

# Humber Talking

Superintendent Jenny Bristow

Superintendent Paul French

Inspector Mark Lovell

Friday 25<sup>th</sup> March 2022



Serving our communities to  
make them safer and stronger

# Humber Talking

- An up-to-date review of Humber Talking
- Changes in approach and lessons learned
- The practical operational use of the tools



Listening and responding to our communities



**#Humbertalking**  
Be part of the conversation



Serving our communities to  
make them safer and stronger

# Aims of Humber Talking

- To understand what it is like to live and work in a community
- To understand the true make up of our communities
- To understand levels of trust and confidence of Humberside Police
- To increase community resilience working with the community
- To drive daily business to enhance communities experience



Serving our communities to  
make them safer and stronger

# Review and update

- Launched October 2018
- Enables residents to meet local officers face-to-face
- Aim to hear the views of every household
- Over 200,000 addresses visited
- Over 26% surveyed to all interactions
- Over 50,000 registered users



Serving our communities to  
make them safer and stronger



# Changes in approach/lessons learned

- POP approach increases staff motivation
- Set strategy to prioritise (recommended streets)
- Under use by pillars other than NPT
- Use of Community Safety Volunteers
- Can also be used as a response to emerging issues



Serving our communities to  
make them safer and stronger

# Humber Talking Pod



PC Paul Moxon, left, and PC Steve Laud at the police pod in King Edward Square, Hull. (Image: Peter Harbour)



Humberside Police - East Riding of Yorkshire North  
@Humberbeat\_ERYN

#Bridlington The POD is up and running! Next to the underpass St Wilfreds Road. Open to all between 11AM-2PM and 5PM-7PM daily. Come and have a chat with a local officer. #talktous #supportingyou #comeandsayhello



Serving our communities to  
make them safer and stronger



# Humber Talking Pod

Hull: Humber Talking Pod helping residents feel safe

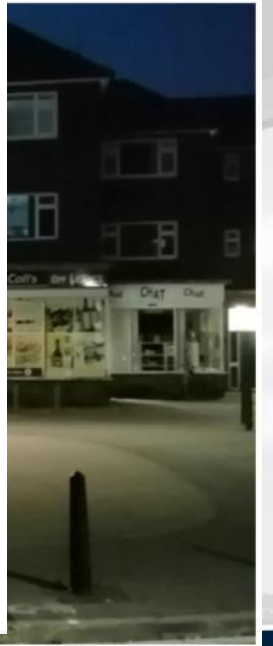
Tags ▾ Categories ▾



It's now been over two weeks since the Humber Talking Pod moved to Orchard Park and the feedback the Police have had from the community has been overwhelming.

Winemoor Estate

## 'as crime plummets



Serving our communities to  
make them safer and stronger



PCSO Andy Whittaker @PCSOAndyW · Mar 11

...

#Park House to house enquiries & #HumberTalking surveys completed with residents on Connaught Avenue after a burglary which occurred early hours of 09/03/22 whereby car keys & other items stolen from house and then two vehicles stolen from driveway. 16/32455/22 refers #OpGallant



PCSO Andy Whittaker @PCSOAndyW · Feb 18

...

#Yarborough Enquiries conducted on Lincoln Boulevard in relation to an insecure burglary which occurred this week. Please keep your doors & windows locked at all times. #Humbertalking surveys completed with local residents along with registrations for My Community Alert #OpGallant

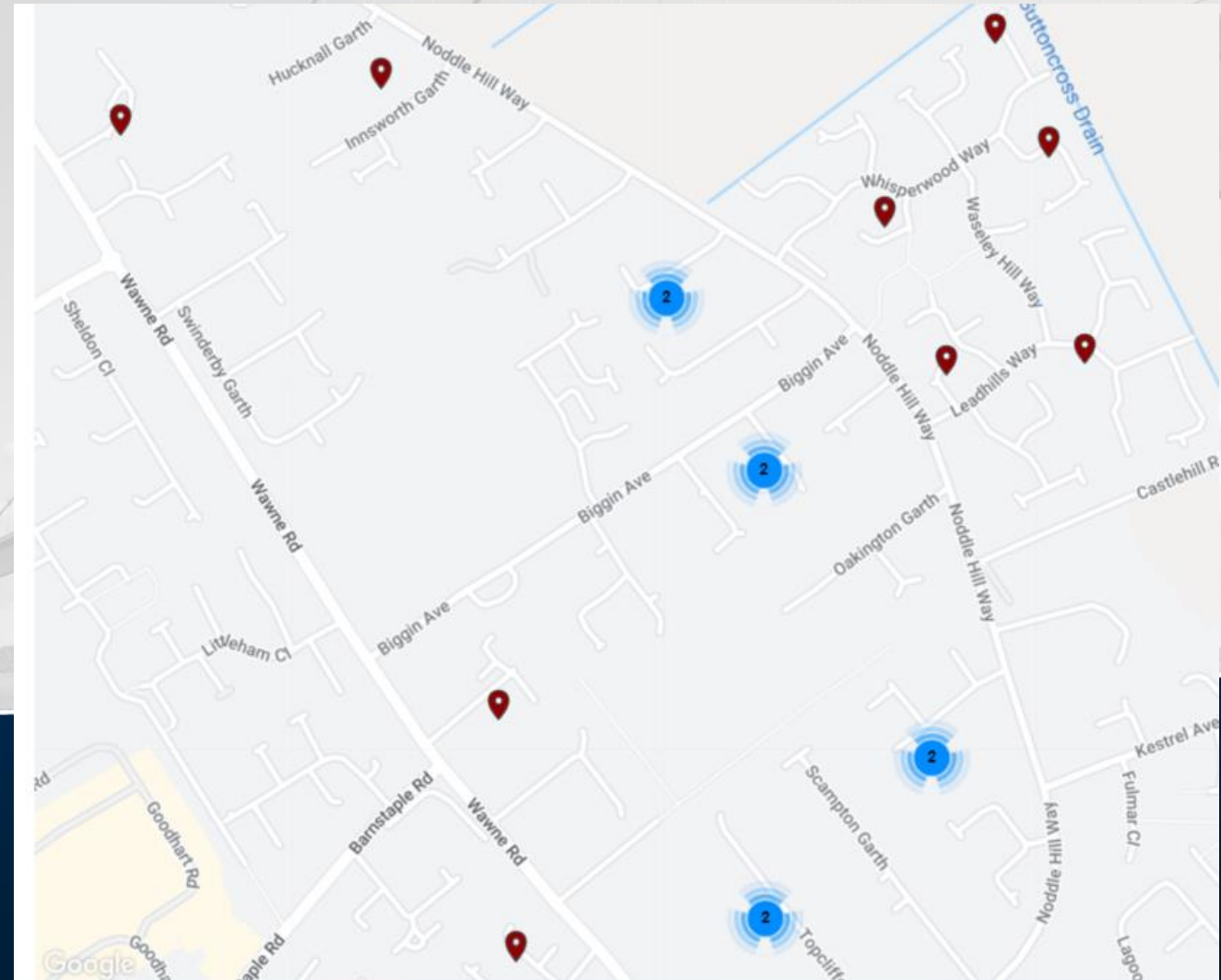
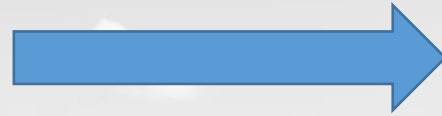


