



To: Business Coordination Board

From: Chief Executive

Date: 27 February 2013

PUBLIC POINTS OF ACCESS

1. Purpose

1.1 To share with members of the Board and outline next steps for implementation.

2. Background

2.1 The concept of having points of presence within partner, community and commercial premises have historically ranged from permanent offices, such as Addenbrooke's Hospital Police Office, to more informal arrangements where the police have utilised high footfall premises such as supermarkets on an occasional basis to deliver crime prevention advice and community engagement activities.

2.2 The Commissioner believes that more permanent 'contact points' within such premises can provide the opportunity for the public to engage with their local policing teams, enabling access to information and face to face contact to discuss concerns and priorities.

3. Proposed concept and trial area

3.1. The proposal is to establish a permanent contact point within commercial premises initially on a trial basis. Early discussions around the location of the pilot have focused on easy access for members of the public in an area of high footfall. The aim of the contact point is to reflect the changing nature of public / police engagement and aims to increase visibility and accessibility.

3.2. It is proposed that an initial contact point is established within Sainsbury's in Bretton, Peterborough. Discussions have been held between the store manager, members of the Northern sector policing team and the Commissioner's Outreach

Worker. It is proposed that the contact point could be at the Information Service Desk within the store.

- 3.3. It is proposed that the contact point will be open at regular advertised times, with the potential to extend these hours if there is demand within the community. It will provide a joint opportunity for the Constabulary and Commissioner to use the contact point for effective community engagement, with the prospect of extending its use to other partners. Feedback will be obtained from the pilot to inform the future of this specific contact point but with the potential for the model, or variations of it, to be replicated across the County using consistent standards of signage and branding.
- 3.4. To ensure that the pilot project is sustainable and able to be replicated in other areas with existing staffing it is proposed that the contact point could be staffed by a PCSO for one hour on a Tuesday and a Wednesday. Where there is an identified need or benefit, commitment from the Constabulary could be increased. The Police and Crime Commissioner's Outreach Worker will initially staff the contact point for one hour on a Thursday and one hour on a Friday, again, with the flexibility to increase commitment where there is demand. The Outreach Worker will liaise with and coordinate external organisations' involvement where appropriate.

4. Meeting police and crime plan objectives

- 4.1 Maintain local police performance: Having contact points in high footfall premises within the community offers the opportunity to effectively engage with local members of the community to enable the Commissioner and Constabulary to identify and respond to local priorities and needs.
- 4.2 Deliver policing within the available budget – Contact Points can make use of Programme Metis by enabling Officers and PCSOs to continue to access information and systems. With the focus on maximising police visibility, a permanent contact point with a regular, publicised presence within a well-used location can provide easy access for members of the public to engage.
- 4.3 Continue to tackle crime and disorder – A contact point will provide opportunity to promote prevention initiatives and can be used to as an opportunity to influence perceptions of anti-social behaviour.
- 4.4 Keeping people safe – Again, a contact point within a high footfall location such as a supermarket can provide the opportunity to engage and promote awareness of issues such as domestic abuse or hate crime with members of the public who are “hard to reach” and enabling members of the public to access information or seek advice.

5 Costs

- 5.1 Resourcing falls into two categories – staffing and set up costs. The initial staffing allocation for the pilot is described above. Other set up costs are nominal and focus on ensuring the contact point is well and consistently signposted. These costs have been approximated at under £350 per contact point. Any future investment in remote service portals would need to be considered at the appropriate point.

- 5.2 As with any project, there will be a time cost – both in terms of getting it up and running and staffing it. It is anticipated that the staffing cost will pay dividends in terms of visibility within the community and, if used consistently with the principals of Programme Metis, may even provide a time saving.

6. Timescales

Following approval, it is anticipated that eight weeks will be needed for production, delivery and communication of the pilot.

6 The future

- 7.1 A pilot will be useful in not only establishing the general demand for interaction but also the type of facility.
- 7.2 The consistent ethos of the Peterborough model is that it should provide a permanent police contact point, but allow local policing command flexibility around resourcing.
- 7.3 A highly visible presence on the Service Counter will help to break down any communication barriers within communities and this is the initial primary purpose of the pilot contact point. However, the Constabulary may deem it appropriate to consider widening the function of the contact point in the future if it wishes to use it to enable a crime reporting facility. If dedicated rooms are then used for confidential discussions the host organisation may wish to regulate the arrangement and the Constabulary may need to assess the space for any personal risk (items which could be used as weapons) and consider the need for a panic alarm.
- 7.4 An exciting prospect for the model could be to trial a remote service portal, which could allow the public to contact and interact with the Constabulary when no police staff are present. This is linked strongly to the concepts being developed within Programme Metis, with other opportunities arising to maximise the time officers spend out in their communities.

7 Communications

- 7.1 Once approved, the Commissioner's Outreach Worker will work with relevant contacts to get the pilot up and running, giving appropriate consideration to any feedback received from both within and outside of the organisation.
- 7.2 Part of the establishment of the pilot will include an integrated communications plan. The Commissioner's Head of Engagement will work with the force's Head of Corporate Communications to develop a plan that will ensure the contact point is publicised and well and consistently signposted to members of the public.
- 7.3 Once established, the pilot will be evaluated for its effectiveness and any modifications that might be required before being considered for wider roll out.

8 Recommendation

8.1 To consider and endorse the proposed Police Contact Point pilot model.

BIBLIOGRAPHY

Source Document (s)	Contact Officer	Location
	Anna Horne, OPCC Head of Engagement & Communications Nicola Fenton, OPCC Outreach Worker – Peterborough & Fenland	Cambridgeshire Police & Crime Commissioner, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA