Our Lancashire Talking journey
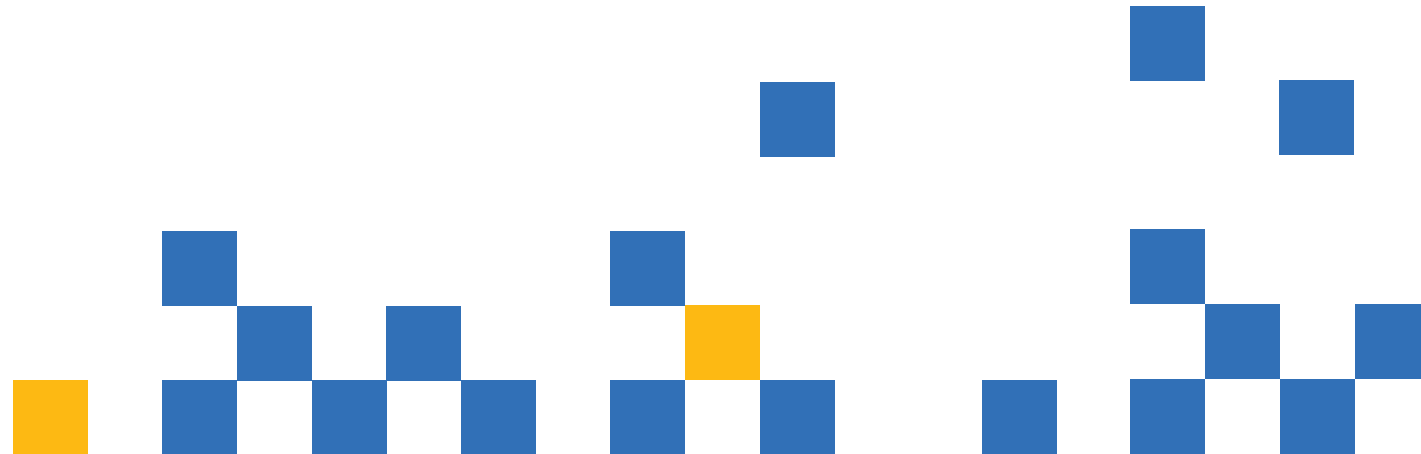
Martin Selway

Neighbourhood Policing Development Manager

Martin.selway2@Lancashire.police.uk

The start

Neighbourhood policing guidelines

01 October 2018

The guidelines cover the following areas:

1. Engaging communities
2. Solving problems
3. Targeting activity

Guidelines on delivering neighbourhood policing

4. Promoting the right culture
5. Building analytical capability
6. Developing officers, staff and volunteers

Guidelines on supporting neighbourhood policing

7. Developing and sharing learning

Evidence gaps

Lancashire Talking
*Join in the conversation*

Steps

1. <mark>Gain buy in from Head of Local Policing</mark>.

2. Get the PCC on board (he paid for it).

3. Task & Finish Group: NP Dev, M&E, ICT, Information Security.

4. The Neighbourhood Policing command needs to own it.

5. Configure product to the needs of the force.

6. Launch pathfinder in one District with enthusiastic Inspector.

7. Learn lessons and make any changes to system required.

8. Train the staff (train-the-trainer sessions x 9).

9. Launch force wide.

10. Stakeholders.

11. Integrate into performance management.

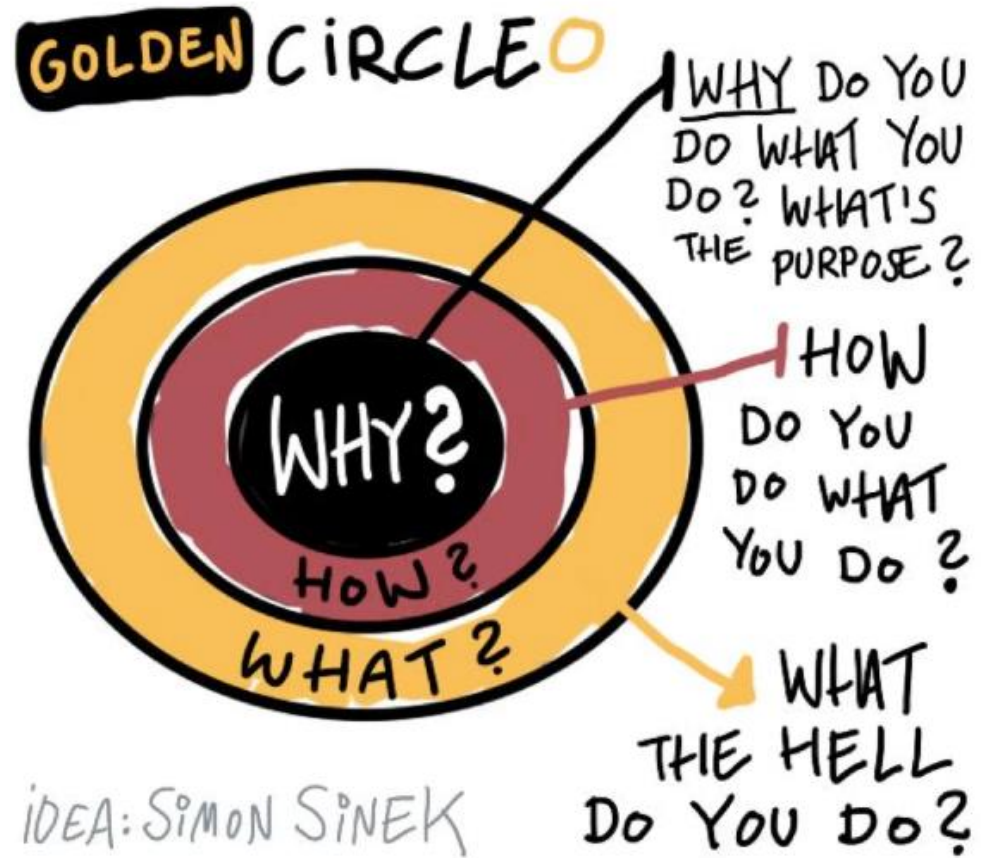12. Reward & recognition.

