



Metropolitan Police Authority

Draft Corporate Community Engagement Action Plan – May 2010 – April 2011

The MPA and MPS Community Engagement commitment is *'to provide accessible, multiple opportunities for Londoners to engage with the MPA and MPS in shaping policing policy and practice.'* The MPA Community Engagement commitment 2010 – 2013 is based on the following six principles:

1. **Information:** We will provide Londoners with clear information on how they can get involved in policing, engagement and problem solving opportunities.
2. **Inclusion:** We will ensure that our engagement activity involves a wide range of Londoners (in terms of age, race, sexual orientation, gender (including transgender), disability and faith. We will improve participation of groups who have not traditionally taken part in MPA and MPS community engagement activities
3. **Preparation:** We will ensure Londoners who participate in our formal community engagement processes (for example Safer Neighbourhoods Panels or Community Police Engagements Groups) are supported to allow them to perform their role effectively.
4. **Integration:** We will plan and coordinate our engagement work both internally within the MPA and MPS and, where appropriate, with Local Authority partners to prevent duplication, reduce costs and share results. We will equip our staff and ensure good practice is shared with partners and across the MPA and MPS.
5. **Involve:** We will ensure that we have effective community engagement mechanisms in place that allow Londoners to raise the issues and concerns that affect them, their communities or their areas and contribute to the setting of policing priorities at Ward, Borough and pan-London levels. We will also engage with communities at the earliest and most appropriate stages to inform decision making.
6. **Feedback:** We will provide timely feed back to those who have been involved in consultation and engagement activities on the decisions that have been taken. We will communicate widely the results from engagement activity and how these have informed policing activities and policies.

Thematic area 1: Support and develop the capacity of Community Police Engagement Groups							
OBJECTIVE	ACTION(S)	LEAD OFFICER	Any additional FUNDING	TIME SCALE	PERFORMANCE MEASURE	PROGRESS	RAG
To continue to develop capacity of Community Police Engagement Groups (CPEGs)	Ensure provision of appropriate training for CPEGs	Natasha Plummer	Existing budget	By March 2011	32 groups represented at LCP2 events during 2010/11	Ongoing	Amber
To share good and developing practice between CPEGs to encourage innovation	Disseminate good practice through: (i) the publication of a good practice compendium (ii) annual community engagement awards for good practice	Natasha Plummer	Existing budget	By June 2010 By February 2011	Compendium developed and disseminated to all CPEGs Awards ceremony held and profiles of award winning projects widely disseminated	Deferred to 2011	Amber
To promote the work undertaken by CPEGs making best use of MPA communication methods	Provide bi-annual article on CPEGs/community engagement in the Policing and Crime newsletter Publicise the work of CPEGs on the MPA website	Natasha Plummer	Existing budget	By March 2011 Ongoing	Two features published in Policing and Crime newsletter All CPEG meeting dates published on	Messages to be disseminated in MPA newsletter Business as usual	Green

					website		
				By February 2011	Winners of community engagement awards publicised on MPA website		
				By March 2011	Specific community engagement projects funded through MPA cross-border innovations funds promoted on MPA website		
	Regular liaison between the Communications Team and policy leads on upcoming or emerging issues which require input and support from the Communications Team	Jacqui Jones	Published materials will require additional funding	Ongoing	Increased hits on the MPA website	Current hits on MPA website are in the region of 3,600,000 per annum	
	Communication tools: MPA website, Twitter, community/police events, fact sheets and leaflets and Pivot will be utilised to highlight CPEG activities			Ongoing	More people following the MPA on Twitter Increased demand for MPA fact sheets and information	MPA Twitter is up and running and attached to the RSS system	

