

# Waverley Community Engagement Plan



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.

The Police Reform and Social Responsibility Act 2011 places a legal requirement for Chief Constables to engage with their local community. This means that police officers in each neighbourhood are required to engage with local people, businesses and stakeholders. This in turn enables residents to hold the police to account for local matters relating to the policing of their Borough.

Evidence from the College of Policing has shown that effective community engagement, targeted foot patrols and collaborative problem solving can significantly increase public confidence in police activity.

This plan has been written with consideration given to The Policing Vision 2025 document by The APCC and NPCC, the College of Policing, recent HMIC Inspection and local Borough community knowledge and its demands.

Waverley has a population of approximately 122,850 and consists of a 133 square miles of land of which a significant amount is rural countryside. It has 21 Parishes with 4 main towns including Farnham, Godalming, Haslemere and Cranleigh.

Borough Engagement Plans aim to empower and engage local people and acknowledges the importance of communication with those most likely to be affected by services, policies and decisions. An example of this may be volunteer organisations, parish councillors, residents associations, businesses, Neighbourhood Watch and residents within the Borough. Often some of these people and organisations are hard to reach groups and consideration needs to be given in how we engage with them. It is also acknowledged that often, hard to reach groups may feel excluded from engagement due to personal circumstances or previous experience with the police. Any engagement plan should ensure provisions are in place to communicate with these groups and that opportunities are given for their voices to be heard. Whilst communicating, police will have the opportunity to assess any threat, harm and risk identified.

Securing community participation involves three types of engagement and should be focused on the 'Who, Why and How'.

### Community Engagement types:

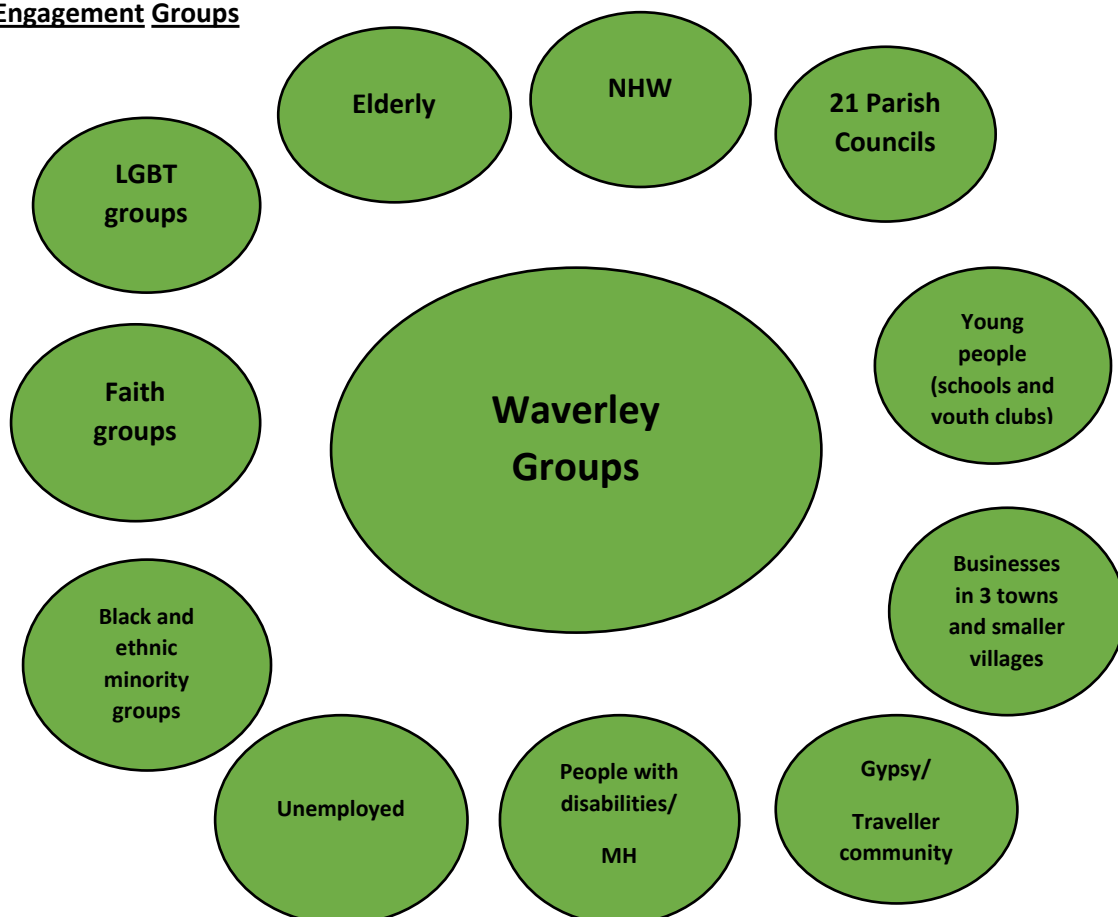
- **Informing** (providing information to keep the public informed – social media, press, website, posters, radio, leaflets, newsletters, Adopt a Post Office Campaign, In The Know alerts, emails, texts, specific public meetings)
- **Consulting** (asking for feedback, advice or opinion – questionnaires, surveys, street a week, discussions on social media, online surveys, specific public meetings)
- **Involving** (working together – specific activity weeks, face to face, street a week, competitions for ideas, online discussions, specific public meetings)
  
