

SUBJECT: NEIGHBOURHOOD POLICING
Report of the Chief Constable

<p>PURPOSE OF THE REPORT</p> <p>1. This report outlines the Force's position in relation to the Neighbourhood Policing.</p>
<p>RECOMMENDATION</p> <p>2. That the Police and Crime Commissioner uses this report to scrutinise Force performance in respect of the Neighbourhood Policing.</p>
<p>POLICE AND CRIME PLAN</p> <p>3. The PCC has pledged in his refreshed Police and Crime Plan to protect frontline policing and protect Police and Community Support Officers. Neighbourhood Policing is key to keeping our Communities safe and feeling safe.</p>
<p>KEY INFORMATION</p> <p>4. The PCC has continued his commitment to protect frontline policing.</p> <p>5. He set the 2019/2020 budget on Friday (01/02) which outlined the continued commitment to frontline policing, it sees an additional 264 officers and specialist staff invested into protecting local communities, with Police Community Support Officer (PCSO) numbers maintained (603) over the next 12 months.</p> <p>6. The PCC has visited Neighbourhood Policing Teams across West Yorkshire taking part in days of action and speaking to staff, communities and members of the public.</p> <p>7. Protecting Neighbourhood Policing is a key priority in the PCCs Police and Crime Plan.</p> <p>8. The PCC continues to receive feedback from individuals and communities about both the level, quality and impact of Neighbourhood Policing.</p>
<p>PARTNER CONTRIBUTION</p> <p>9. Both statutory and non-statutory partners work at a local level to support Neighbourhood Policing, this may also include PCSO partnership funding arrangements.</p>



Chief Officer Team Briefing for COM

Title: Neighbourhood Policing

CoT Sponsor: ACC Hankinson

SUMMARY

This report provides an update following the restructure of Neighbourhood Policing and provides evidence that West Yorkshire Police are adhering to the Neighbourhood Policing Guidelines set by the College of Policing on the 1st October 2018.

These guidelines have been developed to address the points raised by Her Majesty's Inspectorate of Constabulary and Fire & Rescue (HMICFRS) in its National 2016 Police Effectiveness Report. The concerns were that local policing had been eroded and many Forces had failed to 'redefine' neighbourhood policing in the context of reduced budgets and changing demand.

The Senior Leadership Teams from each of the Districts have demonstrated their commitment to the Model by continuing to work towards maintaining full staffing levels and prevent the abstraction of their staff to other duties. They fully understand the requirement for consistency and continuity in order to build strong relationships and problem solve effectively. They also fully support the ongoing delivery of training which is enhancing the skills of their staff.

It must be reiterated again that a formal review of the Neighbourhood Model will be conducted from March 2019 when the Model has been in place for 12 months. This will enable to Force to examine in detail the evolution of the Model, determine its effectiveness and establish if there is a requirement for change or adaptation.

REPORT DETAILS

The Chief Officer Team, Police and Crime Commissioner and Neighbourhood Policing Teams (NPT) are aware of the requirements set by the College of Policing and understand how those requirements will ensure Police, Partners and communities deliver and support Neighbourhood Policing.

- **Engaging Communities**

The Teams continue to use and grow their social media platforms to raise awareness, offer advice and keep the public engaged and updated. The success of PACT meetings across the Force is part of a structured approach to public engagement and shared problem solving. There has been the creation of strong and positive relationships with Key Individuals within the community which greatly assists with engagement and the delivery of information, particularly in developing communities.

The Teams use intelligence, briefings and face to face contact with the public to equip staff with the information required to enable them to identify priorities, patrol with purpose and provide feedback to communities. Some Neighbourhood Teams are now delivering newsletters to their communities to keep them informed of the work being undertaken in their areas. This form of communication has been welcomed by residents and Councillors. Intensive Engagement training has been delivered to many of the NPT staff, further sessions are planned in February which will maintain the momentum of engagement.

The Force is working with Intensive Engagement to identify and provide a structured response to Complex Locations identified within the Force. The locations identified are in Leeds and Kirklees and further information will be disclosed as the work progresses.

