

NEIGHBOURHOOD POLICING SCRUTINY COMMITTEE – 10 JUNE 2010

COMMUNITY ENGAGEMENT PROGRAMME UPDATE

REPORT BY CHIEF EXECUTIVE AND CHIEF CONSTABLE

Introduction

1. This report will aim to provide the Committee with an update on the work that is ongoing in the areas of consultation, community engagement and communications.

Sussex Young People's Police Authority

- 2.1 A number of discussions have been undertaken with key stakeholders regarding the development of a Young People's Police Authority, and there has been a lot of positive feedback. The overwhelming concern regarding the project is the amount of resource required to achieve success. The Authority's aims in creating a Young People's Police Authority would be to promote the role of the Authority to young people and facilitate engagement and consultation. It is considered that these aims can be achieved through alternative methods and officers are now progressing the other avenues.
- 2.2 An opportunity to meet with West Sussex Youth Cabinet has developed so we will be considering a programme for the event. The Authority has also been asked to meet with the East Sussex Youth Cabinet in October. East Sussex County Council Youth Participation Officers are also developing a Young Inspectors' project, recruiting teams of young people to make innovative assessments of local services and provide useful reports about their accessibility to young people. The Force is now in contact with the team to be involved in a future inspection. On 12 November 2010 "Take Over Day 2010" is taking place on where the Youth Participation team will be assisting young people in accessing and shadowing senior decision makers in the public and private sector. The team is keen to have the Authority involved in this event.

Partnership activity

- 3.1 The Police Authority and Force have organised a further meeting of the Shared Consultation Partnership to further develop opportunities to share resources and collaborate on future projects. The meeting was attended by a number of district and borough representatives including East Sussex Fire and Rescue Service. Discussions highlighted the difficulties in maintaining a pan Sussex consortium of consultation professionals with the goal of keeping abreast of consultation schedules and individual needs.
- 3.2 West Sussex County Council (WSSC) has developed a model that seems to be proving beneficial for county, district, borough, emergency services and third sector professionals, enabling networking and knowledge sharing. The Research and Engagement Network meets regularly to discuss

opportunities and provide learning workshops. WSCC also houses a consultation portal for all district and borough councils to update, research and consult.

- 3.3 A recommendation was made to investigate the appetite for a similar forum for East Sussex professionals and a number of learning topics were offered to initiate some joint workshops. The Police Authority will be facilitating the development of this forum. It is then anticipated that a greater level of cross fertilisation of issues, collaboration and learning can be achieved if a small number of officers are able to attend the three fora and report back any best practice from West Sussex, East Sussex and Brighton and Hove, and that commitment has already been made by the Force and Authority consultation officers.
- 3.4 As a result of the Shared Consultation Partnership meetings West Sussex County Council and East Sussex County Council commissioned some joint training from the Consultation Institute. Professionals from across different agencies came together to work towards their Certificate of Professional Development. The training was then more affordable due to the joint commissioning. The Community Engagement Officer took part in the Spring course and the Press and PR Officer will be taking part in the Summer course.
- 3.5 Brighton & Hove City Council have now acquired a new consultation portal and are in the process of embedding the software across the council. The Force and Authority are committed to being involved with the consultation portals across Sussex.
- 3.6 The Brighton & Hove Citizens Panel completed its recruitment at the end of April and now has 1,510 panel members and is properly representative of the population. Sussex Police have requested to use the Brighton & Hove Citizens Panel in July with the results being produced in September 2010. The Force and Authority continue to be part of the steering group for the Panel.
- 3.7 West Sussex Local Strategic Partnership Officers commissioned the Consultation Institute to carry out an audit of community engagement activity across West Sussex to identify gaps and make recommendations in order to build relationships and become more efficient. Workshops and surveys were completed at the end of April and the report is expected in the near future.

Joint Force and Authority projects

- 4.1 Superintendent Jane Rhodes has requested some research into public perceptions and understanding of Protective Services. The research will be investigating the contribution Protective Services makes towards public confidence. There is an opportunity to utilise the meetings with the various youth cabinets to supplement the study. Other methods currently being considered for supplementing the research are online surveys and stakeholder engagement, including members of this scrutiny committee.

- 4.2 Facilities have been arranged for the Community Engagement Officer to work closely with the Force Consultation Unit to assist in the upcoming project work.
- 4.3 Sussex Police are developing a Confidence Strategy which will be threaded through the whole organisation, as confidence is crucial to every aspect of service provision. The initial multi-agency workshop was held at Slaugham Manor on 30 April at which the Authority was represented by Mrs S Knight. The draft strategy is expected to be submitted to the Force Executive Board in July.