Launch of pilot
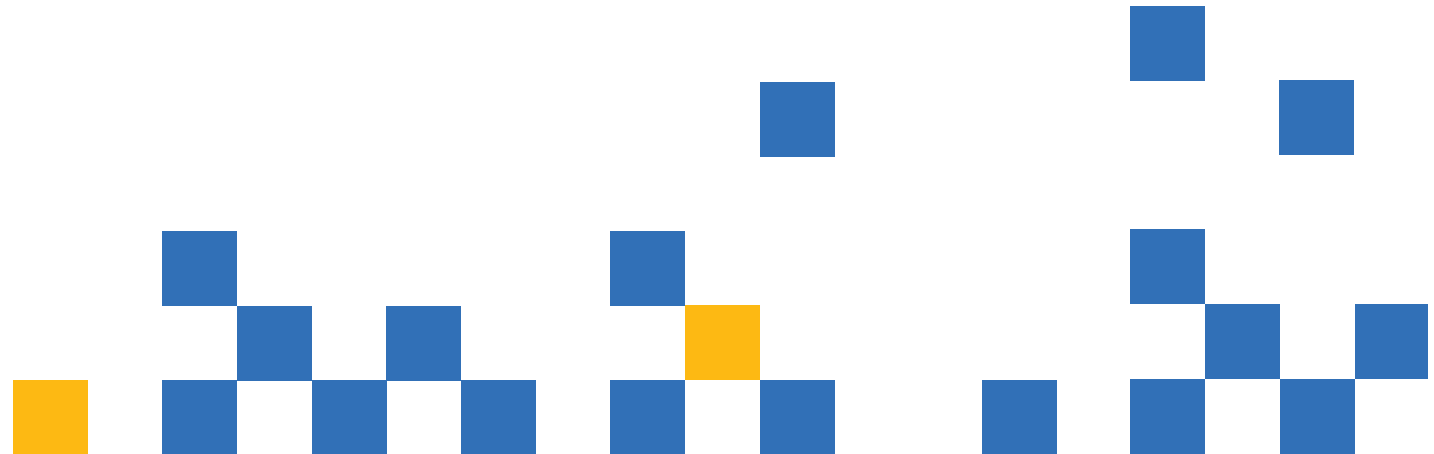
> **Your feedback will mean we can respond to what issues matter most to you.**
>
> Have your say at **lancashire.police.uk/lancashire-talking**

Training Programme

Time	Item		Lead
5 min	Welcome & introduction.		Martin Selway
5 min	Video message from Chief Constable Andy Rhodes.	**WHY**	
25 min	Lancashire Talking and our Neighbourhood Policing Priorities.	**WHY**	Martin Selway
5 min	How does Lancashire Talking fit into our local improvement plan?	**WHY**	Local Policing Inspector
25 min	What is Lancashire Talking? System Overview, video from Visav.	**HOW**	Joey Spears-Smith
45 min	How to use Lancashire Talking. Practical hints and tips. Tackling issues. Updating the community.	**HOW**	Hyndburn NPT
30 min	Practice using survey. Q&A's	**HOW**	Hyndburn NPT All
30 min	Compelling messages. Legal do's and don'ts	**HOW**	M&E Local Engagement Officer
15 min	Lancashire Talking - Roles and Responsibilities Next steps – local delivery.	**WHAT**	Martin Selway

