

Report to the Police and Crime Panel

17th June 2016

NEIGHBOURHOOD POLICING REVIEW UPDATE

1 Purpose

- 1.1 The purpose of this paper is to provide the Police and Crime Panel with a progress report of the Neighbourhood Policing Review and a summary of implementation activity that has been undertaken.

2 Overview

- 2.1 The 2014 -15 Thames Valley Police (TVP) Delivery Plan set an action to review the approach to Neighbourhood Policing in light of best practice nationally and emerging College of Policing evidence. It was also aligned with commitments under the Strategic Objectives in the Police and Crime Commissioner's (PCC) Police and Crime Plan. The subsequent Neighbourhood Policing Review report included 31 recommendations to inform the future delivery of Neighbourhood Policing (NHP) in Thames Valley and was signed off by TVP Chief Officers in April 2015.
- 2.2 The strategy for the delivery of neighbourhood policing in TVP is intended to complement our commitment of working together to make communities safer, and comprises the following four elements:
- Visibility - to increase public confidence and reduce crime
 - Engagement - to enable the participation of communities in policing at their chosen level
 - Problem solving - to identify, establish causation, respond and address local problems
 - Community Resilience - to increase public involvement in policing
- 2.3 A strong emphasis within the review was that policing services should be designed to meet, and better manage, demand. The ability to describe the demand for policing services, and the degree to which different activities absorb resources, should inform our priorities, early intervention, problem solving and preventative activity focused on reducing vulnerability and protecting the public.

The need to better understand policing demands and tailor services accordingly is both a local and national priority for forces.

- 2.5 Evidence shows that visibility and engagement are critical to effective problem solving. Local police officers, including Police Community Support Officers (PCSOs), who know their neighbourhood well are invaluable in this regard, listening to the local community and involving them in identifying solutions. Local officers, working with partners, should be able to guide problem solving activity and maintain a focus on areas of greatest risk, harm and threat.
- 2.6 By working with our partners and communities we should create opportunities to prevent some elements of demand. By focusing attention on those who cause harm to communities and areas that generate the most calls for service there is an opportunity to reduce demand and intervene much earlier.
- 2.7 The 'Citizens in Policing' strategy promotes the benefits of citizen engagement and social action through the Special Constabulary, Police Support Volunteers, Volunteer Police Cadets, and through links with others involved in voluntary, community action and active citizens groups such as Neighbourhood Watch and Neighbourhood Action Groups.

3 Highlights of Progress to date

- 3.1 A review of the work being undertaken by the various internal working groups has recently been undertaken to ensure it incorporates the Thames Valley 'Our Commitment' policing principles across the activities and services that will be delivered by Neighbourhood Teams. One working group is looking at opportunities to enhance and further develop our approach to integrated working with partners, both statutory and non-statutory. Highlights of work completed and ongoing that support implementation of the strategy are as follows:

Visibility

- PCSO recruitment processes have been reviewed to place a greater emphasis on representation from TVP communities and more training around problem solving and community engagement techniques.
- The provision of detailed 'demand data' to Local Police Area (LPA) managers means that LPA patrol plans can ensure key locations are identified and visited at the times of greatest impact and effect.
- During the summer (2016) the rollout of new mobile technology will enable patrolling officers to remain visible in the community to perform neighbourhood roles as they access information that would previously have only been available at police stations. The information available will also contain key local community contacts and ensure that all officers, whether response, CID or neighbourhood, can identify key individuals.

- A review of the administrative functions previously performed by neighbourhood staff has led to a reduction in bureaucracy thereby enabling officers and staff to spend more time visibly out on patrol.
- A review has been conducted of the deployment of neighbourhood staff to reports of volume crime, resulting in a better targeted approach based on the threat towards, and vulnerability of, victims. This has enabled an improved service to be delivered to those most at risk and greater opportunities to resolve issues at the earliest opportunity.

