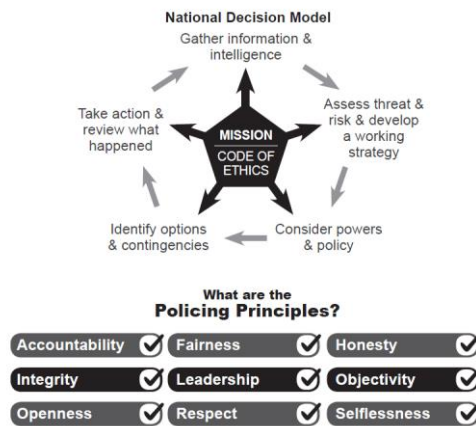




*****Neighbourhood Policing Update*****

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AUTHOR:	
Name:	Chief Superintendent 1885 Alison Barlow
Job Title:	Divisional Commander – West Surrey and Neighbourhoods Portfolio Lead
Telephone number:	32526
Email address:	Alison.barlow@surrey.pnn.police.uk



1. Purpose

- 1.1. This paper provides an overview of updates with the neighbourhood policing portfolio with specific commentary on problem solving, engagement with the public and plans to increase prevention resource following the precept uplift.

2. Problem Solving

- 2.1. As one of the seven pillars of the National Neighbourhood Policing Guidelines along with a need to ensure that the reactive spiral of demand is tackled by addressing the root cause of issues, effective problem solving has never been more important. In 2017 South Yorkshire was awarded £6.35 million of Home Office funding to deliver a national problem solving and demand reduction partnership working initiative over three years. The programme of work is helping to transform ways of working across policing at a local, regional and national level by embedding problem solving as a core discipline. As this programme progresses more and more forces are looking at their problem solving approach with many investing in both the training of leaders and the introduction of dedicated posts. This has been particularly successful in Durham Constabulary who continue to be rated as “Outstanding” by HMICFRS commenting, “*The constabulary is good at preventing demand through its strong approach to problem-solving*”.
- 2.2. It is also an area which is closely examined by the HMICFRS during their PEEL inspection programme. Whilst Surrey has not yet received its official feedback or grading following the most recent PEEL inspection in April 2019 (the Force volunteered to be inspected on how well it understands and prioritises crime prevention and protects the public from crime and ASB) the hot debrief was largely positive in respect of Surrey’s approach to problem solving. That said, areas were highlighted in terms of the Force’s analytical capability to support problem solving and how activity undertaken is evaluated /assessed.
- 2.3. Traditionally problem solving has been seen as the remit of neighbourhood teams however it is known that adopting a problem solving approach in all areas of the business can realise significant benefits in saved officer/staff time along with a reduction in repeat victimisation and offending.
- 2.4. To truly embed a problem solving culture the Force identified a need to start by investing in the training and awareness given to the Surrey Police leaders. This training was carried out during April and May 2019 by Sylvia Chenery, an independent consultant who has years of experience working with police and partnerships and is seen as an expert in this field. Training consisted of a series of one day events for leaders and then divisionally based two-day problem solving master classes for Specialist Neighbourhood Teams (SNTs) and partners. The training received positive feedback and should ensure that there will be consistent use of the OSARA (Objective, Scanning, Analysis and Assessment) model across the Force.
- 2.5. The Force, as part of its precept uplift plans has agreed to invest in a dedicated problem solving team to embed a problem solving culture. Working alongside the ASB Manager, Jo Grimshaw, a new Chief Inspector Prevention/Problem Solving role has been created which will lead a small

team of two problem solving tactical advisors and two analysts to help guide staff in their problem solving plans and research national and international best practise. The advert for the Chief Inspector post received positive interest from some outstanding internal applicants, with Mark Offord ultimately successful in securing the role. It is hoped that Mark will take up post in the next four to six weeks with his first task to recruit the remainder of his team.

3. Engagement with the Public

3.1 Like solving problems, engaging communities is one of the seven areas highlighted within the Neighbourhood Policing Guidelines.

3.2 Over the past year re-emphasis has been placed on the importance of effective community engagement with good examples of neighbourhood teams attending more key local events and making better use of social media platforms to engage including Facebook, Twitter and local beat accounts. Force events such Operation Dragnet and ASB week have also provided great opportunities to engage with the public about different topics, and future events such as Woking Pride will provide another excellent opportunity for engagement. That said, oversight and co-ordination of attendance at community engagement events could be improved and the new Head of Corporate Communications is currently drawing up a proposal as to how we could provide more consistency in our approach.

