



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

### Part 1 – Introduction and Self Evaluation

<b>Section or department</b>	<b>Christchurch NPT</b>
<b>Date of completion</b>	<b>28042020</b>

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 Christchurch Policing Section covers a geographical area incorporating 5 different wards, taking in many different and diverse communities. While there are no specific cultural communities, the area has a high number of elderly and retired people to the East with a high number in independent living properties. It consists of a number of large areas of residential housing throughout, rural areas to the North and East with a large nature reserve encompassed within the section. There are a number of exclusive hotels and restaurants locally and night time entertainment within the town centre. The area also includes various businesses in the town centre with surrounding retail and trade estates. There is a large expanse of coastline to the South with a busy harbour front that attracts many visitors all year round. Its proximity to the Hampshire border provides additional focus as travelling criminals use the transport routes through the section increasing demand on response.

The Neighbourhood Policing Team (NPT) consists of 1 Inspector, 1 Sergeant, 4 Police Constables and 7 Police Community Support Officers (some of whom are part time). This team provides the problem-solving local focus in support of the patrol staff who respond to calls for service. The NPT can also flex with additional resources when required in response to a critical incident, a community event or should a particular crime series be identified. At the time of writing this contract one of the team's PCs is seconded onto the County Lines Team

Neighbourhood Policing Teams are integral in enabling Dorset Police to effectively engage with local communities. The NPT's role within the community is wide ranging with core responsibilities to engage, listen to and respond appropriately to concerns raised.

Christchurch NPT provides a regular and effective high-visibility presence within the local communities adapting to changing demands and priorities. To assist in managing these priorities the team will employ a variety of different methods of communication making themselves readily available to understand the public's views and involve them within the problem solving process.

In order to do this the team will build effective plans through a structured process. These plans will seek to work with partner agencies, recognising the importance of a joint approach to deliver sustainable solutions. Where



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appropriate they will also involve liaising with key community contacts who will work with the police as critical friends to explain the feelings of the community. Once a plan has been established the NPT will carry out mobile and foot patrols, organise meaningful engagement, look at targeting particular problematic areas whilst always ensuring the public are kept informed and updated with any progress. The team will focus on resolving issues to deliver public centred outcomes and then report back to the community.

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

In order to effectively engage with our communities we are active members of community based Area Forums and Action Groups. We provide support to established Shop Watch, Pub Watch, Harbour watch and Trader Groups, we engage with local youth workers and attend youth clubs when appropriate. We will also attend both open and closed meaningful events, carrying out high visibility foot patrols and face to face engagement.

We utilise Social Media platforms, Dorset Alert and our team Webpages for communicating messages, updates on our priorities, crime prevention advice and notable results to our communities. We include within this a section where we feed-back on issues raised by our communities and how we have worked to resolve them.

Staff are listened to by ensuring that regular workload and welfare checks are completed face to face (where possible due to shifts) with any concerns dealt with in a timely manner. Clear priorities are set by the senior management team in consultation with staff to ensure that there is agreement and buy-in with tangible and achievable outcomes. The team are supported via regular continual professional development both individually through regular NPT training events. Ongoing monitoring and support is provided through supportive and intrusive supervision, offering assistance and guidance where needed. A culture of innovation is encouraged to provoke the sharing of new ideas and different ways in which to tackle problems and effecting positive change. The use of best and evidence based practice is shared and good work recognised and rewarded.

The team receive quarterly reports obtained via surveys of victims of crime within their area and will review individual feedback and seek to identify any themes and adapt practices to improve the policing response.