Community Profiling

- 5.1 The Press and PR and Community Engagement officers have received a briefing on the community profiling data set MOSAIC. Sussex Police have already been utilising this data for operational purposes, but it is now being made accessible to divisional PR officers to understand better and engage with the public. The Authority will be seeking to make use of this data to improve our accessibility to the public by understanding the formats and methods of communication which will best suit certain categories of people.
- 5.2 In order to enhance our consultation and community engagement activity it is advised that the Force and Authority undertake a stakeholder mapping exercise to understand and ensure that we are closely engaged with to our stakeholders.

Community Engagement events and results

- 6.1 At the last meeting of the committee, members requested a comprehensive final analysis of the young persons survey carried out during 2009. This is set out at Appendix A.
- 6.2 The Authority has begun its programme of engagement activity for 2010 with attendance at the Plumpton College Open Day and a summary of this event is attached at Appendix B.
- 6.3 The arrangements for Police Authority attendance at the South of England Show and the Eastbourne 999 Emergency Services event are underway.
- 6.4 Chichester Crime and Disorder Reduction Partnership (CDRP) held their face the people event at Capron House, Midhurst. The Authority was represented by Mr A Smith. Members of the public were invited to visit a number of stands and listen to presentations followed by a question and answer session. Attendance at the event was disappointing with only 20 people, but consideration was given to promote better the work of the CDRP at future events which may prove more successful. The CDRP is intending to create an Emergency Services village at the Get Active festival in September at Oakland Park. The Authority has offered its support for this event.
- 6.5 Crawley Crime and Disorder Reduction Partnership also held their annual public meeting in March. Despite a comprehensive publicity campaign, the

event was attended by 25 members of the public and a large number were Neighbourhood Watch (NHW) volunteers. The Authority was represented by Mr F Faiz, and the issues largely concentrated around anti-social behaviour.

- 6.6 The Authority is engaged in discussions with the various community safety managers regarding the arrangements for the forthcoming CDRP public meetings. Dates have not yet been set but will be circulated as soon as they are available.
- 6.7 Mrs Susan Knight and the Deputy Chief Executive attended the North Downs Neighbourhood Watch Conference on 15 May 2010. Presentations were received from John Wright, Chairman of Crawley NHW, Chief Superintendent Martin Walker, Henry Smith MP for Crawley and the, then, Leader of West Sussex County Council, Mark Bishop, District Crown Prosecutor, Sgt James Makepeace and PCSO Jeff Grant. The event was attended by over 150 Neighbourhood Watch volunteers and was felt to be a success, particularly regarding the information conveyed to those attending and the matters raised.
- 6.8 The main issues of concern revolved around the new arrangements for PCSOs to be the conduits of information. There are mixed reports as to the success of these new arrangements. It has been two years since the comprehensive review of Neighbourhood Watch by Mr Bob Tidy and the recommendations were implemented. As a result of attendance at this conference, it is felt that the time may be right for the Authority to scrutinise the embedding of his new arrangements. It is recommended that a small group of NPSC members conduct an investigation into the best practice and barriers to achieving success involving Neighbourhood Watch volunteers, PCSOs and the Neighbourhood Watch Manager, in order to report back to the NPSC in November 2010.

Community Engagement Outcomes

- 7.1 As a result of the preparation for the Police Authority inspection and the initial feedback, the Authority has identified a number of refinements required in respect of Community Engagement.
- 7.2 The tactical plan acknowledges the need to collate member's activities, including training, lead member briefings, attendance at Sussex Police board meetings, local meetings with district commanders and public engagement. The emphasis of this record must be on the impact of activity rather than a record of the activity itself.
- 7.3 The practice of compiling case studies for the recent inspection of the Police Authority, concisely defines the impact of the Authority on policing in Sussex. Therefore, it is proposed that this format of measuring influence is continued and members supported by officers will be encouraged to prepare case studies of their activity in this way. It is expected that members and officers will need to consider the impact they wish to make in their specific areas of policing in order to take the appropriate direction within their work.

Conclusion

8.1 The Authority is committed to developing and improving its engagement with the public and there is still a lot to do. Stronger partnerships will be playing a vital role to our future engagement and the work being undertaken at the moment will underpin our success in the long term.

Recommended – That

- (1) members and officers are encouraged to prepare case studies to better record and measure the influence of Sussex Police Authority;
- (2) a sub group of members be created to undertake a scrutiny review of the implementation of the new Neighbourhood Watch arrangements; and
- (3) the Young People’s Police Authority sub group continue to develop the consultation and communications work with young people and in particular the Youth Cabinets of Sussex.

