REPORT TO: **THE CITIZENSHIP AND INCLUSION OVERVIEW AND SCRUTINY COMMITTEE**

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TITLE: **NEIGHBOURHOOD PARTNERSHIPS AND COMMUNITY ENGAGEMENT**

PURPOSE OF REPORT
This report sets out the new community engagement strategy for Manchester's CDRP, and outlines the change from Local Action Partnerships to Neighbourhood Partnerships.

1 Introduction

1.1 The Crime and Disorder Act Review (contained within the Police and Justice Bill 2006) sets out a new scope for Crime and Disorder Reduction Partnerships (CDRPs) and provides a framework of national standards to determine the effectiveness of a CDRP. One of these standards pertains to community engagement, requiring CDRPs to consult and engage with their communities to identify local crime and disorder priorities, and these requirements will be reflected in the Public Service Agreement targets for 2008-11 (PSA 23). As a result of this, the CDRP Safer Neighbourhoods Board decided in July 2007 to review Local Action Partnerships and all aspects of community engagement.

1.2 It is in this light that this paper should be considered; not only have the Local Action Partnerships been reviewed and the scope and nature of them changed (along with the name), but the way that the CDRP plans to consult and engage locally will change too, along with the way we communicate to local neighbourhoods.

2 Neighbourhood Partnerships

2.1 LAPs tend to cover more than one ward, and focus on reports from local agencies; local priorities are discussed but these are not seen as the main part of business at LAPs. In addition attendance at LAPs from local residents is generally low, and part of the reason seems to be that meetings aren't always relevant, and are not necessarily seen to be overly concerned with tackling local issues. For example, perhaps only a small part of the meeting deals with concerns of a particular neighbourhood or ward, so that in some LAPs, up to 75% of the meeting may not be directly of interest to some of those attending.

2.2 Generally, there will be one Neighbourhood Partnerships per ward and meetings will take place every 10-12 weeks, and the format of the meeting will be amended as follows -

- The main focus of the meeting will be on identifying local concerns and appropriate action to address them.
- Agency reports of activity will be circulated with the agenda prior to the meeting with queries only to be raised during the meeting; this will give more time to focus on the issues that residents wish to raise. This has been piloted at the Ardwick and Longsight LAP with early experiences indicating that it makes for a more productive meeting.
- The issues raised will then become an item on the Local Tasking Meeting (LTM) agenda; action identified at the LTM will be reported back to members following the meeting possibly via email or newsletter creating a clear audit trail of concerns raised and action taken to address them.

2.3 Attendance at Neighbourhood Partnerships, like LAPs, will continue to be via invitation only, to ensure continuity and a size of meeting, which facilitates a business focus. However, there will a range of other engagement mechanisms employed at neighbourhood level so that local concerns are identified by other means.

3 Engagement activity and techniques

3.1 Key Individual Networks

A Key Individual Network (KIN) is a network of individuals that live or work in a ward that can be consulted to identify intelligence and perceptions of community safety. They are people who are embedded in the community because they spend a considerable time there due to their daily activity. They could be local residents, councillors, shopkeepers, taxi drivers, publicans or anyone who has an in depth knowledge of their local area. They will be consulted every 6 months via survey and contacted regularly by the neighbourhood policing teams to identify problems or issues occurring in an area and they will also be updated on actions taken to address them.

- The Community Safety Co-ordinator will initially identify 40 Key Individuals in each ward
- PCSOs will carry out a standard survey with key individuals every 6 months to identify priorities for local people, measure perceptions of crime and to measure the impact of the neighbourhood policing teams
- Issues identified in the surveys will be included as a local priority for the LTM to tackle
- CSCs will target further engagement at hard to reach groups (see 3.4) that have not taken part in the KIN interviews
- CSCs will review KINs to develop their geographic and demographic representation

3.2 Continuous community intelligence

The emphasis with continuous community intelligence (CCI) is that PCSOs will go out to local groups to listen to their specific concerns, rather than just giving them the option of attendance at a Neighbourhood Partnership meeting (for example). It will involve a number of engagement methods appropriate to the area and the problems experienced there.

- PCSOs will have a monthly tour of duty, which includes contact with the tenants and residents groups, community groups and faith groups in the neighbourhood, ensuring regular and continuous contact.
- PCSOs will action problems raised directly where possible (e.g. if there is an environmental issue they can contact the Street Environment Manager – or an ASB issue can be referred directly to the ASB team operating in their area) and inform their beat manager or Community Safety Coordinator of the action taken.
- If a PCSO or any other member of the neighbourhood policing team is unable to deal with the problem this will be escalated to the Community Safety Coordinator for tasking through the LTM process
- PCSOs will feedback the concerns raised by residents through regular briefings with the Beat Manager or Community Safety Coordinators where they will report back any issues raised and action taken to address them. CSCs will record this information for feedback to the community.

3.3 Hard to reach groups

It will also be important to engage those who are harder to reach with traditional methods of engagement and whose concerns are not captured through meetings and KIN surveys. The Community Safety Coordinator, who will recruit members of the LTM and wider partnership to undertake bespoke pieces of work to engage with groups or individuals for example, will coordinate this:

- Children’s Services to undertake engagement with young people by identifying young KINs and carrying out specific pieces of engagement in schools and youth forums as required.

