WARD PANEL HANDBOOK

Community Members and Partners Handbook

Continuous Policing Improvement - Central Neighbourhoods Team

METROPOLITAN POLICE

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Contents

Glossary 4
1 Overview 5
1.1 Introduction 5
1.2 What is a ward panel? 5
1.3 What is a Ward Panel Survey? 5
1.4 Why do ward panels exist? 6
2 Functions of a ward panel 7
2.1 Setting ward priorities 7
2.2 Scrutinising the work of the SNT 8
2.3 Building trust and confidence in local policing 8
2.4 Increasing community engagement 8
2.5 Supporting crime prevention initiatives 8
3 Setting up a ward panel 10
3.1 Panel creation 10
3.2 Terms of reference 10
3.3 Structure 10
3.3.1 Chair 11
3.3.2 Secretary 11
3.3.3 Councillors 11
3.3.4 Young people 11
3.4 Membership 12
3.4.1 Inclusivity and representation 13
3.4.2 Vetting, charges and convictions 13
3.4.3 Tenure 13
3.4.4 Code of conduct 14
3.4.5 General Data Protection Regulation (GDPR) 14
4 Ward panel meetings 15
4.1 Agenda 15
4.2 Police support and attendance 15
4.2.1 Provision of data and reports 16
4.2.2 Public access to information 19
4.3 Public attendance 21
4.4 Ward Panel Surveys 22

5 Deselection of ward panel member 23
6 Complaints procedure 23
6.1 An informal chat 23
6.2 Making a formal complaint 23
7 Restructure or dissolution of a ward panel 24
Appendices 25
Appendix A: Terms of Reference (ToR) 25
Appendix B: Ward Panel Privacy Notice (GDPR) 28
Appendix C: Ward Panel adverts/promotion 30

Glossary

ASB	Anti-Social Behaviour	**OCU**	Operational Command Unit
BCU	Basic Command Unit	**PC**	Police Constable
BOCU	Borough Operational Command Unit	**PNC**	Police National Computer
CAD	Computer Aided Despatch	**POP**	Problem-Orientated Policing
C/I	Chief Inspector	**PS**	Police Sergeant
CLA	Citizen-Led Approach	**PSED**	Public Sector Equality Duty
CLP	Citizen-Led Policing	**SNB**	Safer Neighbourhood Board
CoP	College of Policing	**SNT**	Safer Neighbourhood Team
COP	Community-Orientated Policing	**SPOC**	Single Point of Contact
DSA	Data Sharing Agreement	**STT**	Safer Transport Team
DWO	Dedicated Ward Officer	**TNO**	Total Notifiable Offence
HVP	High Visibility Policing	**ToR**	Terms of Reference
ILP	Intelligence-Led Policing	**TP**	Territorial Policing
INSP	Inspector	**TPA**	Tactical Policy Advisor
ISA	Information Sharing Agreement	**TRB**	Total Resource Budget
KIN	Key Individual Network	**VPC**	Volunteer Police Cadets
MOPAC	Mayor's Office for Policing and Crime	**WP**	Ward Panel
MPS	Metropolitan Police Service	**WPS**	Ward Panel Survey
NPCC	National Police Chiefs' Council		

1 Overview

1.1 Introduction

This handbook provides essential information and is a practical guide for ward panel members and partners in their work with Safer Neighbourhood Team (SNT) officers. It contains policy and procedures designed to assist members and partners understand the purpose, structure and procedures of ward panels and homogenise good practice for mainstream use across London within the Metropolitan Police Service (MPS).

This handbook sets out how to eliminate discrimination and disproportionality in practices within ward panels. All of the information in this handbook has regard to the Public Sector Equality Duty (PSED), adheres to the College of Policing (CoP) Code of Ethics 2014 and supports the following strategic plans:

- The Met's Direction: Our Strategy 2018-2025
- MPS Business Plan 2020-2023
- CoP Neighbourhood policing guidelines 2018
- MOPAC Police and Crime Plan 2017-2021
- The London Knife Crime Strategy 2017
- NPCC Policing Vision 2025
- MOPAC Action Plan – Transparency, Accountability and Trust in Policing

1.2 What is a ward panel?

A ward panel is a group of community members and partner agencies that meets with a representative of the SNT at least every 3 months to set local SNT ward priorities and hold the SNT to account for issues affecting the community.

A ward panel will feed information and emerging issues directly to local officers, helping to shape and deliver local priorities and inform supervisors. Ward panel decisions must be evidence-based and inform, influence and involve both the community and police officers as part of a continuous cycle of feedback, review and action.

1.3 What is a Ward Panel Survey?

A Ward Panel Survey is an online survey created by the SNT, around issues affecting the ward, including current priorities. The survey enables Dedicated Ward Officers (DWO) to engage with a broader section of the community than ward panel members.

- Questions and content should be tailored to meet the needs of the ward.
- The questions must be regularly reviewed.
- Results from surveys should be collated and fed back to the ward panel meeting to help inform the panel's decision making.
- Sections of the survey should also be used to inform respondents with brief updates on ward panel priorities, ward news, SNT news and crime prevention advice/links. Keeping respondents informed and updated will help to keep them engaged.

1.4 Why do ward panels exist?

Ward panels are an important mechanism for the MPS to obtain the views of the community about crime and disorder in a neighbourhood and for police to provide information on policing to communities. They allow the MPS to meet its statutory obligation on police under s.34 Police Reform and Social Responsibility Act 2011.

Ward panels contribute to two of the operational priorities within the MPS strategy 2018-2025:

1. Focus on what matters most to Londoners
2. Mobilise partners and the public.

Ward panels reflect the Mayor's mission and action plan, providing a local engagement structure that gives Londoners a greater voice. They actively contribute to the MPS engagement plan and core commitments, developing and embedding strong local relationships and providing a local pathway to community focused engagement.

Ward panels provide a key local accountability mechanism for the MPS and the Commissioner and allow scrutiny of policing at a local level.

RELEVANT LINKS

Mayor's Action Plan - Transparency, Accountability and Trust in Policing

The Met's Direction: Our Strategy 2018-2025

2 Functions of a ward panel

Although the mechanism of ward panels is provided by the police and supported by the SNT, the ward panel should lead on fulfilling its functions.

2.1 Setting ward priorities

Safer Neighbourhood Teams will work towards three new priorities. The first priority will be set by the SNT and will be violence related or a violence driver. Ward panels will set a minimum of two local ward priorities.

- ***Priority 1*** *– This will be set by the Safer Neighbourhood Team to include violence or drivers of violence. This broad category can include all violence types and can include gangs, drugs, domestic assaults, violence against women and vulnerable people, public space safety, alcohol fuelled violence and antisocial behaviour linked to violence.*
- ***Priority 2*** *– Local priority to be set by the ward panel*
- ***Priority 3*** *– Local priority to be set by the ward panel*

The process of setting ward priorities will be supported by the SNT through the provision of information about criminal activity across the ward, as well as crime and antisocial behaviour (ASB) statistics and trends. SNT officers will also provide updates on their actions taken regarding any existing priority in order for the panel to make informed decisions about whether the priority is in need of amending or replacing. Building community confidence is paramount to the work of SNTs, so confidence data such as the results of recent Ward Panel Surveys and the Public Attitude Survey should also be provided.

Officers should explain how ward priorities complement the broader neighbourhood priorities and MPS policing priorities. Priorities should be focused to address a specific problem in an area. If a decision cannot be reached through discussion, a vote should be taken. Officers should also clarify what would be achievable within available resources and set a timescale for achievement or feedback to the community.