Engagement

- The Force has undertaken creative and innovative approaches to engaging with all our communities. An example of this was at Reading where a “World Café” event took place that was attended by a large number of people from a wide range of local communities who explored specific themes of local vulnerability and potential issues of local concern.
- Social media tools are being used to support engagement activity, for example, ‘Cover-it Live’ engagement events in Reading and Oxford LPAs. These were internet based interactive sessions that attracted viewing and feedback from several hundred people on-line.
- The TVP external Web site content and 'Have your say' activity has been reviewed and a revised version launches in June. The new version incorporates recommendations made to enable clearer access to information regarding what is going on at a neighbourhood level and will develop to simplify information on how to get involved and participate in engagement and problem solving activities.
- A new TVP web-site format went live on 1st June that provides clearer information. “Social Sense” training was completed during March. Social Sense is a social media management tool that is designed specifically for police forces. The system includes features that enable monitoring of incoming and outgoing messages, as well as offering the ability to pre-plan messages and respond to questions and comments from members of the public. An Engagement ‘App’ will also shortly be launched on the new force mobile telephones providing front-line officers with immediate and far more detailed information regarding community networks and contacts.

Problem Solving

- A Demand and Vulnerability Module (DAVM) has been launched. This intranet based resource allows officers and staff direct and immediate access to detailed demand data. Vulnerability data has now been received from HMIC and is in the process of being incorporated into the module to further inform local decision making and priority setting. Use of

this module enables LPA Commanders and neighbourhood staff to prioritise problem solving activity appropriately based on vulnerability and the reduction of demand.

- Problem solving training has been developed with Learning and Professional Development Dept., working with the Police Foundation and University College London, in order to develop the problem solving skills of officers to reduce repeat offending and repeat victimisation. 'Problem Solving Champions' were trained in April, including Community Safety Partner representatives, and this training is currently being cascaded to operational staff by the 'Champions' to ensure that departments own the delivery of training to their own teams, and the context and relevance to their area of work is maintained.

Community Resilience

- Intensive Engagement training has been delivered to PCSOs in Milton Keynes which is under evaluation. This training focused upon improving engagement and problem solving approaches in complex community settings. PCSOs are trained in techniques that help them better understand local issues and also to secure the participation of community members in resolving the issues. The Force is looking to extend the lessons of this approach across the Force, working with Partners.
- Neighbourhood Policing and Partnerships (NPP) arranged and facilitated a series of County-Wide Integrated Working Seminars with Partners and the Voluntary sector on the following dates:
 - 21 April - Oxfordshire
 - 26 April - Buckinghamshire and Milton Keynes
 - 11 May - Berkshire

The objectives of the seminars were to:

- Share good practice of integrated working.
- Identify opportunities to work in partnership, with both statutory and voluntary partners, to reduce demand, harm and risk through early intervention.
- Agree next steps and key individuals who will support the development of a framework for local delivery.

The seminars, which included a series of speakers from local and national bodies, were attended by LPA Commanders as well as some Council Members and a variety of partners from Local Authorities, Clinical Commissioning Groups, Mental Health Services, Probation, Safeguarding Adults and Children Boards, Domestic Abuse, Voluntary Sector as well as other organisations which shared and identified opportunities of working in partnership to protect the vulnerable and reduce our demands.

Feedback from attendees led to numerous county level actions being identified and these are now being followed up with further meetings at county and local level.

4 Next steps

- 4.1 Weekly one-to-one meetings are being undertaken with LPA Commanders and their management teams to develop and embed the new neighbourhood policing principles and activities. This is supported by regular practitioner workshops with frontline managers and supervisors across the Force delivering practical toolkits that enable effective delivery of the new principles.
- 4.2 An LPA self assessment checklist has been developed to support implementation setting out how the strategy can be 'operationalised' with activities that will embed the "four pillars" approach incorporating evidence based practice.
- 4.3 The Neighbourhood Policing and Partnership Team has presented the strategy at a College of Policing conference on Local Policing, and the TVP model was used as part of a central input to the International Police Leadership Course in April 2016. Considerable interest was expressed in the work being undertaken within Thames Valley Police which is viewed as being at the forefront of national thinking as to how to sustain Neighbourhood Policing within the current policing landscape.

5 Summary

- 5.1 The Neighbourhood Policing Review has led to a series of work-streams and activities that seek to retain, and refocus, the concept of Neighbourhood policing. The strategic recommendations have been incorporated into a structured programme of change and substantial progress has been made towards implementation. The four pillars of the strategy - Visibility, Engagement, Problem Solving and Community Resilience - remain central to TVP's delivery of the 'Our Commitment' policing principles and there is already significant evidence of change at both a tactical as well as a strategic level. There is still work to be done in order to fully implement the strategy within a new force operating model but the national recognition of our approach and progress to date demonstrate the Force remains committed to neighbourhood policing now and into the future.