

DECISION NO: PCCG-2015-030

OFFICE OF POLICE AND CRIME COMMISSIONER

LEAD CHIEF OFFICER: Chief Executive

TITLE: Revision of the Joint Police and Crime Commissioner for Gwent and Gwent Police Force Community Engagement Strategy 2015/17.

DATE: 26th May 2015

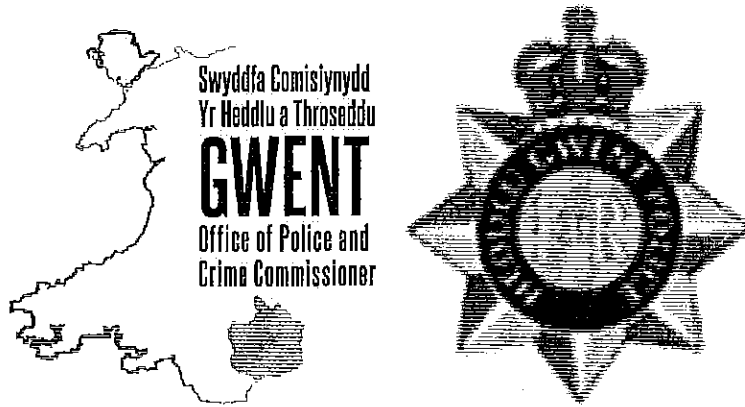
TIMING: Routine

PURPOSE: For Approval

1.	<u>RECOMMENDATION</u> That the Police and Crime Commissioner for Gwent (PCC) and Chief Constable: <ul style="list-style-type: none">• Note and agree the revised Joint Community Engagement Strategy for 2015/17.• Agree for its publication on the corporate websites and intranet.
2.	<u>INTRODUCTION & BACKGROUND</u> The Police Reform and Social Responsibility Act 2011 (PRSRA 2011 s.14) requires the Police and Crime Commissioner for Gwent (the Commissioner) to obtain the views of the people and communities, and in particular the views of victims of crime, about matters concerning policing and crime in the Gwent area before issuing the Police and Crime Plan and the police precept (the police part of the local council tax - approx. 10%). The Commissioner also holds the Chief Constable to account for Force engagement requirements (s.1(8)). The Chief Constable engagement requirements under the PRSRA 2011 (s.34), include obtaining the views of people at the neighbourhood level, local meetings arranged regularly for the public to engage with neighbourhood policing teams and providing information to local people on how the Force are dealing with local crime and disorder. To support these requirements the decision was taken in 2013 to develop a Joint PCC and Force Community Engagement Strategy. This is a high level document that supports the overarching principles and culture of engagement across the Gwent area.
3.	<u>ISSUES FOR CONSIDERATION</u> In consultation with the Force lead for Engagement, the Joint Community Engagement Strategy has been revised to ensure the document remains relevant and suitably supports the delivery of engagement activities and is

	cognisant of emerging platforms for engaging with the communities across the Gwent area. The revised document is attached at Appendix A.
4.	<p><u>NEXT STEPS</u></p> <p>The revised Joint Community Engagement Strategy requires sign off by the PCC and Chief Constable to enable the Strategy to be published on the corporate websites.</p> <p>Monitoring of engagement activities will be facilitated by the Gwent Engagement Forum which has representation from the OPCC and the Force.</p>
5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>There are no associated costs apart from Officer time to develop the revised strategy.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>Both the Office of the PCC and the Chief Constable has appointed Engagement Officer Leads.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>The Police Reform and Social Responsibility Act 2011 has identified requirements for the PCC (s.14 & s.1(8)) and the Chief Constable (s.34) to engage with the public and forms the basis of the Joint Community Engagement Strategy.</p>
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p>
9.	<p><u>RISK</u></p> <p>Community engagement is an important contributor to public confidence and is necessary to ensure the force meets the needs of communities across the Gwent area. It is a legal requirement to provide opportunities for the public to have a voice and be able to influence local policing service and failure to do so would result in reputational damage and negative HMIC reports.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>The Joint Community Engagement Strategy is of public interest and will be published on the PCC's and Gwent Police Force websites.</p>

11.	<u>CONTACT OFFICER</u> Maria Chapman – OPCC Policy Officer – Engagement
12.	<u>ANNEXES</u> Appendix A – Joint Community Engagement Strategy 2015/17



OFFICE OF
THE POLICE AND CRIME COMMISSIONER FOR GWENT
&
HEDDLU GWENT POLICE

COMMUNITY ENGAGEMENT STRATEGY

2015 / 2017

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4. Useful Links.

We welcome your comments and suggestions on the content of this strategy. To provide feedback, or request an alternative format, please contact us at:

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JOINT COMMUNITY ENGAGEMENT STRATEGY

1. What is community engagement?

Community engagement provides people with opportunities to have a greater say in how services are provided to them. It allows individuals an opportunity to become actively involved in decision making relating to their local service provision.

