperative system of surveillance over one another’s property, children, etc.
2. Report suspicious activity, suspicious persons, or crimes in progress accurately and immediately to the police.
3. Mutually assist and encourage the attainment of home security surveys, crime target hardening procedures, property marking activities, comprehensive crime prevention awareness, and elimination of the opportunity for crime.
4. Maintain a continuing system for the dissemination of information and educational materials relative to self-protection and criminal awareness and adjust program emphasis in accordance with the most current information.
5. Encourage neighbors to report crimes and come forward as witnesses of criminal activity.
6. Assist and support victims of crime.
7. Help elderly or debilitated citizens and children protect themselves from becoming crime victims. Advocate and push for additional projects to protect these special groups of persons whenever necessary.

It will be important to identify some of your goals before you ask others to form a neighborhood watch. Goals for improving your neighborhood may include:

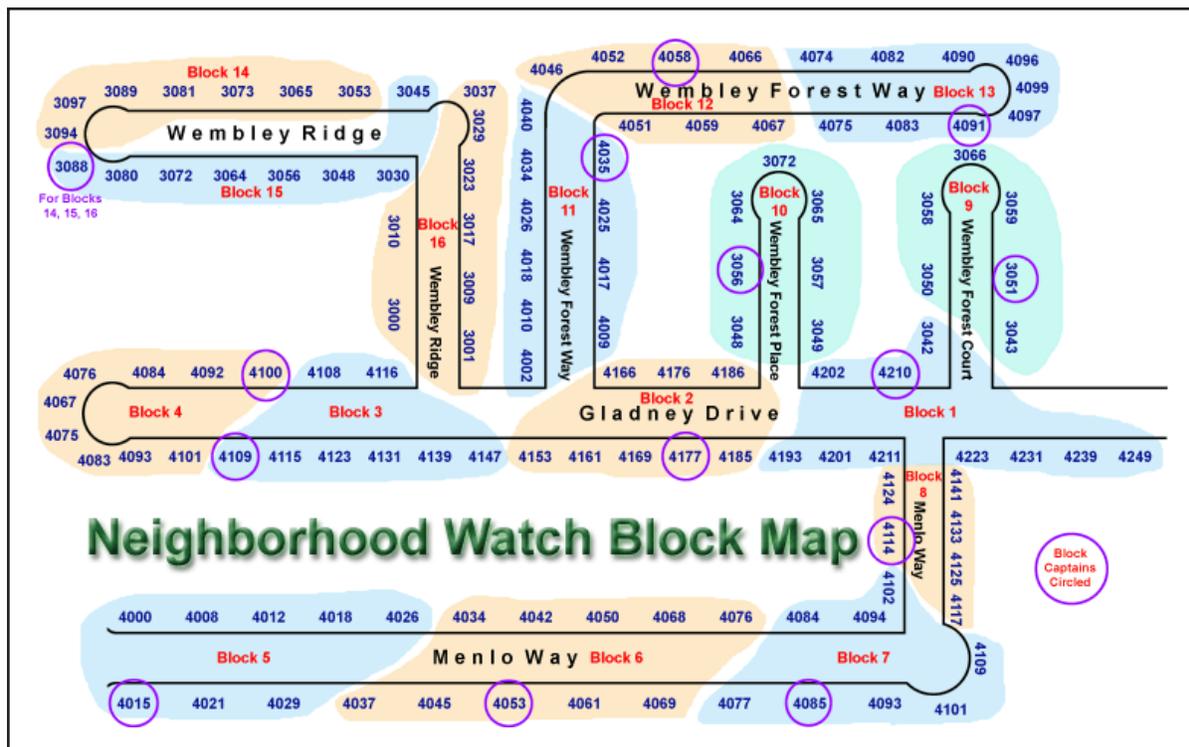
- helping neighbors get to know each other by holding social events
- making physical improvements such as installing community signs
- holding regular neighborhood clean-ups
- reducing crime
- forming a mobile patrol
- organizing opinions to share with government representatives

The key to success in any neighborhood watch program are the participants' willingness to "LOOK OUT FOR EACH OTHER" and the ability of each individual participant to observe and recognize what is suspicious, and immediately reporting it.

The availability of an unlimited number of neighborhood watch participants on a 24 hour a day, seven days a week, tremendously multiplies the effectiveness of the West Valley City Police Department's effort to prevent crime.

Observation takes many forms. From your home, a mobile home, apartment, or condo, determine your best observation point. From your automobile, you can observe both the road and other activities. Many people walk or jog as a daily routine, going to and from the store or work, or for their own physical fitness. Observation and recognition skills play a large part of your mutual protection. What ever your means of observation, use your head to determine if what you are observing is suspicious. Remember, observations are not only made by sight, but also from sounds and smells.

Recognition is of equal importance. Learn how to get a good description of the suspect, identify their vehicle, their method of operation and their activity. Recognize that when your neighbor is away on vacation, a stranger should not be coming in and out of their house. Recognize what is routine, and what is suspicious.



Example of a Neighborhood Watch map showing block areas.



CHAPTER 2

HOW TO GET STARTED

Like any city, West Valley City has its share of crime. To combat this problem, citizens in communities across the City are banding together to fight crime through Neighborhood Watch programs. Unfortunately, there are still a large number of areas left unprotected. If yours is one of them, this guide will help you to organize your own Neighborhood Watch.

1. Define the neighborhood

Determine the area your Watch group will cover. Keep in mind that the bigger the area, the bigger the group will be. That means you will need a larger space for meetings, more materials for fliers, more time to organize, etc. Current groups range in size from 12 to 500+ homes. It is recommended that groups not be over confident at first and stick to a group of no more than 100 homes.