To ensure CPEGs are meeting MPA Service Level Agreements (SLA)	Continue to implement quarterly CPEG monitoring process	Natasha Plummer	Existing budget	By March 2011	All CPEG SLAs reviewed quarterly and remedial action taken where necessary	Ongoing	Amber
To ensure CPEGs inform MPA policy work	Implement the 2010/11 SLA framework to ensure alignment between CPEG and MPA activities	Natasha Plummer	Existing budget	By December 2010	All CPEGs to have responded to policing plan and budget consultation	Ongoing	Amber
To ensure CPEGs are representative	Provide CPEGs with borough profile data to conduct gap analysis Ensure CPEG meetings are accessible to all communities	Natasha Plummer	Existing budget	May 2010 April 2010	Borough profiles disseminated to all CPEGs Accessibility requirements included in 2010/11 funding conditions Provide central fund to meet accessibility needs	The Experian data profiles to be used in this exercise are being updated	Amber
To ensure CPEGs are aware of and are able to contribute to MPA/MPS strategies and policies	Raise awareness of MPA committees amongst CPEGs Continue to provide regular	Natasha Plummer	Existing budget	April 2010 Ongoing	All CPEG administrators included in committee paper circulation lists Provide monthly		Green

	<p>updates to CPEGs on relevant matters</p> <p>As and when an activity is planned that will impact on Londoners (for example consultation on budget proposals) the Treasury team, the Independent Custody Visitors Team, the Policing, Policy Scrutiny and Oversight team and the Policing Planning and Performance Improvement team will liaise with the Engagement and Partnerships Unit to ensure CPEGs are given the opportunity to comment and contribute.</p>	<p>Siobhan Coldwell Jane Owen James Tate/Kerry McClelland Annabel Adams</p>		<p>Ongoing</p>	<p>MPA briefings for CPEG meetings</p> <p>All CPEGs provided with opportunity to comment on relevant proposals</p>	<p>PPPI arranged for CPEGs to take part in annual policing plan consultation</p> <p>PPSO ensured CPEGs were invited to take part in the DNA survey and the MPA Safer Neighbourhoods (SN) review</p> <p>PPPI supported the review of CPEGs by undertaking a consultation and completing the analysis</p>	
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Thematic area 2: Communication Methods								
OBJECTIVE	ACTION(S)	LEAD OFFICER	FUNDING	TIME SCALE	MEASURE	PROGRESS	RAG	
To use existing communication mechanisms to increase Londoners awareness of the role of the MPA	Brief journalists about upcoming MPA projects	Jacqui Jones	Published materials will require additional funding	Ongoing	Increased recognition of the MPA's specific role by journalists	Ongoing	Green	
					Increased requests for general and detailed press releases			
	Issue specific and targeted press releases	Jacqui Jones (with the support of all policy leads -		Ongoing	MPA press releases utilised by a wide range of media			Specific and targeted press releases have been disseminated in relation to Met Forward and Have Your Say policing plan survey
	Ensure MPA website is up to date	Siobhan Coldwell; Annabel Adams;		Ongoing	Increased hits on the MPA website			
	Utilise Twitter to promote upcoming and existing MPA projects	Natasha Plummer; James Tate/Kerry McClelland and Jacqui Jones)		Ongoing	More people following the MPA on Twitter			
Ensure information and promotional material is available on demand		Ongoing	Increased demand for MPA fact sheets and information	Twitter is now in place with direct RSS feeds Weekly business planning meetings and				

	Utilise opportunities provided by partners' events to highlight and promote the MPA's work			Ongoing	Increased recognition of the MPA's specific role with increased requests for general and detailed information on the role and work of the MPA	BMT enable the communications team to identify opportunities to promote and highlight MPA projects ICV Communications lead appointed and has ongoing liaison with Communications on how to best promote ICV work	
To ensure the MPA Communications Strategy is aligned to the MPA and MPS Community Engagement Commitment	Revised MPA corporate Communications Strategy to incorporate MPS/MPA Community Engagement Commitment and Met Forward	Jacqui Jones	Not applicable	June 2010	The outcomes and actions of the MPS/MPA community engagement commitment are aligned to the outcomes and actions of the MPA corporate Communications Strategy	The MPA draft communications plan is currently with SMT for sign off. The plan includes sections on community engagement and Met Forward.	Amber

