



Cambridgeshire Constabulary Engagement Strategy

- AIM**
- To increase the trust and confidence of the public in the Constabulary and improve their satisfaction in what we do
 - To deal with local policing issues which are of concern to the public, reduce crime and anti-social behaviour
 - To protect the public from serious crime and prevent people from being attracted to potential criminal activity

Through engaging as widely as possible we will:

- Understand our communities
- Identify what the important issues affecting communities are
- Prioritise and respond to those issues.
- Design and deliver services to tackle these issues in partnership
- Concentrate on what we do and how we do it
- Improve our understanding of what drives public confidence
- Use that knowledge to make each interaction with the Public count towards meeting their expectations
- Improve our communications with people and tell them what we have done/are doing/considering
- Use a variety of methods to continually engage with individuals/communities/business/partners

Operational	Corporate	Strategic
<ul style="list-style-type: none"> • Through daily engagement with local communities collect community intelligence • Inform the public of local police action and crime issues through e-Cops • Embed and build on the success of Neighbourhood Policing, and work with individuals and communities to promote active citizens • Embed the service delivery standards of the Policing Pledge • In line with Pledge Point 7 hold regular public meetings where we will discuss and agree local priorities • Local satisfaction/dissatisfaction report monitoring • Effective use of local media 	<ul style="list-style-type: none"> • Conduct targeted surveys to gain further insight into the public's views on crime, disorder and local policing • Develop comprehensive neighbourhood profiles so that we better understand our communities • Analyse complaints against the police and take action to improve service delivery • Use national customer satisfaction surveys in order to inform our delivery systems 	<ul style="list-style-type: none"> • Support and work with the Police Authority in consultation with the public • Co-ordinate survey activity with our statutory partners to improve efficiency, effectiveness and prevent consultation overload • Work in partnership at every level to respond to the public's needs • Monitor and assess performance against neighbourhood, Force and national targets, and tell you how we are performing

