

Neighbourhood Policing Strategy 2016



Lincolnshire Police

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Index of Contents

Our Vision.....	Page 4
Our Values.....	Page 5
Victims Code.....	Page 7
Strategic Direction.....	Page 8
Neighbourhood Policing Structure in Lincolnshire.....	Page 10
Our Delivery of Neighbourhood Policing.....	Page 12
Prevent.....	Page 14
Access.....	Page 15
Influence	Page 18
Intervention.....	Page 19
Answers.....	Page 20
Performance and Evaluation Framework for Neighbourhood Policing..	Page 23
Appendix A – Role Profiles NPT Sgt JD.....	Page 26
Community Beat Manager JD.....	Page 29
PCSO JD.....	Page 32
ASB Coordinator JD.....	Page 34
Special Constable JD.....	Page 36
Appendix B – NPA Organisation Charts.....	Page 38
Appendix C – Guidance to Neighbourhood Panels.....	Page 43
Appendix D – Guide to KINS.....	Page 45
Appendix E – Problem Solving example.....	Page 46
Appendix F – Engagement Cycle.....	Page 48
Appendix G – Common Minimum Skills.....	Page 50
Appendix H – NPS Plan – Template.....	Page 52
Appendix I – NPA Plan – Example.....	Page 53

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Lincolnshire Police – Neighbourhood Policing Strategy 2016

Our Vision

Neighbourhood Policing has become a bedrock of the modern national policing agenda, moving towards an increasing trend for localism and clearly defined links between the Police, the public and partner agencies. It has evolved into providing more personal relationships between the officers responsible for geographical areas with their public, providing increased levels of legitimacy for the Police in their work, being more responsive to local needs and improving subsequent service delivery, being responsible for the rise in the trust and confidence felt in the Police by the public, and enabling communities to take action in helping tackle long term problems. Neighbourhood Policing has also played a vital link in the fight against terrorism on British soil, providing invaluable intelligence relating to serious crime, terrorism and domestic extremism.

Our vision is to provide a Neighbourhood Policing service to communities in Lincolnshire that:

- enables **access** to local policing services through a local point of contact
- encourages **influence** over policing priorities in local areas
- develops opportunities to partner with Lincolnshire Police in **intervention** activity
- provides lasting, sustainable **answers** for issues of anti-social behaviour and crime that matter to our local communities

Our Values

Lincolnshire Police expects the highest standards of work, behaviour and appearance from its staff. This section will describe those standards and how they are to be maintained in Neighbourhood Policing.

Staff Charter

The behaviour and values set out in the Staff Charter form the basis of how we work in Lincolnshire police. They enable us to deliver our services with PRIDE.

Professionalism - consistently demonstrating the highest standards of occupational practice and behaviour.

Respect - showing consideration and courtesy to our community, colleagues and respect for our force.

Integrity - showing honesty, openness and fairness in the way we behave.

Dedication - being caring and committed to delivering excellent services.

Empathy - being able to see things from another's point of view and show understanding.

Professional standards and the Code of Ethics

High levels of public trust and confidence in the police is a key factor in enabling the police service to continue to police by consent. This confidence depends on Police Officers, Police Community Support Officers (PCSOs) and police staff demonstrating the highest level of personal and professional standards of behaviour.

The role of the Professional Standards Department is to maintain public confidence and the reputation of Lincolnshire Police by upholding standards within the organisation. This is done by

- Responding to and addressing complaints
- Investigating incidents of Misconduct and Corruption
- Learning lessons
- Providing advice and guidance

Our overall approach is not to apportion blame but to encourage a learning culture where we learn from mistakes both individually and organisationally with an emphasis on development and improvement.

The code of ethics sets out how Police Officers and PCSOs should behave, what conduct is acceptable and what is not.

Honesty and Integrity – Our staff are honest, act with integrity and do not compromise or abuse their position.

Authority, Respect and Courtesy – Our staff act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy.

Equality and Diversity – Our staff act with fairness and impartiality. They do not discriminate unlawfully or unfairly. They carry out their duties with fairness and impartiality and in accordance with current equality legislation. In protecting others' human rights, they act in accordance with Article 14 of the European Convention on Human Rights.

Uses of force – Our staff only use force to the extent that it is necessary, proportionate and reasonable in all the circumstances.

Orders and Instructions – Our staff only give and carry out lawful orders and instructions. They abide by their powers, force policies and lawful orders. The police service is a disciplined body and therefore any decision not to follow an order or instruction will need to be fully justified.

Duties and Responsibilities – Our staff are diligent in the exercise of their duties and responsibilities. They do not neglect their duties or responsibilities.

Confidentiality – Our staff will handle information with respect and access or disclose it only in the proper course of police duties.

Fitness for Duty – Our staff when on duty or presenting themselves for duty are fit to carry out their duties and responsibilities.

Discreditable Conduct – Our staff behave in a manner which does not discredit the police service or undermine public confidence, whether on or off duty.

Challenging and Reporting Improper Conduct – Our staff report, challenge or take action against the conduct of colleagues which has fallen below the standards of professional behaviour expected.

Victims Code

The Victims' Code was published in December 2013, updating the previous code published in 2006.

The code places statutory obligations on the police and probation services, the courts, Youth Offending Teams and other criminal justice agencies. These are statutory not discretionary meaning they are legally binding and must be undertaken in every circumstance. It clearly sets out what victims can expect from the Police and the rights a victim has.

Every victim will receive a Victim Care leaflet from the officer at the initial crime report stage. The leaflet explains to the victims what they can expect from the police during the investigation, including their right to regular updates and access to victim services.

Every victim will receive an update on the progress of their case by the investigating officer within five working days of making their initial crime report and of any significant developments in the case, such as when a suspect is:

- Arrested
- Interviewed under caution
- Released without charge
- Released on police bail
- Charged or their bail is cancelled or the bail conditions are changed.

However, victims entitled to an enhanced service – those who are a victim of the most serious crimes or who are vulnerable, intimidated or persistently targeted – will receive an update on the progress of their case within one working day of making their initial crime report and of any significant developments in their case, as outlined above.

Neighbourhood Policing staff are expected to adhere to this code on all occasions and by doing so, will build and maintain victim confidence in policing services.

Strategic Direction

Lincolnshire Police is committed to delivering a policing service that is victim focussed, locally accountable and effective at challenging and solving local issues of crime and anti-social behaviour. The Neighbourhood Policing strategy is based upon this strategic direction for Lincolnshire Police.

The Police and Crime Commissioner (PCC) published “The Police and Crime Plan for Lincolnshire April 2013 - March 2017”¹. The overarching objectives for Lincolnshire Police are:

- Reducing crime
- A fair deal for the people of Lincolnshire
- Police and services that are there when needed

The Neighbourhood Policing Strategy will ensure Neighbourhood Policing Teams (NPTs) deliver a service that contributes towards these objectives.

The “Operational Policing Plan 2015 – 2017”² sets out how Lincolnshire Police will use its resources to support delivery of those objectives:

- We will protect the most vulnerable
- We will inspire confidence in what we do and how we do it
- We will prevent, respond to and resolve crimes according to risk
- We will respond to resolve calls for service according to risk
- We will continue to make the best possible use of our resources

The Neighbourhood Policing Strategy will ensure NPTs deliver a service that contributes towards the Operational Policing Plan through the following areas:-

- Effective engagement with communities to understand their needs
- Increase the way in which we connect with our communities
- Supporting people to prevent themselves becoming a victim
- Providing a high quality of investigation
- Making best use of information and intelligence received
- Ensuring our resources are flexible to respond to areas of greatest need

¹ The Police and Crime Plan for Lincolnshire April 2013-March 2017

² Operational Policing Plan 2015-2017

The Chief Constable's Vision³ document outlines what Lincolnshire Police should look like in 2018. In it the Chief identifies four key areas that Neighbourhood Policing services should influence:

- Policing Style – There will be a network of PCSOs covering the county, so that every resident has an identified neighbourhood policing contact.
- Approach – We will recognise that different parts of the community might want to receive our services in different ways, and be both sensitive and responsive to that.
- Responding to calls for service and the needs of victims – Investigations into crime and anti-social behaviour will be conducted to the best standards possible and the training and experience of our staff must be a priority.
- Listening to our communities – In shaping services to meet demand, and in framing and developing our policies and activities, we will listen carefully to the views of our communities as well as other key stakeholders.

The Neighbourhood Policing Strategy will ensure NPTs deliver a service that contributes towards the Chief Constable's Vision through the following areas:

- A neighbourhood policing structure that focusses on vulnerability in communities and ensures the appropriate resources are assigned to those communities.
- Utilising our NPTs who engage directly with our communities and understand their needs, concerns and issues. Our NPTs don't just police our communities but are part of our communities.
- Our NPTs receive specific training on problem-solving methodology, use technology to assist in the sharing of information between partner agencies and are focussed on the needs of victims.
- Through the use of the engagement cycle, we ask for and receive information from our communities on issues of crime and anti-social behaviour. We align this information with our partner agencies and agree on priorities for us to resolve with our communities. We use Key Individual Networks (KINs), Independent Advisory Groups (IAGs), Parish Councils, Neighbourhood Panels, coffee mornings, street surgeries, public meetings and on-line engagement to obtain the views of our communities.

