

Contact Expectations

Contact expectations between Police Liaison Representatives (PLRs) and the Northamptonshire Police point of contact



NORTHAMPTONSHIRE
POLICE

Fighting Crime. Protecting People.

Role Descriptions

PLR Role Description

Every parish and town council, and parish meeting appoints a person (could be a councillor, officer, or member of the public) to act as a single point of contact for the police. Their role is to establish contact with the relevant members of the Neighbourhood Policing Team.

Duties and Responsibilities

- Representatives should receive news and information from the Neighbourhood Policing Team (general and related to specific local incidents) and disseminate it in the council's area as appropriate. This includes information on surgeries and beat bus events
- When sharing information and messages from points of contact, all information must be retained and not edited. You have ownership over the distribution of this messaging
- Promote awareness of 101 and Crime Stoppers
- Understand and educate others on how to report and access more information on crimes via Northamptonshire Police website
- Use Northamptonshire Talking to follow events in their local areas and notify others, contact their neighbourhood teams, and respond to enquiries
- Monitor crime statistics for the area and report to the council on any significant trends. There will be a commitment in place for points of contact to send regular crime reports to PLRs upon the integration and development of the Qlik app which is currently in progress.
- Act as the point of contact between the Neighbourhood Watch Co-ordinator and the council and help promote the Neighbourhood Watch
- Liaise with other groups/persons in the council's area on the broader community safety agenda, including fire prevention and emergency planning and bring items of interest to the attention of the council
- Liaise and engage with the Northamptonshire Independent Advisory Group (IAG)

Northamptonshire Police Point of Contact Role Description

Every PLR will be given a point of contact within their local neighbourhood policing team. Their role is to maintain consistent contact with the relevant PLR, engage with, and understand their local identified priorities.

Duties and Responsibilities

- Points of contact should relay news and information from the Neighbourhood Policing Team (general and related to specific local incidents) and disseminate it to their local PLR
- Understand and educate PLRs on how to report and access more information on crimes via Northamptonshire Police website
- Use Northamptonshire Talking to arrange community events (Surgeries, beat buses etc.), and communicate this information to PLRs

- Listen and offer guidance to PLRs regarding concerns/worries relating to specific events and crimes in their communities
- Provide relevant and regular information on crime statistics upon the integration and development of the Qlik app which is currently in progress

Frequency of Contact

Introductory Email

- Points of contact will send an introductory email to the designated PLR to initiate contact and relay their contact information for any queries/issues

Monthly Contact

- Points of contact will contact the designated PLR on a monthly basis, whether by email, phone, or an in-person meeting
 - PLRs will inform their contact point regarding prolonged periods of absence and default emails to the Clerk in this instance
- PLRs and points of contact are encouraged to reach out to each other in between this monthly contact obligation if any queries/issues arise in the meantime
- Points of contact are encouraged to plan out and arrange these contacts in advance with PLRs, perhaps the same week every month, or on a certain day for example

Parish/Town Council Meeting attendance

- Points of contact will arrange with the designated PLR to attend a council meeting at least every 12 months
- If a PLR requires their point of contact to attend a meeting in between this 12-month period for a particular concern, they should reach out and the point of contact will endeavour to accommodate this request to the best of their ability

Escalation Process

- Points of contact are expected to reply within 5 working days to PLRs subject to operational demands and out of office hours
- If monthly contact is repeatedly delayed, PLRs should raise any concerns with the central coordinator at abi.butler@northants.police.uk, which will be discussed with the relevant individuals

Change of PLR

- PLRs to notify points of contact in advance if there will be a change of PLR for their council
- They are to provide points of contact with the details of who to contact during this period, and the details of the new PLR if known
- PLRs are expected to inform the replacement of any work currently in progress and keep them up to date.

Other Modes of Contact



Northamptonshire Talking [Home Page - Northamptonshire Talking](#)

- As PLRs in your community, you should all be signed up to Northamptonshire Talking and receiving messages from your local teams, relevant to your area. You can respond to these emails at any time and talk to your local team about specific issues the messages relate to. This is a helpful tool to still be able to contact your local team, if an issue does not necessarily need to be addressed to your point of contact.
- All points of contact can use Northamptonshire Talking to relay messages to their community and keep in touch as well.

Advice on specific topics and crime

- Northamptonshire Police website [Home | Northamptonshire Police](#) is an important tool to stay up to date on key news in your area and learn more about specific services available to the public, and access advice on key areas.
- You may find that your points of contact may point you in the direction of the website for further guidance, so you should be familiar with this tool already.