

# ■ Community Engagement Plan West Cornwall LPA

## Key to abbreviations

ASB	Anti Social Behaviour
DA	Domestic Abuse
DCT	Diverse Community Team
KIN	Key Individual Network
LPT	Local Policing Teams
MH	Mental Health
NBM	Neighbourhood Beat Manager
NHR	Neighbourhood Harm Register
NHW	Neighbourhood Watch
NPT	Neighbourhood Policing Team
NTL	Neighbourhood Team Leader
SMT	Senior Management Team
YIO	Youth Intervention Officer
Local Officers	NBMs & PCSO's

## Demographic

Truro	<p>Predominantly white British however there is a higher BME on average for West Cornwall. There is a mixture of people living rurally and within in the City Centre. The population is in excess of 20,000 people. There is a mixture of privately owned and social housing. There is a large ENTE commitment for resources on weekends and a requirement for more resources in the summer months and Christmas period. Truro is the capital city for Cornwall and attracts a high proportion of tourists to the area. There is a large college campus which now accommodates over a 1000 students. There is also the main Hospital for Cornwall. The 'Royal Cornwall Hospital' which requires resourcing to assist on a regular basis.</p>
Falmouth and Helston	<p>Predominantly white British population. Falmouth Town area has a population of 23,300 people, with a further 10,000 people in Helston. Falmouth and Helston Police cover a huge area, from The Lizard up to Carharrack, and St Erth across to Flushing. There is a mixture living rurally and also within the town centres. There is a mixture of social and private housing. There is a large and vibrant ENTE in Falmouth that requires resourcing. Falmouth has a well used Dock Yard and large marine community which brings a large amount of people to the area. Helston has RNAS Cudrose, an operational Royal Navy base which also provides training for a large number of personnel. Falmouth too remains the regular destination for visiting Royal Navy and Merchant vessels, adding further to the lively and diverse ENTE. Falmouth is a popular location for tourists, especially in the summer. There is a large University with a campus both in Falmouth and Penryn, as well as a Marine School. During term times the town's population swells by almost 7000 people, mostly between 18-25yrs old. The Cornwall Safer town initiative has included Falmouth as a 'Safer Town.' Their priorities for this are Domestic Abuse, alcohol problems and youth engagement. They consider there is a medium risk for ASB, criminal damage and violence with injury.</p>
Camborne	<p>Predominantly white British population. There is a relatively large Eastern European community within the area. It has a mix of both a rural community and people living in the town centre area. It is surrounded by old tin mining villages. Camborne Town area has a population of 19,900 people with 40 % of these showing as socially deprived. There is a bail hostel located in the area where dangerous and prolific offenders are housed. The Cornwall safer town project has included Camborne as one of its priority towns. It is looking mainly at crime and ASB. There is a mixture of social and privately owned housing. There is a local hospital and a mental health unit which requires assistance on a regular basis.</p>
Penzance and Hayle	<p>This is a predominantly white British population with a mixture of people living both rurally and within the town centre. There ENTE commitments over the weekend that requires resourcing. There are tourist attractions in the area which brings a high volume of people to the area especially in summer. Penzance Town area has a population of approximately 19,700 people, of which 49% live in</p>

areas described as deprived.

The priority was safer Cornwall is The high priority issues for Penzance are Domestic Abuse, estimated prevalence of Dependent Drinking and Problem Drug Use, Rowdy/ Nuisance Anti-Social Behaviour and Young Offenders.

## West LPA Engagement

Target (LPA)	Activity	Indicators	Resource
<p><b>Accessibility to the community</b></p> <p><b>All areas</b></p> <p>Truro (GT)</p> <p>Falmouth (GP) and Helston (AH)</p> <p>Camborne (AC)</p> <p>Penzance (AP) and Hayle (AI)</p>	<p><b>Information for all sectors</b></p> <p>Front office: opening times Tuesday- Friday 0900-1400 1500-1800 Saturday 0900-1400</p> <p>D&amp; C force website with links signposting to appropriate agencies/events – including programme of “Have Your Say” meetings</p> <p>Face book</p> <p>Appointment system for members of public to arrange an appointment to meet with officers at specified time at station or home address</p> <p><b>Closure of Public Enquiry Office in Falmouth (GP)</b></p>	<p>Feedback from consultations and reference groups</p>	<p>NPT Patrol officers SEO Local officers Cornwall Council</p>