In addition to setting ward priorities, the panel should be fully involved in deciding the type of action that should be taken on their concerns and have an input into the problem-solving approach.

PRIORITY GUIDANCE

Priories must be SMART:

Specific – e.g. “Reduce drug dealing in X Park.” The priority should target an identified problem in a clearly defined area. It should not be unspecific, such as “Reduce drug dealing across the ward.”

Measurable – SNT/partner actions and outcomes e.g. patrols, stop and searches, arrests, reduction in crime reports, calls to the police

Achievable – Whilst some priorities might require long-term intervention or problem solving, the SNT should be able to make steps towards making a positive impact before the next ward panel meeting.

Relevant – The priority must be related to a specific ward issue not just a borough-wide issue.

Timely – The actions required must not inhibit the SNT’s ability to deal with other issues or responsibilities on the ward.

2.2 Scrutinising the work of the SNT

To enable the ward panel to scrutinise its work, the SNT should provide the ward panel with data on crime and ASB as well as information on its activities, time spent on the ward and any changes in team membership.

Feedback to the chair should continue informally throughout the year and not be limited to the quarterly ward panel meetings. In addition, the SNT should provide regular feedback to the Key Individual Network and at community contact sessions.

2.3 Building trust and confidence in local policing

Ward panels should collate issues and concerns from across the ward. This information will enable SNTs to consider and act upon the views of the wider group of residents. The ward panel should also convey to residents the subsequent actions the SNT have taken. This two-way communication should assist in building trust and confidence.

Ward panel members should provide and seek feedback from the community on the factors affecting confidence in policing and assist the SNT with developing initiatives that impact on the key measures of confidence in local policing, such as “Feeling well informed”, “Agree police are dealing with things that matter” and “Knows how to contact their local officer”.

2.4 Increasing community engagement

Ward panels provide opportunities for the community to engage with the police and other partners about the things that matter most in the area where they live. By feeding in information from the wider community and reporting back to the community, ward panel members increase community engagement with policing. Ward panel members should involve as many community members as possible in this two-way communication.

Ward panel members, through their contacts and influence, should also cascade crime prevention and wider police engagement messaging through the means they decide most appropriate to achieve as wide a reach as possible. They should then inform the SNT of any relevant feedback.

Ward panels should support the effectiveness of community contact sessions by considering information on their take-up and impact, then contributing community suggestions for different locations and times/events of high footfall that together reach the wide range of community members. Information collected at these sessions should be fed back to the ward panel.

2.5 Supporting crime prevention initiatives

The networks and influence of ward panel members should complement any existing community crime prevention schemes or initiatives. Ward panels should support a reciprocal relationship with them for the purposes of crime prevention and community safety concerning local policing.

EXAMPLES OF CRIME PREVENTION SCHEMES AND INITIATIVES

Neighbourhood Watch

Neighbourhood Watch is about people getting together with their neighbours to take action to reduce crime. Neighbourhood Watch schemes are community initiatives owned and run by their members which are supported by the police.

They work by developing a close relationship between community members and the local police.

Neighbourhood Watch schemes can:

- cut crime and the opportunities for crime
- help and reassure those who live in the area
- encourage neighbourliness and closer communities

https://www.ourwatch.org.uk/

Marine Watch

Marine Watch is a registration scheme run by the Met's Marine Policing Unit.

Like a Neighbourhood Watch scheme for London's canals and rivers, Marine Watch works by helping maritime communities, and those living alongside them, to:

- work in partnership with enforcement agencies to share information
- report suspicious activity
- reduce crime and antisocial behaviour

https://www.met.police.uk/ar/applyregister/mw/marine-watch/

Pubwatch

Pubwatch schemes are local, independent groups formed of people working in licensed premises.

They often take part in safety and alcohol awareness campaigns.

The objectives of groups are to:

- tackle and prevent antisocial behaviour and criminal activity
- promote safe drinking environments for customers and secure working environments for staff
- improve communication and share information between licensees

https://www.nationalpubwatch.org.uk/

Community Roadwatch

Community Roadwatch gives local residents the opportunity to work side by side with their local police teams, and use speed detection equipment to identify speeding vehicles in their communities. Warning letters will be issued where appropriate, and the information can help to inform the future activity of local police teams.

To take part in Community Roadwatch, or to suggest a residential area where there are community concerns around speeding, contact CommunityRoadwatch@met.police.uk stating the borough you live in.

Other examples include Street Watch and School Watch.

3 Setting up a ward panel

3.1 Panel creation

Before setting up a new ward panel, it may be useful for some existing community leaders to form an interim panel, with a well-known community leader as the chair. This is a short-term arrangement until further community members come forward. If this approach is taken, opportunities exist for interim members to remain involved after they have left the panel, for example through inclusion in the ongoing community consultation and engagement process.

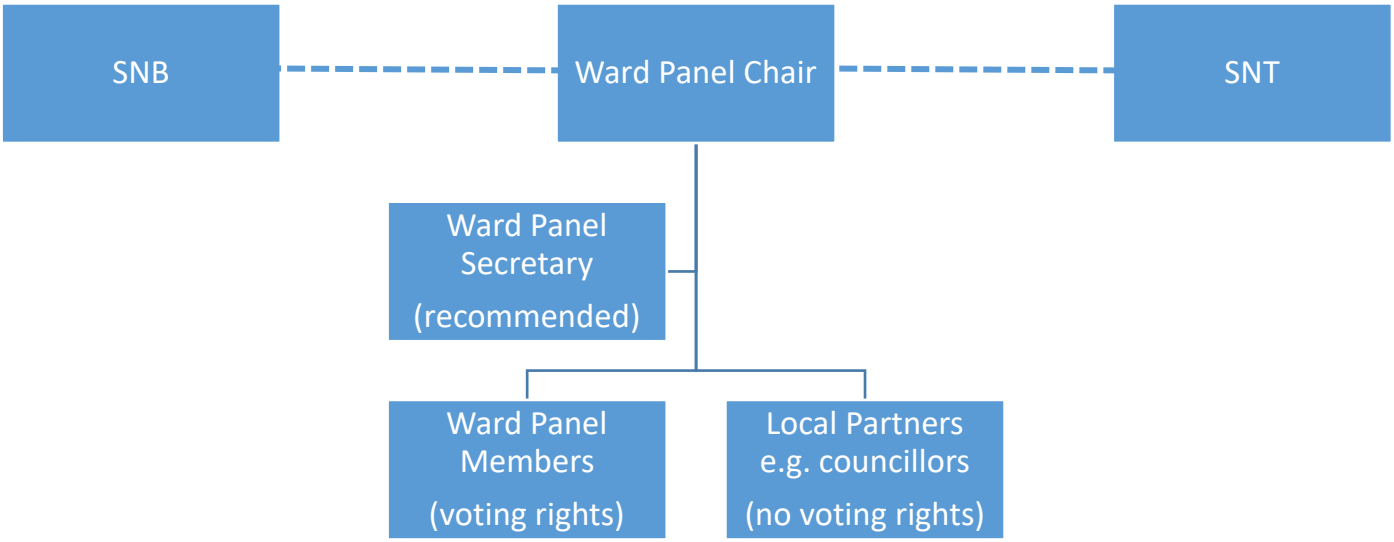
Ward panel members must agree on how decisions will be made to prevent bias or personal opinions from influencing priorities selected by the group. Agreeing terms of reference is an essential part of the first meeting. They should be reviewed as required and shared with new members.

