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National Policing Improvement Agency

Citizen Focus: The Hallmarks & Confidence Top Tips

Chief Inspector Andy Bennett

Defining citizen focused policing

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"A way of working in which an in-depth understanding of the needs and expectations of individuals and local communities is routinely reflected in decision-making, service delivery and practice."

Confidence

- New measure of confidence

To what extent do you agree or disagree that the police and local council are dealing with the crime and ASB issues that matter in your local area?

Hallmarks of a Citizen Focused Organisation

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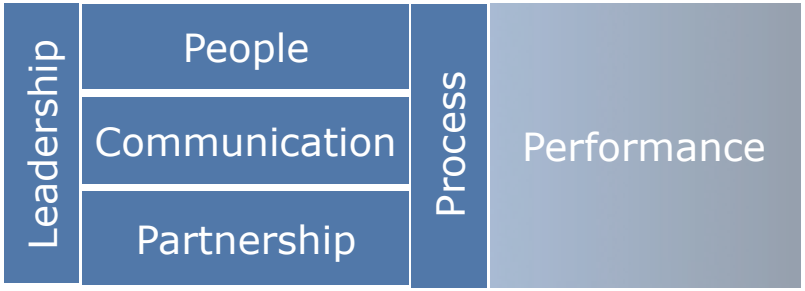
- Understanding People
- Understanding Services
- Designing Services
- Delivering Services

Excellence has pre-requisites

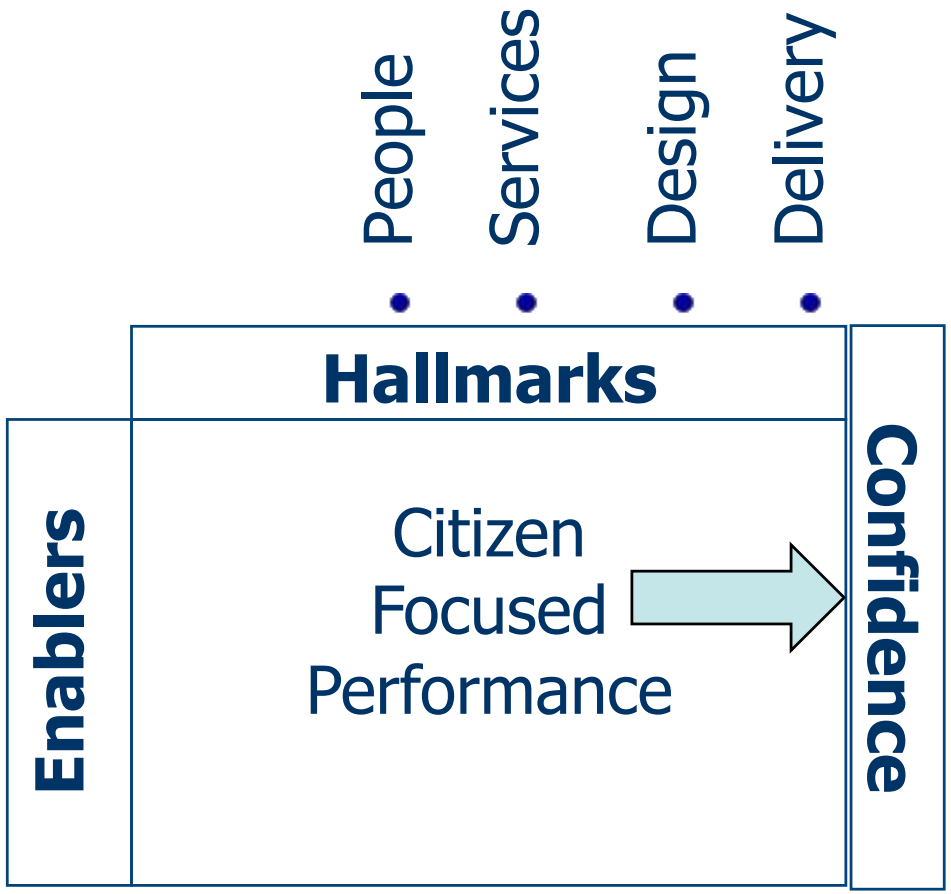
- **Leadership**
- **Communications**
- **People**
- **Partnership**
- **Processes**