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Youth Survey 2009

- 1.1 The youth survey was completed by 411 respondents. There was an oversampling of young people aged 10 – 15 years (89%) and only 8% were between 16 and 18 years old. A total of 343 respondents (83%) said that yes, they felt safe in their area both day and night. 68 respondents (17%) said that they did not feel all that safe at night. Within this group however, the majority commented that they felt safe during the day. The concerns included intimidating groups of people (some specified teenage young people and kids), drunken behaviour, 'chavs', knife crime, car crime and road policing issues.
- 1.2 Of those 343 responses who said that they felt safe, a number of reasons were given. We have collated them into the most prevalent responses.

Reasons	Number of responses	Combined number of responses
Area is quiet and small	65	
Family and friends in the area	8	57
Close to other houses	2	
Lots of people around	11	
Good community	25	
Neighbourhood Watch Scheme in place	7	
Old people live in the area	4	
Good police presence	80	107
Near to police station	7	
CCTV in place	5	
Lack of crime	15	
Good street lighting	13	
Quiet roads	4	
Good road crossings	4	

- 1.3 The analysis of the reasons for feelings of safety reveals that the location is vitally important. Young people feel safe in quiet, small areas. The next section details the proximity of family, friends and people, so indicating the old adage of 'safety in numbers'. There is however, an underlying suggestion that it is the feeling of familiarity of the surrounding people that promotes feelings of safety.
- 1.4 107 people gave police related responses, indicating positive policing or proximity to the police, reduction in crime and availability of CCTV as their reasons to feel safe. It is important to note that people would have been influenced in their responses by the very fact that they were being interviewed by officers and members of the Police Authority and in some cases were surrounded by other officers from emergency services. It is nonetheless encouraging to receive this positive response.

Do you know your local PCSO / PC? How?

- 1.5 The survey asked if they knew their local Police Community Support Officer or Police Constable, and 46% said that they did and 52% did not. The majority of those that knew their local PCSO did so as a result of police presence within their school.

Do you think the police are doing a good job in your area?

- 1.6 Of the 411 respondents, 357 (87%) young people felt that the police were doing a good job and a summary of their rationality and comments are provided below. Only 53 (13%) people felt that police were not doing a good job.

Positive responses		Negative responses	
Really good job	93	Never see them / need more	29
Not much crime	65	Not sure	10
Noticeable increased police presence	38	Put in speed restrictions	4
Sometimes	12		
Quickly deal with problems	14		
Stopping graffiti	2		
School visits	7		
Keep youngsters off the streets	3		
They make people feel safe	24		
There is less violence	5		
Always looking out for people	13		
Polite	21		

If you were the Chief Constable of Sussex Police, what would you spend most of your money on?

- 1.7 This question received multiple answers per respondent, so the responses are an accumulative total.

Free responses	Number of responses	Combined number of responses
More police	63	157
Police equipment and uniform	43	
CCTV	25	
More police cars	21	
Sniffer dogs	3	
Police stations	2	
Helping people	22	
Safer roads and pedestrian crossings	21	
Police visits to schools	15	
Places for young people to go and do	46	
Speed cameras and road signs	12	

Making people and areas feel safe	32
Reducing crime	14
Prisons and sentences	3
Admin staff	3
Drug prevention	3
Drunk teenagers	2
Cleaner streets	3
Street lights	2
Police safety, helicopters, nightshifts, better pay, housing, recruitment	All receiving 1