Serving our communities to  
make them safer and stronger



# Investigation opportunities

- Appeals for witnesses
- Crime prevention advice
- CCTV enquiries



# Origins targeting

<input type="checkbox"/>	Romanian
<input checked="" type="checkbox"/>	Russian And Ukrainian
<input type="checkbox"/>	Scandinavian
<input type="checkbox"/>	Scotland
<input type="checkbox"/>	Sikh
<input type="checkbox"/>	Somali And Eritrean
<input type="checkbox"/>	Tamil And Sri Lankan
<input type="checkbox"/>	Turkish
<input type="checkbox"/>	Unclassified
<input type="checkbox"/>	Vietnamese
<input type="checkbox"/>	Wales

Save Targeting Setup



Serving our communities to  
make them safer and stronger

# Origins targeting

Recommended Street List For **Humberside**

This interactive report is designed to assist you to identify the most efficient streets to target based on force strategy and incorporates the latest interactions, surveys done and in some cases external sources. Street names refer to sections of streets/roads that are within each postcode area (may not include the whole street).

Households that have done (or declined) the survey within the last 6 months are excluded from the target figures.

Click on a street to review more detailed information about activity there.

Search:


Street Name	Postcode	# Priority Households Remaining	# Total Households	% Priority
<a href="#">Melwood Grove</a> (View on map)	HU5 1AY	3	17	17.65%
<a href="#">Wells Street</a> (View on map)	DN15 6HL	2	19	10.53%
<a href="#">Warley Road</a> (View on map)	DN16 1PW	3	30	10.00%



Serving our communities to  
make them safer and stronger




# Origins targeting



Survey Now

Take "Humber Talking" Survey


Survey Around Current Location




Back to streets

**Melwood Grove**  
17 Houses : 3 Priority Addresses : 0 Hidden Addresses

[View Hidden](#) [View Priorities](#)

 1 Melwood Grove HU5 1AY

[Not In](#) [Carded](#) [Survey](#) [Send](#) [Declined](#) [Remove](#)

 11 Melwood Grove HU5 1AY

[Not In](#) [Carded](#) [Survey](#) [Send](#) [Declined](#) [Remove](#)



Serving our communities to  
make them safer and stronger

# Practical operational use

## FOREWORD FROM THE CHIEF CONSTABLE

The provision of highly visible and locally connected neighbourhood policing teams are the foundation of our force operating model in Humberside. However, the responsibility for policing our local communities is not the sole responsibility of the police. It is everyone's responsibility to ensure that the police, respond, investigate and engage with the public continues to build trust and confidence that our communities have in Humberside Police.

Communities that have this confidence, and who feel connected and supported by local police are more likely to support and participate in tackling crime, antisocial behaviour and protecting those who are vulnerable.

Our neighbourhood policing teams are key to identifying emerging crime priorities in our communities and in conjunction with partners, will use a range of Early Intervention methods to reduce crime, ASB and ensure that communities and local communities know who they are.

Whatever your role, a response officer, a member of our finance team, or a member of our legal team, the principles of neighbourhood policing are relevant to everyone.

Please take a few minutes to read and digest this document and consider how local neighbourhood policing teams and your role work can make a difference to the policing service for our victims and the public.



Lee Freeman  
Chief Constable

### Maintaining public trust and confidence



NPTs are committed to building trust and confidence so people feel safe. Effective engagement and consultation with local communities is the foundation on which neighbourhood policing is built.

Local bases have been retained across the force area to ensure that where possible local officers are based in the localities in which they work.

The force Communications & Engagement Strategy outlines how we work to ensure we build public trust and confidence with our communities and the NPTs play a crucial role in this.

The Engagement Framework sets out in detail the various channels we use to engage with our communities and how we ensure that we focus our time and resource on the issues and audiences that will make the biggest impact.



## Humbertalking

10

HUMBERSIDE POLICE NEIGHBOURHOOD POLICING

### Humber Talking

As part of a two-way approach to communication and engagement, officers actively listen to what local people have to say and use their feedback to provide a better service. Humber Talking is a prime example of this. Officers are visiting every household in their area, to find out what matters to local residents.

Humber Talking raises the profile of the NPT and is being used to help teams identifying vulnerability either directly or indirectly. The initiative helps to increase the flow of community intelligence and can be implemented in a flexible way to allow areas of emerging concern to be targeted as a priority, as and when intelligence or criminal activity develops.

### My Community Alert & social media

My Community Alert also facilitates two way communication and ensures crime prevention messages and crime information can be circulated in real time.

We actively use social media to keep local communities updated using Facebook and Twitter as well as our Humberside Police website. Communities have embraced this and we received feedback through these channels which helps us to assess public trust and confidence as well as engage in two-way conversation directly with the communities we serve.