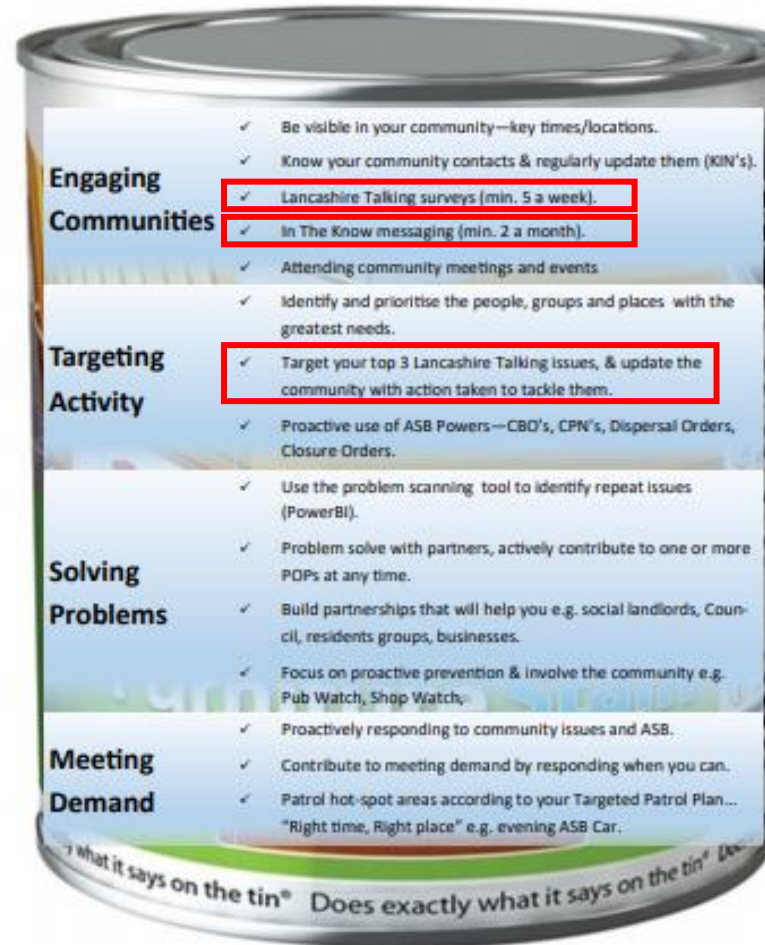# NEIGHBOURHOOD POLICING & COMMUNITY SAFETY PERFORMANCE FRAMEWORK

This document sets out the performance framework for delivery against objectives for the Neighbourhood Policing and Community Safety Teams in Lancashire. Current performance should be compared against the goals set by place.

PRIORITY / OBJECTIVE	QUALITATIVE MEASURES	QUANTITATIVE MEASURES	PERFORMANCE REVIEW PROCESS
Engaging Communities	• Review local Engagement plans. • Review Community Profiles / KINS. • Dip sample Social Media output and *In The Know* messaging.	• Facebook and Twitter use for posts, reach & engagement. • Number of *In the Know* messages with updates on police activity to tackle local priorities. • Lancashire Talking membership, total by district and new members. • Visibility data (Activity Analysis + product in development).	Bi-monthly Supt meetings with Head of Local Policing + CI Neighbourhood Policing Tactical Group + Bi-monthly Local Policing Inspector's Continuous Improvement Workshops + Quarterly written self-assessment report from Chief Inspectors to Superintendent (cc Head of Local Policing) + Activity Analysis
Solving Problems	• Relevant quality POPs linked to repeat problems by district. • Involvement of partners in problem solving (internal and external). • Action to reduce repeat Missing Persons (CST). • Local prevention initiatives e.g.. Shop Watch, Pub Watch etc.	• Number of POPs submitted by district. • Number of Community Safety Team problem solving plans for vulnerable persons and early interventions (STAR assessments). • Number of POPs over 6 months old with outstanding assessments.	
Targeting Activity	• Dip sampling of monthly tasking process. • Review Targeted Patrol Plans – current and relevant? • Local priorities identified through Lancashire Talking being tackled? • Proactive use of civil orders to tackle ASB with *case study* of use.	• STORM OIC data per head for incidents attended, PC & PCSO. • Number of new ASB warnings and CBO/CPN/Dispersal Orders. • Productivity of NPT Task Force.	
Promoting the Right Culture	• Action taken by leadership team based on feedback from Buzz-O-Meter or Neighbourhood Policing Staff Survey concerns. • Development Team Days – review of training and development. • Activity to promote BAME applications for jobs in LanCon e.g. recruitment referrals for nurture list generated to HQ team.	• Sickness levels of teams. • Vacancies on teams. • Variance of officers or staff from substantive roles. • NPT staff satisfaction in role from Staff Survey.	
Analytical Capability	• Analysis section of POPs well researched and takes into account good practice and Evidence Based Policing? • Staff capability around NP Power BI products. • Tasking and cooperation with Partnership Analysts and Evidence Based Policing (What Works).	• Use of Power BI tools. • Tasking of analysts.	
Developing Officers, Staff & Volunteers	• Participation in Lancashire Police and Partners Problem Solving Knowledge Hub. • Content of place based NP Development Days. • Development of staff. • Skills audit of staff.	• Number of staff members of Lancashire Police & Partners Problem Solving Knowledge Hub. • Hours contribution to place by Specials, volunteers and cadets.	
Developing & Sharing Learning	• Place based NP Development Days. • Highlight case studies of good practice. • Communication with other NP teams. • Development opportunities created.	• Secondments in/out of teams.	