³ Lincolnshire Police in 2018 – The Chief Constable's vision

Neighbourhood Policing Structure in Lincolnshire

Lincolnshire is divided into 58 beat areas, each of which is part of a larger Neighbourhood Policing Area (NPA). There are 9 NPA's in Lincolnshire that are further grouped into four Districts; Boston and South Holland (BSH - 12 beat areas and 2 NPAs), East Lindsey (EL – 10 beat areas and 2 NPAs), North and South Kesteven (NSK – 16 beat areas and 2 NPAs) and Lincoln and West Lindsey (LWL – 20 beat areas and 3 NPAs).

A Chief Inspector is responsible and accountable in leading each District and an Inspector is appointed, and accountable for leading each NPA.

Neighbourhood Policing Teams (NPTs) consist of Sergeants, Community Beat Managers (CBMs), Special Constabulary Officers, Police Community Support Officers (PCSOs) and Voluntary PCSOs (VPCSOs). An anti-social behaviour co-ordinator (ASB Coordinator) is also allocated to each NPA. Role profiles for these posts can be found at **Appendix A**.

In order to deliver Neighbourhood Policing services to the public of Lincolnshire, CBMs primary function will be to operate within the Neighbourhood Policing environment. They will not be used ordinarily to backfill other frontline policing functions. However as a uniformed resource with appropriate skills and training, they are expected to respond in support of colleagues to life at risk or crime in action issues where appropriate.

These resources have been allocated to the NPAs based upon a combination of vulnerable location indexing (VLI) where deprivation factors are measured to highlight “risk” in a beat area and also professional knowledge of beat areas. Every beat will have an NPT Sergeant overseeing it and a team of PCSOs attached to it. Those areas identified through the VLI as high or medium risk areas and where police officer powers are more likely to be utilised will be allocated a CBM. NPTs also benefit from the support of Community Volunteers. The distribution of resource for each NPA and beat can be found at **Appendix B**.

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The below identifies the command structure for each District.



Our delivery of Neighbourhood Policing

The delivery of Neighbourhood Policing services across the county will be applied consistently and effectively. This delivery will be achieved through the four building blocks of Neighbourhood Policing:

- Access
- Influence
- Intervention
- Answers

NPTs will concentrate on core activities that are directly linked to reducing crime and disorder. They will focus on dealing with anti-social behaviour including appropriate intelligence-led deployment at identified times.

Greater emphasis will be placed on NPTs being accessible, visible and the “familiar face” in their NPA, problem solving according to the needs of the community.

The National intelligence Model (NIM) used by Police Forces sets out an intelligence led approach to identifying local policing priorities and directing resources through tasking and coordinating arrangements. It is a business model used by the Police Service, and increasingly by other partners, to ensure that policing is delivered in a targeted manner through the development of information and intelligence. It is used to prioritise issues and allocate resources to deal with them. NIM is applicable to all aspects of operational policing and is used, for example, to:

- Direct patrols
- Target prolific and priority offenders, reduce threat, risk and harm, and resolve crime and disorder problems
- Work effectively with partner agencies
- Drive problem solving
- Improve road safety
- Manage priority locations and high-risk issues
- Guide neighbourhood policing activity
- Increase the understanding of criminality and anti-social behaviour issues.

Information obtained through the community engagement process is known as community intelligence and can be fed into the NIM process. This information is not only about crime and disorder but may also include community problems and priorities, changes in community tension, the risk and vulnerability of particular

locations, groups or individuals and incoming/developing communities. Joint briefings and debriefings should be conducted, not only with NPTs but also with partner agencies.

The problem solving approach is embedded in NIM and is particularly valuable in local policing as it ensures that communities have reassurance and confidence in the police service. Taking a problem solving approach means identifying the root causes of an issue, and by engaging with partners, the community and those involved, finding an acceptable, cost effective and sustainable solution that meets the needs of all parties.

It is recognised that intelligence is the lifeblood of policing. NIM provides a framework for the service to capture, develop, analyse and manage information and intelligence to improve our knowledge of what is happening, where it is happening and by whom. Neighbourhood engagement provides an excellent opportunity for the police service to enhance its knowledge of local issues, activities and behaviour which impact on crime and disorder. It is therefore important that we capture the information and intelligence and channel it so that it assists us in our tasking and co-ordination processes in line with NIM.

Neighbourhood Policing provides the opportunity and capability for the capture, assessment and dissemination of intelligence and information that around issues that matter to our communities and assists greatly in managing threat and risk from within our communities. This will include contributing towards the disruption and disbanding of Organised Crime Groups (OCGs), and PREVENT – a key strand of our counter-terrorism strategy.

PREVENT

PREVENT is a key strand of the Government's counter-terrorism strategy. Its aim is to stop people becoming radicalised or supporting terrorism. PREVENT addresses all forms of terrorism but is prioritised according to the threat posed to our national security.

The police service and our partners have an integral role to play working with local communities to support and safeguard people who are vulnerable to being drawn into violent extremism.

PREVENT lies at the heart of the work of the NPT's whose direct contact with the public and local organisations makes them ideally placed to support communities.

Intelligence submissions and direct liaison with Special Branch is required in relation to any information regarding this matter.

NPTs will share concerns that relate to extremism, radicalisation or terrorism issues within communities with Special Branch.

Access

Enable access to local policing services through a local point of contact

We will have a presence:

- On our streets – highly visible foot patrols, cycle patrols and vehicle patrols
- In places where people meet – street surgeries, weekly market stalls, libraries, community centres
- With our partners – local council offices, doctor's surgery, schools
- Online – using multiple social media platforms, force internet, community online hubs

We will develop and maintain an understanding of our communities by:

- Mapping out the make-up, needs and issues of the communities we serve and continually refresh our knowledge and understanding of their diverse make-up
- Regularly review the NPA plan for each area, the identified priorities and feedback to our communities
- Analyse crime and incident data to focus activity
- Utilise effective tactics to establish the main issues that affect our communities

Accessibility includes patrolling and this constitutes the most significant activity of most Neighbourhood Policing staff. CBMs and PCSOs will conduct targeted and planned patrols in their neighbourhood areas, providing a high profile uniformed presence.

Focusing on developing trust and confidence in their local communities through their approach, engagement and actions, CBMs and PCSOs will take personal responsibility for tackling ASB, criminal damage and incidents of on-going minor crime and disorder that is of importance to their communities. Patrol activity will seek to maximise visibility and meet the demands of current crime and ASB issues.

Patrols will primarily be on foot or cycle in order to maximise engagement opportunities and will be conducted solo.

There will be occasions where Neighbourhood Policing staff are required and expected to carry out primary investigation actions. A detailed description of how Lincolnshire Police investigate crime can be found in the Crime Investigation Manual.

Aide Memoire for actions to be taken at Primary Investigations⁴

All Cases

1. Obtain an initial account from key witnesses of the key evidential points.
2. All victim and witness details to be obtained including ALL contact numbers.
3. Identify, secure, preserve and control relevant exhibits and record the location of these on the handover / crime report.
4. Identify any potential CCTV or photographic evidence and seize where possible.
5. Conduct House to House using the sight and sound principle as a minimum standard. Record details of house numbers visited.
6. Consider forensic opportunities, requesting a CSI (SOCO) where appropriate, or where possible seize items for forensic examination.

Named or Known Suspect Cases

7. Carry out 1 to 6 above.
8. Obtain a statement from the victim(s)
9. Include a summary of what other witnesses will be able to cover
10. Arrest the suspect where practicable
11. Where arrest has not been possible detail why and / or any attempts made.
12. Complete handover form in full completing all fields.

Suspect Arrested Cases

13. Complete 1 – 6, 8 and 11 above.
14. Contact the duty DS to ensure that early notification of arrest cases is being made to the relevant staff'
15. Obtain a statement from other key witnesses, where practical.
16. Complete arrest statement, if more than mere arrest e.g in addition to arrest officer has witnessed material events or has seized exhibits.
17. Section 18 / 32 searches to be completed where practicable, or if not reasons why not to be endorsed on the handover.
18. Where appropriate treat the suspect as a scene, e.g. seize the suspect's clothing, dry cell, hand swabs.
19. Seize the mobile phone of the suspect where appropriate.

⁴ Crime Investigation: Manual of Guidance - 2016

Each patrol should be conducted in pursuit of at least one of the following objectives

- A tasked requirement for a crime or ASB series or trend
- A tasked requirement following the commission of a crime
- A request following community engagement activities
- Activity to develop and maintain partnerships within a beat area

There may be occasions where it is appropriate for the CBM or PCSO to be accompanied by a colleague in response to a specific operational risk.

