

ENGAGEMENT STRATEGY

2016-2020



The Police and Crime Commissioner
for Lincolnshire

policing with PRIDE



Good engagement is central to good policing. It helps us to focus on the needs of the public we serve and enables communities to have confidence and trust in how we police. It provides all individuals and communities who want it with the opportunity to be informed, consulted about or participate in policing. The results of our engagement work inform our service design and provision, help us to protect the most vulnerable, and prevent, respond to and resolve crimes. Engagement should and does impact on everything we do.

What is engagement?

We organise our engagement work into three strands:

<p>INFORMING</p>	<p>We are committed to both providing you with information and listening to information that you give us. We provide reassurance, advice and report back on what we have done in response to issues you have raised with us. We use many different methods of communication to ensure you have access to information but are constantly looking for new ways to connect with our communities, and in ways which you prefer.</p>
<p>CONSULTING</p>	<p>We provide various ways for you to influence what we do, tell us what is important and of concern to you and for you to give us feedback (both complaints and compliments) on what we are doing. We want to have an on-going and meaningful conversation with all those we serve so that we understand our communities.</p>
<p>PARTICIPATING</p>	<p>We aim to empower the public to identify and implement solutions to local problems. We work with you to address your concerns and to build a lasting relationship. We offer opportunities for you to volunteer with Lincolnshire Police, and become involved with other community initiatives that help keep our communities safe such as Watch Schemes.</p>

What do we want to achieve?

The Police and Crime Commissioner's Police and Crime Plan sets out the strategic vision and priorities for both policing and the wider criminal justice system in Lincolnshire. The Chief Constable has an operational plan which outlines how he will address the Commissioner's priorities and a number of others. Both of these plans are informed by the views of our communities and our engagement work helps us to deliver them.

A key aspect of the Chief Constable's plan is the aim to inspire confidence in what we do and how we do it. This includes three specific objectives:

- Effective engagement with communities to understand their needs

- Keeping victims informed of progress in line with the Victims' Code of Practice
- Increasing the ways in which we connect with our communities, particularly making use of online methods such as twitter

We also want:

- to improve the trust and confidence our communities have in us. This will lead to improved or enhanced police legitimacy which in turn helps to reduce crime by encouraging greater respect for the law and fostering social responsibility. By people becoming more likely to help the police, they are less likely to break the law.

- the public to feel that they can take part in decisions that can lead to improvements in their quality of life.
- to become more accountable to our communities.
- to continually improve our service design and provision with those improvements informed by a better understanding of our communities, their needs and concerns.

Who we engage with

Communities are often labelled. For example communities can be communities of place (people who live or work within a geographical area), or interest (people who share a particular experience of characteristic such as young people, faith groups, older people, disabled people, ethnic groups, or lesbian, gay, bisexual or transgender people, as well as the voluntary and community sector, the business community, our members of Parliament and elected council members).

Sometimes people see themselves belonging to multiple groups, or none at all. Some may also need practical support to help them engage with us. We strive to do all we can to engage with everyone. Lincolnshire Police serves all of the individuals and communities who live and work in the County so our aim is to engage with all our residents but we accept some may not wish to.

There are some groups we particularly want to focus on as they are some of the hardest to engage with and we need to do more to understand their needs. These include children and young people, our communities who do not have English as their first language, the travelling community and older groups.

Some of our engagement work is done in partnership with other organisations such as the other emergency services, local councils, community safety partnerships, health providers, Safeguarding Boards and the community and voluntary sector. We also engage with organisations that represent particular groups such as retailers, the business community and farmers.

This strategy is therefore relevant to all of our people (Officers, staff and volunteers), our partners, and all of the communities and people in Lincolnshire.

What we will do

INFORMING

We will:

- Provide accessible community safety advice and run crime reduction campaigns as part of our crime reduction strategy
- Make extensive use of social media, local newspapers and broadcasters to provide information to our communities
- Work with schools and partners to deliver advice to pupils, and increase their understanding and trust of the police through our Schools engagement programme
- Operate accessible and welcoming public engagement events, often with partner organisations
- Develop a neighbourhood policing strategy and plans for each neighbourhood policing team that sets out for our own officers, staff and the public what you can expect from your neighbourhood team, including who they are, how you can contact them, how they will engage and communicate with you and what about.
- Provide both Countywide and locally led communications (e.g. regular blogs, social media posts, emails, newsletters and information leaflets) that provide crime statistics, Force performance information and information about police activity and outcomes (e.g. action taken, arrests, charges, court cases and sentencing) that demonstrate we understand the concerns of communities and what we are doing to address them. These will be tailored to the needs of specific audiences (e.g. partners, local communities, politicians etc)

- Continue to develop the Lincs Alert two-way Community Messaging Service
- Continue to expand and review the ways we communicate with you and provide our services, making best use of the emerging technologies and channels you prefer
- Meet our obligations under the Victims' Code of Practice to keep victims of crime informed of progress with their crime and provide the support they need
- Ensure that what we learn through engagement is shared across our organisation so that it benefits everything we do
- Be transparent in and accountable for our decision making and be honest about what can and cannot be changed.