3.2 Terms of reference

Terms of reference (ToR) should be used to set out the parameters within which the ward panel will operate and its relationship with the relevant SNT. Ward panels should use the ToR in Appendix A, without amendment or deletion. Additions must be consistent with the current MPS Ward Panel Framework. All members must agree to abide by the ToR.

3.3 Structure

The basic structure of a ward panel is simple:



Safer Neighbourhood Boards (SNBs) have been tasked by MOPAC to monitor MPS support for the delivery of ward panels.

3.3.1 Chair

The ward panel chair is responsible for setting the agenda and should attend every meeting. They provide strategic direction and leadership for the panel and should be a community member who resides, or works or studies predominantly, in the ward.

The chair, or a nominated deputy, should attend all meetings. They should be aware of all potential conflicts of interest to their role and act accordingly should one become apparent by registering that conflict of interest, abstaining, delegating the chair responsibilities for that decision or stepping down.

The role of chair is set out in the ToR.

3.3.2 Secretary

It is recommended that a volunteer should be sought to take the role of secretary to assist the chair and panel with administration and keeping a record of each meeting.

3.3.3 Councillors

The ward panel would benefit from the involvement of the local ward councillors who can observe the process and contribute their local knowledge of problems, but they should not be party to any 'voting' around the selection of a ward priority. This is to ensure that any priority is free from any criticism that it is politically driven. For the same reason, councillors should not be ward panel chairs.

3.3.4 Young people

To increase participation of young people, youth advisory groups and safer school officers should be approached and innovative engagement methods and social media should be used.

Should a young person become a panel member, a **risk assessment** must be completed and **written parental permission** sought if the person is under 18 years old. They can attend physical and online meetings; however, they must be accompanied by an appropriate adult. Meetings must never be conducted one-to-one with a young person.

Transport to and from the venue must also be considered alongside virtual opportunities to attend via electronic platforms.

ADDITIONAL ROLES

Ward panels may wish to create additional roles to ensure it is fully representatives of the community. Creating such roles could be used to focus ward panel recruitment on specific areas that are not covered by the current membership.

Examples:

Youth Ambassador

A representative of the young people of the ward, whose knowledge and experience will help the panel understand what their concerns and issues are.

This position is only open to applicants aged 16 to 25.

LGBT+ Ambassador

A representative of the LGBT+ community to help the panel understand what their concerns and issues are.

Multi-Faith Ambassador

Representative of faith groups, places of worship and any religious institutions or groups to help the panel understand what their concerns and issues are.

Business Ambassador

A representative of local shops and businesses to help the panel understand what their concerns and issues are.

Area Ambassador

A representative of a specified geographical area within the ward or housing estate who would help the panel understand what their concerns and issues are.

3.4 Membership

Ward panels should consist of no more than 25 members, with a recommended minimum of 12. For smaller ward panels, members should be able to consult widely across the community.

Membership requirements are that each member should:

- live, work or study in the ward
- support the aims of the ward panel and agree with the terms of reference
- represent their community and have considerable reach within it.

New members can be sought through social media request, newsletters, Ward Panel Surveys, residents' associations or community notice boards. Alternatively, an open invitation could be sent to specific groups or invitations could be made in person at community events or venues. Examples of descriptions for SNT and ward panel members to use or adapt to attract new members are in Appendix C.

GOOD PRACTICE

Attracting new ward panel members:

Consider the use of a wide range of methods to attract new members such as:

- Asking partner agencies to recommend local contacts.
- Use of social media to advertise and inform public about ward panels e.g. Twitter, Facebook, OWL.

- Make use of video conferencing software such as MS Teams or Zoom to extend membership to those that cannot attend a physical meeting.
- Speak to local community groups and resident associations.

3.4.1 Inclusivity and representation

Ward panels should seek to proactively and positively influence levels of representation within the panel, with the aim for their membership to reflect the socio-demographic characteristics of the ward. There should be a mixed group to include representation of the protected characteristics and any group forming a large section of the community such as students and young people. With a small panel where this may be difficult to achieve, panel members should be active across the different communities to reflect the views and voices of those communities wherever possible.

Ward panels should have the representation and breadth of skills to ensure that they can fulfil their functions effectively. The panel should be formed of local people who live, work and/or study in the ward and be drawn from all parts of the ward to prevent a focus on one area at the exclusion of others.

Core membership:

- **Local residents/businesses -** representatives from significant demographic groups; young people; tenant and resident associations; residents of different housing types; local community groups; local societies and associations; educational representatives; local traders and business groups;
- **Local partners -** ward councillors (with no voting rights); local authority officers, such as the antisocial behaviour/crime prevention officer (with no voting rights); significant partners (such as charities, outreach providers and youth workers - with no voting rights); housing representatives (with no voting rights).

Membership by those who take a wider view or represent an organisation or group should be encouraged. It can help ensure that *'single issue'* or non-inclusive members do not dominate discussion at panel meetings.

SNT officers and ward panel members should be proactive in recruiting representation from across the socio-demographic characteristics of the ward and all areas in the ward. Without this, the panel could lose the trust of sections of the community.

3.4.2 Vetting, charges and convictions

Members do not require vetting or police checks. Spent convictions should not prevent someone from becoming a member or partner. However, if a situation arises where a member is charged with a criminal offence, that member should be suspended until the conclusion of that matter. A decision will then be made concerning their membership.

3.4.3 Tenure

Ward panel members should aim to be involved for at least a year with an advised tenure of 2-3 years, when the possibility of extension can be reviewed. Panels should aim for an appropriate mix of experienced and newly engaged members of the community and include succession planning for the role of chair.

3.4.4 Code of conduct

All ward panel members and partners should agree to abide by the code of conduct in the ToR. Members must also sign the ToR to indicate that they will abide by the ToR.

The code of conduct is in the ToR in Appendix A.

3.4.5 General Data Protection Regulation (GDPR)

Ward panels must comply with GDPR and ensure a GDPR privacy notice is created and adhered to by its members. A template GDPR notice can be found in Appendix C. This notice should be adapted to suit the ward panel.

4 Ward panel meetings

Ward panel meetings should take place at least every three months. The ward panel chair and the SNT must agree the date, time and location of each meeting well in advance. Ideally, the meeting would be in person but alternatively it can be via an online platform such as Microsoft Teams or Zoom.

The ward panel chair will set the agenda and chair each meeting.

The secretary (if appointed) or a ward panel member should keep a record of:

- attendance
- agreed ward priorities
- actions.

Meetings should include feedback on actions and priorities identified at the previous meeting, information on policing activity and its impact, crime data, community concerns, reviewing and updating ward priorities and the type of action to be taken, evaluating and suggesting community contact sessions, and agreeing dates for the next one or two meetings.

4.1 Agenda

Example agenda

1. Apologies and introductions
2. Minutes and actions from the last meeting
3. Police actions on the previous priorities
4. Police report on crime, ASB, ward panel survey results and activity
5. Community concerns
6. Agreeing priorities and actions on them
7. Evaluating and suggesting community contact sessions
8. Any other business
9. Date of the next meeting

4.2 Police support and attendance

A minimum of one Dedicated Ward Officer (DWO) or supervisor should attend each ward panel meeting.