My BI Performance Measures

BCU: East

Area: E Blackburn with Darwen NPT

Team: All

Area	Headcount	Working Days	% working time not on NHP	Live Pops	ITK Meassages Sent	ITK Messages - People Reached	Users registered	Surveys completed	Incidents Attended	Average Incidents per Working Day	Incidents as OIC	New Investigations as Reporting Officer	New Investigations as OIC	New Cases as OIC
⊟ E Blackburn with Darwen NPT	58	2,551	17.92%	43	279	144373	1202	1229	1,805	0.71	1,788	458	598	552
⊞ E Blackburn Darwen NPT - Taskforce PCs	6	227	16.95%	2					49	0.22	39	11	11	48
⊞ E Blackburn with Darwen NPT - PCs	24	800	22.82%	13	41	32066	309	298	1,175	1.47	1,141	340	463	441
⊟ E Blackburn with Darwen NPT - PCSOs	28	1,524	12.56%	28	238	112307	893	931	585	0.38	608	107	124	63
STAFF 7039 Guy	1	58	1.88%	0	4	1546	49	48	10	0.17	13	10	8	
STAFF 7062 Harvey	1	56	41.10%	0	28	6238	57	75	18	0.32	18	2	2	
STAFF 7149 Walton	1	56	2.00%	0	1	219			25	0.45	27	8	8	
STAFF 7157 Talbot	1	56	1.91%	0	1	212	50	49	22	0.39	25	3	4	
STAFF 7175 Fox	1	58	5.12%	0			41	49	30	0.52	35	9	9	
STAFF 7195 Williams	1	57	25.23%	8	27	7191	92	91	24	0.42	21	1	2	
STAFF 7230 Mahoney	1	56	2.82%	0	3	64	34	32	55	0.98	60	6	13	1
STAFF 7341 Dixon	1	49	4.52%	0	12	38271	24	24	19	0.39	22	1	1	
STAFF 7346 Charnley	1	55	1.72%	1					13	0.24	13	2	4	
STAFF 7404 Croasdale	1	56	2.98%	4	26	11464	32	28	24	0.43	22	1	1	2
STAFF 7414 Sheikh	1	56	1.83%	1	10	2128	29	35	26	0.46	24	1	1	
STAFF 7415 Sedgwick McManamy	1	56	1.79%	5	6	5344	23	21	32	0.57	37	10	10	
STAFF 7438 Roberts	1	57	3.88%	3	1	1	30	29	19	0.33	18	5	2	
STAFF 7443 Evans	1	55	2.41%	0	1	774	28	30	10	0.18	11	1	1	
STAFF 7460 Turner	1	55	1.86%	0	1	1029	56	55	18	0.33	17	8	7	
STAFF 7476 Knowles	1	58	2.51%	1			32	34	4	0.07	4		1	
STAFF 7482 Webster	1	58	17.30%	0	2	7696	47	45	60	1.03	54	24	26	58
STAFF 7491 Sumner	1	58	2.31%	2	7	2743	39	45	33	0.57	32	1	3	
STAFF 7537 Allanson	1	58	3.90%	0	14	2183	46	50	16	0.28	17			
Total	58	2,551	17.92%	43	279	144373	1202	1229	1,805	0.71	1,788	458	598	552

