

Policing in the Community



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What do we mean by 'society'?



QTS:

Q. You will no doubt have all heard the word 'society' and consider yourself to be part of one but what does 'society' actually mean? Discuss.

There are many views held and definitions created by philosophers and sociologists as to the exact meaning of the term 'society'.

Trainer to show PPT slide 3 and discuss the suggested 'definitions'.

Society is

The aggregate of people living together in a more or less ordered community.

The community of people living in a particular region & having shared customs, laws, & organizations.

(Friedrich Nietzsche (1844-1900) – German Philosopher)

An association or company of persons united together for any mutual or common purpose.

In a wider sense, the community or public; the people in general

(Black's Law Dictionary)



Trainer to ask students for their views/opinions on the quotes shown

so·ci·e·ty - *noun*

: people in general thought of as living together in organized communities with shared laws, traditions, and values

: the people of a particular country, area, time, etc., thought of especially as an organized community

: people who are fashionable and wealthy

Full Definition of *SOCIETY*

1: companionship or association with one's fellows : friendly or intimate intercourse :

2: a voluntary association of individuals for common ends; *especially*: an organized group working together or periodically meeting because of common interests, beliefs, or profession

3a: an enduring and cooperating social group whose members have developed organized patterns of relationships through interaction with one another

b: a community, nation, or broad grouping of people having common traditions, institutions, and collective activities and interests

4a: a part of a community that is a unit distinguishable by particular aims or standards of living or conduct : a social circle or a group of social circles having a clearly marked identity

b: a part of the community that sets itself apart as a leisure class and that regards

itself as the arbiter of fashion and manners

5a: a natural group of plants usually of a single species or habit within an association

b: the progeny of a pair of insects when constituting a social unit (as a hive of bees);

broadly: an interdependent system of organisms or biological units

Society is made up of individuals who have agreed to work together for mutual benefit.

It can be a very broad term, as we can make generalizations about what the whole of Western society believes, or it can be a very narrow definition, describing only a small group of people within a given community.

But no matter the size, and no matter the link that binds a society together, be it religious, geographic, professional or economic, society is shaped by the relationships between individuals.

However, the number of governments, tribes and communities today demonstrate that there's no single way to form or govern a society.

There has been much debate over what makes a society successful.

Philosopher Thomas Hobbes believed that without society, human life would be "nasty, brutish and short." Man's natural state, he argued, would be to preserve only oneself -- a man without society would steal another family's food, seduce other men's wives and kill anyone who got in his way.

Of course, the same man would be in constant danger of those things happening to him, his wife and his children. What people needed, therefore, was a society, which would provide protection by subjecting everyone to a set of rules.

Philosopher Jean-Jacques Rousseau dubbed the set of rules that a society lives by "the social contract." In other words, people must play a part in agreeing to certain laws and in choosing a given leader. If people lose that right, then society won't function as well.

What makes up society?

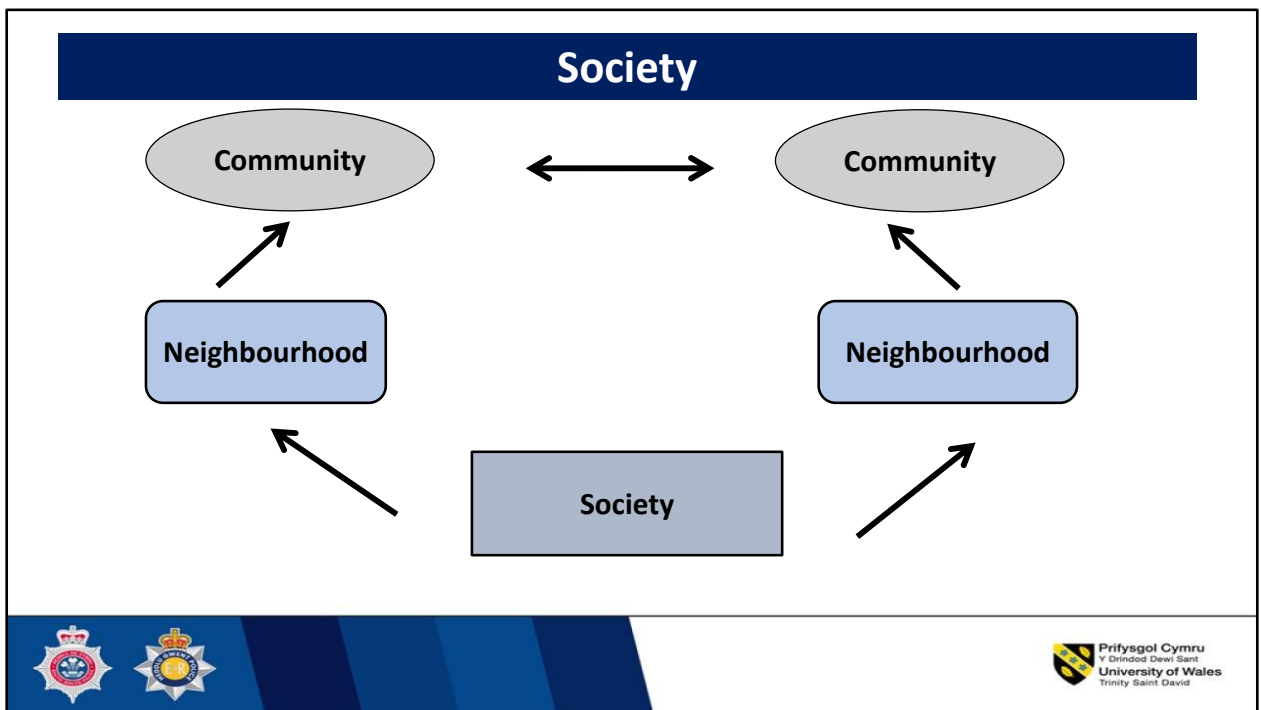


Now that we've looked at what society is, let's consider things a bit further.

QTS:

Q. How is society made up?

Society, as a whole is usually broken down into communities and neighbourhoods.



It is very difficult to define exactly what constitutes society. The easiest way of describing it is what is around you **on a larger scale**, e.g.

- what country or area you are in
- what its culture or customs are

and **on a smaller scale** the specific area in which you live or work and all its aspects, be they social, economic, religious, ethnic make up or any combination of the above.

Society itself has needs, the most basic of which is its own stability and anything which threatens this is seen as a threat to all the people who are members of that society.

The threat may not be obvious to an outsider, but may be very real to its members.

In simple terms, society can be broken down into a number of groups identified as **communities** & communities are usually broken down into **groups**. Neither the communities nor groups are exclusive.

As well as communities and groups, an individual is a member of a **neighbourhood**.

Policing in the Community

What is a neighbourhood?

A specific geographical area



What is a community?

A group &/or individuals united by a common interest & shared values



Prior to showing this slide – Activity 1 group work where students are placed into 3 groups to discuss ‘ what is a neighbourhood?’ and ‘what is a ‘community?’

Neighbourhood is defined in **functional, geographical** terms (i.e. by postcode) and will encompass a range of communities. To an inner-city resident a neighbourhood will be very different from what it means to someone living in a predominantly rural neighbourhood area. For the former, their neighbourhood could be a few streets or the estate where they live. For the person in the country, it could be their village, a group of villages or their parish.

Community is defined as people living in one particular area or people who are considered a unit because of their common interests, social group or nationality. Neither these communities nor groups are necessarily exclusive. Individuals may well be members of various communities or members of various groups within a community, depending on what the criteria of a community or group membership are. The communities and groups themselves may come and go, as different events or activities form and reform them.

Types of communities:

- **face to face** community
- **national** community

- **international** community
- **virtual** community.

Communities often express identification with a locality based on **history and culture** rather than any geographic logic.

It is important to note that some communities are transient and have no strong ties to a particular geographical area, for example, the travelling community.

Society, as a whole is usually broken down into neighbourhoods and communities. Most simply put, a **neighbourhood** is defined as *'a specific geographic area within which a set of social interactions occur'*.

A neighbourhood may contain more than one community and group.

Neighbourhoods will be discussed in more detail when we look at neighbourhood policing.

Policing in the Community

Describe the neighbourhood you belong to i.e.

- Q1. How large is it?
- Q2. How is your neighbourhood subdivided?
- Q3. What communities make up your neighbourhood?
- Q4. Which community(ies) do you see yourself as belonging to?
- Q5. Do any of these groups overlap?



Trainer to ask students to describe the **neighbourhood** you belong to.

- How large is it?
- How is your **neighbourhood** subdivided?
- What **communities** make up your neighbourhood?
- Which **community(ies)** do you see yourself as belonging to?
- Do any of these groups overlap?

Trainer to allow sufficient time for students to consider the questions before asking for some examples and recording them on white board.

QTS: If you look at the examples of communities provided, could they be, in broad terms, placed under two headings?

A: Interest & Identity

****Trainer to be mindful of time with this task as it will NOT be possible to ascertain examples from all students****

Communities of Interest and Identity



Communities can be broadly placed under two headings: **Interest & Identity**

A '**Community of Interest**' is a community of people who share a common interest or passion .

These people exchange ideas and thoughts about the given passion, but may know (or care) little about each other outside of this area.

