

OFFICE OF POLICE & CRIME COMMISSIONER	
LEAD CHIEF OFFICER:	Chief Constable
TITLE:	Chief Constable's arrangements for engagement with local people
DATE:	5th June 2019
TIMING:	Annual
PURPOSE:	For monitoring
1.	<p><u>RECOMMENDATION</u></p> <p>This report is for monitoring the effectiveness and efficiency of the Chief Constable's arrangements for engagement of local people under section 1 (8) (e) of the Police Reform and Social Responsibility Act 2011.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>This report is submitted as requested by the OPCC at the Strategy and Performance Board in March 2019. Specifically, to,</p> <p>'Report on the Chief Constable's arrangements for engagement with local people'</p> <p>Further it has been clarified that it is required to provide information against the following two performance measures in the Police and Crime Plan:</p> <p>3.2 Our communities agree that they are being consulted and their voices are being heard</p> <p>3.3 Evidence that we are accessible to all and that we have listened to and responses to the views of our communities</p> <p>The document thus reports on the principal engagement activities of Gwent Police in terms of how we make ourselves accessible and responsive to our communities. Engagement in this context can be seen a two-way interaction or process or at the very least one where such two-way communication is possible. As such, it does not concern itself with activities, which could be described as simply the broadcasting or providing of information.</p> <p>This report provides an overview of the current community engagement structure which covers:</p> <ul style="list-style-type: none"> ● 'Your Voice' community consultation process and communications ● Community Assist ● PCC Police Community Fund ● Citizens In Policing: CPP's, Cadets, Volunteers, Mini-Police

- **Digital Services - Increased Visibility & Accessibility**
- **Community Action Days**
- **Community Groups & Charities**
- **Rural Crime Team and the Intervention and Prevention Department**
- **The Force Communications Suite**
- **The Social Media Desk**
- **Social Media generally**
- **The Gwent Police Website**
- **The Ride Along Scheme**
- **Positive Action Outreach Worker**
- **The Force Open Day**
- **The Cyber CSO**

Attached as an appendix is a document containing more detailed examples of the specific work undertaken at a practical level, in this case for the East LPA.

3. ISSUES FOR CONSIDERATION

'Your Voice'

The Chief Constable engagement requirements under the Police Reform and Social Responsibility Act 2011 (s.34), include:

- obtaining the views of people at neighbourhood level,
- regularly held local meetings for the public to engage with neighbourhood policing teams,
- Providing information to local people on how the Force are dealing with local crime and disorder.

In order to comply with this requirement, the 'Your Voice' process was introduced in April 2015 after a comprehensive review of the PACT process.

After several post implementation reviews the new process was rolled out over two, six monthly cycles that complimented the core neighbourhood policing principles of access, influence, intervention and answers.

In excess of 18,000 members of the community participated in electronic surveys of October 2017 and April 2018 within the 136 policing wards of Gwent. Action plans were created for each priority within Niche and the problem-solving model OSARA was applied.

Updates were ordinarily pushed via respective local policing teams' twitter

accounts, which continue to be well received as opposed to the slower updates that were placed on websites. Additional update platforms were undertaken via the monthly Inspector's Blog.

During September 2018, a review of Your Voice was undertaken utilising a series of internal and external surveys with CSO's and members of the public alike.

The internal survey results are outlined within the below link:

<https://www.surveymonkey.com/results/SM-KWJGMQV3L/#>



Officer
recommendations on

Summary

80% of CSOs stated that Your Voice was not so effective/not at all effective in identifying the most relevant issues in a community.

82% of CSOs stated that Your Voice was not so effective/not at all effective in representing all sections of the community

65% of CSOs stated that partner agencies rarely or never involved in the Your Voice process

It took an average of 7 minutes for a CSO to complete each Your Voice survey

87% of CSOs stated that completion of the Your Voice survey was not an effective use of their time in engaging with the community

73% of CSOs stated that they were not so confident / not at all confident in the technology used to capture and record survey information.

84% of CSOs stated that Your Voice was not so effective/not at all effective in providing feedback to all survey respondents

73% of CSOs stated that Your Voice was not so useful/not at all useful at solving community problems.

In October 2018, the Your Voice process was suspended whilst an alternative approach to community engagement and priority settings was determined. During this Interim period, each section continued to set localised priorities through traditional approaches, which included ward and community meetings, police surgeries and social media platforms.

Additionally, each of the 10 policing sections will now provide quarterly updates to their KINS, Councillors and communities through a bi-lingual newsletter. This will capture the force's response to community-determined priorities, in addition to forthcoming surgery dates and updates from Citizens in Policing, Cadets and Mini-Police around community engagement in the area.



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t_Update_Template_Ei

Community Assist

Many communities within Gwent are unfortunately blighted by low-level issues that have the potential to escalate to a stage where they have gained traction, causing community tension and unrest.

Traditionally, multi-agency responses did not always offer the community the immediate response they were looking for. Additionally, it also proved difficult in the past to convince communities that agencies were taking their problems seriously and working collaboratively in order to address them.

In 2018, Gwent Police created its inaugural 'Community Assist Pop-Up' scheme for the Caerphilly Borough, which encouraged any member agency to request the assistance of the scheme to address emerging community issues (Crime or ASB).

