



Local Policing Charter 2024-2028



Our promise

We are committed to building safer, stronger communities through a visible, accessible, and engaging police presence. Our focus is on delivering community policing that responds to local needs, fosters trust, and promotes public safety. We recognise that community policing goes beyond traditional law enforcement - it is about building strong relationships with those we serve by actively engaging with citizens and being an integral part of policing with the community.

To achieve this, we will prioritise targeted visible patrols, which offer the kind of accessibility that allows officers to build relationships and engage directly with the public. This approach fosters a two-way dialogue that is essential for understanding the community's concerns and improving trust. Visibility is a cornerstone of the Charter because it reassures residents and deters crime through a more approachable, human-centred police presence. Research has shown that officers who are visible and engaged in their communities build rapport and create the conditions for better cooperation and trust.

In addition, we are committed to using modern communication tools, including social media, to enhance our reach and keep the community informed. Digital engagement platforms will also allow us to gather

feedback in real time, making it easier for communities to participate in setting local policing priorities. This will not replace more traditional forms of communication.

Furthermore, we recognise the strength that exists within the community itself and will continue to collaborate closely with local leaders, organisations, and residents. We want to ensure that policing is a shared responsibility, where the voices of the public help shape our focus and actions.

Finally, our efforts to enhance visibility and accessibility will be supported by evidence-based problem solving, ensuring that we address the root causes of crime, working with local partners to reduce harm and prevent crime before it occurs. Our commitment is to always be accessible, and the Local Policing Community Charter sets out how we will achieve this.



Assistant Chief Constable Grant Wills

This charter will be based on the following principles:

- Visibility
- Accessibility
- Engagement.

Visibility and accessibility are at the heart of the Local Policing Charter. There will be universal offers to policing services, but we will tailor our engagement activity to the specific needs of communities. We want our communities to know we are listening and acting on their concerns and priorities.

Visibility

We must interact with the public and our communities in ways that suit them, utilising a range of techniques and channels to best connect with them, including face-to-face communication where appropriate. We will involve local people in problem-solving processes, responding to the diverse needs of our communities, and feedback regularly on action that has been taken.

We will enhance links with local people whilst working in partnership to identify and tackle the concerns of our communities. This will be achieved through community engagement events, initiatives within educational settings, online interactions and attendance at parish and town council meetings to help us direct our engagement activity to the right people, at the right time, using the right channels.

The charter has been co-produced with the Police and Crime Commissioner (PCC), to ensure it aligns to the Police and Crime Plan priorities, as well as Parish and Town Councils and Independent Advisory Groups (IAGs).

A focus on crime, safety and antisocial behaviour

This will be achieved through:

- Targeted high visibility patrols in high footfall areas.
- Intelligent use of data to address crime/antisocial behaviour (ASB) or confidence.
- Adopting a problem solving approach.

Local priorities; local delivery

This will be achieved:

- By understanding and agreeing local priorities which will be reviewed every six months or at a frequency agreed between police and chair.
- A joint agreement between safer neighbourhood teams (SNTs) and parish and town councils, regarding attendance at meetings, will be developed. Whilst population and/or crime and confidence data will determine the frequency, officers will consider the specific needs of the parish council and will maintain regular contact through written updates as and when required.

Engagement with communities, in person and digitally, to ensure we are tackling concerns

This will be achieved through:

- Undertaking surveys and local drop-in sessions to hear concerns directly from local, both in person and online, residents.
- Focus effort on building relationships and engagement with under-represented communities, ensuring we are accessible to all.

Promotion of police activity in local communities

This will be achieved through:

- Celebrating success using Neighbourhood Matters, social and traditional media.
- Where SpeedWatch is in operation, reports will be provided on a quarterly basis.

Accessibility

We will ensure consistent two-way dialogue with communities through formal and informal forums such as parish and town council meetings and neighbourhood surgeries, to understand the priorities and the expectations of our communities, providing feedback on our activity.

Recognising how important it is that communities know who their SNTs are, we will make a commitment to ensure that our staff and their contact details are accessible, kept updated, and shared with communities.

This will allow us to provide a policing service that is reflective of specific needs, concerns and intelligence to help identify and prevent crime and antisocial behaviour.

