

**PART ONE**

**To: Office of Police and Crime Commissioner – Performance Meeting**

**Date: 27 September 2017**

**By: Police Sergeant 3823 Mel Sefton (Sponsored by DCS Helen Collins)**



**Title: Community Engagement Guide (Internal Use)**

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**Purpose of Report/Issue:**

To expose to the Office of Police & Crime Commissioner's Performance Meeting the proposed content and structure of a simple guide designed for staff which outlines the strategy and procedure for Community Engagement.

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**Introduction/Background:**

Neighbourhood policing is at the heart of all that Surrey Police does, it is the corner stone by which we receive intelligence, gain trust and confidence, and understand our community's requirements.

As the College of Policing outlines "without the cooperation of the public, policing in developed democracies would become essentially unworkable. In simple terms, the Police Service would cease to function without the active support of the communities it serves".

With the changes in our policing model over the last 2 years, through the Policing in Your Neighbourhood (PIYN) change programme, it was identified that we needed to produce clear and concise documentation for staff to enable them to not only understand their roles and responsibilities but also to achieve a degree of corporacy across the county.

Evidence has shown that effective community engagement, strategic foot patrols and collaborative problem solving can significantly increase public confidence in policing.

Surrey Police currently has an engagement policy that clearly sets out when engagement is appropriate and how best to engage. However, in order to ensure staff across the county have a user friendly guide this handbook has been produced. *Please note it is currently in draft form in terms of the pictorial representations.*

This draft is due to go to the Independent Advisory Group (IAG) at their next meeting on 17<sup>th</sup> October 2017 for exposure and information.

The guide will be pocket sized to enable it to be carried by staff on a daily basis and will be developed further to ensure either it or a derivative is suitable for external use.

**Report Detail:**

The guide provides a structured approach in how Officers should engage with their local communities and covers the main issues of;

- Why the Police need to engage with communities
- Who the Police should engage with within communities
- How to engage with communities

It is anticipated that the benefits of effective engagement will be an increase in the public perception of safety, an increase in trust and confidence, and a tendency in the reduction of disorder and antisocial behaviour as this guide is embedded and used across the County. These benefits will be achieved by improving information gathering, increasing the quality of local intelligence, better problem solving and fostering community involvement through volunteering programs and enhanced engagement.

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**Recommendation(s)/Future Activity:**

Corporate Communications have suggested that a separate guide may be needed for external use. Further discussion are on-going with Jay Butcher from Corporate Communications with regard to this.

On publication of this guide it is anticipated it will be reviewed on a yearly basis to ensure its accuracy going forward, and its compliance with College of Policing guidelines.

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**Risks:** N/A

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**Attachments/ Background Papers:** N/A

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# Community Engagement Guide





## Community Engagement Guide

This document provides a guide to officers and staff when supporting events or meetings in the community. It reflects our policing model (PiYN) and the document underlines the concept that every public contact we make is an engagement opportunity and should be seen as such.

## Why is engagement important?

Community Engagement is an essential part of Neighbourhood Policing and this document reflects the Police and Crime Plan objectives and Policing Vision 2025. Local policing teams are in the heart of the community and are the direct link with local people. Everything happens in a neighbourhood, therefore it is essential that local communities are kept informed on crime and disorder issues that affect their communities and that they are given a voice so they can assist police (and where appropriate partners) in resolving issues.

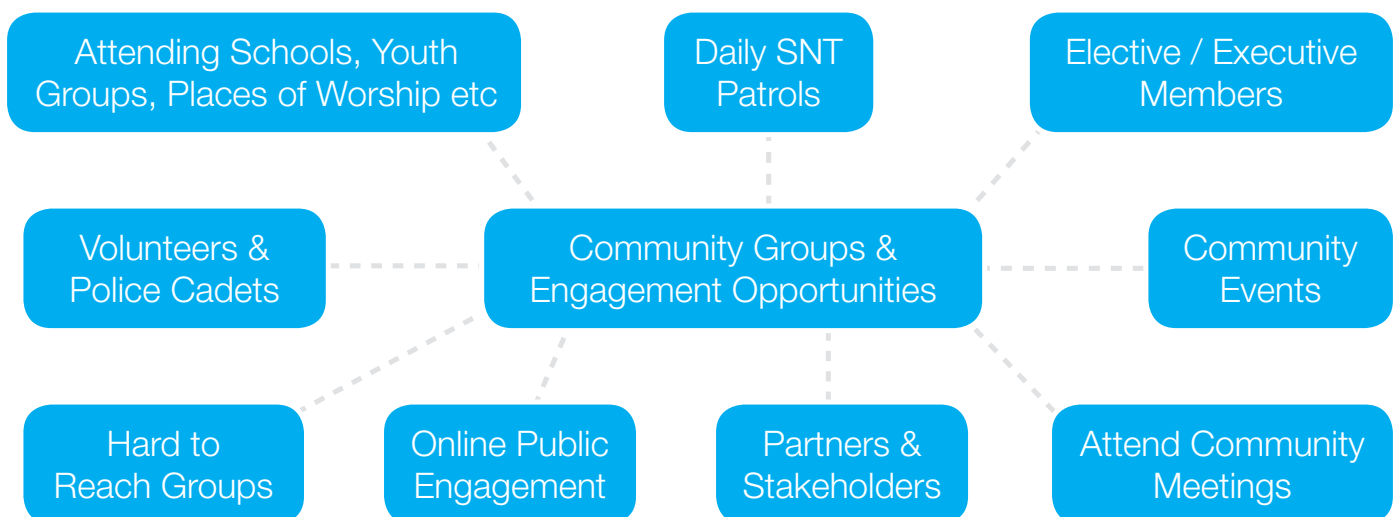
Neighbourhood Policing is built on the foundations of good working relationships between the Police and community and the ability to provide residents with the opportunity to take part in local problem solving.

