

**COMMUNITY ENGAGEMENT COMMITTEE – 1 JULY 2010**

**NEIGHBOURHOOD POLICING UPDATE**

**REPORT BY THE CHIEF CONSTABLE**

**PURPOSE OF REPORT**

*The purpose of this report is to provide members with an update on the performance of Safer Neighbourhood Teams and other related developments.*

**1. INTRODUCTION**

- 1.1 Safer Neighbourhood Policing is now embedded into our everyday policing activity within Dorset Police with 78 Safer Neighbourhood Teams (SNTs) covering the Force area.

**2. LATEST DEVELOPMENTS**

- 2.1 The function and structure of Safer Neighbourhood policing is one of the six strands being considered under the One Team review. The One Team review has superseded and incorporates the earlier review work of SNT and Patrol structure and function commissioned by the Territorial Policing Board.

**Safer Neighbourhood Team Websites**

- 2.2 The format of the SNT web pages has been developed to reflect the feedback received in the Autumn of 2009 from the National Policing Improvement Agency (NPIA) commissioned review of all Police Service SNT web pages (England and Wales).
- 2.3 Particular comment in this report was made about the Neighbourhood Priorities which are listed on each SNT web page. Based on the recommendations within the NPIA commissioned report, standards between SNT officers and Divisional Communications Officers have been established to ensure that future priorities appear on web pages with the date on which they were set, the target date for review or completion and current actions being taken by agencies to deal with the priorities.
- 2.4 To signpost the public to the Partner Agency leading on their local priorities, the lead agency dealing with each priority will be identified on the SNT web pages as new local priorities are identified.

- 2.5 A review of SNT web pages shows that 33% of SNT priorities across the Force area now have the lead agency dealing with the priority identified. Forty percent of SNT priorities now have the date on which each priority was set recorded against them.

### **Safer Neighbourhood Teams and Partners – Newsletters**

- 2.6 A key element to Neighbourhood Policing is communication with our community. Recent research by the Home Office has found that the most effective means for public bodies to communicate with their community is through newsletters. The Home Office has published a good practice newsletter template, the standards of which Dorset Police will adopt through its 'Publicity Creator' initiative.
- 2.7 Members will be aware from previous reports that 'Publicity Creator' is a web-based product through which SNTs, Neighbourhood Panels and Watch Schemes can generate and create 'corporate' newsletter, poster and leaflet templates with information specifically for their communities. The program was delivered to the Force in March 2010 and is to be piloted with SNT staff to fully test its suitability before its full release to staff. Unfortunately, significant changes in the staffing of our Level 1 Communications Team have prevented the launch of this pilot scheme to date. The appointment of staff to Communications Team vacancies is anticipated in the next few weeks and it is hoped to have the pilot scheme launched shortly after.
- 2.8 It is recognised that training for staff will be required once the system is fully functional and this will be delivered through initial training of SNT other Partnership staff by the supplier, supported by web-based tutorials which are built into the program.
- 2.9 The latest publication of SNT newsletters was due in May 2010. Unfortunately the changes in the Level 1 Communications Team have delayed the publication of the newsletters but they went to print on 21 June with the printed copies received on 25 June. It is anticipated that the roll-out of the staff training programme will allow in the region of 50% of newsletter material in the December 2010 edition to be contributed directly by SNT and Partnership staff. The newsletters will continue to be quality assured through Divisional Communications Officers.

### **Neighbourhood Profiles**

- 2.10 In November 2009 the Force purchased a licence for a report generator programme called 'Demographicsonline'. This is an additional product supplied by the company Experian which already supplies the Force with a number of different profiling products. It is a simple web-based application that requires no specialist skills and allows the fast production of reports that support engagement by SNTs.
- 2.11 This product has allowed the Force to quickly produce a standardised "Neighbourhood Profile" for each of the 78 Safer Neighbourhood areas to facilitate engagement by SNTs through an improved knowledge of the socio-economic and ethnic origins of their community.
- 2.12 Each SNT will develop Community Engagement tactics for the communities identified through the Neighbourhood Profile product.