- **Who** (Who should police engage with)
- **Why** (Why is the engagement taking place? What is the policing purpose?)
- **How** (How will this take form? – Inform, Consult, Involve)

It is essential that all three engagement types are considered in successful and meaningful community engagement. Since the introduction of Policing in Your Neighbourhood (PIYN) the emphasis is on engagement with a clear 'policing purpose' where **Informing, Consulting and Involving** is essential.

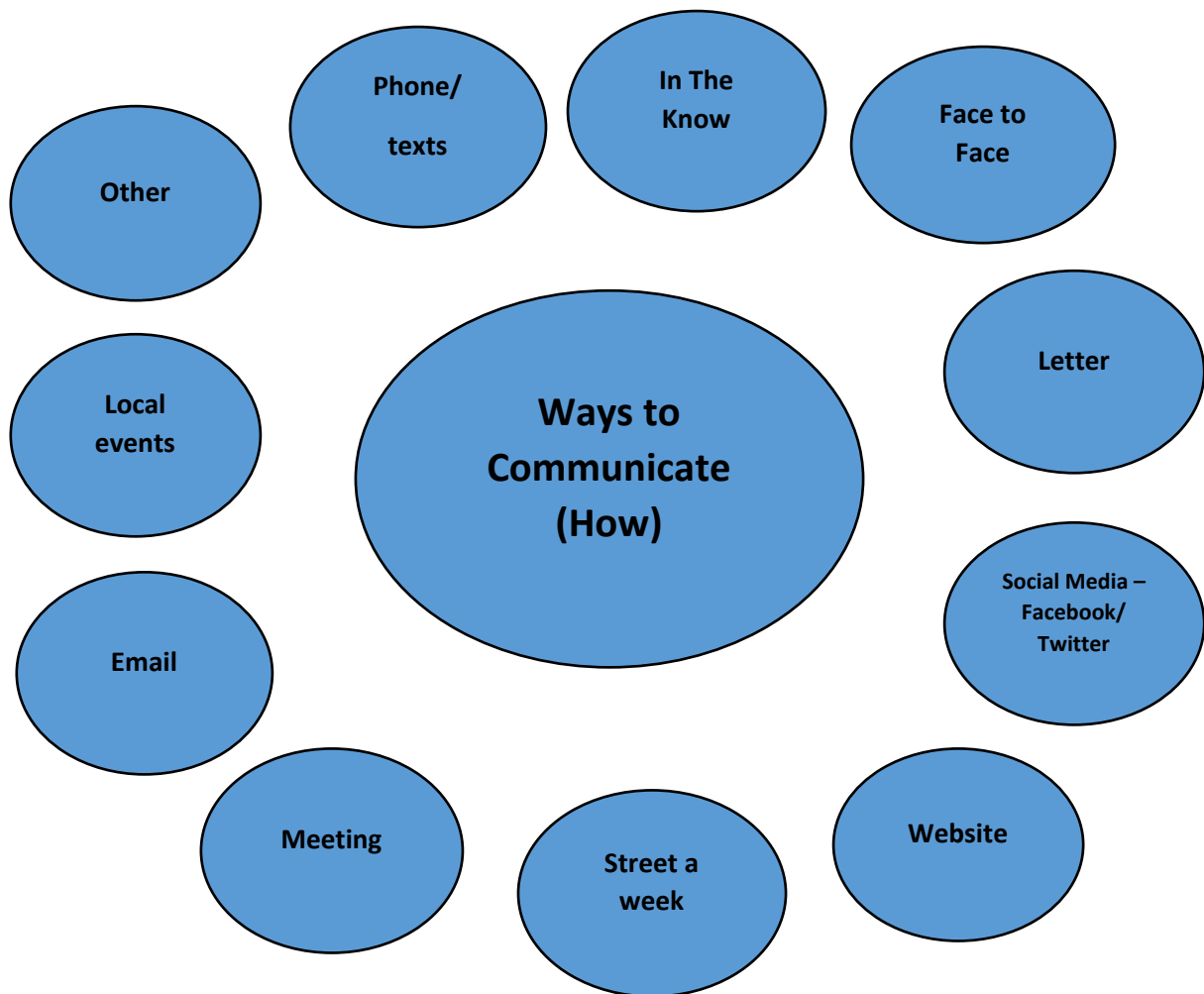
Local community profiling is developed by local officers who build knowledge and understanding of local risks and threats and identifies vulnerable people within the Borough. Safer Neighbourhood Teams should have knowledge of their communities, their problems and priorities.