Communities were encouraged to bring problems to individual agencies whereupon responsibility fell on that agency to bring the matter to the community assist forum to determine if a community assist response was required or whether it could be dealt with via a single agency approach. This response demonstrated partner's desires to respond to the voice of the community and to offset potential community triggers.

Community Assist is community based. It has only been deployed on several occasions, but done so in a timely manner that has ensured increased engagement and greater success through early interventions.

The scheme was presented to Safer Gwent Group, which provides strategic direction to community safety across the 5 local authority areas of Gwent. Since that time, the scheme has been successfully rolled out to all areas and have been successfully deployed in Torfaen and Newport.



PCC's Police Community Fund & Positive Impact Fund

Since April 2018, the Community Fund has been created to support

organisations in some of the most disadvantaged areas in Gwent, particularly those that work with children and young people who may be in danger of entering the criminal justice system or have become victims. Fundamental to the success of these projects is the role of the local policing teams in engaging with organisations to achieve more meaningful and positive outcomes.

Within the previous 12 months, there have been a number of successful applicants and evidence of local policing teams actively working in partnership with agencies to increase accessibility for young persons.

The Healthy Relationships Programme, for example is an initiative aimed at raising awareness of healthy and un-healthy relationships for 14-25-year olds within the Torfaen area. It specifically focusses on current issues affecting young people today, including sexting, exploitation, domestic abuse, perception, stereotyping, pornography, organised crime and consent. It is predicted that in excess of 3000 young persons will be engaged within the project that will be rolled out to other areas within the force over the next 3 years.



The Positive Impact Fund is available to support localised initiatives, which can be proven to affect positively on local policing requirements and deliver against the priorities set out in the Police and Crime Plan. The fund has been well received and utilised by local teams throughout the force area, which provides greater opportunities for those more disadvantaged.

The funding allows greater accessibility for communities to their local policing teams

Examples are numerous but include instances where monies have been authorised for the purchase of presents that are delivered by police cadets to elderly patients in hospital over the Christmas period who have little or no family. Similarly, the fund was also utilised in allowing young children from a disadvantaged estate in Blaenau Gwent to travel to an Arts Exhibition in Bristol which actually showcased much of their work and ended up in many editorials including the 'New Yorker', 'The Guardian' and 'Vogue' (below)

news

"It's Called Ffasiwn" Is a Photography Exhibition That Challenges Assumptions About Status and Style



REPORT BY JESSICA GUY
ON 15 FEBRUARY 2017 AT 10:00 AM



"It's Called Ffasiwn"
Spring, Gwent, 2017
Photo © Gwent Police for 2017-18 and Gwent County Council. All rights reserved.

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Citizens in Policing

Throughout 2018, Gwent Police has continued to expand its focus around Citizens in Policing, particularly through engaging with young people and communities where there is greater disadvantage and vulnerability and need.

It has created a highly engaging, attractive journey for young people through Mini Police, Junior Cadets and Senior Cadets to ensure onwards accessibility into the police family.

There are currently more than 120 police cadets actively working with local policing teams in numerous communities within Gwent and the list of mini-police schemes in schools (aimed at 9 – 11 year olds) is growing steadily.

"Learning about caring, caring about learning!"

Why did we get involved?

- Incidents of crime on the local estate - drugs, theft, vandalism and knife crime. The feeling of a lack of connection with the police.
- Student perception of the police - they are there to lock you up, they have guns - not that they are here to help.
- To develop our students' character
- To help our students to learn by providing a service to the community
- To inspire and motivate our students
- To provide our students with career aspirations



The number of Crime Prevention Panels within Gwent has also increased from 8 with a further anticipated 6 panels being created during this period.

Increased Visibility & Accessibility

Gwent Police has undertaken collaboration with South Wales Police to formulate its Digital Services Division. Gwent Police have now completed its roll-out programme of new laptops and mobile phones to all front-line staff to ensure more time is spent in their respective communities which in turn enhances accessibility and engagement.

Community Action Days

Bespoke Partner Engagement Days continue to be implemented in identified less cohesive communities within Gwent. These initiatives are facilitated by the OPCC funded Gwent ASB Co-ordinator in conjunction with local policing teams and numerous partners to improve personal safety, raise awareness of public services and seeking to improve public confidence. The success of this approach has seen it implemented within Caerphilly, Torfaen and plans afoot for Newport and Blaenau Gwent.



Blaenavon
Community Engagem

Community Groups & Charities

There are examples of significant work being undertaken by local policing teams in conjunction with various community groups and charities to seek to transform communities and address local needs through the creation of partnerships involving statutory partners, volunteer groups and other organisations. There are several examples of this occurring throughout the force including Mutual Aid and Redeeming Our Communities (see below)



ROC_Conversation_
Blaenavon_report_v2

Rural Crime Team and Intervention and Prevention Department:

The Rural Crime Team met with the Farmers Union of Wales at an engagement event in Goytre on the evening of Thursday 28th February 2019. It was an opportunity to inform the FUW and its members of the newly formed RCT and was undertaken as a Q and A session. Further engagement and Crime Prevention Days are already being arranged for 2019.

A Rural Crime Stakeholder Group has been established which includes the National Farmers Union of Wales, Rural Officers from Each Local Authority, Natural Resource Wales, Bat and Nodger Conservation Groups. The RC Team meet with the stakeholder group on a quarterly basis.