For the Office of the Police and Crime Commissioner for Gwent (OPCC) and Gwent Police community engagement is about involving the community in the decisions that are made in relation to the police service that we provide and capturing their views on the police and crime matters that are important to them.

2. Why we want to engage with the community

We recognise that we must continually strive to improve the ways in which we engage and consult with our communities. We are mindful that our officers and staff have a crucial role when it comes to engaging with our communities and enhancing our legitimacy as a public service. We will therefore, work consistently with them to ensure they are best prepared to meet this important task.

The Police Reform and Social Responsibility Act 2011 (PRORA 2011 s.14) requires the Police and Crime Commissioner for Gwent (the Commissioner) to obtain the views of the people and communities, and in particular the views of victims of crime, about matters concerning policing and crime in the Gwent area before issuing the Police and Crime Plan and the police precept (the police part of the local council tax - approx. 10%). The Commissioner also holds the Chief Constable to account for Force engagement requirements (s.1(8)).

The Chief Constable engagement requirements under the PRORA 2011 (s.34), include obtaining the views of people at the neighbourhood level, local meetings arranged regularly for the public to engage with neighbourhood policing teams and providing information to local people on how the Force are dealing with local crime and disorder.

While effective community engagement has always been a priority for us we will not become complacent. Our communities are diverse and to build cohesive communities we need to understand them, their police service requirements and expectations. We will continue to consult with our communities and take their views into account when we are deciding on the policing priorities for Gwent.

By working together, the Commissioner and Gwent Police will continue to provide equality of service across Gwent, to achieve value for money outcomes with and for all our communities.

Our Community Engagement Strategy is based on the following key principles:

- To proactively engage and work more closely with the communities and people we serve, our staff, our partners and other organisations
- The views of local people are obtained, understood and fed into strategic planning and decision making
- The Commissioner and Gwent Police Force's decisions regarding long term policing priorities and the Police and Crime Plan, are shaped by good quality information obtained through effective engagement activities and equal opportunity to participate.
- Feedback is given on how the issues raised through community engagement have been considered and acted upon
- The way in which engagement is used to influence our decisions will lead to open and transparent processes which will improve public confidence.

This strategy is supported by:

- The National Principles for Public Engagement in Wales (Appendix 1)
- The National Participation Standards for Children and Young People in Wales (appendix 2)
- The Public Sector Equality Duty (2011) as applies to the Duty to Inform, Consult and Involve
- A set of minimum engagement standards that we will follow (Appendix 3)

The main reasons the Commissioner and Gwent Police are striving for effective engagement with the public is:

To increase participation, knowledge and co-operation – to strengthen policing by consent between the communities in Gwent, the Commissioner and the Force in relation to the prevention of crime and anti-social behaviour and the police services provided.

To inform – local people of things that are relevant to them. Community engagement can increase the openness and transparency of the Commissioner and Force thereby increasing accountability to the public.

To consult – through consultation we aim to involve people in the decisions that affect them so that the services they receive can be more responsive to their needs and therefore be more satisfactory and efficient.

To work together – on an on-going basis, on a number of priority, policy and police service matters.

3. How we will use and monitor engagement

The police and crime priorities for Gwent are set out in the Commissioner's Police and Crime Plan. This Plan is informed by a variety of information sources, which includes community engagement findings. Community engagement ensures that we are aware of and deal with the policing issues that matter most to our local communities.

The Commissioner holds the Chief Constable to account for the Force's delivery in line with the policing priorities set out in the Police and Crime Plan. This is to ensure that Gwent Police provide an efficient and effective service.

To ensure on-going improvement in the policing service we provide, all engagement activity will continue to be monitored for information and feed into an internal strategic group, the 'Gwent Engagement Forum'. The Officers of the OPCC and the Force who make up this group, will be responsible for the progress of an action plan that has been devised to support the requirements of this strategy. The Gwent Engagement Forum will enable the OPCC to monitor force engagement activities and provide a means for the OPCC to communicate the Commissioner's requirements relating to engagement and police service provision.

4. How we will engage with the community

The current approaches used by the Commissioner and the Force to engage with the public are outlined in Appendix 4. However, we are continuously striving for innovative ways of communicating with members of our communities.

There are four key approaches to community engagement:

Individual – We will seek opportunities to engage with individuals in order to develop networks which are essential to understanding and meeting the expectations of our communities, especially victims. There will be targeted work to reach out to the lesser heard groups in Gwent.

Neighbourhood – We will further enhance engagement with our communities via neighbourhood policing by the development of 'Your Voice', which will provide communities with a number of platforms to engage with their local police; greater use of OWL, an online tool to share more police information easily with local residents; and the use of Key Individual Networks, which is a group of local people, to identify local policing issues and consider ways those issues can be put right or reduced.

