



# Neighbourhood Policing

Working in partnership to make our community safer



**THAMES VALLEY  
POLICE**

## What is neighbourhood policing?

Neighbourhood policing is a way of providing a tailor-made service in your area to tackle crime and other issues that stop you from feeling safe.

Police officers and staff work with other agencies like your local council, as well as members of the community themselves, to identify the issues most important to you and your sense of security, and find ways of tackling them.

## Making a difference

Every neighbourhood across the Thames Valley has its own dedicated policing team. We are committed to providing you with staff who you can recognise and work with to resolve the issues that matter to you.



“the whole area in general terms is far better than a year ago” - resident

The team includes police officers and Police Community Support Officers (PCSOs), who are uniformed Thames Valley Police staff whose role is to provide reassurance and tackle anti-social behaviour.

Neighbourhood policing is a real collective effort and involves a range of partner agencies and local residents working together to direct police work in your area. Its success relies on the public telling the police what its concerns are.

This is done through regular public consultations, which identify the top three priorities that the community would like the neighbourhood team to tackle.

Under the policing pledge, we will ensure that neighbourhood teams spend at least 80 per cent of their time visibly working in your neighbourhood, tackling your priorities.

my family were subjected to racial abuse a year ago but not now” – shop owner

## What is a neighbourhood?

Every individual will have a different idea of what their neighbourhood is. For instance, some people may live in one area and work in another, and count both as their neighbourhood. For Thames Valley Police purposes, the definition of a neighbourhood is:



“A geographic area defined through local agreement of police, partners and citizens and of a size and character that best serves the needs of the local community and permits effective delivery.”

Neighbourhood policing teams may serve one or several neighbourhoods, depending on demand and size. There may also be specialist neighbourhood teams to deal with “neighbourhoods of interest” which are not contained in a specific geographic area, such as, the business community.

For the purpose of the organisations involved it must be of a size to allow effective and efficient response and use of resources.

## Neighbourhood Action Groups

Neighbourhood Action Groups, or NAGs, coordinate the public consultation process to establish local priorities and determine how they can be tackled. In effect, they are the “doers” who are accountable to the community for resolving the key issues identified by local residents. NAGs involve representatives from the community, police, local councils and other relevant agencies, depending on the priorities, for example the local school or publican.

## What do I need to do?

Neighbourhood policing can only be strong if communities are willing to get involved. This could range from simply responding to questionnaires to such as attending public meetings. You may even want to become a member of the NAG.

Neighbourhood policing is dependent on communication, so we need to know how people in your area get their information and what networks they use. Certain individuals in a neighbourhood can be very effective at passing information on to others and this is described as a key individual network. If you believe you can play this role we need to hear from you.

## How do I contact my neighbourhood team?

Contacting your neighbourhood policing team has never been simpler.

Log on to our website at [www.thamesvalley.police.uk](http://www.thamesvalley.police.uk) and enter your postcode in the 'Neighbourhood' box on the right-hand side of the home page.

Alternatively, you could telephone our non-emergency number, 101 and ask to speak to your local officer. The operator will tell you if a team member is available and put you through to their mobile or answer phone (checked twice a day when they are on duty).

Remember, if you need an immediate police response for an incident that is a threat to life or property, including a crime in progress, you should dial 999.

For more information about policing in your neighbourhood visit the website at [www.thamesvalley.police.uk](http://www.thamesvalley.police.uk)

If you know of someone in your community who would like this leaflet in another format, eg large print, or in another language, please telephone 01865 846578