Participation in a 'community of interest' can be compelling, entertaining and create a 'sticky' community where people return frequently and remain for extended periods. Frequently, they cannot be easily defined by a particular geographical area.

In other words, "**a community of interest**' is a gathering of people assembled around a topic of common interest. Its members take part in the community to exchange information, to obtain answers to personal questions or problems, to improve their understanding of a subject, to share common passions or to play."

In contrast to a spatial community,, "a 'community of interest' is defined not by space, but by some common bond (e.g. feeling of attachment) or entity (e.g. farming, church group)."

'Community of Identity'

In some contexts, "*community*" indicates a group of people with a common identity other than location. Members often interact regularly. Common examples in everyday usage include:

A "professional community" is a group of people with the same or related occupations. Some of those members may join a professional society, making a more defined and formalized group. These are also sometimes known as communities of practice

A virtual community is a group of people primarily or initially communicating or interacting with each other by means of information technologies, typically over the Internet, rather than in person. These may be either communities of interest, practice or communion. Research interest is evolving in the motivation for contributing to virtual communities.

Policing in the Community

Interest

Sports clubs
Religion
Disability
Politics
Social Groups
Sexual Orientation
On-line communities

Identity

Race
Religion
Disability
Age
Alternative sub-culture groups



QTS – Which groups in our communities would you consider to be communities of interest?

QTS – Which groups in our communities would you consider to be communities of identity?

QTS – Why?

Trainer to reveal lists which provides examples of:

Communities of Interest

Communities of Identity – ‘alternative sub-culture groups relate to groups such as goths, emos, punks, skinheads.

These groups are immediately identifiable in a lot of cases based on appearance.

Trainer to highlight the fact that certain groups appear on both lists, e.g. Religion and Disability.

Trainer to pose question to students as to why this may be the case.

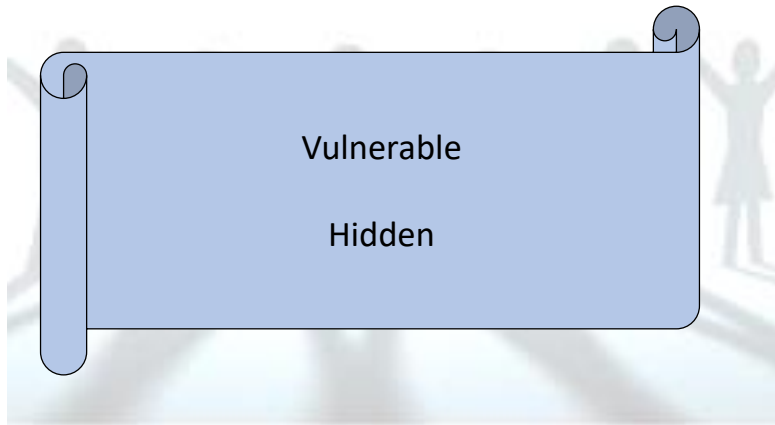
Based on responses, trainer to clarify that whilst certain individuals from religious groups or with disabilities will be identifiable based on their appearance, this may not always be the case.

Can you always tell which religion someone follows by looking at them?

Can you always tell whether someone has a disability from how they appear?

Trainer to link to the importance of community engagement and getting to know the neighbourhood and the groups within it.

Policing in the Community



Trainer to ask students to consider the communities that have been discussed.

Students to then be asked whether they consider any of the groups identified to be **'vulnerable'** which are to be recorded on the whiteboard

QTS – Do we think that this list of vulnerable groups are what you would expect to find in every neighbourhood? Trainer to discuss.

Activity 2 – Trainer to ask groups to identify which groups are most likely to be visible to them and the ones that are likely to be hidden or harder to reach

Trainer to debrief student answers around the groups identified and ask **'Why might this be the case?'**

Policing in the Community



Trainer to ask students to consider their own neighbourhoods and communities and ask:-

QTS – Are there any issues that they are aware of that revolve around the nature of the community or neighbourhood? Discuss

QTS - Do you think any of the communities discussed are likely to come into conflict? If so, which ones and why? Discuss.

QTS - Can police powers and authority, attitudes and behaviour have an effect on and potentially cause conflict within communities? Discuss.

- Some communities are very fragile and diverse. In such communities, insensitive or inappropriate policing can be very damaging, not only to police and community relations, but to the community itself.
- All members of the police family should consider the possible outcomes before commencing any action when dealing with issues within communities.
- Close links with communities will make all parties involved more aware of what may trigger issues.
- Once you are aware of these tensions, it may be possible for you to work proactively with other agencies to reduce them.

- Tensions can arise from stereotyping or inaccurate information.

The first stage is '**Cognition**': The individual or group is told, whether correctly or incorrectly, that members of a certain group exhibit deviant behaviour. The individual or group is now 'privy' to this knowledge.

The next stage is '**Emotional**': Armed with this knowledge, the individual or group then have an emotional reaction to what they have been told. This may manifest itself in any number of ways from a lack of concern to revulsion at the thought of the behaviour they have been 'told' about.

The third stage is '**Action**': The action the individual or group performs as a result of obtaining this knowledge and experiencing the emotional response. Again this may vary from no action to outright violence.

Community Trauma

Community trauma, also referred to as collective trauma, is defined as “an aggregate of trauma experienced by community members or an event that impacts a few people but has structural and social traumatic consequences. ”

Examples

- Windrush
- Notting Hill race riots (1958)
- Mangrove Nine (1970)
- Oval Four (1970s)
- Brixton, Toxteth and St Pauls riots (1980s)
- New Cross House fire (1981)
- Broadwater Farm, including death of Cynthia Jarrett (1985)
- Murder of Stephen Lawrence (1993)
- Riots following Mark Duggan shooting (2011)
- Black Lives Matter protests in Britain in aftermath of George Floyd murder (2021)
- Strip searching of teenagers, including Child Q (2020)



QTS – what do you think the term ‘community trauma’ means?

Community trauma, also referred to as collective trauma, is defined as “an aggregate of trauma experienced by community members or an event that impacts a few people but has structural and social traumatic consequences.”

Trainer to facilitate discussion around the below examples.

Some historical events that have negatively impacted police and black community relationships, causing community trauma.

Trainer to email/distribute/direct students to handout on Moodle ‘Examples of Community Trauma’ for further detail on examples not covered in other sessions

1. Windrush – The ‘Windrush’ generation are those who arrived in the UK from Caribbean countries between 1948 & 1973. Many took up jobs in the nascent NHS & other sectors affected by Britain’s post-war labour shortage. As the Caribbean was, at the time, a part of the British commonwealth, those who arrived were automatically British subjects & free to permanently live and work in the UK. The Windrush scandal began to surface in 2017 after it emerged that hundreds of Commonwealth citizens, many of whom were from the ‘Windrush’ generation, had been wrongly

detained, deported & denied legal rights. There was widespread shock & outrage at the fact that so many Black Britons had had their lives devastated by Britain's deeply flawed and discriminatory immigration system.

2. Notting Hill race riots (1985) – series of violent disturbances & attacks that began on August 30th when property owned by Caribbean immigrants were vandalised & the owners subject to physical harassment. The violence quickly escalated when nine “Teddy Boys” attacked 5 black men in Shepherd’s Bush, London, and Notting Hill, leaving three seriously injured. The riots continued until September 5th 1985, with around 140 people arrested

3. Mangrove Nine (1970) - The Mangrove Nine were a group of British black activists tried for inciting a riot at a 1970 protest against the police targeting of The Mangrove, a Caribbean restaurant in Notting Hill. Their trial lasted 55 days and involved various challenges by the Nine to the legitimacy of the British judicial process.^[1] They were all acquitted of the most serious charges and the trial became the first judicial acknowledgement of behaviour motivated by racial hatred within the Metropolitan Police

4. Oval four (1970s) – four men arrested on suspicion of theft. Charged, found guilty, imprisoned for two years. DS in charge imprisoned later for conspiracy of theft. In charge of group of undercover officers that confronted young black men at tube stations and fabricated circumstances for arrest. Convictions quashed on 5th December 2019

5. Brixton, Toxteth and St Paul’s riots (1980s) - covered in **Understanding Role of Constable and Stop & Search**

6. New Cross house fire (1981) – 13 people (nearly all teenagers) died in a blaze at a 16th birthday party on 18th January 1981. Lack of response from the police, public & government. The slogan “13 dead, nothing said” became a rallying cry for political action.

7. Broadwater Farm, including death of Cynthia Jarrett (1985) – riot on 6th October 1985 following deaths of two women a week apart. The second being Cynthia Jarrett who collapsed whilst the police were searching her house following the arrest of her son (who was acquitted of charges). Violence escalated resulting in the death of PC Keith Blakelock who tripped and fell fleeing rioters. He was surrounded by a mob carrying machetes and knives who killed him in an attempt to decapitate him.

