



13<sup>th</sup> October 2016

## Report of the Police and Crime Commissioner

### Priority Update: Provide a Visible and Accessible Neighbourhood Policing Style

#### 1. Purpose of the Report

- 1.1 This report is to provide the Police and Crime Panel with an update on the Commissioner's priority of providing a visible and accessible neighbourhood policing style.

#### 2. Recommendations

- 2.1 The Panel is asked to:

(i) to note the report;

#### 3. Background

- 3.1 The Police Reform and Social Responsibility Act 2011 places a statutory duty on PCC's to issue a Police and Crime Plan for their police area. One of the main purposes of the Police and Crime Plan is to set out the PCC's police and crime objectives. Consequently, the PCC has issued the Police and Crime Plan and set the following key priorities:

- i. Prevent Crime and Anti-Social Behaviour
- ii. Provide a Visible and Accessible Neighbourhood Policing Style
- iii. Tackle Serious and Organised Crime
- iv. Support Victims Protect Vulnerable People and Maintain Public Safety

This update report focuses on progress to date against the Commissioner's priority of providing a visible and accessible neighbourhood policing style.

- 3.2 To publicly hold the police to account for the service they provide, the Commissioner has created a Performance and Scrutiny Group. Regular meetings of the Performance and Scrutiny Group help the Commissioner to monitor the performance of the Force and the progress made against the Police and Crime Plan, including providing a visible and accessible policing style.

Providing a visible and accessible Neighbourhood Policing Style is within the framework of Community First governance process. The governance process brings together Lead Responsible Officers for the themes identified below.

## **4. Visible and Accessible Policing Style Thematic updates;**

### **4.1 Maintain High levels of Satisfaction**

Satisfaction levels of victims of crime have decreased slightly across the force over the past 12 months, however, overall satisfaction still remains high for victims of burglary, violence and aggregated crime offences, with results remaining between 83-87% for the last 12 months.

Vehicle crime victim satisfaction remains lower due to the survey being structured in a way that is not representative of how the force responds to vehicle crime, although the trend for overall satisfaction for vehicle crime remains consistent at 73%.

Following the recommendations from last year's review of Citizen Focus, a revised survey is currently being developed that is more reflective of how the force delivers its service towards specific crime types.

Performance for hate crime has also reduced slightly from last year, however, satisfaction levels remain high at 88% on average for the current rolling 12 month period.

The Lead Responsible Officer is seeking opportunities to seek feedback from victims of domestic abuse to ensure continuous improvement in the police response to this specific group of vulnerable victims.

### **4.2 Ensure the legitimacy of Merseyside Police is enhanced**

This is a new area of consideration for Visible and Accessible Policing. Legitimacy is defined as *'Power that is acknowledged rightful by relevant agents, who include power holders and their staff, those subject to the power and third parties whose support or recognition may help confirm it.'* Currently the force gathers existing data on legitimacy that cuts across all strands of business, i.e. complaints, victim satisfaction, stop search, surveys, community engagement, media reports, HMIC and our Independent Advisers. The focus on legitimacy is recognised to be a continuous dialogue and the next step is to create an action plan that reflects concerns or developments that are apparent from the data sources listed above.

### **4.3 Enable the public to influence and feedback on policing**

The Community Engagement Unit have developed a strategic plan addressing key areas where the police can increase two-way engagement with different Merseyside communities. These key areas include supporting vulnerable communities by a variety of means, increasing citizen participation in policing and improving our engagement with young people, all with the aim of increasing confidence in policing. In support of this plan we recently engaged with the Pride Week including the high profile march, launched the first 'mini-police' schemes at two schools in Sefton and reviewed how we lead and manage our volunteer Special Constabulary.

In August 2016, Merseyside Police launched its new Social and Digital Media strategy. this strategy seeks to reach out to our community utilising digital channels. We recognise that for many people, especially the young, the world of social media and the internet make up a significant part of the way they socialise and indeed communicate with the rest of their community. A key element of the strategy will be how we actively seek ways in which the community can tell us about their concerns

and provide feedback on police actions. This can be through the use of the force webpage, Twitter and other social networks, including bespoke channels such as Merseynow.