Boundaries might be roads, canals, vacant property, etc. You may want to contact the Neighborhood Services Office for help in setting your boundaries. Also keep in mind that there may be existing neighborhood watch groups near you. You may be able to merge with them or work together as partners on common problems. It is also recommended that groups be kept under 100 residences if possible. Select a neighborhood watch name, it can be as simple as a street name, or more creative. This helps give you a neighborhood watch group with an identity.

2. Secure a meeting spot

If your Watch only covers your street, meetings can probably be held in a private home. If your area is much bigger, you may need to obtain permission to use a library, school or church in the area. For registered groups, meeting rooms in City owned facilities is possible.

3. Identify crime in your area.

No area is completely free of crime and knowing just what crimes you are up against will greatly improve the chances of a successful Watch. Crime statistics will help you in creating your Watch group. Visit www.wvc-ut.gov/crimemap to view statistics in your area.

4. City support

Get help from the West Valley City Neighborhood Services Office. Contact the West Valley City Neighborhood Services Office, (801) 963-3562 or neighborhoods@wvc-ut.gov, to set up times to host Neighborhood Watch Meetings and get contact information for the West Valley City Police Department Community Response Unit Officer assigned to neighborhoods in your area of the city.

5. Recruit neighbors

Start your neighborhood watch group by finding a core group of people who agree to meet regularly. Ask some neighbors you already know. Then knock on doors of some you don't know and explain why you want to form a neighborhood watch. When you find five to ten people who are interested, schedule a meeting at someone's house, or at a school, church, library, or other central location. It is a good idea to set up the meeting quickly before people lose interest.

The most effective way to get others involved is to convince them that there is a real need for a Watch. Many people erroneously believe that they live in a safe neighborhood. Using your data on crime for your location, you can effectively convince your neighbors to participate. It is also important to remember that in cases where crime may be low, Neighborhood Watch can be effective at keeping it that way.

6. Select leadership

From the start, it is important that the association have a chairperson and a recording secretary. Volunteers may be sought. At first these positions are only temporary. When block captains and other leadership is selected, these tasks are carried out by people chosen by the group. Some blocks elect leaders at the first meeting. Others decide to wait a short time until they get to know each other better.

Chairperson and Vice-chairperson

- Usually this is the person who spends the time and effort getting the meeting together.
- Conducts meeting according to an agenda.
- Maintains a respectful and orderly process.
- Organizes activities and delegates responsibilities.
- Responsible for no more than 10 block captains (100 homes).
- Completes chairperson and group registration forms.

Secretary

- Takes written or recorded minutes of the meeting.
- Takes roll at meetings to record names, addresses and phone numbers of those in attendance.
- Compiles neighborhood newsletter.

Block Captain(s)

- Are responsible for the organization of the members of the block and serve as a representative of their block.
- They are a communication link between the chair and those on their block.
- Attends regular meetings prepared to present issues in their area.

7. Stay active

Set up regular meetings to receive new tips and updates from the police department. Throughout the year, touch base with your neighbors and encourage them to remain active. While it takes diligence and hard work to bring it all together, organizing a Neighborhood Watch can be a very effective way to reduce crime and make a difference in your community.

Develop a plan that will help your neighborhood watch make decisions and take action. Take a neighborhood inventory of issues and concerns. The plan should include:

- The reasons the neighborhood watch was formed
- The principles that will guide the groups actions
- The timing of meetings
- The guidelines for conducting a meeting
- The goals of the group and action plan



CHAPTER 3

ARE MEETINGS REALLY NEEDED?

Having regular neighborhood meetings is important. Your neighborhood meeting is an important time to communicate and plan. To be registered as an active Neighborhood Watch with the City, you are required to have two meetings every year. To help make sure it is a valuable time for you and your neighbors, certain things should occur ahead of time.

Three Weeks Before the Meeting

- Call the Neighborhood Coordinator, (801) 963-3562, and set up a date and time.
- Call your Community Services Officer and introduce yourself.
- Organize a location for the meeting (a home, library, school, club house).
- Prepare an agenda.
- Make a flier announcing the purpose, date, time, and location.

Two Weeks Before the Meeting

- Email, fax, or hand deliver the flier to Neighborhood Services.
- Specify the number of copies you need for your neighborhood.
- Pick up your fliers from City Hall, usually 24 hours after you request copies.

One Week Before the Meeting

- Call your Community Services Officer and introduce yourself.
- Deliver fliers to your neighbors.
- Encourage neighbors to talk with each other about the meeting to help encourage attendance.
- Prepare a base map of your neighborhood. Neighborhood Services can help with this request if given advance notice.

Day Before the Meeting

- Call the Neighborhood Coordinator with any last minute requests.
- Prepare name tags for everyone to wear at the meeting.

Checklist for starting Neighborhood Watch:

Needed:

- A person or group of people committed to starting a neighborhood watch.
- A planning committee to initiate the program.
- A list of what issues initially need to be addressed in your community.
- A means of communicating with the residents, eg. email, fliers, phone tree.
- A way to publicize the initial Neighborhood Watch meeting.
- A meeting agenda to keep things moving and on track.
- A place to meet - resident's house or apartment, library, school, or City facility.
- A Neighborhood Services representative and/or Community Services Officer to discuss issues and to help train residents.
- A map of the neighborhood with space for names, addresses, and phone numbers of all households.
- Brochures or other materials on topics of interest to the residents.
- A sign-up sheet for those interested in becoming block or building captains.
- Facts about crime in your neighborhood. (The assigned Community Services Officer can be of assistance in obtaining a copy of the crime statistics for your neighborhood.)

To add excitement:

- Mix business with pleasure - allow attendees time to socialize.
- Seek out neighborhood go-getters - civic leaders and elected officials - to be your advocates and mentors.
- Work with existing organizations such as citizens' associations, tenants' associations, and home owners associations.
- Provide speakers on topics of community interest.
- Link crime prevention into activities promoted by other groups: child protection, anti-vandalism projects, community service, arson prevention, recreation activities for young people.
- Start a neighborhood newsletter
- Arrange for McGruff to make a surprise appearance at a meeting.