- 2.13 An example of a new SNT engagement initiative which was identified through a better understanding of the use of public transport by a neighbourhood community is that of Hamworthy (Poole South Section). Here, SNT members use local buses to travel to and through their neighbourhood area. This initiative creates the opportunity to engage with local community members using public transport both whilst they are travelling on buses and also whilst they are waiting for a bus. The employment of buses in this way is also a more efficient use of officers' time, enabling them to engage with their community whilst travelling around their neighbourhood in a visible manner.
- 2.14 A review of the whole of the content of Neighbourhood Profiles will be undertaken to ensure that the information contained in the profiles is relevant and easily accessible to Safer Neighbourhood Officers to support them in their engagement with communities.
- 2.15 This review will take into account the latest NPIA guidance on the production of Neighbourhood Profiles. The revised Neighbourhood Profile will incorporate the community profiling product which is being progressed in Community Engagement with newly enhanced analytical support.

### **Safe and Confident Neighbourhoods Strategy: Next Steps in Neighbourhood Policing**

- 2.16 The previous Government published the above strategy in March 2010 though it is not yet clear whether or not the current Coalition Government will pursue the full agenda which is laid out in this document. The strategy is currently being considered as part of the 'One Team' review work referred to earlier at paragraph 2.1.
- 2.17 The strategy re-iterates that Neighbourhood Policing activity must primarily focus on
- Issues which matter most locally, most commonly anti-social behaviour.
  - Preventing anti-social behaviour and crime.
  - Increasing confidence and reassurance.
- 2.18 The strategy refers to the 'Route Map' for improving public confidence which is designed for use by the whole Force, not just Neighbourhood Policing. The strategy also emphasises the importance of partnership working and in particular outlines the role of Community Safety Partnerships (formerly known as Crime and Disorder Reduction Partnerships) in promoting and enabling neighbourhood partnerships that drive safe and confident communities working with local strategic partnerships (LSPs) to link neighbourhoods to a shared vision for communities.
- 2.19 It is recognised that Community Safety Partnerships (CSPs) must engage with the public in a meaningful way. Since 2007 CSPs have been under a duty to ensure that the public's concerns are well understood, drive their work and now, through a new role, promote neighbourhood partnerships.

## **3. BALANCED SCORECARD AND PERFORMANCE MONITORING**

- 3.1 This is the eighth publication of the Balanced Scorecard Performance Monitoring summary for the Police Authority, which is attached at Appendix A.

## **Local Surveys**

- 3.2 This is the 2009/10 final quarter's result of data collection through 'local surveys'. The data collection relates to the quarter ending on 31 March 2010. The results of this survey provide a 'snapshot' of public perceptions of personal safety for people living in Dorset. The surveys are conducted with a sample of different people each quarter and for this reason it provides a purely indicative measure. The total number of surveys conducted for each Section over the entire financial years 2008/09 and 2009/10 is included in the table.
- 3.3 The Community Safety Survey (CSS) will be conducted on a quarterly basis from 1 April 2010 and the data from that survey will be used in this report for subsequent quarters from the first quarter of 2010/11. The advantage of using the CSS data is that it is conducted using a random sample of respondents who are surveyed in a de-personalised way rather than through personal contact. The data reported from the CSS will therefore be more reliable. The number of surveys completed is also larger than the number of returns provided by the 'local survey' as currently conducted.

## **Activity Analysis**

- 3.4 The data which provides the numbers of incidents attended by Safer Neighbourhood Officers is now available and recorded for each Section command area. As this data is collected on a twice yearly basis, the figures reported to the Committee in April remain unchanged.
- 3.5 The implementation of electronic 'Working Time Recording' across SNTs has provided the opportunity to introduce a further code to the system to accurately record the percentage of duty time that officers spend abstracted from their Safer Neighbourhood Team duty. The required software work is completed and this data collection commenced on 1 April 2010. This abstraction data for SNTs will therefore be available for the next quarter's report. The Balanced Scorecard Performance summary will be developed to incorporate this abstraction information by Section for Police Community Support Officers (PCSOs) and police officers separately and as a total.
- 3.6 Following a change in the way that data is collected and analysed by the database used by Human Resources to manage staff, the Section Summary will also be developed to include the number of days lost through sickness for each Section. From the first quarter of 2010/11 onwards this will be supplied in respect of PCSOs, police officers and as a total figure for each Section.

