

<b>OFFICE OF POLICE &amp; CRIME COMMISSIONER</b>	
<b>LEAD CHIEF OFFICER:</b>	<b>Assistant Chief Constable</b>
<b>TITLE:</b>	<b>Independent Advisory Group</b>
<b>DATE:</b>	<b>29<sup>th</sup> July 2014</b>
<b>TIMING:</b>	<b>Routine</b>
<b>PURPOSE:</b>	<b>Monitoring</b>
<b>1.</b>	<b><u>RECOMMENDATION</u></b>
1.1	For monitoring.
<b>2.</b>	<b><u>INTRODUCTION &amp; BACKGROUND</u></b>
2.1	Gwent Police's Independent Advisory Group (IAG) was formed in response to recommendations included in the Macpherson Inquiry that was undertaken to examine policing issues arising from the murder of Stephen Lawrence. The Macpherson Report had criticised several aspects of policing in relation to the investigation of 'major or critical incidents', in particular where these may have an impact upon public confidence.
2.2	Gwent Police's IAG takes on the role of a 'critical friend' in relation to both the development of policing policy and services, and when a critical incident occurs within the Force area that has the potential to have a significant impact on local communities.
2.3	The IAG currently has 11 active members, from across the Force area, who have a range of personal experiences, social backgrounds and professions. Members are able to comment on issues relating to disability, gender, sexual orientation, age, race, culture and religion.
<b>3.</b>	<b><u>ISSUES FOR CONSIDERATION</u></b>
3.1	This report will provide an annual report of progress made by the IAG since June 2013.
3.2	<p>Last year, IAG members were eager to increase their contribution to Gwent Police, become more pro-active and develop specialist portfolios. They were also keen to become more involved with Neighbourhood Policing in their local areas. To achieve this, in October 2013 all members attended a Development Day, which was co-facilitated by members and Police staff and supported by ACC Bottomley.</p> <p>The Development Day focussed on members' positive and negative experiences of the IAG so far, their ideas on how members could be better supported and engaged by the Force and areas of business they felt they could add value to. As a result of the Development Day, a 12 month Action Plan was developed and agreed by members.</p>
3.3	<p>A full version of the IAG Action Plan is included at Annex A, but the main themes are summarised below:</p> <p><b>Key Theme 1: Engagement</b></p> <p>Aim: To support the delivery of Gwent Police's Engagement Strategy through building positive links with local policing teams and communities.</p>

	<p><b>Key Theme 2: Strategic Leads</b></p> <p>Aim: To offer IAG members further opportunity to influence the work of Gwent Police in key areas relating to equality, diversity and community engagement.</p> <p><b>Key Theme 3: Recruitment, Learning and Development</b></p> <p>Aim: To better support IAG members in fulfilling their role and providing a high quality service to Gwent Police</p> <p><b>Key Theme 4: Communication and Awareness</b></p> <p>Aim: To promote the existence and function of the IAG throughout Gwent Police and within our communities</p>
3.4	<p>The Action Plan is reviewed before each IAG meeting (quarterly). Key progress against the Plan so far this year includes:</p> <ul style="list-style-type: none"> <li>• The redesigning of the IAG's website, including new recruitment pages. IAG pages are now more visible (on the public rather than corporate site) and have been written in partnership with members.</li> </ul> <p><a href="http://www.gwent.police.uk/advice-and-guidance/community/independent-advisory-group/">http://www.gwent.police.uk/advice-and-guidance/community/independent-advisory-group/</a></p> <ul style="list-style-type: none"> <li>• Promotion of the IAG, and celebration of their commitment and enthusiasm during National Volunteers Week, using Twitter, Facebook and the Force's website.</li> <li>• Linking of members with Neighbourhood Policing Teams. Each member now has one or more local areas that they are responsible for visiting regularly and meeting with the Neighbourhood Inspector in order to offer support, advice or guidance, particularly in relation to their engagement with minority and hard to reach communities. An engagement 'checklist' has been developed to provide members with a framework for their feedback, which will be reviewed both at IAG meetings, and the Force's Engagement Forum. A copy of the Checklist is included at Annex B.</li> </ul>
3.5	<p>In addition to working towards Plan objectives, the IAG has also been involved, as usual, in Force activities throughout the year. These have included:</p> <ul style="list-style-type: none"> <li>• Providing an IAG representative to assist in the planning of NATO operations</li> <li>• Judging one of the categories for the upcoming Gwent Police Awards</li> <li>• Scrutinising the quality of Gwent Police's stop and search encounters as part of the OPCC's dip sampling exercise</li> <li>• Representing community views at the Force's Public Confidence and Equality and Diversity Boards</li> <li>• Acting as a 'Critical Friend' to the Force in the event of several serious, or critical incidents</li> <li>• Acting as 'Mystery Shoppers' for the Force in testing the accessibility and service received at our stations, and from our Call Handlers.</li> </ul>
3.6	<p><b>Message from the IAG Chair:</b></p> <p>"The support of ACC Bottomley has helped to reinvigorate the IAG this year and members are becoming increasingly active. The recent local engagement activity has been welcomed and viewed as positive by IAG members as it will allow them to become more involved in local policing, and have the opportunity to offer suggestions for improvement and links with their respective communities. Members are also particularly keen to see the continuation of the Office of the Police and Crime Commissioner's Stop and Search Dip Sampling exercise.</p>