CHAPTER 4

HOW TO HOLD MEETINGS

Positive meetings that residents find interesting keep them coming back. Meetings that follow an agenda and allow residents to speak show them that they are respected and valuable members of the neighborhood. Meetings are required, but should ALWAYS have a purpose and show that the group is making a difference .

People are more likely to attend meetings when they are organized, brief, useful and in a convenient location. Set the time, date, and location by consulting with the core group members. Plan the meeting to last no longer than one or two hours.

Pick a place that is centrally located and familiar to your neighbors, such as a home, school, church, library, or City facility then remind them of the time and date by phone, letter, email, or flier. Before the meeting begins, arrange the tables and chairs and place any handouts near the entrance of the room. Be sure to test any equipment such as projectors or computers before the meeting starts. A person at the door greeting attendees can help make those nervous about attending more comfortable.

Sample Agenda Items:

1. WELCOME AND INTRODUCTIONS

Name tags may be helpful. This part of the meeting should be fun and encourage a spirit of togetherness. Ask people to say their name, where they live and what they like best about living in the area. It is important to keep this short to allow time for the agenda items.

Remember: City Officials and Staff are invited guests of YOUR meeting. To begin the meeting, introduce your guests.

2. ESTABLISH MEETING GUIDELINES

Have the group decide on the rules for the meeting. Sample guidelines might include:

- Only one person should speak at a time
- Stick to the agenda
- Begin on time and end on time
- The group decides to operate by a process where everyone can support the group's decisions
- Focus on the future, not the past

3. DISCUSS ORGANIZATION (usually done at the first meeting)

Discuss what you would like your neighborhood watch organization to look like. You may find that this discussion needs to come after you've decided on the concerns or issues you wish to organize around. The more complex or involved the issues, the more likely a fairly structured organization will be necessary.

- Have the group list several different possibilities from nothing to very structured
- Identify the characteristics your organization will need to have to address your concerns or ideas
- Decide what kind of structure will fit your needs

At this point, it may be time to discuss how you will identify or select people to fill the positions you decide to create. Remember: The role of the Neighborhood Watch Chair is to be a facilitator, not a dictator.

You will want to elect someone who can bring people together in a constructive, positive way that includes everyone in the neighborhood. This is not a political campaign - it is a campaign to bring people together. Feel free to postpone this until a later meeting as long as someone is willing to be responsible for running the next meeting.

Before the officers are selected, it may be helpful to decide on the length of time the commitment will be for. You may even decide to rotate the responsibility of conducting neighborhood meetings just as long as it's clear who will follow through.

4. IDENTIFY MAIN ISSUES OF CONCERN

Give everyone an opportunity to voice their concerns. You will find that what matters most to one person may not be as important to another. An easy way to develop consensus about what people's concerns are is to use the following steps. By separating the generation of ideas from the evaluation of ideas, people are less likely to need to defend their own ideas and are able to judge all suggestions against an agreed upon standard.

List as many ideas, concerns or problems as possible. Do not evaluate them now. Not all issues need to be negative. They can be framed in positive ways, thus building trust and communication between neighbors.

Examples:

Emergency preparedness, junk cars in yards, graffiti,
people don't know their neighbors, loose pets

Identify the characteristics of a neighborhood issue.

Examples:

It involves many people on the block
Most people in the neighborhood feel strongly about it
It can be clearly defined or described
It deals with something that can be accomplished

Evaluate the list of ideas, concerns or problems using the characteristics agreed upon for a neighborhood issue.

Example:

Gang activity/graffiti
Drug house
We don't know each other well enough
Children don't have enough supervision

What may be a concern for one block may not be for another. If your list is short, you may not need to prioritize which issues you will need first. If you have several concerns you may want to start with the issues that are the most important to the most people present and will therefore be acted on before other problems are tackled. Every problem a neighbor has cannot be considered a block issue. Some



problems are too personal. A neighborhood organization that gets sidetracked into working on an individual's personal problem risks losing the support of many of its members.

Once the most important concerns are decided upon, your neighborhood has an "agenda of action" or a list of things to solve or to change. It is best to begin with only one or two projects and not try to do too much at once. Slow but steady is an important guideline of neighborhood organizing. That means to follow through on whatever tasks you undertake and don't do too much.

It is important to keep this part of the meeting moving along. You don't want all your time spent on identifying problems, you want to leave enough time to develop solutions and make assignments so that people leave having accomplished something and having a job to do.

5. IDENTIFY SOLUTIONS AND MAKE PLAN

- Select the most important concern to begin
- List as many solutions to the problem as possible, but don't evaluate them now
- Identify the characteristics of a good solution
- Now evaluate the solutions that match the criteria and decide which of the solutions the group will undertake
- Ask who would be willing to work on proposed solutions
- Set time frame for reporting back

If your group is larger than seven, break into groups of four to seven and identify solutions and characteristics of a good solution. Then have representatives from each group share what they came up with. Combine the lists and eliminate duplications.

If time runs short, you may need to ask for work on possible solutions to be done in committees that would report back at the next meeting. Each committee could be assigned a different concern to work on.

6. SUMMARY AND CONCLUSION

- Review any decisions about the structure of the neighborhood organization
- Review neighborhood concerns agreed upon by the group
- Review solutions agreed upon and assignments accepted
- Clarify who will distribute minutes of the meeting to the neighborhood
- Set the time for the next meeting or activity
- Thank everyone for their time and attendance.

If you and your neighbors have decided to work together as an organized group, have discussed matters of shared concern, begun working on solutions to those concerns, made specific assignments for people to follow up and have set a date for the next meeting or activity, you can consider this first meeting a huge success.

