



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

### Part 1 – Introduction and Self Evaluation

<b>Section or department</b>	<b>Weymouth &amp; Portland</b>
<b>Date of completion</b>	<b>21<sup>st</sup> February 2020</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

#### 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, Broadwey, 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.
- 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 3 Sgts, 7 PCs and 11 PCSOs within the NPT and 1 Sgt and 6 PCs on the Neighbourhood Exploitation Team.



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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 LGBTQ+.

We work with partner agencies including the 3rd 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.

A clear focus and expectation of the team is around our “culture and standards” NPT officers comply with the policing “code of ethics” and weave and embed this key standard into our day to day policing.

#### 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.
- Liaising with and keeping town and parish councils informed of priorities.
- KIN network.
- Deliver a culture of inclusion by recognising that communities have different demographics, ages and cultures and being emotionally aware of cultural sensitivities and providing engagements specific to the community needs.
- When engaging with our communities we will always be impartial and listen to people to understand their point of view. We will always treat members of the community with dignity, fairness and respect and deal with any issues identified in a fair and proportionate manner.
- Recognising the Peelian principle - “The police are the public and the public are the police” and that the police require strong community links to achieve their core aims. This ethos and continued community engagement is key to the legitimacy and support of the public we serve.
- Understand that policing has a positive effect on the harmony of the community. Officers are encouraged to be proud and showcase the achievement of their partnership working and collective successes and not allow negative views to be communicated or displayed with a detrimental attitude.



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#### 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.
- 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.
- Supervisors ensure that they communicate directions and feedback from the SMT to all staff to ensure that they fully understand the strategic direction and best practice.
- Supervisors provide feedback to officers on outcomes from engagement activity in a fair, open and honest manner in line with 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].

#### 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 event per month in Weymouth and one in Portland 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 in Weymouth and one in Portland, specifically to reach harder to reach community members.
- Bespoke street corner meetings to address local crime hotspots as appropriate.
- We will attend and support pre-arranged local community events to engage with local people where appropriate and meaningful.

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, 3rd sector and many others to achieve our aims.
- The Neighbourhood Inspector will brief local councillors once a year through attending full council meetings.
- The NPT Sergeant will attend the PCG monthly to brief partners and work collaboratively to tackle key community issues raised by partner agencies including community safety teams, town council, social services and 3<sup>rd</sup> sector organisations.
- The NPT Inspector will meet with the business community through the BID board meetings quarterly.



- 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.
- In response to critical incidents, the NPT will liaise directly with ward councillors to provide reassurance for local communities, timely updates and engage them to resolve issues collaboratively.
- We will support existing local crime reduction initiatives such as Shop Watch, Pub Watch and Hotel Watch by providing a dedicated point of contact from the NPT and work collaboratively to target offenders and safeguard the vulnerable. We will attend these meetings annually.
- We will work with key community leaders and key organisations to explore new and innovative approaches to community safety, crime reduction and public confidence.

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 Facebook, Twitter and Instagram currently surging. We are aware that certain platforms are more popular with different communities and focus our posts depending upon our target audience. 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:**

- To make regular posts regarding progress towards our priorities that keep the public informed and updated regarding our actions.
- We will increase our total combined number of followers (over all social media platforms) 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 also share important messages and updates from the main Force account as well as from partners about key community messages.

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 Priorities” section 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 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 increase the number of NPT officers that have the training and access to Dorset Alert.
- To provide a Dorset Alert update on local priorities monthly.
- To use Dorset Alert to promote community engagement events.
- To provide targeted communication to harder to reach members of the community that do not use more traditional social media platforms.
- To contact the Key Individual Network (KINs) and keep them updated and gauge community tensions following critical incidents.
- To increase the subscribers to Dorset Alert by 5% 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.
- 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.

**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**

- SSCT and the NPT to meet quarterly to ensure collaboration, share information on local policing activity, reduce any duplication and ensure officers provide consistent messages to young persons.
- NPT to ensure that they have good secure links with all local schools.
- SSCT and NPT to identify early young people at risk of crime, ASB and exploitation through joint attendance at monthly Youth Exploitation (YEM) and Pupil Referral Unit (PRU) meetings.
- SSCT and NPT to work collaboratively to provide education, advice and guidance to young people at risk, to protect them from harm and prevent escalation.
- NPT and SSCT 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.

**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 evidenced based police initiatives such as hotspot policing using Koper Curve principles over Summer 2019
- 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?**

**Part 4 – Any other comments**

**Completed by**

Inspector Barry Gosling

**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.