Effective community engagement along with targeted foot patrols, focussed intelligence gathering and collaborative problem solving can significantly increase public confidence in police activities.

Each Borough community profile is developed and should be understood by local officers.

Engagement needs to be meaningful, with a clear policing purpose and focussed on Borough priorities, local chronic and repeat issues and intelligence requirements. Where possible, this should be a two way process allowing for the public, partners and stakeholders to have a voice in order to resolve issues.

Below is a number of Community Groups and Engagement Opportunities (although not exhaustive) within each Borough. Each area has been reviewed and clear guidance provided to support planned engagement.





## Guidance and Expectation

### What is a policing purpose?

- Prevention and detection of crime
- repeat and vulnerable victims
- Priority crimes for the Borough/Force
- Chronic issues that have a disproportionate affect on the community
- To communicate specific plans to reduce crime and the fear of crime.



## Elected and Executive Members

Inspectors/Divisional Commanders will engage with MP's/Local and County Councillors and Chief Executives as necessary, or where the Neighbourhood Inspector believes there is an interest to brief on appropriate community issues.



## Attendance at Community Meetings

Police will attend if there is a specific policing purpose and not simply to deliver purely statistical or performance reports. The data can be accessed through the appropriate Community Engagement Volunteer or online via [www.police.uk](http://www.police.uk) or [www.intheknow.community](http://www.intheknow.community)

Our focus will be on chronic and repeat issues, repeat victims and police priority issues using two way communication.

Every neighbourhood/ward will have a named individual (PCSO) as the point of contact.





## Partners / Stakeholders (Practitioners)

Contact where necessary to address police priorities and chronic issues. Local teams will build strong and effective relationships to promote joint problem solving, provide reassurance, information sharing and intelligence gathering. (for example, Family Support Teams, Early Help Teams as well as local colleges, Universities and student union representatives.

The Borough Inspector will agree who the designated point of contact is within local teams to foster these relationships.



## Police initiated activity

Engagement will be to address chronic and repeat issues or to assist in helping to identify local issues. The focus of SNT work will be to gather intelligence and build greater confidence and security in local communities.



## Attendance at Local Community Events

Where there is a policing purpose and a need to disseminate information or engage with the local community on a specific issue or a hard to reach group.

In addition there will be an assessment for the need for Police attendance and action at public events based on the need to discharge our core responsibilities ;

- Prevention and detection of crime, breaches of the peace.
- Traffic regulation powers. The vast majority of these would fall to the organisers to facilitate.
- Activation of a contingency plan where there is an IMMEDIATE threat to life.



## Attendance at Schools, Youth Groups, Places of Worship etc

This will be undertaken where there is a policing purpose and a need to disseminate information or engage with the local community on a specific issue. The Neighbourhood Inspector will assess if there are specific community engagement benefits from attendance and the opportunity to provide reassurance, information sharing and intelligence gathering with unique hard to reach groups.

Every neighbourhood/ward will have a named individual (PCSO) as the point of contact.



## Daily Patrols by SNT

PCSOs and officers will be intelligence led in their patrol plans. Focus on patrolling where they will support Borough objectives and impact on chronic and complex issues. Each Borough should have patrol plans where relevant. Their default will be to their allocated ward to maximise engagement opportunities, in particular using every opportunity to share appropriate information, gather intelligence and provide visible reassurance. A continual focus will be on identifying new and emerging communities within an area.



## Online Community Engagement

Each SNT has a Facebook and Twitter account for providing information, seeking feedback from the community and intelligence gathering. SNT will use social media engagement to keep communities informed. Facebook Neighbourhood Panels will be used to engage with sections of the community who have found it difficult to attend such events in person.

Traditional methods using Facebook, Twitter will also direct the public to [www.police.uk](http://www.police.uk) or [www.intheknow.community](http://www.intheknow.community) as well as continuing to keep pace with new social media trends and uses.



## Volunteer Police Cadets

The Volunteer Police Cadets is a diverse group of young people aged 13 - 18 years. Cadets develop their leadership skills by undertaking challenging social action projects in their communities with an expectation that they will volunteer 3 hours a month. Examples of these projects include supporting older members of the community to understand vulnerability crimes such as fraud and cybercrime, fund raising for charities and road safety campaigns.

Police Cadets will support relevant community events throughout the year with the events team or in place of them when they are unable to attend. This will be undertaken where there is a clear policing purpose and a need to disseminate information or engage with the local community on a specific issue.



## Hard to reach Groups

Any opportunity to engage with our hard to reach groups should be considered in order to provide reassurance, build trust and confidence, information sharing and intelligence gathering.

Local SNTs and the Community Engagement Volunteer will provide information that is of interest and relevant to community based groups and monitor local communications into the Team.

Every neighbourhood/ward will have a named individual (PCSO) as the point of contact

- [Click here to view the policy](#)
- [Click here to view the procedure](#)