Merseynow is a recently launched system whereby officers can directly send messages to specific communities by text or email about issues in their area. Merseynow currently has nearly 3000 registered recipients and this number is growing weekly. It is currently being utilised to inform communities of crime series, crime prevention advice and events or incidents.

#### **4.4 Public process for setting Police Priorities**

Priority setting by the local community will change in 2017 to improve from the current process for quarterly identification of priorities in each neighbourhood. The priority setting in the future will take a two strand approach where police and public priorities will be addressed. The police priorities will focus upon high demand generators to the police service and our partners. They will more often than not be medium term issues that are impacting upon the lives of the community. The public priorities will be less embedded problems that need more short term activity to solve.

These priorities will be managed by the community teams and the Constable and PCSTOs will utilise all of their skills and partnership networks to improve the quality of life for the individuals and communities. This work will form part of the future desire to enhance our partnerships and collaborate to take action early and prevent more crime from happening in the first instance.

#### **4.5 Involving citizens in Policing**

*Special Constabulary* - The Special Constabulary will undergo significant development during the next twelve months to ensure that it provides professional support to the functional policing model in the future years. There are several work streams being undertaken including recruitment, training, deployment and specialisation. Last year the Special Constabulary, which is formed of over 300 officers, dedicated approximately 100,000 hours to policing duties.

*Police Cadets* – The current Police Cadet programme is highly successful with 74 participants from a diverse range of backgrounds taking part in a range of educational and community activities. Over the next twelve months it is intended to maintain the programme in its current form.

*Volunteers* – The vision is to make the force a centre of excellence in its use of volunteers. In particular, the force is looking to recruit individuals from communities with specialist skills to support the work of our cyber-crime teams, evidence based policing research and economic crime team amongst others. Our 88 Police Support Volunteers committed to over 2,000 hours of policing activity in the first quarter of 2016.

#### **4.6 Problem solving to reduce crime and anti-social behaviour**

Merseyside Police problem solving processes are key to delivering priorities identified through engagement with communities and priorities identified as people and locations that continually request police assistance. Our analysis and technology has improved this year to help us identify where problem solving will have the most impact and matter most to communities.

We will give due considerations to good practice, what works and evidence based policing, to instigate meaningful and creative, short to long term responses to tackle

the root cause of demand. We continue to encourage partnership working and collaboration in this approach, being pro-active and utilising discretion to reduce the need for a re-active police response. One key element of this approach has been our partnership with Liverpool John Moores University that has seen 36 officers recently complete academic study on evidence based policing funded by the Police Knowledge Fund.

#### **4.7 Contacting Merseyside Police**

Merseyside Police control room receives over 2500 calls a day, between 500 and 700 of these will be 999 calls. Phone calls are the primary mechanism of contact for members of the public, but the force has redesigned its website to enable concerns to also be reported digitally and online crime reporting has increased from 100 to 500 crimes a month. In June 49,504 people visited the force website and Merseyside Police currently have 111,193 followers across a number of Twitter accounts. Over the month of June Merseyside Police sent out 1,101 tweets with a potential reach of 26.53 million people and we received 20,000 likes from Facebook posts. A new Contact strategy has been agreed aiming to increase the number of channels by which Merseyside Police are contactable, increasing ease of contact for members of the public.

#### **4.8 Responding to contact from Merseyside Communities**

On an average day Merseyside Police will create over 1200 incidents in response to calls for service and emails. Approximately 200 will be graded as emergency calls, which the police aim to respond to within 10 minutes, in 86% of the time the police do attend these incidents within 10 minutes. Where calls do not require an emergency response a priority incident will be created, over half of these incidents are responded to within an hour and over 90% will result in the attendance of a police officer within four hours. Merseyside Police also create scheduled incidents where there is low threat of harm or risk to the caller, in these cases the caller is given an appointment time for the police to investigate their concerns. The police aim to increase the number of incidents that are dealt with in this way to ensure that we continue to respond effectively to emergencies and priority incidents.