### Community meetings

Local officers attend a variety of community meetings such as Neighbourhood Watch, parish and town council meetings as well as making themselves available at informal drop-ins, whilst patrolling and through regular visits to schools.

Each school has a dedicated SPOC under the Safer Schools Partnership Agreement. Regular contact with those on the KINS list is also an important factor of two-way conversations.

Serving our communities to  
make them safer and stronger

# Practical operational use of the tools



Serving our communities to  
make them safer and stronger



# Practical operational use of V4

Live Results For Humber Talking

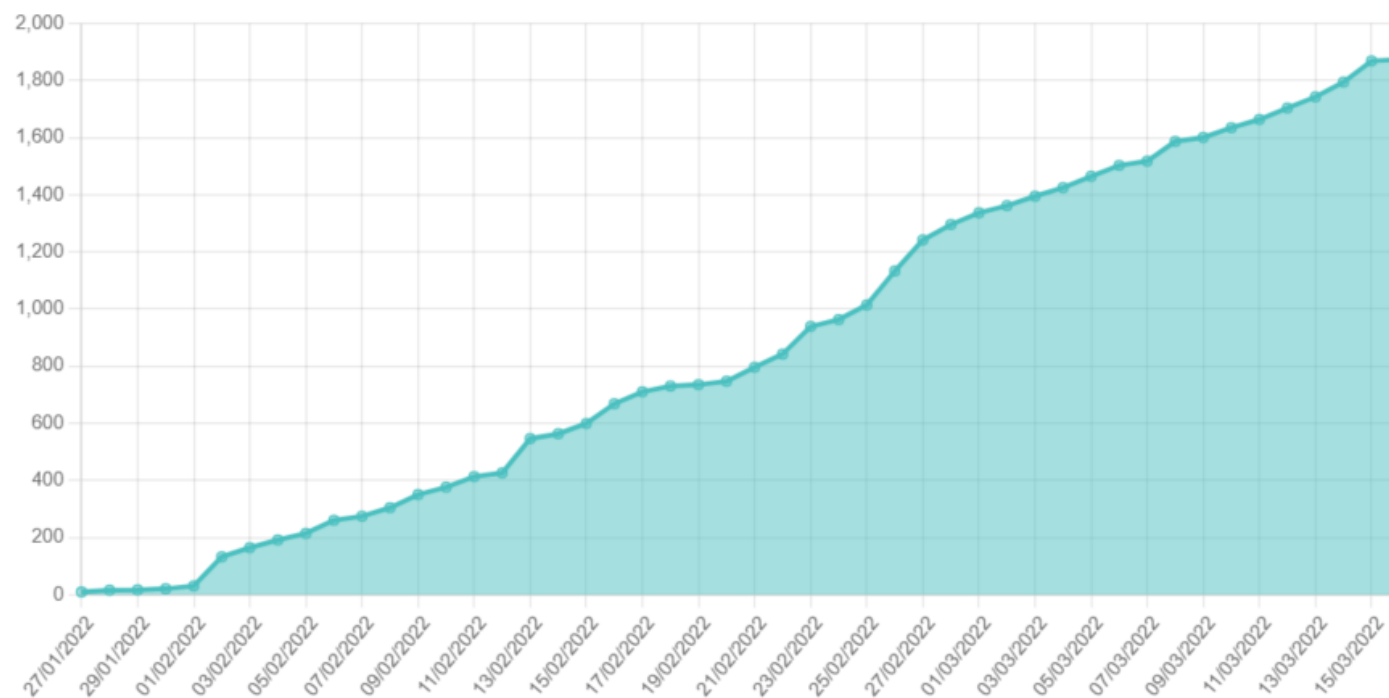


(24/01/2022 - 17/03/2022)



(All Areas)

Completion Timeline (24/01/2022 - 17/03/2022)



Completions by day

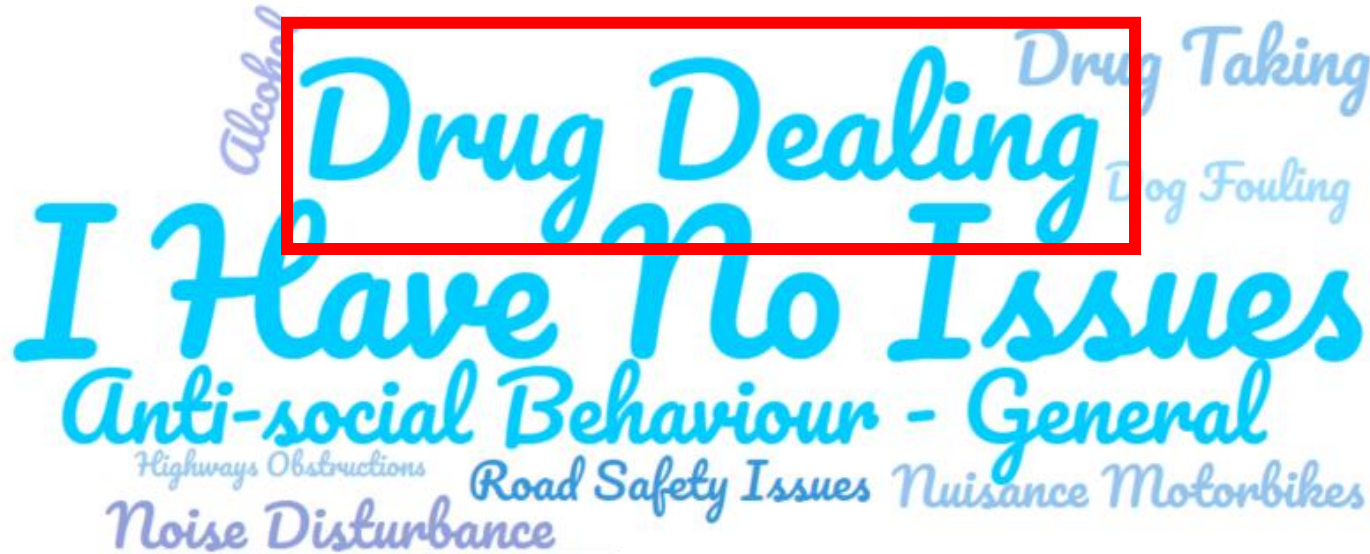
+ 5	1874	16/03/2022
+ 74	1869	15/03/2022
+ 52	1795	14/03/2022
+ 39	1743	13/03/2022
+ 40	1704	12/03/2022
+ 29	1664	11/03/2022
+ 34	1635	10/03/2022
+ 14	1601	09/03/2022
+ 69	1587	08/03/2022
+ 15	1518	07/03/2022
+ 38	1503	06/03/2022
+ 40	1465	05/03/2022
+ 30	1425	04/03/2022
+ 33	1395	03/03/2022
+ 25	1362	02/03/2022
+ 41	1337	01/03/2022
+ 54	1296	28/02/2022
+ 109	1242	27/02/2022
+ 119	1133	26/02/2022
+ 51	1014	25/02/2022
+ 24	963	24/02/2022



