Community Safety & Environment Scrutiny Panel

Review of Safer Neighbourhood Panels

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1. Purpose of review

1.1 The purpose of this in-depth scrutiny is to review and evaluate the contribution of Safer Neighbourhood Panels to reducing crime and Anti-Social Behaviour in Greenwich and make recommendations for improvement.

2. Background

2.1 There is a statutory obligation for the police to obtain the views of residents about crime and disorder in their neighbourhood and to provide them with information. Safer Neighbourhood Ward Panels (SNP's) were established as a mechanism for doing this and facilitating two-way communication between residents and neighbourhood police teams. Ward panels also reflect the Mayor of Londons' commitment to provide a local engagement structure that gives Londoners a greater voice and scrutiny of policing at a local level. Ward Panels exist in every London Borough and are the primary ward-level mechanism for local consultation and scrutiny of policing. The Metropolitan Police (MPS) are responsible for setting up SNP's and the format is "owned" by them. However, the Mayor of London Office for Policing and Crime (MOPAC) has tasked Safer Neighbourhood Boards in each Borough with monitoring MPS support for the delivery of ward panels. Where ward panels are not in place or not functioning the SNB can ask the MPS to take action to address this.

2.2 The Community Safety and Environment Panel at their meeting on 17th September 2020 agreed to carry out an in depth scrutiny review to address concerns regarding the effectiveness of panels and inconsistencies across the borough. The terms of reference were set in the attached Project Statement – Appendix 1.

3. Methodology

3.1 In carrying out this scrutiny review the Project Team collected evidence from the MPS Basic Command Unit (BCU), Greenwich Safer Neighbourhood Board (GSNB), MOPAC, Safer Neighbourhood Police Teams and Ward Councillors.

3.2 The MPS have now developed a Ward Panel Framework (Appendix 2) which provides guidance to all BCU's in London and this is being developed by senior leadership in Greenwich, Lewisham and Bexley to

improve the effectiveness of panels across the three boroughs. It provides comprehensive guidance but is in the early stages of implementation.

3.3 The main evidence on the current operation of panels came from three surveys:

- a questionnaire sent to all councillors (appendix 3)
- a questionnaire sent to all Police Sergeants and Teams (appendix 4)
- a survey carried out by the GSNB covering the 17 Panels (appendix 5)

4. Findings / Recommendations

4.1 The results of the surveys indicate that there are inconsistencies in the performance of panels across the borough and a number have ceased to function. Out of 17 panels only 5 are performing well, 7 need some additional support to improve and 5 require major changes or re-constitution. There are often low levels of attendance at many panel meetings. The BCU and GSNB recognise the need for changes to address these problems and are working together to develop an improvement plan taking into account the good practice recommended in the Ward Framework supported with clearer guidance to all panels. Based on the results of the Scrutiny Review it is recommended that the improvement plan should include action in the following key areas :

5. Ensuring that there is a Panel effectively operating in every ward

5.1 The results from the questionnaires confirm that a number of Panels have ceased to operate and other are not performing effectively. The impact of the Covid pandemic has obviously had a severe impact in hindering efforts to re-establish and improve panels. If the situation is to improve there needs to be a clear plan of action to ensure effective arrangements in every ward and priority given to re-establishing those panels that have ceased to function. The introduction of new ward boundaries in May 2022 will create additional challenges which will need to be taken into consideration next year.

Recommendation 1

That the BCU with support from the GSNB develop an Action Plan with a timetable for ensuring panels are effectively operating panels in every ward in Greenwich and consider the implications of the boundary review.

6. Ensuring that Panels are representative

6.1 Improvements in panel membership are required to ensure that they reflect local communities within neighbourhoods including gender, age, Black, Asian & Minority Ethnic groups, representatives of faith groups and any group forming a large section of the community such as students, young people and the LGBTQ+ community. Younger people are noticeably under-represented on panels yet levels of youth crime highlights the need to increase participation and engagement with young people.

Recommendation 2

BCU, GSNB and the Council work together to develop a borough wide campaign to promote greater awareness of the work of SNP's with the aim of recruiting a wider range of members from all sections of the community. This should include Greenwich Information, Websites, and Social media.

Recommendation 3

SNP's to pro-actively recruit members from all sections of the community reaching out to community groups, tenants / residents, faith groups, monitor progress, and take action to improve representation.

7. Improving Community Engagement

7.1 It is important that all panels communicate effectively with the wider community. Many residents may be unaware of the work of ward panels and a range of communication mechanisms need to be used to share information with residents. This can include websites, newsletters, social media, and placing information in public spaces which are visited by the wider public.

7.2 Evidence from MOPAC confirmed that most boroughs experience difficulties getting residents involved with community police engagement.

Some residents may attend meetings when they are concerned about a specific problem but often do not wish to take on additional volunteering responsibilities with a panel. Social media and websites may provide a more convenient way of engaging residents. The Police have already had some success with using Ward Surveys to engage with a broader range of residents rather than just panel members. Results from surveys should be collated and fed back into ward panel meetings to inform their decision making on priorities.

7.3   Although not everyone wants to attend formal panel meetings it is important to allow public attendance at some meetings to give the wider community an opportunity to see the panel at work, hear from the local police team and ask questions. There are currently different approaches about whether panel meeting are open or closed to the public and some clearer guidance would help consistency. Hosting panel meetings in different parts of a ward may encourage more attendance as will holding meetings at different times of the day and on different days. Additional day time meetings may enable participation of those who would otherwise be unable to attend. Technology should be used to enable access for those unwilling or unable to attend in person (due to disability, illness or care commitments). There has already been some success with some panels holding meetings virtually on platforms such as Zoom or Microsoft Teams. However, more support is needed to ensure that all ward panels are able to do this for all or part of their meetings.

7.4   The survey results show that many councillors are not engaged with the work of their local ward panel and do not attend meetings. The participation of councillors in ward panels would enable them to contribute their local knowledge to problem solving ,encourage community groups to get involved, identify opportunities for joint working with the police as well as refer non policing issues to Council departments. Before the Covid emergency the Council, Police and GSNB had been collectively working to enhance partnership working at ward level and had planned an event in March 2020 which had to be postponed due to the pandemic. There is now an opportunity for further work to enhance partnership working at neighbourhood level and encourage councillor participation in ward panels.

Recommendation 4

Develop innovative engagement methods for engaging a wider range of residents outside of formal meetings recognising that some groups including younger people may not want to attend formal meetings so alternative options including use of social media and outreach events may be more effective.

Recommendation 5

Develop more partnership working at ward level to facilitate more active participation of councillors in ward panels.

Recommendation 6

Review arrangements for the time, location and venue of ward panel meetings to improve participation including support for using technology for virtual meetings.

8.   Improving the effectiveness of panel meetings

8.1   The survey results indicate there have been some difficulties with the administration of panel meetings including adequate notification of meetings , distribution of agendas / minutes, the priority setting process and establishing clear roles and responsibilities. These problems reduce the level of participation and the effectiveness of meetings. The Ward Framework provides comprehensive guidance and the BCU proposal to publish a Panel Handbook would help communicate these standards to all panels so there was greater consistency across the borough.

8.2   It is already a requirement for each panel to be chaired by a community member but consideration should be given to having a Vice Chair for each panel , who can deputise and support the Chair. Following a review in Tower Hamlets it was recommended that each panel should establish a post of Vice Chair which should also be given specific responsibility for engaging with seldom heard residents. All panels should have a Secretary to assist the Chair with the administration of meetings and recording decisions. It is sometimes difficult to find a community member willing to do this so it is important that the Safer Neighbourhood Team offer some administrative support to enable the panel to operate if there are vacancies.

8.3   In addition to having a Chair, Vice Chair and Secretary there may be further opportunities to utilise the skills and experience of panel members by giving them designated responsibilities to share the workload. This could include liaising with different groups/organisations in the ward or younger residents.

8.4   If all panel members are to be effective then they would benefit from relevant training covering a range of issues including: panel responsibilities , how to use police and partnership data ; setting ward priorities and problem solving.

Recommendation 7

That the BCU / GSNB publish a Ward Panel Handbook with clear guidance on good practice on running panels effectively and organise formal training for panel members.

9.   Conclusion

9.1   Safer Neighbourhood Panels provide an important mechanism for community engagement in reducing crime and disorder in Greenwich. The aim of this scrutiny review has been to assess current levels of performance and provide some practical recommendations for improvement. The BCU are already developing an improvement plan to improve the effectiveness of panels across the borough and the GSNB are reviewing and supporting each panel. It is hoped that the recommendations can support this work and enhance the Council's support for panels.

Recommendation 8

That the BCU and GSNB be asked to provide an update on improvements in panel arrangements across the borough by February 2022 taking account of the recommendations of the scrutiny review and changes to ward boundaries to be introduced in May 2022.

In-Depth Scrutiny Work - Project Statement

Project Name	Review of Safer Neighbourhood Panels
Project Lead Member/Officer	Councillor David Stanley/Aysev Ismail
Date agreed	16/11/2020

1. Purpose of Review

The purpose of this in-depth scrutiny is to review and evaluate the contribution of Safer Neighbourhood Panels to reducing crime and ASB in Greenwich and make recommendations for improvement.

