Building Safer Neighbourhoods

The London Experience

Superintendent

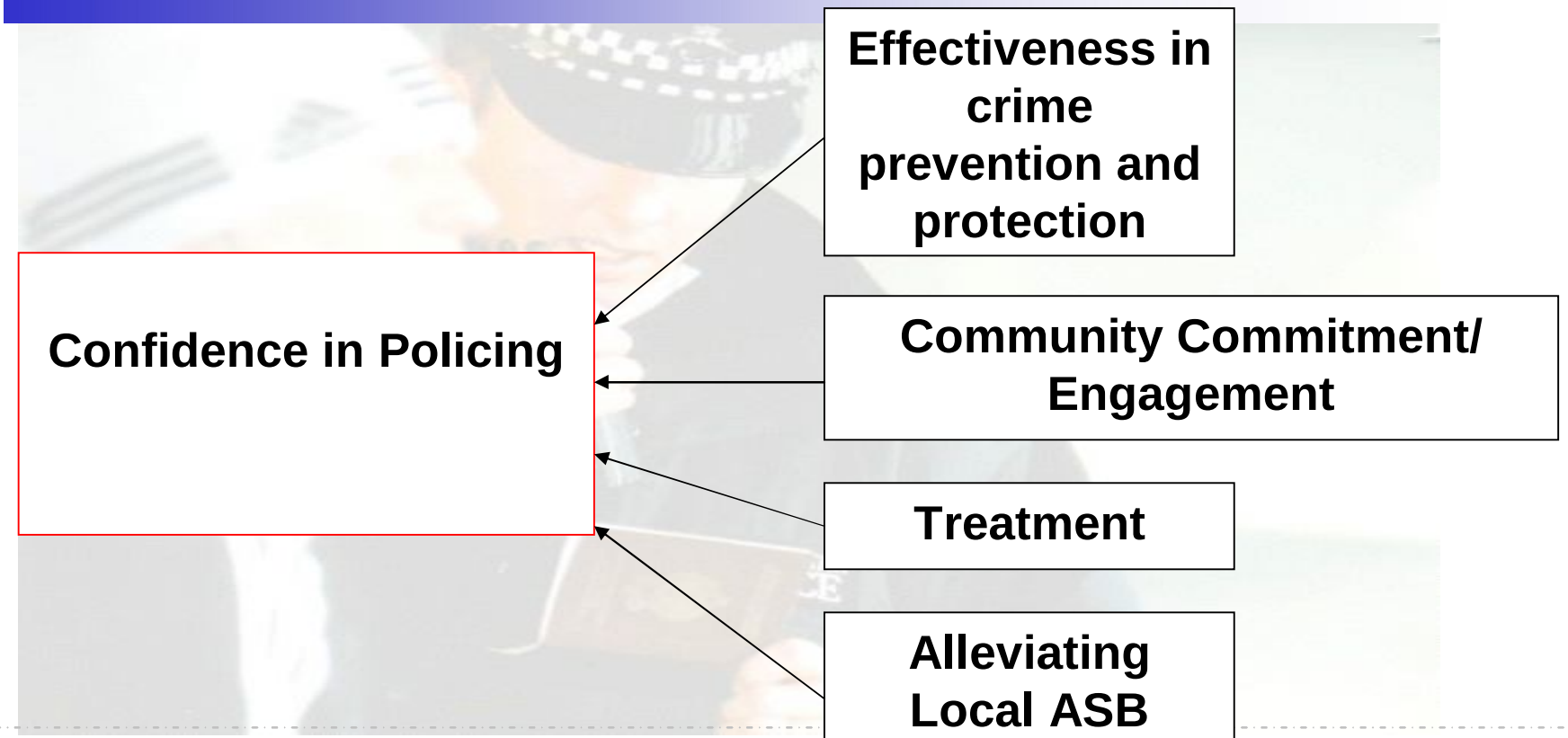
Nick Jupp

Where did it all begin?

- The National Reassurance Policing Programme (Home Office 2005/2008) - an impact on confidence can be achieved when police activity is focused on three central delivery mechanisms:
  - **Visibility**
  - **Community Engagement**
  - **Problem Solving**

- MPS: rollout of SN Teams across London (2004/05); MPS research, including analysis of the PAS, building the confidence model (2008)

MPS Corporate Model of Confidence



What influences each constituent contribution to confidence in local policing?

Effectiveness in crime prevention and protection

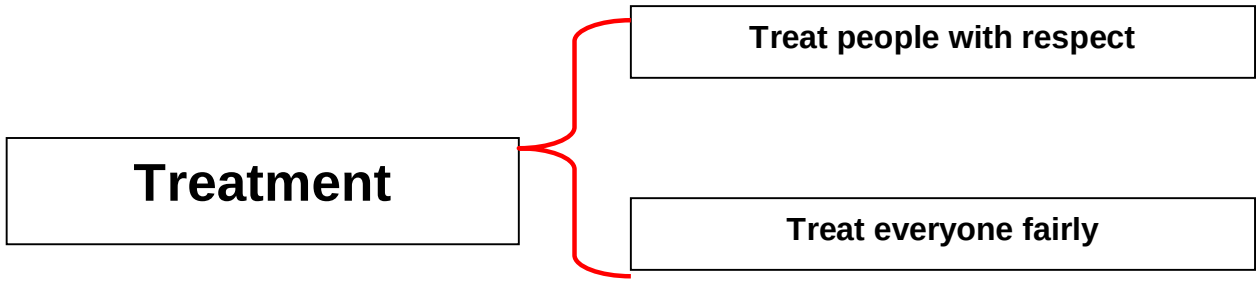
- Tackle drugs
- Police major events in London
- Tackle gun crime
- Prevents terrorism
- Visible presence
- Responds to emergencies promptly

What influences each constituent contribution to confidence in local policing?

Community commitment/ engagement

- Understand the issues that affect the community
- Dealing with the issues that affect the community
- Reliability to be there you are needed
- Deal with minor crimes
- Provide information about local policing activities

What influences each constituent contribution to confidence in local policing?



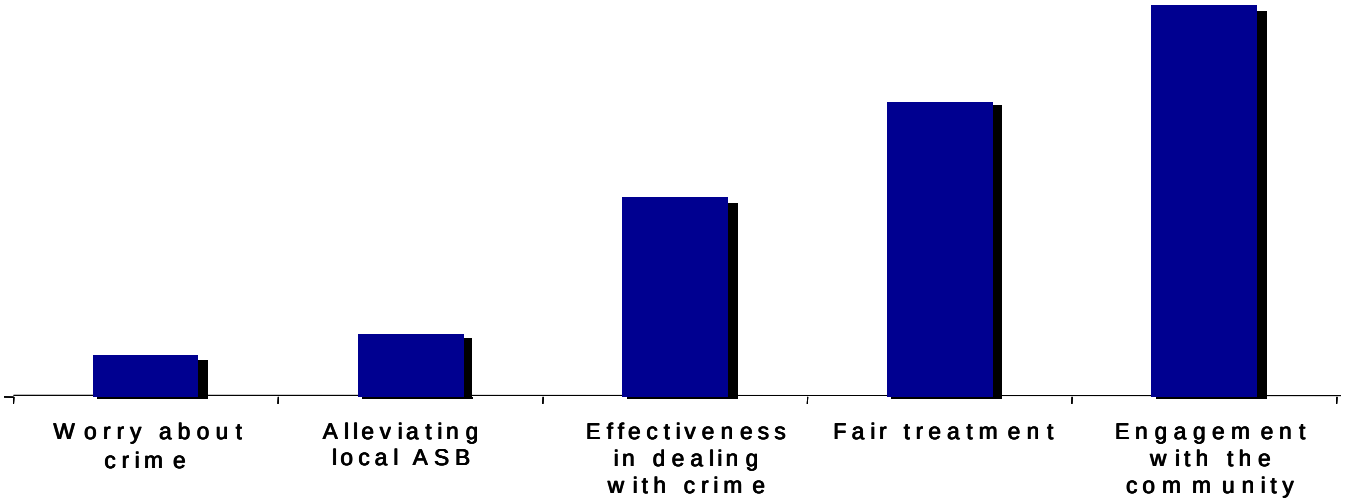
What influences each constituent contribution to confidence in local policing?