Serving our communities to  
make them safer and stronger

# Practical operational use of V4

2a. What are the issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve



Change in **Local Priority Issues** for **Humberside**

862	I Have No Issues
321	Anti-social Behaviour - General
215	Drug Dealing
177	Road Safety Issues
138	Drug Taking
117	Noise Disturbance
105	Nuisance Motorbikes
97	Dog Fouling
60	Highways Obstructions
58	Alcohol

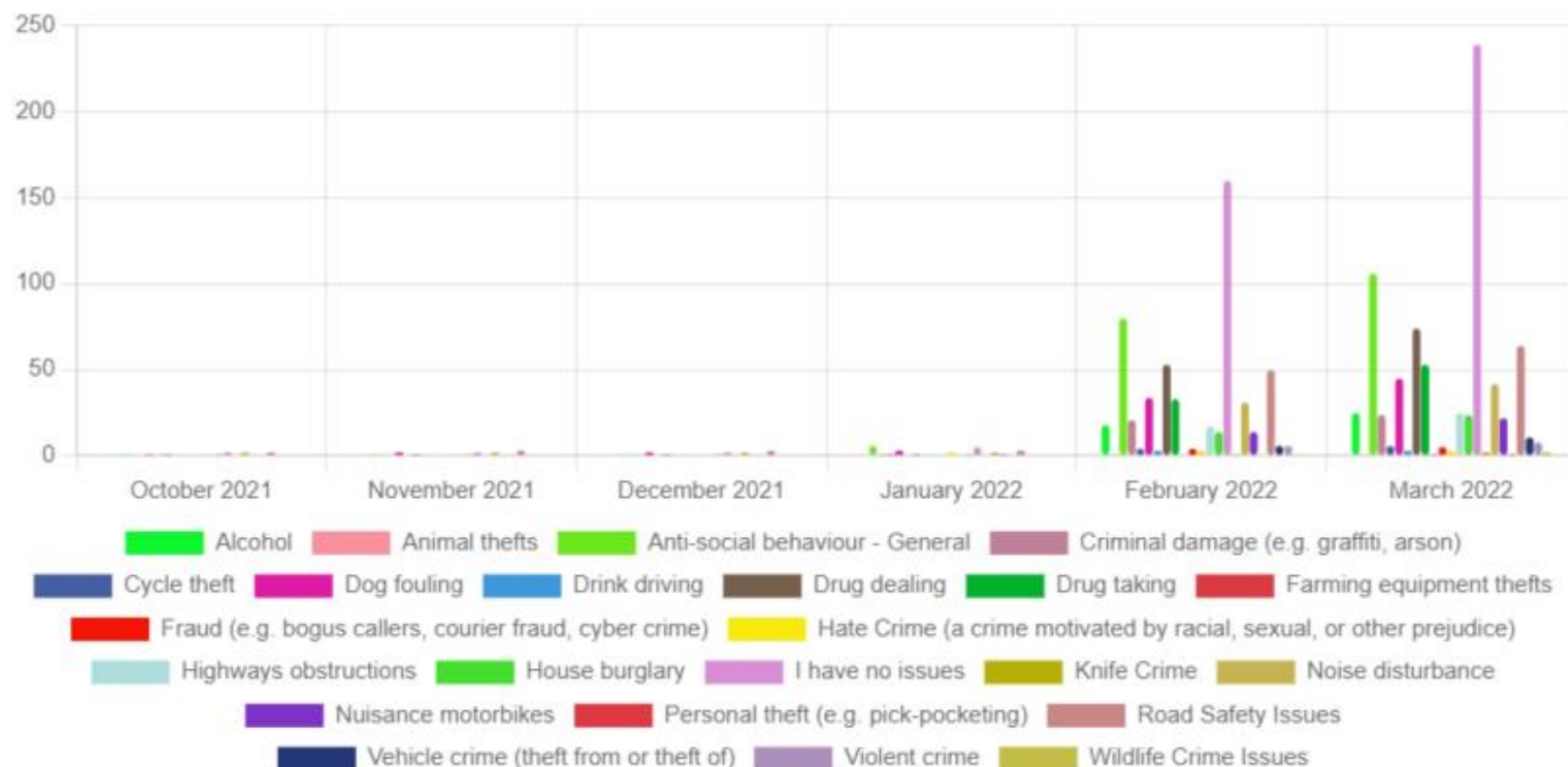


Serving our communities to  
make them safer and stronger

# Practical operational use of V4

Change in **Local Priority Issues** for **Humberside**

This displays the change of group membership of registered users joining and leaving groups over the last 6 months. (NOTE: A single user can only be in a group once but can answer the survey multiple times.)

