

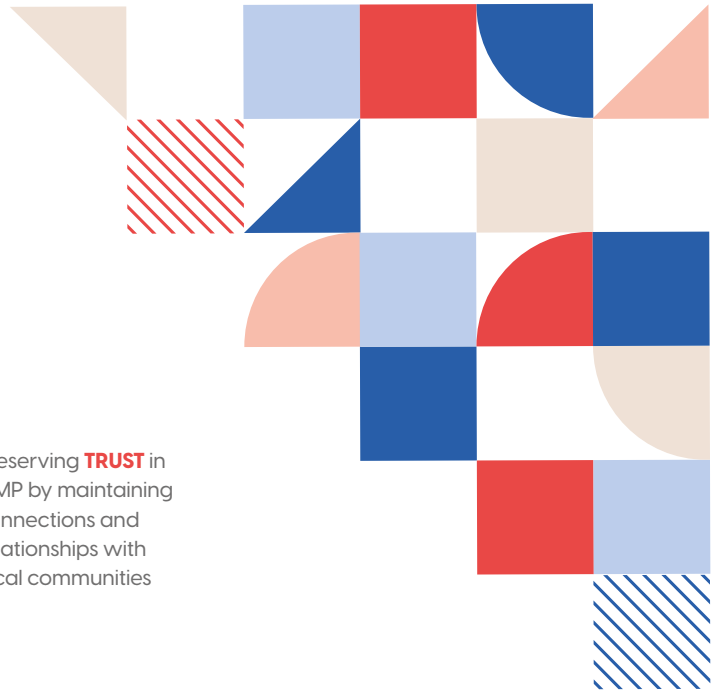


community connect

Sustaining Community Contact, Trust & Engagement

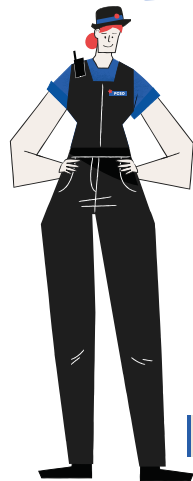
Ensuring the **CONTINUITY & CONSISTENCY** of GMP community engagement when Neighbourhood Policing roles change

Preserving **TRUST** in GMP by maintaining connections and relationships with local communities

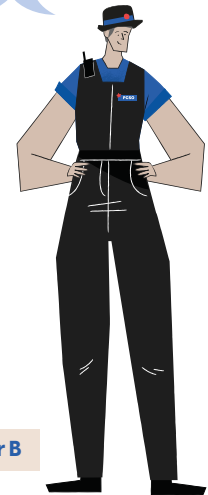


I'm leaving my current post in the beat

I am replacing Officer A



Officer A



Officer B

The Protocol

Officer A fills in the **COMMUNITY MAP**



Officer A & Officer B attend the **BRIEFING DAY**

(If Officer B is not available, Officer A may attend with a PCSO or NBO partner who will stay on the beat)



Officer A & Officer B use the **SOCIAL MEDIA HANDOVER NOTIFICATION**

(Available on GMP Intranet-search "Community Connect")

Search "Community Connect" on the GMP Intranet and watch the online video!



- **Briefing meeting** between Officer A & Officer B to discuss the Community Map
- **Joint walkaround** in the beat to see key places and meet people identified in the Community Map
- **Debriefing meeting** between Officer A and Officer B (further guidance for the Briefing Day is available on the final page).

Sustaining Community Contact, Trust & Engagement

Community Map

(To be completed by Officer A)

Officer A should fill in the Community Map. The Community Map includes information relevant to neighbourhood policing, which reflects a PCSO's or NBO's unique knowledge and understanding of the beat.

This document will help you to identify your most important key contacts who should be informed about the handover. If you need more space to include further contacts or information, please download the **Community Map Annex**.

A printed copy of the Community Map should be used during the Briefing Day between Officer A and Officer B.

If a Briefing Day is not possible, save the completed Community Map on the ShareDrive and email it to the NP Supervisor (Sergeant or Inspector).

Officer A should also discuss the Community Map with their team partners, so they can support the handover process and help Officer B in their new role.

— Key Relationships with local communities

<p>Name:</p> <p>Location / availability:</p> <p>Relevance for neighbourhood policing:</p>
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These are people with whom you have established a positive relationship, or community meetings you regularly attend. It does not have to be necessarily a person with a formal role. Include people who you think could help the new post holder to get a better insight into the beat or get access to specific communities. **Examples may be:**

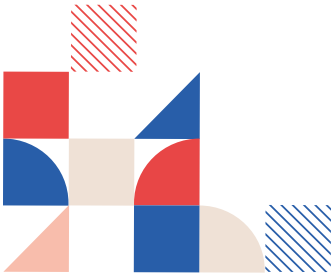
- 01 Intelligence sources / 02 Vulnerable residents at risk of victimisation / 03 Ex-offenders or people at risk of offending / 04 People working in shops and other commercial premises / 05 Private security staff / 06 Youth centres and community centres / 07 Other charity workers / 08 Carers, support workers or other care providers / 09 Religious leaders

If you would like to add more Key Relationships, please use the Community Map Annex.



Community Map

(To be completed by Officer A)



Remember:

- Bring the Community Map to the Briefing Day and discuss it with Officer B (or with your PCSO or NBO partner). Use the document to plan your joint walkaround and introductions to your key contacts.
- The Community Map is about your UNIQUE knowledge of the beat. So please include info, contacts and knowledge you have personally built during the time you worked in this beat and that have helped you in your job. Use the **Community Map Annex** if you want to write down more contact details.