CONSULTING

We will:

- Ensure each neighbourhood policing team holds accessible, regular Neighbourhood Panels and/or surgeries that are open to all and which provide an effective two-way dialogue between the public and the police
- Seek the views of Independent Advisory Groups
- Operate a continuous programme of consultations, surveys and research throughout the year using a variety of methods (Social media, web-based, face-to-face and telephone) to inform future priorities, decision making, service design, how we communicate with you and to assess satisfaction with our services. Where we have sought your views, we will feedback to you to let you know what difference you have made and how your ideas have been used.
- Provide you with the opportunity to tell us where we have done well and where we can do better. We will use complaints and compliments to continually improve how we do things.

PARTICIPATING

We will:

- Continue to encourage the public to volunteer through our Citizens in Policing Programme which encompasses the Special Constabulary, Volunteer PCSOs, Police Cadets, Police Support Volunteers, and the Independent Custody Visitors Scheme
- Support, advise and co-ordinate the work of Watch Schemes including Neighbourhood Watch, Farm Watch, Horse Watch and Business Watch
- Develop a Youth Commission to enable children and young people to influence policing priorities and inform service provision
- Develop bespoke methods of engagement with rural communities and older people
- Work with partners to optimise how we work together to improve services for our communities e.g. joint commissioning, sharing and making best use of resources
- Work with and empower communities to resolve problems
- Attend community meetings (e.g. parish and other council meetings) and local events and continually look to identify opportunities for how we can build relationships, better understand your community and become a trusted part of it
- Improve our capacity to engage with communities where English is not a first language through developing the language skills of our own officers and staff, translation services, using bi-lingual volunteers and attending community events
- aim to be an organisation where our officers, staff and volunteers are reflective of the communities we serve.

We commit to use all of our engagement work to better understand those we serve so we can meet their changing needs and continually improve our service design and provision.

The role of our people

Everyone in Lincolnshire Police, from the Chief Constable to your local neighbourhood constable is committed to engaging effectively with our communities. Our biggest engagement resource is our teams of Police officers and Police Community Support Officers working in neighbourhood teams but, regardless of the specific role our officers and staff undertake, engagement is an intrinsic part of it. Engagement is therefore reflected in the performance objectives for all of our people. All of our people should be able to demonstrate how they use engagement to deliver better outcomes for the public.

Our commitment to engagement is also supported by our values. In Lincolnshire we police with PRIDE, where PRIDE represents professionalism, respect,

integrity, dedication, and empathy. The Code of Ethics for the Police Service also sets out the behaviours that underpin how we work. We strive to ensure that all our engagement is of a consistently high quality.

We also expect our officers and staff to understand and make use of the National Decision Making Model by which all policing decisions should be made, examined and challenged.

And we also ensure, through delivering this strategy, that our engagement activity is properly co-ordinated.

Finally, British policing is firmly rooted in a history of policing by consent. Sir Robert Peel said that the police are the public and the public are the police. We are proud to be not only engaged with but also part of the communities we serve.

Monitoring and evaluation

We seek to continually monitor and evaluate the activities outlined in this Strategy to assess if they are achieving the outcomes we intended. This includes an assessment of whether the resources spent on engagement (both time and money)

represent value for money. For each strand of activity a delivery plan will be developed that sets out the resources required, the intended activity, what it is expected to achieve and how success will be evaluated.

Community Tension Assessment

The purpose of a community impact assessment (CTA) is to identify issues that may affect a community's confidence in the ability of the police to respond effectively to their needs, thereby enhancing the police response. A CTA is a requirement when an incident has occurred that is deemed to be critical and it is imperative that the police response is appropriate to ensure the confidence of a victim, their family and/or the community. It helps to inform us about long-term plans to rebuild community confidence and learn lessons for the future. CTAs should be carried out efficiently and should accurately record the effect the incident has had on the community. Considerations in developing a CTA are

- what information is required and what it will be used for

- who can provide the information required and who will oversee the work
- how long it will take to complete.

An effective CTA may also:

- provide enhanced investigative assessment and an understanding of all aspects of the incident being dealt with
- identify vulnerable individuals and groups
- provide an assessment of community confidence in police response
- develop community intelligence.

CTAs should be regularly reviewed and recorded, to take into account emerging issues. These may involve cross-border considerations (e.g. where an incident takes place in one area and the family lives in another).





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