In the last 12 months Gwent Police Intervention and Prevention Department together with the Neighbourhood Policing Teams have set up three Crime Prevention Panels in: -

1. Abergavenny
2. Magor and Undy
3. Pillgwenly.

The purpose of the Teams is to identify well-intentioned members of the Community to form alliances and partnerships between the Community and

NPTS in their specific areas. They work towards a resolute Constitution and all members are vetted. The members are provided with low level Crime Prevention training and other aspects. The Three newly formed CPP's work closely with other previously set up 7 CPP's, which are located across pan Gwent.

The Force Communications Suite:

The Force Communications Suite (FCS) offers a range of means by which the public can contact Gwent Police and receive an efficient and effective response. These includes options for the hearing impaired and for those who find voice communication difficult.

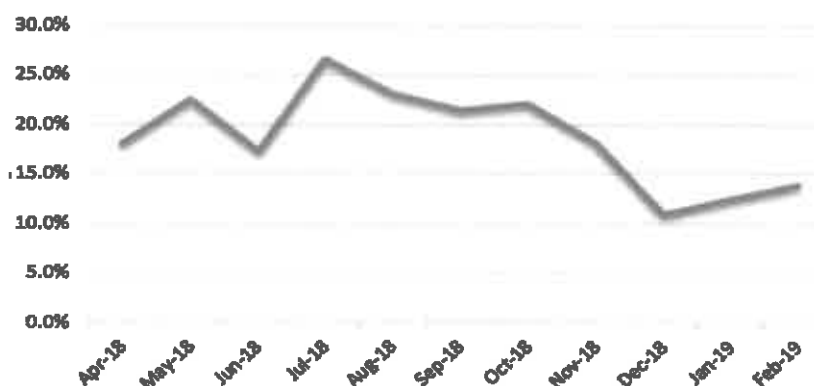
Telephone

Often seen as the traditional method by which people contact the police. There are three routes that a member of the public can contact us by telephone: 999, 101 or the switchboard.

75,241 999 calls were received between April 2018 and February 2019 (the last month when complete records are available at the time of writing). 100 % of these were answered.

202,593 101 calls were received over the same period of which on average 81.6 % were answered. The 'abandonment' rate average was thus 18.4% (5.6 % within the first 60 seconds). 'Abandonment' is when the caller terminates the call. Due to improved processes and staff, training this figure has increased from December 2018 to an average of 87.7 % calls answered / 12.3 % (4.4 % in the first 60 seconds) abandoned.

101 Abandonment Rate Over Time



The average time for these 101 calls to be answered was as follows:

Overall period (figures to nearest decimal place)

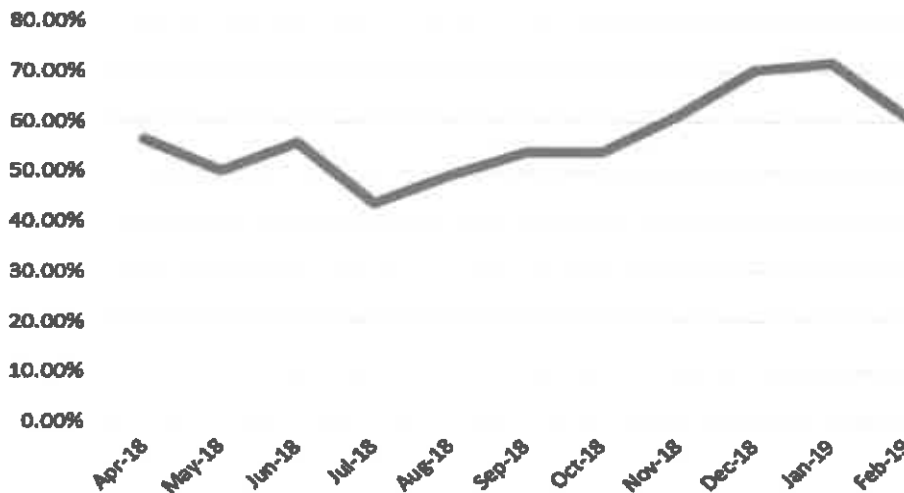
Less than 60 seconds	57 %
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61 – 180 seconds	7.6%
181 – 300 seconds	6.6 %
301 – 480 seconds	9.9 %
Greater than 481 seconds	18.8 %
Average wait to answer	2 minutes 31 seconds

Since December 2018

Less than 60 seconds	67.7 %
61 – 180 seconds	6.6 %
181 – 300 seconds	5.5 %
301 – 480 seconds	7.9 %
Greater than 481 seconds	12.3 %
Average wait to answer	1 minute 42 seconds

Answered Within 60 Seconds Over Time



74,363 calls were made to the switchboard over this period. On average 73.7% of these were answered, 36.3 % abandoned. Since December, these averages are 77.4 % and 32.6% respectively.

Of the 294,633 telephone calls answered between April 2018 and February 2019 on average 56.5% resulted in an incident being created. Of these 166,044 incidents, 41,785 were graded as Emergency Response, 41,122 Priority Response and 27,046 were Scheduled Response. 56,089 were resolved without an officer being deployed.

Text

For those in our communities who may have problems communicating by voice

or who may simply wish to take advantage of this method the FCS offer an SMS texting service for non-emergencies. Registering for this service is straightforward and done via a simple email supplying some basic details.