Tracks productivity by District, team and individual across 500 staff

Neighbourhood Policing intranet site

BCU	District	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21
CUMULATIVE NUMBER OF LANCASHIRE TALKING SURVEYS COMPLETED AT MONTH END BY DISTRICT									
EAST	Blackburn with Darwen	137	503	516	520	697	783	1018	1968
	Hyndburn (pilot site)	1,171	2024	2098	2337	2551	2735	2927	3259
	Burnley	119	833	868	898	1303	1722	1948	2402
	Rossendale	82	232	248	262	788	1196	1365	1654
	Pendle	108	400	424	471	790	917	965	1249
	Ribble Valley	99	582	785	845	1028	1143	1214	1407
SOUTH	Preston	123	763	1372	1752	2181	2455	2636	2961
	Chorley	159	802	843	912	1164	1235	1259	1656
	South Ribble	121	656	1021	1083	1243	1307	1345	1807
	West Lancashire	90	389	627	698	857	924	970	1147
WEST	Blackpool	107	858	1050	1308	1829	2084	2456	2942
	Lancaster	132	461	1126	1462	1973	2330	2562	2869
	Wyre	162	563	800	986	1326	1502	1721	2063
	Fylde	124	333	406	743	967	1136	1252	1469
Force Total		**2,734**	**9,399**	**12,184**	**14,277**	**18,697**	**21,469**	**23,638**	**28,861**
Growth per month		+2,734	+6,665	+2,785	+2,093	+4,420	+2,772	+2,169	+5,223

District name links to Redash report

College of Policing self-assessment

1. Engaging Communities

1. How do officers, staff and volunteers delivers have a targeted visible presence, including formal and informal contact to th   RAG: **Green**

Please give evidence to support your grade | We utlisie Lancashire Talking to target particulary hotspots in each ward area which meets community

3. Is engagement tailored to meet the needs and preferences of your differing communities and how do you identify new com   RAG: **Green**

Please give evidence to support your grade | We have a strand based engagmeent plan that highlights various differing communities. This is update

4. Is engagement with communities used to identify local priorities, provide feedback, be accountable to communities to inform problem solving?   RAG: **Green**

Please give evidence to support your grade |

5. Do officers, staff and volunteers support communities to be active in policing of their local areas?   RAG: **Green**

Please give evidence to support your grade | Lancashire Talking – we encourage community member participation to help inform our hotspots and direct our targeted patrol. We have also invited community members / councillors / MP to join us on initiatives e.g

10. How do you tailor problem solving to a local context and involve communites at every stage of the process?   RAG: **Green**

|	
Please give evidence to support your grade	Lancashire Talking – Survey / Issue highlighted / activity conducted/ infromation requested / further activity conducted / Results provided. Partnership meetings where apporpriate
How can this be improved or developed?	Increase in community representation numbers wise and demographic
What plans are already in place?	Lancashire Talking – Survey / Issue highlighted / activity conducted/ infromation requested / further activity conducted / Results provided. Partnership meetings where apporpriate
How do you measure success in this area?	Positive feedback from the community

36,000+ surveys
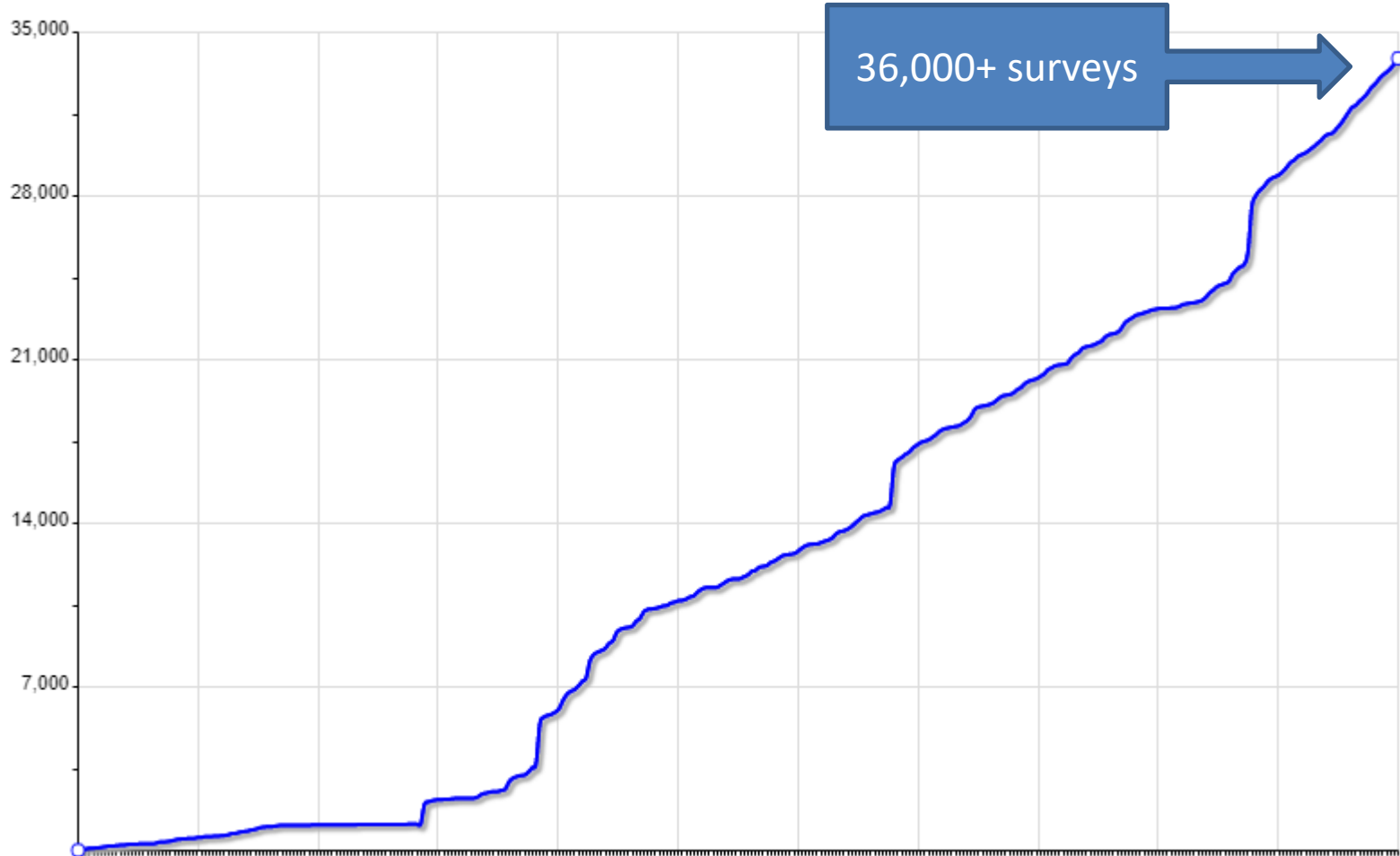
Representation & democracy