Lincolnshire Police recognise that across the county, there are significant variations in the types of communities and neighbourhoods we serve. It is important that we assist our staff to be able to respond to this challenge. This will include the provision of vehicles for Neighbourhood Policing officers in order to travel from one community to another, particularly relevant in our rural areas.

Influence

Encourage influence over policing priorities in local areas

We will engage effectively with communities and partners by:

- Aligning our resources to defined geographical areas and according to the identified needs of our communities
- Reducing abstractions of Neighbourhood Policing staff in order for them to maximise time spent working on Neighbourhood Policing issues
- Creating productive relationships with key partners who can work effectively together delivering services within our communities including;
 - Local Authorities
 - Housing Associations
 - Education Authorities
 - Health service providers
 - Faith groups
 - Local business groups
 - Youth representatives
 - Community volunteers/groups
 - Locally elected representatives
 - Lincolnshire Fire and Rescue
- Sharing key data with appropriate partner agencies to ensure we fully understand priority issues and can tackle them effectively
- Forming and making visible use of Key Individual Networks (KINs)
- Providing clear contact information, including telephone numbers, email addresses and social media contacts for NPTs

Our communities influence policing priorities through engagement at a local level. This can be done in a variety of ways but will include the use of Neighbourhood Panels, Parish Councils and specific engagement events. It is acknowledged that engagement methods may vary in each NPA due to the local community structures and requirements, and our teams will work with the communities to identify the most appropriate engagement methods.

A guide to Neighbourhood Panels can be found in **Appendix C**.

A guide to KINs, their recruitment and management can be found in **Appendix D**.

Intervention

Develop opportunities to partner with Lincolnshire Police in intervention activity

We will intervene alongside partners in issues of anti-social behaviour and crime that matters to our communities by:

- Undertaking effective multi-agency case management
- Prioritising activity to focus on what matters most to our communities
- Co-locating with partner agencies where appropriate
- Sharing information with partner agencies on issues of anti-social behaviour and crime
- Developing effective tasking and coordinating processes to ensure accountability of police and partners

The partnership approach to intervention has shown to provide lasting answers. Partnership working can be simply referring a victim or offender of crime and anti-social behaviour to a dedicated team such as Families Working Together. It can also be a joint investigation or management of an issue and in some examples result in co-location of resources.

For Neighbourhood Policing the main partnership forums are:

- Multi Agency Risk Assessment Conference (MARAC)⁵ – safeguarding the needs of high risk victims of abuse. This meets twice per month and can have CBM input.
- Anti-Social Behaviour Risk Assessment Conference (ASBRAC)⁶ – addresses high risk ASB issues in an NPA. This meets once per month and is usually chaired by the NPA Inspector.

Underneath these forums sit localised partnership arrangements aimed at addressing issues of crime and ASB at a beat level. These will comprise of the NPT, KINs, local resident groups, parish councillors, schools and colleges etc. By their nature they are unique and will reflect the community.

⁵ Guidance on MARAC can be found on the force public protection unit intranet page

⁶ Guidance on ASBRAC including procedures to follow can be found on the force anti-social behaviour intranet page

Answers

Provide lasting, sustainable answers for issues of anti-social behaviour and crime that matter to our local communities

We will work together with the public and our partners to deliver sustainable solutions to identified priorities by:

- Delivering action that is focussed on priorities identified as a result of effecting tasking and coordination processes
- Ensuring that the wider policing family are aware of key neighbourhood issues and contribute to creating sustainable solutions
- Ensuring that any priorities that cannot be resolved at the neighbourhood level are escalated in both our own and our partner organisations in order to achieve sustainable solutions
- Building on strong existing partnerships to achieve joint aims
- Consulting with our communities through a variety of methods and act on feedback
- Seeking the views of the public and partner regarding progress at all opportunities
- Using a range of tailored communication tactics to keep our communities informed

Problem-solving is at the core of providing lasting sustainable answers. Every CBM and PCSO undertakes problem-solving training to ensure they have the necessary skills to achieve success.

Effective problem-solving is a tried and tested method of not only addressing the symptoms but also tackling the root causes of the problems identified. This approach seeks to prevent further and repeated incidents and crimes from occurring.

An example of a problem-solving approach to a crime and anti-social behaviour issue can be found in **Appendix E**.

The basis of Neighbourhood Policing is identifying, addressing and solving local problems – through real engagement with communities and collaborative partnerships.

A key aspect of community engagement is the provision of information on policing in a format and context that meets locally identified needs. This may require a diverse range of engagement and communications options and tactics.

In a Neighbourhood Policing context, providing our community with an update on police activity and enforcement has been shown to have a significant positive impact on community confidence in their local police. There are a variety of ways in which NPTs can meet community expectations around communication for example:

- Street briefings
- House-to-house calls
- Use of KINs
- Newsletters
- Media briefings
- Public forums
- Neighbourhood Policing Panels
- Parish council meetings
- Partner Briefings
- Use of social media

On-line communication has the potential to make policing accessible 24 hours a day. Members of our community have access to Crime Mapper at www.police.uk. Visitors to this site have access to details of their local NPTs and crime information for their area. NPTs can use the site to provide updates of enforcement action against local priorities.

Social media used in a Neighbourhood Policing context has been shown to effectively address expectations from our communities and therefore improve public confidence:

All NPTs across Lincolnshire make use of social media to varying degrees, particularly through Facebook and Twitter. This is an area of continuing development for the force.

Communication processes should be tailored to the specific needs of individual communities, including the police going to the community rather than expecting communities to come to us.

NPA Inspectors will ensure that they manage their areas taking into account the planning requirements of the Engagement Cycle and the Common Minimum Standards.

The Engagement Cycle is a framework of activity which will be adopted across the Force and can be found at **Appendix F**.

The Common Minimum Standards set out the standards expected of each NPT with reference to some specific activity and can be found at **Appendix G**.

Each NPA Inspector will be responsible for developing and maintaining an NPA Plan. The plan will provide:

- Brief synopsis of the NPA (pop, ethnic make-up, rural/urban, industry, how many beats, served by how many NPTs etc.)
- Description of each NPT that serves the NPA
- Details of regular engagement events
- Feedback on previous priorities
- Details on new priorities
- Any longer term projects outside of the community priorities

The plans will be reviewed in line with the Engagement Cycle and be available for sharing with our communities and partner agencies. They will complement the on-line Crime Mapper information.

A template for an NPA plan can be found at **Appendix H**.

An example of an NPA plan can be found at **Appendix I**.

Performance and Evaluation Framework for Neighbourhood Policing

Performance management and evaluation of Neighbourhood Policing is more than the traditional measures of crime and ASB in any given area. Neighbourhood Policing includes diversionary activity away from crime and ASB, focussing on the ability to prevent.

The performance framework will be split into three areas:

1. Victim satisfaction and investigation quality
2. Diversionary and preventative measures
3. Solutions for NPA priorities

Victim Satisfaction and investigation quality

Lincolnshire Police surveys victims of crime and ASB on a monthly basis. The results of these surveys are produced and are broken down to NPA level. The surveys measure the victim's experience with Lincolnshire Police. The Victim Code of Practice Aide Memoir⁷ outlines the principles of victim care and management including a minimum standard to achieve. The Victim Care Unit will support officers and staff with this.

On a monthly basis, NPA Inspectors will be provided with area-specific victim satisfaction data. This will be an opportunity to identify success/good practice as well as managing issues for development.

The quality of an investigation into a crime or an ASB is an important factor in determining a successful outcome for the victim. The Crime Investigation Manual of Guidance⁸ gives a framework for staff to work within and also sets the standards of investigation expected of our staff. It also covers workload checks and investigation plans – key components to establishing the quality of investigations.

On a monthly basis, NPA Inspectors will be provided with dip-sample feedback of their officers. NPT Sgts will be expected to adhere to the Crime Investigation Manual of Guidance.

⁷ Victim Code of Practice Aide Memoir – available on force intranet site

⁸ Crime Investigation Manual of Guidance (abridged version) – pages 3-8

Diversionsary and preventative measures

Lincolnshire ASB partnership has agreed a set of procedures and principles around the enforcement of the ASB, Crime and Policing Act 2014. The Act identifies 7 powers that can be used to by Police Officers, PCSOs and other authorised agents to tackle issues of ASB. The thrust of Act is around a stepped approach to enforce and a clear steer toward diversion and prevention. The ASB, Crime and Policing Act 2104 – Countywide Procedures⁹ document explains in full how the powers can be used and describes avenues for diversionsary activity. Included is a directory of support services available for issues such as alcohol and drug addiction, homelessness, financial difficulty and welfare support.

On a quarterly basis, Lincolnshire County Council collects data on the use of these powers from across the partnership and will provide the NPA Inspector area-specific information on the effectiveness and use of the powers.

The collection of, use of and sharing of intelligence plays a pivotal role in our ability to identify threat and risk within a community and to then place safeguarding measures, diversionsary activity and preventative actions in place. The level of actionable intelligence submitted by an NPT will be used as measure of activity by the NPA Inspector.

