

Appendix 2

**Metropolitan Police Service
Activity to Ensure Delivery
of the
Community Engagement Strategy.**

Table 1: MPS Activity to Ensure Delivery of Engagement Strategy

To enable implementation of the MPA/MPS Community Engagement Strategy the activities below have been designed to facilitate and assess the wide range of engagement activity carried out within the MPS by individual Operational Command Units (OCUs) and Boroughs (BOCUs).

Examples of the wide range of community engagement carried out within the MPS are shown in Table 2. The list is in no way comprehensive, but is designed to show the breadth of activity taking place.

Activities shown below are taken from the Diversity & Citizen Focus (D&CF) Directorate Citizen Focus Programme Board Improving Engagement Workplan. The workplan is a living document that is updated and reported to the D&CF Programme Board on a quarterly basis.

MPS Activity to Ensure Delivery of Engagement Strategy			
Action	Task Owner	Link to Community Engagement Strategy outcomes	Details
Set up “managing engagement” infrastructure; including a performance management framework engagement and consultation activity	Communities Together Strategic Engagement Team (CTSET)	Facilitates all strategy outcomes.	Describe and define corporate engagement infrastructure; Build new infrastructure; Embed new structure Scope current performance measures used within MPS to evaluate engagement activity Assess how effective these are and how consistently they are used; Identify gaps; Propose and consult on comprehensive performance management framework; Implement new system; Evaluate effectiveness of new system
Develop and implement corporate Stakeholder Database	Communities Together Strategic Engagement Team (CTSET)	Ensures capacity for community engagement – delivers consolidated stakeholder management	Produce Management Brief; Scope current MPS stakeholder databases; Within data protection constraints make available all current databases from one contact point; Assess effectiveness of current stakeholder lists; Identify range of possible IT solutions; Finalise business case for a corporate stakeholder database; Owner and resources for set up and maintenance of corporate stakeholder database identified and agreed. Ongoing monitoring of set up and implementation of database.

Facilitate participation in MPS engagement activities by ensuring community members have understanding of requirement of activities & have skills needed to take part.	Citizen Focus Programme Team (CFPT)	Ensures capacity for community engagement – understand how different sections of the community feel comfortable interacting with the police	Work with MPA to survey stakeholders to ascertain needs. Identify current activities (including MPA activities) that the MPS can make use of; Produce fact sheets and carry out other identified activities, that ensure community members have an understanding of how to participate in engagement activities. Make links with and advertise skills building exercises that the MPS can make use of. Publish information (fact sheets etc) to ensure facilitate understanding of requirement of MPS engagement activities. Advertising of activity (fact sheets; training, etc) available on MPS website and directed to ensure all sections of the community are able to work with the MPS.
Set minimum standards around MPS engagement activity	Communities Together Strategic Engagement Team (CTSET)	Ensures capacity for community engagement – puts standards in place to ensure the real picture matches the theory	Write draft minimum standards around engagement activity; Consult on minimum standards; Finalise minimum standards taking account of consultation findings; Publish minimum standards
Revise Consultation Web pages to provide a channel through which engagement activities can be publicised	Citizen Focus Programme Team (CFPT)	Ensuring capacity for community engagement – put processes in place to ensure communication of engagement activity	Publish overhauled ‘consulting London’ pages on intranet highlighting 3 kinds of engagement; policy; local and corporate. Publicise ‘consulting London’ feature using CF IE internet page; minimum standards; engagement guidelines, etc.
Ensure toolkit of methods available to MPS personnel to enable them to undertake effective consultation and engagement activity	Communities Together Strategic Engagement Team (CTSET)	Ensuring capacity for community engagement – ensure staff are able to use methods appropriate to situation	Publicise Toolkit - ENGAGE! Consultation chooser webtool; Publicise Toolkit - Revise CF Improving Engagement web pages to include appropriate engagement information; Guidelines - revised to reflect MPA/MPS Community Engagement Strategy; Guidelines - revised to reflect MPA/MPS minimum standards of Engagement; Assess Toolkit
Ensure effective engagement training rolled out to all relevant MPS staff	Citizen Focus Programme Team (CFPT)	Ensuring capacity for community engagement – ensure staff are able to use methods appropriate to situation	Schedule and deliver training programme for 2006/7