	<p><b>and Penzance (AP)</b> Falmouth Town Council Planned for 2015 to have a Police Point run by Council Staff and can signpost to Police or appropriate services.</p> <p>Penzance establishing what publications already in place and will be in place to ensure good public awareness of planned closure dates and what alternatives the public have.</p> <p>Penzance are working with DCH their main housing provider to put together a 'report it leaflet' for the DCH tenants. This should signpost people to the appropriate service and how to contact them. It includes the issues that DCH and Cornwall Council deal with along with their phone numbers and website details with the aim of. (This is being done as the neighbourhoods together partnership funding has gone and so the face to face at the partnership office is also falling by the wayside).</p>		
<p><b>Variations of engagements with community</b></p>			
<p>Truro (GT)</p>	<p>Local officers attend Parish meetings where able or send monthly reports to keep them up to date with local matters affecting them. There is an active neighbourhood watch programme coordinated by Coral Pepper (volunteer). Good use of community messaging is in place and local officers encourage participation in this. There is a Boat watch set up to address the marine community. Horse watch for the equestrian community. Pub watch is used significantly with local</p>	<p>Attendance of meetings SSP (safer school partnership) Community engagement plans for Rich Picture Watch programmes NHR</p>	<p>NPT Licensing YIO Missing persons officers and CSE Community partnership Schools</p>

	<p>business/licensing officer and local officers. Shop watch is well used and most shops participate and attend meetings. Op Pegasus is run and checks at local airfields on a regular basis for community engagement plans. There are quarterly newsletters from NHW and most areas have community magazine input. Safer school partnership is in place at secondary schools and Truro college is attended regularly to engage with the younger community. Use of Face book and D&amp;C local policing website has updates with current priorities and issues. There is a designated local officer to deal with this. Local officers attend local events such as Cornwall Pride, City of Lights Parade.</p> <p>LPT meet with cadets on a regular basis. Cyclewise is run by PCSO's with the local schools.</p> <p>Press are contacted by NPT for issues of note.</p>	Public consultation	DCT DVO
Falmouth (GP) and Helston (AH)	<p>Local officers make good use of use of Facebook, Twitter accounts and D&amp;C local policing website has updates with current priorities and issues. A designated officer each day ensures all multi media/emails/NPT flagged incidents are picked up each day and responded to appropriately. They attend Parish meetings or send reports. They are actively involved in Farm Watch, Boat Watch, Pub Watch, Shop Watch and Neighbourhood Watch. Reports are sent to the University for their Newsletters. Local officers engage with the schools, while the University has a designated Officer who remains highly visible on-site. Community messaging is used to reach those signed up to the process. Safer Cornwall assists with reaching varying members of the community. Local officers attend events such as Tall</p>		

	<p>Ships, Falmouth Week, and RNAS Culdrose Air Day. LPT meet with cadets on a regular basis. Officers make contact with press themselves for awareness of issues or crime.</p>		
<p>Camborne (AC)</p>	<p>Local officers make good use of Face book, Twitter accounts and D&amp;C local policing website has updates with current priorities and issues. Officers will contact press themselves to make aware of crime issues or notes of interest. Shop watch is in place but not always fully supported by the local retailers to assist. This could be improved and local team aware this. Pub Watch is in place and successful. Safer Cornwall assists with reaching varying members of the community. Local schools have good contact with the local officers. They attend school events and emergency service events to form good relationships with the children in the area. A PCSO hosts a monthly meeting for representatives from varying local community groups. Local officers attend local events such as Murdoch Day. LPT meet with Cadets fortnightly</p>		
<p>Penzance (AP) and Hayle (AI)</p>	<p>NHW watch is at all their stations. The DAACWA rep is at all their stations. All stations participate in Boat watch and farm watch. Horse watch is coordinated by a local officer at AI. Parish meetings are attended or reports sent. NHW newsletters are sent out but no others. There are good contacts with the local press for articles to be released and good use of social media. The sector Inspector meets with press once a week. Good Communication is made with schools where necessary and participation by the team with local community</p>		

	<p>events/fetes/school fun days. Local Officers attend local events to engage such as Lafrowda Day. LPT meet with cadets on a regular basis.</p>		
<b>Visibility in key areas of your community</b>	<p>All LPT's covering the West Sectors have LPA primary tasking that are raised as a result of either a specific crime series or ASB or any other area of general concern to offer public reassurance.</p> <p>Priorities are raised by the LPT are as a direct result of their engagement which then leads to targeted neighbourhood priorities. This assessing areas of risk and harm and offers reassurance. For example below are priorities from public consultation/community meetings/community events that are on the LPT D&amp;C website:</p>	<p>Public Consultation Have your say meetings Weekly crime checks Intelligence reviews NPT flagged logs Reassurance visits T.I.M Safer Cornwall</p>	<p>NPT Patrol Specials KIN IIMU SMT</p>
Truro (GT)	<p><b>Anti Social Behaviour - Penair Lane</b></p> <p><b>You Said:</b> 15 Jan 2014 It has been reported that there are large groups of young people gathering in the land between Penair School and Tinney Drive at school kicking out times. The young people have been behaving in a rowdy way and littering.</p> <p><b>So far we have:</b> Increased Police patrols in the area at the end of the school day. We have liased with the schools senior management team with a view to work together to resolve this issue. The schools management have started patrolling the</p>		