Solutions for NPA priorities

NPA priorities will be identified through the engagement process and use of Neighbourhood Policing panels/Parish Councils. Our level of engagement set against the identified demographics and needs of each beat area will be a measure of our activity in identifying priorities for our communities. The priorities will be reviewed regularly in line with the Engagement Cycle. Where the priority has been resolved, all parties concerned (victim, community, partners) will be told, learning and good practice identified and shared and the NPA Inspector will record the result on the Neighbourhood Policing database.

If there are difficulties in resolving the priority at the NPA level, it will be escalated to the relevant Tasking and Coordinating Group or ASBRAC where appropriate for wider support.

⁹ ASB, Crime and Policing Act 2014 – Countywide procedures – available on force intranet site

Appendix A – Role Profiles

Neighbourhood Policing Sergeant

LINCOLNSHIRE POLICE JOB DESCRIPTION	
JOB TITLE: Neighbourhood Policing Sergeant	POST NO: BSP02
RANK:	Sergeant
DEPARTMENT:	Local Policing
ACCOUNTABLE TO:	NPA Inspector
STAFF MANAGED:	Neighbourhood Policing Teams
LOCATION/WORK BASE:	

JOB PURPOSE AND SCOPE:

To effectively and efficiently manage community policing activities, community issues and local staff within the NPA to achieve district and force aims and priorities. To provide support to Lincolnshire Community Safety Partnership at a local level. To provide district wide cover and deputise as necessary for the NPA Inspector.

To work with 'PRIDE' and demonstrate the values, principles and standards of behaviours outlined in the Staff Charter. All Officers involved in carrying out functions in this role will do so in accordance with the principles of the Code of Ethics. The aim of the Code of Ethics is to support each member of the policing profession to deliver the highest professional standards in their service to the public.

CORE WORK AREAS:

1. To contribute to Force, District and NPA aims and priorities by delivering relevant initiatives.
2. Deliver and audit key processes that support the neighbourhood policing function.
3. Demonstrate the values and behaviours of the Force Leadership and Staff Charters.
4. To support the NPA Inspector, plan and co-ordinate the policing response to events and challenges within the district / NPA.

5. Ensure active consultation and establish and maintain effective working relationships with statutory and voluntary partners, the community and local media organisations so as to reduce crime, ASB and the fear of crime.
6. Use all forms of media including social media to inform and engage with communities on local issues.
7. Encourage and support intelligence-led operations and initiatives through the Tasking and Co-ordinating process.
8. Ensure all staff are appropriately trained, developed and equipped to carry out their duties effectively, utilising the PDR process as required.
9. To supervise all elements of Neighbourhood Policing within their area.
10. Line manage all CBMs and PCSOs within their area.
11. Line manage the ASB coordinator for their area.
12. Line manage all volunteer PCSOs and volunteer police support staff in their area.
13. Support colleagues from other partner agencies in managing community safety issues in their area.
14. Provide operational cover and support for colleagues as appropriate.
15. Ensure that all staff comply with Force Equal Opportunity, Harassment and Bullying policies.
16. Challenge and address inappropriate behaviour and handle grievances sensitively and confidentially.

OTHER DUTIES:

The post holder will be required to carry out such other duties as may be determined from time to time within the general scope of the post.

EQUALITY AND DIVERSITY:

The post holder is required to carry out their duties in a way that supports the Force Diversity strategy.

HEALTH AND SAFETY:

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

Lincolnshire Police has a duty to promote the welfare of, and safeguard of children and vulnerable adults. The post holder is required to comply with Force Policy and Standard Operating Procedures in respect of safeguarding children and vulnerable adults.

Job description written by: District Chief Inspector.

Date reviewed: July 2015

Community Beat Manager

LINCOLNSHIRE POLICE JOB DESCRIPTION	
JOB TITLE: Community Beat Manager	
RANK:	Constable
DEPARTMENT:	Local Policing
ACCOUNTABLE TO:	Neighbourhood Policing Sergeant
LOCATION / WORK BASE:	

JOB PURPOSE AND SCOPE:

To provide the primary focus of the Force's vision of a community based, intelligence led, and problem solving approach to policing. To achieve safe and secure communities through working with partner agencies and the community to address crime and anti-social behaviour.

To work with 'PRIDE' and demonstrate the values, principles and standards of behaviours outlined in the Staff Charter. All Officers involved in carrying out functions in this role will do so in accordance with the principles of the Code of Ethics. The aim of the Code of Ethics is to support each member of the policing profession to deliver the highest professional standards in their service to the public.

CORE WORK AREAS

1. To lead the Neighbourhood Policing team in a specified area.
2. To undertake high visibility patrols and provide a point of access for the public in the community, including the investigation of incidents and crimes in accordance with agreed guidelines.
3. To build and maintain positive relations in the community through consultation and communication; to identify issues and concerns within the community and to assist in formulating and implementing solutions.
4. To attend community and partnership meetings to discuss issues and problem solving; to promote the benefits of community policing and to use opportunities to make contact with all sections of the community.
5. To gather and use intelligence to achieve a reduction in crime and anti-social behaviour.

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6. Be the lead point for external agencies and the community to share information and intelligence. Provide briefings on local issues as necessary. Represent the Force and Area in public meetings when appropriate.
7. Promote positive initiatives and ideas, which reduce crime and increase community safety.
8. To assist with the production and maintain a Beat Profile, which describes the local community and identifies contacts, influential individuals, ongoing problems and community safety issues and effective methods of liaison between the Police and the local community.
9. To be aware of diversity within the community and identify, in advance, issues and events, which impact upon policing within the area.
10. To manage the ASB case management system for their beat area.
11. To contribute to Patrol Policing where life at risk issues are identified and they are the most appropriate resource available at that time.
12. To be pro-active in promoting equality and diversity

OTHER DUTIES:

The post holder will be required to carry out other such duties as may be determined from time to time within the general scope of the role of Constable

EQUALITY AND DIVERSITY:

The post holder is required to carry out their duties in a way that supports the Force Diversity strategy.

The post holder will represent Lincolnshire police within the community and serve with P.R.I.D.E.

HEALTH AND SAFETY:

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

Lincolnshire Police has a duty to promote the welfare of, and safeguard of children and vulnerable adults. The post holder is required to comply with Force Policy and Standard Operating Procedures in respect of safeguarding children and vulnerable adults.

Job Description Written by: Chief Inspector, Local Policing

Date: July 2015

Police Community Support Officer

LINCOLNSHIRE POLICE JOB DESCRIPTION	
JOB TITLE: POLICE COMMUNITY SUPPORT OFFICER (PCSO)	
Grade:	F
Scale Point:	13 - 17
Accountable to:	Neighbourhood Policing Team Sergeant
Staff Managed:	None

JOB PURPOSE AND SCOPE:

To work within the Neighbourhood Policing Team to deliver neighbourhood policing and engagement. To be a visible uniformed presence in the community and a link between the police and the community capturing information that contributes to the combat of crime and improves people's quality of life.

To provide a high quality, customer focused service to the community in accordance with the 'Code of Ethics' and the Force's Staff Charter, Serving with PRIDE.

CORE WORK AREAS:

1. As part of the Neighbourhood Policing Team, build and maintain positive community relationships, including consultation and engagement to identify the communities' priorities.
2. To provide a highly visible and pro-active presence in the community responding to calls and requests for assistance and provide availability to deal with appropriate routine incidents via a diary appointment system.
3. To support policing operations by providing reassurance to members of the community.
4. To work with police officers and police staff on policing priorities
5. Deal with anti-social behaviour by adopting a problem solving approach.
6. Work within the Neighbourhood Policing Team on minor incidents and crime enquiries
7. To provide advice and reassurance to victims and witnesses of crime.

8. To attend court and other hearings and provide evidence as required
9. Assist with the regulation of traffic in appropriate circumstances
10. To maintain and develop contacts within the community in order to gain information and intelligence.
11. To utilise the powers within the Police Reform Act 2002, and approved by the Chief Constable. These powers may in the future change the duties outlined and require additional tasks to be undertaken.

OTHER DUTIES:

The post holder will be required to carry out such other duties as may be determined from time to time within the general scope of the post. Duties and responsibilities outside the general scope of the post will only be required with the further consent of the post holder.

The post holder must be prepared to work anywhere in the county if required for operational or organisational reasons.

EQUALITY AND DIVERSITY:

Improve performance through promoting and valuing diversity in line with the Force Diversity Strategy.

HEALTH AND SAFETY:

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

Lincolnshire Police has a duty to promote the welfare of, and safeguard of children and vulnerable adults. The post holder is required to comply with Force Policy and Standard Operating Procedures in respect of safeguarding children and vulnerable adults.