## **4. NEIGHBOURHOOD / HOME WATCH AND COMMUNITY MESSAGING (RINGMASTER)**

- 4.1 Members will be aware from previous reports that four Divisional Watch Scheme Co-ordinators have had full responsibility for the administration and support of Watch Schemes and the 'Ringmaster' Community Messaging system. However, a re-evaluation of Force support for Watch Schemes has identified an opportunity to strengthen the Watch Scheme / Dorset Police partnership relationship through direct support of Watch Schemes by SNTs.

- 4.2 Whilst strategic ownership for Community Messaging and Watch Schemes will remain with the Community Engagement Department, the responsibility for support of Watch Schemes has moved to Section Commanders via SNTs. Staff turnover has resulted in the loss of two of the four Divisional Watch Scheme Co-ordinators and with Watch Scheme responsibility moved to SNTs, this has allowed the focus of the two remaining posts to move to Community Messaging.

### **Watch Support**

- 4.3 In order to provide a standardised approach to the support of Watch Schemes, Section Commanders have identified two SNT officers in each Section who will act as Section 'Watch Champions'. These officers will be the local point of contact for support with Watch Schemes for Safer Neighbourhood Officers on their Section. The Community Engagement Department will continue to provide support including advice on how to set up and manage a Watch Scheme, and liaise regularly with Safer Neighbourhood Team supervisors.
- 4.4 Training has been arranged for the 'Watch Champions', which will include an input from Watch Scheme Co-ordinators, has been arranged and this commenced on 28 June 2010.

### **Community Messaging (Ringmaster)**

- 4.5 In addition to the development of new arrangements to improve support for Watch Schemes, it is recognised that there is room for improvement in the content of some of the messages that are broadcast. The proposal has recommended that they fall into two categories:
- Safer Neighbourhood Team Summary; news, priorities and activities: Responsibility and control for these messages will fall to the Section Commander via the SNT. These messages will provide information that is of interest locally and will capitalise on the community knowledge of SNTs. It is intended that volunteers will be recruited to support this function.
  - Crime messages, informing and requesting information: These messages will fall under the responsibility of the Intelligence Unit Manager, who will ensure that appropriate and correct material is published in a timely manner.
- 4.6 This proposal was agreed by the Force Contact Management Board in April and will be implemented as soon as possible and is dependent on filling a vacant post. This decision is subject to the Restricted Recruitment Policy and based on the reduced funding environment.

## **5. EXTERNAL INSPECTION**

### **Neighbourhood Policing - Training**

- 5.1 Her Majesty's Inspector of Constabulary (HMIC) made a recommendation following their Neighbourhood Policing inspection in the Autumn of 2008 that the Force should undertake an evaluation of neighbourhood policing training which should encompass joint training with partners.

- 5.2 The Evaluation Unit within the Learning and Development Unit completed its evaluation of SNT training, together with a training needs analysis for Safer Neighbourhood Officers, in January 2010. The final report and recommendations are currently under consideration in order to develop a revised training programme for SNT officers.
- 5.3 The first tranche of the revised training for SNT officers will apply to PCSOs who are recruited as a complete course and who undertake the training as a single unit. The revised training has incorporated early feedback resulting from stakeholder consultation with a group of PCSOs as part of a wider PCSO review.
- 5.4 In order to improve partnership problem solving, Safer Neighbourhood training has been developed which will see PCSOs returning to the centre to undertake a workshop at six months' and 12 months' service. The PCSO Standards & Training Officers have also developed a PCSOs' one day update training module which will be run twice a year (four days in total) to keep PCSOs abreast of new procedures and developments in Neighbourhood Policing.
- 5.5 In addition, the Learning & Development Unit has developed and implemented a PCSO Tutor training course to ensure that all PCSOs have a period of tutorship from a trained PCSO tutor once they commence work with their community. This tutorship lasts six weeks.
- 5.6 The second tranche of revised training is underway. This will lead to the refinement of SNT training for police officers, ensuring that training will be undertaken with internal and external partners where appropriate.