- Community Safety Network could carry out work with BME groups and individuals to identify concerns and measure perceptions of service with those not represented in KINs – e.g. 5 per ward

3.4 Police and partner intelligence systems and data
Intelligence from GMP's systems with regard to incidents of crime and anti-social behaviour will be used to inform the types of enforcement and activity required by the Local Tasking Meeting.

3.5 These four methods, in addition to Neighbourhood Partnerships, will be used to identify, prioritise and action local concerns by the members of the local tasking meeting. It will then be essential to feedback the results of this activity to local residents and members.

4 Feedback to the local community

4.1 This will form a vital role of the new strategy, and will be informed in part by the Neighbourhood Partnerships. Feedback on action raised through the Neighbourhood Partnerships and the community engagement techniques outlined above will be essential to reassure local communities that their concerns are being addressed. It is essential that this information be fed back to the wider community to ensure that all residents have access to information about crime and safety in their area to enable all citizens to hold the CDRP to account for its actions. It is proposed that it will be carried out using the following methods:

- Reports to Neighbourhood Partnership members on action taken to address the issues raised by the Partnership at LTM meetings
- PCSOs to report back to residents on their tour of duty to local residents and businesses
- Officers to keep Key Individual Networks updated through regular contact (visit or telephone)
- Email updates for contacts with email access
- CDRP Neighbourhood website updates with NP minutes available on line
- Information about crime and anti-social behaviour published monthly on line by GMP
- Updates through the local press (CSCs and Inspectors to liaise with MCC and GMP communication staff)
- Regular feedback to communities via leaflets and newsletters regarding to specify concerns raised and actions taken to address them

This is not a definitive list and will be subject to local variation, agreed through the Neighbourhood Partnerships. For example, booklets and leaflets utilised as part of the Respect Action Weeks contain the name and contact details of Neighbourhood Inspectors and Community Safety Co-ordinators, making it clear who is responsible at a local level.

5 Role of local Members and officers

5.1 Given these changes, and the emphasis now placed on engagement, communication, consultation and feedback at a local ward level, it's clear that clarity is required about the role of the local leaders at ward level.

5.2 Councillors have an important part to play as community leaders bringing services together to reflect local priorities. They will:

- Canvass residents in advance of a Neighbourhood Partnership meeting to identify local priorities
- Attend Neighbourhood Partnership meetings to identify actions to address concerns
- Work with officers and communities to take action to improve community safety
- Take part, if they wish, in partnership operations to address crime and fear of crime
- Feedback actions taken to local residents

5.3 The Neighbourhood Inspector will take the lead along with the Community Safety Coordinator in ensuring that the community engagement process is at the heart of the activities

of the neighbourhood policing team and that it permeates through to inform the work of the team. The Neighbourhood Inspector and CSC will arrange to meet with ward councillors before Neighbourhood Partnership meetings and will contact councillors on a regular basis to keep them up to date with local activity – the expectation here is that there will be regular contact between Inspectors, CSCs and councillors on an informal basis regarding issues relating to ward matters, and in addition to pre NP meetings all three should aim to meet once a month.

5.4 The Community Safety Co-ordinator will take lead responsibility along with the Neighbourhood Inspector to ensure that the community engagement process is at the heart of the work of the neighbourhood community safety partnership and also ensure that it informs the activities of the Local Tasking Meeting. The CSC will coordinate the activity to ensure that engagement is as wide as possible and will also ensure appropriate events and operations are carried out where required. The CSC will take responsibility for ensuring that the issues raised are actioned at the LTM and work to address them is in turn fed back to the Neighbourhood Partnerships.

6 Implementation

6.1 An implementation plan is currently being written and should be ready by mid December 2007. This will outline a full schedule of Neighbourhood Partnerships meetings throughout 2008, and illustrate how briefing sessions for councillors, residents and officers will take place in order to introduce the new strategy and format.

6.2 In addition, a new terms of reference for Neighbourhood Partnerships will be introduced, outlining terms of membership, standards of behaviour etc.

7 Conclusion

7.1 Implementation of this strategy will develop Manchester's CDRP engagement towards compliance with the national standards required of every CDRP. The new PSA 23, due for April 2008 is called "Make communities safer" and will contain 4 priority actions, the third of which is -
"Tackle the crime, disorder and anti social behaviour issues of greatest importance in each locality, increasing public confidence in the local agencies involved in dealing with these issues"

The introduction to PSA 23 states that the Government's vision is -
"…Local agencies are accountable and responsive to the needs and priorities of the local community, leading to increased public confidence in those agencies.""

7.2 This is clearly in the territory of neighbourhood policing, and there will be two measurement indicators – public confidence in local agencies involved in tackling crime and ASB, and the percentage of people perceiving ASB as a problem. These will be measured through the British Crime Survey with the 2007/8 BCS as a baseline, but locally CDRPs will be expected to have a tightly managed performance management framework in place so that progress can be managed and tracked locally. Clearly neighbourhood policing quarterly surveys and KIN surveys will be part of this local process, along with clear audit trails locally that show demonstrably how local concerns and issues identified at Neighbourhood Partnerships are actioned and reported back to the local community.

7.3 The strategy will require a committed partnership approach, from all agencies involved in the Crime and Disorder Reduction Partnership to enable citizens and communities to have greater opportunities to talk to their local agencies, influence crime priorities and hold agencies to account.