

## Annex B

<b>ENGAGEMENT TOOLBOX</b>			
<b>Type of Engagement</b>	<b>Objectives</b>	<b>Methodology</b>	<b>Outcomes / Benefits</b>
PCC Walkabouts and public meetings	<ul style="list-style-type: none"> <li>• To meet the public</li> <li>• Raise awareness of PCC</li> <li>• Engage with businesses</li> <li>• Engage with local community</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange a number of walkabouts (1 a fortnight for first 100 days) in key towns, followed by one every other month.</li> <li>• Advertise the event and promote on social media</li> <li>• Walk down a High Street, popping into local businesses (pre-arranged)</li> <li>• Arrange a follow up meeting in a local community centre – open floor for community to discuss their local policing service.</li> </ul>	<ul style="list-style-type: none"> <li>• Raised profile of PCC</li> <li>• Inclusive for business, people going about their daily business and involving the public in a meeting.</li> <li>• Sending a positive message that the PCC is accessible and has a public duty to represent the people's views</li> </ul>
Public Surgeries	<ul style="list-style-type: none"> <li>• PCC being seen to represent the people</li> <li>• Accessibility, allowing citizens to raise matters that are important to them</li> <li>• Gathering people's views on their policing service</li> </ul>	<ul style="list-style-type: none"> <li>• Plan a schedule of public surgeries</li> <li>• Communications strategy to be in place to promote surgeries across all media platforms</li> <li>• Opportunity to promote crime prevention activities or raise awareness on emerging issues</li> <li>• Ensure all issues raised are recorded, fed to the force and actioned.</li> <li>• Develop a good governance approach to pull out key issues and trends</li> </ul>	<ul style="list-style-type: none"> <li>• Open and transparent</li> <li>• Ensuring the PCC is accessible</li> <li>• Gathering views on the local policing service</li> <li>• Raising the public's concerns / observations with the Force.</li> <li>• Interactive / participative</li> </ul>
5 Roadshows ( 5 Local Authority (LA) areas to meet LA Cllrs and Community Cllrs –	<ul style="list-style-type: none"> <li>• Introducing PCC</li> <li>• Accessibility and transparency</li> </ul>	<ul style="list-style-type: none"> <li>• Request each LA to loan their council chambers and invite all LA Cllrs and Community Cllrs.</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusive and open approach</li> <li>• Opportunity to get Cllrs</li> </ul>

alternatively 2 east /west policing areas)	<ul style="list-style-type: none"> <li>• Establishing good working relations</li> <li>• To discuss policing policy and service, and PCC's manifesto.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure this is promoted within each LA area.</li> <li>• Discuss close partnership working 'smarter not harder' approach.</li> <li>• Build solid relations to involve LAs in for future work (in line with WFG Act15)</li> <li>• Provide good media coverage</li> <li>• Provide supporting information to raise awareness of PCC role and manifesto</li> </ul>	<p>and Local Authority support</p> <ul style="list-style-type: none"> <li>• Sending a positive message that the PCC is willing to work in partnership with LAs and Cllrs.</li> </ul>
All Gwent Partnership Event	<ul style="list-style-type: none"> <li>• To introduce PCC</li> <li>• PCC to identify approach to partnership working</li> <li>• Build good relations with public sector and voluntary sector leads</li> </ul>	<ul style="list-style-type: none"> <li>• Large meeting with an introductory presentation by PCC outlining his approach to partnership working</li> <li>• Outline Community funds (if being made available)</li> <li>• Discuss police involvement in Public Service Boards and wellbeing assessments</li> <li>• Safer Gwent delivery</li> <li>• Strategic Commissioning Board discussions including the work of Area Planning Board</li> <li>• Workshops to focus on building a Gwent wide framework to support partnership working – maybe strategic level PSB (similar to G7) to identify opportunities for joined up planning and cross border working.</li> <li>• Media promotion and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive and inclusive approach to partnership working</li> <li>• Opportunity to get buy in and support for a strategic approach to joined up service development</li> <li>• Sending a positive message that the PCC is willing to work in partnership and support focus of WFG Act 2014.</li> </ul>
Quarterly online surgery	<ul style="list-style-type: none"> <li>• Representing the people</li> <li>• Accessibility, allowing</li> </ul>	<ul style="list-style-type: none"> <li>• Book in advance for 12 months</li> <li>• Communications strategy to be in place to promote and report positive stories /</li> </ul>	<ul style="list-style-type: none"> <li>• Open and transparent</li> <li>• Ensuring the PCC is accessible</li> </ul>

