

## NEIGHBOURHOOD POLICING

### THE WILTSHIRE PROJECT

The main aims of Neighbourhood Policing Team in Wiltshire are:

- **Access** – Know your local Officer  
We intend to have officers who will stay in post for at least 2 years in this role.
- **Influence** – Over policing priorities in their neighbourhoods  
We intend to be realistic about priorities, but to really listen to the public at a local level about what is important to them.
- **Joint Action** – By partners & the community  
We suspect that many of the quality of life problems will not be solvable by the police alone. From the outset we want to engage partners in the Neighbourhood Teams that we will be setting up.
- **Answers** – Sustainable solution with feedback  
We are writing in to the model a process where once we have listened, acted to solve the problem, we go back and tell the public what the outcome was.



#### WHAT THE TEAMS MAY LOOK LIKE

- Beat Manager Constable
- Special Constable
- PCSO
- Volunteer
- Partner Agents
- Wider Police Family

On 6<sup>th</sup> October 2005, the Association of Police Authorities held a conference on Neighbourhood Policing and gave attendees a list of ten questions that they might wish to ask their Project Team to reassure themselves about Neighbourhood Policing in their County. Listed below are those ten questions, with the Project Manager's explanation.

#### 1. Is there a Wiltshire strategy for Neighbourhood Policing?

The Project Team are in the process of writing a strategy. This will include all the difficult issues like:

How do we prevent police officers being abstracted from their Neighbourhoods?

How do we make the job attractive to officers so they will stay in post for a minimum of two years?

How will we engage partners and volunteers?

How will we measure the outcomes of Neighbourhood Policing?

We hope to have that strategy complete by the New Year.

## **2. How is the project being managed in Wiltshire?**

A Project Board, chaired by the ACC, including two members of the Police Authority, a BCU Commander and the Director of Finance, meets every month. The project has a plan with milestones against which the progress of the project is measured and the team are held to account.

The Project Team consists of: Chief Supt Amanda Evely (Project Manager); Detective Chief Inspector Steve Fulcher (Crime Advisor); Inspector Christian Lange (Project Co-ordinator); Mrs Kelly Barnett (Business and Partnership Development Officer); Mrs Lorraine Jones (Analyst); Mrs Jane Finding (Project Support).

## **3. How will Neighbourhood Policing fit with other policing activities?**

All the National Guidance from pilots that have been undertaken are clear that Neighbourhood Policing has to be seen as part of the whole picture and not just a 'bolt-on'. In order to ensure this happens, we are writing the Terms of Reference for Neighbourhood Policing Teams to include the investigation of volume crime, and incidents, as well as problem solving with partners. This will make them part of the wider policing team of the area.

## **4. Is there a Communication Strategy?**

This document is almost complete and includes a surprisingly long list of external partners, including statutory agencies, voluntary sectors, Crime and Disorder Reduction Partnerships, Local Strategic Partnerships ..... the list is very long.

The team have devised a programme of presentations, written material, briefing notes such as this one, and other methods of informing and consulting with those external groups. We are also talking with internal groups of staff and the staff associations.

## **5. How does Wiltshire's project compare with other forces?**

There is a National Team who have inspected every force on how they are progressing Neighbourhood Policing.

We were inspected on 19<sup>th</sup> – 21<sup>st</sup> September and on most subjects we were well rated. We have work to do on how we use our National Intelligence process to capture priorities of the community and the issues that matter to them. At the present time, we are good at collecting intelligence about crime, but need to find better ways of collecting and using intelligence with our partners about quality of life issues that worry people.

We are due to be inspected again in December.

## **6. What is a Neighbourhood?**

We are using a number of sources to develop a neighbourhood map, which we can take to consultation. The Crime and Disorder Reduction Partnership Audit, which takes place every three years, brings together the information from a whole range of agencies and maps it according to ward boundaries. There is therefore a lot of merit to using wards, or collections

of wards, to form neighbourhoods. We are also adding the operational policing perspective and asking Sector Inspectors what neighbourhoods they consider they have in their sector areas and what would be an appropriate area to be covered by a Neighbourhood Policing Team.

The advantage of using this information is that policing sectors are co-terminus with community areas, albeit not necessarily with wards. Once we have found the 'best fit', we will take a blueprint to our partners and to the public to ensure that we all agree on what neighbourhoods will exist in Wiltshire.

At the present time we are looking at about 99 Neighbourhood Policing Teams (NPTs) in Wiltshire (including Swindon).

## **7. How are Neighbourhoods being prioritised?**

We are using the audit information to identify the priority neighbourhoods into which we will put pilot teams. Those tend to be high scoring in terms of crime, anti-social behaviour, social deprivation, and a number of other factors which tend to indicate that some concentration of resources in these areas will bring down crime and improve the quality of life. There will be about 8 of these Neighbourhoods, with pilot teams from the Spring 2006.

*The team is convinced that we should not only pilot NPTs in high crime/problem areas. We will therefore make sure that rural areas with low crime rates and sparse populations also receive a Neighbourhood Policing service which is dedicated, responsive, and accountable.*

## **8. What are the timescales?**

We have to have pilot sites operating by 1<sup>st</sup> April 2006. The National requirement is that these only be in our 'Pathfinder' BCU, namely A Division. *However*, the team feels that it is important to engage every District/Unitary area at an early stage and therefore our eight teams will be across the whole of Wiltshire and Swindon.

## **9. What will local engagement look like?**

It is imperative that Neighbourhood Policing Teams meet the needs of local people and therefore, in each of the 99 neighbourhoods, the Community Beat Manager will consult with a group of local people. In some places these groups already exist, eg Tenants and Residents Associations but in other areas, there will be a need to set these groups up. In some cases, Beat Managers will obtain the public's priorities by holding meetings, but there are a number of other methods that they will have at their disposal to consult with the community. Equally as important, once we have tried to address the priority, is to go back and tell the public what has been done about the issue and what the outcome is.

There will be a need for a higher level of consultation with the public. It is generally thought that the current PCCGs are not representative of public concerns. The Neighbourhood Policing Project will in due course make recommendations to the Police Authority about various options they might have to consult with the public within the Neighbourhood Policing agenda.

**10. How will priorities be identified?**

Each neighbourhood will have a profile completed of all its problem areas. This scanning process will be as broad as possible. The Beat Manager will then go to the neighbourhood consultation group and take their view on which of these identified issues are a priority, or indeed whether any others are high on their list. The important thing is to be realistic and not raise expectations. A number of the quality of life issues will probably only be solved by partner agencies in isolation or by teamwork between ourselves and our partners. **Hence the Neighbourhood Policing Agenda is growing and becoming the Neighbourhood partnership Agenda.**