

 Warwickshire POLICE		POLICY
Security Classification	OFFICIAL	
Disclosable under Freedom of Information Act 2000	Yes	

POLICY TITLE	Safer Neighbourhood Teams
REFERENCE NUMBER	WP003
Version	1.0

POLICY OWNERSHIP	
DIRECTORATE	LOCAL POLICING
BUSINESS AREA	NEIGHBOURHOOD POLICING

INITIAL IMPLEMENTATION DATE	June 2019
NEXT REVIEW DATE:	June 2021
RISK RATING	MEDIUM
EQUALITY ANALYSIS	LOW

Warwickshire Police welcome comments and suggestions from the public and staff about the contents and implementation of this policy. Please e-mail contactus@warwickshire.pnn.police.uk

1.0 POLICY OUTLINE

Warwickshire Police utilises the College of Policing's Modernising Neighbourhood Policing Guidelines to underpin its approach towards the provision of localised community-based policing services. It is the policy of Warwickshire Police to provide a local, neighbourhood policing service to the public that is delivered through a defined structure consisting of 33 Safer Neighbourhood Teams (SNTs).

These teams have geographically defined areas of responsibility, resourced with mixed teams including a combination of Sergeants, Constables, Special Constables, Police Community Support Officers (PCSOs) and Police Support Volunteers. The overarching aim of neighbourhood policing within Warwickshire is to protect people from harm by understanding and engaging with local communities, utilising the principles of THRIVE to deploy resources effectively and to undertake structured problem-solving. The work of neighbourhood policing is driven by engagement and intelligence and is not be determined by incident-led demand.

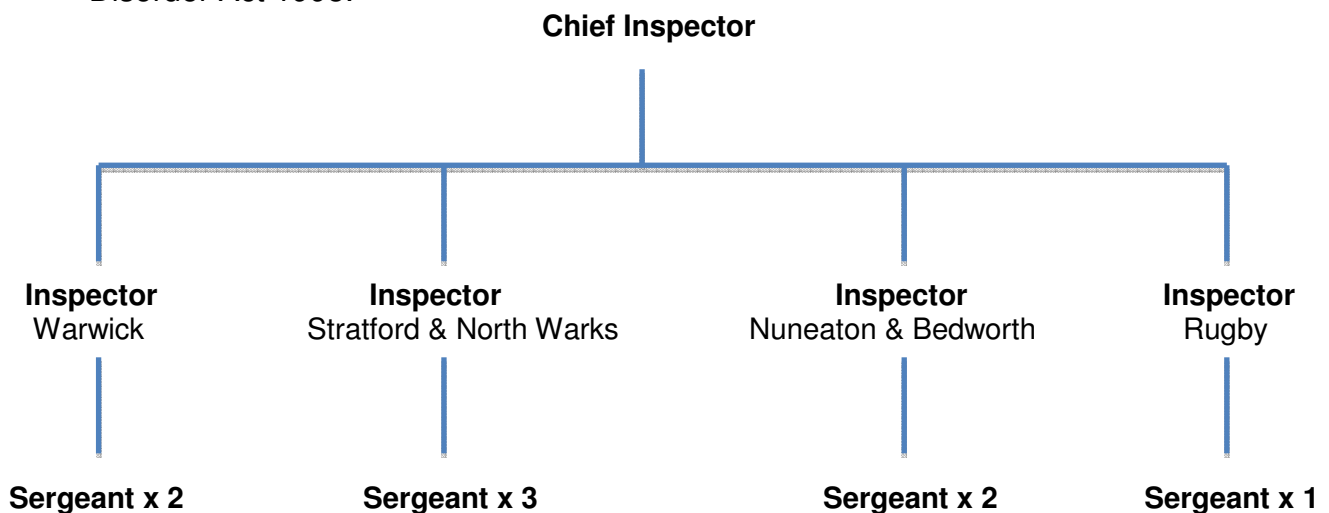
2.0 PURPOSE OF POLICY

This policy outlines the requirements and procedures for neighbourhood policing within Warwickshire and separates this from the harmonised policy that was in place during the Alliance. The policy explains the principles, structures and procedures governing the provision of neighbourhood policing delivered through Safer Neighbourhood Teams (SNTs).