- **Solving Problems**

Through public consultation at community meetings, local priorities are identified, problem solving plans are created and staff work with partners and communities to find sustainable solutions. Partnership tasking meetings allow data sharing, professional discussions and structured responses. This creates a culture of transparency, honesty and accountability. This vision of cohesive working is reducing repeat calls for service thus reducing demand on police and partners. Examples of this reduction are -

- ❖ An elderly person with dementia had been persistently targeted by young men due to his vulnerability. The police had recorded 7 offences of theft / burglary, 4 missing from home reports and 7 concern for safety reports. It is likely that there were many more offences that were committed and not reported. The local NPT intervened and together with partners implemented a number of safeguarding measures. This male is now in supported living receiving the enhanced care he requires and there have been no further calls for service.
- ❖ Between November 2018 and January 2019 there were 30 reported offences committed at a residential address. The family at the location were also causing anti-social behaviour in the area which was having a detrimental effect on the local community. The NPT worked together with Housing, Social Care, Leeds Anti-social Behaviour Team (LASBT) and Education. A Closure Order was initially put in place for the premises and the family was supported by professionals. They were shown positive pathways and signposted to support agencies. As a result the ASB at the address and the locality has ceased and calls for service have ended.

- ❖ There were 7 offences of theft and robbery reported at an Off-Licence between November 2018 and January 2019. Youths were entering the store and stealing cigarettes. The local NPT worked with partners and identified under reported incidents of noise nuisance, low level disorder and littering near to the shop. Offenders were identified and positive action taken. The Youth Offending Team and Probation worked with the young people and their parents to assist them in making positive choices. It was also discovered one of the shop workers had probably been supplying alcohol to the underage youths which had contributed to the anti-social behaviour. The owner was notified and complied with conditions set by the Licensing Department. There have been no further calls for service to the premises.

The Force remains fully committed to providing ongoing problem solving training to staff and partners which will continue throughout 2019.

- **Targeting activity**

From conducting reality checks across the Force it is clear that Neighbourhood officers understand their communities and are able to tailor their response to suit their needs. This positive early intervention and engagement is also taking place within schools. NPT officers also perform a key role with regards Organised Crime Groups as they gather intelligence and disrupt activity.

The Hate Crime Co-ordinators across the Force are also a key part of the engagement process as some communities under report incidents to the police. In Leeds there will be a pilot where post boxes will be put in three community centres so that members of the Afghan and Syrian refugee communities can communicate issues in writing in their own language. This will then be interpreted into English by community volunteers and the relevant issue or concern will then be passed to the most appropriate agency.

The Intelligence products produced by the Force are to a high standard and are shared with partners to enable a co-ordinated response. The Neighbourhood Teams and Partners know the importance of the gathering, evaluating and disseminating intelligence in order to be efficient and effective.

- **Promoting the right culture**

The Force continues to run Scrutiny Panels and Independent Advisory Groups (IAG). The Crown Prosecution Service also holds a scrutiny panel. This provides transparency and allows the organisation to explain decision making processes and seek feedback and learning opportunities. Independent scrutiny examines legal compliance, fair decision making and respectful treatment. Community meetings also allow valuable face to face interaction, the sharing of concerns and the seeking of collaborative solutions. It also enables the community and other interested parties to define priorities and focus on positive outcomes.

- **Building analytical capability**

Through training, Neighbourhood officers are encouraged to be inquisitive and methodical in the way they approach problem solving. Analysts provide each Neighbourhood Team with a large amount of data relevant to their Ward areas, much of which is shared with partners through the Tasking meetings. This includes data on crime types, offending patterns and repeat locations. The Force also has numerous computer systems that officers can use to obtain information, this includes the Neighbourhood Profiler. The Profiler is a mapping system that plots information such as recent crime reports, active calls for service, dangerous offenders and other briefing information on an interactive map. Users can also create areas, people and points of interest manually onto the map to support District patrol plans.

- **Developing staff**

Problem solving training will continue to be provided throughout the year along with further Intensive Engagement sessions which will take place in February. Officers have access to a large document library to assist them in dealing with things that effect their communities such as cybercrime, child sexual exploitation, burglary, doorstep crime, vehicle crime, road safety and drugs. There are Problem Solving experts within the organisation who work closely with Neighbourhood officers to give support, guidance and advice.

