



## Report to the Warwickshire Police and Crime Panel

### Community Safety Ambassadors – Annual Report

#### 1.0 General Overview

- 1.1 The Police and Crime Commissioner (PCC) has developed a network of 30 Community Safety Ambassadors (CSAs) who are appointed to be his eyes and ears in communities throughout Warwickshire.
- 1.2 Community Safety Ambassadors are required to attend their local community forum and formally report back to the PCC in regards to:
  - policing priorities;
  - community concerns;
  - community tensions; and
  - good news in relation to policing and community safety issues in their localities.
- 1.3 In addition to attending the community forums the CSAs were expected to develop their Key Individual Networks (KINs). By developing their KINs this will assist them in alerting the PCC to arising / emerging issues in a locality which the PCC can then act on to address with the most appropriate partner agencies.
- 1.4 In September 2013, 26 independent individuals were appointed to 29 of the positions, three of the individuals held appointments for two localities. Unfortunately, in one Community Forum area the Office of the Police and Crime Commissioner was unable to appoint an appropriate individual. Work is underway to rectify this.
- 1.5 Since September 2013 the CSAs for 3 locality areas have resigned for personal reasons. Currently there are 4 vacancies which are being advertised in the following Community Forum areas:
  - Camp Hill
  - North Warwickshire- West
  - North Warwickshire- South
  - Warwick Rural East

1.6 Since the appointment of the Policy and Research Officer for Engagement the CSAs have had a single point of contact in the office to both help develop their roles, facilitate in developing their KINs and action their reports appropriately. This work is ongoing and will assist the CSAs to develop their roles within their communities ensuring residents are aware of them and how they feedback to the PCC.

**2.0 Identification of Community Priorities and Issues**

2.1 Since January 2014, the CSAs have formally reported to the PCC on a range of priorities nominated by the locality forums as detailed in Table 1 below.

Priority	Number of areas it is a priority Jan- 1 <sup>st</sup> April 14	Number of areas it is a priority April- Aug 14
ASB	11	18
Speeding	17	9
Vehicle crime	3	5
Parking	11	4
Burglary domestic and other	9	3 + 1
Nuisance vehicles	0	4
Off road Motorcycles	1	3
Cyclists abuse of highway code	3	1
Rural crime	0	1
Beggars	0	1
None	2	1
Retail crime	1	1
Graffiti/ Criminal damage	1	1
Fly tipping	1	1
Local enforcement of no right turn	1	0
Defective Vehicles and Drink Driving	1	0
Drugs use and supply	1	0
Occupying a local area	1	0
Incident reporting	1	0
School Patrols	2	0

*Table 1 Policing priorities identified at Community Forums*

2.2 CSAs also report to the PCC on issues and concerns to residents, partner agencies and the police raise with them directly. These issues can be wide ranging but provide important local intelligence which enables the PCC to develop a more detailed understanding of the issues and concerns affecting specific local communities. Action taken by the PCC as a direct result of these reports can be anywhere on the spectrum from “noted and the situation is monitored” to “direct intervention and action on the ground”. A range of issues and concerns that have been identified, some of these are listed below in Table 2, with details in regards to what action the PCC took.

## Item 6

Issue / concern / good news	Action Taken.
Concerns regarding 101.	CSAs have been requested to always seek clarification as to the specifics of the complaint including date, day time, any reference numbers that were provided. This will then enable the office to investigate the concerns appropriately. This has been actioned by a CSA who provided specific information about the call, which enabled the Police to go back and listen to call and how it was handled. On this occasion the call was handled appropriately but could be enhanced by ensuring the resident was aware of exactly what action was going to be taken, providing the feedback loop. The call handler was to receive a briefing. All CSAs have been offered the opportunity to attend the operational command centre to develop their understanding of how the operational command centre operates so they are able to answer some residents' questions when they arise. The Chief Inspector for the command centre is also looking at the potential to develop an online reporting system and a web chat facility to ensure residents are able to report crime and disorder in a manner suitable for them.
The use of Safer Neighbourhood Teams (SNT) answer phone messages.	The local SNT use their answer machine facilities as per policy. The local team is going to investigate to ensure they are responding to calls as per guidelines and investigate other options available to them to ensure the public are responded to in a timely manner.
The lack of mobile technology to ensure efficient delivery of service.	Through discussions with a specific SNT, a CSA identified that the technology the team had been provided was not fit for purpose in this specific locality, due to reception. The PCC was able to raise the issue at a suitable level to ensure the correct sim card with coverage was trailed in this area enabling the SNT to efficiently and effectively police their rural community using mobile technology.
Sharing of local community intelligence regarding drug use/ dealing.	Through developing a good working relationship with the local SNT the CSA has been able to share local community intelligence in regards to drug dealing / using in specific locations. This has resulted in positive police action to address the issue in that locality.
Raising residents' awareness about topical issues and local support services.	Following the national media coverage on "plebgate" and the low number of rape cases going to court in Warwickshire, CSAs have proactively assisted with the sharing of information. This has occurred via formal responses being taken back to the chair of a specific forum to be read to the attendees and articles being published in parish magazines and websites on these topics.
Parking issues.	A specific emerging issue of parking in one locality resulted in the CSAs directly raising the issue with the SNT. This enabled the SNT to speak directly with the appropriate business thus preventing the issue escalating, resolving the parking issue for the local residents.
Ongoing escalating issues of boy racers, lighting and CCTV in a locality.	The CSA has raised the issue on two reports which has enabled the PCC to approach the Community Safety Partnership who had developed an action plan around the issue and they are now scheduled to feedback to residents at the next community forum.