This policy is compliant with national best practice and guidance provided by the College of Policing through the Modernising Neighbourhood Policing Guidelines.

3.0 ROLES & RESPONSIBILITIES

Neighbourhood Policing within Warwickshire is delivered through a defined structure as listed below and is accountable to Chief Officers and directly to local communities. Other scrutiny arrangements exist and may be provided through elected members and local authorities. Warwickshire Police are a statutory member of each of the four Community Safety Partnerships within the county as provided for under the Crime & Disorder Act 1998.



4.0 PROCEDURE

4.1 Introduction

Warwickshire Police recognises that effective neighbourhood policing is at the heart of ensuring the successful delivery of our vision, values, Code of Ethics and operational and organisational priorities.

Effective and targeted engagement is at the heart of neighbourhood policing and both the Code of Ethics and the Modernising Neighbourhood Policing Guidelines set out clear guidance that the purpose of engagement should be transparent. This is essential to build and maintain a positive relationship between our force, our workforce and our communities.

Our aim is to:

To ensure we protect people from harm we will prioritise and deploy our resources to effectively problem-solve by developing our understanding of communities and targeting engagement.

We will achieve this by embedding and delivering upon four key principles of neighbourhood policing:

- Understand our communities
- Engage with our communities
- Prioritise and task our resources using THRIVE
- Problem-solve

Neighbourhood policing is the term used nationally to describe this method of policing, however Warwickshire Police have adopted the term ***Safer Neighbourhoods***.

Neighbourhood policing emphasises a local approach to policing that is accessible to the public and responsive to the needs and priorities of neighbourhoods. Key elements can be summarised as:

- A relationship with communities that builds trust and confidence.
- A connection that links communities directly and seamlessly to specialist policing services, at local, regional and national level.
- Engagement in two-way dialogue with communities in order to identify opportunities to intervene early to:
 - Protect local neighbourhoods, communities and individual people
 - Safeguard the vulnerable.
 - Manage or divert offenders
- Integrate working with the public, third sector, and public and private sector partnerships to deliver collaborative problem solving and targeted early interventions aimed at prevention.
- Using evidence-based practice to have a sustained impact on harm, repeat demand and community resilience.

Our Ethos:

'Engaging communities, solving problems together.'

Safer Neighbourhood Teams work with the public and other agencies to build confident, safe and secure neighbourhoods where police and partners understand the issues that matter to communities and tackle them together. It is about tackling crime intelligently, focussing on those most vulnerable and reducing threat, harm and risk by building on relationships between the police and the public. It enables local people to be part of the solution to the issues that affect their lives and neighbourhoods.

Effective neighbourhood policing requires dedicated and accountable resources with clear lines of local accountability. The presence of dedicated resources is essential to ensure that Safer Neighbourhood Teams are able to deliver sustainable solutions. This is achieved by:

- Providing access to policing services.
- Allowing communities influence over policing activity in their neighbourhood.
- Taking a structured problem-solving approach alongside joint actions with partner agencies.
- Providing sustainable solutions.

Governance

Warwickshire Police have a Neighbourhood Policing Strategy which provides the strategic framework which guides and drives operational activity. The strategy is compliant with the College of Policing guidelines on best practice for neighbourhood policing.

The seven guidelines are:-

- Fostering the right culture
- Engaging Communities
- Building analytical capability
- Solving problems
- Targeted activity
- Developing officers and staff
- Developing and sharing learning.

It is from these guidelines that the principles of neighbourhood policing within Warwickshire have been devised:



The role of SNTs is fundamentally linked to the delivery of the Police and Crime Commissioner's priorities within his Police and Crime Plan:

- Putting Victims and Survivors First
- Ensuring Efficient and Effective Policing
- Protecting People from Harm
- Preventing and Reducing Crime

Safer Neighbourhood Teams are part of the Local Policing Directorate with a Chief Inspector responsible for the delivery of neighbourhood policing across the county. Areas of responsibility are subdivided on a geographic basis down to individual team levels holding responsibility for a number of electoral ward areas. There are 33 SNTs within Warwickshire, nine of which have been identified as Areas of High Demand (AHD). These areas have been allocated additional resources.

Safer Neighbourhood Teams have been allocated as follows:

High Demand Area SNT	- 2 Beat Managers & 4 PCSO's
Standard Area SNT	- 1 Beat Manager & 2 PCSO's

These distinctions have been drawn from the following measures:

- Index of Multiple Deprivation (e.g. income, education, health)
- Crime, anti-social behaviour and incident data
- Focused on problem-solving and protected from the majority of reactive demand.

Role-specific shift patterns apply for SNT Inspectors, Sergeants, PCs and PCSOs. These have been formulated to provide a consistent approach to problem-solving, allowing for continuity and consistency when working alongside both partners and communities. They include appropriate levels of weekend working and late shifts.

Abstractions

SNT officers and PCSOs will not be abstracted routinely from their core functions. If exceptional or unforeseen circumstances arise and there is no alternative available, on occasions it may be necessary to require Safer Neighbourhoods to be re-deployed to other duties for all or part of a shift to support the delivery of operational policing functions.

The following should be the usual order of preference to backfill Patrol:

- 1) Move officers on the same shift from another patrol base closest to that policing area to cover (eg Leamington to Greys).
- 2) Move officers on the same shift from another patrol base from within the county to cover (eg Leamington to Bedworth). Any such move would take account of the travel time from the officers' home address to avoid excessive journeys to work.
- 3) Move officers from another shift at the same base to cover. This should normally not exceed more than a 4 hour change of start time unless circumstances dictate otherwise.
- 4) Cancellation of attendance on a training course – in exceptional circumstances following liaison with the Training Manager or Superintendent Head of Uniform Policing and dependant on the cost, frequency and numbers on the course.
- 5) Payment of overtime
- 6) Use of Safer Neighbourhood Team officers
- 7) Cancelled rest days

Examples of exceptional or unforeseen circumstances may include:

- Critical and major incidents and events.
- Serious or major crime.
- Civil disaster.
- National security issues.
- Scene guards.
- Sudden and high levels of unforeseen absence within other critical policing services.

Initial response to High Risk Missing Person.

A short-term secondment to another Neighbourhood Policing Team area, to cover for sickness/absence.

Any decision to abstract Safer Neighbourhoods officers from their dedicated role should only be taken by the Duties Planning Team in foreseen circumstances. In urgent situations, this decision may be taken by the OCC Inspector who will ensure that the grounds for the abstraction are appropriate.

The following will not be considered an abstraction:

Mandatory training – Officer Safety Training, Public Order, First Aid Training associated with Neighbourhood Policing

- Court
- Sickness
- Leave
- Rest Days

Tenure

Safer Neighbourhoods police officers will be posted to their roles for a minimum period of 2 years. The only exception to this will be in the event of an officer seeking promotion or other developmental opportunity that is approved by the Head of Department.

4.2 Core Service Responsibilities Of Safer Neighbourhood Teams

The core service responsibilities of the SNTs are grouped into five areas – all of which support Warwickshire Police’s vision of ‘protecting people from harm’.

(1) Community Engagement

Purpose

The purpose of community engagement is to increase contact and accessibility between the police and local communities in order to: generate public trust and confidence; to increase the flow of community intelligence; to identify and tackle crime and disorder through problem-solving; and to engage fully with partner organisations in tackling crime and disorder. Our minimum standards will include:

Community Forums

SNT staff will undertake involvement, as appropriate in the Community Forum process if relevant to the SNT area. The agreed priorities will be addressed by the SNT and the results effectively communicated to the community.