	<p>citizens to raise matters that are important to them</p> <ul style="list-style-type: none"> <li>• Gathering people's views on their policing service</li> </ul>	<p>outcomes</p> <ul style="list-style-type: none"> <li>• 2 options: video and interactive with PCC or a typed chat line</li> <li>• Arrange technological support</li> <li>• Promote surgeries across all media platforms</li> <li>• If typed queries – can be run by OPCC staff</li> <li>• Opportunity to promote crime prevention activities or raise awareness on emerging issues</li> <li>• Ensure all issues raised are recorded, fed to the force and actioned.</li> </ul>	<ul style="list-style-type: none"> <li>• Gathering views on the local policing service</li> <li>• Raising the public's concerns / observations with the Force.</li> <li>• Interactive</li> </ul>
Bi monthly Question Corner	<ul style="list-style-type: none"> <li>• Accessibility, allowing citizens to raise matters that are important to them</li> <li>• Gathering people's views on their policing service</li> <li>• Will provide insight to local people's views regarding their policing service.</li> </ul>	<ul style="list-style-type: none"> <li>• Alternate monthly with the online surgery</li> <li>• Social media chat line open to the public</li> <li>• Communication strategy required to promote and report on</li> <li>• PCC can identify themes for the chatlines</li> <li>• followed by open question time for 30 minutes</li> <li>• To be run and monitored by OPCC staff.</li> <li>• Provides the public with an opportunity to raise queries / question the PCC regarding policy and decisions</li> <li>• 2 hours on a Friday afternoon</li> <li>• Questions received (typed) to be answered online within 1 week – open answers online provides a good level of transparency and information.</li> </ul>	<ul style="list-style-type: none"> <li>• Open and transparent</li> <li>• Ensuring the PCC is accessible</li> <li>• Gathering views on the local policing service</li> <li>• Interactive</li> </ul>
Monthly Online polls	<ul style="list-style-type: none"> <li>• To test an idea and public opinion on an</li> </ul>	<ul style="list-style-type: none"> <li>• To be run by OPCC staff</li> <li>• PCC can identify key areas to be tested</li> </ul>	<ul style="list-style-type: none"> <li>• A quick and easy way to measure public opinion</li> </ul>

	<p>issue</p> <ul style="list-style-type: none"> <li>• Make public opinion feel valued</li> </ul>	<ul style="list-style-type: none"> <li>• Identify 12 questions every year that reflect OPCC and policing policy development, or an emerging issue.</li> <li>• Develop 2-3 questions for a short and snappy survey</li> <li>• Provides a tool to test PCCs manifesto or decision making</li> <li>• Open for 10 days, analyse and publish findings</li> </ul>	<ul style="list-style-type: none"> <li>• Provides an indicator to how well received a policy or decision will be.</li> </ul>
Quarterly Radio slot to discuss latest PCC activities and what it means for the policing service	<ul style="list-style-type: none"> <li>• to provide information on the latest PCC activities and what it means for the policing service</li> <li>• community reassurance</li> </ul>	<ul style="list-style-type: none"> <li>• To be arranged with Brfm and posed to radio wales (2 x per year)</li> <li>• Promoted by communications manager</li> <li>• PCC to update the public on his recent activities and decisions, and to discuss emerging policing policy.</li> <li>• OPCC to support and provide briefings</li> </ul>	<ul style="list-style-type: none"> <li>• Open and transparent</li> <li>• Keeping the public informed of PCC activities and policing developments</li> </ul>
Youth Commission	<ul style="list-style-type: none"> <li>• Support a regional approach to youths feeding into the development of the Police and Crime Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Each LA has a youth forum which meets quarterly on a regional basis.</li> <li>• Request each youth forum to do local consultative work with young people on the policing matters that concern them most.</li> <li>• To meet and produce a Gwent wide report to PCC annually on their findings, thus ensuring young people's thoughts are captured and fed into the PCC for his consideration.</li> <li>• The report should be answered by the PCC (Annual regional presentation to young people) outlining what activities will be undertaken to address the priority</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusive practice that encourages young people to be proactive and involved in influencing police policy</li> <li>• Will ensure the PCC is informed of key policing matters impacting on young people.</li> </ul>

