

# Neighbourhood Engagement Contract

## Weymouth and Portland Neighbourhood Policing Team

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

#### Part 1 – Introduction and Self Evaluation

Section or department	Weymouth & Portland
Date of completion	01/02/2019

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.

##### Introduction to Weymouth and Portland

- Weymouth and Portland covers an area of 16.14 sq miles and consists of the resort of Weymouth and the Isle of Portland, and includes the areas of Wyke Regis, Preston, Melcombe Regis, Upwey, Broadway, Southill, Nottingham, Westham, Radipole, Chiswell, Castletown, Fortuneswell, Weston, Southwell and Easton; the latter six being on the Isle of Portland.
- Melcombe Regis contains the commercial core of Weymouth, night-time economy, transport hub (bus and trains), high proportions of transient rental residents and a predominantly younger demographic. This area also attracts the highest rate of crime (35%).
- There is a population of 65,200 in Weymouth & Portland that are predominantly white British (91.9%).
- Weymouth and Portland is a diverse community consisting of urban and rural areas, with residents from both ends of the social economic scale. Four of the six most deprived areas of Dorset are within Weymouth & Portland, with the section as a whole containing 9 areas within the top 20% most deprived nationally. Weymouth & Portland has a higher proportion of Local Authority rented Social Housing compared to other areas of Dorset.
- The current thematic priorities for Weymouth & Portland are
  - 1) **Daytime ASB** - Weymouth & Portland have the highest rate of rough sleepers per 1000 population within all Dorset sections. Rough sleeper count in November 2018 showed that there were 18 rough sleepers in Weymouth. Combined with a 59.9 % employment rate (16 – 64 yr olds – worst in South West) has contributed to significant daytime ASB predominantly in the Melcombe Regis area.
  - 2) **NTE** – Weymouth has a vibrant NTE which generates increased public place violence and other alcohol related crime and disorder.



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3) **County Lines** – Weymouth has 15 County Lines networks that have been known to have operated within the town. These networks target the most vulnerable members of the community and therefore Weymouth & Portland has its own dedicated Neighbourhood Exploitation Capacity.

- There are currently 1 Sgts 7 PCs and 11 PCSOs within the NPT and 1 Sgt and 6 PCs on the Neighbourhood Exploitation Team.

The role of Weymouth & Portland NPT in an engagement context is to listen to and understand our community needs, concerns and cultural sensitivities. This is achieved through a variety of engagement strategies to ensure that we are fully aware of the issues that matter most to the public and that pose the greatest threat, risk and harm to our communities. We identify and work with hard to reach groups within Weymouth and Portland to build trust and confidence. These groups include older people, disability groups, young people, race and religious groups and LGBT.

We work with partner agencies including the 3<sup>rd</sup> sector to deliver a holistic problem solving approach to expeditiously resolve issues and empower our communities. It is important to build stronger and more resilient neighbourhoods that have the capacity and capability to resolve issues themselves. Examples of these network groups that the NPT support include Neighbourhood Watch, Pub Watch and Shop Watch. We also maintain our own network of Key individual Networks (KINs) of people that have the greatest community contact.

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

**Community** - Weymouth & Portland NPT engage with the community in many ways including:

- Victim first – regular contact with repeat and vulnerable victims.
- Attending dedicated ‘open’ engagement events
- Attending dedicated ‘closed’ engagement events with hard to reach groups
- High visibility foot patrols and face to face engagement.
- Social media and Dorset Alert – posting updates, responding to comments, advertising our engagement events.
- Keeping our priorities up to date on the website via you said, we did.
- Liaising with and keeping town and parish councils informed of priorities.
- KIN network

**Staff**

- Ensuring staff are supported with regular face to face workload, development and welfare checks.
- Creating a no blame culture, open environment within the team where officers are encouraged to take risks to try new and innovative approaches public engagement.
- Encouraging the team to share their ideas to stimulate alternative approaches to engagement.
- Recognising good work.

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### Part 1 – Introduction and Self Evaluation

- Ensure that SMT feedback is provided to the team via the NPT Inspector attending monthly team meetings.
- Creation of a dedicated engagement meeting at the beginning of each month for the NEO, Inspector and Sgt to attend and ensure compliance with the engagement contract and establish links between the SMT and the NPT.