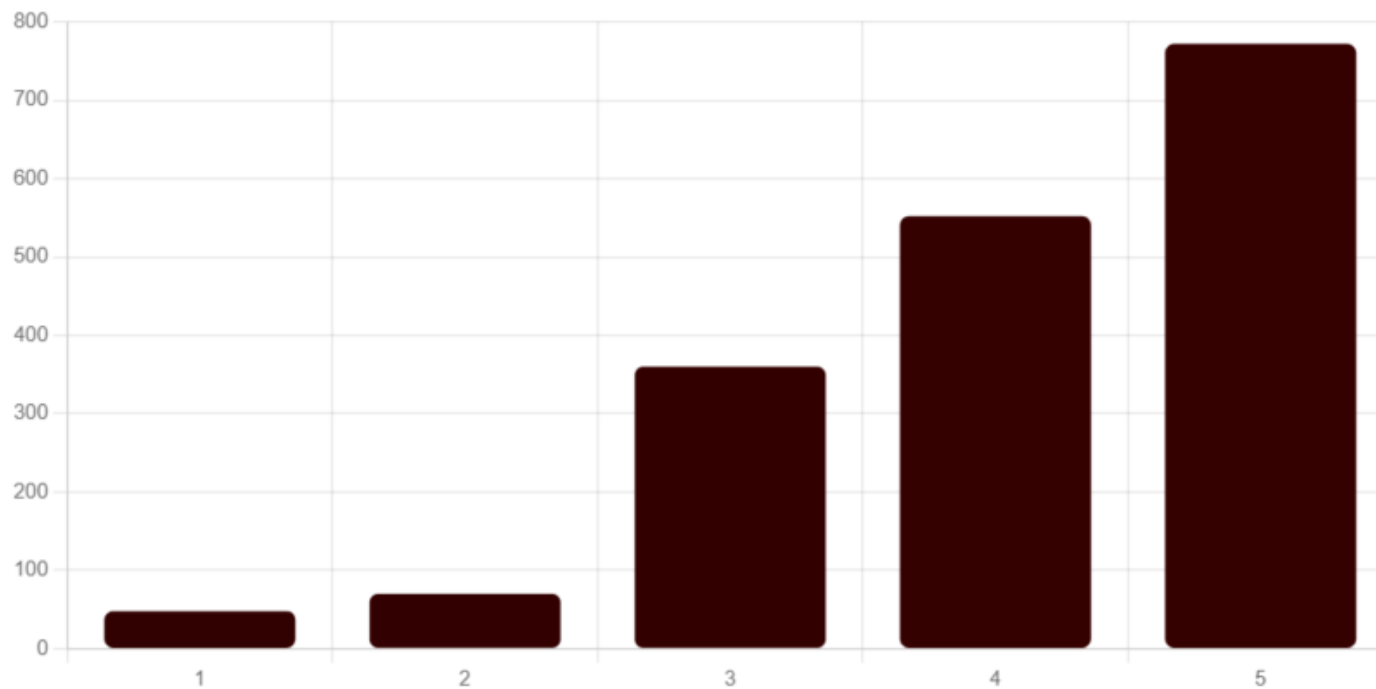


Serving our communities to  
make them safer and stronger



# Practical operational use of V4

3. How confident are you that the police would be there if you needed them



48	1
70	2
360	3
552	4
772	5

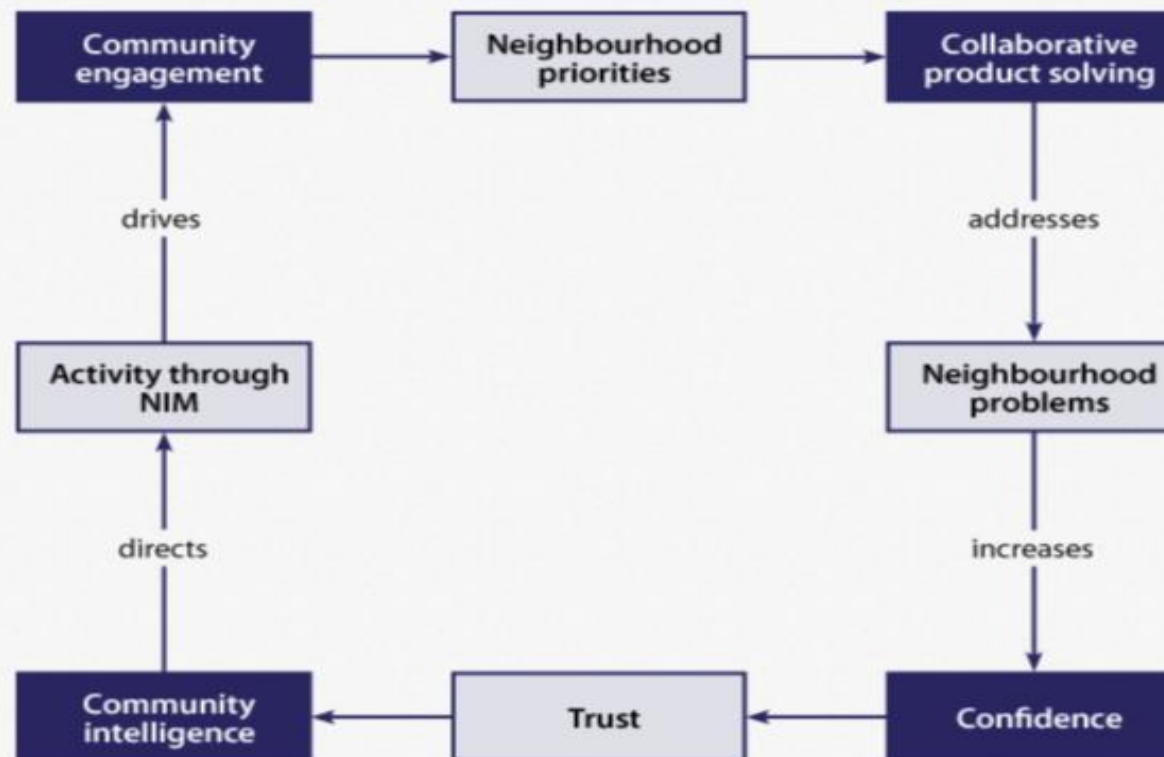


Serving our communities to  
make them safer and stronger

# Practical operational use of V4

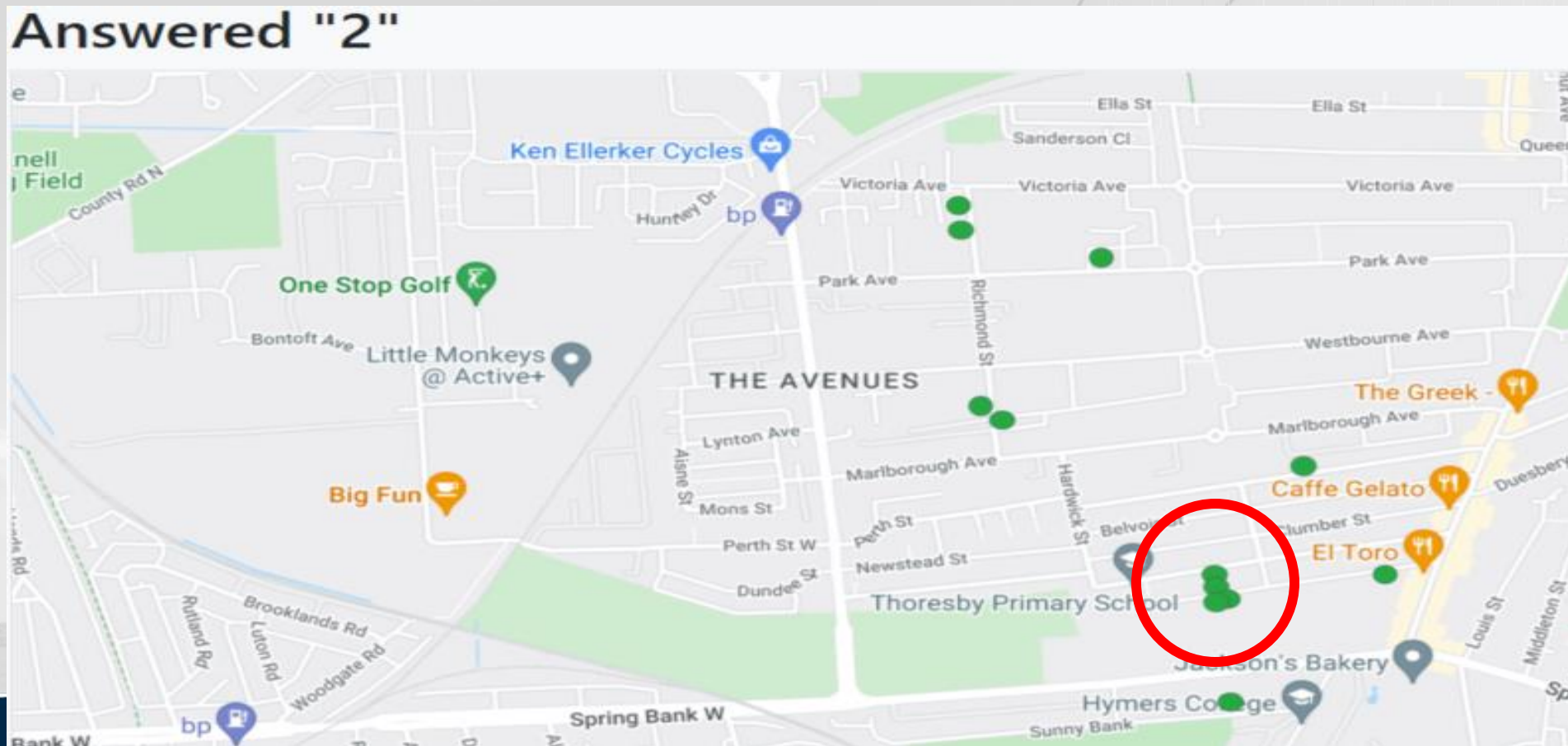
## The confidence cycle

The confidence cycle is the link between community engagement and increased public confidence in the police. It can facilitate a greater willingness for the public to cooperate with the police, thereby enriching [intelligence collection](#).