2. Specific Objectives

1. Review existing arrangements for the 17 Safer Neighbourhood Panels to assess their effectiveness in engaging local residents in reducing crime and ASB

2. Review the arrangements for community engagement including levels of participation and diversity

3. Review structure, governance, administrative support and funding

4. Assess the contribution of Panels in identifying local priorities for policing and monitoring progress

5. Make appropriate recommendations for improvement and greater consistency across the borough

3. Tasks to be done

1. Survey to collect information on arrangements for the 17 Panels
2. Desk top research on best practice from other local authorities, police and MOPAC
3. Interviews with key stakeholders responsible for the delivery and oversight of the panels, as well as the crime & disorder within the Borough
4. Consultation with Safer Neighbourhood Panels, Police Teams and ward Councillors
5. Analyse evidence received to make recommendations where appropriate, and identify/recognises areas of good practice

(Appendix A)

4. Project Team

Councillor David Stanley - Chair of the CS&E SP
Aysev Ismail - Community Safety Policy and Performance Manager
Nassir Ali - Scrutiny Manager

5. Resource Implications

Officer time from Scrutiny Unit and Community Safety

6. Project Timeframe and Milestones

Task	Scope	Date
Agree Scope by Project Team	Chair & SP	26th November 2020
Questionnaires, research and interviews	Fact finding	January/February 2021
Project report	Update on progress and future work	March 2021
Interim report	A draft report with initial findings and conclusions	June 2021
Final report	Final report with recommendations	September 2021

(Appendix A)

Protective Marking	Not Protected
FOIA Exemption	N
Suitable for Publication Scheme? Y/N	N
Title and Version	Ward Panel Framework - version 5
Purpose	To provide a framework for Ward Panel inception and operation
Relevant to	Neighbourhood Superintendents, Chief Inspectors and Inspectors and All Safer Neighbourhood Teams
Summary	A Framework of guidelines to assist Safer Neighbourhood Teams in setting up and working with ward panels
Author and Warrant/Pay Number	Ch/Supt Stuart Bell, Insp John Evans, PS Angela Knight
Creating BOCU/Branch & Unit	CPIC – Safer Neighbourhoods
Date Created	December 2020
Last update	15 December 2020
Review Date	15 May 2021

Ward Panel Framework

1. **Introduction**

There is a statutory obligation on police under section 34 of the Police Reform and Social Responsibility Act 2011 to obtain the views of those within a neighbourhood about crime and disorder in that neighbourhood and for police to provide information on policing within that neighbourhood. Ward panels therefore are an important and ever relevant mechanism to facilitate this two-way provision of information and consultation.

Ward panels contribute to two of the operational priorities within the Metropolitan Police Service (MPS) strategy 2018-2025:

- Focus on what matters most to Londoners and
- Mobilise partners and the public.

Ward panels also reflect the Mayor's mission and action plan, providing a vital local engagement structure that gives Londoners a greater voice. They actively contribute to the MPS engagement action plan and core commitments, developing and embedding strong local relationships and providing a local pathway to community focused engagement. Every one of London's wards will have a ward panel, meeting regularly, where the police can be scrutinised at a neighbourhood level, agree priorities and share local concerns.

A ward panel that functions effectively will feed information and emerging issues directly to local officers, helping to shape and deliver local priorities and inform supervisors. Evidence-based ward panel decisions should inform, influence and involve both the community and police officers as part of a continuous cycle of feedback, review and action.

Ward panels provide a key local accountability mechanism for the MPS and the Commissioner and allow scrutiny of policing at a local level.

2. **The purpose of a ward panel**

Ward panels will be the primary ward-level mechanism for local consultation.

They have the following aims:
1) To ensure the local community is closely involved in setting the ward level priorities for the ward and Safer Neighbourhood Team (SNT)
2) To support activity on the ward priorities

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3) To scrutinise the work of the SNT
4) To encourage and support community members to become more closely involved in problem solving and crime prevention
5) To support the SNT in building trust and confidence within the wider community
6) To be representative of their community and have considerable reach within the community
7) To assist the police in increasing community engagement, for example through community contact sessions
8) To support groups within the ward that have a focus on crime prevention and community safety, such as Neighbourhood Watch.

3. Ward panel functions

A) Setting ward priorities

Guidance on the number and type of priorities set by each ward is under review and will be published separately. Regardless of the number and type of priorities the core principles below should be applied by panels.

To inform the setting of ward priorities, ward panel members should examine the ward crime/ASB profile alongside information from community engagement and activity by both police and partners. Information examined should include results of surveys and concerns voiced by the community at public events and meetings.

The process of setting ward priorities will be supported by the SNT through the provision of information about criminal activity across the ward and crime and anti-social behaviour (ASB) statistics and trends. SNT officers will also provide updates on their actions taken regarding any existing priority in order for the panel to make informed decisions about whether the priority is in need of amending or replacing.

Priorities should not be generic; they should address a specific problem. If a decision cannot be reached through discussion, a vote should be taken. SNT officers should explain how ward priorities complement the broader neighbourhood priorities and MPS policing priorities in their work. Officers should also clarify what would be achievable within available resources and set a timescale for achievement or feedback to the community.

In addition to setting ward priorities, the panel should be fully involved in deciding the type of action that should be taken on their concerns and have an input into the problem-solving approach.

B) Scrutinising the work of the SNT

To enable the ward panel to scrutinise its work, the SNT should provide the ward panel with data on crime and ASB as well as information on its activities, time spent on the ward and any changes in team membership.

C) Supporting the SNT in building trust and confidence in local policing

Ward panels should collate issues and concerns from across the ward. This information will enable SNTs to consider and act upon the views of the wider group of residents. The ward panel should also convey to residents the subsequent actions the SNT have taken. This two-way communication should assist in building trust and confidence.

Ward panel members should provide and seek feedback from the community on the factors affecting confidence in policing and assist the SNT with developing initiatives that impact on the key measures of confidence in local policing, such as "Feeling well informed", "Agree police are dealing with things that matter" and "Knows how to contact their local officer".

<div align="center">APPENDIX 2</div>

D) <u>Ensuring the ward panel is as representative as possible</u>

Ward panels should seek to proactively and positively influence levels of representation within the panel, with the aim for their membership to reflect the socio-demographic characteristics of the ward. There should be a mixed group of gender, age, Black, Asian & Minority Ethnic representatives, and representatives of faith groups and any group forming a large section of the community such as students, young people and the LGBTQ+ community. With a small panel where this may be difficult to achieve, panel members should be active across the different communities that make up the ward and reflect the views and voices of those communities wherever possible.

E) <u>Increasing community engagement</u>

Ward panels provide opportunities for the community to engage with the police and other partners about the things that matter most in the area where they live. By feeding in information from the wider community and reporting back to the community, ward panel members increase community engagement with policing. Ward panel members should involve as many community members as possible in this two-way communication.

Ward panel members, through their contacts and influence, should also cascade crime prevention and wider police engagement messaging through the means they decide most appropriate to achieve as wide a reach as possible. They should then inform the SNT of any relevant feedback.

Ward panels should support the effectiveness of community contact sessions by considering information on their take-up and impact, then contributing community suggestions for different locations and times/events of high footfall that together reach the wide range of community members. Information collected at these sessions should be fed back to the ward panel.

F) <u>Supporting neighbourhood watches in the ward</u>

The networks and influence of ward panel members should complement any established networks and influence of neighbourhood watch coordinators. Ward panels should support a reciprocal relationship with neighbourhood watches for the purposes of crime prevention and community safety concerning local policing.

4. Membership of a ward panel

Breadth

Ward panels should have the representation and breadth of skills to ensure that they can fulfil their functions effectively. The panel should be formed of local people who live, work and/or study in the ward and be drawn from all parts of the ward to prevent a focus on one area at the exclusion of others. A suitable number would be between 12 and 25 members. For smaller ward panels, members should be able to consult widely across the community.

Core membership:

- **Local residents/businesses -** representatives from significant demographic groups; young people; tenant and resident associations; residents of different housing types; local community groups; local societies and associations; educational representatives; local traders and business groups;
- **Local partners -** neighbourhood watch; health professionals; housing representatives (with no voting rights); local authority officers, such as the antisocial behaviour/crime prevention officer (with no voting rights); significant partners (such as charities, outreach providers and youth workers - with no voting rights); ward councillors (with no voting rights).

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Membership by those who take a wider view or represent an organisation or group should be encouraged. It can help ensure that *'single issue'* or non-inclusive members do not dominate discussion at panel meetings.

SNT officers and ward panel members should be proactive in recruiting representation from across the socio-demographic characteristics of the ward and all areas in the ward. Without this, the panel could lose the trust of sections of the community.

Chair

The ward panel chair provides the strategic direction and leadership for the panel. The chair should be a community member who resides, or works or studies predominantly, in the ward. The chair, or a nominated deputy, should attend all meetings. The chair should be aware of all potential conflicts of interest to their role and act accordingly should one become apparent by registering that conflict of interest, abstaining, delegating the chair responsibilities for that decision or stepping down.

Secretary

It is recommended that a volunteer should be sought to take the role of secretary to assist the chair and panel with administration and keeping a record of each meeting.

Tenure

Ward panel members should aim to be involved for at least a year with an advised tenure of 2-3 years, when the possibility of extension can be reviewed. Panels should aim for an appropriate mix of experienced and newly engaged members of the community and include succession planning for the role of chair.