OUR NEIGHBORHOOD Neighborhood Watch Start Up Meeting

AGENDA

Thursday, November 16, 2009

- 6:45-7:00 pm Socializing - Meet Your Neighbors
Refreshments
Sign-in Sheet
Name Tags
- 7:00-7:15 Welcome and Introductions by Neighborhood Leader
- 7:15-8:15 Neighborhood Watch Training and Presentation
West Valley City Neighborhood Services Office and
West Valley City Community Services Police Officer
Why Neighborhood Watch?
Neighborhood Watch Organization
Expectations and Guidelines
Participant Packet
Questions and Answers
- 8:15-8:30 Block Captain Recruitment
Conclusion and Thank you
Socializing
Refreshments

Neighborhood Leader
Contact Name, Phone Number
Email Address

WVC Neighborhood Services Manager
Craig Thomas, 801 963 3285
craig.thomas@wvc-ut.gov

WVC Community Services Police Officer
Name, Phone Number
Email Address



The Neighborhood Services is able to assist with creating agendas, newsletters, and other print materials for your neighborhood.



CHAPTER 5

THE IMPORTANCE OF COMMUNICATION

Communication is key! Many groups with poor communication fail within the first year. Sharing information is a great way to build a sense of community in your neighborhood. In other words, communication is KEY to the success of your neighborhood watch group. Here are some suggestions on how to get the word about your neighborhood watch group out:

- Publish a neighborhood watch newsletter on a regular basis. You compile the newsletter and the Neighborhood Services Office will make photo-copies to be distributed by the block captains.
- Announce your meetings and events in area newspapers, schools, churches, clubs, etc.
- Distribute fliers door to door.
- Distribute a neighborhood survey (and the results) by mail, phone, or door to door.
- Ask permission to place notices, posters or fliers in laundromats, libraries, supermarkets, restaurants, local businesses, and waiting rooms, etc.
- Send letters
- Use a phone or email tree



Valley View / Hunter Hills Neighborhood Watch

MEETING UPDATE - APRIL 13

Neighborhood Watch members met at JoAnne Steele's home on April 13 with City Councilmember At-Large Corey Rushton, who was there to answer questions from the group. Those in attendance appreciated his willingness to answer questions and discuss the issues facing West Valley City. Thank you to the Steele's for their hospitality.

MEETING UPDATE - MAY 8

A large meeting was held for the neighborhood on May 8 at the West Valley City Community Preservation Building (Animal Shelter) in the community room. With Hunter Library being closed for remodeling, a different location was needed.

Mayor Ron Bigelow spoke with the group about the state of the City and took questions from those in attendance. We are grateful for him taking time to meet with our neighborhood members.

We are also grateful to those who were able to attend this great meeting.

KNOW YOUR NEIGHBORS

Make a point of trying to get to know ALL your neighbors. Then we can get a better sense of when something doesn't seem quite right—someone hanging around who doesn't seem to have a reason, for example, and call the police non-emergency dispatch number to report it at (801) 840-4000.



GRAFFITI

There are several ways to report graffiti in the city. Please report graffiti as quickly as possible.

- The hotline number to leave a voice mail message with is (801) 963-3467.
- You can also send a text message with a photograph to (801) 509-2702.
- You can also email graffiti@wvc-ut.gov.

The quicker graffiti is removed the less likely it is to reappear!

ILLEGAL SIGNS

We have all seen "Yard Sale" or "We Buy Houses" signs along the sides of the street, nailed to a power pole or taped to a street light. These signs are almost always considered illegal by the city. Please help us keep our neighborhood clear of these signs. Wait for a couple days, and take them down, it only takes a moment of our time. You can also report these signs to Code Enforcement at (801) 963-3289.

PRESCRIPTION MEDICATION DISPOSAL

Keeping old or unused prescription medications in our house can be hazardous. It is best to SAFELY dispose of these drugs so they can not do harm to our loved ones. The city has 2 safe disposal locations available to the public.

Public Safety Building
3575 South Market Street
Monday - Sunday
7:00 am - 9:00 pm

Police West Substation
5315 West 3100 South
Monday - Thursday
7:00 am - 5:00 pm



We look out for each other!

Newsletters are an important communication tool and should be made available to residents in multiple formats (print and electronic). Contact the Neighborhood Services Office for help.



CHAPTER 6 CITY RESOURCES

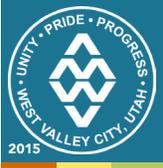
There are resources available for active and REGISTERED neighborhood groups. Below is a sampling of some of the resources available. If you have specific requests for items not on the list, please contact the Neighborhood Services Office to discuss what might be available.

- Free black and white photocopies of neighborhood newsletters, meeting announcements, etc.
- Free door hanger bags (availability may vary).
- Free Crime Statistics upon request.
- Free information brochures.
- Free installation of Neighborhood Watch signs. Signs may be purchased by registered groups at the bulk rate cost to the City. Groups in Community Development Block Grant (CDBG) areas can request free signs if funding is available. Contact the West Valley City Neighborhood Services for more information.
- Free Neighborhood Watch window stickers.
- Free trainings on various topics upon request.
- Neighborhood Watch yard signs to promote meetings may be checked out from the West Valley City Neighborhood Services Office.
- Assistance with street closure requests for neighborhood block parties. Barricades may be checked out from the West Valley City Neighborhood Services Office.
- Free meeting room space in City owned facilities.