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

##### In order to monitor the effectiveness of our engagements, we:

- Monitor our Social Media platforms to ensure that we continue to increase the number of followers indicating maintained interest in the sites. This allows us to ensure that the quality of the information being shared by our staff is appropriate for the audiences.
- Utilise the Engagement Calendar to record the foot-fall and interest gathered at engagements, providing transparent feedback regarding the success of any events our staff attend.
- Where opportunities arise the team seek to obtain feedback from other partners and stakeholders during the regular interactions in order to share information and tackle community concerns together.
- Arrange councillor meetings for an opportunity to deliver and receive updates and feedback whilst also maintaining regular informal contact to highlight areas of good work and any emerging trends.
- Attend an annual Community Scrutiny Panel assessment at Force HQ to 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.
- The team is reviewed bi-annually by the 'make the difference' team which focus on how well they keep victims of crime updated, manage their investigations and deliver against priorities. This report is produced as a critical friend to support the team in delivering its objectives in support of the local community.
- The reviews encompass an ethical approach to engagement to ensure that we are doing the right thing. It is important that the team has the right moral approach to engagement. This is built into feedback and reviews to maintain the values from the Code of Ethics.

### 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 the 4 ward areas that make up the area of Christchurch. This plan will be reviewed by the SMT quarterly to ensure it remains relevant and achievable. This plan will be published on the Dorset Police website accessible to the community and staff and will be actively promoted by the PCSO's during engagement events to gather feedback to be considered when it is reviewed.

The contract will also be available to the wider policing team including patrol staff, volunteers, special constabulary and other support teams.

We will look to ensure that our all-encompassing approach comprises of considerations to the more elderly population. We have scanned the area for lunch clubs and social meet ups which will provide us with an audience for bespoke inputs around issues affecting this sector. We will seek to use fraud prevention tools during these times.

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

The NPT at Christchurch will continue to enhance and deliver meaningful face to face engagements with the aim of building trust and confidence within our community. This will be completed by PCSOs within the team undertaking high-visibility overt patrols when conducting their normal duties; they will be readily accessible and available to the public, whether they are specifically attending incidents or generally talking to the public whilst conducting their patrols. Our staff 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.

The importance of highlighting the face to face planned engagements is something we are very aware of and over the next 12 months we will look to improve our forward planning. We will look to utilise our Neighbourhood Engagement Calendar in line with our NEOs. We will aim to review these monthly and work towards having a better plan on the website so that the public are more informed as to our face to face meetings. Over the last 12 months we have carried out some very successful face to face engagements, we recognise that those events with a greater deal of advertisement and planning are more successful.

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

- Monthly attendance at advertised engagement events around local concerns, issues or trends. This may relate to attendance at existing local meeting(s); such as area forums or other local based volunteer or community groups or a bespoke police-led event.
- "Hot Spot" policing in areas experiencing high levels of Anti-Social Behaviour, to engage and support communities. This is something we seek to reinforce through social media posts.
- A flexible response to any critical incident that may adversely affect community tension offering bespoke and "pop-up" street corner meetings to reduce the likelihood of any increased fear of crime or anti-social behaviour, whether alone or with partners.



- Effective community reassurance and crime prevention advice in any area suffering from an identified Crime Series or vulnerable to increased crime due to acknowledged seasonal trends thus enabling the public to take appropriate precautions. We will also ensure that our communities are updated with key information ie if someone is arrested and/or the series is no longer active, in order to alleviate any fear of crime.
- Attendance at key community forums especially where they involve communities that may be reluctant to engage with the police in order to build effective relationships and trust to enable reporting of crimes and concerns and encourage a joint approach to problem solving. This will help to ensure that the actions of the team are ethical and legitimate within the community they serve.
- To utilise additional resources including the use of special constabulary and volunteers particularly through attending key events. During the last 12 months we have built a small pool of Special Constables to maximise our reach and be reflective of the community we serve.

#### **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. The NPT has built excellent relationships with organisations and community leaders with a clear understanding that partnerships within communities are key to long term problem solving. We have three thematic priorities.

- Acquisitive crime, focusing on shoplifting (reducing demand and vulnerability)
- Criminal Exploitation of the young and vulnerable.
- Cyber Crime – with effective partnership-working to resolve issues affecting our communities focussing particularly on protecting the vulnerable, especially the elderly in this matter.