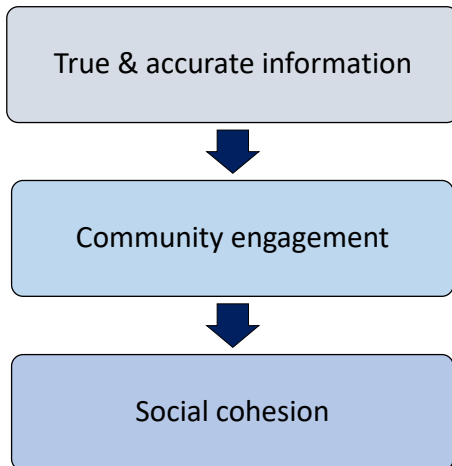
8. Murder of Stephen Lawrence (1993) – Covered in **Role of Constable, stop & search etc**

9. Tottenham and wider London riots following Mark Duggan shooting – covered in **Understanding Role of a Constable**

10. Black Lives Matter protests in Britain in aftermath of George Floyd murder (2020) – covered in **Stop & Search**

11. Strip searching of teenagers, including Child Q (2020) – covered in **Repeat Victims and intro to Vulnerability**

Policing in the Community



QTS – what can be done to try and reach the communities identified and deal with issues that matter to them?

The best way of resolving community tensions is to tackle the issue at the **Cognitive** stage.

By ensuring that information is true and accurate and is not an urban myth or outright fabrication designed to incite hatred.

Any such myths which exist must be dispelled as soon as practicable and the assistance of partner agencies can often improve the results.

There is a degree of mistrust of the police service amongst certain sectors of the community, sometimes as a result of urban myths which our partner agencies can help to dispel.

Some mistrust is as a direct result of previous/historic contact with the police by individuals or as a result of the experience of whole communities, e.g. Operation Swamp which helped fuel the Brixton disturbances in 1981. Once the false knowledge has been discredited, or the previous/historic experiences addressed, the emotional reaction will be different or absent and lead to a change of action or no action at all.

There are many policing practices that help shape community cohesion in terms of

police/community relationships, particularly those involving diversionary or outreach schemes with young people.

What must be avoided however, is a tendency to dictate what the police feel would be good for an area rather than what the community wants, as that can lead to a deepening rift between the police and the community.

With the understanding of how tensions within a community can come about, it can be seen that it is important that the various groups within a community be brought together to create a community as a whole, rather than a collection of sub-groups.

It is important that as individuals we create positive encounters to help develop and build trust and confidence within all communities.

Policing v Politics



Home Secretary



Police Pensions



There has been increasing criticism from the media and from opposition parties over the influence of the police in politics and of politicians in policing. The forced resignation of Sir Ian Blair in February 2008, the arrest of Damien Green MP and proposals for direct elections to police authorities have all prompted comment that policing has become over politicised. It is arguable that policing by its very nature is political and as a public service the police ought to be open to political influence. However, the police began in the 19th century as a non-partisan, a-political organisation of „citizens in uniform“; policing by consent with the respect and approval of the public. Does politicisation undermine this ethos?

QTS - How did policing become political?

Changes in society and social structure have influenced the relationship between policing and politics, not only towards a decline in deference, resulting in a society more difficult to police, but also to a long term rise in crime and disorder. The remit of policing has been expanded to cover this change, encompassing anti-social behaviour and greater community involvement. All these factors bring the issue of policing into a wider political and social sphere.

In response to this the role of the police has broadened, with more public engagement and a greater range of quasi-judicial powers. **The police family has been widened with the introduction of PCSOs;** divisions of labour within the police have become increasingly complex; policing has been micro-managed by

government; and police recruits being educated to a higher level.

Police funding has become a matter of acute public and political interest since the rejection by the Police Federation of the government's pay offer in the late 1970"s. The resourcing and funding of the police, including issues such as police pay, continue to be of media, public and political interest with attention grabbing headlines alerting the public to concerns over the absence of enough „bobbies on the beat“, **or the replacement of real police officers with PCSOs.**

There is a long-standing notion of police operational independence should be respected and that a politician should not be able to give directions on the detail of such operations. But, it is suggested, it must be reasonable to expect a Prime Minister, or any elected politician, to have a say in how crime is policed, from a policy point of view. Politics is arguably the translation of consumer will and the public should have a legitimate view, expressed through its elected representatives, in policing. As politicians are the ones who will be ultimately accountable to the public, they may argue for the right to protect their position by controlling or being involved in policing decisions.

One of the dangers with the over involvement of politicians in policing, the Forum noted, is that politics often takes a short-term approach to solving problems. Thus politicians do not always invest in a long-term effective plan, but formulate initiatives to fix problems speedily and efficiently.

The extent of involvement of the police in politics is closely linked to the involvement of politics in policing. The more that police chiefs comment on and try to shape policy and the more they become associated with it; the more politicians are drawn into the debate. It was suggested that the police cannot insist on involvement with politics and then ask politicians to step back and refrain from exerting political influence.

Cuts to police funding announced in the October 2010 Spending Review as part of the Government's programme to tackle the huge deficit also attracted considerable controversy.

Police funding is a controversial matter. Police numbers fell during the 1980s and 1990s, as 'bobbies on the beat' were replaced with vehicle patrols. Despite an increase of 15,000 between 2000 and March 2004 to reach a record level of 138,000, people remained convinced that there were fewer visible police officers on the streets deterring criminals.

The cost of the police pension scheme is another cost for forces, particularly as early retirement is commonplace among police officers and their funded occupational pensions, which increase annually, are a drain on resources. Controversial changes to police pensions has damaged the relationship between officers and government

Policing in the Community



PARTNERIAETHAU A CHYMUNEDAU YNGHYD

PACT

PARTNERSHIPS AND COMMUNITIES TOGETHER



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
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QTS – what is the role of the PCSO?

The complexities and challenges of neighbourhood policing have changed in respects of crime and community engagement. South Wales Police and Gwent Police understands that to maintain and enhance their Neighbourhood Policing service they must adapt to these changes to ensure we understand the changes in society and modern policing demands and respond effectively through the early identification, intervention, prevention and problem solving with partners and communities.

Police Community Support Officer (PCSO), works on the frontline, providing a visible and reassuring presence on the streets and tackling the menace of anti-social behaviour.

PCSOs have different roles in different forces, but they usually patrol a beat and interact with the public, while also offering assistance to police officers at crime scenes and major events. They deal with minor offences, offer early intervention to deter people from committing offences, provide support for front-line policing, conduct house-to-house enquiries, guard crime scenes, provide crime prevention advice

Although PCSOs do not have the same powers as regular police officers, they still

carry a lot of responsibility, and are a critical part of the police service.

PCSOs generally perform routine duties, assisting and supporting police officers, gathering intelligence, carrying out security patrols and, through their presence alone, reassuring the public. Where possible, they also attend to matters not requiring police powers.

Police and Communities Together, or PACT, is the name given to making sure the public have a say and involvement in how their local neighbourhood is policed. The PACT process gives the public the chance to speak to your neighbourhood policing team every month, have a say on how your neighbourhood is policed and monitor our performance. The way that PACT is delivered changes to meet the needs of local communities and makes best use of technology to make PACT more accessible.

Every neighbourhood has a dedicated neighbourhood policing team that works together with the local community and partners to:

- prevent and reduce crime and disorder
- improve neighbourhood conditions
- improve feelings of security

They aim to make communities safer through an approach that is focussed on visibility, engagement, problem solving and community resilience.



Neighbourhood Policing



QTS – what is Neighbourhood Policing?

Neighbourhood Policing

The complexities and challenges of neighbourhood policing have changed in respects of crime and community engagement. To understand that to maintain and enhance our Neighbourhood Policing service we must adapt to these changes to ensure we understand the changes in society and modern policing demands and respond effectively through the early identification, intervention, prevention and problem solving with partners and communities.

A national Neighbourhood policing Review is taking place which identified the importance of creating a 'one stop shop' to highlight relevant information, best practice and advice on how to improve our ability to provide an efficient and high quality Neighbourhood Policing service.

Neighbourhood Policing remains the cornerstone of the Police Service who are committed to maintaining a Neighbourhood policing service.

The defining features of neighbourhood policing are:

- Police officers, staff and volunteers accessible to, responsible for and accountable to communities

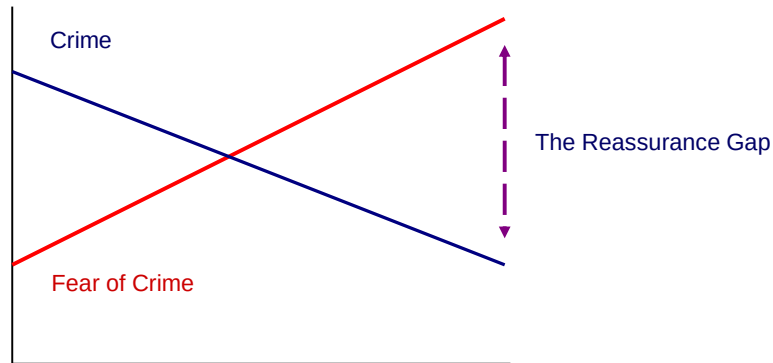
- Community engagement that builds trust and develops a sophisticated understanding of community needs
- Collaborative problem-solving with communities supported by integrated working with private, public and voluntary sectors.