Job description written by: District Chief Inspector – Local Policing

Date: August 2013 (updated March 2015)

Anti-social behaviour coordinator

LINCOLNSHIRE POLICE JOB DESCRIPTION	
JOB TITLE: ASB Co-ordinator POST NO: D0138	
GRADE:	Constable
DEPARTMENT:	Neighbourhood Policing
ACCOUNTABLE TO:	NPA Inspector
STAFF SUPERVISED:	None
LOCATION/WORK BASE:	Neighbourhood Policing Team

JOB PURPOSE AND SCOPE:

To be responsible for co-ordinating a partnership response to reports of Anti-Social Behaviour (ASB) with the aim of preventing and reducing incidents of ASB in Lincolnshire.

CORE WORK AREAS

1. To review the weekly ASB briefing and work with internal and external partners in advising and guiding on appropriate actions.
2. To monitor anti-social behaviour activity within the district and support neighbourhood policing teams to implement the necessary response e.g. warning letters, ABC's, referrals to other agencies etc.
3. To co-ordinate and have responsibility for raising awareness on anti-social behaviour and how agencies can work together to tackle it effectively e.g. JAG/JAM's, ASBRAC, FWT, Mediation, Vulnerable Victim Support Service, FWT, YOS Prevention Programme etc.
4. To support police colleagues to implement ASB action plans for high risk victims and persistent perpetrators of anti-social behaviour.
5. To take a supportive role in representing the police within the ASB environment, working closely with the Community Safety Partnerships
6. Have responsibility to promote any current policies and procedures with police colleagues within their district.

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7. To identify and work in partnership with Local Authorities and/or Registered Social Landlords to reduce Anti-Social Behaviour.
8. To build case files for ASB and support Neighbourhood Policing Teams in bringing perpetrators to justice.
9. To review all open cases on Sentinel (within their district) on a weekly basis, to ensure compliance with Standard Operating Procedures.

OTHER DUTIES:

The post holder will be required to carry out such other duties as may be determined from time to time within the general scope of the post.

EQUALITY AND DIVERSITY:

To promote equality of opportunity to the people of Lincolnshire and treat all individuals fairly with dignity and respect.

HEALTH AND SAFETY:

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

Job description written by: T/Supt Paul Timmins

Date: 17/12/15

Special Constable

LINCOLNSHIRE POLICE JOB DESCRIPTION	
SPECIAL CONSTABLE	
RANK:	Special Constable
DEPARTMENT:	Local Policing
ACCOUNTABLE TO:	Special Sergeant
STAFF MANAGED:	None
LOCATION/WORK BASE:	Police Stations

PURPOSE AND SCOPE:

To assist Lincolnshire Police in the provision of a highly visible and effective policing service.

To work with 'PRIDE' and demonstrate the values, principles and standards of behaviours outlined in the Staff Charter. All Officers involved in carrying out functions in this role will do so in accordance with the principles of the Code of Ethics. The aim of the Code of Ethics is to support each member of the policing profession to deliver the highest professional standards in their service to the public.

CORE WORK AREAS:

1. To provide a highly visible patrolling presence, protecting life and property, preventing and detecting crime and maintaining the Queen's Peace.
2. To provide an appropriate response to incidents and emergency situations
3. To arrest, detain or report individuals, completing the necessary administrative tasks
4. To search individuals and their personal property
5. To carry out systematic searches of vehicles, premises and open areas
6. To participate in road safety initiatives, and deal with traffic offences
7. To provide support to victims, survivors and witnesses
8. To provide community reassurance, including a response to anti-social behaviour
9. To assist in the delivery of crime reduction initiatives
10. To undertake training relevant to the competencies a Special Constable requires
11. To participate in the policing of specific public events/incidents in the public domain
12. To carry out other duties/tasks at the direction of supervisory/managerial officers

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EQUALITY AND DIVERSITY:

The post holder is required to carry out all of their duties in a way that supports the Force Diversity strategy.

HEALTH AND SAFETY:

The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

Lincolnshire Police has a duty to promote the welfare of, and safeguard of children and vulnerable adults. The post holder is required to comply with Force Policy and Standard Operating Procedures in respect of safeguarding children and vulnerable adults.

OFFICIAL SECRETS ACT

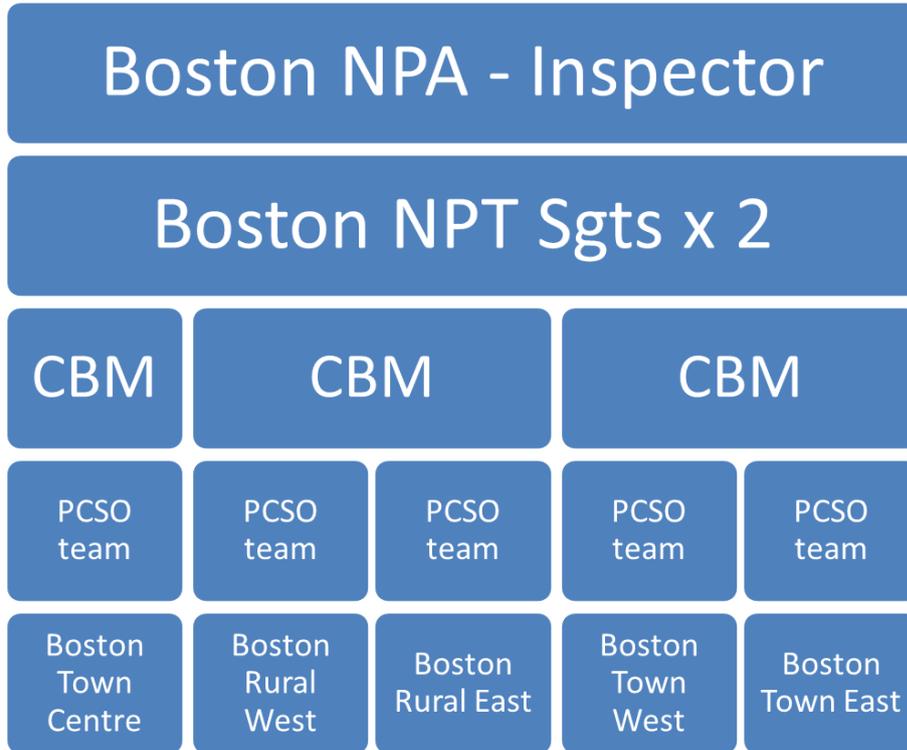
Special Constables must sign and are subject to the Official Secrets Act.

