

REQUEST**1.Does your force have a team dedicated to problem solving?**

WMP does not presently have a centralised team dedicated to the delivery of problem solving. The metropolitan nature of the force area alongside the force structure and providing co- terminus policing aligned to the seven local authorities – each having their own community safety partnership and regular partner agencies we work alongside – means a centralised model of delivering a single dedicated team to Problem Solving in Policing is not the best fit for WMP.

1a. If yes, what type of problems do the team engage in.

N/A

1b. If yes, how many problem-solving profiles are the team currently working on?

N/A

1c. If no, what mechanism does the constabulary use to identify and solve community problems?

The force is committed to engaging with our communities and partners to identify and solve problems in our communities.

Local Neighbourhood Policing Teams engage with communities through 'Police and Community Tasking Meetings (PACT)' at a ward level that allow community members to inform police of issues/concerns and problems that require a police and/or partnership response. This is a key method of identifying and then solving community problems – either through policing or a partnership approach to resolution.

Local Neighbourhood Policing Teams also use internal/external data to identify problems – and this allows policing and partners to resolve them. The problem is managed on a force wide computer system through a Pro-active Management Plan (PMP) that is a method of recording the problem, setting objectives on how to tackle the problem, allocating and tracking actions/activity, and then recording the assessment of how successful or unsuccessful the approach to tackle the problem was. The PMP's have full sighting across WMP so good practice can be shared and key lessons learnt.

2.What (if any) models do the constabulary use to solve problems.

WMP implements the SARA model to resolve community problems – Scanning, Analysis, Response, Assessment (SARA). This is the College of Policing model adopted across policing in England and Wales and embedded into work delivered by Neighbourhood Policing and other teams to tackle problems at a community level. The PMP records the application of the model and is used as a continuous process to determine the impact of the response – making sure it is effective and delivering as designed.

Please see relevant link to SARA problem solving -

[Problem-solving policing | College of Policing](#)

3. Does the constabulary use make use of techniques that could be described synonymously as 'Behavioural Insights' or 'Nudge Theory'

3.a If yes what models are used under these titles.

WMP uses the SARA model as outlined in the answer to question 2 – responses (actions/activity) to identified community problems may use tactics that can be described as delivering aspects of 'Nudge Theory' in order to shape victim and offender's behaviour.