Swearing, hysterics and a heroically stoic clerk transform Handforth meeting into absurdist drama

'Read the standing orders!': chaotic parish council Zoom meeting goes viral – video

Handsworth Parish Council meeting

Cliviger Parish Council

In The Know members

MINUTES OF THE MEETING HELD ON FRIDAY, FEBRUARY 7TH, 2020, IN CLIVIGER VILLAGE HALL. .

Present: , C. Towneley. A. Pickles , K. Whittle, G. Smith, I. Emo C. Briggs, M. Heys, Sgt P. Ellis and five members of the public.

1. Code of conduct (Declaration of Interest)

Coun. I Emo, planning.

2. Apologies for absence

Coun. Riley.

3. Police report

Please see attached.

Neighbourhood policing Sgt Phil Ellis attended the meeting and outlined plans to try and make more communication with the community and parish council. He said this had faltered in the past, but he was hoping once things improve staffing wise, the links will re grow. The police Landrover is now back on the road, but officers have to undertake training to drive it. More money will need spending on it. He said incident wise, it is currently very quiet.

Coun Smith raised the issue of people jumping the lights at the top junction near JJ Diner and also concerns of teenagers smoking drugs in the bus shelter at the top of Honeyholme Lane.

Coun. Towneley raised the issue of motorbikes coming over from Todmorden at high speed and Coun. Whittle said vehicles regularly drive fast through the village. Coun. Briggs said a 30 mph speed sign near to the village garage may deter people.

A speed detecting van has been deployed near to The Holme and Sgt Ellis confirmed that radar guns could be used at speed hot spots.