Councillors

The ward panel would benefit from the involvement of the local ward councillors who can observe the process and contribute their local knowledge of problems, but they should not be party to any 'voting' around the selection of a ward priority. This is to ensure that any priority is free from any criticism that it is politically driven. For the same reason, councillors should not be ward panel chairs.

Young people

To increase participation of young people, youth advisory groups and safer school officers should be approached and innovative engagement methods and social media should be used. Instead of expecting young people to take part in ward panel meetings, targeted community police engagement events could be held. They may include regular 'Question Time' sessions, where young people can question MPS officers directly. Should a young person become a panel member, an appropriate risk assessment must be completed and written parental permission sought if the person is under the age of 18. Transport to and from the venue must also be considered alongside virtual opportunities to attend via electronic platforms.

5. **Ward panel meetings**

Administration

- Meetings should take place at least every three months.
- The ward panel chair and the SNT must agree the date, time and location of each meeting well in advance.

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- An SNT officer should attend each ward panel meeting.
- The ward panel chair should chair meetings and be responsible for setting the agendas of meetings.
- A ward panel member should keep a record of attendance and the agreed priorities and actions.
- Although the mechanism of ward panels is provided by the police and supported by the SNT, the ward panel should lead on fulfilling its functions.
- SNTs should provide information required in a timely manner.
- SNTs should assist the ward panel where required with provision of a venue, support with community engagement and recruitment of future panel members.
- SNTs should help store and distribute required information and records, compliant with General Data Protection Regulations (GDPR), through maintained circulation lists on the AirSpace system.
- The ward panel should choose whether a panel member takes the role of GDPR data controller.
- A record should be kept of ward panel membership, including changes of panel members. After establishing the panel, it must be clear to members and the community how changes to panel membership will be made. The DWO should retain a central copy of records of membership and meetings for reference and distribute the records of meetings to all attendees and the safer neighbourhood board (SNB).
- The functions of the panel, panel membership and meetings should be broadly promoted across the ward through a variety of means and in formats suitable for all sections of the community.

Agenda

Meetings should include feedback on actions and priorities identified at the previous meeting, information on policing activity and its impact, crime data, community concerns, reviewing and updating ward priorities and the type of action to be taken, evaluating and suggesting community contact sessions, and agreeing dates for the next one or two meetings.

Provision of data and reports

The Dedicated Ward Officer (DWO) or supervisor for the ward will provide the ward panel with up to date and relevant data, information and reports in order for the ward panel to fulfil its priority setting and scrutiny. This should include data on crime and ASB since the last meeting, trends and comparisons taken from a variety of internal and open source databases. Reports should include brief information on types of recent offence or ASB and hotspot areas in the ward.

Provision of survey results

The use of Ward Panel Surveys (WPS) enables DWOs to engage with a broader section of the ward than the ward panel members. The "Voice Your Concerns" facility on the ward pages of the MPS website allows local people to select and vote on the crime and ASB they are most concerned about. Results from these surveys should be collated and fed back into the ward panel meeting to inform the panel's decision making.

Accessibility

Ward panel meetings should be accessible and open to all members. The meetings, information presented and venues should be accessible. Technology can be used to enable access and to support those who are unable to attend in person (due to disability, illness or care commitments). Ward panel meetings, or parts of meetings, may be held virtually on platforms appropriate for the panel such as Zoom or Microsoft Teams, which include a dial-in option.

Public attendance

It is important that ward panels allow public attendance at some meetings. This gives the community the opportunity to see the panel at work and hear directly from the SNT about its activity and local crime.

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Community members can also ask questions of the panel and the police. The panel can use this opportunity to recruit new members.

6. Setting up a ward panel

Panel inception

As a step towards setting up a new ward panel, it may be useful for some existing community leaders to form an interim panel, possibly with a well-known community leader taking the lead as chair. This should be a short-term arrangement until further community members come forward. As more community members become involved, the panel may develop by a process of nominations. If this approach is taken, opportunities should exist for interim members to remain involved after they have left the panel, for example through inclusion in the ongoing community consultation and engagement process.

New members

If there are insufficient panel members, new members can be sought through social media request, newsletters, residents' associations or community notice boards. Alternatively, an open invitation could be sent to specific groups or invitations could be made in person at community events or venues.

Structure

As with many community groups some members will request a formal arrangement, others will prefer a less structured approach. Whatever the system chosen for the panel meetings, the members must agree on how decisions will be made to prevent bias or personal opinions from influencing priorities selected by the group. Setting ground rules will be an essential part of the first meeting and should be recorded, reviewed as required and shared with new members.

7. Support from the Safer Neighbourhood Team

MOPAC has tasked SNB to monitor MPS support for the delivery of ward panels and community contact sessions. Ward panels are initiated by the MPS and the format is "owned" by the MPS, however panels are chaired and led by a member of the community. Once priorities have been chosen, SNTs should commit their available tasking patrol time to problem solving and activities that address them. This should be supported by the Basic Command Unit (BCU) senior leadership team.

An SNT representative should attend all meetings and normally be a police constable or more senior officer who will provide a policing input with data and feedback on progress, results and key messages. The ward panel must meet regularly, about every two to three months, ideally in person but alternatively via online platforms such as Microsoft Teams or Zoom. Where possible, the chair and SNT should consider having input from guest speakers on topics relevant to the issues within the ward at the time. SNTs should offer invitations to panel members to join proactive police activity such as weapon sweeps, ride alongs or walk alongs, and operational days of action.

At each meeting, police should provide local crime figures, any relevant updates to ward profiles and progress on the previous priorities set, as well as updates on ongoing local work. The meetings provide an opportunity for the public to scrutinise the work of the police, to offer feedback and to agree upon a new priority. Feedback should continue informally throughout the year with the chair and Key Individual Networks and not be limited to the quarterly ward panel meetings.

Note – information and data provided to the public should be presented in an easy-to-read format, meaningful and comparable over time. It should be aligned to the operational priorities in the MPS strategy (The Met's Direction) and the Mayor's Police and Crime Plan.

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Terms of reference

Terms of Reference (ToR) should be used to set out the parameters within which the ward panel will operate and its relationship with the relevant SNT. In consultation with their neighbourhood inspector, ward panel chairs within a borough may wish to agree on one shared TOR. Guidance on the contents of a ToR are provided in **Appendix 1**.

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Appendix 1 - Guidance on terms of reference (ToR)

In broad terms, the ToR should set out the following:

- The aims
- The membership (who/which partners and the appointment process)
- The role of ward panel members (and of specific roles, e.g. chair/secretary)
- Secretarial support (who provides it and on what basis)
- The frequency of meetings
- A code of conduct for members

A more formal constitution template can also be provided if required.

Aims of the **Borough Name** ward panel
The ***Borough Name*** ward panel will;

1) To ensure the local community is closely involved in setting the ward level priority for the ward and Safer Neighbourhood Team (SNT)
2) To support activity on the ward priorities
3) To scrutinise the work of the SNT
4) To encourage and support community members to become more closely involved in problem solving and crime prevention
5) To support the SNT in building trust and confidence within the wider community
6) To be representative of their community and have considerable reach within the community
7) To assist the police in increasing community engagement, for example through community contact sessions
8) To support groups within the ward that have a focus on crime prevention and community safety, such as Neighbourhood Watch.

Note: The above aims align with those laid out in this ward panel framework. There may be other areas of policing specific to a borough that ward panels would like to see explicitly addressed in the aims of their panel.

Membership of the **Borough Name** ward panel
Suggested size maintained between 12 and 25 members to ensure it remains effective.

Core Membership

- **Local residents/businesses**
  o Representatives from significant demographic groups
  o Young people
  o Representatives of local tenant and resident associations
  o Residents of different housing types
  o Representatives of local community groups, societies and associations
  o Educational representatives (if there is a school/college/university in the ward)
  o Small and medium enterprises and local traders
  o Representatives from large industrial estates (If appropriate to the ward)

- **Local "Partners"**
  o Neighbourhood Watch
  o Health professionals
  o Housing representatives (if the ward has public housing)
  o Local authority officers such as the anti-social behaviour/crime prevention officer (with no voting rights)

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o Significant partners (such as charities, outreach providers and youth workers with no voting rights)
o Ward councillors (with no voting rights)

The role of members in the **Borough Name** ward panel
You may want to state explicitly:
a) The process to select them
b) Their tenure (which should not be more than 3 years but can be reviewed)
c) Their remit and responsibilities
d) Conflicts of interest
e) De-selection criteria

The role of the chair, vice-chair, secretary in the **Borough Name** ward panel
You may want to state explicitly:
a) The process to select them from amongst the members
b) Their remit and responsibilities

Note: Example role profile templates are available if required

Meetings of the **Borough Name** ward panel
You will need to state
a) The frequency of meetings
b) Whether some or all meetings will be held in public or allow public access. The ward panel framework states that ward panels should allow public attendance at some meetings.
c) You may want to have a set agenda. If so, state the standing items in the ToR. The ward panel framework lists contents for an agenda,
d) The processes for considering requests to attend by non-members

A statement for members to sign that they will abide by the TOR and code of conduct.

Code of conduct for members of the **Borough Name** ward panel
Most public bodies will have codes of conduct. Example code of conduct templates are available if required

APPENDIX 2

# Councillors Questionnaire – Findings

We received responses from 21 councillors who represent 16 of the 17 Wards. No response was received from Shooters Hill Ward councillors.