Local Policing Area – We will participate in engagement activity with local communities in partnership with Local Authority events, community safety partnerships and other partnership and organisations' activities.

Strategic – We will continue to engage on a force, regional and national level via the existing joint networks in place and work to progress a joined up programme of activity.

5. Engagement Programme

In the PRSRA2011 there are a number of statutory responsibilities that are required of the Commissioner and the Force regarding engagement and are to be undertaken during a specified timeframe, namely:

- a) Commissioner will publish information that enables citizens to assess the performance and effectiveness of Gwent Police;
- b) Commissioner will obtain the views of citizens on the crime and disorder in their neighbourhood and their policing service, to inform the policing priorities;
- c) Commissioner will obtain the views of victims on the crime and disorder in their neighbourhood and their interaction with Gwent Police;
- d) Commissioner will engage with elected community advocates on policing matters and proposed precept setting and budget setting.
- e) The Chief Constable will fulfil the following engagement responsibilities:
 - i. Obtaining the views of citizens on their local policing matters
 - ii. Informing citizens about policing in their neighbourhood and how they are going to deal with their local matters
 - iii. Making arrangements for regular meetings between the neighbourhood residents and the local policing team;
- f) The Commissioner will hold the Chief Constable to account for the delivery of the Force's engagement responsibilities;
- g) The Commissioner and the Chief Constable will work to engage with the diverse communities of Gwent to ensure all have an opportunity to influence their policing service.

The Commissioner and Force have an annual engagement programme and the findings are captured in an end of year report which is used to inform the strategic planning process applicable to the Police and Crime Plan.

As this is a living document, it may be subject to change at any time. Further details are available on the Meetings and Engagement pages of the OPCC website <http://www.gwent.pcc.police.uk/engagement/> or on the Gwent Police website <https://www.gwent.police.uk/>

5. Methods of engagement

To ensure that engagement is meaningful and effective, an Engagement Toolkit has been created. This provides a range of options for officers and other staff involved in community engagement activity and takes into consideration the diverse engagement requirements of Gwent's communities. Further information on the engagement methods used is available at Appendix 4.

APPENDICES

Appendix 1: **National Principles of Public Engagement**

1. **Engagement is effectively designed to make a difference**
Engagement gives a real chance to influence policy, service design and delivery from an early stage.
2. **Encourage and enable everyone affected to be involved, if they so choose**
The people affected by an issue or change are included in opportunities to engage as an individual or as part of a group or community, with their views both respected and valued.
3. **Engagement is planned and delivered in a timely and appropriate way**
The engagement process is clear, communicated to everyone in a way that's easy to understand within a reasonable timescale, and the most suitable method/s for those involved is used.
4. **Work with relevant partner organisations**
Organisations should communicate with each other and work together wherever possible to ensure that people's time is used effectively and efficiently.
5. **The information provided will be jargon free, appropriate and understandable**
People are well placed to take part in the engagement process because they have easy access to relevant information that is tailored to meet their needs.
6. **Make it easier for people to take part**
People can engage easily because any barriers for different groups of people are identified and addressed.
7. **Enable people to take part effectively**
Engagement processes should try to develop the skills, knowledge and confidence of all participants.
8. **Engagement is given the right resources and support to be effective**
Appropriate training, guidance and support are provided to enable all participants to effectively engage, including both community participants and staff.
9. **People are told the impact of their contribution**
Timely feedback is given to all participants about the views they expressed and the decisions or actions taken as a result; methods and form of feedback should take account of participants' preferences.
10. **Learn and share lessons to improve the process of engagement**
People's experience of the process of engagement should be monitored and evaluated to measure its success in engaging people and the effectiveness of their participation; lessons should be shared and applied in future engagements.

APPENDIX 2: THE NATIONAL CHILDREN AND YOUNG PEOPLE'S PARTICIPATION STANDARDS FOR WALES

Having a Voice
Having a Choice

The National Children and Young People's Participation Standards for Wales

Participation means making a choice or having a say in decisions that affect you. It's about being involved in making choices and receiving a say about things that affect you. Having a voice and having a choice.



