

Neighbourhood Engagement Contract

West Dorset Neighbourhood Policing Team

Neighbourhood Engagement Contract - Self Evaluation Report and Neighbourhood Engagement Plan

Part 1 – Introduction and Self Evaluation

Section or department	West Dorset, Dorchester & Sherborne Policing Team
Date of completion	02/08/2019

This is a self-evaluation completed by the NPT Sergeants 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 Neighbourhood Policing Team's (NPT) role within the community in West Dorset is wide ranging, however one of our main responsibilities is to engage, listen to and respond appropriately to concerns raised.

Through a variety of different methods we engage with our communities, making ourselves available, approachable and working hard to understand how they feel then addressing any concerns they raise. In order to do this, we will build effective plans through a structured process. These plans may look to work with partner agencies, recognising the importance of a joint approach that helps to deal with the situation. They may also involve liaising with key community contacts who work with us to explain how their communities feel. The concerns raised are prioritised in terms of the likely threat, risk and harm that they may cause to the community. Once a plan has been established we will task our officers on mobile and foot patrols, organising meaningful engagement, looking at targeting particular problematic areas whilst always ensuring we keep the public updated, where possible, with the actions we are taking. We will look to try and resolve matters with satisfactory outcomes and then report back to the community.

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

1. West Dorset, Dorchester & Sherborne NPT will carry out hi visibility foot patrols, face to face engagement and attendance at advertised engagement events where it provides effective engagement with the community. We will inform the community through the use of our, social media, Dorset Alert and NPT webpages – posting updates, advertising our availability via open engagement events and listen to their concerns. We have recruited a police volunteer who assists with many of the updates on these digital platforms. We work closely with our Neighbourhood Engagement Officer to build and maintain a database of key members of the community through our "Key Individual Network" in order to disseminate key messages. We will work with our partners and keep them informed of our priorities.

2. The NPT supervision in West Dorset encourages a learning culture with their staff to drive for continual improvement in the service we provide. They are open and honest with their staff and listen to them through team meetings and regular workload and welfare checks are completed by the use of face to face meetings. Concerns are then dealt with in a timely manner. We encourage a culture of innovation – thinking of new ideas, different ways in which to tackle problems and effecting positive change. The use of shared learning is cascaded



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with other NPTs and good work is recognised. Staff are all aware of the Code of Ethics and all staff within the section have high moral standards, treating members of the public as they would expect their own family members to be treated.

How have you quality assured what your staff are delivering?

In order to monitor the effectiveness of our engagements:

- We will be meeting and obtaining feedback from our town clerks every 6 months
- We will ensure our 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 regular NPT team meetings.
- We will utilise our Engagement Calendar to record the foot-fall and interest gathered at engagements, providing transparent feedback regarding the success of any events our officers attend.
- We will attend an annual Community Scrutiny Panel assessment at Force HQ where we discuss with members of our harder-to-reach communities how we identify and conduct our engagements, the channels we use to engage with our communities, any blockers and any good practice we have developed. This then allows for constructive feedback to enable us to continually develop our practices to ensure they are fit for purpose for our communities.
- Neighbourhood Engagement Officers (NEOs) and the NPT Sergeants will ensure that social media content is reviewed and feedback is provided to the team.
- All engagement events are input into our Niche computer system by the NEO and this allows supervision to have oversight on an interactive mapping system to show where our engagement has been completed and to ensure that this mirrors crime trends / concerns from the community.

Part 2 – Essential Components

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

Build and deliver a connectivity plan;

Our commitment is to provide meaningful and effective engagement with our communities, partners and stakeholders within West Dorset including Lyme Regis, Bridport, Dorchester, Sherborne and the rural areas surrounding these towns within the West Dorset border.

Face to Face engagements with members of the community;

The Neighbourhood Policing Teams (NPTs) in West Dorset will endeavour to engage with the community face to face on a daily basis.

PCSOs within the team provide members of the community the opportunity to engage with them formally through events, and informally through their general patrols and dealing with incidents.

Volunteers and Special Constables are utilised to good effect at a number of our engagement events and on patrols. The time that they invest means that we engage with a wider audience and NPT staff can be freed up to perform a number of their other vital roles.

Our commitment is to provide:

- One occasion per month where we will be in attendance at an advertised local event. This may be in support of an existing local event or a Police led event
- Street corner meetings to address local crime hotspots as appropriate
- Rural crime engagement in support of local advertised events.
- The Dorset Police Rural Crime Team is also managed by West Dorset NPT supervision. The RCT will attend events where the rural farming community can be engaged.
- A Community Engagement strand within each of our neighbourhood priorities where a higher level of threat, risk or harm is apparent (Vulnerable victims, persistent offenders and locations subject to crime and Anti-social behaviour)
- Engagement in hard to reach and diverse groups to allow us to hear a wide range of opinions from the community and understand that a one size fits all approach is not what is required. Examples of groups we engage with include Disability groups, Roma Gypsy traveller groups, the Rural Community, elderly groups, Schools, the Muslim community, LGBT community.