Serving our communities to  
make them safer and stronger

# Practical operational use of V4



Serving our communities to  
make them safer and stronger



# Ward Beat Plans

- Analyse survey results
- Set priorities
- Take action
- Feedback to community



## Monthly Ward Beat Plan

Official - Protect

Pearson Park/ 16/25163/22	A series of incidents including criminal damage, harassment, assault, damage to vehicles.	No review yet.	Work with HCC to identify opportunities for improved lighting and CCTV. Ongoing work to attempt to identify the suspects in these incidents.
------------------------------	---	----------------	--

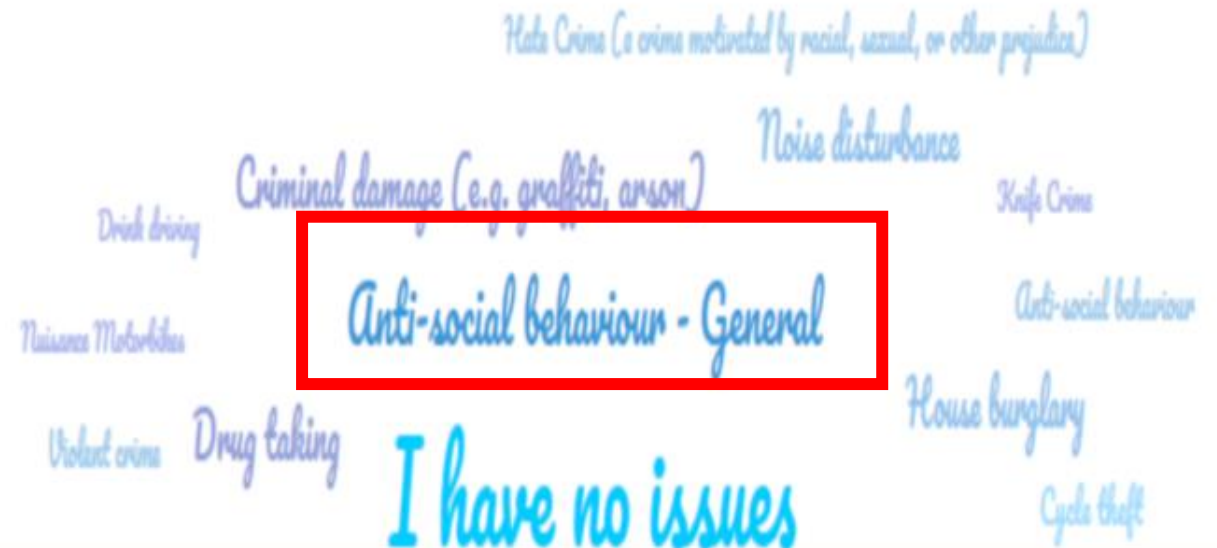
### Targeted Enforcement Activities:

DUESBURY STREET railway track to BEVERLEY ROAD - Hull City Council are pricing up fencing to go along the railway platform to stop them from sitting on there and additional fencing on the turning circle of Pearson Park. Recent updates suggest that this will not now occur until FY 2022/23; however, if available funding can be utilised prior to 31/03/22, this may be completed earlier. Patch walks have restarted, with one completed on 10/02/22 alongside HCC ASB team and ward co-ordinator. S23 MDA warrants executed by proactive at [REDACTED] WLEBECK STREET, resulting in 1x arrest for PWITS and 10 wraps of class A drugs seized.

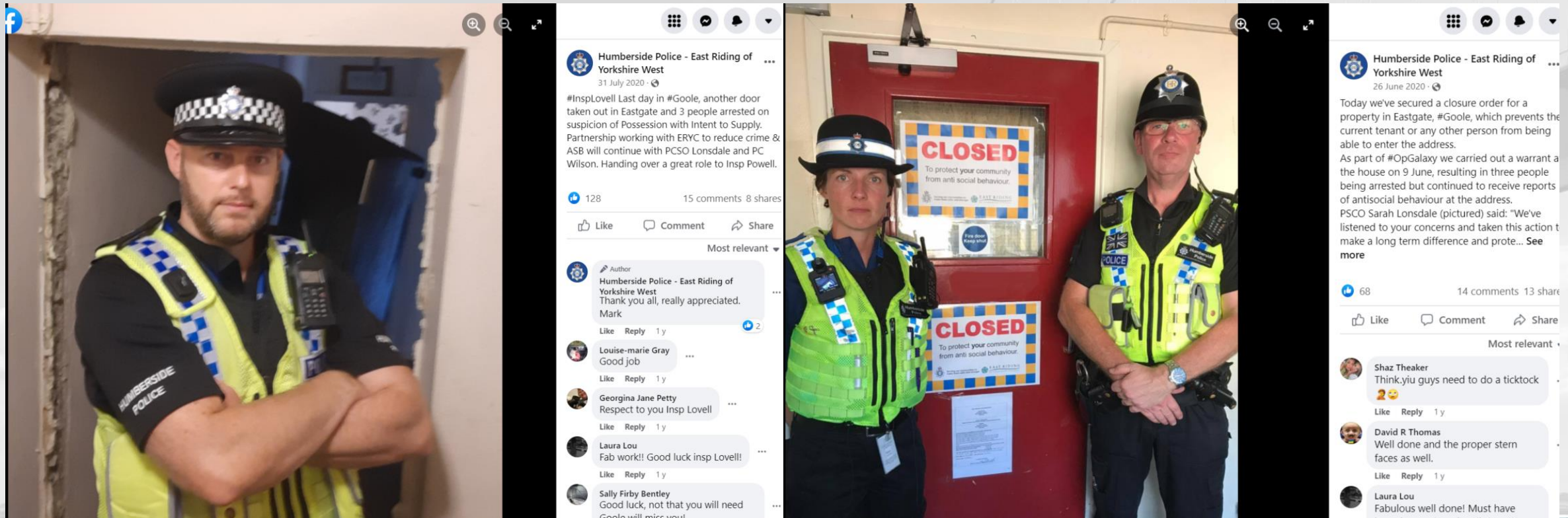
### Utilising Humber Talking Feedback to Set Priorities and Take Action:

Humber Talking is essentially completed on the Avenues. Priorities focused towards street drinking, tackling drug dealing and drug taking, and enforcing road issues. 25 streets in the ward are currently being re-attended in order to

identify issues raised by local IMP Diana Johnson.



# Practical operational use of V4



Serving our communities to  
make them safer and stronger

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 SECTION 80  
CLOSURE ORDER

IN THE BEVERLEY MAGISTRATES' COURT sitting at Champney Road, Beverley, HU17 9EJ

Date: 26 May 2021

Address to which this order applies: ■ Eastgate, Goole, East Riding of Yorkshire DN14 5AR

On the application of: Nigel Brignall

Applicant Authority: The East Riding of Yorkshire Council

Address: County Hall, Cross Street, Beverley, HU17 9BA

The Court has found that in relation to the address ■ Eastgate, Goole, East Riding of Yorkshire DN14 5AR (the premises) that:

- 1 [a person has engaged in or is likely to engage in [disorderly and OR offensive and OR criminal behaviour] on the premises;  
OR
- 2 the use of the premises has resulted, or (if the order is not made) is likely to result, in serious nuisance to members of the public;  
AND/OR
- 3 there has been, or (if the order is not made) there is likely to be, disorder near the premises and such disorder is associated with the use of the premises

and that the making of a closure order is necessary to prevent the occurrence of such future serious nuisance, similar behaviour or disorder

# CLOSED

To protect **your** community  
from anti social behaviour.



Serving our communities to  
make them safer and stronger



EAST RIDING  
OF YORKSHIRE COUNCIL



Serving our communities to  
make them safer and stronger



# POSITIVE RESULTS FOLLOWING SANDTOFT DAY OF ACTION



The Isle of Axholme Neighbourhood Policing Team (NPT) led a multi-agency day of action around Sandtoft Industrial Estate last Thursday (24 February).

Joined by colleagues from North Lincolnshire Council's Safer Neighbourhoods and Environmental Health teams, the Environment Agency, the DVSA and BT Openreach, as well as officers from Brigg and Ashby NPTs, the group's aim was to provide a high-visibility presence in the area to check on business licences and vehicles.