#### **4.9 Create effective Community Police Stations**

The purpose of a Community Police Stations (CPS) is to provide a visible, accessible, Police facility within the heart of the community. Where possible CPSs will be co-located in a shared location with partners and will be used for regular advertised drop in surgeries and have facilities to hold larger public meetings and private one to one meetings.

There are currently four completed CPSs in Wirral (Hoylake, Moreton, Laird Street, Rock Ferry). The CPSs are all co-located with partners and are in the process of having TV screens fitted which will advertise surgery/meeting times and communicate useful police information. The next two CPSs are likely to be at Maghull Town Hall and Ainsdale Railway Station.

#### **4.10 Visible and Accessible Policing after the restructure of Merseyside Police**

The new force structure will include a Local Policing function that will provide locally based community policing teams led by community Inspectors, supported by targeted policing resources, Specials and other volunteers that will be placed in the heart of local communities, providing a visible, accessible and responsive policing presence.

These teams will be the eyes and ears of the force. They will perform a pivotal role in

forging long-term positive relationships with vulnerable people, communities and partners that builds trust, resilience, legitimacy and confidence. This will improve the flow of intelligence, strengthen community resolve not to tolerate criminal behaviour or turn to crime in the first place, and assist the force to reduce crime and anti-social behaviour.

Local community teams will work with local partners, sharing appropriate information and will adopt joint co-ordination and tasking arrangements to effectively manage high demand generators and prioritise a response based around the threat and risk of harm. This will help ensure partnership resources dynamically manage and reassure victims, target and reduce offending linked to significant threat, risk of harm and improve safety at key locations.

Neighbourhood Response patrols will be a force wide resource that will deploy to geographic areas in accordance with average calls for service demand. They will be a flexible resource that can pulse to resource intensive incidents to ensure effective and accessible resources for emergency and priority incidents 24/7. They will be supported by an efficient appointment resource that is able to service appointments at stations and homes across Merseyside for calls where the risk and harm associated is low with the aim of providing a more effective response to the calls.

#### **4.11 Practical Evidence from Areas**

The information below gives Members an idea of how the priority is working in practice by providing some practical examples that have also had input from the PCC's Community Engagement Team.

##### **Sefton**

In Sefton ASB continues to be an issue however there has been some key activities of note that show examples of visible and accessible policing;

The scrambler bike campaign has had a huge positive impact across Sefton not only through enforcement opportunities but also in a wider community safety sense. Local police neighbourhood teams have worked in partnership with other key partners to deliver workshops in schools and launched a scrambler bike poster campaign.

Sefton Community Safety Partnership recognised that there needed to be a focus on prevention especially in communities where fear of crime was disproportionate to actual crime activity. Sefton CSP have pulled together a working group consisting of Police, Local Authority, Merseyside Fire and Rescue Service (MFRS), Registered Housing Providers and OPCC to look at developing, in the first instance, an oversight of what services are already delivered and how best to use this access to identify vulnerability within the community. For example MFRS doing home safety checks have access to individuals in the home environment and can look at assessing vulnerabilities without causing concern or alarm. The plan is then to develop a referral process so that bespoke crime prevention advice/guidance can be given to the specific individual. Marketing info, forms etc. are already in existence through the police but will be refreshed and adapted to meet the identified needs of Sefton residents.

##### **Wirral**

The Police and Crime Commissioner joined Wirral's Cabinet Member for Community Safety, to open an event at Woodchurch High School in June to mark National Neighbourhood Watch Week. The session was attended by current scheme members as well as those who were interested in getting involved and featured key speakers

from the community safety field. This is part of an ongoing initiative to encourage members of the community to support the police, council and other agencies in keeping their neighbourhoods safe.

Wirral Community Safety Partnership has funded a Peer Mentoring Project for those who have experienced Domestic Abuse. The project is a joint initiative between Police, Tomorrow's Women, a local support centre for vulnerable women and Wirral Connect (formerly Wirral Council for Voluntary Services). The project enables survivors of Domestic Abuse to gain an accredited qualification in Peer Mentoring and then go on to support other women who are going through the same experience. Initial feedback is extremely positive and the scheme is already over-subscribed.

