



NEIGHBOURHOOD POLICING ABSTRACTION POLICY

Executive Summary

The purpose of this Policy is to set out how Dedicated Neighbourhood Officers (DNO's) and Police Community Support Officers (PCSO's) can maximise their opportunities to effectively engage, problem solve and deliver targeted activity within their communities by defining, recognising and minimising Abstractions from their core neighbourhood role.

All elements of this Policy must be considered alongside the existing [West Midlands Police Neighbourhood Policing Strategy 2023 – 2026](#).

Authorised Professional Practice (APP)

This Policy has been checked against APP and there is none in relation to the subject matter of this Policy.

Scope

This Policy applies to all West Midlands Police (WMP) DNO's and PCSO's working within the Neighbourhood Policing Teams (NPT) within the West Midlands police force area.

Policy Objectives

- Define neighbourhood policing abstraction
- Specify procedures for authorising and managing abstractions
- Establish rules to minimise unnecessary abstractions
- Reinforce public trust and safety by maximising DNO and PCSO availability

Definitions/Acronyms

- A "Neighbourhood Policing Abstraction" will be defined as "any activity requiring the Temporary Withdrawal of a DNO or PCSO from their neighbourhood.
- Or
- it is within their neighbourhood and is a hospital watch.
DNO's and PCSO's have core roles within neighbourhoods. For more detail of the list of Neighbourhood Policing Core Responsibilities click here:
[Core Responsibilities](#)
- A "Temporary Withdrawal" is defined as "any time period of more than 60 minutes".
- A "Neighbourhood Policing Member of Staff" shall be defined as a Dedicated Neighbourhood Police Officer or Police Community Support Officer, aligned to the LPA and NPT.

DNO	Dedicated Neighbourhood Officer
FIM	Force Duty Manager
LPA	Local Policing Area
NPT	Neighbourhood Policing Teams
PC	Police Constable



PCSO	Police Community Support Officer
SIM	Service Improvement Meeting
SLT	Senior Leadership Team
TRM	Threat and Risk Management
WMP	West Midlands Police

Policy Statements

1. RESPONSIBILITIES

1.1 Neighbourhood Policing Staff are tasked with the following core responsibilities, as outlined in the Neighbourhood Policing Strategy:

- Community Engagement: **Build public trust and confidence through effective interactions.**
- Problem-Solving: **Address root causes of crime and anti-social behaviour.**
- Targeted Interventions: **Focus resources on the most vulnerable people and high-risk areas.**

2. ABSTRACTION CATEGORIES

2.1 DNO's and PCSO's must spend as much time as possible working within their aligned neighbourhood, focusing on the tasks outlined in the Neighbourhood Policing Strategy. On occasion, DNO's and PCSOs will be required for operational reasons to leave their aligned neighbourhood or core role.

2.2 These operational reasons can be broken down into three separate categories:

- **Pre-planned** - any event where there is a need to support a future operational event at LPA, Force, Regional or National level.
- **Dynamic** – any requirement to redeploy a DNO or PCSO due to threat, harm or risk in order to protect the community. (e.g. local TRM chair realigning Neighbourhood Policing Staff due to an overnight situation that has arisen).
- **Spontaneous** - emergency situations (Article 2 of the Human Rights Act 1998 - Right to life, as an example).

3. RECORDING AN ABSTRACTION

3.1 **Pre-planned** – All Abstractions must be recorded accurately on MyTime and documented by local planning teams. The Activity and Abstraction e-Form must then be completed with the reason for Abstraction via the force app.

3.2 **Dynamic** - TRM Chair to record on the relevant TRM document a brief rationale for Abstraction and to be recorded by the individual DNO or PCSO on the force app

3.3 **Spontaneous** – To be recorded by the individual officer or PCSO on the force app



4. AUTHORITY LEVELS AND PROCESS TO SUPPORT ABSTRACTIONS

4.1 Pre-planned – Sector Inspector or SLT member.

N.B. The criteria for the release principles for pre-planned events, must be set by the relevant LPA SLT and these must be followed for any such authorisation.

4.2 Dynamic – TRM Chair or Response Inspector and Neighbourhood Policing duty supervisor

4.3 Spontaneous – Force Contact: In emergency situations (Article 2 of the Human Rights Act 1998 - Right to life), local teams may be the most immediate and suitable resource and will be deployed accordingly. However, once the imminent threat has been mitigated, a review must be conducted by the LPA Duty Inspector and the Force Duty Manager (FIM) as required, to expediate their release back to their core duties.

5. PERFORMANCE CRITERIA

5.1 The Force performance starting position is that there will be a 0% Abstraction rate for both DNO's and PCSO's. However, where this is not achievable the following performance criteria has been set:

- PCSO's - Should spend at least 90% of their work hours on neighbourhood policing tasks on their aligned neighbourhood.
- DNO's – Should spend at least 80% of their work hours on neighbourhood policing tasks on their aligned neighbourhood.

5.2 Monthly aggregate Abstraction levels should not exceed 20% and will be reviewed at the LPA monthly Service Improvement Meeting (SIM) where this occurs.

5.3 All other Abstractions exceeding thresholds or with irregular patterns will be escalated to the SLT for scrutiny and action.

