

## Introduction to 'Have your Say' - Options for Public, Police & Partnership based problem solving delivery

Understanding the issues that have an impact on our neighbourhoods is one of the most important aspects of delivering a citizen focused police service. It allows the police to plan patrol activity, to prevent offending, to reassure our communities, as well as identify and respond to local priorities.

To date, neighbourhood priorities have been established in conjunction with the Neighbourhood Action Groups, using various methods of consultation including surveys, public meetings or street consultation events.

In order to increase the extent of our public consultation and ensure that we tackle the issues that most matter to our communities, we aim to consider all issues raised by our public, by various means, within an extensive consultation and priority setting process.

The new consultation process will be branded "Have your say", and is outlined in yellow on the attached flow chart.

The inclusive nature of "Have your say" consultation means that there will be a wide range of issues presented to the Neighbourhood teams. They will prioritise all issues based on risk and vulnerability, manage the resolution of the issues, and will be responsible for all communications linked to those issues.

Neighbourhood teams will apply a simple assessment to each issue that is referred to them, namely: *'Is this an issue which can be solved now, with limited likelihood of future continuance?'*

Where the answer is *yes*, then the issue will be dealt with by the most appropriate means or resource. A record will be kept of actions taken, and feedback will be provided to the 'complainant' and any other involved parties. The vast majority of issues will be of this 'task and resolve' nature.

Where the answer to the above question is *no*, either because the issue can't be quickly resolved or there is a likelihood of it being an ongoing issue, then it will be referred for 'Neighbourhood Tasking and Co-ordination'.

### Neighbourhood Tasking and Co-ordination

Neighbourhood Tasking and Co-ordination will comprise of the neighbourhood team as a minimum, and may include key stake holders such as local authority and parish council representatives. They will decide the most appropriate action to take in order to deal with the issue. For example, they may decide:

- that the neighbourhood team should retain responsibility to resolve the issue
- to refer the issue to the appropriate agency (including town / parish council)

- to refer the issue to the NAG (see below)
- to set up a Specific Issue NAG (see below)
- to refer the matter to Third Sector Providers (see below)

The attached flowchart shows an inclusive, partnership Neighbourhood Tasking and Co-ordination Group (NTCG) approach and involves members of the neighbourhood team and key stakeholders such as the local authority, parish / town council representatives, and others as determined through local need.

### Options

The options section of the flowchart includes a number of key stakeholders / groups, to represent the breadth of resources and opportunities that are available to achieve partnership based solutions, including:

- Neighbourhood Action Group - In many neighbourhoods, the established Neighbourhood Action Group provides an excellent problem solving forum to respond to complex issues that affect the whole neighbourhood. NAGs continue to have a very important part to play in addressing public concerns, but are not the only option available to achieve a partnership based solution.
- Specific Issue Action Group - In some areas, particularly larger rural areas or neighbourhoods that have very distinct communities within an area, specific issue actions groups can be established to deal with more localised issues in a multi-agency task and resolve process. These specific issue action groups would be made up of key stakeholders and local residents (there is sense in co-opting the complainant(s) onto the specific issue NAG and where possible capturing their thoughts in any communications update). The specific issue action group would be temporary in nature, being disbanded once the issue is resolved.
- Third Sector Providers – The Third Sector is the common terminology for Voluntary organisations, which provide a wide range of advice and support services and typically includes religious groups such as the local church, mosque or Salvation Army, Citizen’s Advice Bureau, Community Mediation Services, Age Concern, Sure Start, and diversity based support groups. All of these providers have a part to play in resolving the community’s issues, with many of them better placed to provide support than the police or partner agencies.
- Community Payback – This scheme utilises local offenders to ‘payback’ their local community through unpaid work on community projects as part of their sentence. One of the real strengths of Community Payback is the positive

impact it has on public confidence, where local residents see offenders contributing rather than taking away from society.

- Town and Parish Councils - The benefits of a close working relationship between the police and local councils should not be overlooked, and many councils are keen to retain ownership of a range of issues. As key partners, we should look to share localised media opportunities demonstrating our joint agenda of prioritising and addressing local issues.