The combination of these features distinguishes neighbourhood policing from other broader policing functions. It is an essential part of the UK policing approach that aims to connect our communities directly and seamlessly to specialist policing services at local, regional and national level. It recognises that those involved in neighbourhood policing need time and space to work in a proactive and preventative way to:

- Protect local neighbourhoods or communities
- Safeguard the vulnerable
- Manage and divert offenders
- Earn community confidence

It encourages the use of locally tailored evidence-based practice to have a sustained impact on reducing harm, repeat demand and increasing community resilience. Alongside community engagement, it requires effective data sharing between different agencies for problems to be identified and properly understood, and for effective decision making and action at the neighbourhood level. Defining problems with precision helps to better target action, assess the effect of interventions and ensure limited resources are not wasted on ineffective activities.

The Dilemma



QTS – Statistically, do you think the overall level of crime has risen or fallen in recent years?

Office of National Statistics - Crime in England & Wales: year ending March 2022

Patterns of crime over the last two years have been substantially affected by the coronavirus (COVID-19) pandemic & government restrictions on social contact. While periods of national lockdown have seen decreases in the incidence of many types of crime, fraud & computer misuse offences have not followed a lockdown-related pattern & have increased substantially.

Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data show indications that certain offence types are returning to or exceeding the levels seen before the pandemic. While violence & sexual offences recorded by the police have exceeded pre-pandemic levels, theft offences & robbery remain at a lower level despite increases over the last nine months.

The Telephone-operated Crime Survey for England and Wales (TCSEW) provides crime estimates for the year ending March 2022. The Crime Survey for England and Wales (CSEW), which resumed in October 2021, has allowed us to provide prevalence estimates of domestic abuse & sexual assault for the first time since the year ending March 2020 .

Estimates from the TCSEW for the year ending March 2022 compared with the pre-coronavirus year ending March 2020 showed:

- no statistically significant change in total crime
- a 37% increase in fraud & computer misuse offences
- a 20% decrease in theft offences

Police recorded crime data give more insight into lower-volume but higher-harm crimes that the survey does not cover or does not capture well. Compared with the year ending March 2021 they show:

- the number of homicides increased by 25% to 710 offences; this is a similar level to the year ending March 2020 where there were

714 offences

- a 10% increase in the number of police recorded offences involving knives or sharp instruments (knife-enabled crime) to 49,027 offences; this remained lower than the year ending March 2020 where there were 55,078 offences

Given the user need for domestic abuse &

sexual assault data from the CSEW, we present prevalence estimates based on six months of CSEW data collected between October 2021 and March 2022. These estimates are based on a smaller sample size than usual & should be treated with caution.

They showed:

- 5.7% of adults aged 16 to 59 years experienced domestic abuse in the

year ending March 2022, no significant change compared with the year ending March 2020 (6.1%)

- 2.7% of adults aged 16 to 59 years had experienced sexual assault (including attempted offences) in the year ending March 2022, no significant change compared with the year ending March 2020 (2.2%)

In contrast, police recorded sexual offences rose by 32% to the highest annual figure recorded in England and Wales (194,683 offences). This included the highest recorded annual number of rape offences to date (70,330 offences). Caution is needed when interpreting these figures as they may

reflect a number of factors including the impact of high-profile cases & campaigns on victims' willingness to report incidents.

According to TCSEW estimates, adults aged 18 years and over experienced 11.3 million offences in the year ending March 2022. Using a comparable dataset adjusted for changes in the sample and questionnaire between the CSEW and TCSEW, there was no statistically significant change in the estimated levels of total crime compared with the year ending March 2020. However, there were decreases in theft & robbery offences & increases in fraud & computer misuse offences.

Since the mid-1990s, there have been long-term falls in overall Crime Survey for England and Wales (CSEW) crime estimates when excluding fraud and computer misuse. In the year ending March 2022, crime excluding fraud & computer misuse decreased by 18% compared with the year ending December 2019. However, when including fraud & computer misuse the number of offences has increased compared with the year ending December 2019. Long-term trends also

vary by crime types.

Improvements to recording processes and practices by the police, expansions of the recorded crime collection to include new offences, variations in police activity, more victims reporting crime, and genuine increases in some types of crime, have each made substantial contributions to rises in recorded crime over recent years. This effect has been more pronounced for some crime types.

- The police recorded 710 homicide offences in the year ending March 2022, a 25% increase compared with the year ending March 2021. Of all recorded homicides in the year ending March 2022, the proportion of homicides where a knife or sharp instrument was the method of killing was 40%, similar to the year ending March 2021 (42%).
- Knife-enabled crime recorded by the police saw a 10% increase to 49,027 offences in the year ending March 2022, from 44,642 in the year ending March 2021. There

were increases across all knife-enabled violent and sexual offences except for attempted murder, which saw a 9% decrease (to 441 offences). Levels of knife-enabled crime in the year ending March 2022 remained below levels recorded in the pre-coronavirus year ending March 2020 (55,078 offences). This is predominantly because the number of knife-enabled robbery offences (17,037 offences) was still 30% lower than in the year ending March 2020 (24,314 offences).

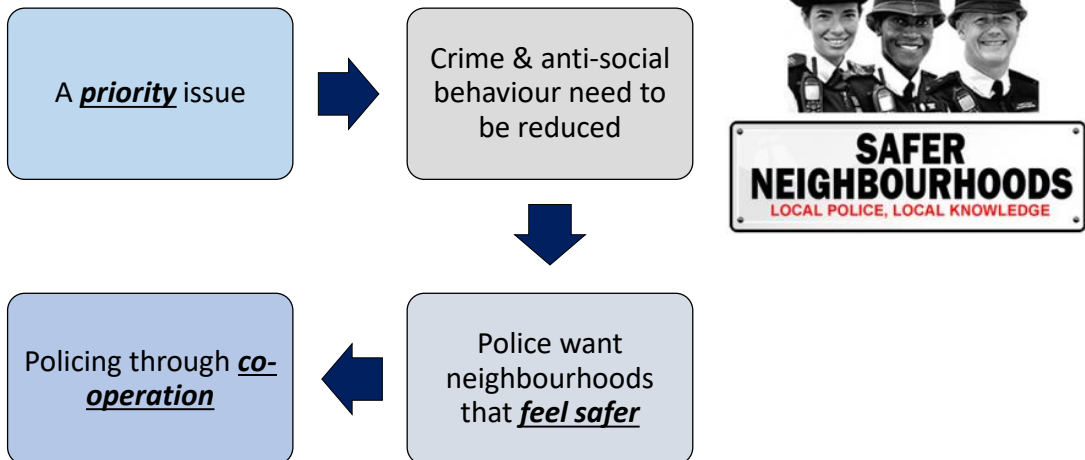
Police recorded crime in England and Wales in the year ending March 2022 returned to and exceeded pre-coronavirus pandemic levels. The 6.3 million crimes recorded was 4% higher compared with the year

ending March 2020 (6.1 million offences). While police recorded crime fell to 5.4 million offences in the year ending 2021 because of national lockdowns and restrictions to social contact during this period, it has increased by 16% in the year ending March 2022 (to 6.3 million offences).

The dilemma that the police have is the gap between the community's perceptions and the good work that we are achieving.

This is known as the 'Reassurance Gap'.

What is Neighbourhood Policing?



Neighbourhood policing is one method of policing.

The public wants to see crime and anti-social behaviour in their neighbourhoods reduced and communities made safer. Effective community policing is central to achieving this.

Developing a deeper, stronger connection with local people is also crucial to building trust and confidence in the police.

This is vital if people are going to be willing to go to court and give evidence or provide the kind of information that will lead the police to catch the serial car vandal, the persistent burglar, the drug dealer or terrorist. And this is a circular process – catching more criminals, in turn, brings greater reassurance to local communities.

Neighbourhood policing is about fighting crime more intelligently and building a better relationship between the police and the public – one based on active cooperation rather than simple consent.

It is about local people being truly part of the solution to the kind of local crime and disorder problems that can blight their lives and their neighbourhoods.

The Principles

Visible & accessible

Engagement with our communities

Working in partnership



Community policing aims to achieve:

- Neighbourhood Policing Teams visible and accessible in our communities that are intelligence and task led.
- Targeted communication and engagement with a clear purpose to inform and better understand the needs of our diverse communities.
- Working in partnership to focus on early intervention, prevention and problem solving against predictable and preventable demand, some of the organisations can include ethnic minority support or faith groups



The Policing Vision 2025 describes how the link between the police and the public will continue to form the bedrock of British policing.

The defining features of neighbourhood policing can be traced back to the Peelian principles. The clear emphasis on prevention, the recognition that the police are part of the community and that their power depends on public approval, are as important today as they were at the inception of the police service.

There have been different approaches to neighbourhood policing and, on occasion, different names, however, a connection to the original foundations has remained throughout

Demand on policing services continues to escalate at a time of decreasing resources, particularly those dedicated to local roles, strengthening the need to find sustainable system-wide solutions across public services.

Increased reporting of crime committed in private spaces, often against the most vulnerable in our communities, coupled with new and emerging threats means that the day-to-day activities of neighbourhood policing teams have changed dramatically. At the same time, they are using new technologies to engage communities and solve crime, and they are working to strengthen partnerships in new areas, for example mental health and social care.