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

- NEOs, Inspector and NPT Sgt to meet every month to review monthly engagement against Neighbourhood Engagement Contract and establish links between SMT and NPT.
- Effectiveness of engagement events will be monitored through the use of the engagement calendar and in one to one meetings and workload checks with staff.
- We will be obtaining feedback from other partners and stakeholders on an ongoing regular basis.
- 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.
- 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].

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

The Weymouth & Portland NPT work in partnership with special constables, volunteers, CSAS officers and partner agencies to engage face to face with the community on a daily basis. All engagements are designed to be meaningful engagements, intended to listen to the needs and concerns of our communities with clear priorities, particularly hard to reach groups. The focus of face to face engagements is to provide a consistent positive message to reassure our community, encourage crime reporting, promote Dorset Alert and social media awareness and to provide updates on actions taken around local issues.

The NPT also attend local community group meetings (including watch schemes), schools, youth clubs, BID meetings and drop in sessions, business breakfast network meetings, sheltered housing schemes and run bike marking events to engage face to face with the community.

**Our commitment is to provide:**

- One 'open' face 2 face engagement events per month, per section area that will be advertised on the website and via social media. This event is specific to local areas to listen to the needs and concerns of local people.
- One 'Closed' face 2 face engagement event per month, specifically to reach harder to reach community members.
- NTE – hot spot policing in highly populated areas of high foot fall.
- Bespoke street corner meetings to address local crime hotspots as appropriate.

All face to face contact with members of the community will be conducted in a professional, polite and courteous manner. Officers will always challenge inappropriate behaviours and comments in line with the standards of professional behaviour and force values.

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

NPT has built excellent relationships with organisations and key community leaders. We have established a comprehensive key individual network (KINs) comprising of a wide section of the community. The NPT utilises the KIN network to gauge community tensions, provide updates on local issues and ensure that they are valued as key community contacts. The NPT work collaboratively with our statutory and non-statutory partners ensuring that we take positive action in relation to outcomes from meetings and keep key community leaders and organisations updated.

We attend various partner meetings including Partnership Coordination Group (PCG), Night Time Economy (NTE) meetings and ASB meetings.

**Our commitment is to provide:**

We will work in collaboration with council, business leaders, community groups, 3<sup>rd</sup> sector and many others to achieve our aims.

1. We will attend the Melcombe Regis Board quarterly.
2. The Neighbourhood Inspector will brief Councillors once a year
3. We will attend the PCG monthly.
4. The Neighbourhood Inspector will brief the Community Safety Team Manager and councillor with the Community Safety Portfolio monthly around local crime trends and issues effecting policing.
5. We will meet with the business community through the BID board meetings quarterly.
6. We are specifically collaborating with the 3<sup>rd</sup> sector to ensure an agreed strategy, direction and objectives in order to reduce duplication and negative consequences in managing an identified high risk vulnerable community (rough sleepers). We will meet with this group monthly.
7. We will support the development of local crime reduction initiatives such as Shop Watch, Pub Watch and Hotel Watch by providing a dedicated point of contact from the NPT and by working in collaboration to target offenders and safeguard the vulnerable. We will attend these meetings annually.

All contact with community leaders will be conducted in a professional, polite and courteous manner. Officers will always challenge inappropriate behaviours and comments in line with the standards of professional behaviour and force values.

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

We use our social media platforms to engage with the community to share details of the work we are doing, update them on our upcoming engagement events, provide reassurance around local issues, monitor

community tensions, promote Dorset Alert and to build bridges with our harder to reach groups that do not engage on a face to face basis.

We are proactive in our approach and our followers on both Facebook and Twitter are currently surging. Our Instagram page is also becoming more and more popular, especially with younger members of the community.

We also share important messages and updates from the main Force account as well as from partners about key community messages.

We look at the statistics around what and when we post to try and maximise the potential of everything we post to reach the widest audience.

Where relevant, we aim to reply to comments that the public have left to further inform them on what we are doing and to provide additional information to them. This can also include reminders on how to report things to us through the correct channels and promote doing it online and AskNED.