<p>Increase partnership opportunities and amount of MPS activity carried out in partnership with other London agencies</p>	<p>Citizen Focus Programme Team (CFPT)</p>	<p>Embedding community engagement within MPS – policing services are delivered in partnership with the community</p>	<p>Ensure minimum standards of engagement include guidance on all aspects of community engagement partnership working; Central engagement infrastructure to include processes and procedures to facilitate best use of engagement intelligence.</p>
<p>Maximise volunteering initiatives and amount of MPS activity carried out by community members (IE14)</p>	<p>Communities Together Strategic Engagement Team (CTSET)</p>	<p>Embedding community engagement within MPS – policing services are delivered in partnership with the community</p>	<p>Initiate contact with MPS Volunteers Unit. Establish current activity carried out by the unit; Work with MPS Volunteers Unit to promulgate best use of volunteers is made throughout the whole MPS.</p>
<p>Maximise use of Community Engagement Intelligence</p>	<p>Communities Together Strategic Engagement Team (CTSET)</p>	<p>Embedding community engagement within MPS – the MPS makes best use of community intelligence</p>	<p>Include dealing with community engagement intelligence within minimum standards; Central engagement infrastructure to include processes and procedures to facilitate best use of engagement intelligence.</p>

Table 2: Example of the variety of MPS Engagement Activity currently taking place across Operational Command Units (OCUs) and Boroughs (BOCUs)

The activities outlined below demonstrate the vast array of engagement activities taking across the MPS at ward, Borough or MPS wide, to implement the Community Engagement Strategy. These activities enable the MPS to understand, involve and collaborate with all sections of the community.

The activities, along with others, will be facilitated and assessed using the infrastructure put in place by the infrastructure outlined above in table 1. Enabling the MPS to periodically evaluate MPS engagement activities at the most appropriate level, e.g. ward, borough or MPS wide. Assessing and evaluating both the extent of and outputs from the activity, and formalising the MPS ability to assess quality, quantity and benefits of the activity in line with the objectives of the engagement strategy.

Business Group Engagement Priorities:			Serious Crime Directorate (SCD)			
Priority/ Activity	Task Owner	Cost	Link to B/OCU business plan	Communities Targeted/ Rationale	Engagement Aim	Engagement Method Used
Operation Quadrant	SCD2		SCD Busines plan	South Asian community identified as an area of increasing serious & organised crime	<p>Raise understanding of issues involved with South Asian Communities.</p> <p>Build trust and confidence</p> <p>Tackle problems together</p> <p>Capacity & Capability building</p> <p>To enable the community to tackle their problems with self funding sustainable projects.</p>	<p>Accredited University training for 25 researchers</p> <p>Capacity and Capability building within 5 community groups in 4 chosen BOCU's.</p> <p>A comprehensive needs assessment of education, employment, deprivation, etc.</p> <p>Business & Community partnerships commenced to provide solid foundation for success.</p> <p>The development of education & employment packages for young South Asian people with London Business.</p> <p>Safer London foundation (MPS Charity) supporting community driven crime reduction projects.</p>