Police Volunteers will be integral in keeping the community informed along with the use and development of "In the Know", an online information sharing tool used by police, fire service, action fraud and a range of other agencies to inform the public.

### Engagement Groups



## Methods of Communication



## Community Engagement

Where there is a clear policing purpose and where messages need to be given to the public, Safer Neighbourhood teams should identify:

**Who their target audience is** (one or more)

**What the policing purpose is** and

**How to engage** i.e. **inform, consult or involve.**

Where possible, two way communication needs to take place. Engagement is not about giving crime statistics simply for the sake of doing so. Meetings and events with a police presence should take

place when there is a need to hear about an ongoing issue or where Neighbourhood teams need to inform, consult or involve the public on local policing matters.

Neighbourhood Teams will proactively encourage their community to sign up to “In the Know”. This is a quick and effective tool to inform many residents in one go about matters affecting their areas.

For community engagement to work effectively it requires the community to have a need or wish to engage with the police and a genuine willingness from the Police to engage.

The key enablers for good engagement has to be Police Community Support Officers who are on the ground and have the capacity and knowledge to provide good communication. It is not possible for community engagement to be a “one fits all” concept and local knowledge and understanding is fundamental. For meaningful engagement we suggest that each PCSO is tasked with nominating two or three groups or problems within their area, for example elderly or vulnerable residents or an area with an ongoing anti-social behaviour problem that’s higher than average. They should identify members of the community who are willing and able to assist in any plan that is drawn up to tackle the issue.

Each PCSO should know their local councillor and whilst they should not be attending meetings as a matter of course, we believe that where there is a specific need or a pre-arranged request is made for a specific policing purpose then we should attend.

Each Borough should have at least one community engagement volunteer as part of the neighbourhood team to assist with key positive messages.

### **Minimum Standards**

<b>What will we tell our communities</b>	<b>Priorities and crime trends and information of local interest</b> will arise from local knowledge and daily Safer Neighbourhood Team (SNT) briefings and PCSO/NSO patrol plans.
<b>NHW</b>	<b>Review Weekly</b> and contact via PCSO/Volunteer to <b>Inform</b> public on crime trends, priorities via In the Know/meeting or email.
<b>General public/social media</b>	<b>Daily</b> Social Media updates via PCSO’s and Social Media Single Point of Contact. <b>Inform/Consult</b> and <b>every quarter</b> live chat with panel from Joint Enforcement Team to <b>consult</b> and hear views from public on local crime and ASB
<b>In the Know</b>	Pro-active effort to sign up key stakeholders to In the Know
<b>Post Office Campaign</b>	<b>Monthly</b> updates on staff changes and priorities to <b>inform</b>
<b>Doctors Surgeries</b>	<b>Regular</b> updates on staff changes and priorities to <b>inform</b>
<b>Parish Councils/Town Councils</b>	All Town and Parish Councils to have up to date details of local SNT and how to contact police i.e. 101/online reporting. Attend meetings where there is policing purpose to <b>inform/consult/involve</b>
<b>Schools and Youth Clubs</b>	Visits and engagement where there is a clear policing purpose. Emphasis on prevention and key message delivery. CSE, Cybercrime, online safety
<b>Partner Agencies</b>	Improved use of SafetyNet within key partners, information sharing protocol and attendance at JAG/CIAG/JET
<b>Hard to reach groups/Diversity</b>	<b>Regular</b> - To identify hard to reach group and engage

The format should be simple and a two way process. The layout of the messages should read as follows:

**What** – What has happened? What is it you want to tell the public?

**What** – What are Police doing to tackle the issue?

**How can you help?** - Set out what we would like the public to do to help i.e. be vigilant, follow crime prevention advice, pass the advice and information on to residents, report suspicious vehicles, call 101/999 at the time of any crimes/incidents/suspicious activity etc.

**Clear Policing Purpose - defined**

Our aim will be to engage with the public in order to:

Prevent and detect crime and pursue offenders

Provide support to all victims and repeat victims of crime and anti-social behaviour

Provide support for the elderly or vulnerable in order to help them feel safer and more secure

Provide support and information where there are high crime trends in specific areas

Engage with the community in the hope that they will support us and share information and intelligence so that we can reduce crime and disorder.