	<p>As the present Chair, I hope the Force will continue to recognise the commitment of all IAG members and their willingness to get involved in activities, and continue to develop links and strengthen relationships with diverse communities in Gwent.</p> <p>On behalf of the IAG, I would finally like to express our appreciation and gratitude to the Community Cohesion Co-ordinator for her time and continued support in the planning and organisation of engagement activities ensuring all members involvement, and to PC Joanna Melen and PC Andrew Mason who supported the IAG during the Community Cohesion Co-ordinator's maternity leave".</p>
3.7	<p><b>Comments from members:</b></p> <p>"Being a member of the Gwent Police Independent Advisory group allows me the opportunity to really make a difference; not just to how the force improves as an organisation, but also to how the public receive services. What is particularly great about being part of the IAG is that it gives you access to senior levels of the force who are committed to constantly learning and improving. There is a real sense that your opinion matters, and what you say will assist in design and development of the force and service delivery. The most rewarding part of being a member of the IAG comes from getting stuck in. I find that the more I engage with the force and assist, the more rewarding the experience. I thoroughly enjoy everything that the IAG offers – from being able to learn more about the force, being able to help and advise, or even the networking and connection I make with others who are keen to help improve public services. Whatever it is, there's always something that you get back from the IAG as well as the ability to give"</p> <p>(Nick, IAG member from Abercarn)</p> <p>"I have been an IAG member for 6 years and really enjoy it. It's a good opportunity to gain knowledge on how Gwent Police operates and the issues they face. My visual impairment is never treated as an impediment to be doing anything. I've particularly enjoyed visiting the dog handling section and the Communications Suite. I have also made some lovely friends that I perhaps would not have met"</p> <p>(Hilary, IAG member from Newport)</p>
4.	<p><b><u>NEXT STEPS</u></b></p>
4.1	<p><b>Young People</b></p> <p>As well as the strategic IAG, Gwent Police has previously co-ordinated a Young Person's IAG (Youth Opinions Board). For various reasons, including changes in staffing within the Community Cohesion Team and members finding full time education/employment, the group had become far less active. Work is currently on-going to revive the Young Person's IAG with the aim to create a sustainable group with a renewed focus on policing issues that impact on young people, including anti-social behaviour, bullying/hate crime and stop and search,</p> <p>It is envisaged that the group will have a 'core' membership that will physically meet on a quarterly basis. Members will be recruited from existing forums including local Youth Councils, Lesbian Gay Bisexual and Transgender support groups, Cadets, Local Authority Youth Services, Disability groups and BME youth projects. To complement the core group, a wider 'virtual network' of young people will be established in order to gain access to a wide range of young people and their views. The Youth Network will primarily utilise social media in order to maintain fluidity and to involve young people that would not usually engage face to face with policing or other services.</p>

