

Local Policing Community Charter Delivery Plan (July 2022)

Responding to communities					
#	Charter Recommendation	Owner/s	Date	RAG	Update
1	<p>Engagement van deployments will be advertised earlier on social media to maximise impact</p> <p>Neighbourhood Matters (NM) will be used to update on issues raised during deployments.</p> <p>Promotion of all SNT calendar events to be undertaken with maximum notice.</p>	SNT Ch Insps	Start immediately BAU by Oct 22	A	290622 – SP&I reformatting calendar to provide additional data fields to allow better recording.
2	<p>Ongoing aggressive marketing and awareness campaigns to drive more NM sign up. Target 30k by Dec 22.</p> <p>Seek to identify areas that are failing to its full capacity.</p>	Corporate Comms Supt Paley / CI Preece	Dec 22	A	
3	<p>In compliance with Force approach to surveying, coordinate with SP&I to promote the proportionate use</p>	SP&I PSST Supt	Start using NM surveying tool by Oct 22	R	

	of the Neighbourhood Matters survey function with SNTs and Problem Solving Hubs.				
4	Reinvigorate role of PSST and PSHs across LPAs to maximise how they can better support SNTs	PSST Supt & Inspector	Oct 22	A	
5	Utilise Acorn, Origin and NM data to deliver a product which enables SNTs to better understand the makeup of their local communities to target engagement	SP&I	Product available by Jan 23	A	Requires funding for Origin data. Acorn data already available.
6	Develop bespoke training for officers and staff to maximise use of Origin and NM products produced by SP&I	L&D SP&I	Training package available by Jan 23	R	
7	SNT quarterly attendance at all Parish Council meetings. Develop a means of recording attendance and issues raised.	Supt Paley SP&I	Oct 22	A	

Prevention

8	Reinforce message that SNTs own safer roads within their LPAs. Reinforce Force resources available to help solve the problems	SNT Ch Insp Safer Roads team OPU	Ongoing	A	
9	Refocus problem solving resources to the Prevention Strategy with a core focus on primary & secondary prevention using a public health approach	PSST Supt SNT Ch Insp	Achieved by Nov 22	A	
10	Review Youth Engagement & Safer School roles and deployment principles to drive real consistency across the force. Maximise opportunities for YEOs to collaborate with the two FRS's	PSST Supt & Insp	Achieve by Dec 22	A	290622 – Focus is currently to identify where the roles sit, review the SLA / what the working practices will be. Identify needs i.e. secondary schools having greater focus than primary. What training packages are currently delivered and by who. Introduce a standard approach of delivery.
11	Professionalise further the role of our Safer Neighbourhood Teams and Problem Solving Hubs with a new package of CPD, reflecting the specialism of the teams and empowering	L&D PSST Insp	CPD to commence Nov 22	R	290622 - L&D to identify appropriate training package(s) to fit the role specification and responsibilities.

	them to undertake structured meaningful engagement.				
12	Problem solving training to be rolled out to all departments within the Force	PSST Insp	Ongoing	A	290622 – Problem Solving training already underway. 500 SNT / PSH officers trained. Now commenced on C&V.
Vulnerability					
13	Police cadets to be professionalised further, building on the improvements already made to ensure new cadet numbers remain sustainable and all National safeguarding requirements are in place.	CiP Manager Sophie Paley	By Oct 22	A	290622 - The cadet programme is being developed with recruitment and training both under review.
14	Review Early Intervention & Prevention and Early Help roles to ensure consistency across the force, effective partnership working and best use of data to identify and tackle problems.	PSST and PSH Inps	By Jan 23	A	290622 – Ongoing work to identify where the roles sit, review the SLA, what the working practices will be, identify business needs and manage competing issues (e.g secondary schools having greater focus than primary). Review of training provision also underway. Seeking to align YET work with EI&P work so the two roles are more