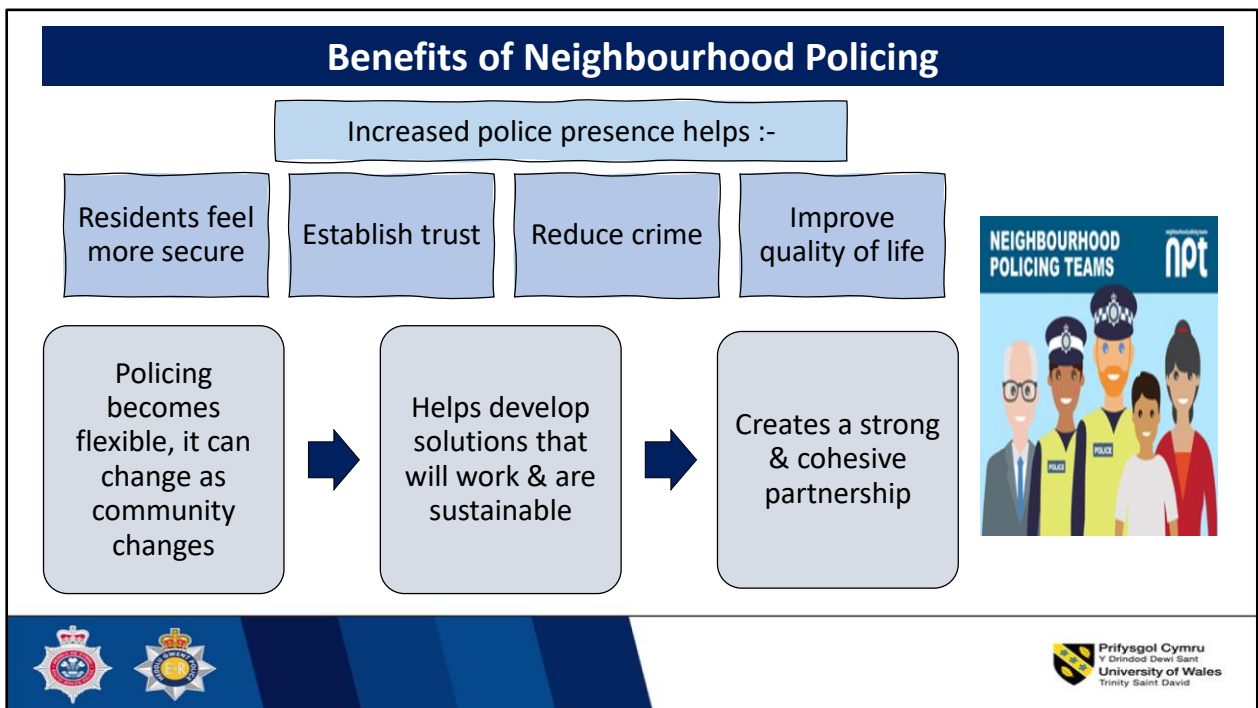
Policing in the 21st Century is all about reconnecting the police with the people they serve. The mission of the police which was established by Sir Robert Peel as preventing crime and disorder has not fundamentally changed. Nor has the dedication of the officers and staff that have served since. But over time the model for policing initiated by Peel has slowly been eroded. So to achieve Peel's mission of preventing crime and disorder (which we now call anti-social behaviour), we need to once again reform policing in the country; restoring once more the connection between the police and the people, putting the public back in the driving seat and enabling the police to meet the new crime and anti-social behaviour challenges.

The most radical change in policing in the last 50 years:

1. introducing directly elected Police and Crime Commissioners, representing their communities, understanding their crime and anti-social behaviour priorities and holding the Chief Constable to account for achieving them, and being able to fire her or him if they do not.
2. transfer power away from government – trusting police professionals and removing central targets. Frontline staff will no longer be form writers but crime fighters: freed up from bureaucracy and central guidance and trusted to use their professionalism to get on with their jobs.
3. Create a new National Crime Agency to lead the fight against organised crime, protect our borders and provide services best delivered at national level.

Over the years the service has taken strides to make better connections with its community and its partners. In particular at a local level they are important partners in local Community Safety Partnerships (CSPs) and the service has rolled out dedicated Neighbourhood Policing Teams (NPTs) which are valued by their communities. These are all worthy reforms, spurred by the right ambition.

Although police forces are subject to considerable control from the Home Secretary and Chief Constables remain responsible for operational matters, Police Authorities have had principal responsibility for police funding. However, the Coalition government decided that from November 2012, Police Authorities should be abolished and replaced with directly elected Police and Crime Commissioners. Police Authorities received grants from the Home Office, determined on the basis of the specific needs of their areas. The Home Secretary issued an overall police strategy and Police Authorities were provided with funding broadly to pay for meeting the strategy's objectives



The concept of **neighbourhood policing** involves policing being focused towards the **local priorities** of the community with the police being more **accountable** to the citizens.

It is about taking a **proactive role**, with other relevant agencies and key individuals, in doing something constructive about issues of risk to community safety.

Neighbourhood policing can produce real benefits to both the police and the community.

One of the main advantages is that an **increased police presence** can help residents to **feel more secure**. As citizens become more involved in helping the police to take care of their community, they begin to understand what police officers actually do on a day-to-day basis.

This may help police officers **establish trust** within the community, **reduce crime** and thereby help to **improve quality of life** for everyone.

Another advantage is that local **policing is flexible** and capable of changing its approach as the community changes. If a plan works in one community it doesn't necessarily mean that it will be effective in all communities. Working closely with the local community helps the police to **develop solutions** that will work within their neighbourhood as well as identifying approaches that may not be working. Making effective use of the talent and resources available within communities can support police resources. Also, reduced levels of crime will allow more police resources to be

allocated to services that have the greatest impact on the quality of community life.

The benefits of local policing depend on **creating a strong and cohesive partnership** between police officers and the community. Without the trust and involvement of the community, any attempts at local policing will fail. Ongoing relationships must be established and maintained.

Policing neighbourhoods teams are dedicated to individual neighbourhoods, with the job of listening to local residents about the issues that really matter in their area. The aim is to work together with the community to find sustainable solutions.

When implemented effectively, the benefits of neighbourhood policing, whether directed at geographic communities or communities that share an interest, can include:

- a flow of vital community intelligence on a range of issues, from neighbourhood to national security
- promoting community safety, and feelings of safety
- prevention of crime and disorder
- protecting the vulnerable and reducing repeat demands
- the opportunity to create resilient communities less reliant on police support
- the legitimacy necessary to enable policing by consent.

At its best, and when properly integrated with other services, neighbourhood policing becomes an important part of neighbourhood management, which then has broader benefits for all.

Neighbourhood Policing Guidelines

1. Engaging Communities 2. Solving Problems 3. Targeting activity		Guidelines on delivering neighbourhood policing
4. Promoting the right culture 5. Building analytical capability 6. Developing officers, staff and volunteers		Guidelines on supporting neighbourhood policing
7. Developing and sharing learning		Evidence gaps



The College of Policing is working in collaboration with frontline practitioners, subject matter experts and academics, and has developed evidence-based neighbourhood policing guidelines.

Neighbourhood Policing Guidelines – Supporting material for frontline officers, staff and volunteers

These guidelines assist with implementing an effective neighbourhood policing.

- Activity 3 – Trainer to split class into 7 groups to research and present their allocated neighbourhood policing guideline (see LP for details)

What is Community Engagement?

The process of enabling the participation of citizens & communities in policing at their chosen level



What does this actually mean?



What is Engagement

A simple definition of engagement is probably useful. It means interaction between the police and others. That includes communication with the others, working with the others, helping the others. Just as in terms of an engagement of marriage means entering into a commitment, community engagement means the police entering into a commitment with the other parties for a long-term relationship. The process of engagement is how police service sets about building that relationship.

All healthy relationships take the form of partnerships with power and responsibility being shared by the partners. This is the relationship that the process of community engagement is aiming for.

It is unrealistic to expect to be able to move straight to this sort of relationship when, for years, the nature of the relationship has been one of mistrust, with one partner, the police, keeping hold of the power and responsibility, not listening to meeting the other partners needs.

Community – relates to a group of people in a geographical area or a group who share a 'community of interest, e.g. faith group, food banks or homelessness support
Engagement – the involvement of the public, communities, in making decisions on policing and service delivery. In order to fully engage we must acknowledge what is important to a particular community as much as explaining what is important to us as the Police service.

Why is it important? In order to develop a partnership of the desired type the police service must first prove that it knows what the other partners issues are and secondly it does something to address these issues. Once it has done this, the police can start to encourage the partners to work with it to solve the partners' problems.

The next stage is to encourage and support the partners to take responsibility for the issues and areas that they are best placed to deal with so the police can deal with the things that it is best suited to deal with. We all become equal partners.

For years the Police service decided what was important to the public and prioritised its actions accordingly.

If you spoke to a member of public a few years ago and asked them if they saw a Police Officer it would often only be driving around.

One of the reasons why the role of PCSO was created - to engage with communities.

As a result of Community Reassurance Projects across the United Kingdom the Home Office and ACPO have identified two key questions that can tell us how effective we are as reassuring communities and reducing their fear of crime. These questions are central to neighbourhood Policing in that ultimately its success or failure can be measured by whether members of communities answer yes or no to these questions.