The officer will provide the ward panel with up to date and relevant data, information and reports in order for the ward panel to fulfil its priority setting and scrutiny. This should include data on crime and ASB since the last meeting, trends and comparisons taken from a variety of internal and open-source databases. Reports should include brief information on types of recent offence or ASB and hotspot areas in the ward. The information and data provided to the public should be presented in an easy-to-read format, meaningful and comparable over time. It should be aligned to the operational priorities in the MPS strategy (The Met's Direction) and the Mayor's Police and Crime Plan.

The meetings provide an opportunity for the public to scrutinise the work of the police, to offer feedback and to agree upon new priorities.

Once priorities have been chosen, SNTs should commit their available tasking patrol time to problem solving and activities that address them. This should be supported by the Basic Command Unit (BCU) senior leadership team. SNTs should offer invitations to panel members to join proactive police activity such as weapon sweeps, ride alongs or walk alongs, and operational days of action.

- SNTs should provide information required in a timely manner.
- SNTs should assist the ward panel where required with provision of a venue, support with community engagement and recruitment of future panel members.
- SNTs should help store and distribute required information and records, compliant with General Data Protection Regulations (GDPR), through maintained circulation lists on the AirSpace system.
- The ward panel should choose whether a panel member takes the role of GDPR data controller.
- The functions of the panel, panel membership and meetings should be broadly promoted across the ward through a variety of means and in formats suitable for all sections of the community.
- A record should be kept of ward panel membership, including changes of panel members. The DWO should retain a central copy of records of membership and meetings for reference and distribute the records of meetings to all attendees and the safer neighbourhood board (SNB).

4.2.1 Provision of data and reports

The officer's report should include data on crime (including violent crime), drivers of violent crime and ASB since the last meeting, trends and comparisons taken from a variety of internal and open source databases. It should include brief information on types of recent offences or ASB and relevant hotspot areas in the ward. The information and data provided should be presented in an easy-to-read format, meaningful and comparable over time, utilising maps and graphs that display offences or ASB occurring over the previous 12 weeks.

The SNT should discuss with the panel what style of data presentation and time period best meets their needs and to share with them what is readily accessible. An example is to present information to the panel using maps, charts and graphs such as:

- maps that display crime and ASB since the last meeting (12 weeks)
- graphs of offences over the last two years (so changes over the last 12 months can be seen)
- numbers showing totals or changes since last year
- map of ASB closing Computer Aided Despatch (CAD) data
- map of stop and search locations
- predictive mapping for relevant crime types that may help identify areas where priorities can be focused.

Standard of Reports

As a minimum standard, the report will include the following:

- data, graphs or maps of violent crime in the ward
- data, graphs or maps on total crime or filtered to crime types within the ward
- robbery, theft person, burglary, theft of motor vehicle (MV) and theft from MV data (as appropriate to the ward)
- crime data specific to the ward

- ASB data specific to the ward.

What is available and how it may be presented

Officers are limited in the way the information can be presented and the information that is easily accessible to them. The information types and pictures below give an indication of what is currently available and how it can be presented.

Crime mapping is currently available for the following:
residential burglary; robbery; criminal damage; serious acquisitive crime; drugs; hate crime; theft and handling; moped enabled crime; motor vehicle crime; stops – arrests; stops – reason; total notifiable offence (TNO) major; ASB CAD closing code; knife crime; gun crime; violence against the person and youth violence.

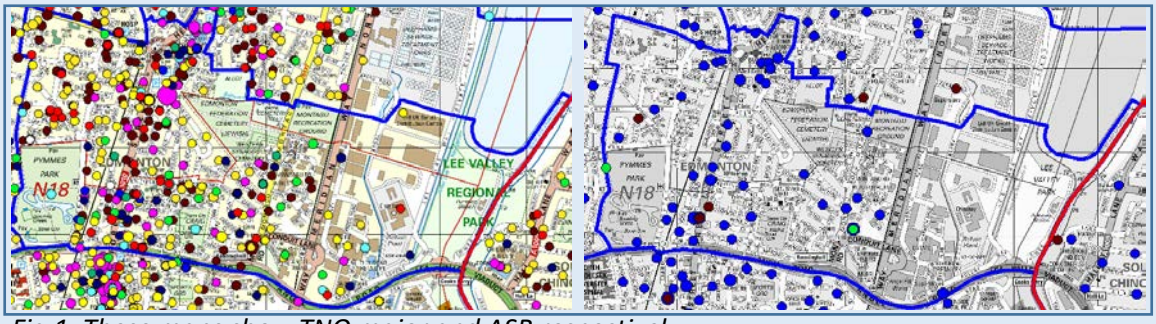


Fig 1. These maps show TNO major and ASB respectively

Information on all crimes and performance measures in either chart or graph form for the following:
all TNO crime; criminal damage and arson; burglary; drug offences; possession of weapons; public order; robbery; sexual offences; theft; vehicle crime; violence against the person; historical fraud and forgery; miscellaneous crimes against society.

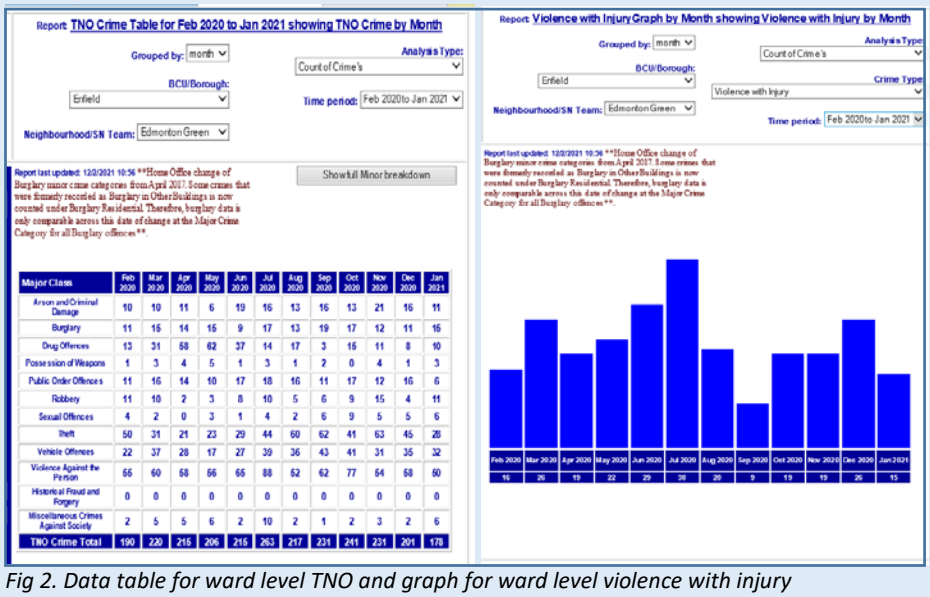


Fig 2. Data table for ward level TNO and graph for ward level violence with injury

Borough level data for all crime types including ward ranking for all main crime types and subtypes for 14 days, 1 month, 12 weeks, 12 months and FYTD comparisons (see fig 3).

Data around ASB demand and repeat callers at BCU or Borough level (see fig 4).