	area after school, moving on the groups that they come across.		
Falmouth (GP) and Helston (AH)	<p><b>Anti Social Behaviour Intervention in Helston Town</b></p> <p><b>You Said:</b> 6 Mar 2014 Increased complaints regarding litter, damage and unpleasant behaviour believed to predominantly relate to one individual in the area. This person has been subject of a Stage 1 Anti Social Behaviour warning and interventions by rough sleeper and health agencies, but has repeatedly disengaged.</p> <p><b>So far we have:</b> Anti Social Behaviour Escalation has increased due to the person being identified as responsible for two recent incidents in the Town relating to Damage, littering and ASB.</p>		
AC	<p><b>General Anti Social Behaviour in town and surrounding area</b></p> <p><b>You Said:</b> 1 Jun 2014 You have shared you concerns to the neighbourhood policing teams that there are a number of individuals in the town centre area of Camborne that are having a serious detrimental effect on the town, most noticeably in and around the Square. Most these people are involved in street drinking and general anti social behaviour. The Police also receive a lot of complaints from Tesco, Wesley Street, Camborne regarding youths hanging around at the front of the store being abusive and</p>		



	<p>intimidating to shoppers.</p> <p><b>So far we have:</b></p> <p>The neighbourhood team have responded to these concerns by using anti social behaviour legislation in order to stop this negative behaviour. The use of ASB Warnings have increased, but seen to curb the behaviour of those causing an annoyance. These warnings last for a set period of time and highlight the behaviour of the individual. Should their behaviour then escalate then so shall the level of sanction given to them via the ASB escalation process.</p> <p>The police are also using powers given to them to disperse any individuals involved in ASB for a period of up to 48 hours. Should they return to the area within a given time they can then arrested. This tool is very affecting in removal those likely to cause ASB from a designated area for a set period of time.</p> <p>The team has also worked hard in order to secure Drink Banning Orders (DBO) on individuals due to their excessive and abusive drinking behaviour within the town. The team's hard work has also made one person the subject of the Habitual Drunkards Act, which is very old and hard to use legislation.</p> <p>We have begun a robust approach to nuisance behaviour, and as a result have begun to serve ASB Warnings to a multitude of individuals. Research has shown that 65% of adults and 75% under 18 in Cornwall are not reported for further ASB related incidences in the three months the warning is in force.</p>		
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<p>AP/AI</p>	<p><b>Theft- from motor vehicles</b></p> <p><b>You Said:</b> 22 May 2014  There has been an increase in the theft of items from insecure vehicles in the town area and surrounding streets. Items such as mobile phones, money, sunglasses and sat nav's have been stolen</p> <p><b>So far we have:</b>  We have increased our patrols in the areas affected and persons have been stop and searched following reports of suspicious behaviour around the vehicles.  We have also made press releases in the papers and via our face book page to encourage everyone to lock your vehicles regardless of what area of town you live.</p> <p>-----</p> <p>Local officers will also respond to calls from the 101 system that will indicate where there may need for attendance or general reassurance. They also can respond to the Safer Cornwall or Have your say Consultations to identify keys areas for visibility.</p>		
<p><b>Engagement with diverse community groups. (Equality Act)</b></p>	<p>Superintendent Pearce chairs a Cornwall Local Reference Group. From meetings with this group we know that DCT staff are well known and attend members groups. The feedback for the west LPA as a whole is that we could engage at a more local level in a better way. There is much improvement on this. SMT, diversity officers and local NPT attended Cornwall Pride to represent D&amp;C and try to reach and reassurance G,L,B&amp;T community.</p>	<p>Attendance of meetings  Consultations with groups  Feedback/questionnaires  Online surveys  Cornwall Reference Groups</p>	<p>DCT  NPT  KIN  Local Authority</p>

<p>Truro (GT) Falmouth (AP) and Helston (AI) Camborne (AC) Penzance (GP) and Hayle (AH)</p>	<p>We have a migrant worker PCSO who is excellent with links to community engagement and is used as a Sector resource.</p> <p>There is the Cornwall Mosque based in Truro that is subject of a community engagement plan. The contact and relationship is excellent between members of the community and LPT.</p> <p>There is DCT based in Cornwall and they are involved in a readiness for change project which is looking at how we are engaging with Diverse communities and how we can improve.</p> <p>There is a regular Diverse Communities Team Newsletter with information about the work of the teams as well as organizations and individuals we work with.</p> <p>There are links in place to DCT on force web site.</p>	<p>Dip Samples</p>	
<p><b>Identify Priorities within your neighbourhood</b></p>			
<p>Truro (GT)</p>	<p>Local officers recognising priorities in their areas by attending community groups, parish meetings, and conduct their own 'Have your Say' which is currently being done. There will be a supermarket stand in the Autumn coordinated by our NHW which will be attended by local officers.</p> <p>They also encourage contact by multimedia such a Face book and the D&amp;C website. There is a monthly meeting with Council ASB coordinator and other agencies I.E Housing to assist with knowing what issues are of concern.</p>	<p>Partnership meetings Follow up surveys Crime checks T.I.M meetings Public consultations Intelligence Checks</p>	<p>NPT SMT Community partnership KIN</p>

