



Metropolitan Police Authority

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		
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		
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 By May 2010	Two features published in Policing and Crime newsletter All CPEG meeting dates published on website		

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	<p>Regular liaison between the Communications Team and policy leads on upcoming or emerging issues which require input and support from the Communications Team</p> <p>Communication tools: MPA website, Twitter, community/police events, fact sheets and leaflets and Pivot will be utilised to highlight CPEG activities</p>	Jacqui Jones	<p>Published materials will require additional funding</p>	<p>By February 2011</p> <p>By March 2011</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Winners of community engagement awards publicised on MPA website</p> <p>Specific community engagement projects funded through MPA cross-border innovations funds promoted on MPA website</p> <p>Increased hits on the MPA website</p> <p>More people following the MPA on Twitter</p> <p>Increased demand for MPA fact sheets and information</p>		
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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		
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		
To ensure CPEGs are representative	Provide CPEGs with borough profile data to conduct gap analysis	Natasha Plummer	Existing budget	May 2010	Borough profiles disseminated to all CPEGs		
	Ensure CPEG meetings are accessible to						

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	all communities			April 2010	Accessibility requirements included in 2010/11 funding conditions Provide central fund to meet accessibility needs		
To ensure CPEGs are aware of and are able to contribute to MPA/MPS strategies and policies	Raise awareness of MPA committees amongst CPEGs	Natasha Plummer	Existing budget	April 2010	All CPEG administrators included in committee paper circulation lists		
	Continue to provide regular updates to CPEGs on relevant matters			April 2010	Provide monthly MPA briefings for CPEG meetings		
	As and when a planning activity is undertaken 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.	Siobhan Coldwell Jane Owen James Tate/Kerry McClelland Annabel Adams			Ongoing	All CPEGs provided with opportunity to comment on relevant proposals	

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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 Increased requests for general and detailed press releases	To be updated September 2010	
	Issue specific and targeted press releases			Ongoing	MPA press releases utilised by a wide range of media		
	Ensure MPA website is up to date	Jacqui Jones (with the support of all policy leads -		Ongoing	Increased hits on the MPA website		
	Utilise Twitter to promote upcoming and existing MPA projects	Siobhan Coldwell; Annabel Adams; Natasha Plummer; James		Ongoing	More people following the MPA on Twitter		
	Ensure information and promotional material is available on demand	Tate/Kerry McClelland and Jacqui Jones)		Ongoing	Increased demand for MPA fact sheets and information		

	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		
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 Internal consultation on the revised draft	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		
To ensure feedback from completed community engagement activities informs future MPA community engagement activities	Conduct annual review of all feedback 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		
		Siobhan Coldwell	Existing funds	Ongoing	Members and		

	<p>Link Members and Engagement and Partnership officers provided with summary sheets outlining key findings from scrutiny consultation and engagement activities</p> <p>Policing, Policy Scrutiny 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</p>	<p>Jane Owen</p>	<p>Existing funds</p>	<p>Engagement and Partnership Officers fully informed about borough and regional issues and concerns</p> <p>Policing, Policy Scrutiny and Oversight 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>		
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	<p>consultation informs upcoming activities undertaken by the organisation.</p> <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>	Existing funds		<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>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</p>	<p>Natasha Plummer and Siobhan Coldwell</p>	Existing funds	Ongoing	<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>		

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	<p>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 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>▼</p> <p>▼ All policy leads:</p> <p>Siobhan Coldwell Annabel Adams Natasha Plummer James Tate/Kerry McClelland Jacqui Jones</p>			<p>Members fully informed about consultation findings</p> <p>Committee papers presented and noted 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</p>		
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	<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>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 informed about borough and monthly CPEG briefings regional issues and concerns</p>		
<p>To collate examples of good and promising community engagement practice and ensure information is disseminated and used to inform future MPA community engagement activities</p>	<p>Develop good practice toolkit for MPA officers</p>	<p>Siobhan Coldwell Natasha Plummer</p>	<p>Published materials will require additional funding</p>	<p>Ongoing</p>	<p>Improved community engagement practice resulting in better take up of community engagement activities</p>		

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**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		
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	Siobhan Coldwell and Natasha Plummer		By March 2011	Committee reports, presented, scrutinised and noted by MPA members		
	Provide periodical highlight reports for inclusion in MPA monthly members' briefings				Quarterly reports included in committee work plan		
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	Natasha Plummer	Not applicable	June 2010	Community Safety Partnerships (CSP) information packs collated and disseminated quarterly		
	Ensure MPA is represented on relevant boards/panels, for example the APA Citizen Focus			Ongoing	MPA represented on relevant boards/panels		

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	<p>Panel</p> <p>Identify relevant briefing seminars for members</p> <p>Ensure Members have access to borough/London wide and thematic information</p>	<p>Nick Baker</p>		<p>December 2010</p> <p>Ongoing</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		
To centrally coordinate all MPA community engagement activities to avoid	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		

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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		
Have regard to the results of the community engagement undertaken by our key partners and learn from	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		

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