Alleviating Local ASB

- Dealing with issues linked with 'teenagers hanging around'
- Dealing with issues such as vandalism, graffiti and rubbish
- Dealing with issues linked with drunk and rowdy behaviour

What has happened over the last 4 years?

- Initial objectives of Neighbourhood Policing: tackle local issues and ASB in particular; provide reassurance
- Since then, the discourse has moved on: from *Reassurance* to *Confidence*
- And whilst ASB is one of the drivers in our confidence model, it is a weaker one than proposed by the 'signal crimes' approach. Our analysis shows Community engagement has the strongest impact on confidence:



Source: Public Attitudes Survey Q3 2007/08 to Q2 2008/09

The Confidence Model

By getting the things right which make up the drivers – and telling the public about it

Information about local policing activities shapes Public Opinion

Perception of how well the police are:

- **responding to emergencies**,
- **tackling** and **preventing crime**,
- **supporting victims and witnesses**,
- providing a **visible presence** and
- **policing public events**

Views that the police are:

- **committed to and engaged with the community**,
- by **listening**, **understanding** and **dealing** with their concerns,
- Are **reliable**

People feel that the police are:

- **fair** and treat them with **respect,** regardless of who they are or the reason for contact
- helpful, friendly and approachable

People perceive that there has been a decrease in **local disorder** and **ASB,** e.g. noisy/nuisance neighbours, teenagers hanging around, drinking in the street and vandalism

Effectiveness in dealing with crime

Engagement with the community

Fair treatment

Alleviating Local ASB

Confidence in Policing

Working together for a safer London

What ‘community’ policing and police do, matters and influences locally

- **Boroughs which identify and action the local peoples concerns see a greater increase in local confidence.**

- **Problem identification by borough residents can be a positive driver of local confidence if police officers are seen to be dealing with local problems.**

What ‘community’ policing and police do, matters and influences locally

- **Mainstreaming Safer Neighbourhoods into the complexity of the delivery of all policing services is key to improving local confidence.**
- **Providing the right information, to the right people in the right way, LOCALLY is essential.**
- **Remember, any contact with the police can still be a negative driver of confidence in some boroughs.**
- **However, positive contact can have a positive effect on confidence.**

What key themes are emerging around confidence from our 4 year ongoing study of neighbourhood policing?

Four key elements for improving people's experience of local policing

- Four years of SN research (qualitative research in conjunction with survey analysis) can direct 'police activity' toward desired outcome – confidence. Four key delivery 'levers':
  - **Visibility (including seen to be engaging)**
  - **Community Engagement (mixed menu of talking to people in different settings)**
  - **Problem Solving (noticing that problems shift or change)**
  - **Information Provision (sharing local knowledge about problems and problem solving through direct contact)**