— Key Partners

<p>Name:</p> <p>Role:</p> <p>Contact details:</p> <p>Notes:</p>	<p>Name:</p> <p>Role:</p> <p>Contact details:</p> <p>Notes:</p>	<p>Name:</p> <p>Role:</p> <p>Contact details:</p> <p>Notes:</p>
<p>Name:</p> <p>Role:</p> <p>Contact details:</p> <p>Notes:</p>	<p>Name:</p> <p>Role:</p> <p>Contact details:</p> <p>Notes:</p>	<p>Name:</p> <p>Role:</p> <p>Contact details:</p> <p>Notes:</p>

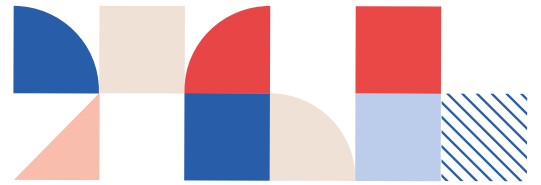
These are people with whom you've been working closely to solve issues in your beat. Include people you know well and can provide your replacement with a good overview of the issues you've been working on together.

Examples include:

- 01 Housing Officers / 02 Community Safety Managers/officers /
- 03 Antisocial Behaviour Case Officers / 04 Social Workers / 05 Councillors /
- 06 Outreach and Engagement Officers / 07 Licensing Officers /
- 08 Environmental Health Officers / 09 Headteachers and school staff

Community Map

(To be completed by Officer A)



Communities Priorities

Priority #1

Important notes:

Priority #2

Important notes:

Priority #3

Important notes:

These refer to important events, threats, crime, incidents or initiatives that you have been working on and that you would like the new officer in post to continue or to be aware of. For each box, identify the type of priority and any important notes.

Key Places in the beat

Name:

Location / availability:

Relevance for neighbourhood policing:

Name:

Location / availability:

Relevance for neighbourhood policing:

Name:

Location / availability:

Relevance for neighbourhood policing:

Name:

Location / availability:

Relevance for neighbourhood policing:

Name:

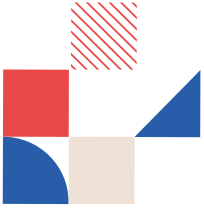
Location / availability:

Relevance for neighbourhood policing:

These are places that you think have some relevance to your community/ies and therefore the person replacing you should be aware of. Places in your beat could be relevant for several reasons: because they are crime hotspots, or meeting points for specific communities, they are unsafe, etc. **Examples may be:**

O1 Local, informal meeting points (fruit van, benches, etc.) / **O2** Parks and playgrounds / **O3** Residential estates / **O4** Commercial venues / **O5** Bus stops, tram stops / **O6** Car parks

Notes



This section can be used by Officer A to record additional information **before the Briefing Day.**

— Examples of notes:

1/3

Community meetings and events where GMP presence is expected/welcome; any relevant Social Media pages; problem-solving initiatives; ongoing police operations; relevant web pages; outstanding enquiries; further contacts or any contact lists you may have.

What's Next?



O1
Briefing Meeting

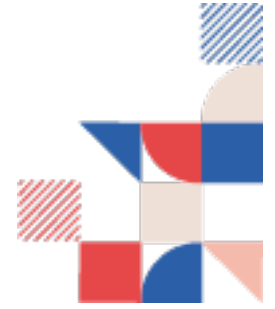


O2
Walkaround



O3
Debriefing Meeting

Officer Tasks



Officer A

- Contact your replacement (Officer B – if already appointed) and schedule the **Briefing Day**.
- Reach out to the people identified in the **Community Map** as Key Relationships and Key Partners, and let them know you are leaving. You may ask them if they would like to join you (or meet with you) during your walkaround of the beat with the officer who will replace you.
- If you are leaving before Officer B is appointed, make sure you save your completed Community Map on the Share Drive. Before you leave, complete a joint walkaround with a PCSO or NBO partner who will be staying on the beat.
- Notify your communities that you are leaving on relevant social media, using the **Social Media Handover Notification**.
- Discuss the contents of the **Community Map** with your supervisor and with other NBOs and PCSOs working in your beat.

— To be completed by leaving officer (Officer A)

Role: _____

Full name: _____

Collar number: _____

GMP email: _____

Officer B

If the briefing day is already scheduled

- Notify your communities that you are the new officer on post on relevant social media, using the Social Media Handover Notification.

If you have not been contacted about the briefing day

- Access and the Community Map on the Share Drive.
- Contact the officer who completed the Community Map (where possible) using the contact details below.
- Schedule the Briefing Day together, if possible, or a chat over the phone.
- Reach out to the people identified in the Community Map as Key Relationships and Key Partners. Let them know you are the newly appointed officer and ask them if they would like to meet.
- Notify your communities that you are the new officer by posting on relevant on relevant social media, using the Social Media Handover Notification.

Remember: You can find further guidance on GMP Intranet—to find it, search "**Community Connect**".

Please tick one of the options below:

I will continue to be employed by GMP and am happy to be contacted by Officer B for the sole purpose of scheduling a Briefing Day

I will no longer be employed by GMP, but am happy to be contacted by Officer B for the sole purpose of scheduling a Briefing Day at the following email address or phone number: _____

I will no longer be employed by GMP and I would prefer not to be contacted.

