CCi

CUTTING CRIME IMPACT

Cutting — Crime Impact

www.cuttingcrimeimpact.eu

DELIVERABLE 5.8

Training requirements to support Toolkit 2 implementation

DELIVERABLE 5.8

Training requirements to support Toolkit 2 implementation

Deliverable Type	**Month and Date of Delivery**
Report	Month 18, March 2020
Work Package	**Leader**
WP 5	DSP
Dissemination	**Authors**
Public	Dr Roberta Signoria, GMP
	Mónica Diniz, CML
	Elsa Calado, CML

Programme	**Contract Number**	**Duration**	**Start**
H2020	787100	36 Months	1 October 2018

CONTRIBUTORS

NAME	ORGANISATION
PAUL VAN SOOMEREN	DSP

PEER REVIEWS

NAME	ORGANISATION
ANDREW WOOTTON	USAL
PROF. CAROLINE DAVEY	USAL
BRAM VAN DIJK	DSP
BIANCA KREUNING	DSP

REVISION HISTORY

VERSION	DATE	REVIEWER	MODIFICATIONS
1.0	02/03/20	NOREEN MUZAFFAR (USAL)	MINOR AMENDS

Table of Contents

1 Introduction

Part of the CCI-project aims to help police forces across Europe to find innovative ways to improve how they fight high impact crime. They will do this through the development of toolkits and training requirements necessary to support the implementation of these tools in Europe. Toolkits are being developed – after thorough requirement capture – by six Police Forces / Law Enforcement Agencies (LEAs) from all over Europe.

In this report you will find the training requirements that are necessary to support further development and implementation of Toolkit 2: Community Policing.

DELIVERABLE	NAME TOOL	LEA
TOOLKIT 1	**PREDICTIVE POLICING**	
D4.8	PREDICTIVE CRIME PREVENTION (PCP)	THE NATIONAL POLICE OF THE NETHERLANDS (NPN)
D4.8	BRIEFINGMAX	LANDESKRIMINALAMT NIEDERSACHSEN (LKA)
TOOLKIT 2	**COMMUNITY POLICING**	
D5.8	COMMUNITY CONNECT	GREATER MANCHESTER POLICE (GMP)
D5.8	COMMUNIDADES MAIS SEGURAS	CAMARA MUNICIPAL DE LISBOA (CML)
TOOLKIT 3	**CRIME PREVENTION THROUGH URBAN DESIGN AND PLANNING (CP-UCP)**	
D6.8	BUILDINGSAFERCITIES	POLITSEI-JA PIIRIVALVEAMET (PJP)
D6.8	PROMIS	GREATER MANCHESTER POLICE (GMP)
TOOLKIT 4	**MEASURING AND MITIGATING FEELINGS OF INSECURITY**	
D7.8	DUE JUNE 2020	DEPARTAMENT D'INTERIOR – GENERALITAT DE CATALUNYA (INT)

The tools are briefly presented in this report. More information about the tools are available in the separate 'Toolkit Specification' deliverables. This report focuses on the training requirements necessary to help further the development and implementation of the tools.

2 GMP Tool – Training requirements

The tool that will be discussed here is GMP's, 'Community Connect.' This will help develop Toolkit 2: Community Policing.

2.1 Toolkit name

GMP Community Connect – PCSO / NBO role handover toolkit

Police Community Support Officers (PCSOs) and Neighbourhood Beat Officers (NBOs) are the officers that are primarily involved in community engagement

2.2 Toolkit description

A protocol and associated support materials to support 'handover' when a PCSO / NBO moves away from their current neighbourhood area (referred to as 'beat'). This protocol aims to facilitate the leaving PCSO/NBO introducing the new PCSO/NBO to key community representatives / citizens; reviewing important community facilities (e.g. schools; faith centres; youth centres; etc.) and policing priorities (e.g. hotspots).

The protocol is more than information sharing — it has different components to capture and communicate strategic insight into the neighbourhood (the knowledge of people and neighbourhoods/places) from the officer leaving the post to the officer starting the post.

2.3   Proposed toolkit users

The Toolkit will be developed within CCI for PCSOs and NBOs as a test area, as NBOs and PCSOs are primarily involved in community engagement. Further adoption within higher ranks could be a future development.

2.4   Components/ elements of the toolkit

A branded presentation folder that includes (either in it or printed on it):

- Pre-printed A4 document (A3 folded to A4) named "Community Map," containing:
  - Page 1: Process map and guidance on the handover process, with an explanation of officer tasks and information related to the Briefing Day meeting and walkaround.
  - Pages 2 & 3: "Community Map"— a diagrammatic means of recording:
- Three "key stakeholders"/relationships that should help the new post-holder to gain better insight into the neighbourhood
- Three "key places" within the neighbourhood/beat that have some relevance to policing activities and community life and that the new post-holder should be aware of. Key places might be relevant due to being crime hotspots/unsafe, community meeting points, because certain community members feel unsafe, etc.
- Up to five "Key Community Priorities," that may relate to important events, threats, crime incidents or initiatives that the new post-holder should be aware of.
- The "Community Map" template may also be stored online, on the intranet and Share Drive.
  - Page 4: Additional information useful for the incoming officer (e.g. contact details of the leaving officers; and other info to be defined through the design/prototyping process)
- The above information can also be recorded online (e.g. GMP intranet and Share Drive, printable)
- Written guidance on the use of social media to support the handover process, including the creation of a community "handover notification" message (including template messages for both the leaving and newly appointed officers)
- GMP Community Introducers details may be stored in a database for which consent forms would be required (to be confirmed).

A handover 'Community Briefing Day'

This full-day, face-to-face meeting will entail:

- A Briefing Meeting: This will be a face-to-face meeting between Officer A (previous post holder) and Officer B (new post holder) at the police station. During this meeting, Officer A will go through the "Community Map" with Officer B — giving: an overview of the beat Officer A has previously worked in; the contacts officer A has made; and the priority issues officer A dealt with.
- A Walkaround: Following the Briefing Meeting, Officer A and Officer B will leave the police station and start a joint walkaround, during which they will meet the key contacts and visit the key places identified in the "Community Map".
- A Debriefing Meeting: After the walkaround, Officer A and Officer B return to the police station for a final "Debrief Meeting" where Officer B will be able to ask Officer A further questions and obtain any further information.

Community Introducers

'Community Introducers' are members of the community living or working within the beat or neighbourhood area, who would be available to meet with the newly appointed Officer B during the 'Community Briefing Day' and / or after the handover is completed.

Such 'Community Introducers' may include residents, shop owners or staff, private security staff, youth centre and community centre staff, religious leaders, education leaders etc.

2.5   What knowledge or skills are required for using the toolkit?

According to the results of initial consultations with PCSOs, NBOs and senior officers, the following skills and knowledge were identified as requirements for the toolkit:

- Ability to prioritise information is required for using the "Community Map" and providing the most relevant pieces of information a PCSO or NBO might have
- GDPR knowledge is required to handle contact details included in the "Community Map"

- Organisational skills are required for arranging a Briefing Day
- Good interpersonal skills are required for the Community Briefing Day

2.6   Is there training already available to provide the above knowledge / skills? Or will bespoke training need to be developed?

- An online training video will be developed. The training video will be disseminated via emails to all PCSOs and NBOs and it will also be made available on GMP Intranet. The training video will aim to:

  – Clarify and show the handover process, giving practical advice on how to plan it and organise each step (Organisational skills).
  – Guide officers through the "Community Map", giving practical advice on which pieces of information they could include in the document (Ability to Prioritise).
  – Explain why this process is important and how officers could contribute positively to it (Interpersonal skills).
  – Advise officers on how to handle and where to store personal information in the Community Map, in compliance with the GDPR (GDPR knowledge).

This training video could also be included in the compulsory online training package for new PCSO and NBO recruits, available on the NCALT training platform.

There are many short, online training videos available on GMP Intranet on different topics. This training format is common within this LEA, and it is considered an effective way to train police staff and officers without 'extracting' them from their job. Moreover, officers are accustomed to this training format.

2.7   Any other training issues that need to be resolved…

Specialised staff is needed for the development of the online video. GMP will need the support of LOBA, a CCI partner, for the development of the online training video.

3 CML Tool – Training requirements

The tool that will be discussed here is CML's 'Communidades Mais Seguras.' This will help develop Toolkit 2: Community Policing.

3.1 Toolkit name

Communidades mais seguras – Kit do Policiamento Comunitário em Lisboa

Toolkit for community policing in Lisbon. This toolkit will engage key decision-makers in community policing in Lisbon, thereby ensuring community policing is valued and that community police officers are not diverted into other police tasks.

3.2 Toolkit description

The toolkit consists of an information and engagement strategy, supported by associated materials and several events, to promote the concept and value of community policing to CML/Lisbon Municipal Police senior police officers and other related decision-makers (including the mayor, deputy mayor and commanders). Communication materials will be both physical (e.g. brochure; 'Overview' document) and use other media (e.g. videos; website; e-newsletter).

The toolkit aims to change the mindset of senior officers / decision-makers towards community policing and motivate them to support and engage with the programme over the longer term.

The toolkit will include a 'handbook' for community policing that provides more in-depth information about how community policing is delivered. (However, this may not be appropriate for senior officers / decision-makers who are unlikely to read such material). It will also be implemented several events (e.g. planning Labs) to engage senior officers in the planning of the community poling strategy in the city of Lisbon.

3.3   Proposed toolkit users

Targets of the toolkit

- Senior police officers (most important for ensuring community policing officers remain dedicated to role)

- Other decision-makers (e.g. Mayor, Deputy Mayor for Security and Commander and 2nd Commander of the Lisbon Municipal Police of CML -Lisbon Municipality/Câmara Municipal de Lisboa)

- Other stakeholders:

    - Presidents of the local parishes (x 24 – "Juntas de Freguesia" – smaller administrative areas in the city of Lisbon)

    - Community police officers

    - Community policing partners

3.4   Components/elements of the toolkit

Community policing communication materials 'container'/ "Box" (i.e. presentation box or similar physical object) containing 3 key components:

- Brochure (short: concept overview; methodology; current locations of community policing projects; community policing teams; contacts; etc.) QR code to link to video.

- Handbook (Detailed: concept overview; methodology; current locations of community policing projects; community policing teams; contacts; etc.). Title: ("Manual do policiamento Comunitário em Lisboa" / Lisbon Community Policing Handbook). NOTE: This is much less likely to be read by senior officers

- Video (short and attractive video / animation / presentation / storytelling (What is Community Policy? Why is it useful? How is it implemented in Lisbon? By whom? Where?). Note: the video will be included in a pen drive (and / or website) containing key components:

    - Digital version of the above materials, to be made available on a website;

- Lisbon Community Policing updates (e.g. Newsletters)

- One half a day "Launch event" for engagement of senior officers in the Lisbon Community Policing strategy and planning;

- Two annual "Planning Labs" (e.g. "training/ working sessions on the planning of the community policing strategy"). These will discuss community policing strategy in Lisbon and the deployment of police officers in the neighbourhoods;

- Annual Community Policing celebration event

  - Overview of what has been achieved

  - Award scheme (e.g. Community Police Officer of the year)

- Support materials for "launch event", "Planning Labs" and "Annual CP celebration event" (point 3, 4 and 5) - provide for Commanders/Senior police officers (decision makers) a slip case (Title: "O Policiamento Comunitário em Lisboa – Comunidades mais seguras / Lisbon Community Policing – Safer Communities ") with information regarding the "launch event", "Planning Labs" and "Annual Community Policing celebration event" (e.g. goals; participants required; venue proposal), with other working papers:

  - Timetable of the events (e.g. Launch event; Planning Labs; Annual event)

  - Standard agenda

  - Terms of reference for attendees / senior officers

  - Standard progress report template

  - Standard form for identifying "Priorities for roll-out of community policing"

- Newsletter / update

  - Monthly highlights / visual communication of Community Policing (e.g. short newsletter with the main information of community policing projects; activities; impact; etc.)

3.5   What knowledge or skills are required for using the toolkit?

- Skill /knowledge required for using Video element of the toolkit:

- IT user skills (basic level)
- To have interest on the Lisbon community policing model

- Skill /knowledge required for using Brochure element of the toolkit

  - To have interest on the Lisbon community policing model

- Skill /knowledge required for using Handbook element of the toolkit

  - Basic knowledge about the Lisbon Community Policing
  - have the need to work on (or with) community policing in Lisbon

- Skill /knowledge required for using Launch event element of the toolkit:

  - To have the need to work on (or with) community policing in Lisbon

- Skill /knowledge required for using Planning Labs element of the toolkit:

  - To have the need to work on (or with) community policing in Lisbon
  - Knowledge about the main results of the community policing projects (evidence - based training: e.g. social and economic benefits of community policing; presentation of qualitative and quantitative indicators; participative methodologies to design community policing strategies)

- Skill /knowledge required for using Annual Community Policing celebration event - element of the toolkit:

  - To have the need to articulate with community policing in Lisbon
  - To be an actor that is already involved in the community policing model in Lisbon (e.g. community policing teams; representatives of the partners from the security partnerships; police officers; municipal services).
  - To have interest on the Lisbon community policing model

- Skill /knowledge required for using Newsletter element of the toolkit:

  - IT user skills (basic level)
  - To have interest on the Lisbon community policing model

3.6   Is there training already available to provide the above knowledge/skills? Or will bespoke training need to be developed?

- The "Lisbon Community Policing Model" training course is already available from Lisbon Municipal Police/CML. Its 30 hours training course that addresses the Community Policing Model implemented in Lisbon, targeting participants from the Lisbon Municipal Police (police

officers and civilian staff) and from partner organizations. The training could benefit from the use of the toolkit materials to support the overview of the model.

3.7 Any other training issues that need to be resolved...

- The selection process of senior police officers to participate in the toolkit implementation must take into account their interest and motivation towards the community policing model;
- The attendance of senior police officers during the training (Senior police officers are often requested to attend urgent meetings during the training sessions).

University of Salford
MANCHESTER

DSP

university of groningen

POLITIE

Greater Manchester POLICE

Estonian Police and Border Guard Board

LISBOA POLÍCIA MUNICIPAL LISBOA

LANDESKRIMINALAMT NIEDERSACHSEN

Generalitat de Catalunya Departament d'Interior

DPT-i Institut für angewandte Präventionsforschung

European Forum for Urban Security

LOBA CUSTOMER EXPERIENCE DESIGN