Job description written by: Special Chief Officer

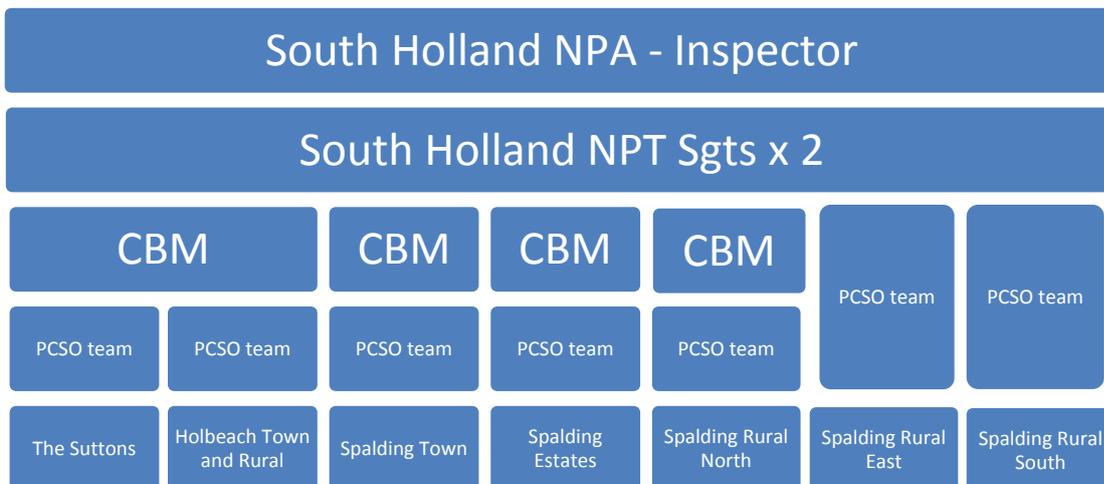
May 2015

Appendix B – NPA organisation charts

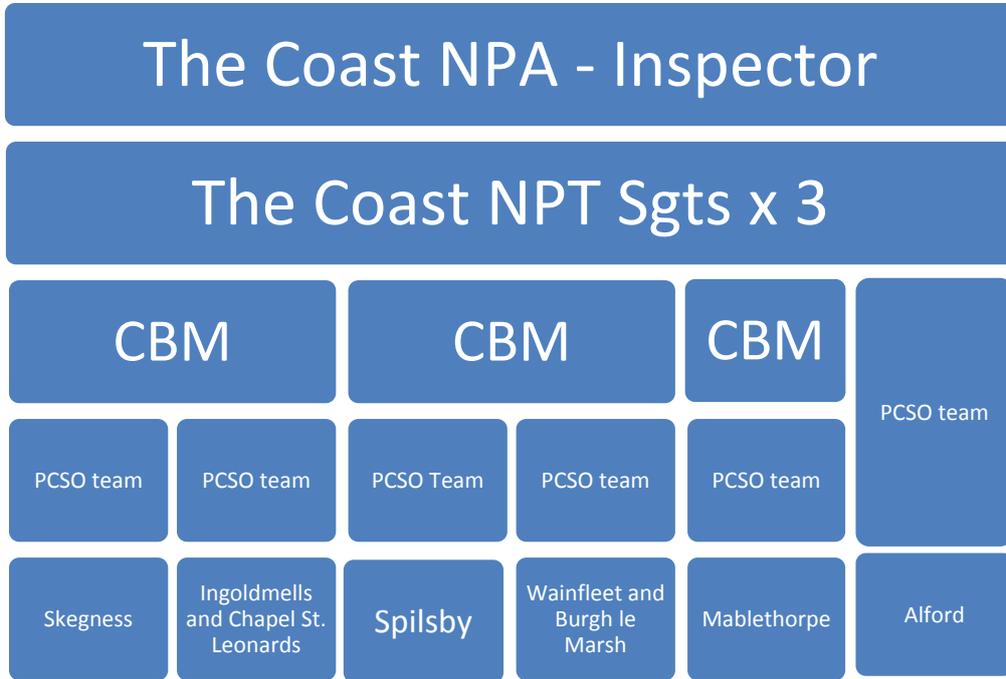
Boston



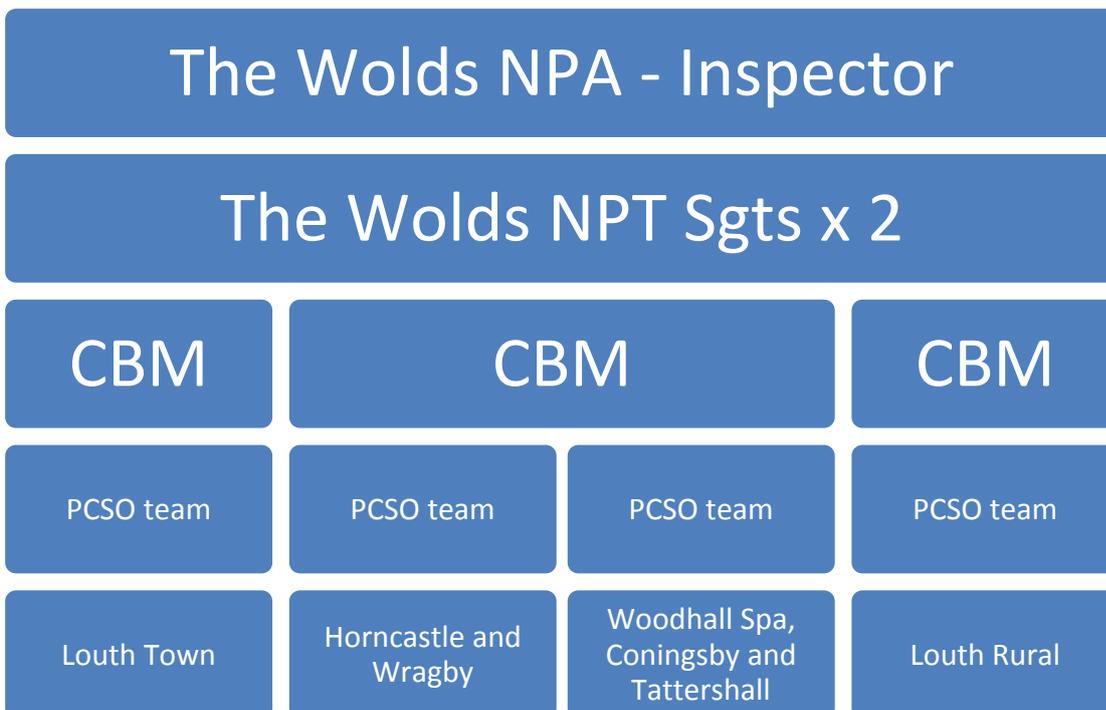
South Holland



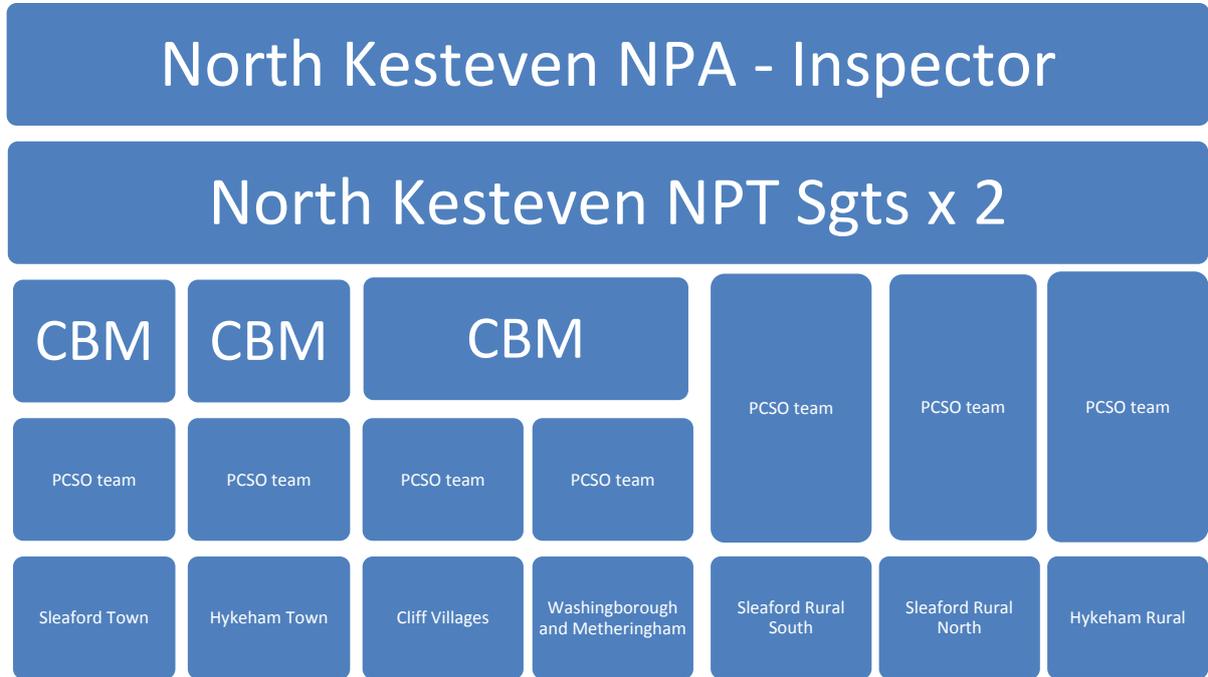
The Coast



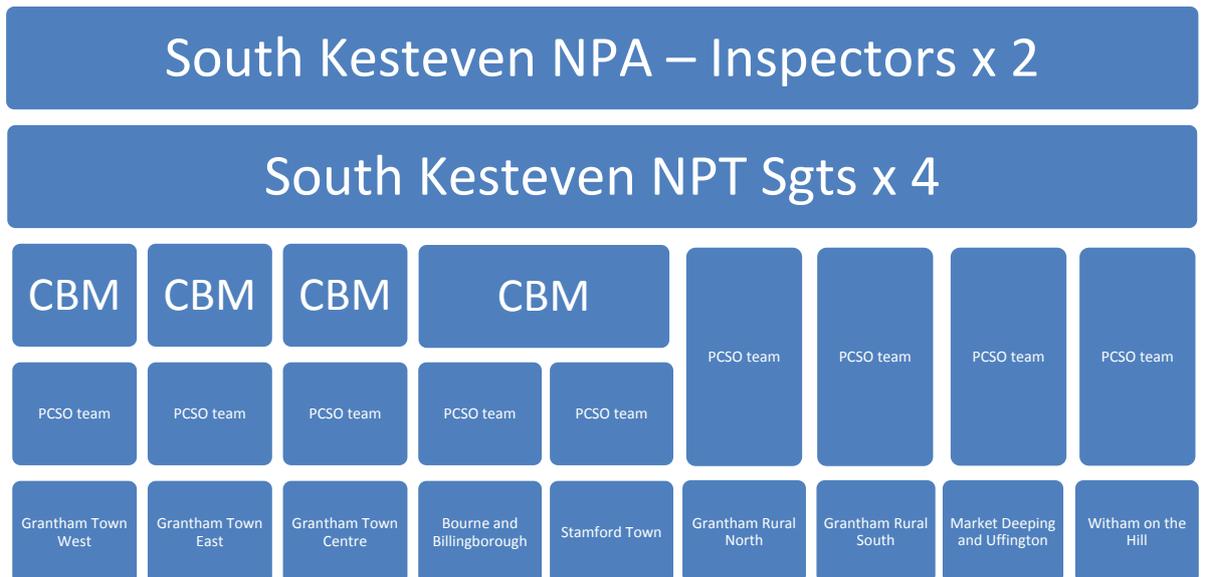
The Wolds



North Kesteven



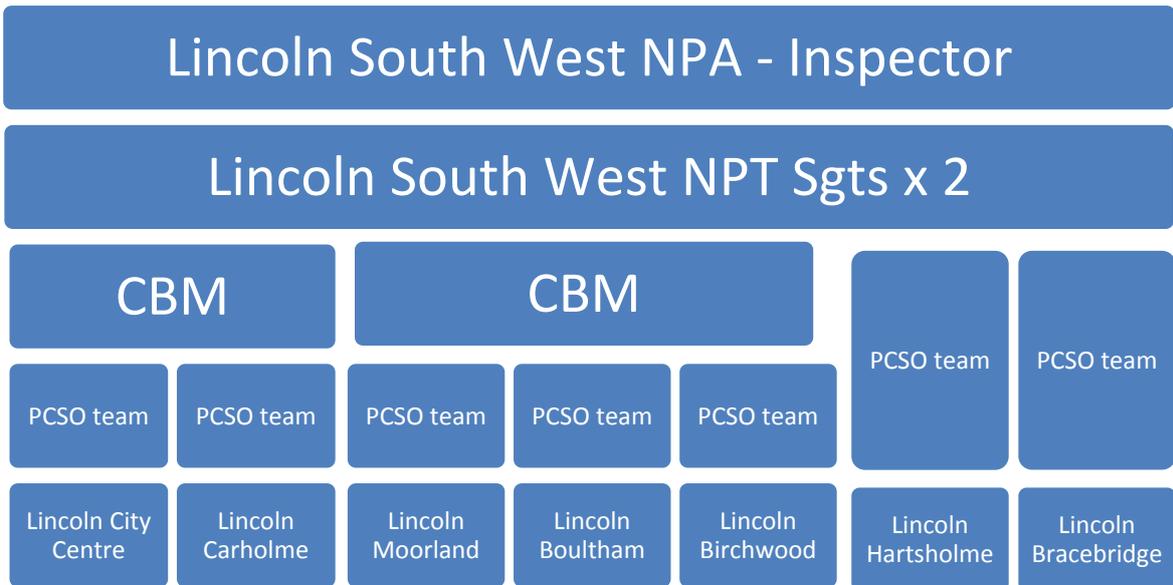
South Kesteven



Lincoln North East



Lincoln South West



West Lindsey

West Lindsey NPA - Inspector

West Lindsey NPT Sgts x 3

CBM	CBM	CBM	CBM	CBM	PCSO team	PCSO team	PCSO team	
PCSO team	PCSO team	PCSO team	PCSO team	PCSO team	PCSO team			
Gainsborough Town South	Gainsborough Town North	Market Rasen	Caistor	Gainsborough Uphills	Welton and Hemswell	Gainsborough Rural North	Gainsborough Rural South	Nettleham

Appendix C – Guide to Neighbourhood Panels

A Neighbourhood Panel should consist of local people and representatives of the community, who live or work in the area. The panel's purpose is to identify issues that are affecting the community taking into account all the results of any engagement process including street briefings, KIN contact and surgeries.

They will meet regularly (at least every three months but more times if appropriate) and assess all the information collected and consider all the issues raised. Then the panel should agree UP TO a maximum of three priorities to be focused on during the next period to be addressed to improve quality of life of those who live, work and visit the area.

The panel will review the previous priorities set and monitor their progress. When a priority has been satisfactorily addressed the panel should 'sign off' the priority as completed. The panel members should adopt a problem solving approach and are encouraged and empowered to work locally with partners to address the priorities set in the first instance.

NEIGHBOURHOOD PANEL TERMS OF REFERENCE

Objectives

- To identify key issues and priorities for action working towards improving their communities
- To empower the public, police and partners to work together to address identified priorities
- To assess all engagement information and set priorities to be actioned through the process of problem solving plans
- To review and 'sign off' problem solving plans when priorities are considered 'addressed'
- To feedback and inform their communities of priorities set and actions taken

Panel Members

- Members will live or work within the communities they represent
- Members will be volunteers. Every effort should be made to ensure membership is truly representative of the geographical area and diverse groups within it
- Members will be community focused and aware of issues or concerns to discuss and prioritise
- Members will be trained in problem solving processes
- Local elected or key representatives should be encouraged to attend panel meetings

Working Practices

- The panel chair will be nominated by panel members and ideally should come from the community
- The panel should meet every three months or more frequently if agreed
- The panel will decide on priorities affecting the communities. These should be prioritised and recorded on a problem solving plan for each one. Up to three priorities should be set and active at any one time
- Priorities set should start to be problem solved locally at panel level using partner agencies if possible
- Priorities unable to be addressed at panel level should be referred for tasking decision i.e. local multi-agency groups, ASBRAC, BCU Tasking and Coordination Group (T & CG), Community Safety Partnership (CSP), Local Strategic Partnership (LSP) and Force Tasking and Coordination Group
- The panel meeting for setting and signing off priorities should be a closed meeting with core panel members. This does not exclude panels from holding public forums to encourage further engagement
- Open minutes are to be recorded for each meeting and sanitised minutes should be made available in key locations

A panel should have between ten and twelve core members. It could include people from the following groups:

- Residents
- Youth
- Elderly
- Business
- Disabled
- Migrant populations
- Locally elected members
- Faith groups

The list is not exhaustive but does give some ideas.

Any priority set should be specific to the community, measurable, achievable, realistic and timely for the panel or multi agency approach. The panel should consider a range of information and engagement sources to support priority setting.

The NPT will be represented on the panel but will not chair it.

Appendix D – Guide to KINs