**Our commitment is to provide:**

- Empower all NPT staff to make regular posts regarding progress towards our priorities that keep the public informed and updated regarding our actions.
- We will increase our number of 'liked pages' by 10% this year, therefore demonstrating growth in engaging our communities electronically.
- We will devise and deliver 4 online videos explaining difficult or complex policing issues that affect the local community in the next 12 months.
- We will use the social media platforms to advertise upcoming engagement events where appropriate.
- We will continue to explore all media platforms to reach the wider possible cross section of the community.

All social media entries will be posted in a professional, polite and courteous manner. Officers will always challenge inappropriate behaviours and comments in line with the standards of professional behaviour and force values.

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

We ensure that the "Local Policing Priorities" and "You Said, We Did" sections of the NPT webpage are updated monthly with action taken.

We provide regular updates/posts to social media accounts – including: Facebook, Twitter, Instagram and Dorset Alert concerning local police and partnership successes and crime prevention to reduce repeat victimisation of persons and places. We also provide updates to our local media channels including local radio, TV and newspapers for not only our good news stories, but also to promote the upcoming engagements we attend.

Whilst out on patrol and at face-to-face engagement events we ensure that we provide education to the public around how they can support police.

We attend regular BID board meetings / Chamber of commerce and Business Coordination Meetings to listen to the needs and concerns of the business community and provide them with updates on local issues.

**Our commitment is to provide:**

- Monthly updates on all Local Policing Priorities" and "You Said, We Did" sections on the NPT website.
- To ensure that all updates include the wider policing context and partnership working.
- To attend bi monthly meetings with the BID board to update them on business crime issues.



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

Dorset Alert is used in Weymouth and Portland to provide valuable community messages and to engage with watch schemes such as hotel watch and neighbourhood watch. Dorset alert is a valuable engagement tool to reach harder to reach group as an alternative to face to face engagement or social media. Dorset alert is also used to message KINs to gauge community tensions or canvas community intelligence following a critical incident or prior to a significant event.

#### **Our commitment is to provide:**

- To provide a Dorset Alert update on 'You said, We did' monthly.
- To increase the subscribers to Dorset Alert by 10% and maintain existing subscribers by regularly promoting the scheme through our engagement events, social media and face to face contact.

All Dorset alert messages will be sent in a professional, polite and courteous manner. Officers will always challenge inappropriate behaviours and comments in line with the standards of professional behaviour and force values.

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

#### **Our commitment is to provide:**

- We will ensure that the NPT website pages are current and up to date publicising the local team members and policing priorities for each section via 'You said, we did'.
- The website will advertise local engagement events.
- The website will be updated monthly with actions the team are taking to resolve priority issues.
- The website will signpost to our social media accounts and also key partner agencies.

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

#### **Our commitment is to provide:**

- We will ensure that local Councillors are kept up to date with local priorities and any concerns that may affect the wider community through an annual Councillor briefing by the Neighbourhood Inspector.
- 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.
- The local Inspector will meet with the community safety portfolio holder monthly to brief them on local issues, priorities to ensure a collaborative approach.
- In response to critical incidents, the NPT will liaise directly with ward councillors to provide reassurance for local communities, provide timely updates and to engage them to resolve issues collaboratively.

All contact with community leaders will be conducted in a professional, polite and courteous manner. Officers will always challenge inappropriate behaviours and comments in line with the standards of professional behaviour and force values.

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

#### **Our commitment is to provide:**

- Safer Schools and Communities Team and the NPT to meet quarterly to ensure collaboration, share information on local policing activity, reduce any duplication and provide consistent messages to young persons.
- NPT and Safer Schools to work together following a critical incident in order to maximise engagement with the younger community with the aim of reducing tensions and provide safeguarding and reassurance.

**To utilise Neighbourhood Engagement Officers**

**Our commitment is to provide:**

- Dedicated monthly meetings with the Neighbourhood Engagement Officers (NEOs) to ensure engagement standards are met.
- Where appropriate 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.
- Maintain support for our dedicated engagement volunteer that attends weekly.

**Part 3 – Good Practice and Requests**

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

- Success of social media
- Success with the rough sleeper work with the 3rd Sector
- Success of the County Lines team

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

Reduce the number of beat micro sites within the Weymouth & Portland section of the force website.