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

### Part 1 – Introduction and Self Evaluation

<table>
<thead>
<tr>
<th>Section or department</th>
<th>West Dorset</th>
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<tr>
<td>Date of completion</td>
<td>3rd March 2020</td>
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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 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, arranging 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 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 Dorset Alert 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 with sergeants and regular workload and welfare checks are completed using face to face
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Concerns are then dealt with in a timely manner. The West Dorset Inspector meets with the entire team once a quarter to focus on current and emerging trends, with a focus on staff wellbeing and to 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 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. We “Police with Pride” and recognise the Peelian principle of “The police are the public and the public are the police” and that the police require strong community links to achieve their core aims. We have a Culture of inclusion and recognise that the community has different demographics, ages and cultures and that a “one size fits all” response will not be effective.

How have you quality assured what your staff are delivering?

In order to monitor the effectiveness of our engagements:

1. Quarterly victim feedback surveys from victims of crime are received by the NPT Inspector. This feedback is used to ensure that we are providing a legitimate service to the public and to pass onto individual officers and teams any learning or praise and to analyse trends to monitor and influence the culture within the team.

2. We will be meeting with our town clerks at Dorchester, Sherborne, Bridport & Lyme Regis every 6 months to inform them of current priorities and to obtain feedback on local issues from their councillors.

3. Our staff are fully aware and engaged with what is required of them through this neighbourhood contract. through the use of regular NPT team meetings, feedback is sought from the team and the public in order to continually improve our engagement.

4. Our staff record the foot-fall and interest gathered during their engagement activity. This links to an interactive mapping system to show where our engagement has been completed and to ensure that this mirrors crime trends / concerns from the community. This is evaluated by the NPT Inspector and Neighbourhood Engagement Officer (NEO) on a monthly basis.

5. The Inspector will attend an annual Community Scrutiny Panel assessment at Force HQ where they will discuss with members of our 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 the communities we serve.
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6. The NEO will ensure that our webpages, social media & Dorset Alert posts and engagement activity is tailored to the local community and 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].

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 daily with the community face to face.

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 during engagement activities 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 several of their other vital roles.

Our commitment is to provide:

- Advertised engagement activity with each PCSO committing to at least one occasion per month where they will attend a local event. This may be in support of an existing local event or a Police led event
- Targeted engagement activity 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 across Dorset 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 (e.g. Scams, County Lines, Rural Crime and Anti-social behaviour)
- Engagement within seldom heard and diverse groups to allow us to hear as wide a range of opinions as possible from the community and to 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. |
| Our commitment is to: |
| 1. Work in collaboration with councils, business leaders, community groups, 3rd sector and many others to achieve our aims. |
| 2. Attend and chair the Partnership Coordination Group (PCG) every month where we meet with our professional bodies to resolve anti social behaviour and reduce risks to vulnerable people and locations with our community. |
| 3. Attend other professionals meetings to seek to reduce the risk to vulnerable people where we can add value. |
| 4. We will support the development of local crime reduction initiatives such as Neighbourhood Watch, Farm Watch, 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 with the various area Pub watch’s in Sherborne, Dorchester, Bridport and Lyme Regis every month. |

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 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 seldom heard 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 have increased beyond our expectations. We are aware that certain platforms are more popular with different communities and we focus our posts depending upon our target audience. We look at the statistics around what and when we post to try to 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 online reporting and AskNED.

Our commitment is to:

- Regular Social Media posts which inform the community about our work on their priorities. We aim to achieve this with each PCSO posting on one of our social media platforms at least once a week.
- 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 use the social media platforms to advertise upcoming engagement events where appropriate.
- We also share important messages and updates from the main Force accounts 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.

Our commitment is to:

- Ensure the “Local Priorities” section of the NPT public webpages for the areas of Bridport, Sherborne and Dorchester are updated monthly with actions taken.
- Use our social media accounts to communicate local police and partnership successes and crime prevention messages to reduce victims of crime.
- Engage with our local communities whilst out on patrol and at face-to-face engagement events and keep them informed of our progress against their identified issues.
- Work with our Media team where updates need to reach a wider audience through our regional news agencies to communicate our outcomes.
- Use mobile technology to update the above and keep officers up to patrol as much as possible.

To promote and support the use of the Dorset Alert system

Dorset Alert is used across West Dorset to provide valuable community messages and to engage with watch schemes such as Farm Watch, Hotel Watch and Neighbourhood Watch. Dorset Alert is a valuable engagement tool to reach harder to reach groups as an alternative to face to face engagement or social media and allows for two way messaging between us and the community. Dorset Alert is also used to message Key Individual Networks (KINs) to gauge community tensions or canvas community intelligence following a critical incident or prior to a significant event.

Our commitment is to:

- Increase the number of NPT officers that have the training and access to Dorset Alert
- Maintain and develop our Key Individual Network (KIN) database
- Listen to community concerns reported back via the Dorset Alert system and KIN’s. Concerns are collated by the Inspector and fed back to the team on a weekly basis
- 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
- Promote subscription to Dorset Alert in our engagement activities on and offline

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:**

- NPT webpages on the Dorset Police website for Bridport, Sherborne and Dorchester that are current and up to date, publicising the local team members and policing priorities
- Advertised local engagement events on the webpages
- Monthly updates on actions taken by the team to resolve local priorities
- Links to our social media accounts and to key partner agencies on the webpages

**Working in partnership with the Safer Schools and Community Team (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.**

- West Dorset NPT has committed to providing a local PCSO contact to every secondary school in West Dorset to ensure that they have a link to their local policing team
- NPT have quarterly meetings with the SSCT to promote collaboration, avoid 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

**Part 3 – Good Practice and Requests**

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

- Officers are making good use of the new mobile devices rolled out to front line staff this year, allowing them to complete admin in the community and be more visible
- Social Media reach has increased in line with our ambitions and remains a useful tool to keep the public informed, with all staff contributing
- Improvements have also been made to our website pages over the past year making them less bureaucratic and providing the public with knowledge of who their local officers are and what our local priorities are

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

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<th>Part 4 – Any other comments</th>
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Completed by

Inspector Darren Stanton

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<th>Part 5 – Second line manager assessment</th>
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<th>Part 6 – SMT comments and sign off</th>
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<th>Part 7 – PCC review and assessment</th>
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<td>Community panels held on 23rd June 2020 via Microsoft Teams. Feedback received and incorporated into the next Engagement Plan design.</td>
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