

**Project Profile:**

**Better Communications  
in Community Policing**

**Greenwich**



After taking part in training to help them engage more with local police, Greenwich residents identified a need to help Police Community Support Officers (PCSOs) to communicate better with the communities they serve.

With support from London Civic Forum, Greenwich Council and Mango Communities responded by creating a Take Part learning programme for PCSOs in the Borough, with impressive results...

*It was great to be able to share with those who have been in similar situations.*  
PCSO



*The training provided skills I could use in my day-to-day work ... I learnt to perceive myself not as a rescuer who is there to solve the problem, rather as able to facilitate a solution.*  
PCSO

*People from the community are now passing more information through PCSOs which enables a quicker and effective response from the police.*  
Sergeant

**Take Part is an approach to learning for action, which helps people gain the skills, knowledge and confidence to become involved in their communities and to influence the decisions that affect their daily lives.**

*Take Part is at the heart of London Civic Forum's vision of a strong, active and inclusive society working across London to build healthy communities and improve quality of life for all.*



## **Better Communications in Community Policing**

**Purpose:** To improve engagement between PCSOs and the communities they serve, as part of a wider strategy to reduce crime, reassure the public and increase confidence in the police within the Borough. Participants themselves identified a need to focus on better communications with local people when on single patrol.

**The Take Part model of learner-centred, active and reflective, and community-based learning informed the planning and delivery of all sessions, echoing an earlier course delivered to local residents engaging on Police Community Ward Panels.**

### **Activities:**

Starting from their own experiences, learners explored new communications strategies through group work activities including:

- 'Exploring our experience' sessions and role-play
- Goal setting and benchmarking
- Reflective questioning

### **Outcomes:**

- Participants feel more confident and skilled in engaging with community members.
- Improved communications with local people has led to an increase in recruitment of residents to Police Safer Neighbourhood Panel meetings.
- Participants identified ongoing benefits of embedding peer support with colleagues.
- Participants felt listened to, able to voice concerns, and celebrate achievements together.
- Understanding of the role of the PCSO within the wider police force.

### **Into the Future...**

Participants requested further sessions after a time lapse to reinforce and build on learning. The group recommended that such training is built in to the standard induction process for PCSOs in Greenwich. Unfortunately funding cuts make this unlikely to take place in 2011.

### **For further information please contact:**

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