



Public Liability Insurance 2017-18

Frequently Asked Questions

This Public Liability Insurance has been arranged to provide relevant free cover for all recognised schemes and Neighbourhood Watch and Home Watch volunteers (NW) carrying out their roles across England and Wales. The Policy has been provided by the Neighbourhood & Home Watch Network via a grant from the UK Home Office.

Who is the policyholder?

Neighbourhood & Home Watch Network (NHWN) is the policyholder, and as such there will be only one policy number and document which schemes and associations can use as and when required.

The Policy protects: 'Any scheme recognised by an Authority recognised or verified by the Neighbourhood & Home Watch Network'. Broadly, this is the provision of a co-ordinated national network of best practice and volunteer support mechanisms within the local community.

What period of time does the policy cover?

The Policy will start on 1 April 2017 and will run until 31 March 2018.

Who is the insurance with?

Access Insurance is the broker for the policy and cover is placed with a reputable UK insurer with a financial strength rating of 'A' (Standard & Poor's).

Are all NW schemes covered?

Any NW scheme is covered which is registered or recognised with an authority recognised or verified by NHWN. As the cover is designed for typical NW schemes, should local NW organise or take part in any activity which is not usually undertaken by the majority of NW schemes, then for the avoidance of doubt you are advised to contact Access Insurance to ensure that suitable cover is in place.

Registration or verification of schemes varies greatly across England and Wales, and therefore the Policy reflects this. NHWN recognises that there are lots of different local policies and procedures for recognising NW schemes, and various organisations do this including police, local authority or constituted NW Associations.

In the event of a claim it will be for the scheme or Association to evidence how they are recognised as a NW scheme or Association in line with local policies and procedures or within their Constitution.

How do I get a copy of the policy documents?

The confirmation of cover document is available on the [ourwatch.org.uk](http://www.ourwatch.org.uk) website or by clicking here: <http://www.ourwatch.org.uk/knowledge/public-liability-insurance-certificate/>

NW Associations are permitted to circulate and upload the certificate and FAQs to local websites and communication systems, but alterations to the documents are not permitted. However, it is recommended that where possible, a direct link is made on external websites or newsletters so that if NHWN updates the documents, then volunteers can download the most recent version directly.

What does the Public Liability Insurance cover?

The Policy ensures that if any of your insured activities cause accidental injury to third parties or accidental damage to third party property then the insurer will cover claims occurring during the period of insurance for up to £10 million per claim.

Legal liability for fees, expenses, damages and claimants costs following insured injury or damage is covered. This extends to include the same arising from goods that you have supplied, sold, repaired, tested or maintained, except that installed at a third party's property.

The cover is designed for typical NW scheme activities, which are undertaken with your full knowledge, authority and under your control in line with good practice procedures, and adhering to all relevant local policies and practices.

Relevant risk assessments, DBS checks and child and vulnerable adults' policies must be in place and adhered to if relevant to the activities.

Should local NW organise or take part in any activity which is not usually undertaken by the majority of NW schemes then for the avoidance of doubt you are advised to contact Access Insurance to verify whether suitable cover is in place or whether alternative arrangements need to be made. It is advisable to confirm the situation in writing or by email.

Activities:

Typical Neighbourhood Watch organised activities such as those listed below are covered provided they are undertaken with your full knowledge, authority and under your control in line with good practice procedures, and adhering to all relevant local policies and practices and are not prohibited by any of the exclusion noted under the next heading.

- The activity of setting up Neighbourhood Watch groups in your area
- Delivering leaflets/stickers to raise awareness
- Providing updates to members
- Holding small meetings for members
- Street parties

- Putting up signs (providing that the lower edge of the sign is not less than 2.1 metres above the footway and the sign is less than 5M above ground)
- Having a stand at local events to promote the scheme

Activities with exclusions:

The sale of security items and locks to help raise funds is covered but retailing only (no manufacturing or re-branding).

The erection and maintenance of signs and posters, including whilst erecting, is covered, providing that the lower edge of the sign is not less than 2.1 metres above the footway and the sign is less than 5M above ground.

Installation of small battery operated shed alarms to deter burglars, is covered but only where involving the use of hand tools (including a power drill) provided that this is done at ground level and does not involve the use of heat.

Cover is extended for emergency neighbourly acts. Broadly, these are sudden and unexpected events which require an immediate ad hoc response and where there is insufficient time to contact Access Insurance or the insurers before taking urgent action.

