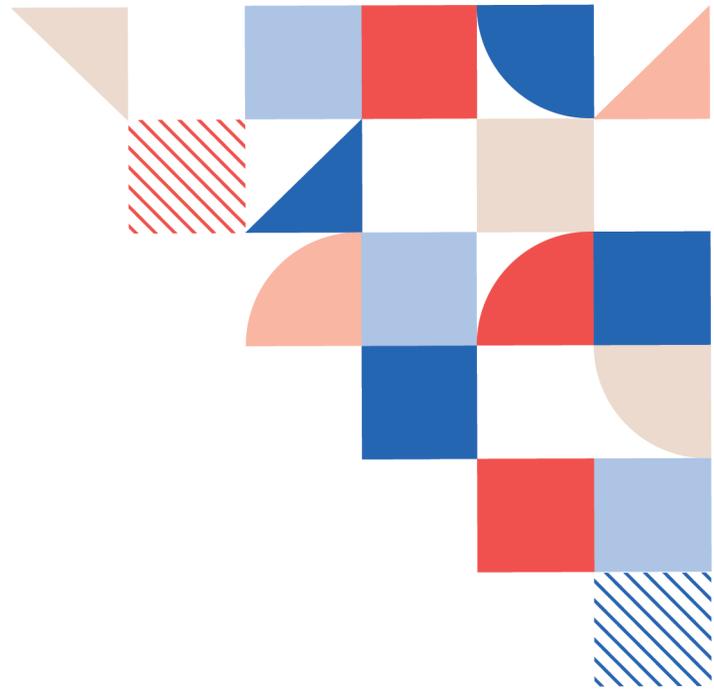




community connect

Sustaining Community Contact, Trust & Engagement



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SECTION 1 GMP Community Connect

What is GMP Community Connect and what is its purpose?

GMP Community Connect is a handover protocol for PCSOs and NBOs. This protocol aims to facilitate the handover of key contacts and important information about a beat from a PCSO or NBO leaving his/her post in the beat (**identified in this document as Officer A**) to the newly appointed PCSO or NBO (**identified in this document as Officer B**).

GMP Community Connect will make sure that all the valuable knowledge and contacts a PCSO/NBO has gained while working in a beat are not lost, and are passed on to the new PCSO/NBO, thus ensuring they have the best start in supporting the community and policing the beat.



When to use it?

1. GMP Community Connect is used when a NBO or a PCSO is leaving their current post in a beat.
2. GMP Community Connect is used in the following circumstances:
 - When a PCSO or NBO leaves his/her current beat to join another Neighbourhood Policing Team.
 - When a PCSO or NBO moves to another police role or non-police role within GMP.
 - When a PCSO or NBO leaves GMP.
3. GMP Community Connect is usually not used in those circumstances when a PCSO and NBO leaves his/her beat with no notice period. These circumstances may include long-term sickness leave, police investigation and instant dismissal.





How does GMP community connect work?

GMP Community Connect has three main components:

1. The Community Map. This document is completed by the PCSO or NBO leaving their post as early as possible after handing in their notice. The Community Map aims to capture a PCSO or NBO's unique knowledge of the beat, including: key relationships in the community/ies, key partners, key places in the beat which are relevant to neighbourhood policing, and top community priorities. If needed, officers can use the **Community Map Annex** to include further contact details (*Further guidance on the Community Map is available in the next section of this document*).

2. A Briefing Day. The Briefing Day is a full day, face-to-face meeting and walkaround involving the PCSO or NBO leaving the post and the PCSO or NBO starting the post. If Officer B is not available, the leaving officer should complete the Briefing Day with a PCSO or NBO colleague who will stay on the beat (*Further guidance on the Briefing Day is available at section 3, page 5 of this document*).

3. The Social Media Handover Notification, which explains how the handover should be communicated on a Neighbourhood Policing Team's social media.

Where can you find GMP Community Connect ?

GMP Community Connect will be available on GMP Intranet (search "Community Connect") or by clicking the button below:

[Access materials](#)

Here you will be able to find the following material:

1. GMP Community Connect Guidance
2. The Community Map template
3. Community Map Annex
4. The Social Media Handover Notification
5. A link to the GMP Community Connect video

SECTION 2 The Community Map

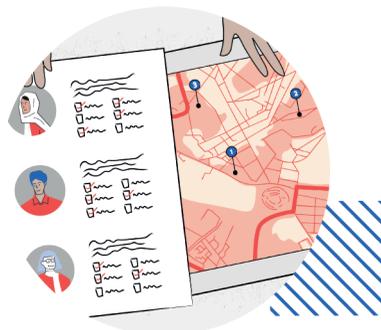
What is the Community Map and what is its purpose?

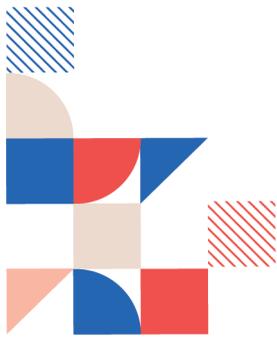
- The Community Map is part of GMP Community Connect. It is a document filled in by the leaving officer (Officer A) with information relevant to neighbourhood policing, which reflects Officer A's unique knowledge and understanding of the beat.
- The Community Map facilitates the handover of useful information and valuable contacts about a beat from Officer A to Officer B.
- The Community Map should be used to support and inform the Briefing Day.

Where can you find the Community Map?

- PCSOs and NBOs can find a template of the Community Map on GMP Intranet, (search "Community Connect" or follow the direct link).

[Click here](#)





How to use it:

The Community Map is filled in by the leaving PCSO or NBO (Officer A). Before leaving their post in the beat, Officer A is expected to:

- Search "Community Connect" on GMP Intranet and download a template of the Community Map.
- Complete the Community Map with the information requested on page 2, 3 and 4.

If needed, page 5, 6 and 7 provide space for further notes. The Community Map can be printed and filled out by hand or filled out directly on the computer. If you need more space to include further contacts or information, please download and complete the **Community Map Annex**.

- Save the completed Community Map in the "GMP Community Connect" folder on the Share Drive, and print it on an A4 size document.

- This printed copy of the Community Map will be used during the Briefing Day between Officer A and Officer B.
- If a Briefing Day is not possible, the leaving PCSO or NBO should save a copy of the completed Community Map on the Share Drive and email it to the Neighbourhood Sergeant or Inspector and to their PCSO and NBO colleagues working in the same beat.
- If it is not possible to schedule a Briefing Day between Officer A and Officer B, it is strongly recommended that Officer A completes the Briefing Day with their PCSO or NBO colleagues working in the same beat. In this way, the team will be able to assist the newly appointed officer (Officer B) and provide support during the handover and the initial week in the new role.

How to complete the Community Map (1/2)

Officer A should fill information requested in the Community Map as follows:



Key Places

- Think of maximum five Key Places within your beat where you think you should go during the walkaround. These are places that have some relevance to your community 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, meeting points, unsafe, etc.

Examples of Key Places may be:

- Local, informal meeting points of hard-to-reach groups (fruit van, benches, etc.);
- Parks and playgrounds;
- Residential estates;
- Commercial venues;
- Bus stops, tram stops;
- Car parks.



Key Relationships

- Think of maximum five Key Relationships with local communities in your beat. These are people you know and you think the person replacing you should meet. These contacts will help the new post holder to get a better insight into your current beat. These could be people you collaborate with, they could be intelligence sources or people who are very active in the community and have contacts with many other citizens. If you require more space to include further key relationships, please download and complete the **Community Map Annex**.

Examples of Key Relationships may be:

- Community leaders;
- Vulnerable residents at risk of victimisation;
- Ex-offenders or people at risk of offending;
- People working in shops and other commercial premises;
- Private security staff;
- Youth centres and community centres staff;
- Other charity workers;
- Carers, support workers or other care providers;
- Religious leaders.



— How to complete the Community Map (2/2)

Officer A should fill information requested in the Community Map as follows:



Key Partners

• **Think of up to 6 Key Partners.** These are key GMP partners or professionals with whom you have been working very closely to solve issues in your beat. Include people who you know personally, and who can give to your replacement a good overview of the state of the issues you have been working on together. If you require more space to include further key partners, please download and complete the **Community Map Annex**.

Examples of Key Partners may be:

- Housing Officers;
- Community Safety Managers/Officers;
- Antisocial Behavior Case Managers/Officers;
- Councillors;
- Outreach and Engagement Officers;
- Licensing Officers;
- Environmental Health Officers;
- Head teachers and school staff;
- Local Authority Designated Officers;
- Early Help Hubs staff;
- Children Social Care staff;
- Adult Social Care staff.



Communities Priorities

• **Think of up to 3 Communities Priorities.**

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 be aware of. For each box, identify the type of priority and important notes. You can refer to the examples below or identify your own priorities.

Examples of Communities Priorities may be:

- Vulnerable people/households at risk of victimisation or offending;
- Partnership/multiagency initiatives;
- Problem solving initiatives or strategies;
- Repeat callers;
- Case management or person-centred problem solving initiatives;
- Community tensions;
- Neighbour tensions and disputes;
- Potential threats;
- Repeat crime;
- Known/dangerous offenders and "wanted".