Social media

In December 2018, a Social Media Desk was introduced into the FCS to provide an additional contact channel. A joint initiative with the Corporate Communications Department this is available on a 24-hour basis, staffed by specifically selected members of the FCS Team who have received additional training. It utilises the main corporate Facebook and Twitter accounts in their English and Welsh Language versions.

For a full update, please see the separate section below.

Email

The Contact@gwent email account has been in place for many years now. It provides an alternative contact channel for those who do not necessarily wish to have a real time personal interaction with a member of the FCS and / or an immediate response to their request or query.

Deaf or hearing impaired options

Gwent Police is committed to ensuring that we are accessible to the members of our community who are deaf or have impaired hearing. The FCS offers two services in particular in relation to this.

Typetalk – a national provision via BT this enables contact in an emergency or non-emergency situations.

Signlive – this provides an on-line video interpreting service to British Sign Language users.

Non-English speaking options

Gwent Police offers all those contacting us via the FCS to have their communication in the Welsh Language if they prefer. If calling via 101 or the main switchboard number this is done, in the first instance, using an automated message and routing system. All staff have received training and guidance to facilitate this request.

All FCS staff have access to the Language Line telephone interpreter service should this be required to assist communication with a caller.

The Social Media Desk:

Social media is now a part of everyday life. For many people it has changed expectations of how and when they receive information and how they choose to interact with the world.

Within Gwent Police, social media is now established as a key contact and engagement channel and we have a significant on-line presence. Gwent Police

currently has almost 180,000 followers on its various social media accounts.

Launched in December 2018 the Social Media Desk was established to provide a 24-hour professional service for the communities of Gwent utilising the main corporate Facebook and Twitter accounts. It enables the public to contact the police at a time and place that suits them with the ability to 'Direct Message' allowing confidentiality. It is intended as an extra communication channel to compliment the more traditional methods already in use and provides an alternative for hard to reach groups or those that would not have otherwise engaged with us.

Specific training has been provided to all the Social Media Desk operators by the Corporate Communications Department who were also instrumental in developing the operational processes and guidance now in use.

In the first quarter that it has been in operation (December 2018 – February 2019):

- 24,771 inbound messages were received.
- Advice was provided on 2781 occasions.
- 838 incidents for deployment were created.
- 38 emergency incidents were created.
- 194 Intelligence logs were created.
- 122 crimes were recorded 'at source'.
- Social Media followers increased by more than 5000.

Everyone who contacts the Social Media Desk is offered a customer feedback survey as part of the final send-off message. Between 3rd December 2018 and 28th February 2019, 420 people completed this. Of these:

- 96% would use the service again.
- 95% rated the service as good and very good.
- 95% would recommend the service.
- 88% said their question had been answered.
- 24% would not have contacted us by other channels.

An example of particular note in the last category is a victim of domestic abuse that only contacted us because of the ability to do so confidentially via this route. Without the Social Media Desk is highly likely, we would not have been aware of their need for help and support.

The Social Media Desk has been recognised Nationally as being an example of good practice and Gwent Police has received a number of visits by the NPCC

National Social Media Project leads as they develop their national guidance.

Social Media Generally:

As noted previously Gwent Police has a significant online presence. We currently have 79 social media accounts. There are 7 principal corporate accounts comprising Facebook, Twitter, Instagram and You Tube. These have direct oversight from the Corporate Communications Department and/or the 24 hour Social Media Desk. Additionally, there are 72 individual, team or group Twitter accounts spread across the force. This number and the Gwent Police Social Media Strategy as a whole is currently being reviewed.

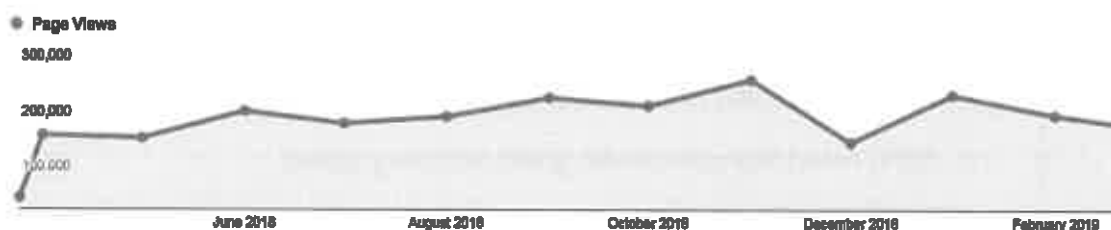
Gwent Police has invested in a single view social media management platform to enhance our ability to engage with our communities. The Corporate Communications Department provides training in this platform to all account holders / users as well as guidance on how to use social media effectively as an engagement tool.

The Gwent Police Website:

Maintained by members of the Corporate Communications Department, Gwent Police has provided the current force website since 2017. This provides information and advice to the public and is another means by which they can access our services or contact us.

Analysis completed for the period 25/03/18 – 25/03/19 looking at visits to the website reveals:

- There were 2.1 million page views of which almost 1.7million were 'unique views' – that is not repeat views of the same page by the same person. Usage of the website was fairly consistent with the exception of December 2018.



- The highest single page viewed other than the home page was the 'vacancies' page at 178,749 views (140,566 unique) followed by the 'latest-news' page with 52,709 (33,324 unique) and the 'caught and in court' page with 41,249 (28,765 unique).