3.3 The relationship with NHW has improved over the past year or so with each Borough Commander having re-engaged with their local Chairs along with attendance at key NHW meetings. The "In the Know" communication forum is regularly used by SNTs to update the community on crime and ASB occurring in their borough and has a current subscription of 12,331 (a growth of over 2000 in the past year). In fact over the 3 years since its launch in July 2016 we have sent 3000 messages through the In the Know system (which translates into 2.5 million individual emails).

3.4 Some other examples of ways in which boroughs are trying to improve the engagement they have with their communities include:

Woking – recent joint police, local authority, charity and community partnership activity in Walton Court to clean up and repair much of the surrounding area has led to a flow of community intelligence that was not previously forthcoming. This area remains one of the priority locations for the local team.

Waverley – monthly news article by Borough Commander in Haslemere and Farnham Heralds and weekly rotational roadshow in towns across the borough with members of the Safer Waverley Partnership incl. SFRS, Environmental health etc.

Mole Valley – Rural Engagement Panel re-introduced and Country Watch being re-launched.

Elmbridge – Regular "meet the beat" events and increase in social media use.

3.5 Better engagement with schools is also a key focus for all SNTs and there are some excellent examples of joint work being undertaken including Youth Intervention Officers undertaking agile working from schools, doing joint patrols with teaching staff at the end of the school day and specific initiatives to tackle the fear of knife crime and drug related harm (Op Fountain – East Surrey).

3.6 There is a bi-monthly Borough Commanders meeting held which is also attended by OPCC, ASB Manager, Corporate Communications and the Volunteers Manager. At each meeting, alongside discussing all areas of Neighbourhood Policing, Borough Commanders give a presentation to their peers on initiatives or engagement activity in their boroughs to share learning and best practice. This is seeing commanders working much closer together and trying out activity in their own boroughs which has been successful in others.

3.7 At the recent PCC/Chief Constable Community events regarding the precept uplift commentary was received from those who attended about needing to improve the way in which the Force feedbacks when incidents or concerns are reported by the community. The Head of Communications is currently working with the Neighbourhood Portfolio and Contact Leads to look at how best to do this. A key way of improving this feedback loop is via online engagement and to that end the Force is looking at introducing a social media project which has seen success in Staffordshire as part of the work being undertaken by the National Digital Policing Portfolio. This involves having dedicated and trained social media resources within the Force's 24/7 contact arrangements (for Surrey this would be the Contact Centre) to monitor and respond to all digital engagement (Facebook, Twitter etc.). A group of existing team members would be given additional

training to enable them to confidently respond to social media posts in a timely fashion and put out appropriate messaging through the correct platforms to the community. Following an initial scoping meeting earlier this month plans are now being made to visit Staffordshire to see how this operates in practice with a view to introducing a similar model, in the Autumn.

3.8 The decision to trial a year-long pilot in having a dedicated Rural PCSO in each borough is also about to be advertised. This will see volunteers from the existing PCSO team being given specific training in rural and heritage crime matters in order to get a much better understanding of the rural crime picture in Surrey and to improve engagement with the rural community. They will be supported throughout the year by two centrally-based Rural Crime PCs with progress monitored through the Local Policing Board, chaired by ACC Local Policing.

4. Precept Investment Plans

4.1 Alongside the investment into problem solving as mentioned in section 2 (above) the opportunities afforded through the recent precept increase will see a doubling of our existing NSO establishment from 22 to 44 and a doubling of the number of Youth Intervention Officers to 22. This exciting and much welcome investment will see SNTs being able to undertake much more early intervention activity with partners to get to the root causes of problems within their areas and reduce preventable demand. Bigger neighbourhood teams also provide the visible presence communities want to see but gives teams the opportunity to undertake much more preventative activity.

4.2 Officer recruitment is underway with a campaign designed to attract the very best candidates. With the lead in time to train PCs, the Force is increasing its PCSO intakes from October this year which will see the PCSO establishment increase in the short to medium term (thus providing the visible presence in neighbourhoods) and then as natural turnover occurs (many go on to become officers) this will settle back to current establishment levels.

5. Conclusion[s]

5.1. Neighbourhood Policing in Surrey has seen a renewed focus over the past 18 months with engagement and problem solving very much the forward focus of the portfolio. The Force is anticipating a positive HMICFRS inspection report on its crime prevention and ASB activity when it is published in the Autumn and will work on any recommendations received. That, alongside the investment in problem solving and prevention resource ensures that Surrey is on very strong footing for the future and should continue to be one of the forces at the forefront of neighbourhood policing.

6. Decision[s] Required

6.1. None, this paper is for information only.