A Key Individual Network (KIN) is a person who we have regular contact with around the area you work in-order to find out what is currently going on and any issues of concern that is affecting the community. This information is needed to feed into the Neighbourhood Panel and they should also be contacted to feedback information on how and when issues have been addressed.

They should be used as a valuable contact point in the community to discuss potential issues arising but also to be a contact for local information that might not already be known to the teams.

A 'Key Individual' should be someone who is integral to the community and willing to help the police by discussing what's affecting their area. Good examples of these are postal workers, local shop staff, taxi driver, hairdresser or a resident. An absolute must for a KIN is Neighbourhood Watch co-ordinators as they are a truly valuable source of community information and a route for feeding back to the community results of work done.

Make sure they are willing to be regularly contacted, to discuss local issues, and feedback information to community members. Explain that they are a contact for your team and their information won't be disclosed to anyone else outside of the police.

The registration/contact form is in the KIN section of the Neighbourhood Policing Database. There is a copy of both on the back of this chapter. Also contained on the form is a Data Protection Disclaimer that will need to be signed before completion.

The completed registration form should be stored on the KIN section of the Neighbourhood Policing database on the force intranet. When you have completed the form, copy the details into the relevant file under your team. The Contact Form should then be updated whenever contact is made with the individual. The hard copy completed registration form including the Data Protection Disclaimer should be kept in a file in your team office. Should any member of your KIN decide to not continue to be a key individual you must remove their details from your shared drive and destroy their registration form.

Contact should be made at the least every three months but should be made on a 'regular' basis to ensure your team knows what the current issues in the communities are. All should, at the minimum, be contacted before each Neighbourhood Panel meeting to ensure the information taken to that meeting is up to date and reflective of what the community feels are the current local issues.

Appendix E – Problem-solving example

A group of residents in sheltered accommodation are concerned about youths playing pranks in the area especially egg-throwing activities.

Identify the issue

- Is there a problem?
- Is it perception or fact?
- Be specific around the issue – what, when, where, who, why, how.

It is established that the issue is occurring at both the sheltered accommodation and the local shopping arcade. It happens on Thursday and Friday evenings between 5pm and 7pm. The culprits are thought to be from a nearby children's home.

Identify the stakeholders

- Police
- Residents at the sheltered accommodation
- Shop owners at the arcade
- Staff at the children's home
- Children at the children's home
- Local schools

Consult with the stakeholders

- What is the motivation behind the egg-throwing?
- Are specific people being targeted?
- Have the residents reported this before?
- Have the residents contacted the children's home and schools?
- What have the children's home staff and schools done with the issue?
- What powers do the police have?
- What offences may have been committed?

Following a period of consultation it is established that this issue only started a month ago. This coincided with the closure of an after-school youth club that was held at the local secondary school because of staff shortages. A local store has indicated that they have been selling boxes of eggs to children regularly over the past month. The residents at the sheltered accommodation are fearful over their safety and feel targeted. It is clear that this is an issue that should be dealt with by the police but should have other agencies involved.

Develop a plan to resolve this issue using PIER principles

Prevention

- Ask the shop to stop selling eggs to children
- Encourage the school to reopen its after school club
- Patrol the area at the relevant times
- Visit the children's home and speak with both the staff and the children explaining the effect of the egg-throwing on the residents

Intelligence

- Visit KINs and shopkeepers. They may be able to identify the offenders
- Speak with the residents. They may know who is responsible
- Review CCTV images from the stores and sheltered accommodation.