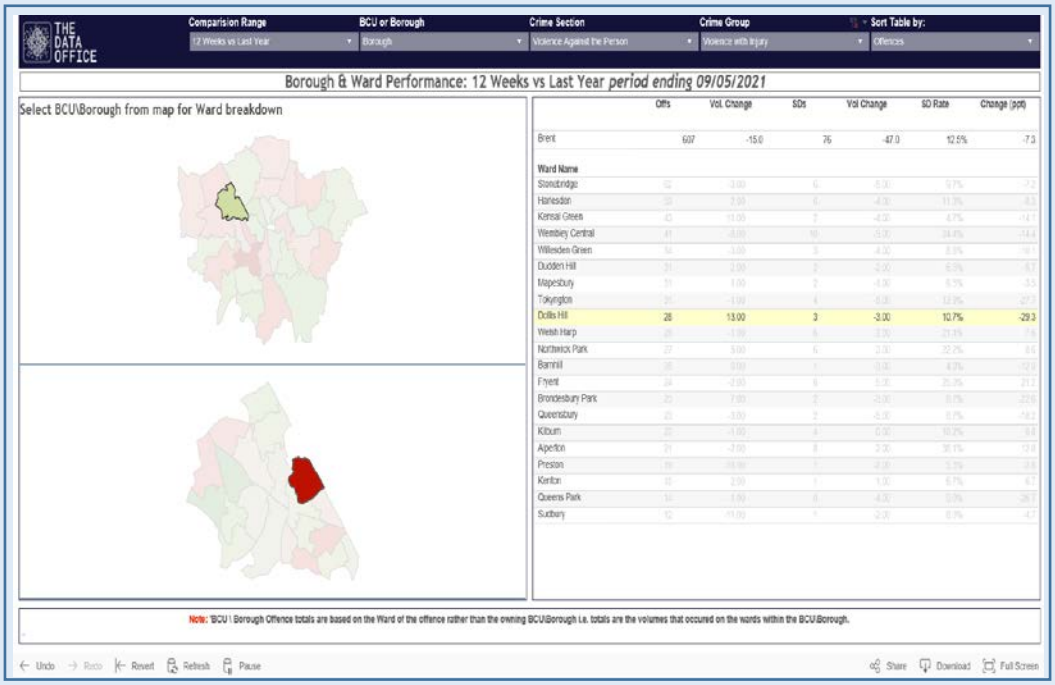


Fig 3. Ward level performance violence with injury

Fig 4. ASB monthly borough – 12 month comparison

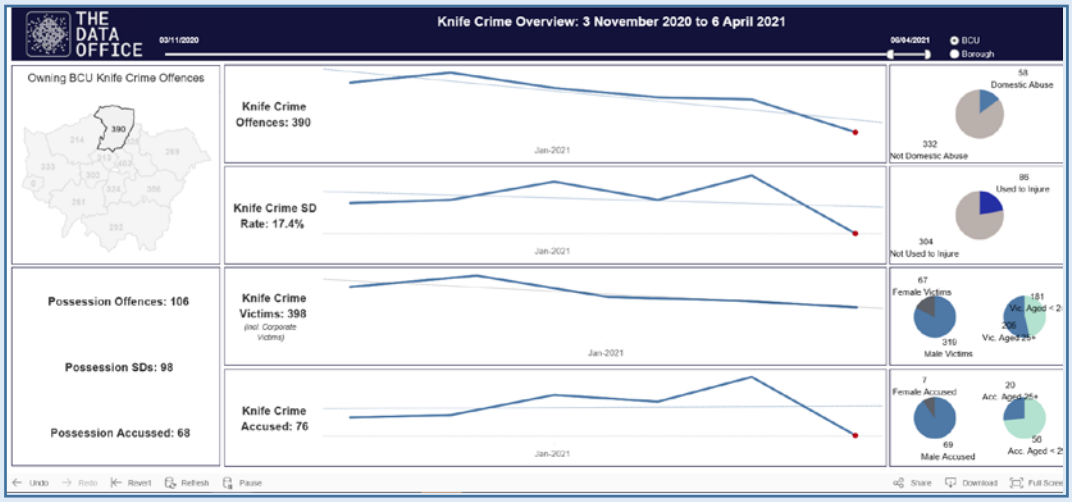


Fig 5. Knife crime overview

The panel should discuss with the SNT the crime types that they would like to be presented at each ward panel. It is expected that requested information types may vary over time and thus reports should be adjusted to reflect this.

4.2.2 Public access to information

Outside of panel meetings, members and partners can keep themselves informed of crimes across the ward through the following websites.

Met.police.uk

https://www.met.police.uk/sd/stats-and-data/met/crime-data-dashboard/

The Crime Data Dashboard will give you a ward level map and graphs for a date range that you select.

Categories include: arson and criminal damage; burglary; drug offences; historical fraud and forgery; miscellaneous crimes against the person; possession of weapons; public order offences; robbery; sexual offences; theft; vehicle offences; violence against the person.

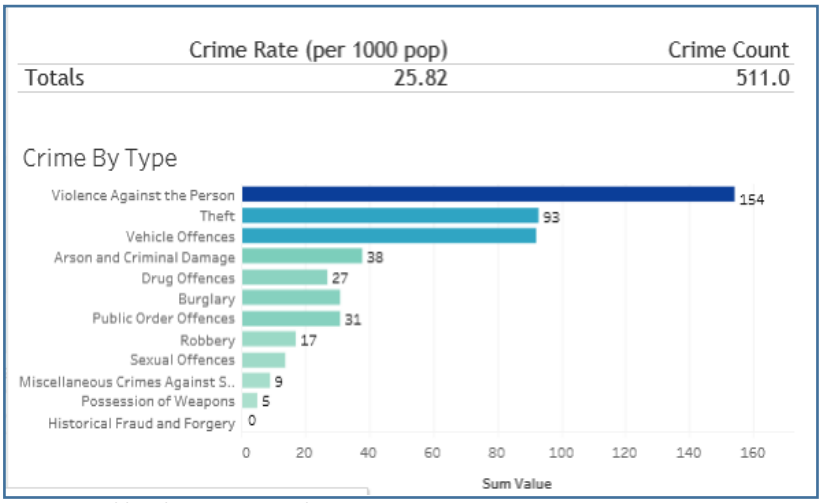


Fig 6. Ward level crime 12 weeks

Your area ward page

https://www.met.police.uk/a/your-area/

Hotspot mapped data for the previous month's top reported crimes within the ward

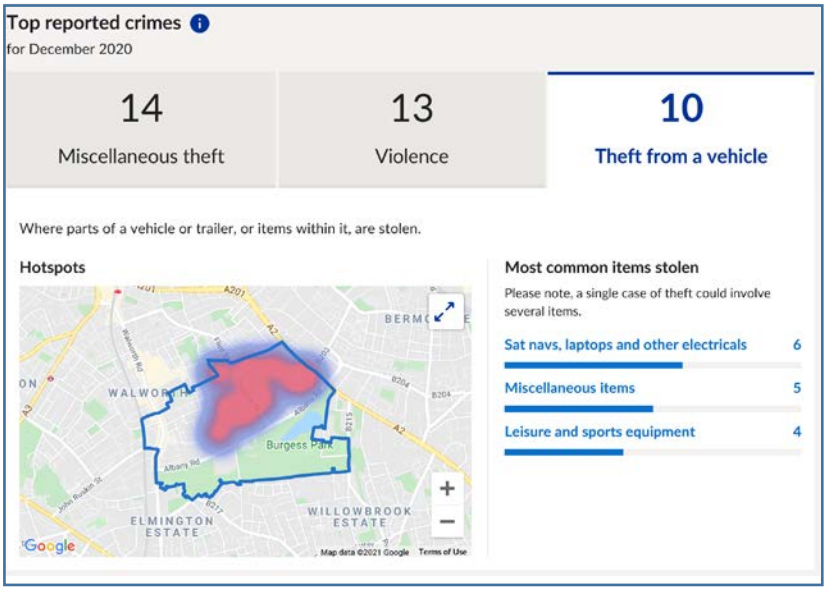


Fig 7. Monthly ward level hotspot map for theft from a vehicle

Police.uk

https://www.police.uk/

Monthly hotspot mapping for ASB, various crimes and stop and search data

- Hotspot mapping, which can be enlarged to show more detail.
- Covers ASB, crime, and stop and search.
- Data is 1 or 2 months old.
- Hotspots have been anonymised.
- Data is presented in a map or table of approximate locations.