For those NW groups who have come together to draw up a Community Emergency Plan, the activities around management and delivery are also covered. However, in order to be covered, you must inform NHWN who you are and send a copy of the Community Emergency Plan and associated risk assessments, to ensure that the activities are covered. Activities which routinely are undertaken by the emergency services are not covered.

The cover is also for other Wider Watches, Junior NW and Speed Watch, if incorporated into a NW scheme or Association and local policies and practices are adhered to.

There is no age restriction placed on the cover relating to Public Liability insurance.

What is not covered?

This Public Liability Policy does not provide any coverage to individual volunteers acting independently of their NW scheme, or whilst acting as a first responder substituting for the emergency services working on their own. Volunteers are advised to review whether suitable coverage may be provided to them under their personal insurance arrangements or those of the principals for whom they are acting.

As the cover is designed for typical NW schemes, should local NW organise or take part in any activity which is not usually undertaken by the majority of NW schemes then for the avoidance of doubt you are advised to contact Access Insurance to verify whether suitable cover is in place or whether alternative arrangements need to be made. It is advisable to confirm the situation in writing or by email.

As an example, if Neighbourhood Watch were to undertake to provide volunteers to marshal at an event organised by a third party then the expectation is that any necessary insurances will be arranged by the third party event organiser to include protection for the NW volunteers.

Events organised by NW must not exceed **1,000 people at any one time** (but NW may attend and be covered at larger third party organised events), and must not include activities which:

1. take place outside England, Wales, Scotland, N. Ireland, Channel Islands and the Isle of Man;
2. last longer than 48 hours;
3. are organised by a separate third party event organiser/company;
4. involve weapons, passenger-carrying amusement devices, animal rides of any kind, ballooning or aerial activities, go-karting, quad biking or motor sports, bungee jumping, professional sports teams or persons, individual exhibitions valued at over £250,000, racing or time trials other than on foot or activities involving watercraft.

The installation of products to a third person's property is not covered by this policy, except the installation of small battery operated shed alarms as outlined above in the what is covered section.

Loss of or damage to stock of saleable goods or merchandise is not covered under this Policy. Any goods which may be stored within members' homes or garages should be noted (if relevant) under the members' home contents insurance.

In the event of a claim, any excess payable may not be automatically paid by NHWN. Your recognised NW Association (if in place) may be approached for assistance. This is another good reason to have a local NW Association.

Volunteers need to ensure that if they use their own cars or motorcycles then they have declared their volunteering remit to their own motor insurer and obtained their consent to such use. The NHWN Policy does not cover claims arising out the use of mechanically propelled vehicles.

Personal Accident insurance extension

The policy cover is extended to include Personal Accident cover for NHWN Trustees and NW co-ordinators over the age of 15 but under the age of 80 years, whilst engaged in NW activities. This cover does not extend to include any other members. Personal accident is a benefit cover for occupational accidents only and should not be confused with the public liability (where no age restriction exists).

The Personal Accident extension will pay a lump sum benefit of up to £20,000 in the event of the death or defined serious injury of an insured Trustee or co-ordinator in an accident whilst the person is engaged on NW activities. The extension will in addition pay up to £200 per week for up to 104 weeks (excluding the first 7 days) in the event of a temporary disability. Certain other benefits are provided – full details can be obtained from Access Insurance.

This extension does not offer insurance at any other time, nor in the event of illness as distinct from a sudden and unforeseen accident.

To facilitate payment in the event of a claim we strongly recommend that co-ordinators should ensure that they and their NW scheme are added to the Neighbourhood Watch Register.

What if I have no internet access?

Requests for paper copies of the Policy summary and a copy of the certificate can be made in writing to:

Neighbourhood & Home Watch Network, Wigston Police Station, Bull Head Street, Wigston, Leicestershire LE18 1WX.

Help & enquiries

If you have any general enquiries regarding this insurance please contact NHWN by email enquiries@ourwatch.org.uk or phone **0116 402 6111**.

If your enquiry is more Policy specific, please contact Access Insurance by email neighbourhoodwatch@accessinsurance.co.uk or phone **0333 344 7429**.

Access Insurance is open for enquiries Monday to Friday, 9am to 5pm.

More information regarding Access Insurance

Access Insurance is a Chartered Insurance Broker specialising completely in the Not for Profit sector. Access Insurance arranges insurance scheme for groups such as Street Pastors, Street Angels and Street Watch.

Access Insurance is used to dealing with member and volunteer enquiries on a regular basis.

More information about Access can be found at accessinsurance.co.uk/about