

## APPENDIX 1

### ACTION PLAN: Review of Police Communications in Stockton-on-Tees (Task & Finish)

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	Any scheduled reviews of Cleveland Police's ' <i>Community Engagement Strategy 2020-2025</i> ' document factors in the key findings and recommendations from this review.	Cleveland Police commit to incorporating the key findings and recommendations from the review into any future communication engagement strategy for the period 2020 to 2025.	Any changes to the Cleveland Police Community Engagement Strategy are done in a way that reflects the key findings and recommendations of the task and finish review of police communications.	Cleveland Police	April 2022
2	<p>As part of the future communications protocol / agreement between Cleveland Police and Stockton-on-Tees Borough Council (SBC) Ward Councillors:</p> <p>a) Cleveland Police promotes the need for regular and Ward-specific engagement with SBC Ward Councillors amongst its internal workforce (including the provision of information to Elected Members which is relevant to their particular Ward);</p> <p>b) Cleveland Police and SBC use their various public-facing communication platforms to raise the profile of Force-Councillor partnership-working (highlighting examples of positive engagement leading to direct action and good outcomes);</p>	A comprehensive written and agreed communication protocol is developed between Cleveland Police and Ward Councillors that looks to demonstrably achieve recommendations a) – f) in a way that is beneficial to both organisations and clearly sets the expectations placed upon both Cleveland Police and Stockton Borough Council.	<p>Development of a written communication protocol that is introduced and followed by both organisations accordingly.</p> <p>The success of the protocol will be reviewed as part of the Ward Councillor survey detailed in recommendation (4).</p>	Cleveland Police	<p>May 2022 (Development of protocol)</p> <p>September 2022 (Assessment of protocol)</p>

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	<p>c) Expectations around the physical visibility of police officers (i.e. Ward Surgeries, partnership-meetings, resident meetings) be reestablished between Cleveland Police and all SBC Ward Councillors;</p> <p>d) PCSO contacts for each Ward be reinforced to all SBC Ward Councillors, along with relevant escalation points if a PCSO is unavailable for any reason;</p> <p>e) Consideration be given to using available platforms to raise the profile of PCSOs and their crucial part in the policing function (providing clarity on what they can and cannot do, including their use of social media as a communication tool);</p> <p>f) Cleveland Police provides a response to concerns raised within the SBC Ward Councillor survey (undertaken as part of this review), with specific reference to what it is doing to promote better engagement in those Wards where Councillors have expressed dissatisfaction with existing communications arrangements.</p>				

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3	<p>Cleveland Police ensures robust mechanisms are in place for victims of crime / ASB which:</p> <p>a) provides clarity on the expected communication process between Force and victim;</p> <p>b) ensures updates are provided (as regularly as agreed with each individual victim) regarding the progression of investigations, even when there have been no developments.</p>	<p>Demonstratable assurance is provided to the committee those robust mechanisms are in place to protect and support victims of crime and those suffering because of anti-social behaviour. This assurance will be provided through:</p> <ul style="list-style-type: none"> <li>• Reporting of existing measures in place that monitors engagement and victim support.</li> <li>• A repeat report to the committee within 6 months.</li> </ul>	<p>Clear and demonstratable evidence that victims of crime and anti-social behaviour are engaged and supported by the police evidence by improvements in key performance measures around this thematic objective.</p>	Cleveland Police	September 2022
4	<p>The SBC Ward Councillor survey is repeated in approximately 12 months to gauge developments around Cleveland Police-SBC Ward Councillor communications arrangements.</p>	<p>A Stockton Borough Council Councillor survey is conducted to establish if the findings and recommendations of the review have had any impact on the levels and quality of engagement at ward level.</p>	<p>A survey is completed within 12 months of the last survey by Councillor(s) in each of the borough's wards.</p>	Stockton on Tees Borough Council	September 2022