Mapping categories include: ASB; burglary; criminal damage and arson; drugs; fraud and forgery; other notifiable offences; other theft; public order; robbery; sexual offences; shoplifting; theft and handling; vehicle crime; violence and sexual offences; violence against the person.

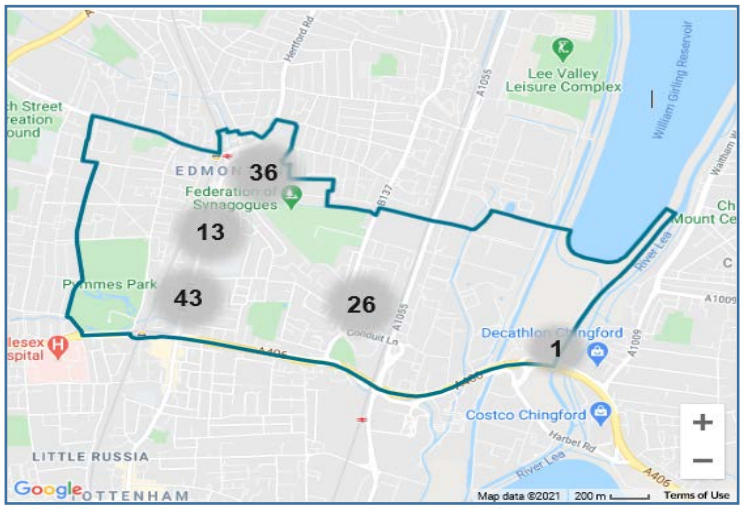


Fig 8. ASB mapping one month

MOPAC Crime Dashboard

https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/crime-dashboard

View ward level crime data and trends for the local volume crime priorities, over the last 12months.

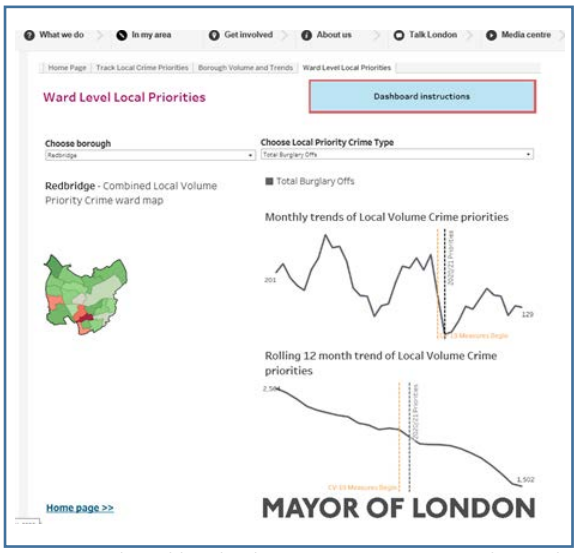


Fig 9. Combined local volume priority crime trends graph

4.3 Public attendance

It is important that ward panels allow public attendance at some meetings. This gives the community the opportunity to see the panel at work and hear directly from the SNT about its activity and local crime. Community members can also ask questions of the panel and the police. The panel can use this opportunity to recruit new members.

Public access to the meeting can be achieved in a variety of ways.

Small Venues

- The SNT or ward panel publicises that anyone interested in attending a meeting should email the SNT or chair.
- The person is then given the time, date and location of the next meeting.

Large Venues

- Advertise the meeting time and location widely and well in advance.
- Invite questions in advance by email to the SNT.
- Consider using a speaker to discuss a current issue.

Online with limited numbers

- The SNT or ward panel publicises that anyone interested in attending a meeting should email the SNT or chair.
- The link can then be provided to the next online meeting.

Online open invite

- To invite people to a public meeting, advertise the link to the meeting or, if you want to monitor access, ask people to email the SNT and then send them the link.

4.4 Ward Panel Surveys

The use of Ward Panel Surveys (WPS) enables DWOs to engage with a broader section of the ward than the ward panel members. Results from these surveys should be collated and fed back into the ward panel meeting to inform the panel's decision making.

GOOD PRACTICE

Ward Panel Surveys should:

- Be tailored to meet the needs of the specific ward
- Contain a small number of questions – so that SNT can follow up the responses during the next three months and respondents will feel it is worth completing the survey next time
- Contain different questions each quarter, tailored to the changing crime and ASB in the ward, to keep questions relevant and avoid respondents getting survey fatigue from repeatedly seeing the same questions
- Base some questions on the responses to previous surveys – to help improve engagement by respondents seeing a greater focus on issues they have raised previously
- Contain brief updates on priorities, ward news, crime prevention advice/links, team news, actions based on results from previous surveys etc to keep respondents engaged and raise confidence
- Avoid the use of police jargon and block capitals and be simple and easy to read and understand
- Take no more than 2-3 minutes to complete.

Results from surveys should be collated and fed back into the ward panel meeting to help inform the panel's decision making.

5 Deselection of ward panel member

A member may be deselected by a two-thirds majority of members present and voting at a meeting if the member:

- fails to abide by the code of conduct or any part of the terms of reference
- no longer meets the membership requirements
- has failed to attend three consecutive meetings without a reason deemed acceptable to the panel
- by their presence or membership would undermine the credibility or legitimacy of the ward panel or fundamentally weaken aspects of its work.

Panel members shall have the right to appeal against any decision to deselect them. The ward panel shall hear the appeal at a meeting and decide whether to uphold it. This decision shall be final.

6 Complaints procedure

If a member or partner wishes to complain about a member or partner, they should:

- in the first instance discuss it with the person
- if this does not resolve the complaint, send it in writing to the chair, who shall follow it up
- if this does not resolve the complaint, send it in writing to the SNT Sergeant, who shall follow it up.

6.1 An informal chat

Most complaints may easily be resolved by the complainant talking the problem over with the person involved. An informal chat may resolve the problem or clear up any misunderstanding. If this action is inappropriate or if after a chat the complainant is still not satisfied that this has resolved the complaint, a formal complaint may be made.

6.2 Making a formal complaint

All formal complaints must be put in writing. Anonymous complaints and complaints not in writing will be disregarded unless there is a special reason.

Stage 1

Complaint sent to ward panel chair or if the complaint is against the chair, then sent to the SNT Sergeant. If sent to the Sergeant, then the complaint will be moved to stage 2.

Upon receipt of the complaint, the chair will:

- send an acknowledgement (within five days) that the complaint has been received
- investigate the complaint and reply, in writing, within 28 days of receipt of the complaint.

As part of the investigation, the chair may arrange to hold a meeting with the complainant and, where appropriate, the person against whom the complaint has been made in an effort to resolve the issue.

Stage 2

If the complainant still feels the issue is unresolved then they can refer the matter to the SNT Sergeant who will conduct a fair and impartial review and, if necessary, inform their Inspector.