Falmouth (GP) and Helston (AH)	Local officers adapt to specific problems by attending Parish meetings. Safer Cornwall on behalf of the council conducts their 'have your say'. They also encourage contact by multimedia such a Face book and Twitter and the D&C website.		
Camborne (AC)	Local officers attend Parish meetings or send a monthly report. They will report on specific issues and welcome feedback from the parish to identify issues and priorities. They are represented by Safer Cornwall and the priorities are set by them and they engage on their behalf. They do not have any supermarket stands or road shows planned at this time but this is something they have and will continue to use. They also encourage contact by multimedia such a Face book and the D&C website.		
Penzance (AP) and Hayle (AI)	Local officers attended monthly Parish meetings where resources allow. They also encourage contact by multimedia such a Face book and the D&C website. They did trial Twitter but was not well subscribed. They are due to attend a social networking conference to see if they can use this to assist with identifying priorities.		
<b>Supporting vulnerable people and targeting those that cause harm. Working with other agencies to reduce risk of harm</b> Truro (GT)	All of the West LPA NPT's are committed to reviewing a quarterly Neighbourhood harm register that shows addresses that are advising of risk indicators that need to be addressed. This will require engagement with the subject concern. Potentially their families. Other agencies will be involved E.G Social Services, CPN, CMHT's, Probation, school safeguarding, child protection team.	Neighbourhood harm registers Crime figures/reviews T.I.M.S Enquiry referrals from safeguarding Housing referrals	PPO/IOM NPT Local authority DV unit/SODAIT Safeguarding CSE

<p>Falmouth (GP) and Helston (AH)          Camborne (AC)          Penzance (AP) and Hayle (AI)          (inclusive)</p>	<p>This falls under our safeguarding procedure to ensure that vulnerable people are supported. All of NPT will raise non crime vulnerable adult enquiries, problem solving enquiries and will make referrals where appropriate to other agencies.</p> <p>All NPT have good working relationships with their local housing officers and will work together to manage long term ASB issues and problem tenants.</p> <p>DA is also raised on the NHR and work is carried out such as Cocoon watch in consultation with the DV unit.</p> <p>Often NPT will receive referrals from the other agencies directly via a central referral unit and will attend strategy meetings/multi agency meetings/school &amp; attend college meetings to ensure support in place and risk is managed.</p>		
<p><b>Hard to Reach Groups</b></p>			
<p>Truro (GT)</p>	<p>There is a homeless shelter which works closely with LPT 'St Petrocs. Officers are able to approach the user group for their services to gain information and to help identify their needs. The LPT will often attend Breakfast clubs to speak with the homeless people there. There is the council one stop shop which works with NPT to signpost to correct services</p> <p>There is a Women's Refuge centre that works well with LPT and allows good to access to women and their families with them to assist with a multitude of complex needs.</p> <p>There are no traveller sites on patch.</p> <p>Police work with social services and will attend safeguarding for vulnerable elderly people.</p> <p>There is a young woman's projects that have a good relationship with LPT.</p>		<p>NPT          Local Authority          DV Unit          Safeguarding          Officers          YIO</p>

<p>Falmouth (GP) and Helston (AH)</p>	<p>There is no specific homeless shelter. They have council one stop shop to engage with. Their patch is on the border with a traveller's site and will have interaction although most is through the liaison officer. There is no designated women's refuge in area. Police work with social services and will attend safeguarding for vulnerable elderly people.</p>		
<p>Camborne (AC)</p>	<p>There is a facility for the homeless that local officers can work with and attend for reassurance and to engage. This is called Coastline Homeless and Social Exclusion Centre There is a young person's project SHARE that local officers can speak with and identify those who may need support or intervention with consideration to MH issues. There is a large traveller's site on patch which requires attendance and liaison but mostly through the allocated local officer which is positive.</p>		
<p>Penzance (AP) and Hayle (AI)</p>	<p>Does not have a homeless shelter. Does have a council one stop shop to engage with. There is a Cornwall Share project for younger people that LPT have contact with and assist with intervention and support, with particular consideration to MH. There is no official Travellers site on patch. A monthly engagement event on each beat (This may be a surgery a local event or a meeting with a group, especially the hard to reach) these should be publicised where appropriate and on the website.</p>		