This is the right approach to take from an ethical perspective. We should be aware of our diverse and more hard to reach communities. Our strong ethical culture influences our considerations as to how and why we are building these relations.

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

- Work in collaboration with council, business leaders, community groups, voluntary sector and many others to achieve the objectives. We will attend the area forum meetings at least twice a year across the section (currently three in operation across the area), attend local action group meeting bi-monthly and the Neighbourhood Inspector will provide a consolidated briefing in person to Councillors bi-annually allowing appropriate questions and challenges.
- Continue to work closely with BCP Council Housing & ASB Teams, Housing Associations, Licensing and Parks & Highway Teams. Attend a partnership meeting to discuss Anti-Social Behaviour and Vulnerable Victims every 6 weeks (Operational Performance Meeting), and other professional meetings as appropriate.



- Continue collaborating with partnership agencies toward an agreed strategy, direction and objective in management of identified high risk vulnerable victims within our communities who are being exploited by members of Organised Crime Groups operating in our areas (cuckooing victims). This partnership group will aim to meet once every 6 weeks to review cases, discuss progress and monitor outcomes, in order to effectively safeguard these vulnerable victims.
- Involve support agencies at an early stage to prevent escalation of issues in the community. We have forged stronger ties with Dorset Race Equality Council to ensure we are working closer to support those impacted upon by hate crime and incidents.
- Support the development of local crime reduction initiatives such as Shop watch, Harbour watch and Pub watches and attend regularly the Christchurch Crime Prevention Panel meeting as a member.
- Look to increase and support Neighbourhood Watch in Christchurch in order to provide an effective information sharing platform and support the community in becoming more resilient.
- Over the last 12 months we have been working with our business community and supporting the proposed BID for Christchurch. We will continue to support this cause as part of our commitment to listening and understanding the needs of the business community.

Support identified community leaders and other key members of our communities who can facilitate ease of communication between Police and our harder-to-reach groups and develop structures to enable effective two-way communication (KINs).

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

We use our media platform to engage with the community and to share details of the work we are doing to keep them safe. We are proactive in our approach and the number of followers on our Facebook, Twitter and Instagram platforms are currently increasing.

Over the last 12 months Christchurch has become a shining example of the positive growth of police related social media. The team's posts are popular and reflective of what is going on in our community. They provide a platform to listen to the community and to reassure them of our presence in key locations at key times. We regularly signpost members of the community towards our pages. We will look to increase this by seeking to have direct links to our pages on the signatures of team members' emails.

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

- Regular Social Media updates informing the public of any progress our teams are making toward our priorities, therefore keeping the public informed and updated regarding our actions in a timely manner.
- Online videos informing the public of seasonal crime trends and offering crime prevention advice to guard against this criminality.



- Ease of access to our information and updates to reach the widest possible cross-section of the community in Christchurch; to do this we will explore all available media platforms and ensure we utilise the most effective tools for sharing our news.
- Support and to promote Ask NED in-line with the Force-wide Communication Strategy.
- Continue to develop and evolve the use of emerging technology to ensure that the NPT maximise the ability to reach, communicate with and support the local communities, recognising that individual communities will have differing abilities and needs.
- Close coordination with our Neighbourhood Engagement officers to ensure consistency of messages and themes and coordination across the section and the force. NEO's to empower and support staff to utilise social media

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

- Monthly updates to the “Local Policing Priorities” and updating our actions taken section of the NPT webpages, including the results of any action taken. This will be undertaken with our NEOs
- 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 victims.
- Engagement with our local communities whilst out on patrol and at face-to-face engagement events.
- Updates to our local media channels to communicate pertinent local updates to our communities.
- Quarterly updates to councillors and Key Individuals providing relevant updates for further dissemination as required. Over the past 12 months we have refreshed our KINs list to ensure it is up to date
- To provide bespoke communication with individual communities through agreed community contacts in the event of a unique incident or experience that may affect the local community tensions. This will be delivered in a way that best meets the needs of the locality and the type of incident with regular updates of key information. Examples may include a spike in hate crimes targeting a specific group of people.

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

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

- Review, build and maintain an effective and efficient Key Individual Networks (KINs) database
- Promote the benefits of the Dorset Alert system throughout the Christchurch area.

Regular review of quarterly data through the NEO's to ensure opportunities to promote and extend the use are seized.

To consider adopting the business watch scheme as an off-shoot of Dorset Alert, being developed in Bmth south to support our local business community.



We have increased our numbers of Dorset Alert subscribers however we recognise that our use of Dorset Alert over the past 12 months has not been to the level we would desire. As such we will refresh the training in its use and build this into our engagement portfolio. We will be using Dorset Alert to highlight forthcoming events, crime patterns, trends and safeguarding.

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

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

Update the NPT Website pages regularly to ensure they remain current; publicising the local team, policing priorities and engagement opportunities. These updates will ensure they continue to reflect local issues, problem solving and engagement opportunities and will include details of team members with appropriate points of contact. The website will include links to social media outlets and current engagement events.

The website will be reviewed regularly with relevant updates in response to community issues ie 'You said, we did'. We will also seek to gather feedback on how often it is accessed and the benefit it provides to the community and respond to feedback to continuously improve the look, feel and content.

#### **Working in partnership with the SSCT to provide targeted engagement and activity in our secondary schools identified as requiring most support whilst providing a point of contact and response on a needs basis to all others.**

Christchurch NPT have very strong links with local schools. We recognise the need for early intervention and familiarisation between pupils and the team. We work with infant, primary and secondary schools to help provide consistency to our young people through their educational journey. We receive updates from SSCT as to the inputs they have planned. The team then look to build their attendance at these events into their commitments where possible.

- Meet quarterly with the Safer Schools and Communities Team (SSCT) to ensure collaboration, to reduce any duplication and provide consistent messages to young people.
- Work together with SSCT Officers following any Critical Incident affecting the younger population, in order to maximise engagement with their communities with the aim of reducing tensions and providing appropriate safeguarding and reassurance.
- To continue to develop a joint approach to communicating with young people and understanding their needs and concerns through Neighbourhood senior management representation at the Child Centred Policing board and local engagement during youth parliament elections.
- To ensure that the NPT supports the SSCT in safeguarding vulnerable children.



**Part 3 – Good Practice and Requests**

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

- The continued evolvement of our social media. It is important that we are up to date with what is current in social media. Sometimes this involves more modern thinking and looking outwards. This can provoke mixed reactions and so it is key to understand the message behind such posts and be receptive of feedback.
- We have acknowledged the need for a more formal and greater commitment to larger events in the area. We have raised the Christchurch Food Festival to be a designated 'Red' event. This allows us to have more officers present and a greater level of resources.
- We have worked with our partners to understand the needs of the Somerford Estate in Christchurch. We initiated discussions around a partnership day and the Somerford Spring Clean was born. Dorset Police worked with Sovereign Housing, BCP ASB Teams, Local Councillors, Dorset Waste Partnership, Dorset and Wiltshire Fire and Rescue, Dorset Police Cadets as well as many local businesses. We were able to facilitate a clean up of the estate, removal of tonnes of rubbish in 2 large roll on roll off skips, a litter pick, free food (fish and chips) and refreshments in connection with local businesses. It provided a one stop shop for engagement and signposting for community needs. We identified those requiring support and advice. The event was extremely well received, and we are committed to looking to continue these multi-agency events in the future.

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

- The arrival of laptops and mobile phones have helped us in being more mobile as a workforce. It allows real time updates from events and incidents.

**Part 4 – Any other comments**

**Completed by**

Inspector Nick Lee

**Part 5 – Second line manager assessment**



### Part 6 – SMT comments and sign off

### Part 7 – PCC review and assessment

Community panels held on 23<sup>rd</sup> June 2020 via Microsoft Teams. Feedback received and incorporated into the next Engagement Plan design.