Having listened to local residents' concerns about activity on the estate, the partners carried out a series of site visits to come up with solutions to identified issues.

PC Sarah Jackson, who led the operation, said: "I would like to thank my colleagues from the police and partner agencies for helping make this a very successful afternoon.

"We have listened to residents through our Humber Talking surveys and recognised the industrial estate was an area of concern for them." Read more about the day of action [here](#).



Serving our communities to  
make them safer and stronger





## Humberside Police - North Lincolnshire

25 March 2021 · 🌐

#CrosbyWard #Townward

During our Humber-Talking surveys in and around the Crosby and Town Wards you told us that Drugs are an issue; therefore we went out and about again today with #Rosco the drugs dog concentrating on Frodingham Road, Town Centre and the adjoining Streets, after only a couple of hours we conducted 11 Searches and recovered a quantity of Class B Drugs. Great work from the Team in reducing drug relating activities within our community. #SgtJackson #YouSayWeDid #Humbertalking



## Humberside Police

10 August 2020 · 🌐

The Humber Talking community pod is due to be moved to Orchard Park, near to the shops on Ellerburn Avenue, this evening Monday 10 August.

The pod, previously located in Hull City Centre, is a space where people can come and talk to police, the fire service and the council about any concerns or issues.

Chief Inspector Lee Edwards said: "We've had the Humber Talking Pod in Hull City Centre for almost a year now and it has been really popular with residents and visitors alike... [See more](#)



Serving our communities to  
make them safer and stronger



## Humberside Police - East Riding of Yorkshire South

8 February 2021 · 🌐

### WITHERNSEA

Cannabis Warning issued to a 23 year old Man following a stop check on Chestnut Avenue on Saturday

We are committed to tackling drugs in our community and thank the public for raising their concerns and making that call. #YouSaidWeDid #Humbertalking



## Humberside Police

22 January 2020 · 🌐

A three month closure order has been granted for an address on Cemetery Road, Scunthorpe after local residents expressed concerns about suspected drug activity at the address through our recent Humber Talking surveys.

PC Lee Watson said: "This is a great result and I hope it reassures the local community that we are listening to what you are telling us and we are taking action as a result of it." Read more at:

<http://ow.ly/uaXS50y2aIR> #YouSaidWeDid #HumberTalking



Serving our communities to  
make them safer and stronger





## Humberside Police

24 January · 🌐

Last week was National Neighbourhood Policing Week, a week all about shining a light on our fantastic and dedicated neighbourhood policing teams.

And what a week it was!

The teams were certainly busy and many of you will have seen or spoken to them, as they visited 89 schools, completed 841 Humber Talking surveys, did 129 hours of patrolling the streets and spoke to over 100 businesses or other partner organisations.

This was on top of the usual enforcement activity, which continued throughout the week with eight warrants, 13 stop searches and 24 arrests.

Read more at: <http://ow.ly/vv9t50HBnlh>



## Humberside Police - North Lincolnshire

22 February at 16:41 · 🌐

#OpYellowfin continues to tackle motorcycle related crime in North Lincolnshire

Operation Yellowfin continues to target criminals who are stealing motorbikes and using them to commit crime and anti-social behaviour.

We remain resolute in efforts to bring bike thieves and those who ride bikes in an antisocial way to justice.... [See more](#)



Serving our communities to  
make them safer and stronger





Hu  
24 F

Op Galaxy  
Dayton Ro

Upon ente  
an estimat

A 52-year-  
suspicion o  
drugs. Bot



## Humber Talking feedback leads to drugs warrant in north Hull

Tags ▾ Categ

een  
on a  
le drugs

ocal  
e



As part of their Humber Talking initiative, Humberside Police officers have arrested a man following a warrant executed in north Hull.



Serving our communities to  
make them safer and stronger

# Humber Talking & Problem Solving

## Police Now and Student Officers



**Winner:** PC Phil Williamson (right) for the Avenues Ward Project, with special recognition for PC Lee Watson for Op Forager

Hull's Avenues Ward was experiencing ASB, including drugs and street drinking, with regular reports of knife crime.

**Humber Talking** was undertaken, as were patchwalks with partners. Through the employment of days of action, a passive drugs dog, media releases and the support of British Transport Police, public confidence improved. While it is too early for a full evaluation of this initiative, the innovation and initial results were more than worthy of recognition.



Serving our communities to  
make them safer and stronger

# Humber Talking & Problem Solving

## Volunteers and Specials



**Winner:** Special Sergeant Tom Gwilliam for his work tackling poaching and lamping on Noddle Hill Nature Reserve

After reports of ASB, lamping and deer killed for sport on Noddle Hill Nature Reserve, high quality patrols and improved signage were implemented. As part of Project Bumblebee, a conservation group was set up to allow communities to take ownership of their local area. Traps were removed and **Humber Talking** carried out, along with media appearances to show how seriously this issue was being taken. The result was a large reduction in animal cruelty and ASB in the area.



Serving our communities to  
make them safer and stronger



# Humber Talking & Problem Solving

## Partners



**Winner:** Tracy Rokahr, DOCO and Ongo for their work on the Westcliff estate in Scunthorpe (award for Ongo collected by Fran Rhodes and Jan Williams)

The Westcliff estate in Scunthorpe has suffered deprivation and huge crime rates – accounting for 60% or all reports for the Brumby Ward. Crimes include burglary, OCGs, county lines, cuckooing and ASB. In the Channel 4 programme Skint, it was described as “a terrible place to live”. Residents feared reporting crimes.

An environmental visual audit was carried out with police, North Lincolnshire Council and Westcliff residents. **Humber Talking** showed that residents wanted change to happen, but were too scared.



Serving our communities to  
make them safer and stronger

# Summary

Humber Talking continues to provide:

- Two-way dialogue between the police & public
- A better understanding of communities and their needs, risks and threats



Serving our communities to  
make them safer and stronger



# Questions?



Serving our communities to  
make them safer and stronger