	Internal consultation on the revised draft	Jacqui Jones		TBC		TBC	
To ensure feedback from completed community engagement activities informs future MPA community engagement activities	Conduct annual review of all feedback on MPA community engagement activities	Natasha Plummer	Additional funding may be required to support consultation activities	Ongoing	Community engagement outlined in all MPA project plans Community engagement implications outlined in all committee papers MPA community engagement reviewed annually and lessons learned implemented	This will be undertaken in the summer 2010.	Amber
	Link Members and Engagement and Partnership officers provided with summary sheets outlining key findings from scrutiny consultation and engagement activities	Siobhan Coldwell	Existing funds	Ongoing	Members and Engagement and Partnership Officers fully informed about borough and regional issues and concerns	Business as usual. Members are provided with regular briefings when and where necessary	
	Policing, Policy Scrutiny				Policing, Policy Scrutiny and Oversight	Business as usual	

	<p>and Oversight intranet pages kept up to date</p> <p>Findings and feedback received from participants saved in relevant Borough folders on the M drive</p> <p>Briefing papers produced for link Members and SMT</p> <p>Ensure feedback from Londoners on the annual policing priorities consultation informs upcoming activities undertaken by the organisation.</p>	Jane Owen	Existing funds		<p>intranet page utilised by MPA units as a key source of information</p> <p>Borough folders on the M drive are utilised by MPA units as a key source of information</p> <p>Members fully informed about borough and regional issues and concerns</p> <p>Positive feedback received from Londoners on the consultation mechanisms utilised by the MPA</p>	<p>Business as usual</p> <p>Members are provided with regular briefings when and where necessary</p> <p>Feedback from the CPEGs will be incorporated into the planning process Where relevant findings from the annual policing priorities consultation will be utilised to inform the development of the 2011 PPSO work plan</p> <p>All ICVs were informed on how to contribute to</p>	
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	<p>Ensure the appropriate policy leads are informed of all feedback from consultation and engagement activities so that they can feedback accordingly</p> <p>Develop when necessary a communications strategy in consultation with the communications team to ensure Londoner's are aware of outcome of consultation exercise</p>	<p>All policy leads:</p> <p>Siobhan Coldwell Annabel Adams Natasha Plummer James Tate/Kerry McClelland Jacqui Jones</p>	<p>Existing funds</p>		<p>Appropriate policy leads informed of outcomes</p> <p>Specific communications strategies on the outcomes of consultation shared with key stakeholders and used to inform Press Releases</p>	<p>the policing priority process. ICV Manager will continue to ensure that ICVs are invited to take part in relevant consultations.</p> <p>Business as usual</p> <p>Communication strategies agreed with policy leads and press releases prepared and disseminated</p>	
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<p>To actively feedback to communities results from community engagement activities</p>	<p>Summary briefing papers outlining key findings and recommendations provided to all participants</p> <p>Key findings and recommendations placed on the MPA website</p> <p>MPA intranet page updated with key findings and recommendations arising from consultation and engagement activities</p> <p>Briefing papers on key findings prepared for Members</p> <p>Feedback via relevant</p>	<p>Natasha Plummer and Siobhan Coldwell</p> <p>All policy leads:</p> <p>Siobhan Coldwell Annabel Adams Natasha Plummer James Tate/Kerry McClelland Jacqui Jones</p>	<p>Existing funds</p>	<p>Ongoing</p>	<p>Briefing papers disseminated to all participants; Members, MPS; Partner Agencies and Community Safety Partnerships (formally known as Crime and Disorder Reductions Partnerships)</p> <p>Up to date intranet pages</p> <p>Members fully informed about consultation findings</p> <p>Committee papers presented and noted</p>	<p>Business as usual– All community volunteers who took part in the DNA survey and the MPA SN review will be provided with feedback once the reports have been drafted and approved by Members</p> <p>PPSO intranet and internet pages fully up to date</p> <p>ICV communications lead ensures all information; consultation and feedback pertinent to custody visiting are kept up to date.</p> <p>All information supplied by policy officers, for example key findings, recommendations and consultation responses have been placed on</p>	<p>Green</p>
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	<p>MPA committees</p> <p>Feedback via a variety of pan London strategic partnerships and networks</p> <p>Feedback via the Policing and Crime newsletter</p> <p>Key findings and recommendations saved in borough specific folders</p> <p>Consultation responses and key findings published on MPA website and 'advertised' on Twitter</p> <p>Targeted and specific feedback via press releases</p>				<p>by Members</p> <p>Papers presented, noted and where relevant findings utilised by pan London strategic partnerships</p> <p>Regular articles in the Policing and Crime newsletter</p> <p>Up to date corporate bank of information available for all staff</p> <p>Increased hits on the Authority MPA website; MPA direct</p> <p>More people following the MPA on Twitter</p> <p>MPA press releases utilised by a wide range of media</p> <p>Members fully</p>	<p>website and internet.</p> <p>Press releases issued in conjunction with policy officers</p>	
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					informed about borough and monthly CPEG briefings regional issues and concerns		
To collate examples of good and promising community engagement practice and ensure information is disseminated and used to inform future MPA community engagement activities	Develop good practice toolkit for MPA officers	Siobhan Coldwell Natasha Plummer	Published materials will require additional funding	Ongoing	Improved community engagement practice resulting in better take up of community engagement activities	Work in progress	Amber