Police performance is now measured nationally in relation to public confidence. This makes Community Engagement, in particular the communication and feedback elements more important.

Engaging Communities



1. Engaging communities

Chief officers should work with police and crime commissioners to deliver and support neighbourhood policing and must ensure it is built on effective engagement and consultation with communities.

Essential elements include:

- Officers, staff and volunteers being responsible for and having a targeted visible presence in neighbourhoods
- A clearly defined and transparent purpose for engagement activities
- Regular formal and informal contact with communities
- Making available information about local crime and policing issues to communities
- Engagement that is tailored to the needs and preferences of different communities
- Using engagement to identify local priorities and inform problem solving
- Officers, staff and volunteers providing feedback and being accountable to communities
- Officers, staff and volunteers supporting communities, where appropriate, to be more active in the policing of their local areas.

Community engagement in neighbourhoods should:

- Provide an ongoing two-way dialogue between the police and the public
- Enable the police to develop a better understanding of communities and their needs, risks and threats.

This guideline is underpinned by **section 34 of the Police Reform and Social**

Responsibility Act 2011 which provides a legal requirement for chief officers to make arrangements to consult with the public in each neighbourhood, provide local information about crime and policing and hold regular public meetings.

Visible presence

Officers, staff and/or volunteers need to have targeted visible presence in communities. Targeted foot patrol, when implemented in combination with community engagement and problem solving, can reduce crime, reassure the public and improve their perceptions of the police. Random patrols and only responding to calls are unlikely to have the same effect.

Foot patrol should not just be about being visible. It provides an opportunity for you to:

- have informal conversations
- develop networks
- gather community intelligence
- find out about local problems.

Maintaining a targeted visible presence is also important. Public confidence is likely to decline if people think foot patrol, community engagement and problem solving are getting worse.

Clarifying the purpose of engagement

As **community engagement** can have multiple aims, it is important to be clear and open about why you want to engage and are using particular engagement methods. Aims include:

- building trust, such as after a critical incident
- listening to and being more responsive to people's needs
- encouraging communities to take greater ownership of solving local problems.

Community engagement may also have a number of benefits, such as:

- improving public perceptions of the police
- improving feelings of safety
- reducing perceived antisocial behaviour and disorder.

People may belong to multiple communities, only some of which may be geographical. A person can, for instance, be a part of a community because of their lifestyle, online activities or age.

Effective communication shapes service delivery towards the needs of the public. The various ways the police communicate should be proportionate to the needs and requirements of the different communities they serve.

Communication is broader than face-to-face interactions. It includes making information available about what the police do and how they do it.

Technology provides various communication and engagement opportunities through open data sources and social media platforms.

Communication involves interacting with communities, listening to their views and ideas and acting upon them in a way that improves police performance and service delivery.

Engaging Communities



Community mapping

If community engagement is to be tailored appropriately, it is important to:

- identify the different communities that are in a neighbourhood
- find out which communities are currently engaged with the police locally
- ask people what type of engagement they want with the police
- think about the barriers to engagement
- understand what arrangements and opportunities already exist for engagement.

At its most basic, community mapping requires developing local knowledge of an area. This can be particularly valuable – and challenging – in neighbourhoods with transient populations or 'hidden' groups and communities.

Community mapping considerations include:

- Do you know the key individuals within communities?
- Do you know each other well enough to act as initial points of contact?
- What scope is there to develop wider networks and build trust through targeted foot patrol and informal contact?
- Do you know which places are focal points for different communities (for example, shops, places of worship and transport hubs)?

More systematic approaches involve analysing a range of data sources, such as from social media, partners and the **census**, to:

- describe the make-up of a local area
- identify networks, groups or individual people with particular interests or needs

that would otherwise be invisible to the police.

You may need the support of analytical specialists to carry out this type of mapping or to update and extend previous mapping work.

There may also be value in analytical specialists creating and maintaining profiles for each neighbourhood to support existing and newly appointed officers, staff and volunteers.

These profiles could include information about:

- the local population
- land use
- key individuals and locations
- patterns and trends in crime and anti-social behaviour.

Engagement methods

There is a statutory requirement on the police to find out about which crime and disorder issues concern local communities. **Section 34** of the Police Reform and Social Responsibility Act 2011 requires forces to:

- seek the views of the public about crime and disorder in their neighbourhood
- hold regular public meetings in every neighbourhood.

Beat meetings and neighbourhood surgeries can be effective methods for involving communities in the process of identifying local problems, but can suffer from:

- low levels of attendance in some communities (eg, those with few concerns or low trust in the police)
- attendance being unrepresentative of wider communities
- falling attendance levels over time.

Proactive methods – which involve the police going to communities rather than communities coming to the police – are likely to reach a broader cross-section of a community than the more traditional methods. Examples include:

- street briefings
- door knocking
- surveys
- social media and online discussions.

By using social media, the police can identify community opinion and have the opportunity to rebut criticism and engage with the community. Social media can be used for making new beginnings in the field of community policing. It can offer great opportunities to involve the public in policing activities without needing an infrastructural set-up. Social media allows for two way communication with the public

- using outreach workers.

Barriers to engagement

Overcoming barriers

There are many reasons why some communities are unwilling or unable to engage with the police. In the past, the police have found it difficult to listen to some views. You may need to play an active role in overcoming these barriers where they exist, and particularly with those groups that are suspicious of the police or lack community structure.

It is important not to underestimate the effect poor community relations can have on engagement. Sustained efforts may be required to gain community trust. This could involve:

- using more informal methods of engagement, at least initially
- consistently using **procedural justice**

- being markedly more **visible in a local area** through targeted foot patrol or information provision through social media
- demonstrably tackling longstanding community concerns about crime or policing

Empowering communities

Helping communities engage

Where communities struggle to participate – but not due to indifference – you may have to:

- clarify the role of neighbourhood policing
- tell people about the opportunities for them to get involved
- help them develop effective networks
- provide additional support to key individuals who are more engaged with the police.

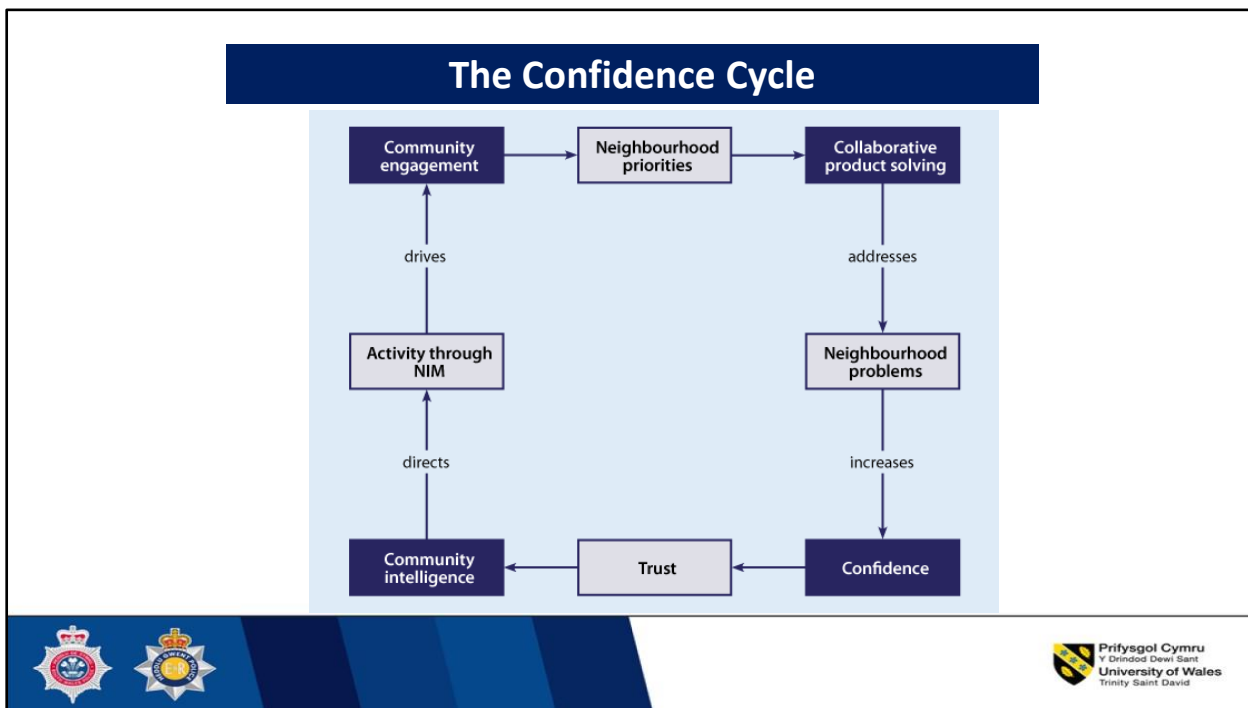
Supporting community action

In some cases, people will want to play a more active role in the policing of their local areas. This might include them:

- developing solutions to local problems
- participating in problem-solving initiatives (for example, clear-up days)
- taking on greater responsibilities for solving local problems
- setting up a **neighbourhood watch** or citizen patrol scheme
- **volunteering for the police** or partner organisations.