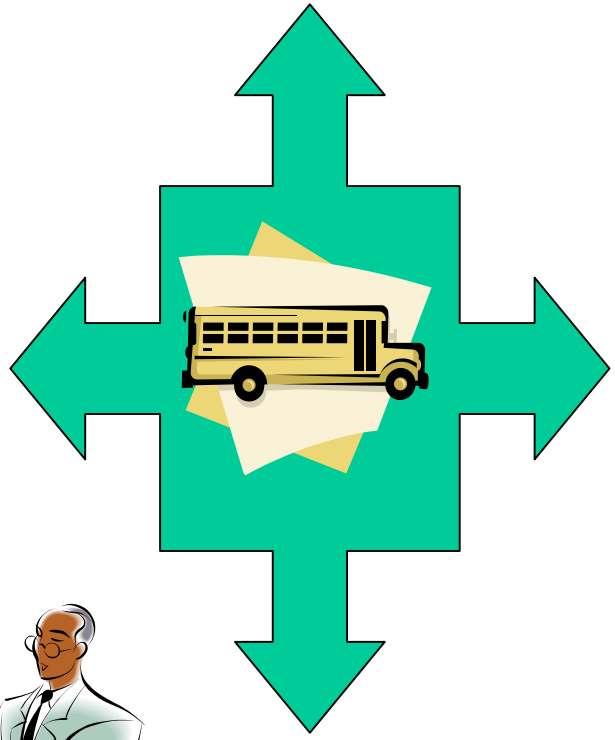
Enhancing Visibility

Town Centres

Safer Town Centres

Safer Schools Partnerships

Safer Transport Teams



Worship

Schools & Colleges

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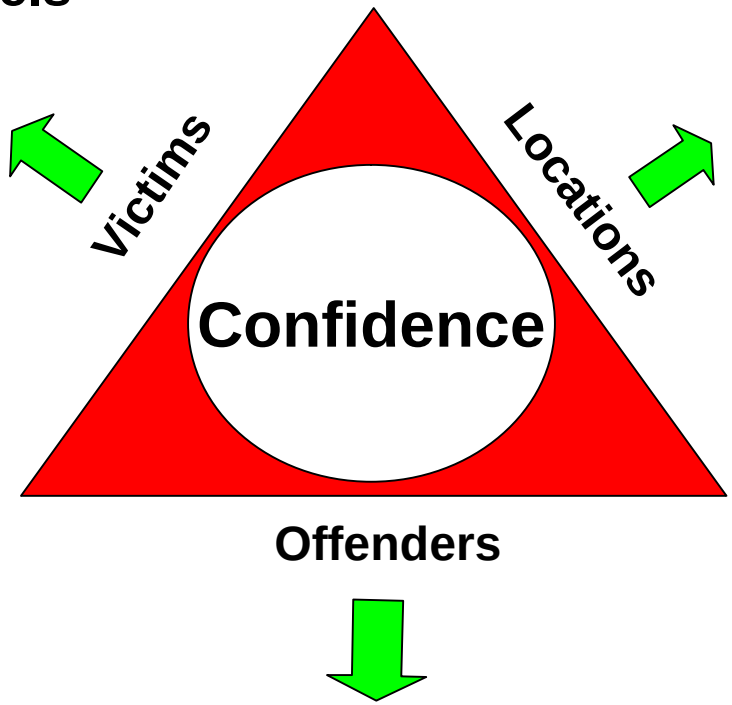
Problem-Oriented Partnerships

Victim Visits
Priorities through
Ward / Youth Panels
KINS

SNT Visibility
Crime Maps
Designing out crime and preventative initiatives



Prevention, Diversion, Enforcement and Rehabilitation

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SAFER NEIGHBOURHOODS
LOCAL POLICE, LOCAL KNOWLEDGE
Safer Neighbourhoods
Seven Stage Model
1. Research
EVA/Neighbourhood Profile
2. Engagement
Identify Neighbourhood Panel
Identify KIN
3. Identify Issues
Focus Groups Surveys etc
4. Investigation and Analysis
Safer Neighbourhoods Analyst
5. Community Decide Priority issues
Neighbourhood Panels
6. Dealing with Priorities
Joint Action Group
Problem Solving
7. Review and Feedback
Neighbourhood Panel
Problem Solving
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Keeping people informed about local policing

- People who feel very well informed feel more confident in their local police and are more likely to say that crime and ASB are improving locally.

- Information and communication by the police is key to telling people about the kinds of problems in their area and what the police are doing about them.

- Information can promote reassurance – people want to know the police are an accessible resource for them.

- Local information is a form of direct contact. MPS research suggests that an MPS newsletter is the most preferred form of finding out about local policing and can quickly have an impact on engagement opportunities and public perceptions.

Activity

Safer Neighbourhood Team Activity

(April 2008 to February 2009)

• Arrests	21,582	• PCSO detentions	5,209
• School Engagements	98,176	• Sec 59 Warnings	2,049
• New 302s	1208	• Sec 59 Seizures	736
• ABCs issued	2,222	• Stop and Account	231,372
• ASB home visits	9,298	• Stop and Search	117,961
• ASB letters	17,341	• Penalty Notice Disorder	4,248
• MPS led public meetings	11,111	• Fixed Penalty Notice	11,744
• Community Payback	1588	•Victim visits	101,738

Performance

Safer Neighbourhoods Performance Framework

(Quarter 3 – October - December 2008/09 compared to financial year (07/08)

	07/08	Q3	Diff
• Confidence in local policing	56%	64%	+8%
• Police understand local issues	64%	68%	+4%
• Police are dealing with local issues	62%	65%	+3%
• Worry about ASB	40%	42%	+2%
• Feeling informed about local policing	51%	65%	+14%

Superintendent Nick Jupp

THE END