

EMPOWER – Community Engagement

Walsall Police



Walsall Police initially contacted the NRCCE to discuss the provision of training for Police Community Support Officers (PSCOs). The Police wanted a comprehensive training programme to focus on the principles of neighbourhood policing and community engagement.

The NRCCE liaised with the Police to develop a bespoke package involving elements of our Community Core Skills Training and Level 3 Community Engagement programme. This programme was then delivered to a cohort of PCSOs over 2 -3 days. A key success of the programme was that the NRCCE were able to develop a 'fit for purpose' package due to the close working arrangement.

The course exposed participants to a variety of engagement tools, which were considered most appropriate for their roles including stakeholder analysis, preference ranking and area mapping. A range of delivery methods were used; pictorial activities, role plays, presentations, discussions, group and individual tasks etc., so that all participants could experience a range of learning styles – not to mention maintaining their interest and motivation.

Participants also undertook self-study assignments which were designed to relate to their roles and to demonstrate the application of the knowledge and skills gained during the course.

Initial feedback from the participants was excellent; with over 90% saying the training was very relevant to their job, the trainers held their attention very well and the training methods used were very good.

At that time Walsall Police were in the process of commissioning a number of pilot programmes and, once an evaluation of all these was completed, one programme would be chosen to be delivered across the wider force. The pilots have now taken place and it has been agreed that the Police will share with us their evaluation and findings. In addition to summative evaluation of the pilot by the police and our own evaluation, the police also plan to assess the impact of the pilot on individuals and delivery of service after three months.

'We initially approached the NRCCE as it was a local company that had already delivered training to our partners. We were looking to increase our PCSO's skills in partnership and community engagement. The course organisers were very helpful and spent a considerable amount of time going through the needs of our organisation to ensure the package they provided was tailored to suit our learning objectives. The team were extremely helpful and conscientious, and the venue & facilities were excellent. The organisers ensured we were kept informed of progress of our students throughout their time and the course and provided feedback to us, both in terms of student evaluations and also feedback to the organisation about their views of our students. All in all an excellent development opportunity for our staff'

Helen Banks, Walsall Police