Enforcement

- Patrol the area at the relevant times
- Encourage the residents to contact police when it is happening
- Challenge and deal with children identified as being responsible including use of restorative justice.

Reassurance

- Keep the victims updated with police action.
- Inform and update the local media with the issue and how it is being resolved.

After the police intervention 3 children are identified and are given cautions about their behaviour. As part of the resolution they attend the sheltered accommodation and apologise to the residents for their behaviour. One of the residents, a retired teacher, offers to assist the secondary school so that it can re-open the after school club. There are no more incidents of egg-throwing.

Appendix F – Engagement Cycle

	January		February		March		April
NPT	Engagement	NPT	Engagement	NPT	Engagement	NPT	Engagement
	Panels		Discretionary activity		Discretionary activity		Panels
	Problem Solving Plans						Problem Solving Plans
	News and KIN Contact						News and KIN Contact
Sgt	24H checks	Sgt	24H checks	Sgt	24H checks	Sgt	24H checks
	Attend Panel (as required)		Quality assure news and comms		KIN Contact		Attend Panel (as required)
	Quality assure news and comms		Quality assure news and comms		Quality assure news and comms		Quality assure news and comms
Insp	Attend Panel (as required)	Insp	Check response awareness	Insp	Check response awareness	Insp	Attend Panel (as required)
	Check response awareness		Visibility checks		Check response awareness		Check response awareness
	Visibility checks		Visibility checks		Visibility checks		Visibility checks
CI	Meet NPT Inspector	CI	Meet NPT Inspector	CI	Meet NPT Inspector	CI	Meet NPT Inspector
	May		June		July		August
NPT	Engagement	NPT	Engagement	NPT	Engagement	NPT	Engagement
	Review prev engage plan New 'Live' engagement plan Review KIN contact		Discretionary activity		Discretionary activity		Panels
							Problem Solving Plans
							News and KIN Contact
Sgt	24H checks	Sgt	24H checks	Sgt	24H checks	Sgt	24H checks
			KIN Contact		Attend Panel (as required)		Quality assure news and comms
			Quality assure news and comms		Quality assure news and comms		Quality assure news and comms
Insp	Attend Panel (as required)	Insp	Check response awareness	Insp	Attend Panel (as required)	Insp	Check response awareness
	Check response awareness		Visibility checks		Check response awareness		Check response awareness
	Visibility checks		Visibility checks		Visibility checks		Visibility checks
CI	Meet NPT Inspector	CI	Meet NPT Inspector	CI	Meet NPT Inspector	CI	Meet NPT Inspector

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	September		October		November		December
NPT	Engagement	NPT	Engagement	NPT	Engagement	NPT	Engagement
	Discretionary activity		Panels		Review prev engage plan New 'Live' engagement plan Review KIN contact		Discretionary activity
Problem Solving Plans							
News and KIN Contact							
Sgt	24H checks	Sgt	24H checks	Sgt	Attend Panel (as required)	Sgt	24H checks
	KIN Contact		Quality assure news and comms				KIN Contact
	Quality assure news and comms						
Insp	Check response awareness	Insp	Attend Panel (as required)	Insp	Attend Panel (as required)	Insp	Check response awareness
			Check response awareness				
	Visibility checks		Visibility checks				Visibility checks
CI	Meet NPT Inspector	CI	Meet NPT Inspector	CI	Meet NPT Inspector	CI	Meet NPT Inspector

Appendix G – Common Minimum Standards

1. **Sgts & Insps** - Ensure that Police Station opening hours are clearly displayed at the front of the Station and the relevant Station Opening Hours are included on each Neighbourhood Policing Team's (NPT) web page, newsletter and any other appropriate method of communication.
2. **NPTs & Sgts** - Review of engagement over previous 6 months – which methods worked and why, what to do differently next time.
3. **NPTs & Sgts** - Involve ASB Teams and other partners in the review and preparation of the Engagement Plan for the next 6 months.
4. **NPTs & Sgts** - Write a new Engagement Plan explaining how, when and where teams will engage with communities over the next 6 months.
5. **NPTs & Sgts** - Evidence that your Key Individual Networks (KIN) are representative of communities.
6. **NPTs & Sgts** - Review KINs identifying where there are 'KIN Gaps' in the community and recruit where necessary. Every County Councillor is a KIN and every school has a KIN
7. **NPTs** – Maintain contact with your KINs at a suitable frequency for your area using agreed methods suitable for your KINs.
8. **Sgts** - Check evidence of KIN contact and quality assure that contact.
9. **NPTs** - Maintain a record of all locations (real and virtual), where information is displayed including a record of when it was last updated.
10. **NPTs** - Use the corporate design for all news communications.
11. **Sgts & Insps** - Ensure the relevant duty management system accurately reflects any abstraction of NPT staff
12. **Sgts** - Ensure there is a system in place to check and respond to all communications from the community.
13. **Sgts & Insps** - Maintain records of a monthly dip sample of the above standard at point 12.
14. **NPTs & Sgts** - Evidence that the Neighbourhood Policing Area (NPA) plan and the priorities identified during engagement are provided to the relevant Neighbourhood Panel or Parish Council.
15. **NPT & Sgts** – To periodically provide data to Neighbourhood Panels and Parish Councils that improves their understanding of crime, ASB, problem solving and engagement methods in their area.
16. **NPTs** - Prepare Problem Solving Plans (PSP) using the SMARTER principles for priorities set by the Neighbourhood Panel or Parish Council.
17. **Sgts & Insps** – Every Neighbourhood Panel or Parish Council to have a supervisor attend at least once during a 12 month period.

18. **Sgts & Insps** - Evidence that recruitment to Neighbourhood Panels is targeted to reflect your communities and the needs of your community.
19. **Insps** – Ensure Local Policing Patrol and Volume Crime investigation know the priorities for the area they are covering.
20. **NPTs & Sgts & Insps** - Evidence of Court Results, enforcement activity or ASB work being used in monthly engagement / media contact in line with the force communications strategy.

Appendix H – NPA plan - template

Area/Beat	
Area/Beat overview	
Meet the Team	
Next Panel meeting	
Next public engagement	
News	

Priority 1/ date set		Priority 1/ date set		Priority 1/ date set	
Action taken against priority		Action taken against priority		Action taken against priority	
Final results and date		Final results and date		Final results and date	
New priority/ date set		New priority/ date set		New priority/ date set	

Related links/web addresses	

Appendix I – NPA plan – example

Area	Sandford Town Centre
Area overview	The area comprises of a combination of commercial premises in the centre, including retail premises and public houses. Main transport links for the area – train station and bus station are located in the town centre. The residential part of the beat mainly consists of privately owned and rented housing. There are two parks on the outskirts of the area and three primary schools
Meet the Team	Sergeant Emily Smith email – emily.smith@lincs.pnn.police.uk mob 07784 222111
	PC Harry White - email
	PCSO Sally Allen - email
	PCSO Oliver Sutton - email
	PCSO John Wilson – email
Next Panel meeting	3 rd May 2016 1900hrs Sandford Community Centre, Market Place
Next public engagement	Sandford Library 1200-1400hrs 4 th May 2016
News	<ul style="list-style-type: none"> Purse thefts in Town Centre – shoppers are advised to keep handbags secure. Bike Marking event by NPT – Pantiles Shopping Centre – 1100-1300hrs 2nd May 2016 Summer Fair in Market Place 3rd-4th June 2016.

Priority 1/ date set	Anti-Social Behaviour Evergreen Park	Priority 1/ date set	Dog Fouling Cherry Tree Lane / Birch Avenue	Priority 1/ date set	Criminal Damage Garden Fences Spring Way
Action taken against priority		Action taken against priority		Action taken against priority	
<ul style="list-style-type: none"> Regular Patrols carried out by NPT. Warning Letters sent to individuals by Community Safety Team 		<ul style="list-style-type: none"> Council Neighbourhood Officers informed and patrols carried out. Letter drop to local residents. Article published in Sandford Times. Increased signage in area 		<ul style="list-style-type: none"> CCTV Van deployed. Regular patrols carried out by NPT. Crime prevention advice given to complainants. Two Restorative Resolutions administered 	
Final results and date	Carried into next period 3/5/16.	Final results and date	Discharged 3/5/216.	Final results and date	Discharged 3/5/16.
New priority/ date set	Anti- Social Behaviour Evergreen Park – 3/5/16.	New priority/ date set	Speeding – High Street 3/5/16.	New priority/ date set	Street Drinkers – Market Place 3/5/16.

Related links/web addresses	Sandford Council – sandford.council.gov.uk (ASB, Dog Fouling)
	Crime stoppers - https://crimestoppers-uk.org
	Bike security - http://www.immobilise.com/ http://www.bikeregister.com/

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