Other Community Fora

Community engagement will include attendance at various community for a including: beat meetings and surgeries; public and political meetings (e.g. Parish Council, Neighbourhood Watch and Residents Associations where deemed appropriate). It will not be possible for SNT staff to attend all such meetings and a selective and prioritised approach will be applied as necessary. For example, it will not be an expectation that SNT staff will attend all parish council meetings – such meetings will be attended by exception, in accordance with a specific reason or necessity to do so. Making use of the local news services, internet and the social media and community alerts are also key methods of delivering community engagement.

Educational Establishments

SNT staff will work alongside their colleagues in the Youth Engagement Team to develop relations with educational establishments within their areas. SNT teams will ensure that they are considered as crucial partners within the problem-solving process where relevant.

(2) Problem Solving and Harm Reduction

Purpose

Problem solving is a term used to describe legal and ethical action that prevents a specific type of crime or disorder in a specific place. Problem solving aims to ensure that fewer crimes occur, and that the problem does not reoccur.

Problem solving and Problem Oriented Policing will be at the heart of all Safer Neighbourhood work. Problem solving will determine the best way to deal with specific issues and utilise the most effective tools available, incorporating resources from other agencies and indeed communities to increase community safety. SNTs, communities and partners will actively seek ways to problem solve, utilising specific plans to assist short and long-term issues. The purpose of problem solving and harm reduction is to identify and tackle issues of local concern that have a bearing on crime levels, disorder and quality of life, address the causal factors and reduce the occurrence of crime and disorder.

Problem Oriented Policing (POP)

Problem-oriented policing is an approach to policing in which discrete pieces of police business are subject to examination to discover a new and more effective strategy for dealing with it. Problem-oriented policing places a high value on new responses that are preventive in nature, that are not dependent on the use of the criminal justice system and that engage other public agencies, the community and the private sector when their involvement has the potential for significantly contributing to the reduction of the problem. This approach to policing will be the driver for Safer Neighbourhood Teams to establish new relationships and further develop existing relationships with communities and partners to effectively embed the problem-orientated approach.

Problem Solving Governance

The executive lead for problem solving within Warwickshire Police drives the ambition of the force to become a problem solving organisation. The strategic leads deliver on the implementation of the structure and infrastructure required to deliver problem solving and the tactical lead embed all the relevant processes alongside problem solving co-ordinators and designated champions.

Problem Solving Plans

Problem solving plans are the means by which activity is recorded and are stored on a database (Genie). A plan can be created based on any issue that has an element of complexity and/or requires integrated partnership working. The plans are viewable by the whole organisation and are reviewed by the tactical leads. The plans can be shared

with partners to enhance problem solving capabilities in line with data protection requirements.

Understanding our Communities

Understanding communities is an essential element of neighbourhood policing. Beat Profiles will be accessible by each SNT alongside any other member of the organisation with details of Case Management Plans, Problem Solving Plans, operations, demographics, up to date patrol areas, crime hotspots and more. These Beat Profiles will be accessible through mobile devices enabling more creative, flexible, efficient and faster tasking.

Briefing and Tasking

SNTs will take direction from relevant briefing and tasking systems. SNTs will also review reported incidents and crimes to identify emerging problems, patterns or trends. SNTs will gather and submit intelligence to facilitate effective policing and develop intelligence packages that have been allocated to the team.

It is the responsibility of each SNT officer and PCSO to self-brief on all issues related to their area of geographic responsibility and raise areas of threat, harm or risk to their sergeant and/or Inspector.

Local Operations

It is the responsibility of SNTs to organise locally-targeted operations to tackle antisocial behaviour, emerging crime trends and other identified problems. Where appropriate these operations should tackle these problems in conjunction with their communities and partners. Where operations are directed to SNT by the relevant tasking process, additional resources from other teams and departments should be considered to support SNT. This is an important consideration to ensure that SNT staff are not adversely diverted from their primary role of community engagement.

Case Management Plans – Vulnerability, Domestic Abuse and Anti-Social Behavior

SNT staff will be tasked with and carry out other problem solving activity in relation to case and risk management plans, particularly relating to high risk victims of anti-social behavior, medium risk victims of domestic abuse and other vulnerable people that are most suitably managed within SNT. The management of these plans will be reviewed and coordinated through the Harm Hub and the Integrated Victim Management process.