The website is a means by which we can be accessible to anyone who has an on-line presence and provides information on how to contact Gwent Police. The 'Contact us' area is prominently displayed as one of the main headings on the home page. It provides five options to the visitor. Of these:

- The 'In a Non-Emergency & General Contact' page had the single

largest page views at 26,891 (23,770 unique). This page clearly gives details of how to contact Gwent Police by telephone, email or letter as well as social media information. It explains how British Sign Language users can access the SignLive service to assist them. In addition, via a link to the Force Control Room page, it explains how those with problems communicating by voice can use the SMS texting service for non-emergencies. Additionally, it provides direct links to SignLive as well some of our partner agencies and the Citizens Advice Bureau.

- The 'Your Opinion Counts – Your Voice Survey' page had 15,695 views (4242 unique). This allowed members of the public to inform Gwent Police regarding the priorities they wanted us to concentrate on. However, due to the Your Voice process being replaced (see separate section of this report) the link to this survey has now been removed. The 'Your Opinion Counts – Making a Complaint' and 'Complaint Form' pages had 4259 views (3516 unique). This provides information about the complaint process that is open to the public and the options available including the online form that can be completed and submitted from the website. The third option under 'Your Opinion Counts', the 'Rate our Service' page, which provides a link to a feedback survey, had 984 views (665 unique).
- The 'Do It Online' page had 6822 views (4884 unique). This provides direct links to other partners and services in connection with matters such as Crime Stoppers, reporting a noise nuisance as well as untaxed and abandoned vehicle.
- The 'Keep Updated Daily' page provides information on and links to the Gwent Police Facebook and Twitter accounts as well as Gwent Now. These had 4342 views (3636 unique).
- The 'In an Emergency' page had 1057 views (948 unique).

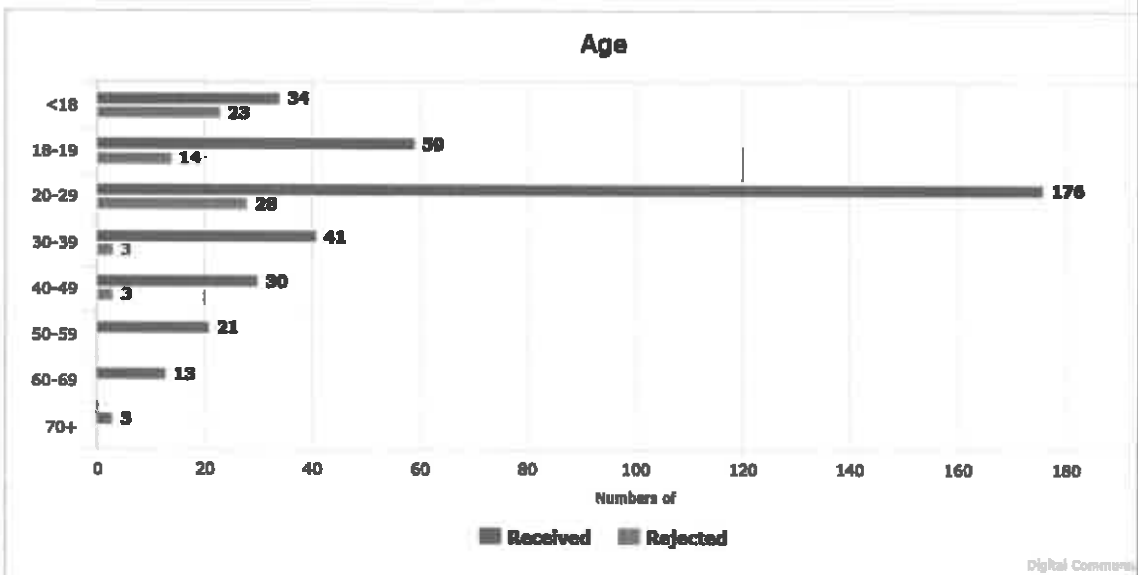
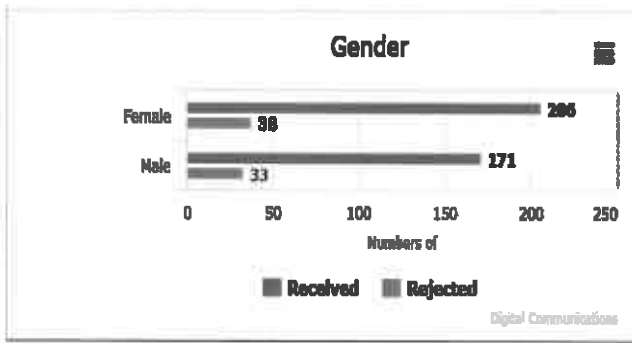
The website can be displayed in both Welsh and English with the option to choose either clearly displayed when you enter the site.