The CPIC Central SNT Unit can offer advice and guidance as required.

7 Restructure or dissolution of a ward panel

Police retain the right to dissolve or restructure a panel which is, in whole or in part, not abiding by the terms of reference or no longer synonymous with the good of the wider community but should consult the central SNT unit for advice before any such action is taken.

This right includes removing one or more members and must be done with the following in mind:

1. The SNT Sergeant must document any issues and bring them to the attention of their line manager and the ward panel chair if appropriate.
2. A meeting of the SNT Sergeant, their line manager and the ward chair should be arranged where jointly they may agree that one or more of the panel must leave and be replaced with more appropriately suited members.

Should the issues not be resolved at that meeting, the Sergeant must document the reasons for further consideration by the line manager and submission to their second line manager or Chief Inspector SNT Lead.

Any final decision to either remove a member or dissolve a panel, where the chair is not in agreement or is not willing to take action, must be signed off by BCU Neighbourhood Strand Superintendent (Chief Inspector SNT Lead if delegated the responsibility).

Appendices

Appendix A: Terms of Reference (ToR)

Ward panels should use these core terms of reference without amendment or deletion and may make any additions that are consistent with the current Metropolitan Police Ward Panel Framework.

Ward Panel Terms of Reference

Date adopted Date last revised

1. Name

The name of the ward panel shall be Ward Panel.

2. Aims

The aims of the ward panel shall be:

a. To ensure the local community is closely involved in setting the ward level priorities for the ward and Safer Neighbourhood Team (SNT)
b. To support activity on the ward priorities
c. To scrutinise the work of the SNT
d. To encourage and support community members to become more closely involved in problem solving and crime prevention
e. To support the SNT in building trust and confidence within the wider community
f. To be representative of their community and have considerable reach within the community
g. To assist the police in increasing community engagement, for example through community contact sessions
h. To support groups within the ward that have a focus on crime prevention and community safety, such as Neighbourhood Watch.

3. Membership

a. The maximum number of members shall be 25.
b. Membership requirements – each member of the ward panel shall:
    - live, work or study in the ward
    - support the aims of the ward panel and agree with the terms of reference
    - represent their community and have considerable reach within it.
c. Members shall between them be drawn from all parts of the ward.
d. Members shall between them represent the following:
    - Local residents
    - Significant demographic groups
    - Young people
    - Local traders, businesses, enterprises and industrial estates
    - Local tenant and resident associations
    - Different housing types
    - Local community groups, societies and associations
    - Educational establishments
e. In addition to members, the ward panel shall include the following local partners:
    - Ward councillors
    - Local authority officers for anti-social behaviour, safety or crime prevention
    - Providers of community support and public housing
f. Each member shall have one vote. Partners shall have no voting rights.

4. The role of members

a. New members may be added to the panel at any ward panel meeting by a simple majority of members present and voting at the meeting who are satisfied that the person meets the membership requirements and will contribute to breadth of representation.
b. Anyone interested in becoming a ward panel member shall be asked to contact the chair or SNT.
c. Members shall have tenure for one year, after which membership can be renewed by a simple majority vote.
d. Members shall attend ward panel meetings, convey community concerns to the SNT and information from the SNT to the community, and be responsible for setting ward priorities.
e. Members shall seek new members to enhance the breadth of representation and achieve a continued refreshing of membership.

5. The role of officers

a. The ward panel shall have a chair.
b. The chair shall be a member of the ward panel (not a partner) who lives in the ward or who works or studies predominantly in the ward.
c. The chair shall be elected at a ward panel meeting.
d. The chair shall have tenure for one year and may be re-elected once or more.
e. The chair shall:
    - attend and chair all meetings (or nominate a deputy)
    - set the agenda for all meetings
    - agree with the SNT the date, time and location of each meeting well in advance
    - arrange that information required for the meeting is circulated in time
    - communicate with the SNT to arrange that meetings take place at least every three months
    - represent the ward panel at events and meetings invited to.
f. By electing a secretary or otherwise, the ward panel shall arrange to keep records of members, the attendance at each meeting and the agreed priorities and actions.

6. Code of conduct

a. Members should act in the public interest and not use their position to promote a private, party-political or personal interest. If members or their close contacts have an interest in, or may benefit from, a matter to be discussed, they should disclose it. The ward panel should then decide whether the member should withdraw from that part of the meeting.
b. Members and partners should:
    - not use offensive behaviour or make inflammatory remarks
    - not harass, discriminate against or denigrate any group or individual by reference to any protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation), their health or political beliefs, or on any other grounds
    - not work against the interests of the ward panel or seek to bring the ward panel into disrepute
    - not impose on each other excessive or unreasonable amounts of work
    - not impose work on the SNT that is outside their job.

7. Conduct

a. Members and partners shall abide by the code of conduct.
b. A member may be deselected by a two-thirds majority of members present and voting at a meeting if the member:
    - fails to abide by the code of conduct or any part of the terms of reference
    - no longer meets the membership requirements

- has failed to attend three consecutive meetings without a reason deemed acceptable to the panel
- by their presence or membership would undermine the credibility or legitimacy of the ward panel or fundamentally weaken aspects of its work.

c. Members shall have the right to appeal against any decision to deselect them. The ward panel shall hear the appeal at a meeting and decide whether to uphold it. This decision shall be final.
d. The terms of reference shall be available to members of the public. If anyone is concerned that a ward panel member meets any of the criteria for deselection, they should draw this to the attention of the chair or the SNT sergeant, who shall follow it up.

8. Complaints procedure

If a member or partner wishes to complain about a member or partner, they should:

- in the first instance discuss it with the person
- if this does not resolve the complaint, send it in writing to the chair, who shall follow it up
- if this does not resolve the complaint, send it in writing to the SNT sergeant, who shall follow it up.

9. Ward panel meetings

a. Meetings shall take place at least every three months.
b. At least 14 days' notice of a meeting shall be given to all members and partners.
c. The agenda items shall between them include police action on previous priorities, crime and antisocial behaviour data, community concerns, choosing priorities and the type of action to be taken, evaluating and suggesting community contact sessions, and setting the date for the next meeting.
d. Priorities shall be agreed through discussion or chosen by vote.
e. At least three members must be present for votes on membership, officers, deselection, dissolution or amendments to the terms of reference.
f. The ward panel shall allow public access to at least one meeting per year that is held in a venue.
g. The ward panel shall publicise that members of the public can contact the SNT if they would like to attend a meeting.

10. Alterations to the terms of reference

a. The terms of reference may be amended by a two-thirds majority of members present and voting at a meeting.
b. Any proposal to amend the terms of reference must be circulated to all members with the notice of the meeting.

11. Restructure or dissolution

a. The ward panel may be dissolved by a two-thirds majority of members present and voting at a meeting.
b. Any proposal to dissolve the ward panel must be circulated to all members with the notice of the meeting.
c. Police retain the right to dissolve or restructure a panel which is, in whole or in part, not abiding by the terms of reference or no longer synonymous with the good of the wider community but should consult the central SNT unit for advice before any such action is taken.

All members must sign below that they will abide by the terms of reference set out above.

Signed …….. Date ……..

Name ……..

Appendix B: Ward Panel Privacy Notice (GDPR)

_____Ward Panel

Privacy Notice

This document will explain how _____ Ward Panel (hereinafter referred to as the Ward Panel) uses the personal data that we collect from you when you sign up to become a member of the Panel.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authority

What data do we collect?