1. <u>Are you invited to attend meetings of your Safer Neighbourhood Ward Panel?</u>


- Yes - 16
- No - 5

24%

76%
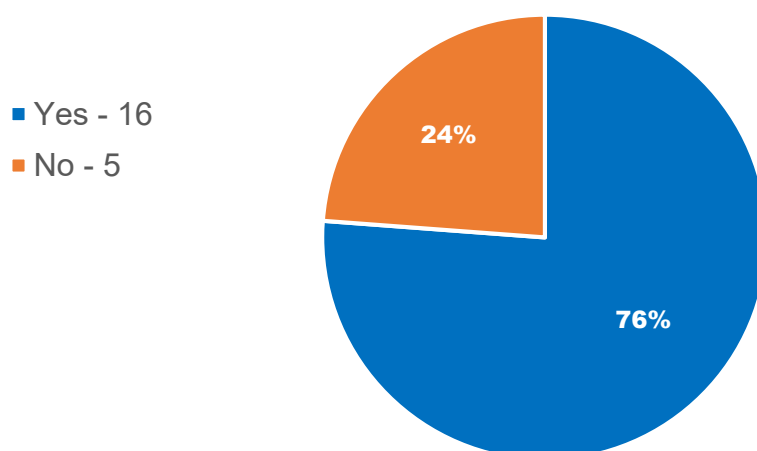
76% of the councillors who responded were invited to meetings of their respective Safer Neighbourhood Ward Panel. Those that were not invited include Members from the following:
Kidbrooke with Hornfair, Abbey Wood, Blackheath & Westcombe and Glyndon.

2. <u>How often do you attend panel meetings?</u>

- Regularly - 10
- Sometimes - 7
- Never - 4

48%

33%

19%
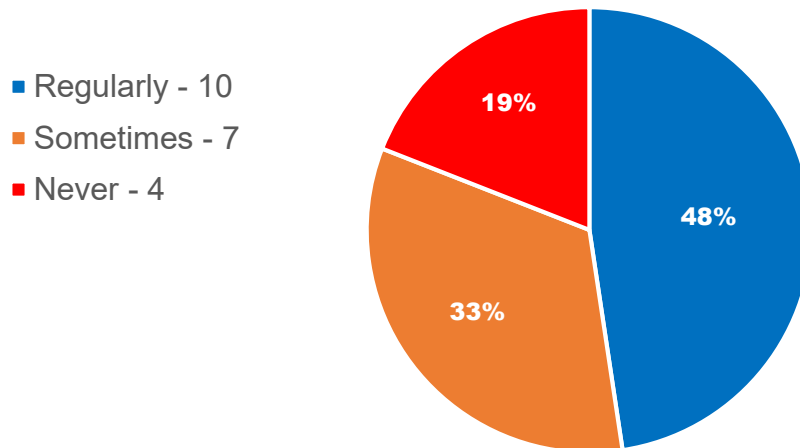
81% of the councillors who responded attended Safer Neighbourhood Panel meetings.

3. <u>Is panel membership representative of local communities?</u>

- Yes - 12
- No - 9

57%
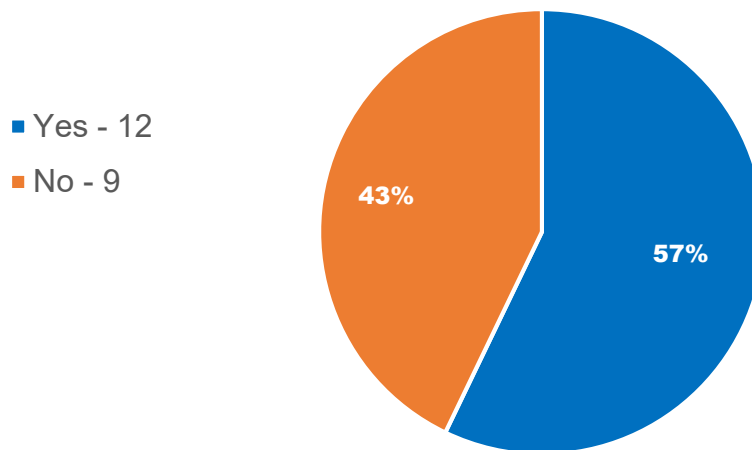
43%
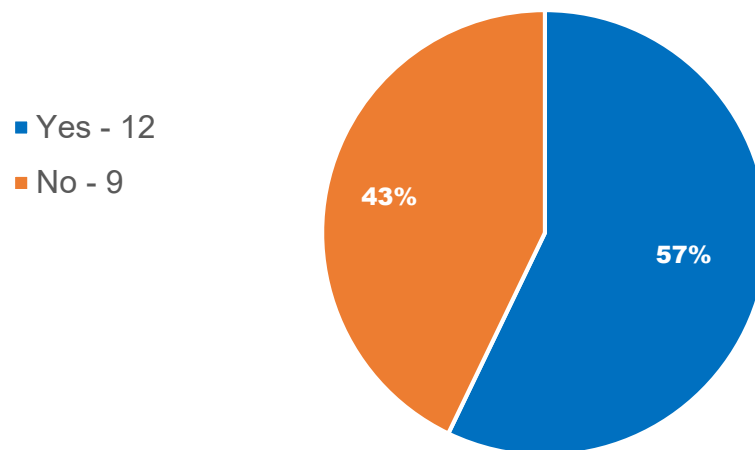
4. <u>If the answer to question 3 is no, which groups are under represented?</u>

    Responses included:

    - Younger people
    - Black and Minority Ethnic (BAME)
    - Faith Groups
    - Disabled groups

5. <u>Is information from ward panels shared with local communities?</u>

57% of the councillors who responded were of the view that information from ward panels was shared with the local community. The 9 councillors who disagreed were from the following wards: Kidbrooke with Hornfair, Abbey Wood, Woolwich Common, Glyndon, Eltham South and Coldharbour & New Eltham.

6. <u>How effective are ward panels in helping the police engage with local communities?</u>

Legend:
- ■ Very effective - 5
- ■ Fairly effective - 10
- ■ Not effective - 6

Pie chart values: 24%, 48%, 28%
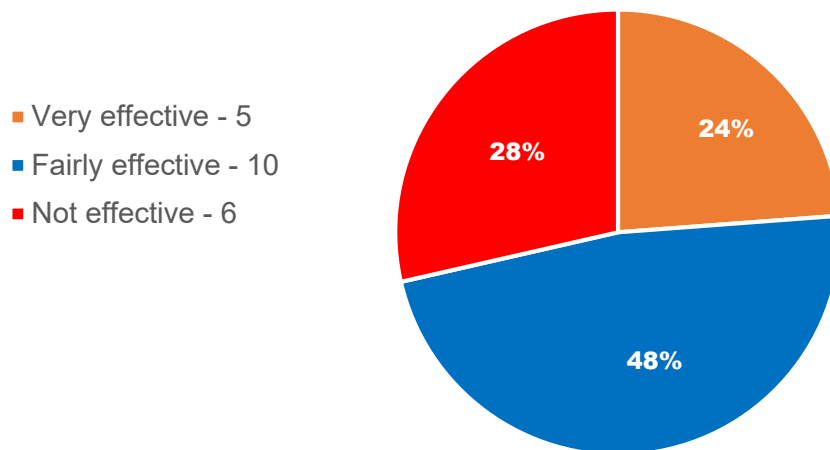
72% of the councillors who responded were of the view that wards panels were very/fairly effective in helping the police to engage with local communities. The ward panels that were viewed as "not effective" by councillors were: Kidbrooke with Hornfair, Charlton, Glyndon, Woolwich Common and Eltham South.

7. <u>What changes would improve the effectiveness of Safer Neighbourhood Ward Panels?</u>

Responses included:
- Better Communication with a wider range of residents to explain what panels do and the actions taken.
- Improved representation from all sections of local communities.
- Wider range of engagement activities other than formal panel meetings e.g. newsletters, social media, street surveys, community events.
- Better notification of meetings and circulation of minutes recording action agreed on ward priorities.
- Review timing and location of meetings to enable more people to attend.
- Opening more meetings to all residents to enable them to participate in identifying problems, share information and discuss solutions.
- More active participation from ward councillors.

- Improved guidance for panel members and formal training.
- Proactive intervention from Police when panels are failing to include temporary administration pending appointment of officers.

Sergeants Questionnaire – Findings

We received responses for all 17 Safer Neighbourhood Panels.