Examples of important notes in relation to communities priorities may be:

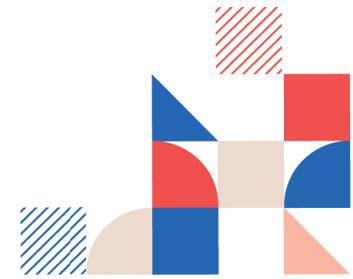
- GMP staff involved
- Planned actions
- Upcoming events
- Previous actions and outcomes
- Relevant intelligence
- Intelligence sources
- Link to relevant website or documents

Further Notes

Pages 5, 6 and 7 are dedicated to Further Notes. This section can be used by Officer A to record additional information before the Briefing Day. Please feel free to use these pages to add any further information you might think will be useful. This may include: relevant social media accounts, groups or pages, information about the demographics of the beat, relevant police operations, further notes related to contacts and issues mentioned in the Community Map, community meetings where GMP presence is expected or welcome.

The final section of the Community Map should be completed by Officer A with their current contact details. Officer A can indicate whether they want to be contacted after they have left their post in the beat by Officer B **for the sole purpose of arranging a Briefing Day.**

Leaving your contact details



SECTION 3 The Briefing Day

What is the Briefing Day and what is its purpose?

- The Briefing Day is a full day face-to-face meeting and walk around involving the leaving PCSO or NBO (Officer A) and the newly appointed PCSO or NBO (Officer B).
- The purpose of the Briefing Day is to visit key places and meet key contacts identified in the Community Map. Meeting these people will ensure a smooth handover and will help to preserve important connections and information that will facilitate Officer B in their new post.

How does the Briefing Day work?

During the Briefing Day Officer A and Officer B will take part in:

- A **Briefing Meeting** at the police station, during which they will discuss the contents of the Community Map completed by Officer A.
- A **Walkaround** during which Officer A and Officer B will go out in the beat to meet people and see the key places identified in the Community Map.
- A **Debriefing meeting**. After a walkaround the beat, Officers A and B will return to the police station for a final debriefing meeting, during which they will be able to discuss any questions or issues, and complete the handover.

Who should organise the Briefing Day?

SCENARIO A

If Officer B is appointed before the end of Officer A's notice period.

1. Officer A should get in touch with Officer B to arrange a Briefing Day
 2. Officer A should get in touch with the people identified in the Community Map and invite them to meet during the walkaround the beat. Other PCSOs and NBOs working in the same beat with Officer A are encouraged to join the walkaround with Officer B
- **Please note:** Officer A and Officer B are not expected to meet all their key contact in the beat during the walkaround, as this may not be possible due to a lack of time and people not being available. Officer A should prioritise the most important contacts and meet people with whom they have built strong relationships
 - Please ensure you make arrangements with your key contacts prior to the scheduled walkaround to reduce the likelihood of them not being available.

SCENARIO B

If Officer B is appointed after Officer A has left.

1. Officer A should complete the Briefing Day with a PCSO or NBO colleague who will stay on the beat
2. Officer A should save the Community Map on the Share Drive
3. Officer B should access the Community Map which was completed and saved on the Share Drive in a folder named "GMP Community Connect" by Officer A. If the updated Community Map is not on the Share Drive, Officer B should ask the neighbourhood Sergeant or Inspector, or the other NBOs or PCSOs in the team, who should know where the Community Map is stored.
4. Officer B should verify on the Community Map that Officer A has given consent to be contacted for the sole purpose of arranging the Briefing Day. If that is the case, Officer B should contact Officer A and schedule the Briefing Day.



What happens if a Briefing Day between Officer A and Officer B cannot be scheduled?

- Officer B should still be able to access the Community Map which was completed by Officer A and find relevant information about the beat. Officer B should also discuss the content of the Community Map with the PCSOs and NBOs who worked with Officer A in the beat and schedule a walkaround with them. During this walkaround the beat, Officer B should try to visit the people and key places identified in the Community Map.
- Newly appointed officers can find exhaustive information about their new beat on the relevant Neighbourhood Profile. They should ask their supervisors for more information on where the relevant Neighbourhood Profile is stored.

What happens after the Briefing Day?

- Officer A should follow the Social Media Handover Notification and notify the handover to the local communities on their Neighbourhood Policing Team's social media, using the template message for leaving officers.
- Officer B should follow the Social Media Handover Notification and introduce themselves to the local communities on their Neighbourhood Policing Team's social media, using the template message for newly appointed officers.



Remember

The Community Map is likely to contain personal information and contact details. Therefore, it should be stored on the Share Drive or safely in the Police Station. Once the handover is completed, personal information in the Community Map should be deleted.