					closely aligned and complimentary of one another.
15	Trauma-informed training to be rolled out force-wide as part of the new Prevention delivery plan.	Supt Hancox	Start Feb 23	R	Successful completion of action subject to provision of necessary funding
16	Identify and focus engagement on seldom heard communities exploiting technology to record such engagement	Ch Supt Moxley Supt Paley Digital Services (APP)	Start Oct 23	A	
Relationships					
17	Comprehensive Single Online Home (SOH) update to ' <i>Your Area</i> ' to be facilitated in order to compliment Neighbourhood Matters and reflect other forces	Digital Services OCC Ch Insp PSST Insp	Complete by Jan 23	R	Review where enquiries are received, and who completes triage prior to allocation. PSST to meet and discuss process with OCC SPOC prior to any role out to LPA.
18	Grow the number of Watch Schemes across the force area by 20%, particularly focussing on Neighbourhood Watch	CiP manager Sophie Paley Gary Shepherd	Achieve by June 23	A	290622 - ongoing work to review current process and ensure teams have requisite knowledge / tools to support growth
19	Increase Special Constabulary numbers to 80 by April 23	CiP manager Sophie Paley	Achieve by April 23	A	
20	Recruit 25 patrol support PSVs and 15 Charter support volunteers	CiP manager Sophie Paley	Achieve by Dec 22	R	
21	Review, rationalise and professionalise Special	CiP manager Sophie Paley	Complete by Dec 22	A	

	Constabulary command structure				
Partnerships					
22	Street Watch to be rolled out across force, replicating best practice in West Midlands Police and following successful trial in Wythall	CiP manager Sophie Paley PSH Insp	Commence Nov 22	A	Linked to Safer Streets 4 bid. Results of bid awaited
23	Consideration of contact contracts with schools, as per Parish Councils to be rolled out through PSH, YET and safer schools.	PSST Insp	Commence Nov 22	R	
24	Work with duties to minimise SNT abstractions going forward to enable teams to focus on Charter delivery and enhanced engagement activity	Duties LPA Supts	Ongoing	A	
25	Problem Solving platform to be reviewed and replaced to assist with multi-agency approach and be accessible to practitioners.	PSST Inspector Digital services	Commence Dec 22	R	290622 - Review of the platform required to ensure business requirements fully understood. Potential procurement / cost implications if requirement for new hardware / software and training
26	Review of data sharing agreements, making use of analytical resources and how this can drive patrol and	Supt Hancox PSST Inspector	Commence Nov 22	A	290622 - Data sharing agreements and protocols to be reviewed. Partner data will be able to further enhance our ability to provide hot

	preventative activity, building a multi-agency data sharing network.				spot data for meaningful preventative patrol activity.
27	Partnership working to be reviewed across West Mercia, feeding into the Prevention Strategy Strategic Needs Assessment.	Supt Hancox LPA Supts	Commence Sept 22	R	290622 - Departments currently work in partnership with a variety of agencies based on business needs. Following roll-out of the Prevention Strategy an organisational-wide understanding of Strategic Needs Assessment will be required to enable teams to develop more effective partnership arrangements
Visibility and accessibility					
28	Improve supervision of SNTs by reducing supervisor ratios, focussing on teams policing our largest rural areas.	Supt Williams	Commence Jul 22	A	290622 – ID teams with highest Supv: PC ratios and balance out through uplift.
29	Review, amend and improve use of social media platforms by simplifying current landscape to improve public user experience and encourage much greater sign up.	Corporate Comms	Commence Sept 22	A	

30	Ride-along scheme to be revitalised by Citizens in Policing team	CiP manager Sophie Paley	Start Sept 22	R	
31	Continue to develop and implement plans to further promote and embed public use of digital channels	OCC Ch Insp	Ongoing	A	
32	Complete the roll out of doorbells at police stations, ensuring that communication is clear internally and externally.	Estates Dept OCC LPA Supts	Ongoing	A	296023 – 13 stations have doorbells installed
33	Quality social media training to be delivered to Safer Neighbourhood Teams and Problem Solving Hubs.	L&D / CPD Team	Start Oct 22	A	290622 - PC 22180 Leighton to deliver following sign off of the LNA. Planned delivery during Q3 completing in Q4 2022/23.
34	Investment in digital solution or APP based product required to enable all charter based activity and engagement to be efficiently captured, removing the need to use spreadsheets	Digital Services Supt Paley	Solution rolled out by June 23	R	290622 – MS Teams capability to be explored alongside easy to utilise APPs
35	Problem Solving to be recognised and celebrated within the force awards ceremony.	PSST Insp Force Awards officer	Commencing Sept 22	A	290622 - Identify good work through SNT and PSH Insp. Nominations to be assessed against the six strands of the Charter. Nominations to be assessed by PSST Supt for consistency and then submission to relevant C/Supt for award

36	PSVs coordinated to dip-sample front counter information accuracy to report regularly into charter governance board.	CiP manager Sophie Paley	Ongoing		