



# COMMUNITY ENGAGEMENT OFFICERS

## Introduction

Suffolk Constabulary is introducing Community Engagement Officers. These dedicated roles will be accessible and visible to communities, increasing and enhancing our engagement both physically and digitally.

This infographic provides an introduction to this role.

# Why are we introducing Community Engagement Officers?

The challenges we face in delivering effective **local policing** are ever changing and we are committed to developing innovative ways to understand and respond to community needs. It is important to us to continue to build the trust and confidence of our communities and Engagement Officers will contribute to this through providing increased engagement opportunities.

The use of digital and social media is increasing all the time and since the introduction of our **social media accounts** we have seen a significant rise in community engagement through these methods. This allows fast dynamic sharing of information which can, and has been, used to help find missing or wanted people, providing crime prevention advice, highlighting crime trends and also provides us with greater opportunities to provide communities with timely updates of policing work relating to key local issues.

We want to be available to all parts of our communities and our Engagement Officers will make use of a range of methods including surgeries, social media and, where appropriate, attending local meetings.

## How we engage with communities



Newsletters



Twitter



Facebook

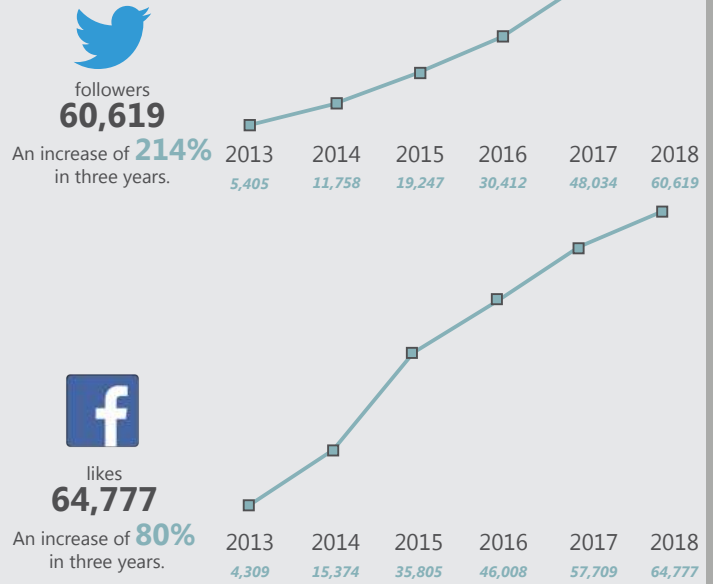


Police Connect



Face to face

We have seen the numbers of people who engage with us through social media increase **significantly** over the last three years. We want to continue to increase engagement through social media and this will be one focus of our Engagement Officers.



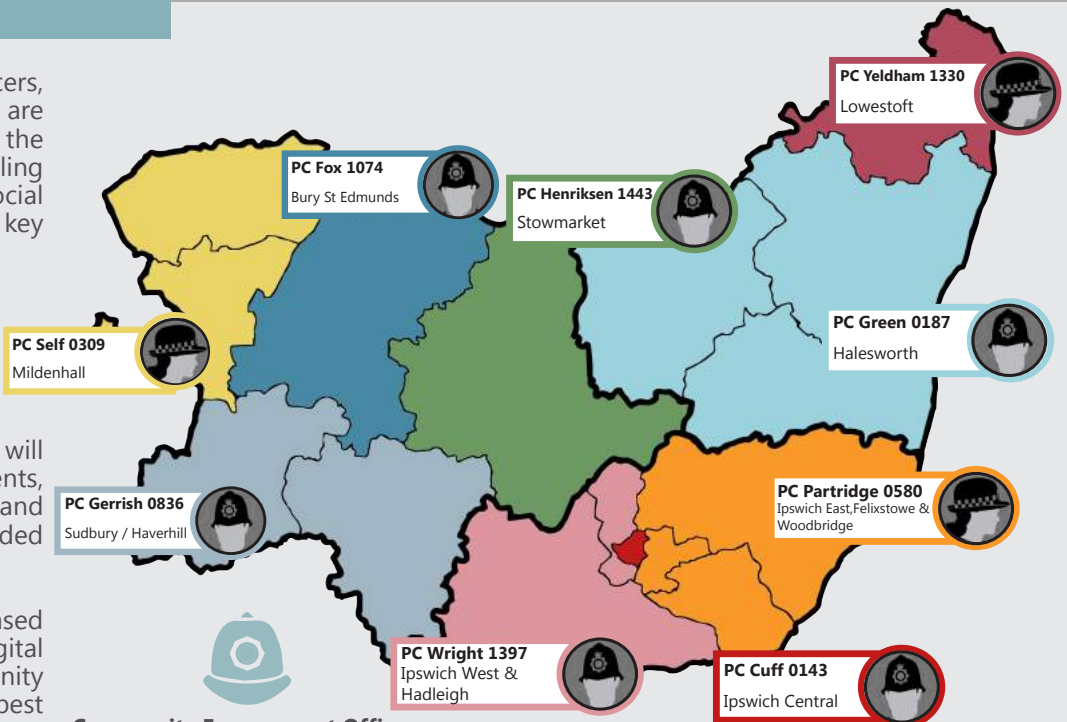
Statistics accurate as of 1st January 2018

## What is the role?

Nine Community Engagement Officers, one dedicated to each locality, are being introduced to work with the Safer Neighbourhood Teams in tackling locality based crime, anti-social behaviour and problem solving key local issues.