We will collate and report on crime data, provide feedback on enforcement activity and measure engagement through Neighbourhood Matters to demonstrate how we are meeting our commitment.

We will establish and strengthen local partnerships with diverse community groups, such as community and resident associations, Business Improvement Districts and Licensing Forums, to work together to promote community cohesion.



Meet your safer neighbourhood team

Officers can be contacted on the below numbers concerning community issues. To report a crime in progress call 999 and for non emergencies, report online at www.westmercia.police.uk/report. If you are unable to report online, you can contact us via the 101 non-emergency number.



Inspector
Matt Sanders

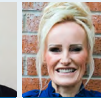


Sergeant
Rich Jones

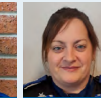
Ketley and Oakengates SNT (ketleyandoakengates.snt@westmercia.police.uk)



PC Nigel
Barnsley
07811 758596



PCSO Louise
Price
07973 930853

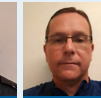


PCSO Krissy
Wills
07814 055194

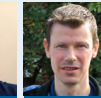
Donnington and Trench SNT (wwtd.snt@westmercia.police.uk)



PC
Jack Beddall
07773 046907



PCSO
John Bowen
07816 228574

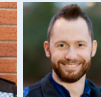


PCSO
Rich Harrison
07816 229067

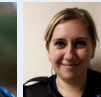
St Georges, Priorslee and Muxton SNT (sgp.snt@westmercia.police.uk)



PC
James Fox
07866 215068

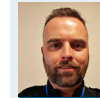


PCSO
Wayne Jervis
07816 220759



PCSO
Shell Williams
07811 758319

Newport SNT (newport.snt@westmercia.police.uk)



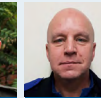
PC
Rich Edward
07811 758170



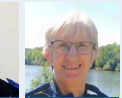
PC
Andy Worrall
07811 754066



PCSO Ivan
Collumbell
07817 941151



PCSO
Merrick Liston
07817 888343



PCSO
Susan Tindale
07816 228914

Information correct at date of publication (October 2024).



Sign up to receive alerts from your local policing teams
www.neighbourhoodmatters.co.uk



Engagement

We will provide a range of accessible channels for our communities to engage with, both on and through traditional forms of communication and face-to-face interactions, ensuring that our content is accessible, breaking down barriers that prevent our communities from engaging with us.




Through development of online services, we will build our range of channels to enable us to reach communities. For example, making best use of community pages, forums and keeping up to date with new social media platforms. This will not be at the expense of face-to-face interactions.

We will also maintain a close working relationship with the PCC and his office. We will ensure we are utilising the findings of his confidence survey, which seeks to understand public perception of the service they receive. We will also identify opportunities for joint public engagements and messaging.

Our ask

- For parish, town and borough councils to have regular engagement with your local policing teams to highlight community concerns.
- Share messages and good news via your local channels.

Join us on
WhatsApp
Channels
for our latest
updates.



Neighbourhood Matters

The Neighbourhood Matters messaging system enables residents, businesses and community groups to keep in touch with local SNTs.

The public can receive updates on crimes, latest information on ongoing incidents and learn more about what we're doing in your community. The public are invited to sign up and become a registered recipient of messages of information, crime alerts or witness appeals local to the area in which they live or work by email, text or telephone. Users can choose exactly the type of alert they wish to receive.

Neighbourhood Matters can also be used to contact local SNTs. Each of our SNT's details can be found here, including mobile phone numbers and email addresses.

The service shouldn't be used for reporting crimes or incidents – to make a report please contact West Mercia Police via the West Mercia Police website or dial 999 in an emergency. For further details please see www.neighbourhoodmatters.co.uk





Our teams

The roles who will deliver this charter include:

- **SNT Inspectors** will be the senior managers responsible for a geographical area which will encompass a number of individual SNTs. They will be the coordinator of core activity and the individuals tasked with ensuring that they and their teams work closely with communities and other partners to ensure effective delivery of this charter. They will be visible in their local communities to improve confidence and understand issues on a local level.
- **SNT Sergeants** will be dedicated to supervising the SNTs. They will provide continuity of direction to local police constables (PCs) and police community support officers (PCSOs) on a daily basis to address the most important issues and ensure that strong relationships exist between their officers and local people. They will be visible and accessible, ensuring that the local community know who they are.