The Ride Along Scheme:

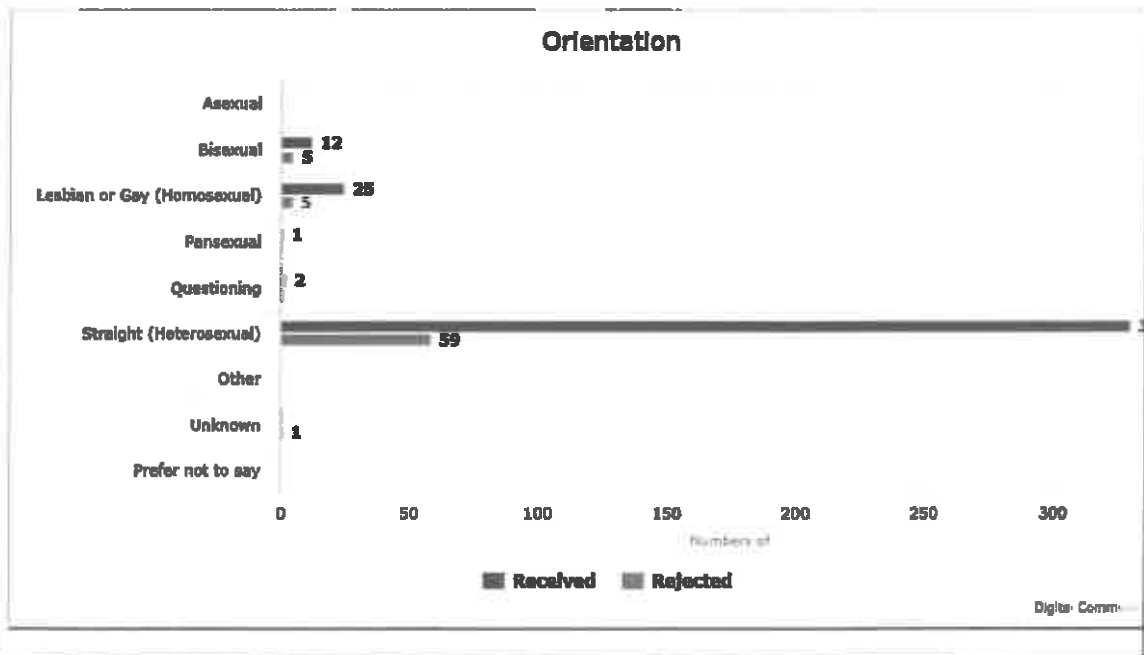
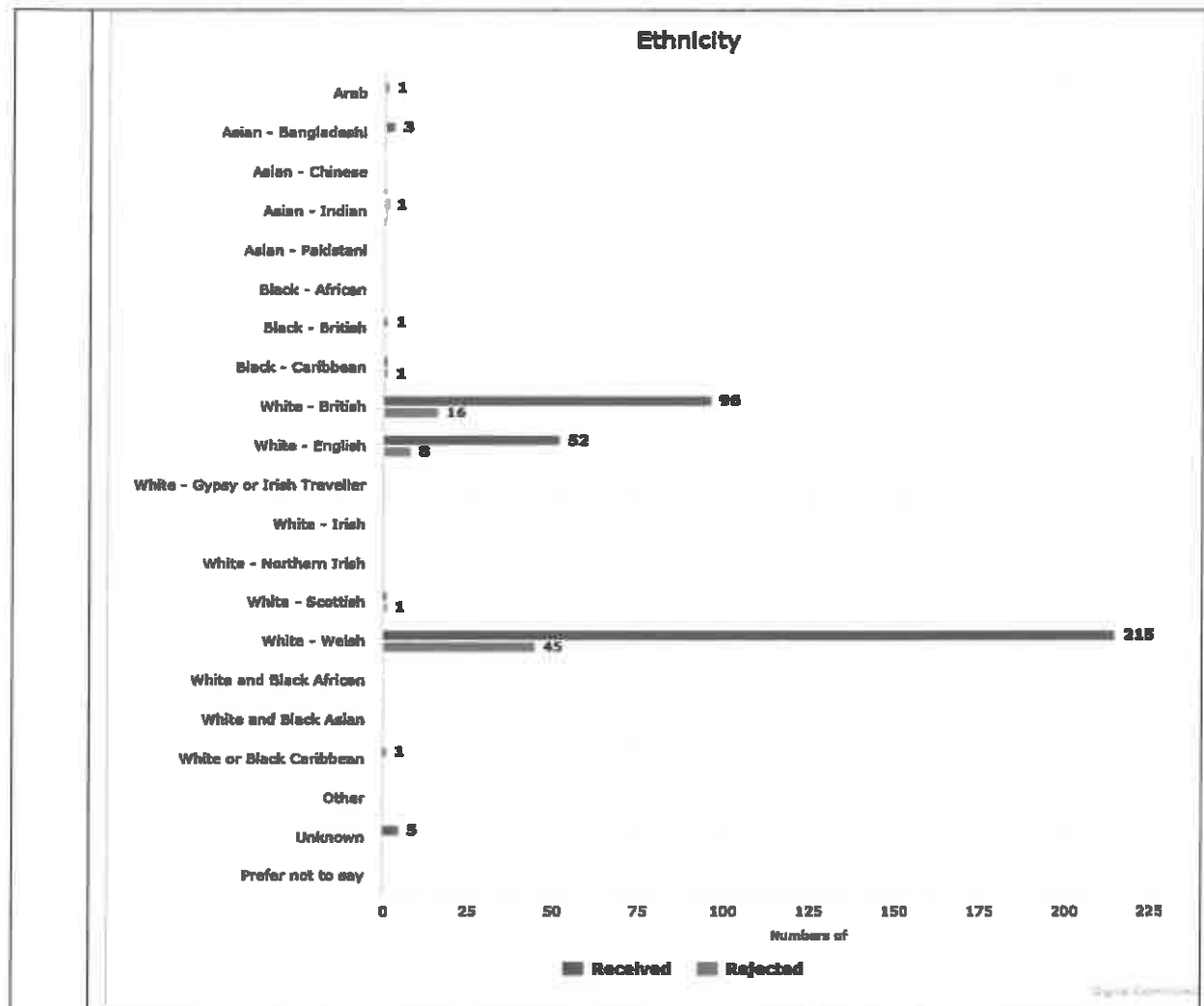
The Gwent Police Ride Along Scheme was introduced to enable members of the public to experience first-hand what officers deal with on a daily basis. It provides the opportunity to go out on patrol or visit the Force Communication Suite and observe how our officers and staff work.