- **Developing shared learning**

The bi monthly Neighbourhood Forum allows the Neighbourhood Inspectors to share good practice and successful outcomes. The Force has now created an internal 'What Works Well' site which can be accessed by all staff. It shares information with regards examples of projects undertaken across the Force on things such as Vulnerability, Anti-Social Behaviour, Violent Crime and Gang Crime. Partnership examples will also be obtained and shared to identify best practice.

A section of the Local Policing Governance Board is specifically dedicated to Neighbourhood Policing and it continues to hold the NPT leads to account in respect of compliance with the Model and performance. It also enables the Chief Officer Team to provide focus and direction and is a platform to share best practice.

Good practice and valuable discussions are also shared internally on 'The Buzz' section of the Force computer intranet.

ONGOING WORK AND DEVELOPMENTS

A further reality check was carried out in December 2018 by Local Policing in relation to the abstractions of Neighbourhood officers from their daily business. It is clear that the Duties

Department are adhering to the abstraction policy with minimal impact on the Neighbourhood Teams. Officers were deployed around the Bonfire Period but this was expected and is entirely within their remit of community safety, engagement and reassurance.

There are still some abstractions to call handling and deployment to non NPT related calls, however, the Senior Leadership Team remain committed to working towards rectifying this situation.

As stated previously, the Force and OPCC have supported and invested heavily in Intensive Engagement training for Neighbourhood staff. This will continue and the Neighbourhood Inspectors will evaluate the effectiveness of the training and focus on what outcomes have been achieved.

The Chief Officer Team have agreed that each Neighbourhood Team within the Force will have 4 protected training days per year. The role of a Neighbourhood officer is recognised as a specialised role that requires this investment to ensure they receive learning and continuing professional development. These days will have a defined structure aimed at upskilling and supporting staff which will enhance performance and morale. They will focus on essential learning around community engagement, partnership working, prevention, problem solving and procedural justice. This will lead to stronger collaborations with communities and partners.

Local Policing will continue to focus on developing the 'What Works Well' library and will ensure good practice is shared both internally and externally.

Local Policing are currently conducting PCSO workshops across all Districts. The purpose of them is to consult with the Neighbourhood Teams and gain their views on how their role can be enhanced further. This includes additional work they can undertake around tasking, problem solving, early intervention, Integrated Offender Management, domestic abuse, schools and children's homes. It will also look at whether their powers can be extended to things such as the issuing of Community Resolutions for low level offences.

There has been a business case submitted in respect of Student officers working in conjunction with the Neighbourhood Teams in order for them to complete the Problem Solving unit of their Diploma in Policing. This unit was created in 2018 and requires them to plan, implement and review an evidence based preventative policing approach. By student officers working with the Neighbourhood Teams and assisting with problem solving there will be financial savings for example repeat calls for service will be reduced. This process is in line with the Neighbourhood Policing Strategy, will increase the number of effective problem solving solutions and will tackle criminality, reduce crime and protect the vulnerable. This process will be initially piloted in Leeds District.

Inspectors from the HMICFRS visited West Yorkshire in January 2019 to review Neighbourhood Policing and they conducted some insight work examining Neighbourhoods. This was to determine if we understand our communities, problem solve effectively, use tool kits to help

deliver our service to the public and whether we share good practice. It also examined officers understanding of vulnerability and safeguarding and Organised Crime Groups. Though the Force is awaiting formal feedback, inspectors from HMICFRS identified good practice with regards problem solving and community engagement which they felt could be used as examples for other Forces to learn from.

Inspectors were satisfied that all areas across the Force were displaying similar working practices which again demonstrates compliance with the Model. The Inspectors made comment that it was clear West Yorkshire Police has come a long way with regards its Neighbourhood Policing Teams since the last inspection.

STRATEGIC RISK IMPLICATIONS

The strategic risk implications highlighted within the Neighbourhood policing review (December 2017) are subject to ongoing review. These will continue to be reviewed on an ongoing basis and will be subject to a full evaluation in March 2019.

SUPPORTING DOCUMENTATION (if applicable)

NIL