### **NPIA Stock Take of Neighbourhood Policing**

- 5.7 NPIA has recently asked all forces to undertake a stock take of their Neighbourhood Policing, together with some aspects of Citizen Focus. This is an information gathering exercise which will enable NPIA to better understand the current national position and identify good practice.
- 5.8 However, having consulted with colleagues in the Region, the Chief Constable has written to the NPIA on behalf of the South West ACPO declining to take up this request giving existing workloads and demands.

## **6. RECOMMENDATION**

- 6.1 Members are asked to note this report.

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Chief Constable

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**Bournemouth & Poole Division - Section Summary**

**2009/10**

**Sections**

Central Bmth	North Bmth	East Bmth	North Poole	South Poole
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12 month comparison - April - March 2008/09 compared to April - March 2009/10

Crime & Incident levels	Actual	% Change	Actual	% Change	Actual	% Change	Actual	% Change	Actual	% Change
ASB Incidents	363	8.2 %	137	2.1 %	-416	-7.2 %	107	2.3 %	-18	-0.4 %
Volume Crime	-212	-7.1 %	-223	-5.0 %	-248	-7.1 %	-83	-2.7 %	-272	-9.2 %
Violent Crime	-208	-11.2 %	6	0.4 %	-75	-5.0 %	-19	-2.0 %	-162	-14.1 %
Criminal Damage	-104	-15.5 %	-111	-6.6 %	-202	-18.7 %	3	0.2 %	-112	-11.2 %
'Hate' Crime	17	24.6 %	-10	-11.0 %	-15	-21.4 %	-1	-2.5 %	-10	-18.9 %

Quarterly Snapshot - position @ 31st Mar 2009 compared to position @ 31st Mar 2010

Local Surveys	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10
% Very & Fairly Safe - Feel living in your local area	94.3 %	90.3 %	91.2 %	92.9 %	76.3 %	78.2 %	93.8 %	88.2 %	92.6 %	96.9 %
% Very & Fairly Safe - Walking alone (Night)	68.6 %	57.6 %	65.5 %	63.6 %	44.9 %	54.2 %	58.8 %	64.7 %	62.1 %	66.5 %
% Very & Fairly Safe - Walking alone (Day)	97.1 %	90.3 %	91.6 %	95.7 %	84.5 %	83.2 %	97.4 %	94.1 %	94.7 %	98.5 %
% Fearful of becoming a victim of Anti Social Behaviour (V & F worried)	34.3 %	41.2 %	36.8 %	28.9 %	58.5 %	39.5 %	32.5 %	36.8 %	28.4 %	33.5 %
Compared with 12 mths ago, do you feel police patrols in the area have increased	45.7 %	37.0 %	48.6 %	39.8 %	37.7 %	44.5 %	41.8 %	39.7 %	51.6 %	50.0 %
% Local police do a Good/Excellent job	88.6 %	82.4 %	88.5 %	77.4 %	67.1 %	72.7 %	75.8 %	74.3 %	86.3 %	92.3 %
TOTAL Survey Respondents	35	165	296	508	207	238	194	136	95	194

Figures cover monthly analysis for December 2009

Activity Analysis	Dec-09	Dec-09	Dec-09	Dec-09	Dec-09
Number of Incidents Attended by SNT Officers (2-week Sample)	100	120	69	92	92
% Abstraction from Normal Duty					
% of time spent Visibly Working on SNT area (Dec 09 AA period) - PCSO's Only	78%	70%	80%	68%	68%
% of time spent Visibly Working on SNT area (Dec 09 AA period) - All SNT.	70%	63%	65%	59%	59%

April to March 2009/10 - Number of Tactical Plans

	Central Bmth	North Bmth	East Bmth	North Poole	South Poole
Number of <b>Live</b> Tactical Plans	5	27	12	15	17
Number of <b>Complete</b> Tactical Plans	14	113	57	70	60

Snapshot - SNT Staff Numbers - December 2009

Human Resources	Actual	Actual	Actual	Actual	Actual
Staff Levels					
Constables	7	12	10	10	12
PCSOs	11	20	12	10	9
Specials & Volunteers	6	10	8	17	2

NOTES:

Safer Neighbourhood Team (SNT) - Balanced Scorecard Performance Monitoring.