Enablers



Hallmarks and Enablers

- Leadership
- Communications
- People
- Partnership
- Processes



Understanding People

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People we serve

- Active service users
- Passive service users

People we work with

- Staff
- Partners
- Stakeholders

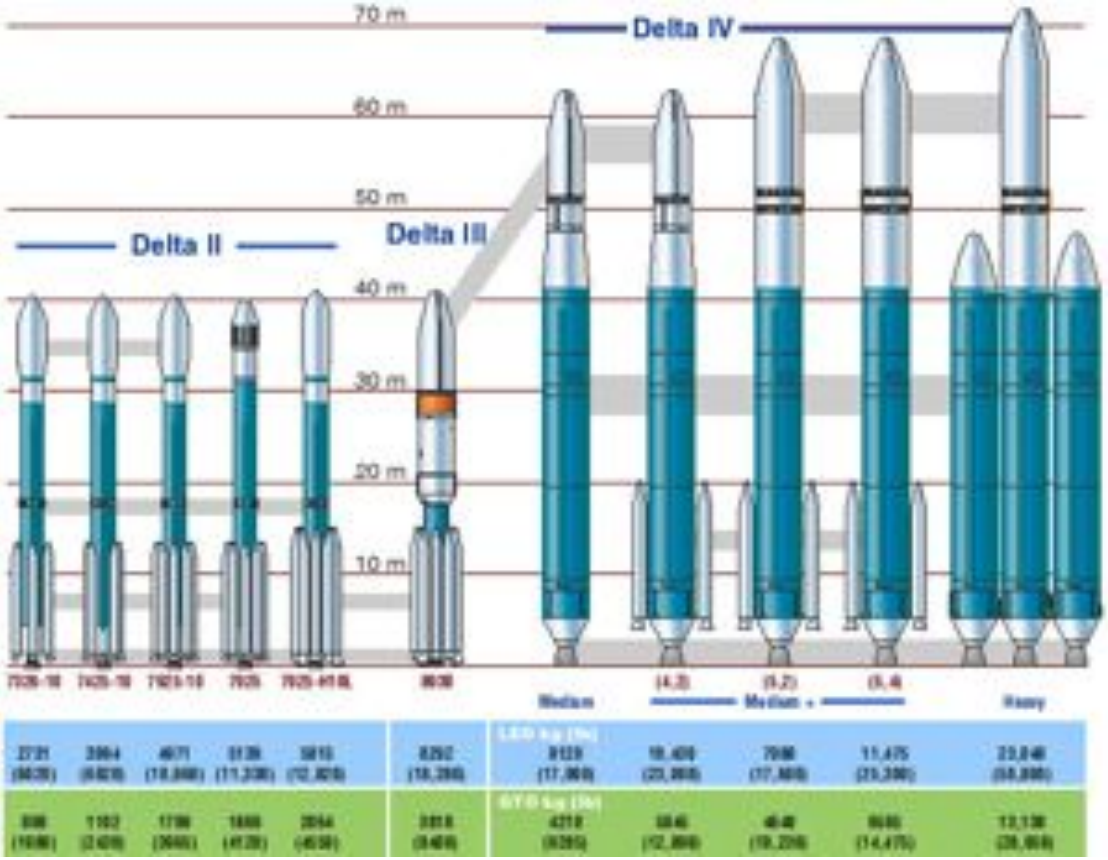
People who regulate.

- Do we know who they are?
- Where they are?
- What their expectations are?
- What their vulnerabilities are?
- What their motivations are?
- How well equipped they are?

- Do we understand our staff?
- Do we understand our culture?
- Do we understand the links between these and the achievement of improved outcomes for customers?

- Do we understand the drivers and motivations of our partners and stakeholders?

This is not Rocket Science!



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Understanding Your Communities

- Neighbourhood Profiling
- Effective Local Engagement
- Targeted Patrol Strategy
- PACT & Local priorities
- Conversations not just Broadcasting
- Feedback & Information
- Customer Insight
- Fairness and Respect

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Understanding Staff

- Staff Surveys and Cultural Auditing
- Appraisal and personal development
- Use of Discretion - Empowerment
- Leadership
- Advocacy
- Skills and diversity audit
- Clear Force Vision and Values
- Use of Volunteers

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Understanding Your Partners

- Partners Capacity and Capability
- Integrated Service Delivery
- Neighbourhood tasking & clear escalation arrangements.
- Coterminous boundaries
- Joint Strategic Assessments & local delivery plans.
- Joint Problem Solving
- Reducing Crime and disorder

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