These **visible and accessible officers** will provide community reassurance and an enhanced level of community engagement at a local level. Working with partners and the voluntary sector, they will highlight and promote public events, support crime prevention initiatives and ensure timely information is provided to the public.

Coordinating both locality based events and developing further digital forms of communication, Community Engagement Officers will make best use of all opportunities for the public to engage with the Constabulary.



### Community Engagement Officer



### Tackling



Problem solving / Local crime / ASB



Vulnerability



Key local issues

### Promoting



Positive work



Public events / Crime prevention



Community reassurance



Digital engagement



Engaging volunteers in local policing & community safety

# Community Engagement Officers will:



**Coordinate and promote community engagement activities, public meetings, support of local and national crime prevention initiatives.** This will include maintaining a public facing calendar of events, providing timely information to those attending or getting involved either face to face or online, highlighting and promoting engagement opportunities to the public, partners and volunteer network.

**Develop and coordinate local area digital engagement** using various methods of social media including Facebook, Twitter and Police Connect to engage with our communities online providing information, support and advice.



**Work with a range of partners and stakeholders** to develop and support local volunteers such as Community Speed Watch and Neighbourhood Watch. We will look to develop new and innovate ways to engage volunteers in local policing and community safety needs.

**Ensure information is available on-line in easy to find locations and work with local policing teams to publish the local monthly newsletters.** This will provide accessible and up to date information on local issues, highlighting the work of the local policing teams in addressing local issues and provide relevant information on forthcoming local crime prevention initiatives and engagement opportunities.



## Why is Community Engagement important to us?

1

It is about making sure that **people can get involved** in activities in a variety of ways.

2

It enables us to **tackle the types of problems that cause you most concern.**

3

It is essential in continuing to ensure that **Suffolk is a safe place in which to live, work, travel and invest.**

4

It is about us **listening, learning, and engaging** with people who already use the police service and those who do not.

5

It provides opportunities to **invite comment, feedback and challenge** to ensure we continuously improve and deliver the highest possible quality of service.

6

Community engagement is a two-way process. It **involves communities in making decisions** that can lead to improvements in your quality of life; and allows you to take part in shaping your policing service.

7

It **builds relationships** so that you feel involved in Policing in Suffolk.

8

We know that those who **feel more informed** about what the police are doing in their local area feel safer.

9

We know that those who have been **consulted about local crime and anti-social behaviour issues** are significantly more likely to feel that we understand local issues and are dealing with them.

# PCC Public Engagement feedback (2017)

Communicating with, and **obtaining the views of local people is essential to the work of the Police and Crime Commissioner** so he can effectively represent the community.

Each year the police and crime commissioner holds a series of public meetings across the county. These meetings provide an opportunity for the public to ask questions and find out more about policing in their local areas.

Here are some of the questions & answers raised during the 2017 meetings.



“  
How will additional support be given to volunteer schemes such as Neighbourhood Watch, Community Speedwatch and Horse Watch?  
”

“  
Engagement Officers will be your point of contact for volunteer schemes in their locality area. They will help support existing schemes and will seek to develop new ones where they are needed.  
”

“  
How will you improve communication with Suffolk's communities?  
”

“  
Engagement Officers will use a variety of methods to engage with you. This will include face to face meetings, social media platforms such as Twitter and locality Facebook pages, and will grow the number of people using the Police Connect messaging system. Being locally based these Officers will get to know our communities, better understanding your needs and becoming more responsive.  
”

“  
How will you ensure more information is available about what goes on in our local area?  
”

“  
Engagement Officers will highlight the work of the Constabulary in addressing the issues that matter most to our communities. They will also provide information on local crimes, crime prevention advice and other policing initiatives that are being carried out in your area.  
”

## What are the benefits of Community Engagement?

- Together with our partners we can develop ways to improve, deliver and evaluate our public service, performance and business planning.
- Information and consultation will develop higher levels of trust, knowledge, understanding, legitimacy, and respect.
- Building relationships with the public, our partners and voluntary sector will develop 'active citizenship' pro-actively tackling problems and making improvements together.
- Partner and public accountability through direct involvement in appropriate areas of decision-making aims to improve our policy development and service delivery.



Building trust



Better understanding



Improving together



Increasing confidence