TIP

Photocopying Policy

- *Neighborhood fliers, letters, and newsletters only*
- *Copying will be completed 24 hours after receipt of original. If the copying job is exceptionally large we may need 48 hours to complete. Please call ahead of time. Copying requested on Thursday will be ready on the following Monday.*
- *Originals may be hand delivered, faxed, or sent by email to the Neighborhood Services Office.*
- *Neighborhood Services staff reserve the right to request that the wording of your document be changed prior to copying.*



Essential City Phone Numbers

West Valley City Hall
3600 Constitution Blvd | WVC, UT 84119
www.wvc-ut.gov

Animal Services	(801) 965-5800
Building Inspections	(801) 963-3283
Business Licensing	(801) 963-3290
City Hall	(801) 966-3600
Code Enforcement	(801) 963-3289
Family Fitness Center	(801) 955-4000
Graffiti Hotline	(801) 963-3467
Harman Senior Recreation Center	(801) 965-5822
Housing Authority	(801) 963-3320
Neighborhood Services	(801) 963-3562
Non-Emergency Dispatch	(801) 840-400
Parks & Recreation	(801) 955-4000
Planning & Zoning	(801) 963-3312
Police Community Response Unit	(801) 955-3797
Police Tip-A-Cop Hotline	(801) 963-3459
Sanitation & Garbage Services	(801) 955-3720
Storm Water & Sanitation Billing	(801) 963-3334
Street Repairs & Snow Removal	(801) 955-3720
Street Lighting & Street Signs	(801) 955-3720
Victim Services	(801) 963-3223



CHAPTER 7

BEING A COMMUNITY LEADER

A leader is a person who helps to guides and stimulate others to take an active role in their neighborhood. As a leader you are also a facilitator, encourage your neighbors to communicate in a positive and productive manner.

Part of the job as a neighborhood leader/organizer is to identify and develop current and future neighborhood leaders. People in leadership positions are responsible for coordinating the activities of a group, including activities designed to help the group achieve its goals and to help members stay together and feel good about working together.

It is important for leaders to involve all group members in the decision making process and to be sure everyone is heard before the group votes on an action or makes a decision. The qualities of good leaders include flexibility, the desire to listen and consider the opinions of others, the ability to clearly state goals and expectations, and a willingness to acknowledge the contributions and achievements of other people.

The task of recruiting and developing leaders should be an ongoing activity for all members of the neighborhood association. Sometimes leaders are reluctant to share authority or delegate responsibility, but that hurts the group in the long run. Eventually these leaders may burn out and no one will be available to replace them. Part of being a good leader is helping others to grow into leadership roles as well.

Develop Leaders

- Search for many potential leaders, not just one or two
- Encourage people to switch tasks and discover their strengths
- Remind members to be open to change
- Bring in new neighbors
- Encourage people to communicate in a positive and productive manner

Avoid Leader Burnout

- Delegate responsibility; match members' personal needs with the needs of the group
- Break big jobs into small parts and assign to different people
- Encourage teenagers to get involved in association activities
- Focus on goals and achievements, NOT on personalities

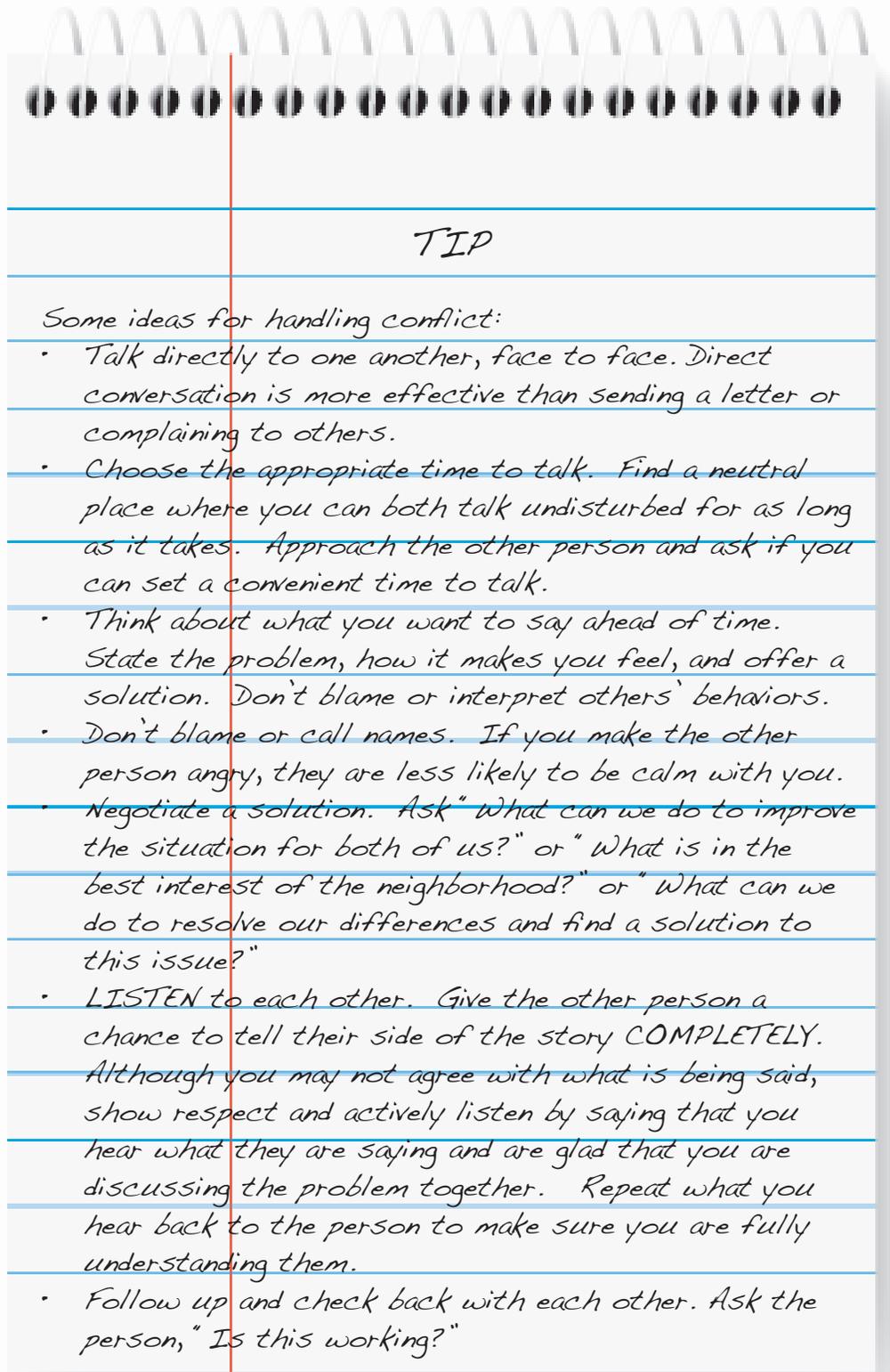
When Neighbors Disagree

Neighbors will disagree. When problems occur, encourage open and respectful discussion among neighbors. Be patient and listen. Remember that negativity will hinder your groups ability to be productive. You want a united neighborhood.