INFORMATION

This means:

- Information that is easy to understand for everyone
- Asking someone with you who knows what is going on and are up for it and about

We will:

- Ensure everyone has enough information to get properly involved
- Let you know what decisions you being involved will make
- Let you know who is going to listen and make changes


IT'S YOUR CHOICE

This means:

- You choose if you want to get involved or not
- You cannot be asked to do things that are important to you
- You choose when you do and how you do it

We will:

- Give you enough information and time to decide if this is something you want to do



NO DISCRIMINATION

This means:

- Children and young people are all different but you all have the same right to have a say about the things that matter to you
- We want everyone to feel welcome and be able to get involved if they want to be

We will:

- Challenge any discrimination
- Get in touch with children and young people in lots of different situations
- Let you involved in things you want to do


WE LISTEN

This means:

- Everyone has a chance to have a say your opinions are important and we will respect them

We will:

- Listen to your thoughts, views and experiences
- Take you seriously and treat you fairly
- Work with you to get something about the things you say us are important
- Work with you to bring change things for the better



YOU GET SOMETHING OUT OF IT

This means:

- We want you to enjoy and benefit from taking part
- We know that you have other things to do in your lives as well!
- Making sure that participating is a positive not a negative experience

We will:

- Work in safe, fun, and enjoyable ways
- Make the most of what you know
- Do positive things that build your confidence
- Work in friendly places that are easy for all young people to use
- Value and respect what you have to offer

FEEDBACK

This means:

- It's really important that you know what decisions you have made and how your ideas have been used

We will:

- Keep you up to date with what is happening
- Give feedback as soon as possible and in ways that are easy to understand for everyone



IMPROVING HOW WE WORK


This means:

- We want to learn and get better at the way we work with you

We will:

- Look at the way we work with you and how to improve it

- Ask you what has gone well and what needs to change
- Make sure your views make a difference to the way we make plans and decisions



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APPENDIX 3: OPCC AND GWENT POLICE COMMUNITY ENGAGEMENT STANDARDS

These are the minimum standards that you can expect from us when we are engaging with you to improve services for you or when we are finding out your views.

INFORMATION – We will

- Give you enough information and enough time to get involved if you want to.
- Let you know what difference you can make
- Give you information that is easy to understand
- Take care to keep your details confidential

RESPECT – We will

- Challenge all forms of discrimination
- Listen to your ideas, views and experiences
- Take you seriously and treat you fairly
- Respect your opinions

WHERE THERE IS AN OPPORTUNITY FOR YOU TO INFLUENCE – We will

- Promote the opportunity for you to contribute
- Work to let everyone have a chance to get their voice heard
- Work with you and our partners to recognise and consider the things you tell us are important or the things you feel we are doing well.
- Provide a range of opportunities and accessibility with a welcome environment to get involved
- Make opportunities for you to talk about issues you feel are important on a continuous basis
- Make the most of what you tell us

FEEDBACK – We will

- Let you know what difference you have made and how your ideas have been used.
- Keep you up to date with what is happening
- Give feedback as soon as possible and in ways that are easy to understand for everyone

CONSIDERING YOUR VIEWS – We will

- Ask you what we can do better and use your views to inform our work
- Work with you to help change things for the better
- Make sure your views are considered in decision-making
- Be honest with you about what can and cannot be changed
- Try to learn and improve the way we work with you.

APPENDIX 4: JOINT COMMUNITY ENGAGEMENT PROGRAMME

How and when and with whom we engage?

Activity Examples, Information Sources, Engagement Platforms, Feedback Mechanisms		
When	How	Who can access
Daily	Social media platforms such as Twitter, Facebook, You tube	Anyone with access to the internet via phones, tablets and computers
	Traditional media such as newspaper articles, press releases, TV and radio programmes	Anyone with access to internet, buys newspaper, listens / watches radio and/or TV
	Website communication	Anyone with access to the internet
	Contact with local police officers	People in the community
	Information on available victims services for victims of crime and ASB	Victims of crime who contact 'Connect Gwent' the victims Hub
Weekly	OWL and other community information updates	Anyone with access to OWL and/or other community updates via telephones or internet
Monthly	CSO surgeries in the community	Community members who wish to attend
	Complaints and compliments information	Anyone who contacts Gwent Police or the OPCC directly to request them
	Performance data	Anyone with access to the internet
Quarterly	Results from Gwent User Satisfaction Survey (received July, October, January and May)	Victims of certain crimes and incidents across Gwent
	Your Voice - Gwent Police engagement initiative which is delivered over a number of platforms to enable access	Residents of Gwent
	Regional Youth Forum	Young People of Gwent
	Crime Survey for England and Wales	Residents of Gwent
	HMIC reports on policing	Residents of Gwent

Annual	OPCC Annual Report	Anyone with access to the internet
	Precept Notice (policing part of council tax)	Residents of Gwent
	OPCC Engagement Report	Residents of Gwent
Ad Hoc	Results of project specific research covering a range of different aspects of policing	OPCC staff, Police Officers, police staff and service users
	Neighbourhood Watch	Residents of Gwent
	Crime Prevention Panels	Residents of Gwent
	Independent Advisory Group	Residents of Gwent
	Police volunteers such as Police Cadets, Independent Custody Visitors and Animal Welfare members	Residents of Gwent
	Public events hosted by the OPCC and Police	Residents of Gwent