#### Communications – ‘We asked, You said, We did’

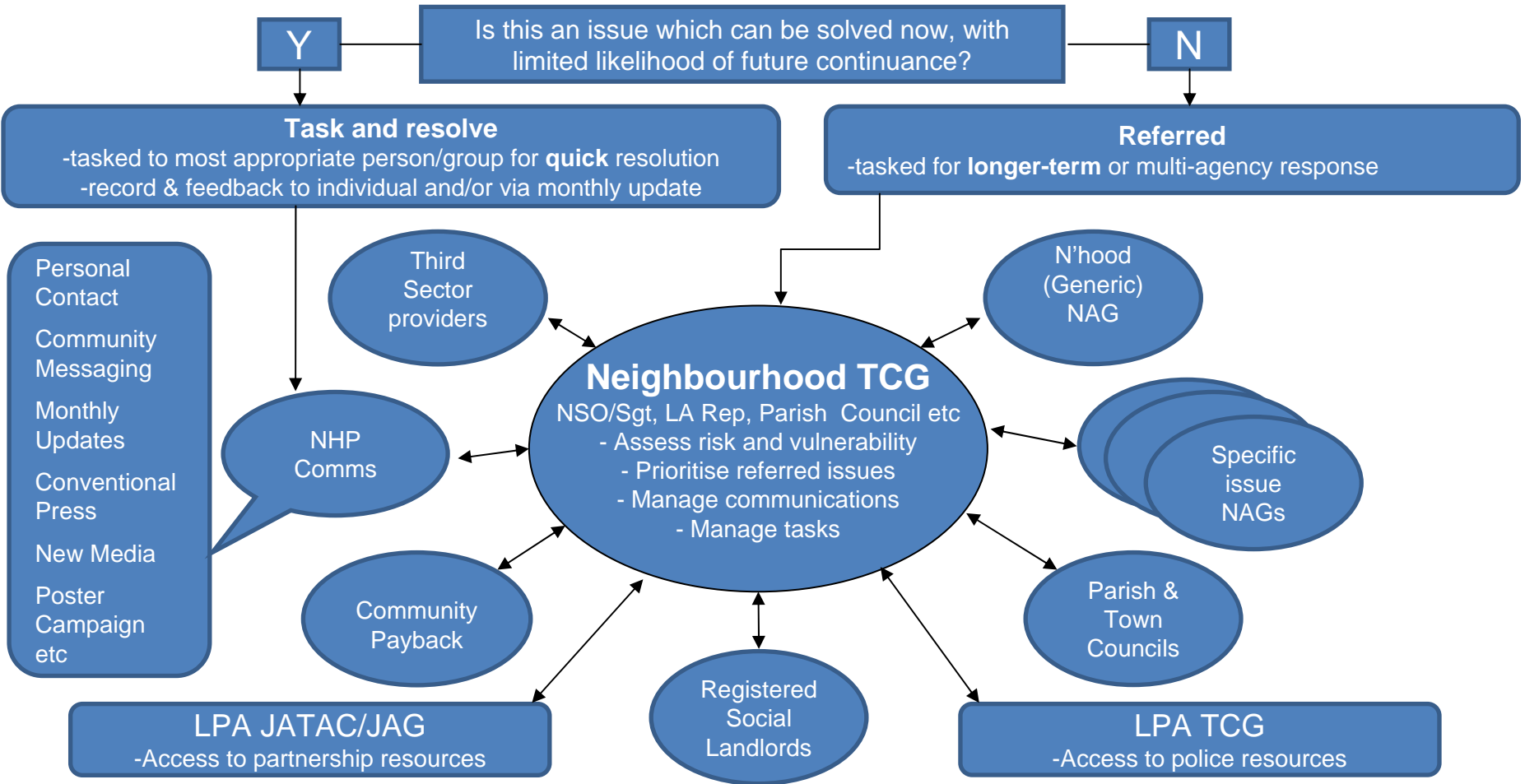
Whether an issue has been resolved via a quick ‘task and resolve’ approach, or a partnership response, communicating what we are doing to resolve community issues is a critical aspect of building trust and confidence, and will ultimately encourage wider participation in consultation and problem solving processes in future.

Communication at all stages of the problem solving process helps the public to understand what we are doing, why we are taking action, and the positive outcomes that are achieved as a result. Neighbourhood Policing communications will be branded under the “We asked, You said, We did” banner,

Consultation  
"Have your say"

Non-personal police contact	Personal police contact	Indirect contact	Proactive consultation
CRED NHP Emails Multi-media messages Survey data	Encounter Police station attendance Street Briefing Surgery Mobile police station Public meeting	Via Parish Council Via Community Safety team Via Ward Councillor Via Police Authority Via MP Via Community Crime Fighters	Single or partnership based consultation events Hard to reach groups identified through MOSAIC

Options for Public, Police & Partnership  
based problem solving delivery



Overview

# Crime & Disorder Reduction Partnership