4.2	<p><b>Recruitment</b></p> <p>Although the IAG's membership is currently very active, there is space for an additional 8 members. Many of the existing members are from the Newport area, and the Group would benefit from a wider geographic representation as well as members that further reflect the diverse communities of Gwent, for example, people who identify as transgender, Eastern European and Gypsy or Irish Traveller. Recruitment forms part of the IAG's action plan, and there is a targeted recruitment drive planned for August/September this year.</p>
4.3	<p><b>Internal Awareness</b></p> <p>Although work has been done previously to raise the profile of the IAG, its members and their role within the Force, there remain missed opportunities for the Force to benefit from IAG advice and guidance, most significantly because of a lack of awareness of the Group and the value they can add. Further work will be undertaken to improve this, including increasing the understanding of Silver Commanders around how they can contact and access the IAG, and the redesign of the IAG's intranet site, including personal profiles on each member.</p>
4.4	<p><b>Strategic Leads</b></p> <p>During the Development Day, IAG members expressed an interest in becoming attached to areas of work that they had a particular passion for or felt they could have a greater influence on. There are now 11 'Strategic Leads' within the IAG, members who have been aligned to the following areas of work:</p> <ul style="list-style-type: none"> <li>• Communications</li> <li>• Learning and Development</li> <li>• Recruitment and Human Resources</li> <li>• Custody</li> <li>• Stop and Search</li> <li>• Victim Services</li> <li>• Prevent</li> <li>• Disability</li> <li>• Gypsies and Travellers</li> <li>• Domestic Violence and Honour Based Violence</li> <li>• Hate Crime</li> </ul> <p>Over the next 2 months IAG Strategic Leads will meet with relevant Force Leads to ensure they are involved appropriately.</p>
5.	<p><b><u>FINANCIAL CONSIDERATIONS</u></b></p>
5.1	<p>The IAG receives an annual budget of £7000. IAG membership no longer incurs payment, and all members now contribute their time on a voluntary basis. However some financial commitment is necessary to cover members' out of pocket expenses and event attendance where deemed appropriate.</p>
6.	<p><b><u>PERSONNEL CONSIDERATIONS</u></b></p>
6.1	<p>The IAG is managed by the Community Cohesion Co-ordinator (Community Safety) with overall strategic responsibility held by ACC Bottomley. As there is no longer any administrative support available within the Community Safety Team, there is now a nominated IAG secretary to take minutes.</p>

<b>7.</b>	<b><u>LEGAL IMPLICATIONS</u></b>
7.1	Although the IAG has no statutory driver the role of Independent Advisory Groups has evolved directly from the Macpherson report and has been recognised by an example of good practice by ACPO. College of Policing is currently finalising renewed guidance on IAGs for Police Forces.
<b>8.</b>	<b><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></b>
8.1	This project/proposal has been considered against the Public Sector Equality Duty (Equality Act 2010) to eliminate discrimination, promote equality of opportunity and foster positive relations between people that share Protected Characteristics and people that do not
8.2	In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.
<b>9.</b>	<b><u>RISK</u></b>
9.1	There is potential risk to the organisation if members are not security vetted and have access to restricted material or deal with sensitive incidents, particularly where those incidents have the potential for significant impact on wider communities.
9.2	Members have completed appropriate security and counter terrorism checks, although a number of members are currently being re-vetted to NPPV level 2. In line with ACPO IAG Guidance, a negative indicator on a vetting form will not automatically exclude a person from becoming an IAG member. Each case will be individually assessed and risk managed in order to avoid unnecessarily losing valuable community experience.
9.3	There are clear risks to the Force should they not consult effectively with communities in the event of a critical incident, or in designing or changing service delivery. These include reduced public confidence, services which do not meet community needs, mistrust of the Police and a negative impact on Police/community relations. IAG members are one of a number of ways that Gwent Police should continue to involve communities appropriately and effectively.
<b>10.</b>	<b><u>PUBLIC INTEREST</u></b>
10.1	There are no restrictions on this document which can be made available to the public.
<b>11.</b>	<b><u>CONTACT OFFICER</u></b>
11.1	Heather Powell, Community Cohesion Co-ordinator
<b>12.</b>	<b><u>ANNEXES</u></b>
12.1	Annex A – IAG Action Plan
12.2	Annex B – Engagement Checklist

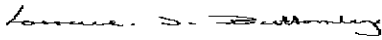
For OPCC use only

**Office of the Chief Constable**

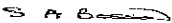
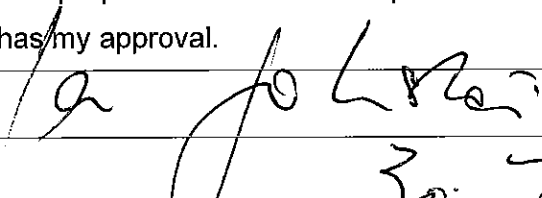
I confirm that **Independent Advisory Group** report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **monitoring purposes**.