<p>Croydon Safer college week</p>	<p>SCD8 Crime Reduction & Partnership Unit</p>		<p>Prevention in compliance with NIM model</p> <p>Reduction of gun crime through increasing awareness</p>	<p>Disproportionate amount of gun crime within the black community</p> <p>Age range of victim/perpetrators</p> <p>Impact of gun crime on young people</p> <p>College within gun crime hotspot</p> <p>Students from other gun crime boroughs</p>	<p>To discuss the work of Trident/Trafalgar</p> <p>To increase awareness of gun crime without raising the fear of gun crime</p> <p>To understand the complexities</p> <p>To encourage young people to make informed decisions</p> <p>To encourage the use of crimestoppers</p> <p>To discuss the legislation & inherent dangers involving use of guns</p> <p>To maximise community interaction</p>	<p>Powerpoint presentation with audio/visual aids</p> <p>Distribution of literature & merchandise (Trident/Trafalgar)</p> <p>Q&A Session</p>
<p>'Switched On' Pupil Referral Unit</p>	<p>SCD8 Crime Reduction & Partnership Unit</p> <p>In conjunction with National youth theatre</p>		<p>Prevention in compliance with NIM model</p> <p>Reduction of gun crime through increasing awareness</p>	<p>(AS ABOVE)</p>	<p>(AS ABOVE) plus</p> <p>To discuss anger management, conflict resolution, taking ownership of problem, developing coping strategies and solutions</p> <p>To encourage young people to adopt a positive outlook and realise their aspirations</p> <p>To maximise community interaction through other mediums – radio and website</p>	<p>Powerpoint presentation inspired students to produce a hard hitting radio drama on the cause and effect of gun crime.</p> <p>Discussion on gun crime with SCD8 officer who provided statistics and factual information for drama</p>

4. AIKO – A Gold group to coordinate and review operational activity, and manage threat assessments in relation to Turkish Crime.	SCD / Priority BOCU's And other law enforcement agencies, inc SOCA & Immigration		Disruption and dismantling of Organised Criminal Networks are SCD & MPS objectives.	Turkish / Kurdish communities Priority BOCU's GD YR YE NI As evidenced by the most recent Sleipner threat assessment which remains high in relation to Turkish Crime	A Turkish / Kurdish community experiencing lower crime levels and a reduced fear of these crimes which currently affect them disproportionately	Open meetings with identified community contacts and Turkish business groups for priority BOCU's.
Business Group Engagement Priorities:			Diversity & Citizen Focus Directorate			
Priority/ Activity	Task Owner	Cost	Link to B/OCU business plan	Communities Targeted/ Rationale	Engagement Aim	Engagement Method Used
MPS Policing Plan Consultation 2007/8	MPS – Citizen Focus Team		MPS Statutory Requirement	All who live, work, or study in London	<p>To understand the issues which effect Londoners.</p> <p>To obtain new areas of concern.</p> <p>To direct resources to where Londoners state their preferences.</p> <p>To improve on relationships with all sections of the community</p> <p>To visibly show what we are doing and why</p>	<p>An online facility (with paper an option) to gather all views efficiently.</p> <p>Display these views, brigaded into themes</p> <p>Ask of public to prioritise these themes</p> <p>Present findings to Commissioner and his Command team to deliberate upon when finalising MPS priorities.</p> <p>Tell the public on the internet what we are doing</p>

Ongoing engagement with Met Youth Advisory Group (MYAG)	Age Diversity Strand, Diversity Central Team	£900 0 p.a	Part of Age Diversity business plan 2006/7	Young people 14-25	To give young people a voice in policing the capital and breaking down barriers between police and young people	Distribution of strategic and corporate consultation documents and draft MPS policies and procedures. Regular meetings and working groups
Business Group Engagement Priorities:			Safer Neighbourhood Central Unit Initiatives			
Priority/ Activity	Task Owner	Cost	Link to B/OCU business plan	Communities Targeted/ Rationale	Engagement Aim	Engagement Method Used
Determine progress of the roll out of SN programme using the Key Individual Network	Central SN Unit TPHQ		SN Gold Plan Activity no.85	KIN survey provides a means of exploring concern about crime & anti-social behaviour at a local level. Took place on 96 wards	To establish concerns and to measure progress over time. Development of local police action plans. Measure of satisfaction To maximise community interaction	SNT's interview Key Individuals across their ward (96) utilising a survey prepared by the Central SNT Unit.
Community Engagement Street briefings / roll calls	Each SN team across MPS		SN Gold Plan Activity No.104	Can be used to instigate a problem solving process, where crime/anti-Social behaviour is on the increase. Where a section of the community are not engaging e.g fortnightly street briefing at Sikh Temple in Eirth to discuss emerging issues.	To identify issues at a very local level Reach those who are 'hard to reach' Agree an action plan Measure public satisfaction / fear of crime	Leaflet street and meet at pre-arranged time. Discuss and agree issues, the next steps to be made and a follow up meeting is held 6 to 8 weeks later.
Business Group Engagement Priorities:			Individual Borough Based Initiatives			

Priority/ Activity	Task Owner	Cost	Link to B/OCU business plan	Communities Targeted/ Rationale	Engagement Aim	Engagement Method Used
Research and implement Deaf link scheme to engage Deaf, Deafened and hard of hearing community	Diversity Officer & SN teams Barnet BOCU (SX)	£2500	Reduction in crime and fear of crime	Deaf, Deafened and hard of hearing community. Targeted with RNID, JDA and social services	To increase awareness of services available. For BSL trained officers to engage with local community, breaking down barriers and building cohesion	Public Meeting Q&A Session with questionnaire e-mails
3 rd party reporting scheme. Empower public to take 3PR (crime) reports and forward to police with regards hate crime	Diversity Officer & SN teams Training Unit Barnet BOCU (SX)	£1500	Reduction in crime and fear of crime	BME and faith community groups whom their member's respect. Local authority housing officers and housing associations. Victim Support LGBT groups	To enable victims of Faith, Race, LGBT, DV, Disability to report hate crimes to police via a 3 rd party as per Stephen Lawrence enquiry recommendations.	Met with some existing sites, identified training need and police trainers delivered one day courses. Expanded sites to cover all six areas of diversity.
Met Volunteer programme	Haringey BOCU (YR) Met Volunteer Programme		Haringey BOCU plan & SN Central team plan	Individuals recruited as volunteers to the MVP by BOCU coordinators. Haringey has 52 (4 couples) example – large Turkish community to which they are a liaison, assist with crime surveys and assist with Turkish media.	Aims are to enhance relations with Turkish community – by way of example.	Recruited individuals are kept well informed and act as conduits.

Met Volunteer programme	Brent BOCU (QK)		Brent BOCU plan & SN Central team plan	Increase recruitment of Tamil speaking police officers & build closer links with Tamil community. Under represented in MPS.	By persons coming forward as Volunteers first to 'sample' MPS before committing to a career within MPS.	The coordinator, a Tamil speaker attends Tamil events and also mentors two aspiring police constables. He has already been approached with community resolution.
Balham & Tooting Community Association BATCA	Wandsworth BOCU (WW) In partnership with local community associations – faith, business– etc.		Wandsworth BOCU plan	The area has a high level of deprivation and under achievement with a diverse community, particularly Pakistani.	To draw all aspects of the community closer, to be self supporting and to provide financial support locally and to areas of natural disaster across the world. To improve interaction between the community and local officers. To provide support for the communities internally and in areas other than those purely crime related.	Visible attendance and support at local community events and involvement in planning and organising, including sporting events.
Enhanced Junior Citizens Scheme	Wandsworth BOCU (WW) Local Authority & partners		Wandsworth BOCU plan	The borough has schools that particularly assist visually and hearing impaired children. Evidence shows that they often fall victim to crime and have a greater difficulty in reporting offences and undertaking the prosecution process.	The process should improve their confidence. Practical advice on how to deal with an emergency will be given. To provide a point of contact and support.	The planning and running of scenarios in conjunction with the local authority and other emergency organisations. Providing information in a suitable format for future reference.

<p>' COP Cards ' (Community or police stickers for 11yr olds)</p>	<p>Chessington SNT (Kingston BOCU)</p> <p>RBK Council & Chessington Schools cluster</p>		<p>SN team priority Prevention in compliance with NIM</p> <p>Reduction in youth crime through increasing awareness</p>	<p>Majority of ASB & criminal damage committed by juveniles</p> <p>Target age group before they move onto secondary schools</p> <p>Initiative geared at deterring and prevention at young age</p>	<p>To enhance communication and familiarity between the local SN team and Chessington youth.</p> <p>To increase awareness that graffiti is a crime</p> <p>To encourage the use of other youth activities in Chessington, such as the library, sports facilities and other clubs.</p> <p>To promote the www.Younglavin.org.uk website.</p>	<p>Target every year 6 pupil in Chessington (221 in total) and provide them with their own individual ' COP Card ' .</p> <p>Every pupil, parent and teacher involved provided with briefing sheet.</p> <p>' COP Card ' on Younglavin website to provide guidance.</p> <p>Youths must find and engage local SN police team to acquire the officers photo which is stuck in the card and signed</p> <p>Young person must join library, engage in sport/club activity</p> <p>Feedback on Younglavin website</p> <p>Local businesses provide prizes for winning classes</p>
<p>'The good, the bad and the ugly'</p>	<p>Kingston SN teams & RBK Youth Service</p>		<p>Kingston (VK) BOCU plan.</p> <p>Reduction in crime and ASB</p> <p>Reduction in the fear of crime.</p>	<p>12-18 age group seeing problems through the eyes of a younger generation whilst encouraging solutions</p> <p>Young persons are also increasingly more likely to be the victims of crime.</p>	<p>To enhance understanding of why certain areas are perceived a problem by young persons and comparing it with Crime stats and patterns to see if there is correlation.</p> <p>To enhance trust between youth, police and partner agencies by working on solutions together.</p> <p>To address problem areas</p> <p>To replicate 'good' ideas in 'bad or ugly' areas.</p>	<p>Youth are provided with disposable cameras and folders. Captions are put to each photo.</p> <p>Each sheet asks the question 'good, bad or ugly.'</p> <p>If 'bad', why & what can be done to improve it ?</p> <p>If 'good', why and where else can it be used ?</p> <p>The photographs will be developed, scanned into a PowerPoint for the youth to present to the local ward panel and local councillors.</p>

<p>Latin American Awareness Event</p>	<p>Southwark BOCU (MD) & Partners</p>		<p>Southwark BOCU Plan Reduction in fear of crime Crime reduction in hot spot Community & Business Cohesion</p>	<p>Historically hidden community. Current MPS / Community tensions. Tensions around Immigration and refugees Community within hotspot area (gun crime)</p>	<p>Create better understanding of the community Networking Community Reassurance To encourage young people to make informed decisions, where possible. To maximise community interaction.</p>	<p>Cultural display, including dancing and food. Networking Opportunity Latin American Business presentation.</p>
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<p>'Get Scene, Get Heard'</p>	<p>Southwark BOCU (MD) & Partners</p>		<p>Southwark BOCU plan</p> <p>Engagement of youth</p> <p>Highlight issues around gangs/knives/peer pressure/sex.</p> <p>Youth Crime reduction</p>	<p>Hard to reach community</p> <p>Students from vulnerable group</p>	<p>Discuss the work of Trident /Trafalgar</p> <p>To increase the awareness of gun crime within the capital without raising the fear of gun crime.</p> <p>To understand the complexities associated with youth related crime.</p> <p>To discuss anger management ,conflict resolution, taking ownership of problem, developing coping strategies and long term solutions.</p> <p>To encourage young people to adopt a positive outlook and realise their aspirations</p> <p>To maximise community interaction through other mediums – music and film.</p>	<p>Youth production of music CD/Film to highlight issues.</p> <p>Monetary prize and development opportunity to work with professional film/record producers.</p>
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