		concerns.	
Establish a business focus group	<ul style="list-style-type: none"> <li>• To provide a forum to discuss business's policing requirements</li> <li>• To inform businesses of emerging crime trends such as cyber crime, human trafficking / slave labour</li> <li>• Crime prevention awareness to protect businesses</li> </ul>	<ul style="list-style-type: none"> <li>• Contact business forums such as Rotary Clubs etc and ask for a representative for bi annual meetings to discuss their policing requirements and to ensure they are aware of emerging crime trends and how best to protect themselves.</li> <li>• Engage and consult with businesses on the precept setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Informed business sector</li> <li>• Inclusive practice</li> <li>• 2 way exchange of information</li> </ul>
Establish a citizens panel Option to have a BAME sub group	<ul style="list-style-type: none"> <li>• To encourage public responsibility and participation</li> <li>• To ensure the PCC is aware of public feeling regarding policy development and decision making</li> <li>• Would be useful for policing priorities and precept consultation.</li> </ul>	<ul style="list-style-type: none"> <li>• Bi annual meeting to provide an opportunity to citizens to feed into OPCC planning and policy development for Gwent policing service</li> <li>• Could be utilised as a forum to discuss policy development such as: <ul style="list-style-type: none"> <li>❖ Restorative justice</li> <li>❖ Protecting vulnerable people</li> <li>❖ Protecting the older generation</li> <li>❖ How to deal with drug dealing and use of psychoactive substances etc.</li> <li>❖ Equalities issues within policing</li> <li>❖ Tackling Islamophobia / radicalisation (building cohesive communities)</li> </ul> </li> <li>• Focus groups could use appreciative enquiry to develop a wider understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusive participation by offering opportunities for the public to influence police policy</li> <li>• Will provide an insight to public feeling / opinion</li> <li>• Provide qualitative evidence to support policy development</li> <li>• Provide a sounding board for decision making</li> </ul>

		<ul style="list-style-type: none"> <li>of what works for many areas of policing</li> <li>Communications strategy to promote and report</li> </ul>	
Arrange specific focus groups to support OPCC projects	<ul style="list-style-type: none"> <li>To inform policy</li> <li>To raise awareness</li> </ul>	<ul style="list-style-type: none"> <li>Themed focus groups to be arranged to support policy development as and when required</li> <li>Themes to support equalities agenda</li> <li>To inform youth leads and Community First Development Officers of individual's rights during a stop and search encounter – for them to disseminate to their communities</li> </ul>	<ul style="list-style-type: none"> <li>Citizen informed policy</li> <li>Participatory practice</li> <li>Effective awareness raising and dissemination of information / training</li> </ul>
Community grant giving fund	<ul style="list-style-type: none"> <li>Participation in contributing to the PCC's police and crime priorities</li> <li>To encourage innovative approaches to delivering the police and crime priorities</li> </ul>	<ul style="list-style-type: none"> <li>OPCC to utilise the existing community fund process</li> <li>Opportunity to encourage community groups to collaborate to provide a wider initiative (extra points in scoring)</li> <li>Additional points in scoring for sustainability of project</li> <li>Communications strategy to promote and report</li> </ul>	<ul style="list-style-type: none"> <li>Develop proactive community groups and initiatives</li> <li>Participatory practice that encourages social responsibility</li> <li>Provide a preventative approach with diversionary activities</li> <li>Provide support for victims</li> </ul>
Maintain and develop Voluntary schemes and practice	<ul style="list-style-type: none"> <li>To provide reassurance to the public regarding the welfare of police custody detainees and that police dogs are cared for properly</li> </ul>	<ul style="list-style-type: none"> <li>OPCC to administer the statutory Independent Custody Visiting Scheme</li> <li>OPCC to administer to Animal Welfare Scheme</li> <li>PCC to support both schemes by attending an annual meeting</li> <li>PCC to accompany ICVs during a custody visit (1 per year)</li> </ul>	<ul style="list-style-type: none"> <li>To maintain the OPCC voluntary schemes</li> <li>To ensure OPCC volunteers feel valued</li> </ul>

<p>Maximise use of media platforms</p>	<ul style="list-style-type: none"> <li>• To promote the work of the PCC / OPCC</li> <li>• To inform the public of policing developments and key decisions</li> <li>• To encourage citizens to participate in consultations and engagement opportunities</li> <li>• To raise awareness of specific initiatives</li> <li>• To provide positive stories to inform public confidence</li> <li>• To ensure the PCC / OPCC is fully open and transparent</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive communications strategy that dovetails with the engagement programme</li> <li>• Comprehensive press plan and forward planner</li> <li>• Utilisation of a variety of media platforms to ensure as wide a market is accessed</li> <li>• PCC Blog online</li> <li>• PCC video in first 100 days to raise awareness of PCC role and focus of manifesto</li> <li>• PCC question and answer section in local newspaper (quarterly)</li> <li>• Develop the use of infographics to support the easy read agenda (linked to equality requirements)</li> <li>• Develop clear leaflets (self-print): <ul style="list-style-type: none"> <li>❖ Introduce PCC – role and responsibilities</li> <li>❖ Community Fund – promote and report on outcomes / case studies</li> <li>❖ Stop and search leaflets</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Significant media coverage of the work and decision made by the PCC and OPCC.</li> <li>• An informed public</li> <li>• Open and transparent practice</li> </ul>
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