- **SNT PCs** will be dedicated to neighbourhood policing to deliver sophisticated problem-solving to prevent harm in communities based on a thorough understanding of local strengths and use their warranted powers proactively to tackle local threats, crime, demand and vulnerability. We will minimise any abstractions to patrol teams. Town Centre teams are located in high footfall areas responsible for tackling local issues including retail crime and ASB with a focus on cutting crime and bringing offenders to justice.
- **SNT PCSOs** will be aligned to our SNTs. Together with our PCs, they will be our most familiar faces, tackling issues of concern in communities, maintaining a consistent personal connection with local people and building sustainable links between them. PCSOs will attend town/parish council meetings, when available.
- **Problem Solving Hubs** - each of our local policing areas has a dedicated Problem Solving Hub, made up of officers and police staff who are specialists in roles such as licensing, missing people, youth engagement, rural and business crime, early help, early intervention and prevention, and designing out crime.
- **SNTs** work closely with problem solving hubs to both prevent crime, and sustainably resolve issues in the community.
- **Special constables** will provide an additional and valued capability, supporting regular colleagues. They will provide a highly visible presence through well informed patrol and enforcement activity which tackles prevalent issues of local concern.
- **Police cadets** will assist neighbourhood officers in engaging with communities at events and playing an important role in preventative initiatives and campaigns. They will enhance our relationships with young people across our communities, while developing their own skills and self-confidence.
- **Police volunteers and the Independent Advisory Groups (IAGs)** will be a crucial link between communities and the police, sharing information and broadening the involvement of citizens in policing through initiatives such as Neighbourhood Watch and Community SpeedWatch.
- Our other specialists will operate in neighbourhoods, sometimes recognised and sometimes not, but all in the common mission of keeping our communities safe. This diverse and skilled workforce includes our response officers, detectives, roads policing units, dog handlers, child protection specialists, covert teams and firearms officers, all of whom will provide the additional comprehensive support to our SNTs when needed.

All functions will contribute towards tackling the force's priorities and bespoke local, neighbourhood policing to the people and communities of Herefordshire, Shropshire, Telford & Wrekin and Worcestershire.

Governance and evaluation

Through our community engagement and governance structures we will be accountable and transparent in our approach, building the trust and confidence within our communities by operating with integrity, fairness and compassion.

This strategy will be reviewed annually in line with the Police and Crime Plan, delivery of the force management statement, force control strategy and force performance management framework. Effective governance is provided by a comprehensive governance structure with clarity of purpose and clear accountabilities.

West Mercia Police is governed by the PCC. Updates and progress on the Charter will be presented by the Chief Constable in Assurance and Accountability (holding to account) meetings and the Governance Board (a joint meeting between the PCC and force).

We will be accountable to our communities for delivery of this strategy, resolving local concerns and updating key stakeholders through community meetings and local surgeries.

These forums will facilitate two-way dialogue with police and partners, to understand public concerns and align priorities providing localised transparency, accountability and involvement in decision making.

Implementation of the strategy will be overseen by the Assistant Chief Constable (Local Policing) supported by a tactical lead (Superintendent) and operational leads (Inspectors). Progress will be monitored through a Superintendent-chaired Local Policing Charter Delivery Group. A performance framework which embeds key performance indicators will be used to monitor performance.

Visibility, accountability and area ownership is delivered by the Local Policing Superintendents.

Together, we will engage in regular initiatives, establish meaningful connections with communities and foster lasting partnerships with local organisations, businesses, and community leaders. This collaborative and inclusive approach cultivates trust and empowers communities to play an active role in keeping their neighbourhood safe.

Outcomes

The Local Policing Charter, supporting the delivery of the Police and Crime Plan, will deliver:

- Improved services to the public
- Improved communication and engagement channels with communities
- Policing with the community
- Increased confidence and trust with the public
- Intelligent and targeted deployment of resources
- Enhanced and consistent service to the public
- Increased visibility and accessibility in communities
- Strong partnership working

These outcomes will be measured through a number of methods, including the annual Town and Parish Council Survey and the Public Confidence and Perception survey – both of which are produced by the PCC.