



His Majesty's Inspectorate
of Constabulary and
Fire & Rescue Services

Two-way communication: Trust, legitimacy and community engagement

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Objectives of today's session

- To provide a brief overview of how community engagement is relevant to the PEEL framework.
- To discuss the links to Q1 and Q4 in more detail specifically.
- To highlight common areas between PEEL & NPG.



Community messaging alignment with PEEL

- **PEEL Framework Alignment** - The messaging system aligns closely with key PEEL areas like leadership, prevention, and responding to the public.
- **Data-Driven governance and evidence** - The platform tracks communication and responses, providing measurable, auditable evidence for inspections.
- **Strategic Performance management** - Mapping messaging tools supports continuous policing improvement through focussed tasking to improve performance.
- **Two-Way Communication Features** - Features such as segmented messaging enables community engagement and surveys support active participation.





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Leadership and Performance Management (PEEL Q1)

Q1 - Leadership and Force Management

Using Dashboards and Data to Evidence Strategic Alignment.

- **Data-Driven Leadership** - Leaders use dashboards to make informed decisions aligned with strategic priorities and governance requirements.
- **Community Engagement Metrics** - Dashboards show engagement reach, resident sentiment, and local concerns to inform real-time community intelligence.
- **Performance Monitoring and Reporting** - Monthly KPI reports and performance boards track trends, resource allocation, and gaps in engagement.
- **Strategic Communication and Accountability** - Messenger outputs demonstrate clear communication, workforce understanding, and accountability through feedback loops.





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Prevention and Deterrence (PEEL Q4)