Neighborhood associations, like any group of people, can run into problems with personality conflicts, burnout, and leadership issues. When problems occur, encourage open and respectful discussion among neighbors. One way to avoid conflict is for association leaders to invest time in consensus building before key votes or decisions are made.

Consensus building is a process in which groups of people who disagree are encouraged to share information and negotiate to reach the goals of the neighborhood association. Each member of your neighborhood should be asked for their opinion and each should be willing to accept less than everything they want in order to help the group move toward its goal. A majority vote does not represent a consensus. Instead, the most acceptable alternative for all neighbors should be offered and explained. This approach requires neighbors to be flexible and willing to accept less than everything they might want.

Some people try to avoid dealing with conflict because it makes them uncomfortable, and some people try to approach conflict as if they were in a battle, determined to win. But it is best to address conflict immediately so it will not damage personal relationships or the organization. Many disagreements can be resolved with negotiation. Disagreements among neighbors can be an opportunity for growth, change, and new understanding.



TIP

Some ideas for handling conflict:

- Talk directly to one another, face to face. Direct conversation is more effective than sending a letter or complaining to others.*
- Choose the appropriate time to talk. Find a neutral place where you can both talk undisturbed for as long as it takes. Approach the other person and ask if you can set a convenient time to talk.*
- Think about what you want to say ahead of time. State the problem, how it makes you feel, and offer a solution. Don't blame or interpret others' behaviors.*
- Don't blame or call names. If you make the other person angry, they are less likely to be calm with you.*
- Negotiate a solution. Ask "What can we do to improve the situation for both of us?" or "What is in the best interest of the neighborhood?" or "What can we do to resolve our differences and find a solution to this issue?"*
- LISTEN to each other. Give the other person a chance to tell their side of the story COMPLETELY. Although you may not agree with what is being said, show respect and actively listen by saying that you hear what they are saying and are glad that you are discussing the problem together. Repeat what you hear back to the person to make sure you are fully understanding them.*
- Follow up and check back with each other. Ask the person, "Is this working?"*



CHAPTER 8

PLANNING A SUCCESSFUL BLOCK PARTY

Sharing information is a great way to build a sense of community in your neighborhood. And what better way to promote neighbors getting to know one another and sharing information than to have a block party? A block party can be less intimidating than a business meeting and often helps get more neighbors involved.

Block parties are a great way to promote neighborhood unity. Block parties give neighbors a chance to meet one another in a relaxed setting. To hold a successful block party you need to do some advance planning. West Valley City encourages neighbors to throw block parties, this section is designed to help make the planning easier.

Your neighborhood organization should start thinking about dates, activities, and supplies a couple of months, or on shorter notice, a couple weeks ahead. Start by enlisting the help of neighbors. Find out how they can help, and what they can supply. Try to involve as many people as possible, and make sure everyone stays in touch with one another.

Neighborhood events can be held in backyards, neighborhood parks or on the street. You can make your block party just about any shape or size. Successful block party planners will invite the whole neighborhood. Activities could include live music, helium balloons, face painting and lots of food. Other popular activities include sporting events like softball, volleyball, basketball, flag football games or tournaments. Tug-of-wars, water balloon tosses, egg tosses, and relay races allow for participants of all ages. Some neighborhoods choose to have cook-offs, cookouts, BBQ's or pot luck dinners. Visits from police and fire departments, parades, flashlight walks, contests and watermelon busts are also popular.

Some people will come in response to fliers and posters, others in response to the sounds and smells of the event itself. Block parties can be themed, wrap up a block cleanup or service project, after a block garage sale, there are many reasons to have an activity.

Whatever the nature of your first activity, the next will be much easier to organize. For some neighborhoods, activities become important annual events. Whatever you do, be sure to include everyone. If you have businesses near your neighborhood, be sure to include them as well, they may even be interested in helping to sponsor the event.

Some extremely successful block parties have been catered because of donations. Have a service raffle with donated prizes being things that neighbors can do for one another like mowing a lawn or washing a car. Or raffle off prizes that people in the neighborhood or businesses donate. One thing to remember, have a good time and involve everyone.

Benefits

- 1. SAFETY** - You and your neighbors can actually increase the safety of your neighborhood just by getting to know each other. You can exchange telephone numbers and keep an eye on each other's property. You may also want to join the Neighborhood Watch program, if you have not already done so, which is a great way to reduce crime in your neighborhood.
- 2. ADDRESSING ISSUES** - Block Parties allow for neighbors to come together and address key issues in their neighborhood that need to be attended to. By working together, your group can successfully take care of problems that are affecting the neighborhood.
- 3. SHARING WITH NEIGHBORS** - Your neighbors have a wealth of knowledge that they may be able to share with you. We can all learn from each other by connecting with each other. We are creating an exciting opportunity to learn something new! By getting together with your neighbors, you are creating a sense of belonging to your neighborhood, which is an important aspect of building safe and positive communities.
- 4. BEAUTIFICATION** - Neighbors in West Valley City have a wonderful opportunity to participate in the beautification of their City. Neighborhood beautification projects can be performed collectively or you can gather your neighbors together to adopt a local area or park for a beautification program. Contact the Parks Department at (801) 955-3715 for more information.