1. <u>How often does the Ward Panel meet?</u>

Monthly - 0
Bi-Monthly - 1
Quarterly - 12
Other - 4

6%
23%
71%
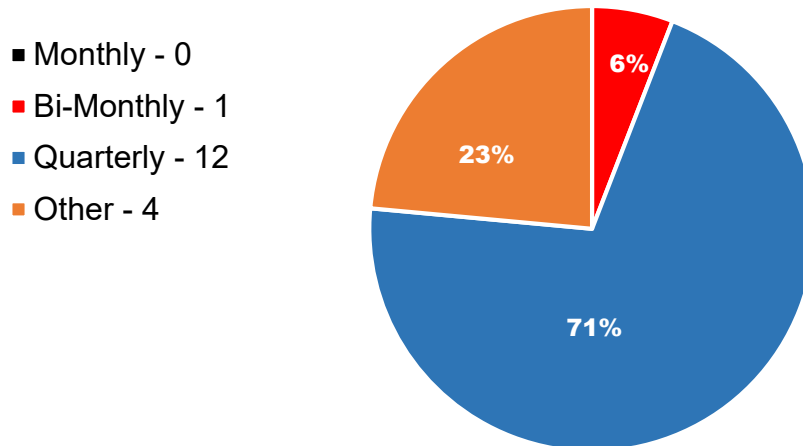
Other:
- Greenwich Peninsula – "Panel is being re-built to re-start in March 2021"
- Abbey Wood – "Currently there is no ward panel. One is in the process of being set up."
- Thamesmead Moorings – "No Ward Panel at the moment"
- Kidbrooke with Hornfair – No comment

2. <u>Does the panel have a clear terms of reference?</u>

Yes - 14
No - 3

18%
82%
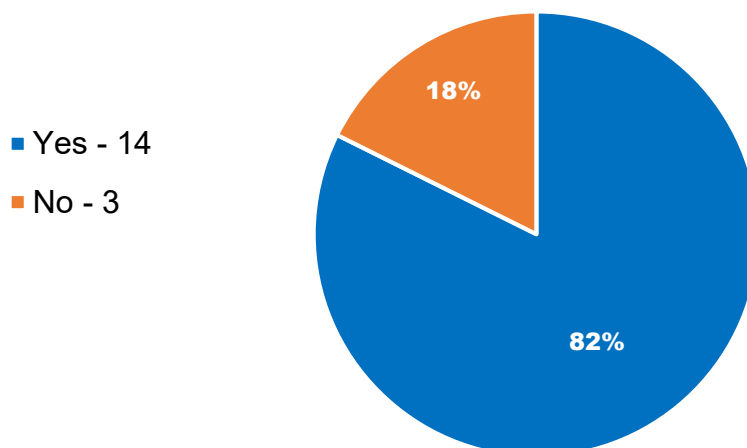
Abbey Wood, Greenwich Peninsula and Thamesmead Mooring do not have a clear term of reference.

3. <u>Do Panel members understand the terms of reference and their own role?</u>

Members from Ward Panels that have a clear term of reference have an understating of their roles, except for those from Kidbrooke with Hornfair Ward.

4. <u>Are panel members provided with any training?</u>

Panel members are not provided training for any of the ward panels.

5. <u>Are agenda and minutes sent out to members before meetings?</u>
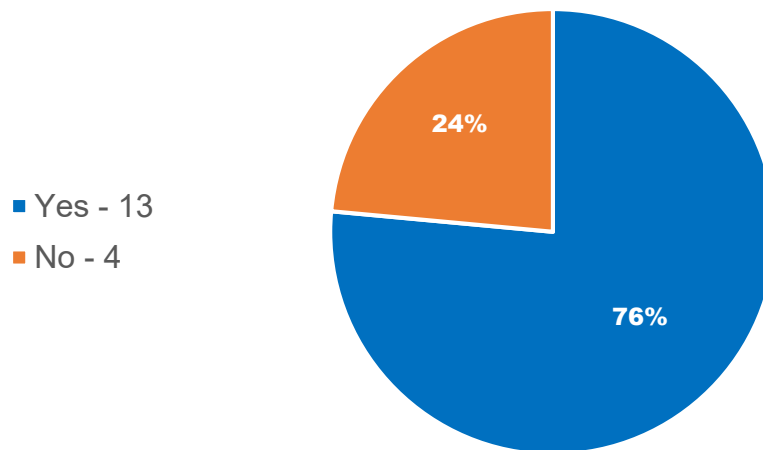

Minutes are sent out to members before meetings of all active panels, except for Coldharbour and New Eltham. Greenwich Peninsula, Abbey Wood & Thamesmead Moorings are currently inactive.

6. Who records the decisions of Panel meetings?

Chair	5
Secretary	3
Panel Member	2
Minute Taker	4
Not recorded	3

The Police also record the decisions of Middle Park & Sutcliffe and Kidbrooke with Hornfair Ward Panels.

7. Do you or your team provide any administrative support for panel meetings?


Yes - 11
No - 6

35%
65%
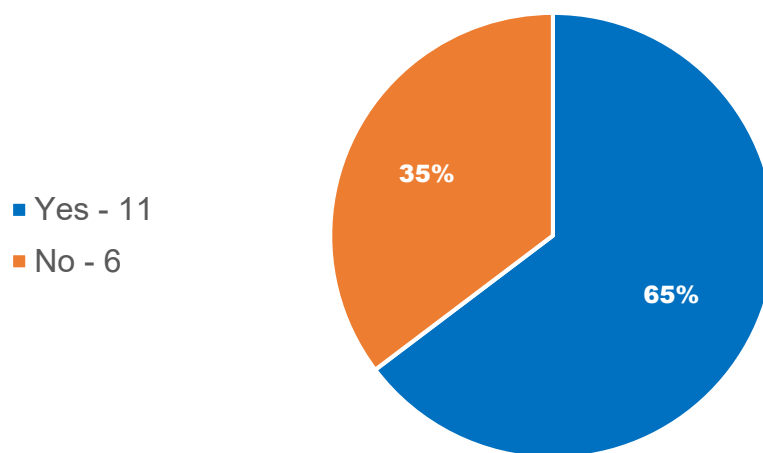
The following Panels receive no administrative support from the Police: Greenwich West, Eltham South, Eltham North, Abbey Wood, Thamesmead Moorings, Greenwich Peninsula. The last 3 Panels are currently not active.

8. How would you describe the attendance at panel meetings?

- High - 4
- Moderate - 7
- Low - 6

24%
41%
35%
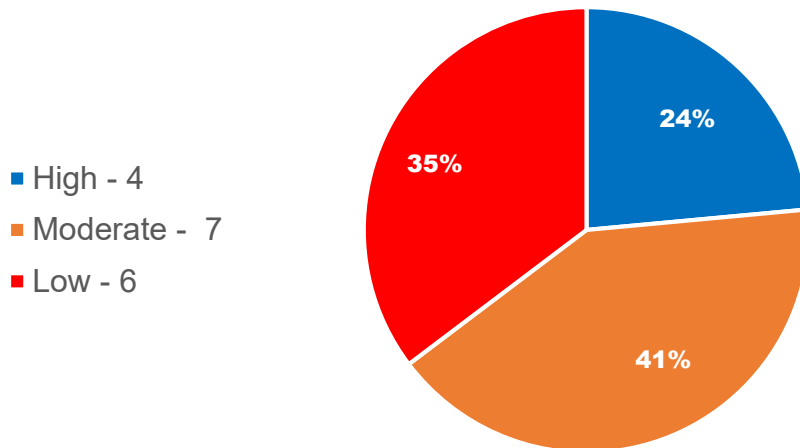
The Ward Panels with low attendance are as follows:
Eltham West, Middle Park & Sutcliffe, Greenwich Peninsula, Coldharbour & New Eltham, Abbey Wood and Thamesmead Mooring.

9. Have any virtual meetings been held?

- Yes - 10
- No - 7

41%
59%
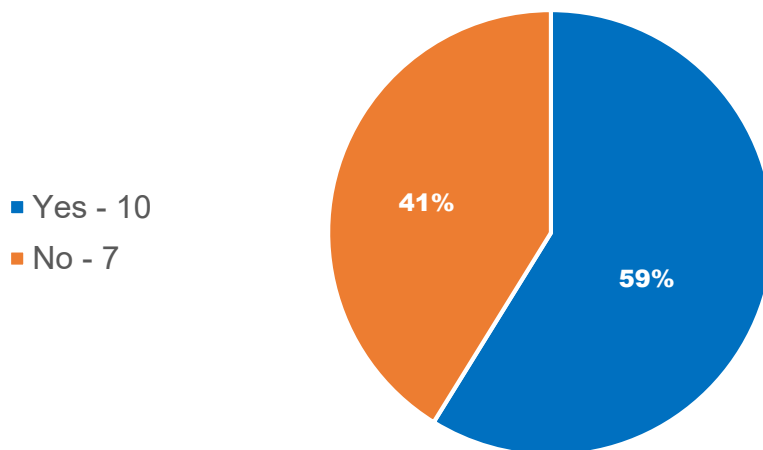
The following Ward Panels have not met virtually:
Eltham South, Kidbrooke with Hornfair, Coldharbour & New Eltham, Plumstead, Glyndon, Thamesmead Moorings, Greenwich Peninsula and Abbey Wood. The last 3 ward panels are currently inactive.

10. Is panel membership representative of the local community?


Yes - 2
No - 15

12%

88%
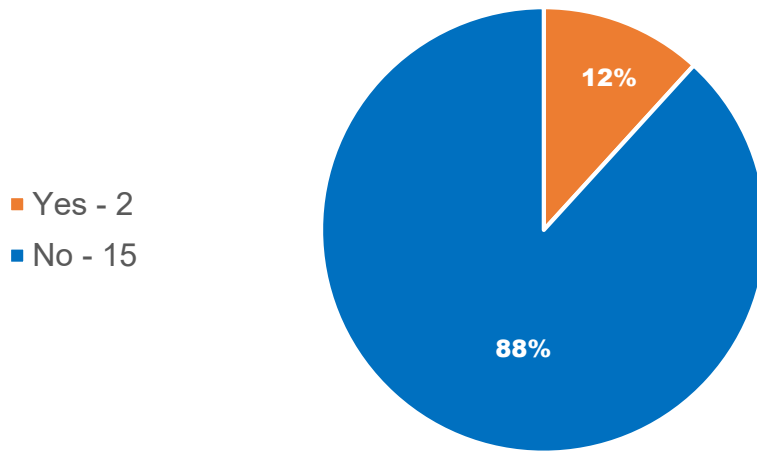
Woolwich Riverside and Plumstead Ward Panels are representative of their local community.