Licensing and Crime Prevention

SNT staff will be expected to undertake licensing checks and enforcement. PCSOs are able to accompany police officers whilst undertaking licensing visits.

SNT staff will be expected to support the delivery of corporate campaigns and operations including crime prevention initiatives and advice.

Serious & Organised Crime

The Government's Serious & Organised Crime Strategy 2018 makes it clear that police forces must build the highest levels of defence and resilience to SOC amongst vulnerable people and communities. Neighbourhood policing plays a key role in this requirement and SNT Inspectors will manage appropriate cases linked to SOC including presenting those cases to the Serious & Organised Joint Action Group.

(3) Patrol

Purpose

The purpose of active patrolling is to: provide a visible presence in communities; encourage communities to build relationships with their local officers; to deter crime and disorder; and to provide public reassurance.

Suitable liaison with Patrol Officers (e.g. attendance at shift briefings) is recommended to promote SNT activity and share information. This will be of particular value when there is shared responsibility for a geographic area under a 'patrol zone' arrangement.

Targeted patrol

SNT staff will undertake targeted patrol within their area. This should be intelligence-led and involve the tasking of relevant staff. The aim of this activity is to concentrate on the locations and individuals that represent most threat, harm and risk to the community.

Most patrol will be in uniform but there will be occasions when plain clothes may be authorised. The patrols should, generally, be in line with the principles of 'PIER' i.e. Prevention, Intelligence, Enforcement and Reassurance. Foot and cycle patrols are an essential element of SNT work and are of significant value in improving levels of reassurance and confidence in communities. Patrol should be on foot, cycle or where

appropriate, in a vehicle. Where vehicles are used every opportunity to stop at strategic locations within communities should be taken in order to conduct effective engagement.

Incident Response and Deployment Policy

SNT staff may be called upon to attend urgent incidents that require an immediate response. This will only be requested by the OCC strictly in accordance with the Deployment Policy. It will not be routine to dispatch SNT officers to attend incidents, as this will undermine the primary role of SNT to tackle the causes of harm through community engagement and problem solving. On these occasions and following initial attendance and investigation, further enquiries should be subject to a managed handover, unless it is decided by the SNT Inspector that the matter falls within the parameters for SNT investigation or involvement.

SNT staff (if available within the relevant time-span) may also be called upon to attend non-urgent incidents, within their area. These should be incidents that clearly fall within

the parameters for SNT problem solving profiles. **SNTs must not be routinely utilised as a response resource.**

(4) Investigations

Purpose

The purpose of the investigation role is to improve the quality of service to the public by contributing local knowledge to an investigation process, particularly in cases where persistent local offending is an issue.

The core role of an SNT officer is to protect the local community from harm by being visible, accessible and engaged with people. The role is multi-faceted and should include the use of police enforcement and investigation where appropriate. It is a question of balance and SNT PCs should not be abstracted from their core roles to conduct multiple, volume-based investigations.

Intelligent Allocation of Crime

Threat, harm and risk is at the centre of all our decisions and is the basis for policing activity. This approach ensures that we improve our service to vulnerable individuals, protect our communities and reduce demand.

The following are examples where an SNT PC can be involved to assist the OIC investigating a crime or incident (if available & within their geographic area) or the SNT should provide suitable support to the management of the investigation:

- The crime or anti-social behaviour is part of a notable and ongoing local problem, which is also having a significant, adverse impact on the local community.
- Detailed local knowledge and understanding is necessary for the satisfactory management, investigation and detection of the offence.
- Other crime investigations as agreed by the SNT Sgt / Inspector.
- Fall as part of a wider problem solving profile.

Integrated Offender Management

SNTs should actively seek out information on IOM individuals within their area and IOM teams should use the local knowledge and accessibility of SNTs to achieve their aims. This type of information should sit within the Beat Profile of each SNT.