You can also organize a neighborhood clean up by contacting the Public Works Department and making arrangements to have garbage dumpsters delivered to your neighborhood. Contact the Sanitation Division at (801) 955-3723 for more information.

- 5. FUN** - Having fun in your street and local parks is a wonderful experience that children and adults will enjoy and hopefully create lasting memories. Playing games such as road hockey or frisbee together can help break down barriers and build lasting friendships.
- 6. HARMONY** - By having a Block Party, you and your neighbors can help to reduce conflict in your neighborhood. If there is a difficult situation brewing, you can successfully deal with the situation as a group. By providing an opportunity for communication, you are on the path to a resolution to the problem.



Planning

Gather a few neighbors together who are interested in organizing your event. Think of the planning process itself as an opportunity to have fun and make some lasting friendships. Try to involve neighbors you do not know well and who know other neighbors you do not know well. Most important, do not stress over planning the perfect party, sometimes the most casual events are the most fun. If there are people in your neighborhood who speak a language other than English, try to find a translator who can help you to reach these neighbors. This will help to bridge the language barrier. This is a great opportunity to meet people of different cultures and backgrounds!

- 1. WHEN** - When choosing a date, try to look ahead 4-6 weeks in advance to allow plenty of time for planning, notifying neighbors, and obtaining a permit (if needed). When deciding a time, take into consideration your neighbors schedules, in general, mid afternoon and evenings work best for most people, especially on a weekend or holiday. Respect your neighbors, try to keep the noise down after 10:00 at night.
- 2. WHERE** - Choose a location that makes sense for your neighborhood. You may be able to close off the street in front of your block if you want to hold activities right in the street. If you want to close a street, you will need to get a free Street Closure Request from the West Valley City Neighborhood Services office. If you want to hold the party in yards and don't want to close a street, the City does not require permits. Despite the permit requirements, closing a street does have the advantage of making your party feel like a true block party rather than a private event. In case of stormy weather, an alternative location may also want to be considered as a back up.
- 3. MENU** - A party simply isn't a party without food! All the other activities you plan may take a back seat to the food. Invite your neighbors to bring a favorite dish, drinks, desserts, etc. Just because your planning the event does not mean you need to provide all the food.
- 4. ACTIVITIES** - You may want to include some games and activities. Some block parties come at the end of a block cleanup, a block garage sale, or a day of tree-planting; others have a theme such as National Night Out Against Crime, the Fourth of July or celebrating some real (or made up) neighborhood anniversary.
- 5. INVITATIONS** - Hand out invitations with all the appropriate information to your neighbors. You can have free copies made at West Valley City's Neighborhood Services Office. A couple of days before the event, put up posters in your neighborhood to remind everyone that the Party is coming!

Set-up

- 1. ARRIVAL** - Plan this for approximately one hour. Have everyone make their own name-tags and have an informal activity and/or duty for all. Duties could include:
 - assisting at the name tag table
 - coordinating each activity area
 - organizing food table
 - setting up BBQ's
 - setting up the seating/picnic area
 - act as hosts to introduce both adults and children
- 2. SET-UP** - Have the areas for food, seating, music, games, and little ones etc. designated before your neighbors arrive. You may want to put signs out designating the areas. Place garbage containers in strategic locations. If you will be closing a street, you will need to turn in a request form and follow the directions to pick up barricades.
- 3. PARTY SCHEDULE** - After everyone has arrived, announce the day's events and any housekeeping items you need to share. Often mealtime follows announcements, then your planned activities and/or speaker. The latter half of the party is often informal visiting amongst neighbors until cleanup and take down . Observe neighborhood courtesies. Remember to make your block party a positive experience for all of your neighbors, even if they choose not to attend. Make it easy for neighbors to get out of their driveways and through the streets. Keep noise levels low, end the party by 10:00 p.m.
- 4. CITY RESOURCES** - The City is your neighbor, and we'd like to be invited to your party too! Beat officers who patrol your neighborhood always enjoy stopping by just to say hello, and to let kids have their pictures taken with a police car. The City can also provide speakers on a wide variety of topics, from open space to the arts to emergency planning. If you have a request for your event, please ask, we may be able to find the resources you are looking for.



Activity Ideas

Suggestions for Informal Activities:

- fill out a questionnaire about issues of interest, cuttings they may want to share, other neighborhood activities, book club, shared cooking, etc.
- help to decorate the area
- have a craft table for children
- fill out a quiz about the neighborhood or any fun trivia

Activities for the Young-at-Heart:

- Street hockey, street soccer, basketball, volleyball, badminton, 3-legged race, etc
- Cardboard box-castle construction for the very young to build, play in, paint, and explore (Check out appliance stores for boxes that can be donated!)
- A bike decoration contest
- Face painting, and/or balloons
- A magician or clown
- Story telling for the very young
- A treasure hunt

Activities for Adults and Teens

- Free Book Exchange Table
- Ideas Exchange Table for suggestions about improving life on the block (e.g. ideas for a walking group, sketching group or study circle)
- A "Needs" and "Wants" Table where teens can find employment, (e.g. baby sitting, lawn care and gardening services, dog-walking, shopping services.)
- A History Table, with a display of the block from years gone by, remembering former neighbors and celebrating new ones.
- An Emergency Preparedness Table, with information about Neighborhood Watch, Earthquake preparedness, etc.
- A Plant Exchange Table where neighbors can bring seedlings from their gardens to swap.
- Consider holding an evening street dance, a country dance with a fiddler and caller, with straw on the road and straw bales to sit on, or a swing dance and street ballroom dancing. Atmosphere after dark is important, consider stringing Christmas lights around the perimeter of the party, and candles for the tables.

The most important thing is for everyone, no matter what age, or what condition, to feel welcome and a part of the neighborhood and the party. The name-tags help. You may want to consider putting the parents' names on the bottoms of children's name-tags. If a neighborhood member cannot attend because he or she is bedridden, select small delegations to bring in food and conversation.





CHAPTER 9

PARTICIPATING IN NATIONAL NIGHT OUT

West Valley City residents have a long history in participation in National Night Out. Participation in this program has brought national recognition to West Valley City. A positive and enjoyable way to meet neighbors and strengthen your neighborhood.

National Night Out is traditionally held on the first Tuesday in August. West Valley City also provides several opportunities for the public to learn more about crime prevention through out the month of August by hosting a kick off event and concert the night before as well as safety fairs and training workshops throughout the month of August.



National Night Out is designed to:

- Heighten crime and drug prevention awareness.
- Generate support for, and participation in, local anti-crime programs.
- Strengthen neighborhood spirit and police-community partnerships.
- Send a message to criminals letting them know that neighborhoods are organized and fighting back.

Along with the traditional display of outdoor lights and front porch vigils, West Valley City neighborhoods celebrate National Night Out with a variety of events and activities, such as:

- Block parties
- Cookouts
- Visits from Police, Fire, and City officials
- Parades
- Bike rodeos
- Concerts
- Contests
- Safety Fairs

National Night Out has proven to be an effective, inexpensive and enjoyable program to promote neighborhood spirit and police-community partnerships in our fight for a safer community.

To get registered with West Valley City or for more information, please contact the Neighborhood Services Office or visit www.wvc-ut.gov/nno.

You can also get more information about National Night Out by visiting the National Association of Town Watch website at www.natw.org.

Remember, **ANY ONE CAN PARTICIPATE!** This is a low cost activity that can bring a great deal of unity to your neighborhood.

NEIGHBORHOOD WATCH MOBILE *PATROL*



We look out for each other!



WEST VALLEY CITY
Unity Pride Progress





CHAPTER 10

MOBILE PATROL PROGRAM

Neighborhood Watch Mobile Patrol is a group of trained citizens who want to stop crime in their neighborhoods by being the “eyes and ears” of the West Valley City Police Department by driving the streets of their neighborhoods. Like the traditional neighborhood watch, mobile patrol groups report any crime and suspicious activity to the Police and their neighbors. The purpose of citizen mobile patrol is to assist in deterring crime. Patrol members should report crimes and suspicious activity to the Police. These citizens can also educate their communities in good safety practices.

Successful efforts to combat crime requires the cooperative efforts of police and citizens. The police simply cannot be everywhere. For this reason, success in fighting crime is dependent on citizen cooperation and assistance. Many crimes might never be committed if citizens were more alert to suspicious activity and notified the police immediately.

Mobile Patrol kits will be made available through the Neighborhood Services Office. Materials will be checked out and are expected to be returned if your program becomes inactive. The kit will include a storage box, car magnets, documentation log, flashlight, and flood light.

Some things to remember about mobile patrol members:

1. Participants must be at least 18 years of age.
2. Participants ALWAYS patrol in teams. NEVER ALONE.
3. Participants are required to attend training provided by West Valley City a minimum of once every two years.
4. Participants do NOT have police authority.
5. Participants are responsible and liable for their own safety and actions at all times.
6. Participants should NOT leave their vehicle to confront suspects.
7. Participants can NOT represent themselves as employees of representatives of the Police or City.
8. Participants should NOT carry or use weapons such as firearms, nightsticks, mace, clubs, etc.
9. Participants can NOT consume ANY alcoholic beverage eight hours prior to or during their patrol shift.
10. Participants should ALWAYS CONSIDER THEIR OWN PERSONAL SAFETY AS THE FIRST PRIORITY.

*Together we
can make a
difference!*

Neighborhood *Registry*



Groups are encouraged to register with the West Valley City Neighborhood Services Office. Information is also online at www.wvc-ut.gov/neighborhoods



CHAPTER 11

REGISTRATION REQUIREMENTS

In order to help West Valley City track the many organizations within the City and to help encourage the greatest level of safety, an annual registration is expected. The following is a summary of the annual requirements. Failure to meet these annual requirements may result in the removal of Neighborhood Watch street signs.

Chairperson Application (once)

- A chairperson application must be included as part of your registration.
- To help ensure the safety of the residents in each neighborhood, in addition to the attached application applicants **MUST** also include a copy of their criminal history. Applicant can obtain a copy of this report from the Utah Bureau of Criminal Identification, 3888 West 5400 South. Successful applicants should have no history of sexual offenses and no other criminal convictions in the past 5 years.
- Once the completed registration packet is received by the Neighborhood Services Office, a recommendation will be made to the Neighborhood Watch organization seeking registration. **ALL** information provided is considered confidential.

Chairperson Training (annual)

- Chairpersons are required to attend one of the four annual training meetings held by the West Valley City Neighborhood Services Office.

Boundary Map (as changes occur)

- An updated boundary map must be attached as part of this application. The map should also show the locations of **ALL** existing neighborhood watch signs.

Neighborhood Meetings (annual)

- Neighborhood Watch organizations must hold a minimum of two neighborhood meetings annually. Participation in National Night Out may be substituted for one meeting.

Mobile Patrol Participation (as needed)

- Participation in the Mobile Patrol component of Neighborhood Watch requires attendance at a Mobile Patrol Training session every two years.

Annual Report (annual)

- An annual report from your organization will be due on January 15 every year. The report should include a list of your group's meeting dates and attendance numbers along with any events that have been held in your neighborhood.

*I like to see a man proud of the place in which he lives.
I like to see a man live so that his place will be proud of him.
~ Abraham Lincoln*

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Neighborhood Watch
Leaders Handbook