11. If No, what groups are underrepresented?

Black & Ethnic Minority Groups	7
Young People	6
Local Residents	2

Residents from Sutcliffe are underrepresented on the Middle Park & Sutcliffe Ward Panel.

12. Are ward panel meetings open to other residents?

- Yes - 13
- No - 4

24%

76%
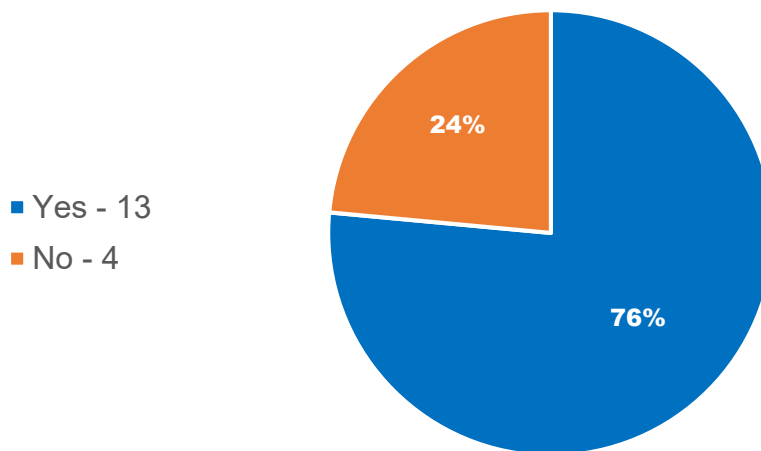
Charlton, Glyndon, Shooters Hill, Woolwich Common ward panels are not open to other residents.

13. What ward priorities were set in 2020?

Eltham West	Vehicle crime, drugs and general Anti-Social Behaviour
Middle Park & Sutcliffe	Vehicle crime, burglary and general Anti-Social Behaviour
Woolwich Riverside	Drug dealing on Milne Estate, Anti Social Behaviour - John Wilson Street, Vehicle crime, burglary, drugs in Kingsman Street.
Greenwich	Burglary, Robbery, Cycle enabled crime.
Blackheath &	Burglary, Drug related ASB and Theft from Motor Vehicles
Kidbrooke with Hornfair	Drug related ASB, Motor Vehicle Crime, Burglary
Coldharbour &	1 - Burglary, 2- ASB, 3 - Drugs
Eltham South	Burglary, ASB on Eltham High St. Shoplifting
Eltham North	Burglary, Theft of/ Theft from Motor vehicle

Woolwich Common	Burglary, Motor Vehicle Crime, Violence with injury & ASB
Plumstead	Burglary, Drugs, and ASB
Glyndon	Drugs, ASB, Vehicle crime
Shooters Hill	Burglary, Motor Vehicle Crime, Violence with injury & ASB
Charlton	Burglary, Motor Vehicle Crime, Violence with injury & ASB

Greenwich Peninsula, Abbey Wood & Thamesmead Moorings ward panels are currently inactive.

14. What information was used to set these priorities?

All active ward panels use crime statistics and local concerns to set out priorities.

15. How is information from panel meetings shared with local communities?

Eltham West	Twitter
Middle Park & Sutcliffe	Twitter
Woolwich Riverside	Members are encouraged to connect with their networks and share information, we have a Facebook page and information which we can disseminate to the wider public we do so.
Greenwich West	minutes from meeting
Blackheath & Westcome	Westcombe Park has a newsletter in which much of the subject matter is shared. NHW leads attending cascade to their members.

Coldharbour & New Eltham	Social media and at local resident meetings.
Eltham South	Ward Panel AGM and Public meeting
Plumstead	Social media, and email
Glyndon	Greenwich Council are invited to the meetings. Enviro crime, ASB officers

Not shared or unknown:
Kidbrooke with Hornfair, Eltham North, Woolwich Common, Charlton, Shooters Hill, Abbey Wood & Thamesmead Moorings, Greenwich Peninsular. The last 3 Panels are currently inactive.

16. <u>How effective are panel meetings in helping Safer Neighbourhood Teams engage with communities?</u>

- Very effective - 3
- Somewhat effective - 9
- Somewhat ineffective - 1
- Very ineffective - 4
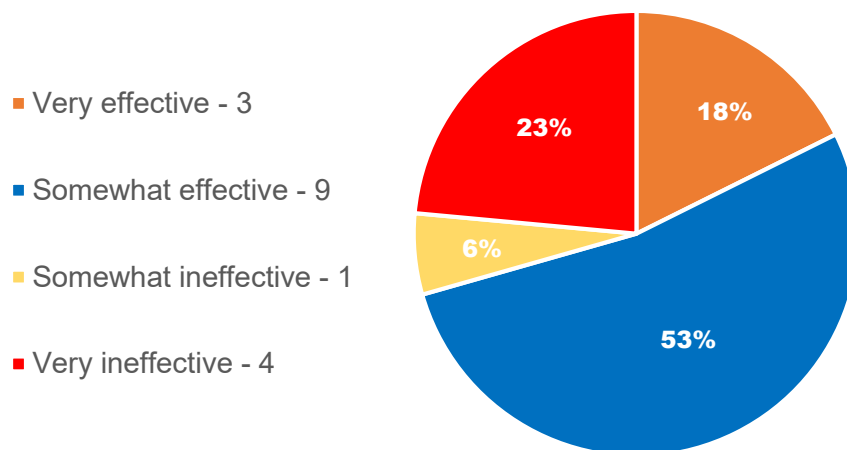
The 5 panels that are somewhat/very ineffective in helping SNT's to engage with communities:
Coldharbour & New Eltham, Eltham South, Eltham North, Greenwich Peninsula and Abbey Wood. The last 2 Panels are currently inactive.

17. <u>How effective are panel meetings in problem solving?</u>

- Very effective - 3
- Somewhat effective - 8
- Somewhat ineffective - 2
- Very ineffective - 4

18%

23%

12%

47%
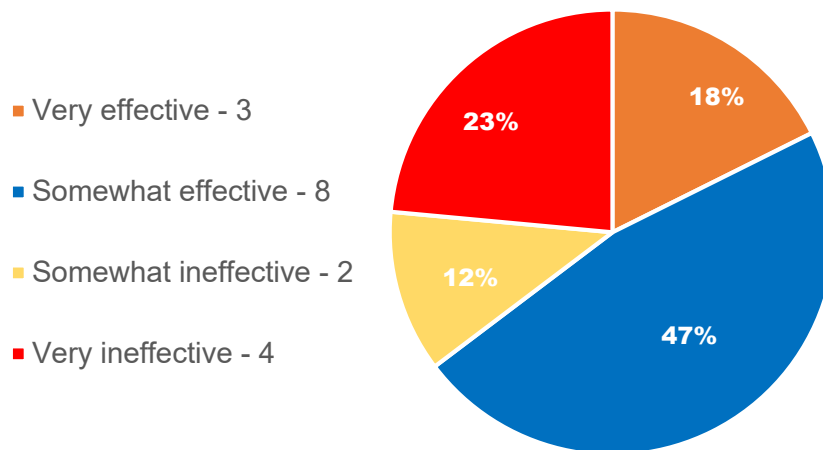
The 6 Panels that somewhat/very ineffective at problem solving: Kidbrooke with Hornfair, Eltham South, Eltham North, Glyndon, Abbey Wood and Greenwich Peninsula. The last 2 Panels are currently inactive.

18. <u>What changes would improve the effectiveness of panel meetings?</u>

Eltham West	Better range of age group
Middle Park & Sutcliffe	Try to engage younger members
Woolwich Riverside	Being open to all the community, we find essential to the running of a panel and engaging with the panels in between meetings to keep them updated on the ward issues. Engagement and consistency is essential also for a better ward panel
Greenwich	None
Greenwich Peninsula	Panel is being re-built to re-start in March 2021
Blackheath & Westcombe	Two way share of information. More feedback from the panel as to results or perceived impact of police actions

Kidbrooke with Hornfair	Task panel members with two-way conversations to feed back to their neighbours but also not wait until a meeting to contact SNT with issues of feedback on Police activities
Coldharbour & New Eltham	A larger number of ward panel members
Eltham South	Remove them and allow the team to reach out to residents in their own way, as each team is different, by using twitter, next door, zoom and meetings, street briefings.
Eltham North	Remove them and let teams communicate with residents in their own way as they are all different. e.g. Twitter, zoom meetings, conference calls, email etc
Woolwich Common	It has been more challenging without Face to Face meetings
Plumstead	More members being aware of IT
Abbey Wood	Set up a ward panel
Glyndon	The ward panel has a chairman who runs each meeting. They seem reluctant for new members to join. They have to decide if they want the residents to join to the panel. The chairman is also very limited with social media platforms. These meetings are not advertised
Thamesmead	In the process of creating a new panel.
Shooters Hill	It has been more challenging without Face to Face
Charlton	It has been more challenging without Face to Face

19. How effective are the community surveys in engaging with communities?

- Very effective - 5
- Somewhat effective - 6
- Somewhat ineffective - 2
- Very ineffective - 4

30%
35%
12%
23%
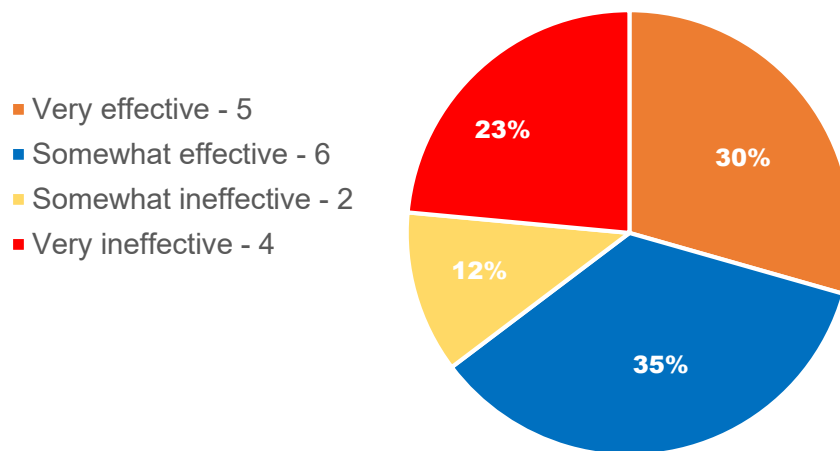
65% of sergeants believed that community surveys were somewhat/very effective in engaging with local communities.

20. How do you use the community survey responses to inform priority setting and to tackle crime/ASB on the ward?

Eltham West	Some of the answers were discussed in the panel and helped us set our priorities.
Middle Park & Sutcliffe	used responses to raise issues in the meetings
Woolwich Riverside	It is very good to see the results mirror what is already brought up at the panel and so therefore reinforces the commitment to choose the priorities that are for all the community and not just for those that attend.
Greenwich West	Taking the data and mapping and applying it to priorities.
Greenwich Peninsula	Panel is being re-built to re-start in March 2021

Blackheath & Westcombe	This is very early in our set up however I hope to reach more of the residents directly affected by ASB thus providing a better insight to the issues be able to tackle these more effectively
Kidbrooke with Hornfair	I hope to increase the number of working families, younger residents and as a result the BAME communities who for various reasons struggle to attend meetings regularly. I aim to have more regular contact with the panel to engage and drive community activity involving the police, this has been difficult during lockdown.
Coldharbour & New Eltham	Look at where problems have accrued & target these areas with regular foot & mobile patrols
Eltham South	Due to having to get permission from residents to send out the survey (GDPR) the response to the survey has been very limited. We only had 15 responses. Information gained was used to target patrols in ASB hotspot areas that were identified.
Eltham North	Due to GDPR we had a very small response. Any information we have been given we target our patrols accordingly
Woolwich Common	policing plans implemented to address the issues
Plumstead	These are brought up at Ward Panel Meetings, discussed and joint decisions made
Abbey Wood	Not used
Glyndon	Glyndon SNT still need to set up an account. Can you provide us with how we set one up please

Thamesmead Moorings	Not used	
Shooters Hill	policing plans implemented to address the issues	
Charlton	policing plans implemented to address the issues	

Safer Greenwich

2019 Review of Safer Neighbourhood Panels

2nd Draft (Amended 25th January 2020)

The Vision of this Review

The Vision

That all Greenwich Safer Neighbourhood Panels work in partnership with their Safer Neighbourhood Teams and be recognised as excellent

Contents

1. Introduction
2. Executive Summary
3. Methodology
4. Review
5. Individual Panels
6. Ward Panel Summery
7. Findings
8. Conclusion

Introduction

Safer Greenwich (SG) is a Charity responsible for the running of Greenwich Safer Neighbourhood Board (SNB). Both of these organisations have been in existence since 2016. The SNB is funded by the Mayor's Office for Policing and Crime (MOPAC.

One of the functions of the SNB laid down by MOPAC is to support Safer Neighbourhood Panels (SNP). The responsibility for the SNB is to ensure that every ward has a function Panel and to support those who need help and support.

In the preparation of this Review Safer Greenwich worked with the Chairs of the Safer Neighbourhood Panels, Police and Council.   SG recognises that all the Panels are independent and have a strong working partnership with the police.

Why did we decide to carry out the Review?

In 2017 Safer Greenwich carried out a light touch Review, this identified that some panels needed support. This Review sets out how we approached the task.

Eileen Glover

Chair Safer Neighbourhood Board

Executive Summary

This Review took place between November 2018 to November 2019. There had been a light touch Review in 2017 and this had identified that a number of the SNP in the Borough were in decline with falling membership two had disappeared entirely.

This established that any new Review would need to be more in-depth.   Four main Questions were asked:

 (1) How did the Panels begin?

 (2) How and why have they evolved the way they have?

 (3) What is the present situation?

 (4) What are the steps needed to revive and rejuvenate the panels?

We approached the first questions by reading available documents then interviewing past Chairs and members of Panels established at this time.

The second question looked at how the police involvement with panels changed during the years and the effect that this had on the way the panels evolved.   We also looked at SNP across London.

The third question examined the current position by visiting all the panels. A questionnaire was developed. There were meeting at New Scotland Yard (NSY). Talks with local Police to identify how they saw the panels working. We also developed the informal Chairs Lunch in to a more formal Chairs Forum.

Lastly, question four is a work in progress. In consultation with Panel Chairs individually and at the Chairs Forum and including the police and council (these are the Partners) we will be looking at what steps the partners think will revive and rejuvenate panels.

Where are we now (January 2020). To support the Panels SG have upgraded their website, this now includes a tool box of initiatives that have been used to rejuvenate panels. It is hoped that the next Chairs Forum meeting will revolve round workshops with the Safer Neighbourhood Teams (SNT). This meeting will be looking at working relationships between Panels and their SNT.   We will be working towards a Conference for the Partners in September 2020.

Methodologies

To understand Neighbourhood Panels to-day we examined how contact between local communities and the Police in the past.   In 2005 the picture changed with the setting up of SNT followed up by SNP being formed. (Appendix 1 this will be attached to the final Review)

Detailed in-depth work started from the formation of SNP in 2006. Telephone interviews with past panel Chairs and panel members to understand the development of the panels. The point of drift from the ordinal concept was identified and the intervention of a police to re-vamp the panels in 2014 and its impact was reviewed. (Appendix 2 this will be attached to the final Review)

To help us support the SNP who are struggling we developed a score card to judge the health of the panels. This was divided in to two cores.

Core 1 Standard elements

1. A Constitution
2. Officers, Chair, Vice Chair, Secretary
3. Set Priorities
4. Minutes/Agenda
5. List of Panel Members
6. Regular Contact with SNT
7. Number of Meetings (Minimum of 4 in a year)
8. Public Access
9. Number of Panel Members
10. Diversity of panel membership

The second core covers how Panels engage with their local communities. The scoring is waited in favour of Core 2. How a Panel engages is up to the individual panel

Core 2 Community Engagement

- Public Meeting
- Full Public Access to Panel meetings (must be advertised)
- Members reflects geographic areas of the ward
- Members involved in community events
- Contact information e-mail list
- This not a definitive list

The last part of the score card is the level panels are graded at this from 1 to 3 with 1 being the top level within the level there is a sub level from top, mid, or low this determined by the number of member attending meetings (this includes apologies to meeting).   A list of members does not count it must be attendees and apologies.

Levels

Level (1) based on Panel Membership of 10 to 15+

Level (2) based on a membership of 6 to 9

Level (3) based on a membership of 3 to 5

The grading is arrived at by adding the scores from core 1 and 2, interviews with panel members and visits to the individual panels

Safer Neighbourhood Panel Review 2019

This Review started by researching how Communities and Police worked together in the past. We looked at how communities worked with the police in Greenwich and how they evolved prior to 2006. After 2006 informal working groups were regularised and organised by the police with the objective to set local Priorities, gather intelligence from local neighbourhoods and work in partnership with SNTs.

At the time the SNP were set up there were other Neighbourhood Renewal initiatives on the Council Estates with training like leadership and problem solving. This supported Housing Panels and it all helped in many areas to create interest and involvement by residents in their local areas. Residents involved in the Council Housing Panels members gravitated to the SNP. In other areas Residents Association and Neighbourhood Watches formed the back bone for membership of SNP. These new panels were set up by the Police in 2006 with police choose the members and with all members having to be vetted by the police. The police set the Agenda took the Minutes, decided when and where the panels met.

Between 2006 and 2012 the impact of the reduction of Police resources meant that the police involvement in the panel's weekend and the panels drifted, developing in different ways fitting with their neighbourhood and ward. There are 17 wards in Greenwich at one time there were Panels in every ward to-day two have cease to function.

In 2014 the Police suddenly decided to take interest in SNP again their aim was to review and revamp the panels. The aim was to get all the panels working the same way. This meant working to a constitution (2006) meeting between established dates with four meetings a year. They also decided that SNT would no longer service the Panels meaning that the panels would have to take their own minutes & agendas.