6. WHEN NOT TO RECORD AN ABSTRACTION

6.1 These circumstances are not to be recorded on the Abstraction and Activity e-Form:

- Mandatory training required by all DNO's and PCSO's
- Training associated with Neighbourhood Policing
- Secondments/attachments associated with Neighbourhood Policing
- Annual leave
- Rest days
- Court
- Sickness
- Special leave
- Maternity/Paternity leave
- A deployment outside the DNO / PCSO's aligned neighbourhood in order to undertake local policing activity directly related to their own neighbourhood business. (e.g. arrest/attend meeting)



- Planned officer/ PCSO overtime
- Travel to or from the officer/ PCSO's parade station to their aligned neighbourhood
- Refreshment breaks

7. GOVERNANCE

- 7.1 Responsibility for effective compliance of this Neighbourhood Policing Abstraction Policy rests with everyone, but oversight and scrutiny rests with each LPA SLT.
- 7.2 Regular reviews will be carried out at LPA & Force governance boards.
- 7.3 Management information will be provided via Business Insights/Qlik and supporting dashboards.
- 7.4 Neighbourhood Policing Strategic and Tactical Boards provide the overarching Force review regarding effectiveness of the Neighbourhood Policing Abstraction Policy.

7. Relevant Legislation/ Policies

- [The Police Regulations 2003](#)
- [Police Staff Council England and Wales handbook](#)
- [Employment Rights Act 1996](#)
- [Flexible Working Regulations 2002](#)
- [Equality Act 2010](#)

8. Relevant Guidance Documents

- [West Midlands Police Neighbourhood Policing Ambition 2023-2026](#)
- [West Midlands Police Neighbourhood Policing Strategy 2023 – 2025](#)
- [West Midlands Police and Crime Plan 2021-2025](#)
- [College of Policing 'Neighbourhood Policing Guidelines 2018'](#)
- NPCC Neighbourhood Policing Outcome and Performance Guidelines 2022

9. Equality Impact Assessment

	What impact has this policy had on the nine protected characteristics in relation to the three general duties? (If applicable)	How will this updated policy positively impact each of the nine protected characteristics in relation to the three general duties? If not, explain why it will not.
Age	There is currently no policy in place Neighbourhood & Partnership officers across LPAs are routinely abstracted to support the demands of WMP	An officers age will not be negatively impacted. This policy applies to all West Midlands Police Officers, Police Community Support Officers working in Neighbourhood Policing teams and Partnership teams in West Midlands. Where officers are abstracted to



		support the wider LPA / Force they will be performing the tasks relevant to their role profiles.
Disability	There is currently no policy, officers are routinely abstracted to support the demands of WMP. However, agreed flexible working and Reasonable Adjustments could be in place to support to support the balancing of health/wellbeing needs with the requirements of an officer's role particularly where the officer has a disability.	When officers are being abstracted the authorising officers should consider Where officers have an agreed flexible working pattern or Reasonable Adjustment Passport that may restrict certain abstractions for example working too far from home LPA, Supervisors and planning teams should have this information to ensure officers with known disabilities and supported Flexible working patterns, Reasonable Adjustments are not unfairly abstracted.
Gender Reassignment	There is currently no policy, officers are routinely abstracted to support the demands of WMP. However, officers/ police staff who are transitioning may have a flexible working agreement or Reasonable adjustment in place.	This policy will consider Flexible Working and Reasonable adjustments working to support those who may need more flexibility in their working arrangements during transition.
Pregnancy & Maternity	There is currently no policy, officers are routinely abstracted to support the demands of WMP. However, agreed flexible working and Reasonable Adjustments could be in place to support to support the balancing of health/wellbeing needs with the requirements of an officer's role particularly where the officer is pregnant.	This policy will consider Flexible Working and Reasonable adjustments working to support those who may need more flexibility in their working arrangements particularly if returning to work after maternity leave. Where officers and Police staff are pregnant they would not be abstracted away from home LPA as they will be restricted from operational duties.
Marriage & Civil Partnership	There is currently no policy in place Neighbourhood & Partnership officers across LPAs are routinely abstracted to support the demands of WMP	This policy will consider any agreed flexible working patterns to assist couples where both partners work for the Force to allow them to balance their work and home commitments and will not be unfairly abstracted
Race	There is currently no policy in place Neighbourhood & Partnership officers across LPAs are routinely abstracted to support the demands of WMP	No impact has been identified in relation to this protected characteristic
Religion or Belief	There is currently no policy in place Neighbourhood & Partnership officers across LPAs are routinely abstracted to support the demands of WMP	This policy will consider Flexible working and support officers who are observing religious practices such as observing Ramadan or prayer rituals to allow this to continue.



Sex	There is currently no policy in place Neighbourhood & Partnership officers across LPAs are routinely abstracted to support the demands of WMP	The policy uses non-gendered language and allows flexible working to be available for all allowing for everyone to benefit regardless of sex.
Sexual Orientation	There is currently no policy in place Neighbourhood & Partnership officers across LPAs are routinely abstracted to support the demands of WMP	No impact has been identified in relation to this protected characteristic.

10. Publication Instructions

Suitable for publication to public

11. Document Control

Strategic Lead:	Superintendent [REDACTED]
Policy Author(s):	Insp [REDACTED] and C/Insp [REDACTED]
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FET Approval:	ACC Claire Bell – Local Policing
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Review Date:	21 st February 2027

Any enquiries in relation to this policy should be made directly with the Strategic Lead.

All policies are subject to a formal consultation process which encompasses Legal, Professional Standards, Faith Groups, Trade Unions, Independent Advisory Groups and wider force groups and any other relevant parties. A record of consultation can be found on the Policy Portal.

It is responsibility of the Strategic Lead to ensure that all links within the policy are correct and accessible.

Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
1.0	06/01/2025	Changes after initial consultation	[REDACTED]
1.1	17/10/2025	Change of role name (DNO) and updated formatting to policy requirement	[REDACTED]