The Ward Panel collects the following data:

- Personal identification information (name, email address, phone numbers, etc.)

How do we collect your data?

You directly provide the Ward Panel with the data that we collect. We collect data and process data when you:

- Join the Ward Panel and sign the Terms of Reference.

The Ward Panel may also get your data indirectly from the following sources:

- The police and partners (such as a local authority), for those that are interested in joining a panel.

How will we use your data?

The Ward Panel collects your data so that we can:

- Contact you as a member with updates;
- Manage the Ward Panel

If you agree, the Ward Panel will share your data with our partners so that they may contact you in relation to issues affecting the area covered by the Ward Panel

- The police

Once the Ward Panel has processed your data, it will not need to send your data any further, unless you consent otherwise.

How do we store your data?

The Ward Panel chair or secretary will store your detail securely using a locally agreed process. The process should involve password protection and encryption (if available).

The Ward Panel will review its list of members annually. This will be the responsibility of the Ward Panel chair or secretary. This will be to ensure that the list is up to date. Those members that leave the Ward Panel will have their data removed as a default. The data will be removed by the chair or secretary from the locally agreed platform.

Marketing

The Ward Panel will not use your data for any marketing purposes other than updates and services offered by our partners, such as:

- The MPS
- Local authorities

If you do not wish to have such updates, log this request with your Ward Panel chair who will be providing such updates as a go-between.

You have the right at any time to stop the Ward Panel from contacting you for marketing purposes or giving your data to other members of the Ward Panel.

If you no longer wish to be contacted for marketing purposes, please speak to your Ward Panel chair

What are your data protection rights?

The Ward Panel would like to make sure you are fully aware of all of your data protection rights. Every scheme member is entitled to the following:

- **The right to access** – You have the right to request from the Ward Panel copies of your personal data.
- **The right to rectification** – You have the right to request that the Ward Panel correct any information you believe is inaccurate. You also have the right to request the Ward panel to complete information you believe is incomplete.
- **The right to erasure** – You have the right to request that the Ward Panel erase your personal data.
- **The right to restrict processing** – You have the right to request that the Ward Panel restrict the processing of your personal data.
- **The right to object to processing** – You have the right to object to the Ward Panel processing your personal data.
- **The right to data portability** – You have the right to request that the Ward Panel transfer the data that we have collected to another organisation or directly to you.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact one of your Ward Panel chair or secretary.

Changes to our privacy policy

The Ward Panel keeps its privacy policy under regular review. A copy can be requested from the Ward Panel chair or secretary.

How to contact us

If you have any questions about the Ward Panel privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

In person: Arrange a meeting with the Ward Panel chair
Email: Contact the Ward Panel chair via email

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that the Ward Panel has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office. Helpline: 0303 123 1113

Appendix C: Ward Panel adverts/promotion

Below are examples of brief descriptions you could use, or adapt, to attract new members or inform people about ward panels. You could also ask ward panel members or community members to use or adapt the wording.

Consideration should be made to include a map of the ward or link to a map, as interested parties may live near a boundary or be unaware of the ward in which they reside, work or study.

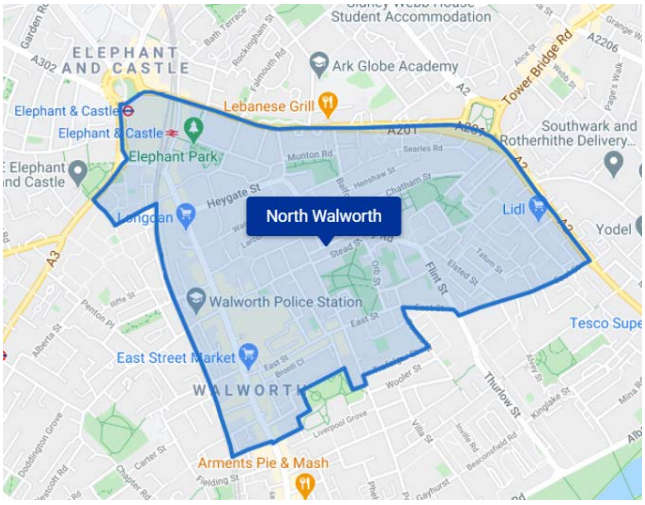
Explanation of Ward Panel – could be used as part of a poster or newsletter:

What is a ward panel?

Every ward in London has a ward panel of local community members that meets with the ward Safer Neighbourhood Police team four times a year. Meetings are held in the evening in person or online. At the ward panel meetings, members explain any community concerns, and the police provide information on crime, antisocial behaviour and their recent activity. The panel then sets the police team a minimum of two very specific priorities and actions to focus on in the ward and report back on at the next meeting. Meetings are also attended by a member of the council's antisocial behaviour/community safety team as well as ward councillors, so that joint problem solving can be identified. The ward panel should be broadly representative of the ward. Its members should live, work or study in the ward. They should be able to communicate community concerns to the police and share information widely in the community.

A map of the ward is on the ward page of the Metropolitan Police website at https://www.met.police.uk/a/your-area/met/southwark/north-walworth/

A map of the ward, taken from the Metropolitan Police website, is below.



Targeted request to a community group/residents' association/place of worship/group of businesses/school

We would like to broaden our ward panel so that members of your group/association/community/school can make a direct contribution to policing and safety in the ward. We invite you to send a representative to our next meeting.

Information about the ward panel is below. Please contact xxxSNT@met.police.uk to let us know who your representative will be, ask any questions or arrange to speak to us.

What is a ward panel?

Every ward in London has a ward panel of local community members that meets with the ward Safer Neighbourhood Police team four times a year. Meetings are held in the evening in person or online. At the ward panel meetings, members explain any community concerns, and the police provide information on crime, antisocial behaviour and their recent activity. The panel then sets the police team a minimum of two very specific priorities and actions to focus on in the ward and report back on at the next meeting. Meetings are also attended by a member of the council's antisocial behaviour/community safety team as well as ward councillors, so that joint problem solving can be identified. The ward panel should be broadly representative of the ward. Its members should live, work or study in the ward. They should be able to communicate community concerns to the police and share information widely in the community.

Adverts to attract new members:

Twitter examples (232 characters including spaces – will increase with SNT Twitter details)

Worried about crime and safety in your area?
Do something about it – join **your** ward panel.
Help us see policing from your point of view.
Be that bridge between the community and police so we can solve problems together.
Info SNT Twitter

Do you want to help make our locality safer?
Join our ward panel so you can help:

- focus local police on the issues the community is concerned about
- feed back to the community ways to keep safer and the action police are taking
- community members to be more involved in us all working together to make our neighbourhood safer.

The panel meets four times a year in the evening.
Can you help the panel represent the views of all parts of the ward and all of us who live, work or study in it?
Contact xxxSNT@met.police.uk SNT Twitter to find out more.

Are you worried about crime or safety in our ward?
Our local police are working on this but, to make a lasting difference, we community members need to play our part too.
Would you like to join the ward panel, where you can:

- hear from police about recent crime and longer-term issues
- raise community concerns and the need for reassurance
- find out what police are doing about issues and how the community can help
- set some priorities for the police?

The ward panel meets in the evening four times a year, in person or online.

Can you:

- help the panel represent all of the community
- help community members become more involved in keeping our neighbourhood safe?

Contact xxxSNT@met.police.uk SNT Twitter to find out more.