



Connectivity Framework- ‘Connect to Protect’

Overall Aim	To develop and enhance connectivity with our communities and our staff to enable delivery of the force mission.					
Our Objectives	Purpose - Our communities will have confidence in our legitimacy by believing we are connected and effective in delivery of the Force mission and values.	People - Secure an understanding of connectivity by all (internally & externally) and recognise the value this adds to service delivery within our communities.	Delivery - To increase the level of connectivity with our communities. Utilising the local policing promise.			
How we will achieve our objectives “Local Policing Promise”	Accessible <ul style="list-style-type: none"> • Listen and encourage positive dynamic communication • Improve accessibility options. • Explore new technology to provide remote access options. • Provide opportunities for communities to meet local policing team members. 	Responsive <ul style="list-style-type: none"> • Understand issues of concern • Recognise signs & symptoms to improve our proactivity • Improve coordination to tackle issues jointly. • Improve timeliness of feedback 	Informative <ul style="list-style-type: none"> • Share agreed priorities and what we are doing about them. • Share information as appropriate • Utilise all communication outlets including an online presence. • Strengthen relationships within communities & teams to hear their voices. 	Supportive <ul style="list-style-type: none"> • Improve use of our wider police family • Consider recipients perspective & signpost to support effectively. • Assist watch schemes to develop with resilience • Build partnerships to resolve persistent issues. 		
Principles of delivery	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Peelian Principles – Prevent Crime and Disorder National policing strategy 2025 Devon and Cornwall Police and Crime Plan 2017-2020 Prism Principles and Customer insight Competency Values Framework </td> <td style="width: 50%; vertical-align: top;"> Service standards ‘Connect to Protect’ communities to support delivery of the mission Engagement is process connectivity is the outcome Recognise all communities including hard to reach & most vulnerable </td> </tr> </table>				Peelian Principles – Prevent Crime and Disorder National policing strategy 2025 Devon and Cornwall Police and Crime Plan 2017-2020 Prism Principles and Customer insight Competency Values Framework	Service standards ‘Connect to Protect’ communities to support delivery of the mission Engagement is process connectivity is the outcome Recognise all communities including hard to reach & most vulnerable
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Hallmarks of Excellence	Legitimate The force knows and is connected to all staff and communities. Staff are accountable for their behaviours and understand the impact they have on others when delivering the mission. The Force treats all the people with fairness and respect.	Effective The force is aspirational in delivering a consistent high quality service. Improvements are achieved by reflecting on and seeking future development of the service we deliver. The Force recognises the vulnerable and understands the threat or risk of harm within	Efficient The force identifies best practice and supports staff to enable sharing and developing good initiatives to provide policing services that meet priorities and deliver the Force mission. The Force makes good use of resources to manage demand by understanding, current and likely future demand.			
Measuring success	National Crime Survey for England & Wales (CESW), service standard reporting, PCC’s Public Perception Survey, HMIC					