

APPENDIX 1

PROGRESS UPDATE: Review of Police Communications in Stockton-on-Tees (Task & Finish)

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Police Communications in Stockton-on-Tees (Task & Finish)
Link Officer/s:	Marc Stephenson
Action Plan Agreed:	March 2022

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 2:	<p>As part of the future communications protocol / agreement between Cleveland Police and Stockton-on-Tees Borough Council (SBC) Ward Councillors:</p> <ul style="list-style-type: none"> 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); 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); c) Expectations around the physical visibility of police officers (i.e. Ward Surgeries, partnership meetings, resident meetings) be re-established between Cleveland Police and all SBC Ward Councillors; 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; 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); 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.
Responsibility:	Cleveland Police

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Date:	May 2022 (Development of protocol) September 2022 (Assessment of protocol)
Agreed Action:	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.
Agreed Success Measure:	Development of a written communication protocol that is introduced and followed by both organisations accordingly. The success of the protocol will be reviewed as part of the Ward Councillor survey detailed in recommendation (4).
Evidence of Progress (November 2022):	<p>Engagement for Neighbourhood Police Teams is defined in our community engagement ward pledge (note: those aspects of the ward pledge more relevant to the agreed action are underlined):</p> <ul style="list-style-type: none"> • <u>Key message statements from the NPT Chief Inspector to your elected representatives on a bi-monthly basis</u> • <u>Bespoke Ward newsletters on a bi-monthly basis</u> • <u>Regular contact with relevant partners to address neighbourhood priorities.</u> • <u>At least one community meeting per month in each Ward*</u> • Scanning and analysis of local issues to identify up to three Ward priorities on a bi-monthly basis • An update to the community of progress against the identify priorities • A two-way mechanism to obtain views, advice and feedback from the Community • A designated PCSO assigned to every school • Engagement opportunities with ongoing youth outreach in our Wards • NPT to engage with community and faith groups • <u>Advance notice of Community engagement opportunities via the Ward newsletter and social media platforms</u> • <u>Effective use of social media to engage communities and provide effective feedback.</u> • Visible patrols in hotspots for anti-social behaviour & crime • Ward profiles to help understand the demographics and engagement needs of each area in the force <p>In addition to the Ward Pledge all Stockton district PCSOs have been asked to make monthly contact with their ward councillors. A follow-up email was sent to ward councillors following this direction and there were no issues raised, so it is understood that this process is largely working.</p> <p>a) As part of Cleveland Police’s community engagement ward pledge regular updates are provided to ward councillors by the PCSO for that area and via bi-monthly C/Insp updates.</p> <p>b) All ward officers have been provided with login details for social media and requested to improve output. Corporate communications have improved</p>

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	<p>due to the recent return to work of a dedicated member of staff for the district</p> <p>Our corporate coms department are developing an app to improve social media engagement – this should be available by the end of the year.</p> <p>c) PCSOs are the visible side of neighbourhood policing at present due to the competing demands placed on Police officers. There is an expectation for the PCSOs to incorporate engagement and targeted activity work in their daily patrols.</p> <p>The value of involving police officers in engagement and improving their visibility is desirable but often not always achievable.</p> <p>d) Details of PCSOs have been cascaded to councillors periodically over the past year. For example, a mail was sent to Outer Stockton wards on 09/03/22 advising of all PCSO and Sergeant contact details. A follow up mail was sent district wide to advise of ward officers.</p> <p>Due to staff movement a fresh list will be circulated shortly.</p> <p>e) All PCSOs have been encouraged to explore different methods for engagement, including public meetings, social media.</p> <p>To improve this a training day has been delivered to raise the awareness of the value of effective engagement. During this training different method were discussed and best practice examples given.</p> <p>f) All ward PCSOs have been asked to make monthly contact with each councillor. There have been no failures reported. If any councillor is not getting the contact they desire they are to contact T/C Insp Jon Willoughby to resolve the problem.</p>
<p>Assessment of Progress (November 2022): (include explanation if required)</p>	<p>3 (Slipped)</p> <p>Although some progress has been made, this area is still not to the desired standard and further improvement is expected. Factors contributing to this include staff turnover / numbers and competing demands. This has resulted in most officers having ownership of multiple Wards, which has diluted their focus and resulted in periodic disruptions to coverage.</p>
<p>Evidence of Impact (November 2022):</p>	<p>Not applicable.</p>
<p>Evidence of Progress (March 2023):</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>

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	<p>All ward councillors are getting regular updates via email from their local PCSO and a bi-monthly email is sent from C/Insp with crime and ASB figures and some examples of good work done that month.</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> <p>Social media use has improved across teams and some good examples of work between officers and SBC particularly on premises closure has been highlighted.</p> <p>c) Expectations around the physical visibility of police officers (i.e. Ward Surgeries, partnership meetings, resident meetings) be re-established between Cleveland Police and all SBC Ward Councillors;</p> <p>There are not sufficient officer numbers to have visibility that was previously enjoyed when the neighbourhood team had over twice as many police constables as it does now. PCSOs are primarily responsible for visibility. Stockton has the highest face-to-face engagement levels of all force teams, being 15.2% higher than the second highest.</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>Regular contact is made by PCSOs and no issues have been flagged by Councillors in the intervening period since the last update to the Committee. This process appears to be working better.</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>Social media use has increased. This will continue with the development of a combined app from our Corporate Communications Team.</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> <p>There have been no further engagement issues raised formally with the force since the last update was provided to the Committee. Regular meetings are taking place with SBC including the Leader and Cabinet Member where issues are raised and discussed from Members. Updates are provided and this process again appears to be working well.</p>
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<p>Evidence of Impact (March 2023):</p>	<p>Engagement and communication with a range of stakeholders has been undertaken as a result of the work done in this Borough by Cleveland Police. So far this year, Stockton Neighbourhood Policing Team have recorded the highest level of face-to-face engagement with the public across the entire force area by a significant margin. Furthermore, other engagement activity has also continued.</p> <div style="text-align: center; margin: 10px 0;"> <p>Face to face engagement events Total number of engagement events by LPA</p> <table border="1" style="display: none;"> <thead> <tr> <th>LPA</th> <th>Nov-22</th> <th>Dec-22</th> <th>Jan-23</th> </tr> </thead> <tbody> <tr> <td>Hartlepool NPT</td> <td>50</td> <td>18</td> <td>37</td> </tr> <tr> <td>Redcar NPT</td> <td>182</td> <td>96</td> <td>125</td> </tr> <tr> <td>Middlesbrough NPT</td> <td>101</td> <td>106</td> <td>104</td> </tr> <tr> <td>Stockton NPT</td> <td>84</td> <td>78</td> <td>305</td> </tr> </tbody> </table> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #4F81BD; color: white;"> <th></th> <th>November</th> <th>December</th> <th>January</th> <th>Last 12 month</th> </tr> </thead> <tbody> <tr style="background-color: #D9D9D9;"> <td>Hartlepool</td> <td style="text-align: center;">50</td> <td style="text-align: center;">18</td> <td style="text-align: center;">37</td> <td style="text-align: center;">688</td> </tr> <tr> <td>Redcar</td> <td style="text-align: center;">182</td> <td style="text-align: center;">96</td> <td style="text-align: center;">125</td> <td style="text-align: center;">1595</td> </tr> <tr> <td>- Redcar & East Cleveland</td> <td style="text-align: center;">82</td> <td style="text-align: center;">40</td> <td style="text-align: center;">65</td> <td style="text-align: center;">825</td> </tr> <tr> <td>- Greater Eston</td> <td style="text-align: center;">100</td> <td style="text-align: center;">56</td> <td style="text-align: center;">60</td> <td style="text-align: center;">770</td> </tr> <tr style="background-color: #D9D9D9;"> <td>Middlesbrough</td> <td style="text-align: center;">101</td> <td style="text-align: center;">106</td> <td style="text-align: center;">104</td> <td style="text-align: center;">1764</td> </tr> <tr> <td>- North</td> <td style="text-align: center;">60</td> <td style="text-align: center;">55</td> <td style="text-align: center;">61</td> <td style="text-align: center;">1048</td> </tr> <tr> <td>- South</td> <td style="text-align: center;">41</td> <td style="text-align: center;">51</td> <td style="text-align: center;">43</td> <td style="text-align: center;">716</td> </tr> <tr> <td>Stockton</td> <td style="text-align: center;">84</td> <td style="text-align: center;">78</td> <td style="text-align: center;">305</td> <td style="text-align: center;">2033</td> </tr> <tr> <td>- Outer Stockton</td> <td style="text-align: center;">46</td> <td style="text-align: center;">29</td> <td style="text-align: center;">248</td> <td style="text-align: center;">1292</td> </tr> <tr> <td>- Stockton Central</td> <td style="text-align: center;">38</td> <td style="text-align: center;">49</td> <td style="text-align: center;">57</td> <td style="text-align: center;">741</td> </tr> <tr style="background-color: #D9D9D9;"> <td>Force</td> <td style="text-align: center;">417</td> <td style="text-align: center;">298</td> <td style="text-align: center;">571</td> <td style="text-align: center;">6080</td> </tr> </tbody> </table>	LPA	Nov-22	Dec-22	Jan-23	Hartlepool NPT	50	18	37	Redcar NPT	182	96	125	Middlesbrough NPT	101	106	104	Stockton NPT	84	78	305		November	December	January	Last 12 month	Hartlepool	50	18	37	688	Redcar	182	96	125	1595	- Redcar & East Cleveland	82	40	65	825	- Greater Eston	100	56	60	770	Middlesbrough	101	106	104	1764	- North	60	55	61	1048	- South	41	51	43	716	Stockton	84	78	305	2033	- Outer Stockton	46	29	248	1292	- Stockton Central	38	49	57	741	Force	417	298	571	6080
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Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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