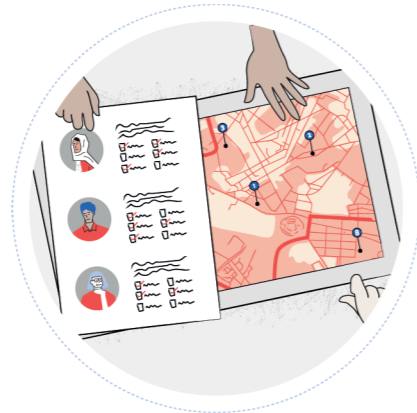


## Effective community engagement is critical to neighbourhood policing

PCSOs and NBOs often work within the same beat for several years. During this time, they build key connections in their community and acquire unique knowledge of their beat area. They know the area's people; its problems; its resources; and its dynamics – all kinds of valuable information that cannot be found in official documents or databases.



The problem is, when PCSOs and NBOs move to another post and leave their beat, this unique resource of knowledge and relationships leaves with them. Research by GMP found that the movement of PCSOs and NBOs out of their beat can in fact be a source of frustration for communities and GMP partners. Furthermore, it can impact negatively on citizens' trust and perception of GMP. As a result, citizens feel let down, partners feel frustrated – and ultimately, the amazing work that PCSOs and NBOs do in their communities is jeopardised.



## Key messages emerging from GMP research

The redeployment out of a neighbourhood of officers (PCSOs or NBOs) with whom the community have established relationships impacts negatively on:

- Community trust in policing
- Working relationships with local partners
- Citizens' perceptions of GMP.

**Continuity is crucial to ensure effective neighbourhood policing.**

A good handover can reduce disruption of community engagement and partnership working – as well as reinforce citizens' trust in policing. Effective handover practices should be carried out **face-to-face** and should seek to **include and involve** the local communities.



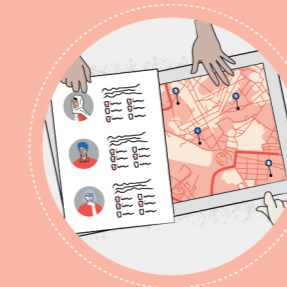
GMP has developed **GMP Community Connect** – a new handover protocol for our main neighbourhood policing roles (PCSOs and NBOs).

GMP Community Connect facilitates **improved** and more **effective handover** between officers by enabling the communication of key contacts, intelligence and strategic insights about a neighbourhood. These may include:

- Key relationships with community representatives and citizens
- Details of key community contacts and partners
- Important community facilities and places
- Details of local policing priorities.



## GMP Community Connect has three components:



### 01 • Community Map

A document that is completed by the PCSO or NBO leaving their post as early as possible after handing in their notice. This summarises key elements of an officer's unique knowledge of their beat.

### 02 • Briefing Day

A face-to-face meeting of the officer leaving their post and the new officer, followed by a walkaround the beat.



### 03 • Social Media Handover Notification

Guidance to support effective communication of the handover to neighbourhood communities via relevant social media.



## The Protocol



### For further information about Community Connect:

If you are within GMP, please visit GMP Intranet – search "Community Connect"  
 If you are external to GMP, please contact: [CommunityConnect@GMP.Police.uk](mailto:CommunityConnect@GMP.Police.uk)  
 Community Connect was developed from research conducted by GMP as part of the EU-funded project Cutting Crime Impact (CCI)  
 For more information about CCI, please visit [www.cuttingcrimeimpact.eu](http://www.cuttingcrimeimpact.eu)



This project has received funding from the European Union's Horizon 2020 Research and Innovation programme under Grant Agreement No 787100



**GMP Community Connect**



**community connect**

Sustaining Community Contact, Trust & Engagement

An evidence-based tool to ensure continuity of Community Policing in Greater Manchester

