



ASSOCIATION OF CHIEF POLICE OFFICERS

# Effective Practice in Engagement and Consultation with the Public

Justin Partridge Lincolnshire Police

Twitter: @Jiiiiii

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## Do we really want to engage?

Feedback - Police don't want to chat about my porn problem

@PcsLove\_31151 ey up, cars on Johnson Road were "flyered" last night with pages from a (quite nasty) porn mag - both sides of the street

@urbanfly @jonhickman For reports to be correctly managed/investigated, they must go through the official channels of reporting. Thank you.

Local Policing and Partnerships

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## What the heck are we talking about?

**...consultation, engagement, conversation, involvement, participation...**

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What the heck are we talking about?

...consultation, engagement, conversation, **involvement**, participation...

**Effective interactions** between professionals, decision-makers, individual and representative stakeholders to **identify issues and exchange views** on a continuous basis

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What the heck are we talking about?

...consultation, engagement, conversation, involvement, **participation**...

The extent and nature of activities undertaken by **those who take part** in public or community involvement

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What the heck are we talking about?

...consultation, **engagement**, conversation, involvement, participation...

Actions and processes taken or undertaken to **establish effective relationships** with individuals or groups so that more specific interactions can then take place

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### New Technology - more hindrance than help?



"the revolution in digital technology means that people are engaging with services at their own convenience and in the manner, medium and at a time which suits them."

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### New Technology - more hindrance than help?



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### Slow, Slow, Quick, Quick, Slow

Comment on Daily Mail comments board [NOW DELETED]

"5 dead, how many more to go?"

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### Crystal ball

Instant Information  
Death of Newspapers  
Facebook at Work  
Generational Changes



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### Questions



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### Summary

Make sure you really want to engage  
Stop taking all the decisions yourself  
Move beyond the usual suspects for consultation  
Digital means people will engage when and how *they* want  
Engagement is not just for neighbourhood policing



Continue the conversation – Twitter @Jiiiiii

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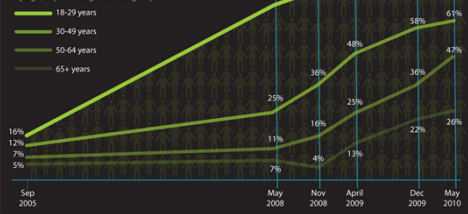


## New Technology - more hindrance than help?



### Users Timeline

US Internet users who use social networks sites,  
by age, in percentage of each group.



Local Policing and Partnerships

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