Thematic area 3: Developing Member Capacity							
OBJECTIVE	ACTION(S)	LEAD OFFICER	FUNDING	TIME SCALE	MEASURE	PROGRESS	RAG
To identify an MPA member who will champion community engagement and consultation	Approach Community Engagement and Citizen Focus Chair to be MPA community engagement champion	Siobhan Coldwell	No applicable	July 2010	Community Engagement champion in place	TBC	Red
To ensure MPA members are kept updated on the implementation of the MPA and MPS Community Engagement Commitment recommendations	Provide quarterly reports to Community Engagement and Citizen Focus committee Provide periodical highlight reports for inclusion in MPA monthly members' briefings	Siobhan Coldwell and Natasha Plummer		By March 2011	Committee reports, presented, scrutinised and noted by MPA members Quarterly reports included in committee work plan	Previous update at October 2010 CEP. Next update at February 2011 CEP.	Green
To support MPA members in their borough link member role	Ensure Authority Business and Member Support have up to date information to inform their work on boroughs internal and external meetings Ensure MPA is represented on relevant boards/panels,	Natasha Plummer	Not applicable	June 2010 Ongoing	Community Safety Partnerships (CSP) information packs collated and disseminated quarterly MPA represented on relevant		Green

	<p>for example the APA Citizen Focus Panel</p> <p>Identify relevant briefing seminars for members</p> <p>Ensure Members have access to borough/London wide and thematic information</p>	Nick Baker		<p>December 2010</p> <p>Ongoing</p>	<p>boards/panels</p> <p>Community engagement seminars identified for inclusion in annual member development package</p> <p>Members fully informed about borough and regional issues and concerns</p>		
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Thematic area 4: Partnership working							
OBJECTIVE	ACTION(S)	LEAD OFFICER	FUNDING	TIME SCALE	MEASURE	PROGRESS	RAG
To explore with partners how MPA and MPS community engagement groups can support the work of Community Safety Partnerships	Work with partners through the integrated communications work programme to map community engagement activity in each borough and devise plans to conduct joint activities where appropriate	Natasha Plummer		By October 2010	Community engagement map of each borough produced	Deferred to January 2011 pending outcome of CSR and potential structural changes	Amber
To centrally coordinate all MPA community engagement activities to avoid duplication	Produce an annual community engagement plan	Natasha Plummer and Siobhan Coldwell		By September 2010	Corporate community engagement plan produced in partnership with relevant policy leads	Current plan to be updated in Summer 2011	Amber

Link into the work of Community Safety Partnerships (CSPs) through borough link members and engagement and partnerships officers	Continue to provide members with CSP information packs – including relevant performance data and briefings before each CSP meeting	Natasha Plummer		Ongoing	CSP information packs disseminated quarterly		Amber
Have regard to the results of the community engagement undertaken by our key partners and learn from them	Ensure that the results of external surveys are reviewed for example: Place Survey Local consultation information	Natasha Plummer and Siobhan Coldwell and Jane Owen		Ongoing	Review external consultation products at least twice yearly	Additional surveys are being reviewed and findings will be incorporated into the analysis of the policing London survey report Information from previous surveys and consultation were used to inform and direct the PPSO DNA and SN review projects	Amber