To build and maintain accessible and positive relationships with Key community leaders and key organisations;

An integral part of Neighbourhood Policing is to build and maintain positive partnerships with key individuals within the community. The Neighbourhood Teams in West Dorset have established partnerships with local organisations and community leaders. We strongly believe that effective, sustainable problem solving can only be achieved through partnership working. We will aim to;

- Maintain and develop our Key Individual Network (KIN) database
- Consult with KIN's to provide effective problem solving
- Listen to community concerns via KIN's

Our commitment is to provide:

1. We will work in collaboration with councils, business leaders, community groups, 3rd sector and many others to achieve our aims.
2. We will attend the Partnership Coordination Group (PCG) every month, and other professionals meetings as appropriate
3. We will support the development of local crime reduction initiatives such as Shop watch, Pub watch, Hotel Watch, Holiday Park Watch and Community Speed Watch, by providing a dedicated point of contact from the NPT and by working in collaboration to target offenders and safeguard the vulnerable. We attend meetings for the Pub watch's every month.
4. We hold meetings with our colleagues in neighbouring police forces in Avon & Somerset and Devon & Cornwall every 6 weeks in order to share information and intelligence and to provide a joined up approach to the prevention and detection of crime.



To increase the use of Social media platforms;

We will use Social Media to engage with the community and to share good news stories and crime prevention advice to keep them safe. We will also promote Force and National priorities where appropriate. Over our Facebook accounts (Bridport Police [includes West Dorset], Dorchester Police and Sherborne Police) West Dorset NPT have a total of 7,462 people who 'Like' our pages

Our commitment is to provide:

- Regular Social Media posts which inform the community about our work on their priorities.
- An uplift in our Social Media following by increasing the number of 'liked pages' by 10% this year. Our aim is to reach a total of at least 8,200 'Likes' across all three Facebook accounts by December 2019.
- We will continue to explore all media platforms to reach as wider possible cross section of the community.

Communicating outcomes against priorities on a regular and timely basis**Our commitment is to provide:**

- Ensure the "Local Policing Priorities" and "You Said, We Did" sections of the NPT public webpage are updated quarterly with action taken
- Regular updates/posts to social media accounts – including: Facebook, Twitter and Dorset Alert concerning local police and partnership successes and crime prevention to reduce victims
- To engage with our local communities whilst out on patrol and at face-to-face engagement events
- We will provide updates to our local media channels to communicate local updates
- Where possible we will use volunteers and mobile technology to update the above and free officers up to patrol.

To promote and support the use of the Dorset Alert system;**Our commitment is to provide:**

- To review and maintain an effective and efficient Key Individual Networks (KINs) database
- To promote the benefits of the Dorset Alert system by establishing it as part of our Victim First toolkit
- To ensure key messages are provided in as timely manner as possible to ensure that the community are able to assist us as much as possible in the prevention and detection of crime

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, policing priorities, problem solving and engagement opportunities.
- A police volunteer to keep these pages up to date and freeing up police staff from this back office function.

Ensure local Councillors are recognised as key community leaders**Our commitment is to provide:**

- The Neighbourhood Inspector will meet with the council clerks at Sherborne, Dorchester, Bridport and Lyme Regis every 6 months (and be available as a point of contact for them in the interim to swiftly resolve issues of concern) to brief them on local issues & priorities to ensure a collaborative approach. The Inspector will ensure that an NPT newsletter is circulated



quarterly to provide updates to councillors and other partners. This newsletter will be produced by a neighbourhood volunteer.

- We will ensure that local Councillors are kept up to date with local priorities and any concerns that may affect the wider community through Neighbourhood Inspector or Sergeant attendance annually at council meetings and more often where invited.
- Sherborne Town Council receive attendance or a written report for their monthly town council meetings
- One of the neighbourhood team are generally in contact with each council clerk/ town surveyor on a weekly basis to ensure that we take a joined up approach in our communities
- We will offer the opportunity for local elected councillors to participate as a patrol observer to provide a unique insight into policing.

Ensure regular engagement with the Safer Schools and Community Teams and Neighbourhood Engagement Officer

Our commitment is to provide:

- Every quarter, the Neighbourhood Sgt's from across Dorset meet up for the day. The first hour is dedicated for discussions with the Neighbourhood Engagement Officers (NEO).
 - Attendance at quarterly Safer Schools and Community Team meetings with the NEO to ensure collaboration, to reduce any duplication and provide consistent messages to young persons
 - NPT and Safer Schools work to maximise engagement with the younger community with the aim of reducing tensions and provide safeguarding and reassurance
- ☐ Meet regularly with the West Dorset Neighbourhood Engagement Officer to discuss engagement events that may require additional resources or bespoke messaging tools.
- ☐ Work together with the local Neighbourhood Engagement Officer when developing community messages in response to incidents that may lead to increased community tensions or escalation in fear of crime thereby ensuring effective communication with communities.

Part 3 – Good practice and requests

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

- Positive and proactive use of social media – reflecting local policing priorities/community engagement
- Close working with the Rural Crime Team to address rural issues & increase the confidence between the police and these communities
- Disruption of County Line drug networks (with a dedicated police team)
- Close working with our colleagues in neighbouring police forces and neighbouring areas of Dorset

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



- Improvements to the SharePoint and website pages – to contain more relevant information around Neighbourhood Policing, the tools available and an accurate representation to the public
- Increased consistency and reliability with mobile devices and associated software