Engagement Tracker Training

An online training session for Police force administrators
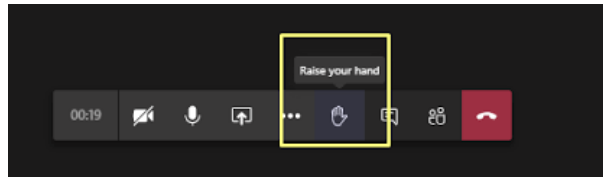
Duration: 30 Minutes

Meeting Etiquette

★ *For sessions with less that 15 people:*

During the meeting, please mute your microphone unless you have a question.

If you have a question, feel free to ask it at any time. If you need to, you can raise your hand in the meeting which will get our attention quickly.

You may have your camera on if you wish.

★ *For sessions with 15 people+:*

During the meeting, please mute your microphone.

If you have a question, feel free to put that into the meeting chat at any time. Questions will be answered from the chat, although you are welcome to raise your hand if you wish to ask a vocal question.

We request that cameras are switched off with 15+ people, as some people may experience bandwidth problems when too many cameras are active.

AGENDA

★ Attendee details

★ **What is the Engagement Tracker used for?**

★ **How to add a new engagement**

★ **Viewing your engagements**
  View your added engagements & your Team engagements

★ **Viewing the engagement calendar**
  See a calendar overview of a week / month

★ **Conclusion**
  Finding support & guidance
  Questions
  Additional Assistance / Feedback / Alert Training Record

National
Neighbourhood Policing
Outcome and Performance Guidelines

National Framework KPIs

Engaging Communities will be measured through:

- *Number of community meetings.*
- *Number of community surgeries both physically and online.*
- *Number of community events attended.*
- *Hours of highly visible and engaging patrols in local communities.*
- *Number of hours of volunteer engagement for example - Special Constabulary / Citizens in Policing.*
- *Community confidence / satisfaction scoring.*
- *Website updates– for example 'your local NHP team' and details of local priorities, activity and opportunities to meet the team.*
- *Number of local community messages shared through force community messaging service.*
- *Number of social media posts / activity.*
- *Number of specific Crime Prevention engagement campaigns undertaken.*
- *Number of traditional newsletters / leaflets / posters.*
- *Percentage of Neighbourhood Policing Teams with annually refreshed Community Profiles / Wards Based Needs Assessments.*
- *Percentage of Neighbourhood Policing Teams with tailored quarterly engagement plans.*
- *Percentage of NPTs with targeted and bespoke engagement plans to increase engagement with under-represented communities.*
- *Percentage increase in engagement with identified underrepresented communities / groups.*
- *Number of local policing Community surveys completed.*
- *Percentage of local residents surveyed.*
- *Percentage of Problem Solving Plans (POP) created as a result of local community feedback.*

Engagement Event Process

Add	Pre-Event			During	After	Report

Complete event details,
Stop reminders

Add an event	Notify the public?	Recipient interaction	Auto timed follow-up	Event happens / Cancelled	Did you attend?	Track against public confidence

Event name
Type
Location
Coverage

Alert to relevant users
Tweet
Auto include
-location
-time
-duration

I will attend
Interested
Not interested

Reminder to opted-in and Interested

Post event rating poll
Option to send specific survey

Notifications

Cancellation Message

We are here now

What did you think

Cancellation Message