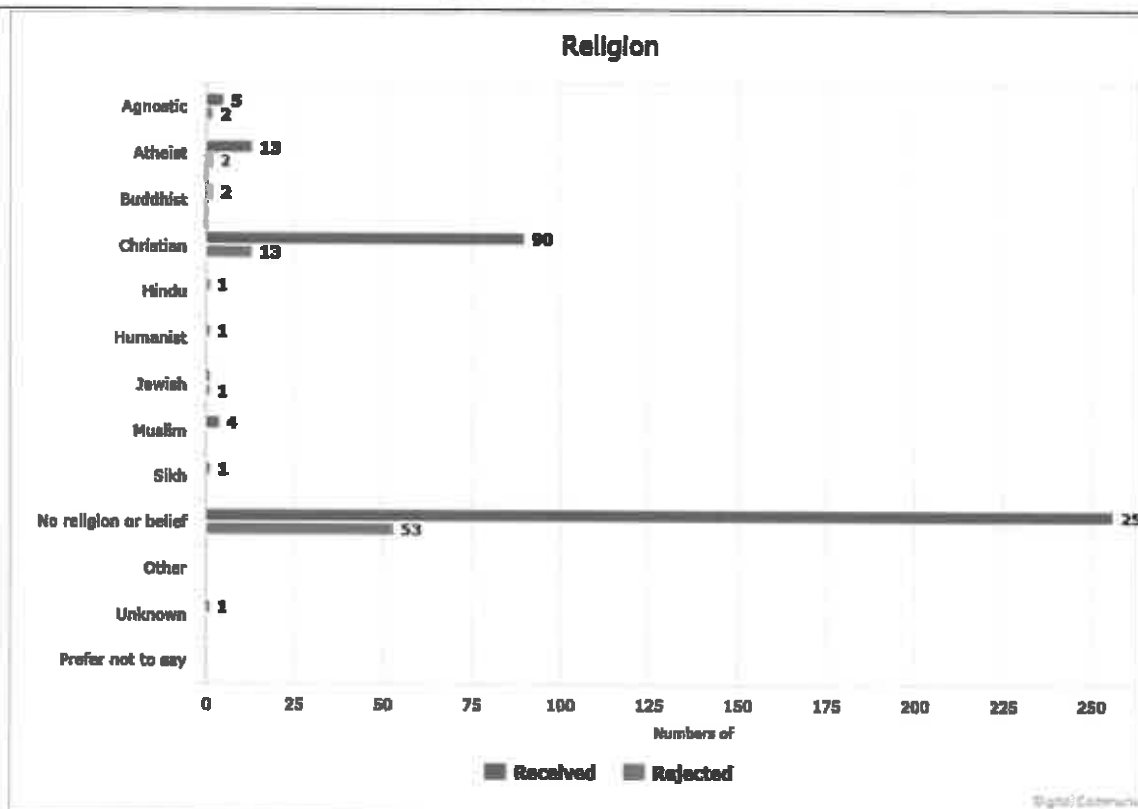
Due to the nature of policing, all applicants are vetted and as would be expected certain terms and conditions apply. This has resulted in some applications being rejected as unsuitable.

For the Financial Year 01/04/18 – 31/03/19 377 applications to participate in the scheme were received. Of these 71 were rejected. The breakdown of these applicants was:



(Please note that being over 18 is one of the normal terms and conditions. However, applications from 16 and 17 year olds were considered in certain circumstances).





Positive Action Outreach Worker:

Gwent Police has recently employed a Positive Action Outreach Worker who is responsible for raising awareness of employment opportunities within the Force amongst ethnic minority communities. However, their role extends beyond this and is aimed at progressing levels of trust and openness within our diverse communities generally.

Our Outreach Worker has been engaging with BAME elder's groups, places of worship, colleges, local authorities and sports clubs – featuring various age groups – to ensure that those parts of our communities which are underrepresented in the Force can make informed decisions when looking at Gwent Police as a career option.

A number of awareness sessions have been held in the Newport area with the next scheduled for May. These have progressed beyond just recruitment to also include other areas of concern to the community or the Force such as Stop & Search and the dangers of knife crime.

Age Alive is a weekly meeting with older members of the BAME community in Newport into which topics such as Cyber Crime awareness have been introduced.

Caribbean Heritage Cymru is a new initiative recently set up in the Newport area to reflect on and celebrate the community's black history and heritage. It is particularly aimed at young people to engage and inspire them on this topic.

The Force Open Day / 'Behind The Badge'

In 2018, Gwent Police re-introduced a Force Open Day. Held at Police Headquarters, this represents a great opportunity for members of the public to come, meet, and engage with officers and staff from across the organisation. Numerous stands and displays were available to explain and show case our work. It was a major success with well over 10,000 people attending and this year is due to be held on the 2nd June.

The Gwent Police 'Cyber CSO'.

Gwent Police has signed up to the All Wales Cyber Framework and employs a dedicated Community Support Officer (CSO) to assist in its delivery. Engagement is a key part of their cyber security and online safety work, which, by its very nature, requires them to be visible and accessible to the public.

Examples of her work over the last few months have included:

- Working with the local Crime Prevention Panel speaking to local residents in the Magor area.
- Hosting a stand at the five Gwent Safeguarding Forums at which approximately 600 people attended, building links with different support agencies.
- In the run up to Christmas, joining local Neighbourhood Officers engaging with shoppers at supermarkets throughout Gwent, raising awareness to help prevent the risk of online fraud. Also fraud and scam awareness events at several high street banks.
- Visiting schools in the Newport area talking about how to stay safe online.
- Raising awareness of scams and cybercrime to a local WI group with over 50 members.
- Joining the 'cyber-bus' as it toured around Gwent promoting cyber security to local businesses

4. NEXT STEPS

Post 'Your Voice' – a new approach to community engagement and priority setting

Having listened to the views of both the public and officers alike, Gwent Police have embarked on a new and exciting approach that will transform the way in which it engages and empowers communities. Notable changes will include:

- Significant reduction in priorities (no longer one priority per ward)
- Priorities based on threat, risk, harm, vulnerability or Organised Crime as determined by the local Policing Inspector

- **Hard to reach groups involved in process based on protected characteristics (promotes inclusivity and cohesion)**
- **Partners within each of the 5 local authority community safety hubs have been provided with OSARA training to assist in problem solving identified priorities/issues**
- **Members of the community will be part of the problem solving process alongside police and partners to ensure greater resilience within and empowerment to communities.**

The below document outlines the proposed process:



**Engagement and
Setting priorities temp**

The new engagement process was trialed within the Blaenau Gwent area during March 2018, whereby Gwent Police twitter followers were asked to complete an online survey to choose one priority from a list of priorities relevant to the area. Additionally, participants were also asked if they wished to be considered being part of the problem-solving process in resolving that issue with 28 residents confirming that they would assist police and partners in resolving localised issues.



**Blaenau Gwent Local
Priorities.docx**

Following further consultation with all sectional leads, rollout of this approach will take place before the end of April.


Members within our communities will have an opportunity to be consulted through a number of avenues, including social media and e-mail through more traditional approaches such as police surgeries and councillor ward meetings.

Local officers will provide updates to their communities in the form of:



- **Local twitter accounts**
- **Gwent Police Websites**
- **Inspectors Blogs**
- **Local surgeries**

Ensuring that we are accessible and responsive to our communities is the central focus of the Joint Communication and Engagement Strategy that we share with the Office of the Police and Crime Commissioner. The Delivery Plans for this and the closely associated Neighbourhood Policing Strategy will

	<p>ensure the activities described in this document get the attention they deserve. Effective engagement is an evolving process as lessons are learnt and new techniques and technologies emerge. Operational policies and procedures will continue to be reviewed and adapted as necessary.</p>
5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>There are elements of engagement that run through the actions and activities of officers and staff across Gwent Police every day. It is thus very difficult to quantify in financial terms.</p> <p>There are no areas of the LPA or individual department budgets identified as being classified for 'engagement'. The nearest category is the £8015 documented in the Corporate Communications budget for 'Promotional Materials'.</p> <p>The Social Media Desk is supported by 10 members of staff, which in reality required an uplift of 5 police staff on scale 5 when introduced on the 12-month pilot. Thus equates to £123,795.</p> <p>The 'Your Voice' review determined that approximately £30k per annum in CSO costs and 2,117 of CSO hours was spent inputting surveys alone. With the introduction of the new engagement priority setting approach, this cost has been eradicated.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>None identified specific to this document.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>Chief Constable</p> <p>Section 34 of the Police Reform and Social Responsibility Act 2011 places statutory duties on the Chief Constable to:</p> <ul style="list-style-type: none">• obtain the views of local communities on crime and disorder in their neighbourhood;• provide communities with information about policing in their neighbourhood; and• hold regular police and community meetings in local neighbourhoods.
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This report 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>As well as the legal risk of failing to comply with the statutory duty imposed under the Police Reform and Social Responsibility Act 2011 there is a clear reputational and public confidence risk should Gwent Police fail to engage successfully with its communities.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>No public interest issues.</p>
11.	<p><u>CONTACT OFFICER</u></p> <p>T/Inspector David Seymour</p>
12.	<p><u>ANNEXES</u></p> <div style="text-align: center;">  <p>Appendix 1 - Engagement example</p> </div>

For OPCC use only

<p>Office of the Chief Constable</p> <p>I confirm that the Chief Constable's arrangements for engagement with local people report has been discussed and approved at a formal Chief Officers' meeting. It is now forwarded to the OPCC for monitoring purposes.</p>	
Signature:	
Date:	07.05.19
<p>Police and Crime Commissioner for Gwent</p> <p>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.</p> <p>The above request has my approval.</p>	
Signature:	
Date:	6/6/19