

# Neighbourhood Engagement Contract

## Purbeck Neighbourhood Policing Team

### Neighbourhood Engagement Contract - Self Evaluation Report and Neighbourhood Engagement Plan

#### Part 1 – Introduction and Self Evaluation

**Section or department**

**Purbeck**

**Date of completion**

**31/07/2019**

This is a self-evaluation completed by the NPT Sergeant and Inspector responsible for the specific section or department. The second part of this report becomes the Neighbourhood Engagement Plan when complete. This report will be completed annually and submitted to the SMT for final assessment by the OPCC. Results of the evaluation will be taken to Force boards.

#### **Provide the context of your business area in relation to Engagement with communities.**

The NPT's role within the community is wide ranging, however one of our main responsibilities is to engage, listen and respond appropriately to concerns raised.

Through a variety of different methods we will be talking to our communities, making ourselves available, approachable and working to understand how they feel prior to addressing the problems they raise. In order to do this, we will build effective plans through a structured process. Recognising the importance of a joint approach, these plans will look to work with partner agencies and will involve liaising with key community contacts who will work with us to assess how our communities feel. Once such a plan has been established, we will carry out mobile and foot patrols, organise meaningful engagements and look to target problematic areas whilst always ensuring the public are kept up to date. We will always try and resolve matters with satisfactory outcomes that will be reported back to the community.

#### **How does your department engage and listen to the community and your staff?**

1. Purbeck NPT will engage with the community in the following ways: through attending both open and closed meaningful engagement events, carrying out high visibility foot patrols and face to face engagement. Through the use of social media and Dorset Alert – posting updates, responding to comments, advertising our availability via open engagement events. Keeping our priorities up to date on the website. Liaising with and keeping town and parish councils informed of priorities.

2. Staff are listened to by ensuring that regular workload and welfare checks are completed by the use of face to face meetings. Concerns are then dealt with in a timely manner. Ongoing monitoring and support of section priorities, offering assistance and guidance is carried out where needed. We encourage a culture of innovation – thinking of new ideas, different ways in which to tackle problems and effecting positive change. The use of best practice is shared and good work is recognised.



## Neighbourhood Engagement Contract - Self Evaluation Report and Neighbourhood Engagement Plan

### Part 1 – Introduction and Self Evaluation

#### How have you quality assured what your staff are delivering?

- We will be obtaining feedback from our town clerks with whom we will be meeting twice a year
- We will be obtaining feedback from other partners and stakeholders on an ongoing regular basis where opportunities arise
- We will be ensuring that staff understand the concept behind this initiative, so that they are equipped with the tools and knowledge to produce what is required. This will be completed through the use of NPT monthly team meetings.
- We will be ensuring that the team are posting relevant social media updates and attending meaningful engagement events through discussions in one to one meetings and workload checks
- NEOs and the NPT Sergeant will ensure that social media content is reviewed and feedback is provided to the team

### Part 2 – Neighbourhood Engagement Plan (Essential Components)

Provide an update against the essential components on your activity or contribution if primarily delivered geographically.

#### **Build and deliver an Engagement Plan** [Standard satisfied on completion of this document].

This plan outlines the commitment and work taken to deliver effective engagement with the communities, partners and stakeholders within Purbeck.

#### **Face-to-face engagements with members of the community**

Purbeck will continue to enhance and deliver meaningful face to face engagements with the aim of building trust and confidence within our community.

We will continue to populate our engagement calendar and publish meeting dates through various forms of communication channels.

We will use our systems more effectively to link engagement with problem areas and through listening to our communities we will target problem areas and deploy our PCSOs in a highly visible capacity to engage, educate and reassure.

Our officers engaged in this capacity will endeavour to build trust and confidence by entering into more informal conversations and will ensure all community intelligence is gathered and recorded appropriately.

To ensure we are listening and responding to our communities and that we enable an effective two-way dialogue that listens to concerns and informs people about local policing issues, we will -

- Assess and attend meaningful community events tailored to meet the needs of our communities.
- Send the Neighbourhood Inspector or representative to provide an update in person at the Annual General Meetings for Upton, Wareham and Swanage Town Councils.

- Provide bi annual updates to local Parish Councils either in person through a Constable or PCSO or by means of an email
- Maintain at least two meaningful engagement events per month throughout the area

### **To build and maintain accessible and positive relationships with key community leaders and key organisations**

It is a fundamental part of NPT business to build and maintain positive relationships with key players in the community. Purbeck has built excellent relationships with organisations and community leaders. We absolutely understand that partnership with the community is of paramount importance in order to address long term problem solving.

We recognise the impact both local and national issues can have on communities. In order to inform and reassure we will:

- Set, publish and regularly review our section priorities
- Build and maintain a key individual network (KIN) of significant community contacts including stakeholders, who have access to wider groups of people. We will then disseminate information via the Dorset Alert messaging system.
- Promote and encourage sign up to Dorset Alert through face to face engagement and events.
- Use the KIN list to gauge and respond to community tensions and to keep people informed around critical issues affecting the community
- Encourage accessibility
- Commit a Constable or PCSO to attend at least two Neighbourhood Watch meetings in Wareham and Swanage per year.
- Look to develop a Hotel Watch scheme throughout the area.