To say that these revelations were not well received would be an understatement. The problem was that in their traditional way the Police had already decided how the panels were going to operate they did not consult the Panel Chairs. The Police had not recognised in the intervening years the Panels had developed independence. The result was that the majority of the Panels simply ignored the police proposals.

In 2019 New Scotland Yard (NSY) started another Review (Appendix 3 this will be attached to the final Review) the panels again. As usual they did not include or consult the Safer Neighbourhood Boards (SNB) or SNP. There is a pan London Organisation LPC2 who represent all the SNBs across London they finally managed to get NSY to listen to the value of consulting SNBs. Unfortunately, there has been no evidence of a change and only minimal consultation or feedback.

We have reached 2019 and it look like yet again the SNBs and in turn the SNPs were faces with what amounted to a fate a compley with the decision and courses of action and direction already decided by the police.   Have the Police at NSY listened to the comments and concerns raised at the meetings them with LPC2? As of January 2020, we have seen no evidence they have.

Based on the evidence gathered by this Review the SNP in Greenwich should concern refreshing the way they work with the SNT and how they engage and include the local the community.   Today we stand at a crossroad, if the Panels are going to survive the police will have to recognise that the panels have gained independence. To be effective and relevant the panels need to work in close partnership with the SNT and the local community. This Review has looked at the past and how we reached the current position and how panels could move into the future. In the next section of this document there are the results of our survey of the SNP along with our findings and Recommendations we hope Panels will use these to refresh their panels. The final draft of this Review will include comments from the Panel Chairs, Police and an Action Plan in the Conclusion.

Ward Panel Summary Table

No	Panel	Core 1	Core 2	Total	Level
1	Abbey Wood	0	1	1/20	3
2	Blackheath & Westcombe	5	3	8/20	2
3	Charlton	1	8	9/20	2
4	Coldharbour & New Eltham	4	5	9/20	2
5	Eltham North	3	0	3/20	3
6	Eltham South	8	10	18/20	1
7	Eltham West	3	0	3/20	3
8	Glyndon	3	0	3/20	3
9	Greenwich West	10	10	20/20	1
10	Kidbrook with Hornfair	2	0	2/20	3
11	Middle Park & Sutcliffe	2	1	3/20	3
12	Peninsular	5	3	10/20	2
13	Plumstead	5	5	10/20	2*
14	Shooters Hill	8	8	16/20	1
15	Thamsmead	2	0	2/20	3
16	Woolwich Common	4	1	5/20	3*
17	Woolwich Riverside	10	10	20/20	1

Individual Ward Profiles

Abbey Wood (1)

Currently there is no Ward Panel in this Ward. There has been a pop-up meeting of our NHW Project to generate interest in NHW which was such a success and identified four residents who are interested in setting up a Ward Panel. Following this a successful Community meeting has taken place and an inorgral panel meeting is set for February at which the community will choose officers to run the panel. Safer Greenwich has agreed to support a ward panel for at least three meetings.

Level 3 (intensive care)

Blackheath & Westcombe (2)

This Panel has a great deal of potential to get to level 1.

Level 2 (Top Rank)

Charlton (3)

Currently this panel is in the lower Level 3. However, we understand that the Chair is standing down in January a new Chair could refresh the panel.

Level 3 (Lower Rank)

Coldharbour & New Eltham (4)
This Panel is in the middle range of level 2. This panel has potential. The panel meetings are held in the Hub at the Mound and this is rather small. The other problem is that the Chair does need some support getting on e-mail currently the Eltham South Panel keeps him informed and does any consultation responses.
Level 2 (Mid Rank)

Eltham North (5)
We have not managed to fully engage with this panel. We did attend a rebotten meeting of the panel. Since then the panel membership has dropped to five. Recently we have been able to give details of a resident wanting to join the panel.
Level 3 (Lower Rank)

Eltham South (6)
There is a need to consolidate membership after a number of members moved away
Level 1 (Mid Rank)

Eltham West (7)
We had difficulty contacting this panel however we have recently established new links and are supporting a re-juviation of the Panel with a Community Engagement meeing in February followed by an AGM. We will continue to support the panel if requested.
Level 3 (intensive care)

Glyndon (8)
Membership is round the 5 level in need of fresh blood.
Level 3 (Lower Rank)

Greenwich West (9)
This is a very well run Panel. It has a healthy membership which covers the geographic area of the ward. It has a number of NHW co-ordinators who are members which helps it with its knowledge of the Ward and makes up for the fact that the meetings are closed to the public. However it has to be noted that there is an historic reason for the closed meetings.
Level 1 (TopRank)

Kidbrooke with Hornfair (10)
Due to the ill health of the chair this panel does need support. On the plus side the chair is very engaged with the Chairs Forum and SNB meetings and we will be able to regenerate the panel in the spring of 2020
Level 3 (Lower Rank)

Middle Park & Sutcliffe (11)

Unfortunately, the Chair of this Panel has had family commitments this make communication difficult. The membership is down to 5 attending. We have spoken to the Chair and offered support which has been well received and will be followed up

Level 3 (intensive care)

Peninsular (12)

New Chair and given time this will be a strong panel it is a difficult Ward due to the design of some of the flatted accommodation.

Level 2 (Mid Rank)

Plumstead (13)

Due to this ward being a hot spot for some crime incidents the panel has a good attendance by the public however this can bring its own problems. The Chair is trying to instigate some new initiatives in community engagement. A panel which has potential.

Level 2 (Top Rank)

Shooters Hill (14)

A well established Panel well chaired and engaged members. However it could get too comfortable could look to inviting new members. The community engagement is covered by the operation of a mailing list with over 200 contacts

Level 1 (Lower Rank)

Thamesmead (15)

Recently it has been established that there is a Ward Panel and we will be undertaking some intensive work in the ward and will offer support to the Chair

Level 3 (Intensive Care)

Woolwich Common (16)

The panel membership is elderly however it does have NHW members and is actively involved in Community Events has potential could move up the Rakings to Level 1

Level 2 (Mid Rank)

Woolwich Riverside (17)

This panel has a new chair and has been rejuvenated membership ranges from 25 top 10. The panel runs small focused meetings on specialist areas like burglary, they also have a number of NHW members and the area could be described as challenging

Level 1 (Top Rank)

Findings

General Findings

During this Review we looked at SNPs across London we found that they mirrored SNP in Greenwich with some panels doing well and others in need of support. We also found by reading the documentation published by the Police and MOPAC illustrated a lack of understanding of the structure of SNP that exists now. The SNP in Greenwich is function and providing community involvement with the SNTs but most panels could benefit from a refresh.

Across London there are hundreds of Volunteers engaging with the police in SNPS a Snapshot picture shows that they have developed in very different way to suit the wards they represent. The danger is that sometime the prime reason for the SNP gets forgotten

Findings in Greenwich

The key to effective SNP is Partnership working with the SNT, Council and the Community. Our other main finding was that the construction that the panel's work under needs to have strong guidance on the running of the panel for example the need for officers to stand for only three years with a year break is important to the reinvigoration of panels.

To make Partnership effective all the panels need to be in the Level 1 or 2 ranking. We have spent two years studying SNP in Greenwich of the possible 17 Panels 15 were identified working. To understand how they functioned they were judged against a set of standard criteria. The picture that emerged was just how different each panel operated. Agaist the criteria four panels reach level one another six were level two and five at leve three. A number in level three were highlighted as in need of intensive care.

Over the course of this Review we have attended meetings at NSY and had meetings with local police including 1 to 1 discussions. However, we have concerns about how information is cascaded between Police Officers. There has also been extensive correspondence on the subject of how the police see SNP and partnership working and as yet we are still getting mixed messages. . There have been a number of documents laying out their thinking but no feedback on our comments. These documents have not provided a local vision for how partnership working can be developed in Greenwich. The police have carried out their own SNP Review this was done by the SNTs giving an assessment of their panel. The result was a narrow

view of their panel at a superficial level. The grading given to each panel did not accurately reflect how the individual panels worked.

A strong finding of the Chairs Forum was the need for consistency of contact from SNTs. The Review highlighted the inconsistency in how individual SNTs interact with their panel.

After two years we still has no clear picture of how NSY and our local police see SNPs effectively working in Partnership.

We would make a recommendation that first priority should be to raise all the panels to level one and two. We feel that this could be achieved by June 2020. Our second Recommendation is that a Conference could be held in September 2020 with the theme of Partnership Working and Community Engagement.

The following Points have been identified for consideration:

- The purpose of the Panels has to be clearly understood by all the Partners
- The independence of the Panels has to be recognised by all the partners
- A constitution with strong guidance on how panels should work with how long officers can serve.
- Strong Partnership working between the SNP needs to be developed with Police.
- The Review identified five panels graded as level three to be effective all panels need to be at level one or two.
- To achieve strong panels and effective working all panels should consider adopting the core elements of the grading
- To strengthen links with the community panels could consider creating a Community Engagement Plan
- Good communication with the SNTs and the Panel Chairs between meetings.
- It is important to consider how diversity of the Panel is and how the voices of young people can be heard in setting local Priorities.
- There is a need to consider how a panel address public access to Panel meetings.

Conclusion

The Conclusion will be added to the 3rd and final draft of this Review and will include the comments of the Chairs of the SNP and any comments from Partners.