**Signature:**



**Date: 3 July 2014**

	Tick to confirm (if applicable)
<b>Financial</b> The Chief Finance Officer has been consulted on this proposal.	✓
<b>OPCC (insert name)</b> The Policy Officer, Engagement has reviewed the request and is satisfied that it is correct and consistent with the PCC's plans and priorities.	✓
<b>Legal</b> The legal team have been consulted on this proposal.	N/A
<b>Equalities</b> The Equalities Officer has been consulted on this proposal.	N/A
<b>Chief Executive/ Deputy Chief Executive:</b> I have been consulted about the proposal and can confirm that financial, legal, equalities etc... advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate report to be submitted to the Police and Crime Commissioner for Gwent.	
<b>Signature:</b> 	
<b>Date: 15/07/14</b>	
<b>Police and Crime Commissioner for Gwent</b> I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. The above request has my approval.	
<b>Signature:</b> 	
<b>Date:</b> 30. 7. 14	

**Gwent Police Independent Advisory Group Action Plan 2014/15**

**Key Theme 1: Engagement**

**Aim:** To support the delivery of Gwent Police's Engagement Strategy through building positive links with local policing teams and communities.

Objective	Actions	Owner	Target Date	Update
<p>1.1 To ensure IAG members are known to, and engaged with Neighbourhood Teams and communities giving them a geographical area of responsibility</p>	<p>List of NPT areas to be circulated to members, including demographic breakdown</p> <p>IAG members to select suitable NPT areas to be responsible for</p> <p>Initial meetings to be facilitated between members and NPT Inspectors/Sergeants</p>	<p>AM</p> <p>IAG</p> <p>AM</p>	<p>April 14</p> <p>April 14</p> <p>April 14</p>	<p>Complete (April 14)</p> <p>Complete (April 14)</p> <p>IAG members have been introduced to their NPT Inspectors and are awaiting contact for initial meetings (May 14)</p>
<p>1.2 To provide members with a 'checklist' of successful engagement criteria to work from during their visits to Neighbourhood Teams</p>	<p>Checklist to be drafted in partnership with members and Engagement Lead</p> <p>To ensure feedback mechanisms are in place for IAG members to influence the development of the Engagement Strategy</p>	<p>HP</p> <p>HP</p>	<p>April 14</p> <p>April 14</p>	<p>Completed and circulated for members to use during their first NPT meetings (May 14)</p> <p>HP to liaise with CI Bull after April meeting</p>

## Key Theme 2: Strategic Leads

**Aim:** To offer IAG members further opportunity to influence the work of Gwent Police in key areas relating to equality, diversity and community engagement.

Objective	Actions	Owner	Target Date	Update
2.1 To ensure the IAG is represented within workstreams and areas of business which will benefit from their involvement	Nominated leads within the IAG to take on responsibility for activity in relation to:		April 14	IAG Leads assigned based on interest and experience –
	A: Operational Support	HP		meetings with Force Leads to be arranged during July (May 14)
	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Learning and Development</li> <li>• HR &amp; Recruitment</li> </ul>			
	B: Administration of Justice	HP	April 14	IAG Leads assigned based on interest and experience –
	<ul style="list-style-type: none"> <li>• Custody</li> <li>• Stop and Search</li> <li>• Victim Services</li> </ul>			meetings with Force Leads to be arranged during July (May 14)
	C: Neighbourhood Policing	HP	April 14	IAG Leads assigned based on interest and experience –
	<ul style="list-style-type: none"> <li>• Disability</li> <li>• Gypsy &amp; Traveller Communities</li> <li>• Prevent</li> </ul>			meetings with Force Leads to be arranged during July (May 14)