7 Parish Councillors
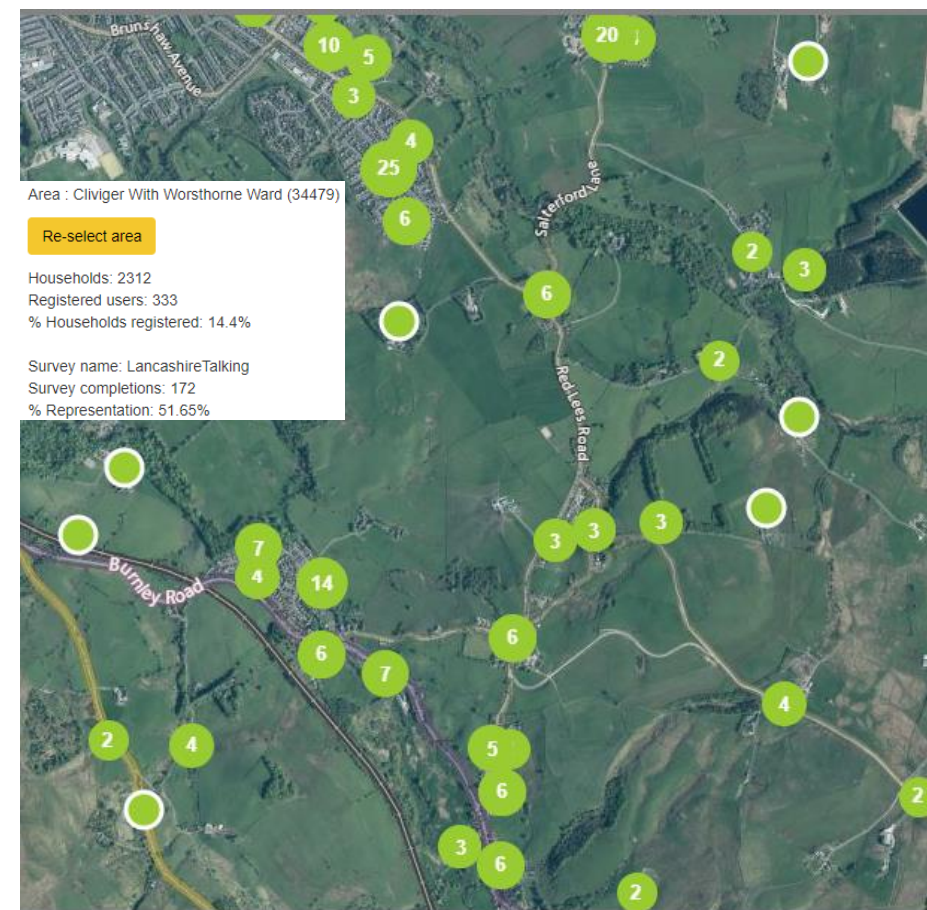
333 Registered members / 172 surveys

Cliviger with Worsthorne Issues

2a. What are the top issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve? (Tick up to 5 that apply)

Change question

Vehicle crime (theft from or theft of)

Personal theft (e.g. pick-pocketing)

Drug dealing   Dog fouling   House burglary   Animal thefts

Criminal damage (e.g. graffiti, arson)   Noise disturbance

Wildlife Crime Issues   Cycle theft

Farming equipment thefts   I have no issues   Highways obstructions   Violent crime

Road Safety Issues   Nuisance motorbikes

Heritage Crime   Drink driving   Drug taking   Knife Crime   Alcohol

Hate Crime (a crime motivated by racial, sexual, or other prejudice)