Issue / concern / good news	Action Taken.
Engagement with key partner agencies	CSAs across the county have been actively involved in a range of partner agencies activities including local police surgeries, neighbourhood watch engagement days, parish council meetings, neighbourhood watch board meetings, independent advisory groups, local coffee morning groups, local parent and toddler groups. These engagement opportunities enable wider sectors of the communities to engage with the CSAs raise their issues/ concerns or good news if they have any and raise the profile of the PCC and his CSAs. It is through these engagement opportunities that community intelligence has been learnt including how effective and well received the police are in communities, concerns regarding 101, a funding issue / concern with a partner agency.
The Number of Police on the ground in communities.	General concerns were expressed by CSAs about residents feeling there were not enough police on the ground. This added to the picture the PCC was developing in relation to where the Police were in relation to the blueprint for Policing. This was raised at the Alliance Governance Group and it has become clear that although the budget for recruitment has been made available the process of recruitment and succession planning has not been effectively delivered and a programme of work has been put in place to address this now and for the future.

Table 2: Community concerns/ issues and action taken

2.3 The CSAs are in an ideal position not just to find out what is not going well but also find out what is going well and how the community receive and value the service the police provide. During the last quarter numerous good news stories were presented to the public including:

- Updates on current operations to address crime and disorder including scrap metal dealers, drug associated operations, illegal vehicles.
- The issuing of numerous drugs warrants.
- New neighbourhood watch schemes becoming active.
- The issuing of section 59 notices.
- Arrests made in preceding quarter.

2.4 This resulted in many forums expressing their thanks to the Police for the work they have completed for the local residents and that in a significant number of locations the residents were very happy with their local policing teams.

### 3.0 Development of CSAs

3.1 Local and countywide meetings have been held with the CSs and key partners to develop links and understanding of what the partner agencies deliver and how they can assist CSAs. The meetings have helped the CSAs to understand the nature of the community safety field, develop their KINs and provide advice and guidance on issues they have encountered. Part of the process has included the development of a performance management framework to ensure all the CSAs are delivering actions as required by the PCC. Please see the current reporting form which has been adjusted to include the performance measures for the coming six months, see **Appendix A** below.

### Community Forums

Name of Forum	
Date of meeting	
No of people at the meeting (approx)	Elected Members:  Residents:
Police Attendance	
Were three priorities identified and agreed?	
What are the three priorities?	
What progress was reported since last meeting?	
Actions / issues for the OPCC: Please include a date they are required by and who raised the issue.	
Please note any issues/ good news stories in space below.	

Please list all community events / engagement opportunities you have attend as a CSA in the last 3 months (since the last report) and the outcomes of these meetings.

Objectives for the next 6 months.

1. Inform the OPCC via e-mail of any groups who work in your community who provide services for victims of Crime and Disorder, what service they provide and their contact details.
  
2. Encourage at least 4 community residents or organisations to respond to the community remedy consultation found on the homepage of our website [www.surveymonkey.com/s/CommunityRemedyDocument](http://www.surveymonkey.com/s/CommunityRemedyDocument)
  
3. To make contact with all Parish Councils in your area- to be repeated every 6 months.
  
4. Complete and return electronically, the PCC proforma "Current status of CSA" by the 15<sup>th</sup> October 2014.
  
5. Complete and return electronically the locality forum report sheet within two weeks of the locality forum.
  
6. Engage with 6 community organisations in your locality to seek their views on community safety (Please list and detail in section above).
  
7. Develop your Key Individual Networks - KINS, list organisations engaging with, frequency, method.