Where appropriate, you should consider providing additional support to enable people to be more active in their communities, as this may help:

- communities to look after themselves without the support of the police
- reduce demand on the police in the longer term.



The confidence cycle is the link between community engagement and increased public confidence in the police. It can facilitate a greater willingness for the public to cooperate with the police, thereby enriching intelligence collection.

Using engagement information

Information obtained from engagement with the community helps to formulate intelligence on issues that affect neighbourhoods and can be included in strategies for policing local communities. This should include information from day-to-day policing activities, social media or investigations. Engagement and intelligence gathering mechanisms should be joined up and aligned with wider strategic processes such as tasking and coordination.

Information from the community should help decision making within the national intelligence model (NIM) process, which can highlight emerging issues at the tactical tasking and coordination group (TT&CG), and change the way in which staff are tasked.

Information from the community can include:

- community problems and priorities
- details of crime and disorder
- changes in tension between different communities, or between people within the same community
- threat, harm, risk and vulnerability
- incoming and outgoing communities

- critical incidents.

Legal Framework

The police should take account of the DPA 1998, HRA 1998 & the FOIA 2000
Police Reform and Social Responsibility Act 2011

S1(8) e Police & crime commissioners (PCCs) – the chief constable is accountable for the effectiveness & efficiency of engagement with local people.

S14 Arrangements for obtaining the views of the community on policing (amends s 96 of the Police Act 1996) – states that the views of the people in the police area are to be sought in particular circumstances, namely before a police & crime commissioner or the Mayor's Office for Policing & Crime issues a police & crime plan or precept.

S17 Duties when carrying out functions – an elected local policing body must have regard to the views of people in the body's area about policing in that area.

S34 Engagement with local people – a chief officer must make arrangements for obtaining the views of people within each neighbourhood about crime & disorder & make arrangements for providing such people with information about policing in that neighbourhood.



DPA – Data Protection Act

HRA – Human Rights Act

FOIA – Freedom of Information Act

Legal Framework relating to effective partnership working in community policing

Also consider:

Localism Act 2011

Localism Act 2011 – gives communities and individuals new rights, making it easier for them to achieve their ambitions for the place in which they live

ECHR, equality and the duty to engage

The Equality Act 2010 brings together and extends equality law in a single piece of legislation, repealing the various pieces of anti-discrimination legislation previously in force.

Part of this Act bans unfair treatment and helps to achieve equal opportunities in the workplace and society.

There is also a duty on public authorities to ensure that there is equal treatment of people with protected characteristics. In circumstances where people with protected characteristics of disability need reasonable adjustments to enable them to have an equal opportunity to contribute to engagement activities, these must be

provided. Reasonable adjustments ensure that disabled people do not face barriers in accessing opportunities. Public authorities must take reasonable steps to avoid putting disabled people at a substantial disadvantage, to remove or adjust barriers which might have this effect, and to provide auxiliary aids and services.

Public sector equality duty

This new single duty replaces the separate duties under the old legislation.

See section 149 Equality Act 2010.

Although there is no explicit legal requirement to engage with people with different protected characteristics, public bodies are required to consider all individuals when carrying out their work, and understand how different people will be affected by their activities. The duty requires public authorities to have an adequate evidence base for their decision making. Engagement can assist with developing that evidence base by helping forces to build their policies on evidence, rather than on assumptions.

Public authorities covered by the specific duties need to publish information to demonstrate their compliance with the public sector equality duty – this could include details of their engagement as part of decision and policy making.

Solving Problems



2. Solving problems

Chief officers should ensure officers, staff and volunteers use structured problem-solving to deal with local priorities, working collaboratively with communities and, where appropriate, private, public and voluntary sector partners¹.

Essential elements include:

- A focus on proactive prevention
- Systematic use of a structured problem-solving process, such as OSARA (scanning, analysis, response, assessment)
- Detailed problem specifications based on multiple sources of information
- Involving communities in each stage of the problem-solving process
- Using evidence-based and innovative responses that target the underlying causes of problems and are tailored to local context
- Routinely assessing the impact of responses and sharing good practice
- Integration with other parts of the organisation to support its delivery
- Working with partners (eg, by sharing data and analytical resource and delivering responses).

Problem solving in neighbourhoods should:

- Enable police and partners to address long-term issues affecting communities and provide reassurance
- Reduce demand on the police service and partners.

The level of public participation in problem solving is very important.

Community engagement needs to be effectively implemented to ensure community participation occurs at all levels of policing. This can be at the neighbourhood policing level (eg, neighbourhood focused problem-solving initiatives), at a strategic level (eg, influencing the recruitment and assessment of police officers) and the democratic mandate level (eg, key strategic priorities and administrative decisions, and monitoring complaints against the police).

The level of participation will vary between community members and by the level at which the public are engaged (democratic, strategic or neighbourhood). This could range from receiving information only, to full citizen control of local service provisions. Only a few will have the skills, willingness and time to sit at the more intensive end.

Evidence suggests that, in moving towards increasing community control, the level of input required from the police and partner agencies decreases, eg, as capacity increases in communities, the police may be able to adopt a more supervisory and enabling role.

Note: Problem solving will be visited in another lesson

Targeting Activity



3. Targeting activity

Chief officers should ensure policing activities within neighbourhoods are targeted according to the needs of different communities, taking account of threat, risk, harm and vulnerability.

Essential elements include:

- Scanning and analysis that takes account of all relevant information (including public perceptions) in order to target people and places effectively
- Identifying what different communities need from neighbourhood policing (including reassurance and harm reduction)
- Identifying and prioritising those people, groups and places with the greatest needs
- Being clear about how police and partner responses are coordinated and target places, victims and offenders.

Targeting activity should:

- Provide greater focus to community engagement, problem solving, prevention and early intervention
- Inform resource deployment decisions
- Lead to a more coordinated

Targeting people and places

There is strong evidence that the police can reduce demand by **targeting the people and places** who are most at risk.

Crime, antisocial behaviour and related harms are often highly concentrated. Their distribution could help you to identify those communities, groups and individuals with the greatest needs:

Places – Crime and calls for service – which vary in their harm levels – are generally higher in city centres and other industrial and commercial locations as well as in areas of high social deprivation. Incidents also tend to cluster in geographic hot spots. These tend to be fairly small ‘micro’ places, like individual addresses and street corners, and can suffer from chronic problems over many years.

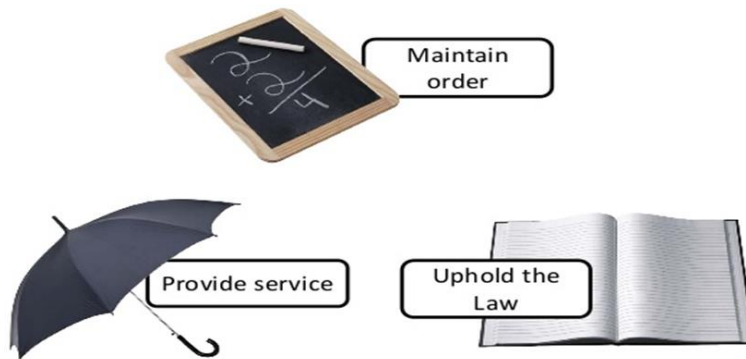
Victims – Some people are more vulnerable to being victims than others. There is also likely to be a small number of chronic repeat victims because the risk of victimisation increases with every repeat experience. This concentration of risk may be even higher for victims of antisocial behaviour.

Offenders – While most offenders commit only one or two fairly minor offences, estimates suggest 10 per cent of active offenders commit around 50 per cent of all crime. Targeted enforcement may deliver some short term results but is likely to be more effective alongside targeted support that offers prolific offenders a way out of crime. Hot spots policing that targets places and offenders at the same time is less likely to be counterproductive (ie, increase crime) than simply targeting offenders for enforcement.

Public perceptions – These tend to be fairly stable but can respond to changes in the local area and police actions. Some people will feel **much less safe or have lower confidence** in the police than others. Particular crimes also have a disproportionate influence on people’s feelings of safety, though these will vary by area.

There is good evidence about what the police can do to prevent chronic problems in particular places, like **hot spots policing** and **tactics designed to reduce repeat victimisation**. Less is known about what police activities are effective at reducing the risks faced by individual people and families in the longer term. The evidence on **how to improve outcomes for children and young people** focuses on schooling and parenting interventions, which underlines the importance of the police working with partners and communities.

Promoting the right culture



4. Promoting the right culture

Chief officers should promote an organisational culture that encourages the public to participate in neighbourhood policing. They should take steps to ensure that all police contact with colleagues, partners and the public seeks to build trust and is consistent with procedural justice.

Essential elements include:

- Treating people fairly and with dignity and respect
- Giving people a chance to express their views, listening and taking them into account
- Making impartial decisions and explaining how they were reached
- Being open and honest.

Promoting procedural justice should:

- Lead to officers, staff and volunteers treating the public fairly and with respect
- Improve public confidence in the police
- Increase local capacity by increasing the willingness of communities to help the police, be involved and take greater ownership of problems.

Policing by consent

When people trust the police and think the **police are legitimate**, they are more likely to cooperate with them and not break the law. They are generally more willing to do things that make the job of the police easier, like:

- report crime

- tell the police about suspicious activity
- give information to the police
- take part in problem-solving activities
- follow instructions from officers.