	<p>D: Crime Investigation</p> <ul style="list-style-type: none"> <li>• Domestic Violence</li> <li>• Hate Crime</li> </ul>	<p>HP</p>	<p>April 14</p> <p>IAG Leads assigned based on interest and experience – meetings with Force Leads to be arranged during July (May 14)</p>
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### Key Theme 3: Recruitment, Learning and Development

Aim: To better support IAG members in fulfilling their role and providing a high quality service to Gwent Police

Objective	Actions	Owner	Target Date	Update
3.1 To ensure IAG members receive appropriate training, learning and development opportunities	List of appropriate training opportunities to be forwarded to members	HP	April 14	Complete – members have forwarded attendance requests (May 14)
	Circulate conferences and events relevant to IAG role/development as appropriate	ALL	Ongoing	IAG members to provide details of conferences/events as they attend to allow for record keeping
3.2 To work in partnership with other Welsh Forces in order to share best practice	Scope the possibility of organising an All Wales IAG conference/event	HP	June 14	To be raised at All Wales Diversity meeting in July (May 14)
3.4 To ensure Terms of Reference and IAG Policy are fit for purpose and up to date	Review, update and circulate Terms of Reference/Policy	HP	September 14	Awaiting national ACPD Guidance
3.5 To ensure that IAG membership is reflective of the demographics of Gwent's communities	Conduct a targeted recruitment campaign to fill any current gaps in membership, from both geographical communities and communities of interest	HP/ IAG	September 14	New recruitment pages designed on public internet site; National Volunteers week used to promote IAG vacancies (May 14)

## Key Theme 4: Communication and Awareness

**Aim:** To promote the existence and function of the IAG throughout Gwent Police and within our communities

Objective	Actions	Owner	Target Date	Update
1.1 To raise the IAG's profile making the best use of marketing opportunities	Design and populate an IAG web page	IAG Comms Officer/NB/HP	June 14	Completed. New web pages are now on public facing site (May 14)
				IAG promoted as part of National Volunteers week (Twitter, Facebook, website) (June 2014)
1.2 To increase engagement of IAG members in critical incidents and operational planning	Run an awareness campaign within the Force	IAG Comms Officer/NB/HP	September 14	
	Identify a Communications Lead within the IAG	IAG	April 14	Completed - 2 members nominated (May 14)
	Design and populate an IAG intranet page	IAG Comms Officer/NB/HP	September 14	
	Create 'profiles' for each IAG member	IAG	September 14	
	Raise awareness within Silver Cadre/FCR of IAG's role	AM/HP	September 14	

<p><b>1.3 To ensure IAG members are aware of each others' expertise, background and interest in order to make referrals</b></p>	<p>Organise a 'getting to know you' event for IAG members</p> <p>Members to consider how they can inform/engage other members in their work</p>	<p>AM/HP IAG</p>	<p>September 14 September 14</p>	<p>To be arranged after recruitment campaign. (May 14)</p>
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# IAG Engagement Visits

<b>IAG Member</b>	
<b>Neighbourhood Team</b>	
<b>Officer</b>	
<b>Date of visit</b>	

## 1. Engagement with hard to reach groups

What work has been/is being done to engage with groups that may find it particularly difficult to access Policing services? (for example Gypsy/Traveller communities, asylum seekers/refugees/migrants, disabled people, gay or transgender people)

What work has been/is being done to map or identify local communities and the needs that they have?

## 2. Methods of engagement

Are a range of communication methods used so that communities have a choice of how and when to engage? Is there anything innovative being done?

### **3. Continuous improvement**

**How have the Team improved on or responded to lessons learned from previous engagement since the last visit (second visit +)**

### **4. Success**

**How successful have engagement activities been? (include any statistics where possible, for example, number of people attending PACT meetings)**

**Examples of good practice/success stories**

**How confident are you that the Team has a good knowledge of communities that exist within their area?**

**(1 = very confident, 6= not confident at all)**

**1            2            3            4            5            6**

**Comments**

**How confident are you that engagement opportunities are appropriate and fit for purpose for a range of communities**

**(1 = very confident, 6= not confident at all)**

**1            2            3            4            5            6**

**Comments**

**Are there any improvements that you could suggest to make engagement more effective for this Team?**

