



NORFOLK
CONSTABULARY
Our Priority is You



NORFOLK POLICE AUTHORITY
Ensuring an Efficient and Effective Police Service

Norfolk Constabulary and Norfolk Police Authority JOINT COMMUNITY ENGAGEMENT STRATEGY

Community Engagement is about involving people in decisions that affect them and making sure that people can participate and engage in lots of different ways. The term covers all sorts of activities and involves working in partnership with other agencies and organisations as well as directly with communities. Actively engaged communities can contribute significantly to the improvement of policing services, the reduction of antisocial behaviour and reducing crime at all levels. Hence, effective community engagement is at the heart of a wider commitment on the part of Norfolk Police Authority and Norfolk Constabulary, to deliver the Norfolk Policing Model Vision, Pledge & Principles and a citizen focused police service.

The purpose of this strategy and its supporting background and guidance is to:

- Provide a framework for embedding effective community engagement in the practice of policing in Norfolk.
- Enable our communities, our partners and our staff to understand our commitment to community engagement.
- Set out how we will engage with our communities to put community engagement at the heart of citizen focused policing.
- Support the delivery of the Norfolk Pledge, increasing awareness of, accessibility to and confidence in the policing services in Norfolk.
- Develop a joint approach which recognises the Constabulary's service delivery and the Authority's governance roles whilst enabling all parties to derive maximum benefit:
 - (i) Communities, to receive a high quality policing service which takes account of their views and their ongoing needs
 - (ii) The Constabulary, to understand what communities and individuals really need from them and, where possible, to design services that meet those needs and

- (iii) The Authority, to monitor and support the Constabulary in its community engagement.

The Strategy forms an integral part of our joint commitment to embed and sustain neighbourhood policing across the County whilst delivering a service that focuses on the needs of the customer rather than the convenience of the provider.

Its aim is:

'To develop the relationships that exist between local communities, our partners and ourselves, improving communication and planning more accurately to identify and respond to community views in relation to policing and crime and disorder.'

Its objectives:

- To work with the public and partners across the County, including minority groups, to look at opportunities for joint engagement with the public and to develop and extend the ways in which communities can make their views known
- To access, listen to and understand the diverse range of different communities' and individuals' needs and views
- To jointly find solutions to local problems, helping communities to help themselves
- To provide information to the public and timely feedback on actions taken
- To work with partners to deliver co-ordinated and effective local action, encouraging the use of community intelligence and determining local priorities

We will:

- Seek to improve communication and consultation
- Develop toolkits to assist our staff and officers' understanding
- Produce separate but complimentary delivery plans setting out how each organisation will engage with Norfolk's communities
- Review progress and development of citizen focused policing through the Constabulary's governance and the Authority's Citizen Focus Committee
- Regularly analyse and present to force meetings and Authority Committees User Satisfaction and Public Perceptions & Confidence survey data including other research and consultation results to inform direction and progress
- Continue to learn from best practice and professional expertise
- Tailor our community engagement methods to meet differing needs reflecting local situations and community groups

Measuring Success:

- Responsibility for delivering this Strategy and Delivery Plan within the Constabulary will lie with the Assistant Chief Constable Service Delivery Portfolio, assisted by Citizen Focus and will be publicly scrutinised by the Authority's Citizen Focus Committee.
- External inspection and audit reports will inform reviews and improvement planning undertaken by the Authority and the Constabulary.
- The Citizen Focus Committee reviews performance indicators from the National framework, Analysis of Policing and Community Safety (APACS), as well as those identified locally, and in particular those identified as priorities within the Local Area Agreement, as key drivers towards our community engagement success.
- We will monitor our delivery against the National Citizen Focus Hallmarks framework.
- We will regularly review and analyse the complaints process and in doing so access a variety of information regarding areas of dissatisfaction. We will seek to use this information as a form of public consultation when considering priorities, performance monitoring of force activity and service improvements.
- We will utilise a variety of methods to effectively measure engagement such as the Force balanced score card performance framework, customer surveys, Safer Neighbourhood Team engagement contact sheets and plans (Sharepoint) and community feedback.

The Authority's and Constabulary's separate delivery plans, which give further details of how this strategy will be implemented, are contained in the supporting background and guidance document.