Every contact leaves a trace

Contact that is perceived by the public to be unfair or disrespectful is particularly damaging to police legitimacy. It is more likely to be remembered and talked about than fair and respectful contact because it goes against people's expectations of the police. It can make the work of the police more difficult in the long term if people disengage as a result.

Many police encounters with the public will be seen as fair and respectful but there are likely to be particular issues with:

people and communities who feel 'over-policed and under-protected'
highly targeted approaches to law enforcement.

It follows that steps may need to be taken to mitigate the effect of encounters that people feel are unfair, alongside efforts to build legitimacy through positive contact.

Building analytical capability



5. Building analytical capability

Chief officers should ensure there is sufficient analytical capacity and capability necessary for problem-solving.

Essential elements include:

- Officers, staff and volunteers thinking analytically when dealing with problems
- Officers, staff and volunteers accessing appropriate data and tools to carry out their own analysis
- Facilitating access to skilled analysts
- Sharing of data, analysis and analytical resources between police and partners
- Sharing of good practice within forces, across the service and with partners.

Effectively building analytical capacity and capability should:

- Ensure problem-solving activities are based on a good understanding of problems
- Enable the impact and outcomes of responses to be assessed
- Lead to greater efficiencies through sharing resources.

Thinking analytically

Thinking in an analytical way can help officers, staff and volunteers deal with problems and understand their root causes. Example ways of approaching problems with an analytical mind-set include:

- challenging assumptions about:
 - established ways of working
 - the causes of problems

- where the ‘known’ hot spots are
- who the perpetrators are likely to be
- developing and testing theories to explain why problems exist
- finding out about the **evidence base**
- taking the initiative to interrogate force systems and other data sources (for example, briefing tools, problem profiles and partnership data).

Developing officers, staff & volunteers



6. Developing officers, staff and volunteers

Chief officers should work with the College of Policing to support and equip officers, staff and volunteers to work in neighbourhood policing and ensure they receive learning and continuing professional development on the areas identified in these guidelines.

Essential learning includes:

- Community engagement
- Partnership working
- Prevention
- Problem-solving
- Procedural justice

Effective learning and development should:

- Improve the knowledge and skills of officers, staff and volunteers in neighbourhood policing
- Lead to stronger collaborations with communities and partners.

Learning

Classroom training

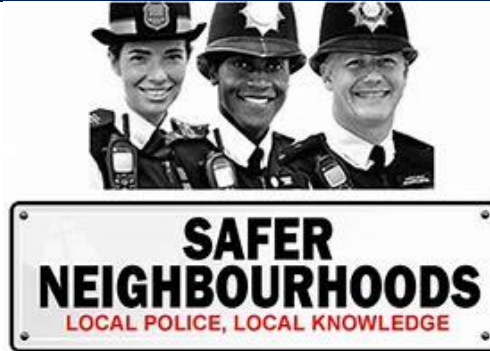
Classroom training can help ensure people have the knowledge and skills they need to do their job and keep up to date with the latest developments. This type of learning should extend to new and existing officers, staff and volunteers and may need to be refreshed.

Consider involving partners in delivering training, where appropriate, as it may help people to understand local partnership arrangements and develop networks and relationships.

Practice-based learning

While traditional classroom training can improve knowledge, **learning that is integrated** into routine practice is more likely to change behaviour. Community engagement and problem solving may be particularly suited to this style of learning if people are able to apply their knowledge on the job and learn from their experiences. In addition to formal learning, practitioners will also need to develop their own knowledge of their local areas.

Developing & sharing learning



7. Developing and sharing learning

Chief officers should work with the College of Policing, the wider police service, partners and academia to identify and share learning about neighbourhood policing and current threats.

Evidence gaps include:

- How to identify and respond to those people and places that are vulnerable or high risk
- The role of neighbourhood policing in reducing serious harm (eg, violent extremism, organised crime and exploitation)
- The police role in effective early interventions
- How social media can be used to improve visibility and community engagement
- How neighbourhood policing can make communities stronger and more cohesive
- The effectiveness of different approaches to neighbourhood policing.

Developing and sharing this evidence should:

- Support forces to take a more evidence-based approach
- Help the police to work better with partners
- Lead to better integration between specialist units and neighbourhood policing
- Lead to a better understanding of costs and benefits of different approaches and inform decisions about where to invest resources.

Needs & Expectations of Different Communities



Cultural considerations -

What are the differences in culture and religion that exist within communities and do you need to find out more about particular cultures and religions to help you to establish effective engagement?

Are there particular issues related to culture or religion of which you need to be aware? Are there any tensions within communities as a result of differences in belief or clashes in culture?

Vulnerable groups - People who are statistically more likely to be targeted and/or affected by crime; for example:

- people with physical and/or mental health conditions and disabilities
- people with learning disabilities
- older people
- gay, lesbian, bisexual and transgender people
- travellers, racial or other minority groups potentially at higher risk of 'hate crime'.

Repeat victims - People who have experienced repeated crime; whether hate crime or other types of crime are also vulnerable and need reassurance and support.

Single point of contact (SPOC)

It has long been considered as good practice, across a range of public services, to appoint a SPOC to make communication more efficient and effective for all

concerned and to provide good customer/client service. In many forces this represents a named contact, responsible for police action connected with a particular area of crime or community.

Local Policing Approach

It is a police officer's responsibility to build relationships with the people in their community. The **skills needed** include:

Adaptable to change

Good Communicator

Deliver on promises

Team player

Work in partnership

Decision maker

Problem solving approach

Visibility

Accountable

Reflector



Skills necessary to help build relationships with people within the community:

- aware of cultural differences and adaptable to change
- a good communicator; able to listen, empathise and reassure people whilst delivering a professional and responsive service
- able to inspire confidence by managing expectations and delivering on promises within a reasonable timescale
- a good team player; sensitive to the needs of others
- aware of local issues, and able work in partnership with others to meet the needs of the police and the public
- able to make decisions, apply professional judgement and discretion
- able to apply problem solving approach to local issues
- visible in the community
- accountable to local people for your actions and behaviour
- able to reflect on your actions and behaviour and identify areas for development.

NOTE: Trainer to add the following when discussing with the class.

Success in neighbourhood policing will mean:

- Increased public confidence in the police
- Reduced victimisation and crime
- Improved perceptions of crime levels
- Reduced levels of anti-social behaviour

- Reduced fear of crime
- Improved perception of how effectively the police work with the community
- Increase trust and confidence
- Increase feelings of security
- Reduce crime and anti-social behaviour

Policing in the Community



Thinking of everything you have covered so far.....

QTS – How might terror attacks such as 9/11, 7/7 & the Manchester Arena impact on community policing?

QTS – How could this affect current and future relationships between communities and the police?

QTS – How may it impact on public perception of the police?

(this discussion can be linked into the previous slides of the principles and the skills need to help build relationships with people within the community)

There is a constantly changing terrorist threat.

Often a cohesive community is at risk from events that may occur many thousands of miles away. Britain is home to many people from across the world, some from areas that see disruption & turmoil, & often events in countries with which they have links can have a knock-on effect for communities in the UK. Therefore it is important to be aware of global issues which may affect the communities living in your neighbourhood; if you are aware of the communities in your area, and monitor the situation in the countries with which they have links, you can ensure that their fears & concerns are listened to and understood. Occasionally this may

require a police presence in certain sensitive locations. Be sure to access guidance from central bodies at times of global strife. On the rare occasions when incidents occur closer to home, e.g. a terrorist incident on British soil you will have to manage the situation differently. With regard to national issues, you should be sensitive to possible retaliatory attacks & an increase in race or faith hate crimes following a terrorist incident, & try and plan for this occurrence with the communities concerned, so if an incident occurs you have a plan ready to tackle any fall-out.

Positive or negative experiences affecting a community, or controversial issues in an area, can affect police public relations within communities. Understanding issues affecting communities can highlight where initial special measures may need to be put in place, such as increased community engagement or community cohesion work with partners to bridge interpersonal distances between police and communities.

Local situation awareness allows the police to gauge feelings of tension & vulnerability in the community, & to predict factors that are likely to affect it. It takes into account general feelings of vulnerability & insecurity, as well as economic,

political and social factors that have an effect on a community. It can be developed through proactive community engagement, environmental scanning, collating and analysing community intelligence and information, and competent call handling and interrogation of computer recording systems.

Community Cohesion enables a sense of belonging – to a place, to a group, to a community. It helps people get on together in their local area, which in turn helps people feel safer and more secure in their neighbourhoods. This makes people feel better about the circumstances in which they live, increases their positive feelings towards other people and the statutory services which serve them, &, above all, their general feelings of happiness & well-being. A cohesive community can also help to tackle violent extremism. A community where people have increased contact, relationships & understanding with others is less likely to foster extremist views. It is important that police teams and other agencies win the trust of the public. It is recognised that certain communities may mistrust the police as an organisation, whether through direct contact, word-of-mouth experiences, or mythical events. This mistrust – especially if it is felt that other sectors of the community have more influence over policing & other agencies – can result in an increase in

fear &, in extreme cases, a rise in violent behaviour