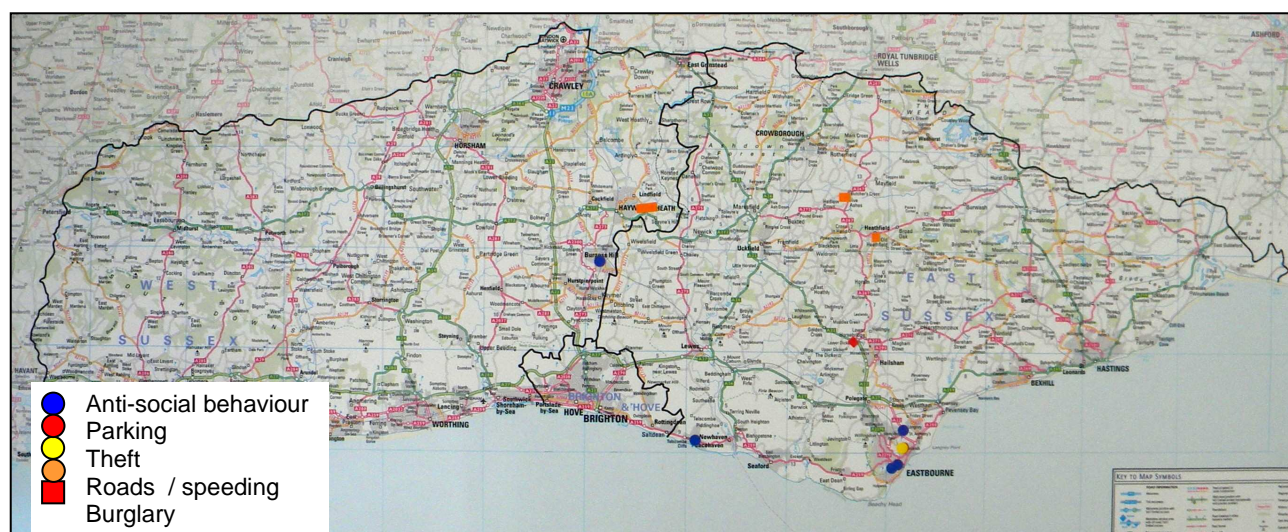
- 1.8 The most prominent expense would be more police officers, equipment and cars (157 responses), with administrative staff only receiving three nominations. A number of funny comments were received including; travel the world because it is fun (3), Lego, charity / donations to the RNLI (5), a skate park, glow in the dark things, fast, sporty cars and motorbikes, gadgets and cool outfits, looking after my family and friends, and sweets!

Would you consider the police service as a career? Why?

- 1.9 The results showed that 49% of the respondents would consider a career in the police service, and 37% would not consider it. The reasons given for not pursuing the police as a career were interesting. A number of people gave other careers as their preference, but a large number said that this career would be too scary or dangerous.

Plumpton College Open Day – 8 May 2010

- 1.1 Sussex Police Authority had a stand to engage and consult with some of the 14,000 members of the public who attended the Plumpton College Open Day. The weather was a little cold and wet, which may have affected the number of people who wanted to spare the time to speak with us. 37 full interviews were completed but a great deal more informal conversations were had about policing and the Police Authority. A map was available for people to identify where there were problems across Sussex.



- 1.2 In response to the first question, 87% (32) of respondents rated their local quality of life as being either good or excellent, with only 8% (3) rating it as poor. The following questions were investigating any local concerns, and then more specifically concerns related to crime and policing. Twenty people stated that they had a local issue, and nine of those were police / crime related and seven of those described anti-social behaviour. Interestingly, the three people who rated their quality of life as poor all reported anti-social behaviour as being their main concern. Other issues of concern included: potholes; pavement issues; parking; not enough primary school establishments. Other policing issues include hare coursing, burglary, theft, more visibility of police constables, anti-social behaviour, speeding.
- 1.3 The respondents were then asked if they knew of any ways in which they could affect or participate in local policing. These responses were freely given and not prompted.

Methods for participating in local policing	Number of responses
Talk to the SPA	0
Go to a local ward monthly meeting	2 (8%)
Speak to your local PCSO	20 (80%)
Attend a street briefing	0
Surveys (residents panels, BCS, LCS, USS)	1 (4%)
Go to town/parish council meetings	3 (12%)
Part of NHW	7 (28%)

Call the Police 999 / 0845 60 70 999	2 (8%)
Other	Farmwatch Visit police station No opportunities

- 1.4 When asked if they would be interested in attending a local ward meeting if they had an issue of concern 24 (69%) people stated that they would attend. However, 11 (31%) people stated that they still wouldn't attend a meeting even if they had an issue. It was found that 15 (44%) people felt that they could make a difference to local policing, but 19 (56%) people were not so confident. When asked whether they would like to hear updates and get information about services, responses were mixed with 12 people interested and 16 people not interested to receive updates. The following table shows what format of information they would prefer. A number of people gave their details to be included in the Police Authority e-circular.

Preferences for future communication	Number of responses
Regular email circular	11 (61%)
Radio	1 (6%)
Local monthly ward meeting	1 (6%)
Accessing website	4 (22%)
Twitter / Facebook (Social Media)	3 (17%)
Annual update report	0
Posters	2 (11%)
Regular newsletter	7 (39%)
Personal contact (where possible)	0

- 1.5 The survey also replicated the national confidence indicator question from the British Crime Survey, which asks to what extent do you agree and disagree that the police and local council are working together to deal with the crime and anti-social behaviour issues that matter in your community. 60% agree or strongly agree, 29% neither agree nor disagree and 12% disagree or strongly disagree. It is important to bear in mind the small sample of people that were surveyed, but also not to overlook the quality of the discussions that were had at this event.