Dorset County Division - Section Summary

2009/10

Sections

Dorchester	Bridport	Weymth & Portland	North Dorset	East Dorset	Purbeck	Christchurch
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12 month comparison - April - March 2008/09 compared to April - March 2009/10

Crime & Incident levels

	Actual	% Change	Actual	% Change	Actual	% Change	Actual	% Change	Actual	% Change	Actual	% Change		
ASB Incidents	48	1.7 %	-322	-16.0 %	90	1.3 %	85	3.6 %	-274	-7.2 %	63	2.8 %	-168	-6.6 %
Volume Crime	112	8.1 %	-66	-6.5 %	-264	-7.3 %	-42	-2.8 %	-264	-14.3 %	-59	-5.2 %	-300	-19.7 %
Violent Crime	116	24.1 %	-6	-1.7 %	-197	-12.0 %	59	10.7 %	-58	-11.2 %	-59	-13.7 %	-9	-1.9 %
Criminal Damage	-62	-9.2 %	-51	-11.1 %	-130	-8.6 %	-101	-14.4 %	-233	-24.0 %	-77	-14.8 %	-183	-26.8 %
'Hate' Crime	15	150.0 %	3	300.0 %	3	6.5 %	2	11.8 %	-3	-10.3 %	-9	-60.0 %	4	23.5 %

Quarterly Snapshot - position @ 31st Mar 2009 compared to position @ 31st Mar 2010

	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10	Mar-09	Mar-10
% Very & Fairly Safe - Feel living in your local area	96.5 %	98.7 %	98.7 %	99.4 %	93.7 %	94.6 %	97.1 %	98.2 %	95.7 %	97.8 %	98.4 %	94.6 %	92.9 %	97.1 %
% Very & Fairly Safe - Walking alone (Night)	72.2 %	83.0 %	93.6 %	93.3 %	69.2 %	75.7 %	75.3 %	83.1 %	73.0 %	80.2 %	78.0 %	67.0 %	69.0 %	69.7 %
% Very & Fairly Safe - Walking alone (Day)	97.2 %	99.2 %	100.0 %	98.9 %	94.4 %	95.0 %	98.4 %	98.2 %	96.9 %	96.5 %	99.0 %	95.4 %	94.2 %	98.1 %
% Fearful of becoming a victim of Anti Social Behaviour (V & F worried)	27.8 %	12.4 %	3.8 %	8.9 %	27.1 %	26.1 %	16.0 %	14.2 %	21.9 %	16.0 %	17.8 %	20.3 %	27.1 %	23.9 %
Compared with 12 mths ago, do you feel police patrols in the area have increased	45.1 %	31.5 %	67.9 %	57.5 %	52.5 %	39.6 %	45.7 %	38.7 %	51.8 %	41.3 %	34.6 %	29.6 %	49.0 %	31.4 %
% Local police do a Good/Excellent job	88.9 %	84.1 %	92.3 %	89.4 %	72.9 %	78.8 %	82.7 %	85.8 %	90.4 %	87.0 %	79.1 %	61.1 %	72.3 %	81.0 %
TOTAL Survey Respondents	144	371	78	179	155	222	243	331	508	724	191	980	166	373

Figures cover monthly analysis for December 2009

	Dec-09	Dec-09	Dec-09	Dec-09	Dec-09	Dec-09
Number of Incidents Attended by SNT Officers (2-week Sample)	55	44	182	55	102	58
% Abstraction from Normal Duty						
% of time spent Visibly Working on SNT area (Dec 09 AA period) - PCSO's Only	65%	79%	86%	77%	83%	80%
% of time spent Visibly Working on SNT area (Dec 09 AA period) - All SNT.	57%	64%	68%	62%	70%	72%

April to December 2009/10 - Number of Tactical Plans

Number of <b>Live</b> Tactical Plans	21	5	34	29	23	19
Number of <b>Complete</b> Tactical Plans	60	28	74	59	59	37

Snapshot - SNT Staff Numbers - December 2009

	Actual	Actual	Actual	Actual	Actual	Actual
Staff Levels						
Constables	6	5	12	10	12	7
PCSOs	7	8	14	14	13	8
Specials & Volunteers	6	10	11	12	33	20

NOTES: