



# Connect to Protect

**Connectivity framework 2017-2020**

Safe, resilient and connected communities The Police and Crime Plan 2017-2020.



**Devon & Cornwall Police**



**PCC**

Office of the Police  
and Crime Commissioner  
Devon and Cornwall





## Shaun Sawyer

### Chief Constable

Devon & Cornwall Police is proud of its links with the people that we serve and there are numerous examples of how our officers & staff work tirelessly to improve our relationship with their local communities.

This connectivity can only be achieved by listening and being responsive, thereby giving confidence that we have heard what people have said and have taken their concerns seriously.

It is only when we have this relationship and knowledge of our communities that we will be able to deliver a quality service that supports our mission.

All officers and staff have parts to play and it is my expectation that each area of business will help deliver the minimum standards consistently across the Force so we are better connected to our communities, working as one team to safeguard communities and neighbourhoods.



## Alison Hernandez

### Police and Crime Commissioner

Good connectivity with our communities is vital if we are to keep the public safe. It helps us to understand the needs of the community, provides a way for us to keep the public better informed about what we are doing and to advise them how they can keep themselves and their communities safe.

The people of Devon, Cornwall and the Isles of Scilly tell me how they value their police and their feedback was key to the Local Policing Promise made in my Police and Crime Plan 'Safe, Resilient and Connected Communities'.

This promise requires all police officers and staff, to consider how they can improve their connection. I am pleased to support the chief constable's new Connectivity Framework which provides a strong platform for the future. I and my team will work closely with police colleagues to ensure that all communities are better connected with the police.

# Introduction

The police and crime commissioner (PCC) has put connectivity at the heart of the Police and Crime Plan 2017-2020.

Safe, resilient and connected communities Police and Crime Commissioner priorities

Supporting victims and witnesses and helping them to get justice

**Connecting communities and policing**

A local policing promise - that policing is accessible, responsible, informative and supportive

Preventing and deterring crime

Protecting people at risk of abuse and those who are vulnerable

Getting the best out of the police

## Connecting communities and policing - the Local Policing Promise

To keep people safe the police must sit at the heart of all communities in Devon, Cornwall and the Isles of Scilly – so they know what is happening in a local area and can respond effectively to the challenges that arise. This link with communities is essential so people have confidence that the police will be there to help when they are needed.

Through the Local Policing Promise the PCC and the chief constable will actively lead on work which better connects communities with policing – to ensure policing is accessible, responsive, informative and supportive in a local area.

### Local Policing Promise Policing in your area will be:

#### Accessible

The police and the PCC will be easier to contact - face to face and from a distance

#### Responsive

The police will be there when needed and will provide clear feedback on what action will be taken

#### Informative

The police and the PCC will keep you well informed on crime and policing issues - locally, regionally and nationally

#### Supportive

The police and the PCC will work with partners, the public and business to identify and resolve issues locally and to prevent crime and harm

# Connect to Protect:

## Devon and Cornwall Police commitment to communities

Connectivity will be a consistent theme in the way the police solve problems, prevent crime, and protect people. The Force will make the most of opportunities in communities, both geographic and virtual, and use the knowledge and expertise of specialist departments (such as roads policing teams, public protection teams and diverse communities' teams) and partners to improve connectivity with them.

By listening to communities they will be confident the police understand their needs. The police must know their communities well and recognise how its actions will impact on them in different ways.

Each local policing area and operational unit in the Force will develop a connectivity plan that is accessible to the community.

The chief constable has put in place 10 minimum standards for connectivity which all policing teams will be expected to meet.

## The connectivity framework

The framework aims to better connect the police with members of the communities, to keep people safe.

### Accessible

- Listen to communities and encourage positive dynamic communication
- Improve accessibility options for the public
- Make use of new technology to provide remote access options.
- Provide opportunities for communities to meet policing team members

### Responsive

- Work to understand issues of concern to communities, so we can recognise signs and symptoms and improve our proactivity
- Improve coordination with our partners to tackle issues jointly.
- Improve the consistency and timeliness of our feedback

### Informative

- Share agreed priorities with communities and explain what we are doing about them.
- Share information appropriately
- Use a range of communication methods, including an increased online presence.
- Strengthen our relationships within communities and our teams to hear their voices

### Supportive

- Involve our wider policing family more in connecting with our communities
- Work to signpost the public to help and support more effectively.
- Assist watch schemes to develop with resilience
- Build partnerships to resolve persistent issues

# Minimum standards

Task		Key Elements
1.	Build and deliver a connectivity plan	<ul style="list-style-type: none"> <li>informed by the community profiles</li> <li>In consultation with the local community.</li> </ul>
2.	Face to face engagements with members of the community	<ul style="list-style-type: none"> <li>Regular and scheduled opportunities.</li> <li>Different methods to suit community</li> <li>Planned visible and accessible presence at high footfall key community events</li> </ul>
3.	To build and maintain accessible and positive relationships with Key community leaders and key organisations	<ul style="list-style-type: none"> <li>Providing an opportunity to hear the concerns of others and to voice ours.</li> <li>Contact at a regularity agreed with the community and their representatives.</li> </ul>
4.	To increase the use of Social media platforms.	<ul style="list-style-type: none"> <li>To provide local communities with timely information</li> </ul>
5.	A publication suitable to inform members of the community	<ul style="list-style-type: none"> <li>Linked to the relevant connectivity plan.</li> <li>Detailing the priorities going forward</li> <li>Update on the previous priorities we have been working on</li> <li>At least twice a year.</li> </ul>
6.	To promote and support the use of the Neighbourhood Alert system.	<ul style="list-style-type: none"> <li>To increase the number of people signed up</li> <li>To increase the number of officers utilising the system.</li> </ul>
7.	To have a website for the local policing area.	<ul style="list-style-type: none"> <li>To be relevant and informative containing details required by the service standards</li> <li>Up to date information</li> </ul>
8.	To have a supportive and progressive link to the relevant representative of the councillor advocate scheme	<ul style="list-style-type: none"> <li>To understand the role of the councillor advocate</li> <li>To have regular contact with your representative</li> </ul>
9.	To make contact with the school safeguarding officer	<ul style="list-style-type: none"> <li>At least once every half term</li> <li>All the schools in the area</li> </ul>
10.	To utilise local policing volunteer	<ul style="list-style-type: none"> <li>Linked to the Citizens in Policing strategy</li> <li>Provide a proactive community voice</li> </ul>



# How we will measure the connection with our communities?

A connectivity plan must be completed at the most local level of the geographical areas. This plan will be available to the public on the Force website. It will consider the needs of the community and identify the policing priorities. It will also give detail of what local teams are doing to address challenges and details of where to find more detail.

A Force steering group chaired by the assistant chief constable responsible for local policing will drive improvements in this work. Connectivity is not the sole responsibility of the neighbourhood policing team. The group will consider good examples of work and how they can be shared more widely across the Force area.

Performance will be monitored against the minimum standards and all the departments are encouraged to work together to achieve a high quality service to our communities.

The greatest measure of success will be if communities consider that we are well connected. This will be tested in an annual community scrutiny forum attended by community representatives. Local supervisors will attend the forum and share local initiatives and activities. The event gives an opportunity for community members to feedback to the police. The forums will find out if communities are well connected and how confident they are in the police service. The PCC's annual public perceptions survey will also seek views on connectivity to understand progress.

**Connectivity is an outcome of effective engagement with communities and staff, providing increased knowledge to enable the police to protect people from harm**

**'Connect to Protect'.**









# Additional Devon and Cornwall Police service standards

These standards were put in place for 2017/18 and will be reviewed annually. For the latest version please visit [www.devonandcornwall-pcc.gov.uk](http://www.devonandcornwall-pcc.gov.uk)

## Contacting the police in an emergency

- We will aim to answer emergency 999 calls within 10 seconds.

## Contacting the police in a non-emergency situation

- We will aim to respond to your on-line contact to [101@dc.police.uk](mailto:101@dc.police.uk) or via our on-line crime reporting system within 24 hours.
- We will respond to your written correspondence within 28 days and where the matter is protracted, update you, at least, every 28 days.
- We will aim to answer non-emergency 101 calls within 30 seconds
- We will provide a timely, professional, caring and courteous service to both priority and non-priority calls into our enquiry centre.
- We will listen to you and take your concerns seriously.

## Local policing

- You will be able to easily find up to date information about your local policing team, how to contact them and what they are working on through our neighbourhood level websites. You can expect to find out:
- Who is in your local policing team
- Opportunities to meet the local team
- How to contact them
- Information about local policing priorities
- We will share more information on police action/activity in your area
- We will publish regular information about what is happening in your neighbourhood and across the Force.
- We will ensure that all published information will be easily accessible to all our communities

## Victims and witnesses

- We will make sure that victims are well supported and are kept informed of progress in their case.
- We aim for all victims to have their needs assessed and given details of the support which is available to them through our Victim Care Unit.
- Adhering to the standards set out in the Victims' Code, we aim to support victims of crime according to need and to keep them updated about the progression of their case.
- We will fully comply with the standards set out in the Witness Charter and aim to provide all the witness entitlements in each case regardless of outcome.

For further information on Force and OPCC service standards visit the OPCC website at: [www.devonandcornwall-pcc.gov.uk](http://www.devonandcornwall-pcc.gov.uk)





# Safe, resilient and connected communities

A summary of the policy and strategy for the PCC's work on safety, resilience and community connectivity. The PCC is committed to working with the community to create a safer, more resilient and more connected community. This document outlines the PCC's vision, mission and objectives for this work.



PCC

# Contact details and key information

1. Non-emergency number 101 email: 101 if you are deaf, hard of hearing or speech impaired, you can textphone us on 108001 101 or sms/text 67101
2. Emergency number 999 if you are deaf, hard of hearing or speech impaired, you can call 18000 Emergency - minicom/ Textphone number
3. Calling from abroad please dial: +44 13920 420320  
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## The Office of the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly

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