Group Growth
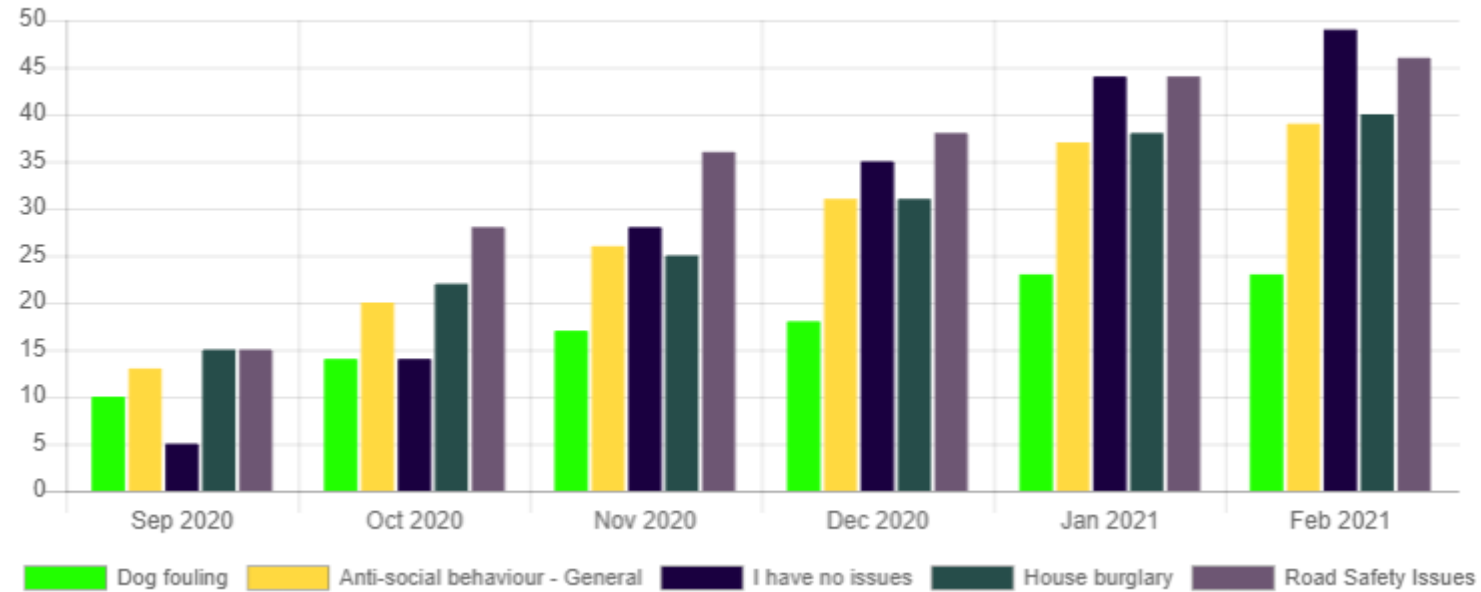
User Growth for Lancashire between 01/01/2020 & 18/03/2021
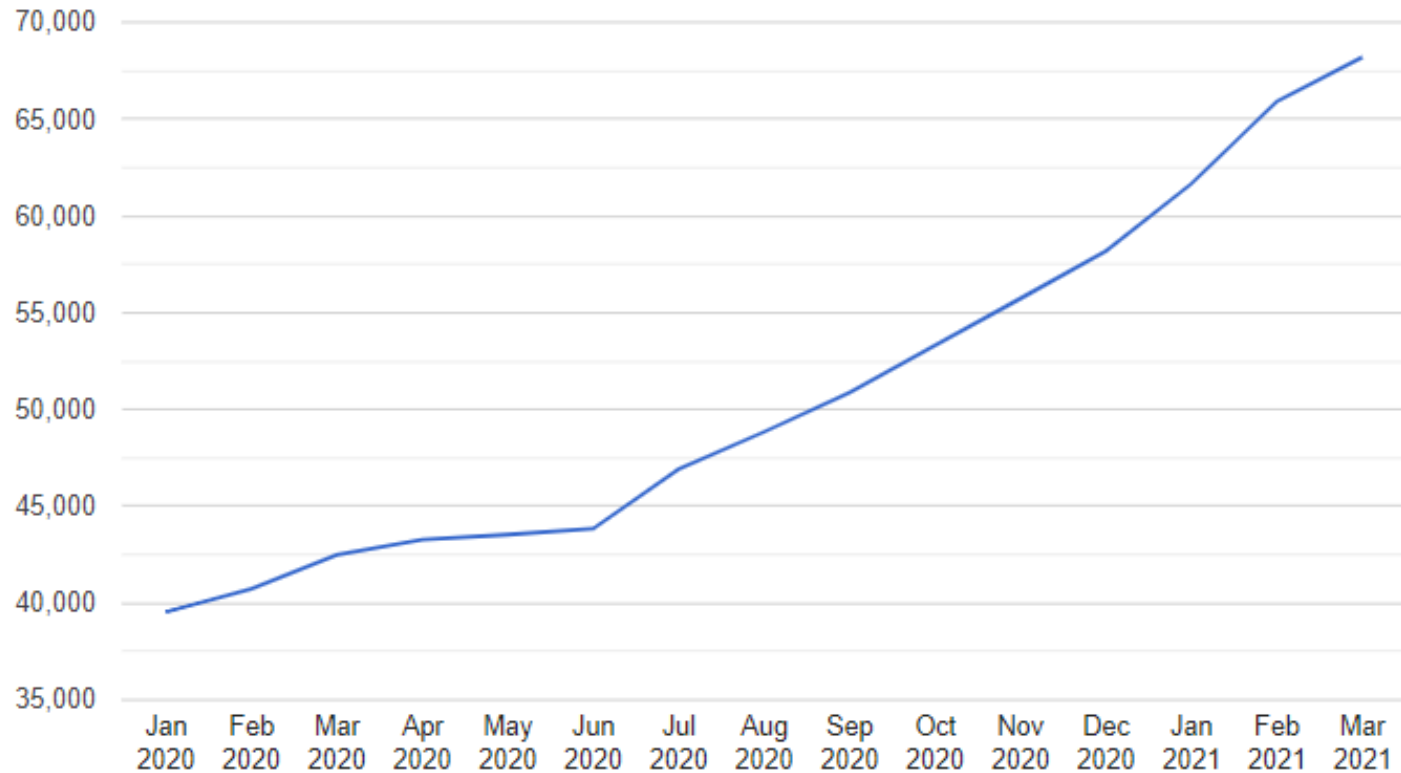
68,000 subscribers

Measure	Feb-20	Feb-21	% change
Alerts sent	138	799	+479%
Emails sent	267,787	583,025	+118%
Total users	42,666	69,042	+62%
Monthly growth of users	1,495	4,259	+185%
User engagement	4.83%	7.68%	+59%
Household coverage	6.73%	11.91%	+77%
Ave message rating	5.48/6	5.49/6	Maintained quality

Two complimentary systems

Messaging system + Survey tool = Increase confidence in police

Messaging system: IN THE KNOW about lancashire

Survey tool: Lancashire Talking — Join in the conversation

= Increase confidence in police

The power to transform how you deliver neighbourhood policing

The end

Thank you to Keith Hunter (PCC) & CI Paul French at Humberside, Carole Woodall at Derbyshire, and Mike Douglas & the team at Visav without whom this journey would not have been possible!