Hate Crime

SNTs have responsibilities within the Hate Crime Policy coordinated through the Harm Hub. They also have a clear role in developing community cohesion and engaging with hard to reach communities. The Tactical Equality & Diversity Advisor will be available to advise and support SNTs.

The SNT Chief Inspector and Inspectors will attend the Hate Incident Partnership Panels and Independent Advisory Groups relevant to their geographical areas.

(5) Support other departments

Purpose

The purpose of this core responsibility is to protect communities from harm by contributing, assisting and supporting the work of other teams who need the local knowledge and engagement links of the SNT – whilst still maintaining the overall capacity of the SNTs to carry out their vital community engagement/problem solving role.

SNT staff are regularly called upon to assist and support colleagues in other departments e.g. house to house enquiries, anniversary checks, major incident scene guards, service of summonses, seizure of CCTV and identification of offenders from visual evidence.

Community Impact Assessments

CIA's should be assessed on a case by case basis. In the main, it is the responsibility of the SNT Inspectors to open and manage the Community Impact Assessments. In rare cases, depending on demand, this task should sit with the SNT Chief Inspector. Some aspects of the CIA may be delegated to SNT Sergeants and other staff. They will monitor community tension and liaise with other departments, and through efficient policing ensure the impact upon the community is minimal.

SNTs should maintain an awareness of local community events and where possible and appropriate support these by attendance, again these should be reflected in beat profiles. SNT should not normally undertake responsibility for planning, organising and policing community events. Local SNTs should be consulted in the planning of Force events and will contribute staffing to the operation/event as required by Resources.

Missing persons

Initial recording and investigation of missing persons is the responsibility of Patrol Officers. The primary function of SNT in relation to these cases is follow up to address the causes of persistent missing persons episodes e.g. from children's care homes. This will involve working with the alliance MISPER coordinators who have lead responsibility for this aspect of the role. Persistent cases of Missing from home will be the responsibility of PVP. Long-term missing person enquiries should only be allocated to SNT PCs as a last resort and where the majority of the enquiries are specific to the local area. It should not be a default position that all long term missing people are allocated to SNT.

Travellers

SNT officers are responsible for dealing with unlawful encampments that emerge on their areas. This includes conducting site assessments and liaison with landowners and local authorities to ensure such encampments are managed appropriately. SNT have a duty to monitor such encampments (whilst in situ) and community tensions. This approach will help to determine if the exercising of police powers is required, proportionate, justifiable and legal.

It is the responsibility of SNTs to approach local authorities and landowners of the area where encampments are in situ to discuss legal action and support any opportunity for eviction. Section 61 powers must be considered as a means of supporting partners, but should be authorised by the local Command Team, not individual Inspectors.

Target hardening of land is a responsibility of the SNT in line with partners and the public to prevent further unlawful encampments.

4.3 Key Governance Documents Relating To Snt

- College of Policing Neighbourhood Policing Guidelines 2018.
- Building Communities - Beating Crime, White Paper 2004.
- Professionalising the Business of Neighbourhood Policing, NCPE 2006.
- Warwickshire Police & Crime Commissioner's Police and Crime Plans
- Local Policing Implementation Team 'Who Does What' report.
- Role profiles for neighbourhood policing staff.
- Local Policing Implementation Team 'PCSO Tasks, Powers and Responsibilities' document.

Chief Officer/Business Lead Consulted	Date Communication Sent
Ch Supt Ben Smith	May 2019

5.0 DOCUMENT HISTORY

The history and rationale for change to policy will be recorded using the below chart:

Date	Author / Reviewer	Amendment(s) & Rationale	Date of Approval / Adoption
16/05/2019	CI 1602 Goddard	Amendments to create Warwickshire-only policy following devolution of local policing v1.0	JNCC 19/06/2019

6.0 CONSULTATION

Local Stakeholders
Critical Friends Group

7.0 ASSESSMENT AND ANALYSIS

A Health & Safety, Risk and Equality Assessment form is available.