Why LISP works: social innovation in neighbourhood policing

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http://lisptoolkit.weebly.com/
Who said this?

• “the process of enabling the participation of citizens and communities in policing at their chosen level, ranging from providing information and reassurance, to empowering them to identify and implement solutions to local problems and influence strategic priorities and decisions”
Community Engagement by Police

• “engagement and consultation with their communities was predominately focused on public meetings, local priorities were based on the concerns of a small and unrepresentative part of the community, and some hard-to-reach groups in these areas reported that neighbourhood teams did not engage with them”

• College of Policing, Delivering Neighbourhood Policing – a practice stocktake 2015
The existing evidence for whether community engagement works

- **Reducing crime** – Weak positive evidence: some positive findings, some neutral, no negative.
- **Reducing disorder and anti-social behaviour** – Fairly strong positive evidence: mostly positive findings, some neutral, no negative.
- **Increasing feelings of safety** – Fairly strong positive evidence: mostly positive findings, some neutral, no negative.
- **Improving police community relations** and community perceptions – Strong positive evidence – almost all positive findings, minimal neutral, no negative.
- **Increasing community capacity** – Unknown: this is a gap in the evidence
- **Changing police officers’ attitudes and behaviour** – Fairly strong positive evidence on attitudes; mixed evidence on behaviour.

- Not clear why or how community engagement works
Serious flaws

- lack of clarity of thought and vocabulary at all levels may be leading to some tokenistic and unproductive activity
- most of it would be better described as consultation than engagement or participation.
- transfer of power and decision-making to citizens and communities has either not been fully grasped, or is being resisted
- roles for citizens are passive or limited in scope
- “mission drift” of engagement resources is taking place.
- a vision of pleasing [is common], rather than involving, citizens
- facilitated and strengthened ...[a} type of symbolic and tokenistic representation [from easy-to-reach people].
- the police service has developed an ethos of customer service, in which people are seen as consumers of a service
- ignoring the needs and opportunities of many people and other models are needed to harness the participation of individuals who are not affiliated in any conventional way
- lack of recognition of informal policing carried out by citizens and institutions in the course of their daily lives

Neighbourhood Policing works, mostly

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<tr>
<th>What works (high standard of evidence)</th>
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<td>In-depth understanding of people, place and problems</td>
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<td>Full and consistent application of interventions</td>
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<td>Sufficient ‘dose’ of intensive engagement with sufficient time</td>
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<td>Proactive contact</td>
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<td>A group of residents</td>
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<td>Joint problem solving</td>
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<th>What is promising (some evidence)</th>
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<td>A consistent process</td>
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<td>Highly connected individuals</td>
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<td>Support is won</td>
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<td>Attuned to community dynamics</td>
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<td>Tacit skills</td>
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<td>Not reliant on multi-agency delivery</td>
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<td>Pawson’s Hidden Mechanisms</td>
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<td>--------------------------------------------</td>
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<td>Recruit the stakeholders with care</td>
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<td>Create expectations of change</td>
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<td>Demand effort from stakeholders</td>
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<td>Offer encouragement and feedback</td>
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<td>Build trust and resilience</td>
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<td>Make accommodations for set-backs</td>
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<td>Explain the theory of change</td>
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<td>Share execution and control of the intervention</td>
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<td>Ensure onward external continuation</td>
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Intensive Engagement
Crime Impact Statement

• "The LISP has had an impact on Burglaries targeting Asian Gold and also SAC within the area which has decreased by 85% year to date. This compares to Northampton where there has been a 77% decreased in SAC and a 60% decrease in Burglaries targeting Asian Gold."

• Crime Impact Statement 22nd May 2014
Social Capital- networks

• How many acquaintances does an individual have?
• Who knows who?
• How do they solve problems?
• Who do they go to get problems solved?

Rough Guide to Social Capital: How do you get a problem solved with no money?
Mapping Out Networks

- Imam, mosque
- Muslim community
- L.T. consultant
- Imam, mosque
- Fazukh (G.P.)
- wife - teacher
- Sam (drugs worker)
- congregation priest
- Somali project manager
- Councillor
- clients
- Tina (Nursery manager)
- Nursery staff
- Ryan (Resident)
- Key worker
- Families
- bikers
- local shops
- Ahmeda (resident)
- Running Club
- Tony (Waste Services)
- employees
- Amy (care worker)
- football club
- Wayne (gardener)
- T.A.
- Allotment society
- Jamila (pharmacist)
- NHS network
- chamber of commerce
- Kate (C.C.G.)
- Bill (Police)
Bridging and Bonding

Image credit: Ellen Holleman  http://tinyurl.com/oaa5q7v
Can you train this......

- Location specific case material
- Group work
- Ongoing support into implementation
- Showcasing success
From Science to Service Delivery

• implementation issues
• training
• next steps
Thanks to partners....