We will continue to work closely with our partners around safeguarding and problem solving. To enable this, we will:

- Commit a Neighbourhood Inspector or Sergeant to chair the local PCG or other similar meeting under a rural unitary authority
- Identify, protect and report vulnerable people requiring additional partnership support
- Signpost to other agencies and ensure the right agency assumes responsibility
- Encourage and explore new initiatives where possible to protect repeat vulnerable victims

### **To increase the use of social media platforms**

Purbeck has a well-established social media platform with our Facebook page attracting many followers. We will continue to provide timely updates around issues affecting the community and will enhance this service through the following methods –

- We will endeavour to promote a two-way dialogue by monitoring and answering some social media responses when possible
- We will continue to encourage more officers to use social media platforms to engage with the public and to respond accordingly
- We will ensure our web pages are kept up to date in line with the “You said – We did” theme and that our officers are clearly visible and accessible within them
- We will ensure our section priorities accurately reflect ongoing issues and are reviewed regularly
- We will continue and enhance our delivery of key community messages through social media platforms

To increase the output on the pages we will:

- Encourage all staff to post regularly to our social media platforms, considering a variety of topics from different departments, including progress and updates towards our priorities, topical crime prevention in line with reported crime and day to day business including the lighter side of policing.
- At all engagements we will be promoting and encouraging the public to follow us on social media thereby extending our 'reach'.
- We will respond to identified community concerns in a timely manner where possible.

#### **Communicating outcomes against priorities on a regular and timely basis.**

- We will ensure that the "Local Policing Priorities" and "You Said, We Did" sections of the NPT webpage are regularly updated with action taken
- We will encourage regular updates/posts to social media accounts – including: Facebook, Twitter, Instagram and Dorset Alert explaining local police and partnership working.
- We will provide local updates to the community whilst out on patrol and at engagement events.
- We will use our partnership working with parish councils and Neighbourhood Watch for example, to provide updates in an appropriate manner to our seldom heard groups
- We will consider where appropriate the use of media releases to provide updates for ongoing relevant investigations and positive outcomes.

#### **To promote and support the use of the Dorset Alert system**

- We will continue to build and maintain an effective and efficient Key Individual Networks (KIN) database which includes local councillors and other community leaders. This will be utilised whenever significant national events may require gauging of local tension as well as for more localised incidents. Hotel Watch will also be incorporated under this umbrella.
- We will actively promote and encourage the use of Watch scheme membership via the Dorset Alert system as well as the everyday updates it provides, at every engagement opportunity. New sign-ups for this will be actively sought at engagements and during contact. We will continue to utilise Dorset Alert to provide awareness of relevant local issues.

#### **To have a website for the local policing area.**

- We will ensure that the NPT website pages are current and up to date publicising the local team, policing priorities and engagement opportunities.

#### **Ensure local councillors are recognised as key community leaders.**

- We will ensure that local councillors who are recognised via the KIN process, are kept up to date regarding local priorities and police response to critical incidents.
- In addition to attending the AGMs, the local Inspector will continue to meet twice a year with the town clerks for Upton, Swanage and Wareham to provide updates around local policing issues, so they can disseminate this information through their own processes to the local councillors.
- We will offer the opportunity for local elected members to councillors to participate as an observer to provide a unique insight into policing and allow them access as patrol observers on a one to one basis.
- In response to critical incidents, the NPT will liaise directly with ward councillors to provide reassurance for local communities and timely updates.

#### **Ensure regular engagement with the Safer Schools and Community Team.**

- In order to ensure a consistent approach in managing ongoing topical concerns, SSCT and NPT will maintain regular contact and attend joint meetings where appropriate. When the need for specific



engagement with young people following a critical incident is identified, then NPT will work closely with SSCT to ensure that the relevant presence and reassurance is provided.

### **To utilise Neighbourhood Engagement Officers**

- Meeting with the NEOs once a month to ensure collaboration and advice on up and coming events.
- We will ensure that our NEOs are considered at the relevant planning stages of larger events and national awareness campaigns to ensure that a consistent force wide approach is implemented which in turn will allow the police to provide a consistent message to the community.
- We will ensure that our NEOs are working with the NPTs to ensure that meaningful engagement is carried out and that a range of ways in which we can make ourselves available to the community are considered. An example of this is the Swanage Regatta, which attracts a large number of visitors.

## **Part 3 – Good Practice and Requests**

### **Is there any initiative or activity you would like to raise as good practice?**

- Purbeck NPT being recognised for our work within the community and being awarded Community Engagement 2017.
- Already having in place a successful, established Facebook following

### **Are there any tools that would be helpful to improve your ability to engage with the community and staff?**

Continued development of the NPT One Stop Shop sharepoint site and ongoing review of the NPT webpages.