In response to the growing problem of young people being sexually and criminally exploited, Merseyside Police and Wirral Council have commissioned a performance piece entitled, 'On One Condition', which tackles the issues around exploitation using a number of scenarios and accompanying workshops. The piece has already been shown to a number of groups who have been identified by organisations such as Catch 22 as being particularly vulnerable and the response has been very positive. The Police and Crime Commissioner has recently awarded additional funding to the project so that more young people have the opportunity to see the piece and take part in the workshops.

Under the umbrella of Operation Brookdale, Wirral's Community Safety partners have carried out a number of warrants to seize off-road bikes, drugs and money, as well as obtaining Closure Orders on properties that have caused constant problems for those that live around them. The Police and Crime Commissioner recently led a partnership 'walkabout' on the Woodchurch estate attended by representatives from the police, council, fire service and the local housing provider, to encourage the community to report any problems anonymously via Crimestoppers.

## **St Helens**

Following concerns from residents to the OPCC Community Engagement Officer regards drug dealing, ASB and street drinking the PCC called a partnership meeting with residents to listen and discuss their concerns.

The PCC/Deputy PCC, Police, local Councillors, housing providers, MFRS and CSP partners met residents and were shown the areas most impacted by the criminal behaviour. Partners agreed to work together to resolve some of the issues with a view to developing a monthly meeting and more regular walkabouts by partners in the area.

Over the past year one of its biggest 'threat and risk' priorities is to tackle violence, drug dealing, intimidation and ASB that is blighting areas particularly in and around the Town centre of the borough.

The police have identified premises linked to these concerns and have worked together to collate intelligence - officers took over 45 statements from residents.

In Sept 2015 'Operation Highgate' was launched with police using legislation to close down 13 houses linked to these offences and 9 arrests were made - Police and CSP partners have been at the forefront of using this relatively new ASB legislation and a total of 29 properties linked to crime, disorder, drug-dealing have had closure orders served on them across the borough since.

## **Knowsley**

One 'threat and risk' area identified is young people being criminally exploited by organised criminal gangs as well as young girls aged 14-16 being particularly vulnerable to child sexual exploitation. These vulnerable young people have been identified mainly in Kirkby, Huyton and Halewood with young males being targeted for drug-dealing

These concerns are exacerbated by the majority of the borough's young people in care being placed from outside the borough from places as far away as Birmingham and London - many of these have been moved into the borough because of their vulnerabilities to CCE/CSE.

The BCU has established its CCE/CSE 'Shield Team' with a team of detectives, co-located at the MASH working with social workers, education, health workers, Catch 22 and Barnardos identifying, supporting and preventing young people from being exploited particularly within the care home environment. This work helps divert young people away from crime and collect collects the evidence to prosecute the perpetrators.

## **Liverpool**

Multi-agency work in Everton, led by the Police is considered a success by the Disarm Group. The group commissioned Anthony Walker Foundation, who delivered Hate Crime Awareness sessions in schools and youth clubs, whilst Voluntary Outreach Support Services (VOSS) directed outreach on the ground. Liverpool City Council localities team delivered letters containing a 'free post' envelope to try and obtain intelligence regarding ASB/gun and gangs, scrambler motor cycles etc., this had been well received by the community as a confidential way of reporting.

Liverpool Mutual Homes are running an initiative with the Police in respects to Cannabis use in their properties. The 'Use It, Lose it' Campaign works closely with the Police cannabis reduction team. The thrust of the initiative is that cannabis use even in your own home is against the law, this is in breach of tenancy agreements and could lead to eviction.

## **5. Equality & Diversity Impact Assessment**

- 5.1 All activity involving the OPCC is subject to the PCC's Equality Impact Assessment process as according to the Equality Act 2010.

## **6. Conclusion**

- 6.1 The report outlines the work being done to ensure that the priority of providing a visible and accessible neighbourhood policing style is met.

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Appendix

None