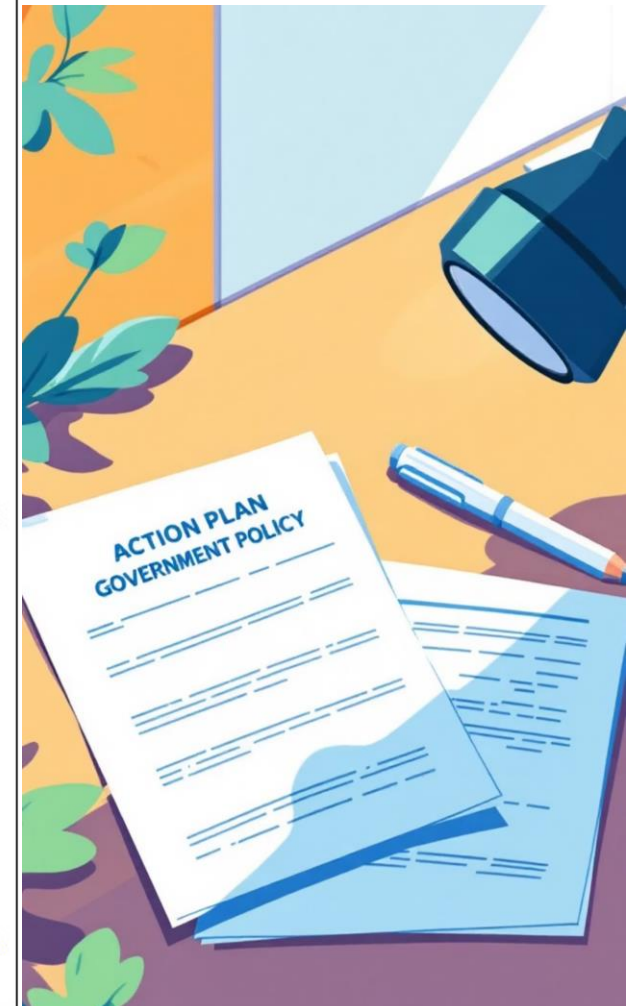
The evolution of PEEL Q4 framework



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2023-25 Framework	2025-27 Framework
<p>3. How good is the force at preventing and deterring crime and antisocial behaviour (ASB), and reducing vulnerability?</p> <p>At its core function, the force prioritises the prevention and deterrence of crime, ASB, harm and vulnerability.</p> <ul style="list-style-type: none"> The force uses its own and shared data to identify and prioritise vulnerable people, groups, locations, repeat ASB, <u>victims</u> and suspects. Working in partnership, the force uses primary, secondary and tertiary prevention initiatives to deter and tackle crime and ASB. It also uses these initiatives to reduce harm, vulnerability, offending and repeat demand. The force provides a sustainable neighbourhood policing model that can provide positive long-term solutions to community problems. <p>The force uses partnership-orientated evidence-based problem-solving to reduce and prevent long-term crime, ASB, harm and vulnerability.</p> <ul style="list-style-type: none"> The force understands and <u>demonstrates</u> a long-term commitment to problem-solving and evidence-based policing. It maximises opportunities to prevent public harm and reduce demand through working with partner organisations. The force has systems and processes in place to consistently evaluate its problem-solving and share any learning. <p>The force actively seeks views and support from its communities.</p> <ul style="list-style-type: none"> The force uses two-way community engagement, showing that it understands, listens and responds to what matters to its communities. The force uses community engagement to gather information and <u>intelligence</u> to address local, force and national priorities. The force empowers local people to become involved in local policing activity. 	<p>4. How good is the force at preventing and deterring crime and antisocial behaviour, and reducing vulnerability?</p> <p>The force works with partner organisations to identify and prioritise its approach to prevent vulnerability, <u>antisocial behaviour</u> and crime.</p> <ul style="list-style-type: none"> The force has an effective management structure that allows it to identify vulnerability, repeat <u>volume crime</u>, neighbourhood crime and <u>antisocial behaviour</u>. The force, where required, accurately records crime within incidents of <u>antisocial behaviour</u>. <p>The force uses primary, secondary and tertiary prevention activity to prevent, deter and tackle crime and <u>antisocial behaviour</u> and keep its communities safe.</p> <ul style="list-style-type: none"> The force uses appropriate <u>antisocial behaviour</u> legislation and interventions where needed. The force widely encourages a problem-solving culture and has effective governance, support and systems in place to <u>monitor</u> and evaluate problem-solving activity. The force works with partner organisations to prevent crime and divert young people away from committing crime through early intervention programmes. The force works with partner organisations to reduce the risk of persistent and problem offenders reoffending (including <u>integrated offender management</u>). <p>The force's <u>neighbourhood policing teams</u> interact with, listen to and respond to its communities to help make them feel safe.</p> <ul style="list-style-type: none"> Neighbourhood policing teams have the capacity and capability to provide a regular, accessible and targeted presence within local communities. The force closely monitors officers and staff who are taken away from their main neighbourhood duties of deterring crime and <u>antisocial behaviour</u>. The force <u>demonstrates</u> ongoing two-way communication tailored to meet the needs and preferences of different communities. It <u>monitors</u> and evaluates how it works with its communities to develop a better understanding of their needs and how to address them



Q4 - Prevention and Deterrence

How Messenger Supports Q4 Prevention

- **Data-Driven Leadership** - Leaders use dashboards to make informed decisions aligned with strategic priorities and governance requirements.
- **Community Engagement Metrics** - Dashboards show engagement reach, resident sentiment, and local concerns to inform real-time community intelligence.
- **Performance Monitoring and Reporting** - Monthly KPI reports and performance boards track trends, resource allocation, and gaps in engagement.
- **Strategic Communication and Accountability** - Messenger outputs and responses demonstrate clear communication with the community, captures intelligence accountability through feedback loops.



Finally, NPG alignment with the PEEL

We are not inspecting against the NPG in 25/27, but evidence may still be relevant...

NP Guarantee pillar	PAF CoG Link
<p>1. Police back on the beat. A Neighbourhood Policing Team in every local area, with intelligence-led and visible patrols, including in town centres and on high streets.</p>	<p>4.3.1 - Neighbourhood policing teams have the capacity and capability to provide a regular, accessible and targeted presence within local communities (Visibility)</p> <p>The force closely monitors officers and staff who are taken away from their core neighbourhood duties that deters crime and antisocial behaviour. (Visibility/abstraction)</p>
<p>2. Community led. A named, contactable officer for every neighbourhood, responsive to local problems, and residents and businesses having a say on the policing priorities for their area.</p>	<p>4.3.2 - The force demonstrates ongoing two-way communication tailored to meet the needs and preferences of different communities. It monitors and evaluates how it works with its communities to develop a better understanding of their needs which drives purposeful activity. (Comms and engagement)</p>
<p>3. Clear performance standards and professional excellence: New training for officers and standards for professional excellence will ensure neighbourhood policing is developed as a specialist policing capability</p>	<p>4.3.1 - Neighbourhood policing teams have the capacity and capability to provide a regular, accessible, and targeted presence within local communities. (skills and training)</p>
<p>4. A crackdown on anti-social behaviour. Neighbourhood policing teams equipped with tougher tools, and supported by other agencies, to tackle persistent anti-social behaviour (ASB).</p>	<p>4.2.1 - The force uses appropriate ASB legislation and interventions where required. (Use of ASB power and working with partners + EA & IOM)</p>
<p>5. Safer town centres. A crackdown on shop theft, street theft and assaults against retail workers.</p>	<p>4.2.4 - The force works with partner organisations to reduce the risk of persistent and problem offenders reoffending (including Integrated Offender Management). (4.1.1-repeat locations/offenders)</p>

Any Questions?

Thankyou for listening

