

REPORT TO SOUTH YORKSHIRE POLICE AND CRIME PANEL

1.	Meeting:	Police & Crime Panel
2.	Date:	Friday 4 March 2016
3.	Title:	Police & Crime Commissioner's Public Engagement Activity
4.	Organisation:	Office of the Police & Crime Commissioner

5. Summary

The Panel received the Police and Crime Commissioner's ('PCC's') Engagement Strategy at its meeting on 16 October, where it was agreed that the Panel would receive six monthly updates on the delivery of the Strategy.

This report outlines engagement activity undertaken by the PCC over the last 12 months, and sets out where engagement will be focussing over the coming months.

6. Recommendations

It is recommended that the Police and Crime Panel note the contents of this report and the PCC's commitment to engagement activity.

7. Proposals and details

a) Background

The PCC is required to consult with the community, including victims of crime, to obtain views on policing and crime issues within South Yorkshire, and to assist with setting the annual budget and precept. This ensures that the community has the opportunity to participate fully in decisions that affect their lives and that their views are represented in setting local policing priorities and developing policing and crime services that make a difference to them. Successful engagement with our communities can also improve trust and confidence in the police and, in turn, increase the reporting of crime and incidents.

The Police and Crime Plan 2013/17 sets out one overarching goal: *that South Yorkshire is and feels a safe place in which to live, learn and work*. It places victims at the heart of the plan and our Engagement and Communications Strategy demonstrates how we will engage and communicate with victims and the wider community and stakeholders as a whole.

The PCC is supported by a small Engagement & Communications Team within the Office of the Police and Crime Commissioner ('OPCC') and communicating and engaging with the public and stakeholders is an essential role of the OPCC in order to understand their priorities and feed into the PCC's decision-making process.

The PCC also has a statutory duty to hold the Chief Constable to account on Force engagement activity with local communities.

The PCC undertakes many engagement duties as part of his role – both internally, within the Force, and externally with the general public, partner organisations and other stakeholders.

There are numerous ways in which we currently engage with the public (outlined in section 4.3 of the Engagement & Communications Strategy), and we will continually strive to seek out new ways of engaging and communicating with many different groups and sections of the community to ensure that our processes are as inclusive as possible. As part of this, we attend relevant events and public meetings throughout the year to speak with representatives of many of the diverse communities across South Yorkshire.

b) Our Commitment

The PCC's Engagement & Communications Strategy sets out how we involve the public and other stakeholders. We aim to:

- Be open, accessible, transparent, accountable and responsive.
- Gather views and involve the community in setting police and crime priorities and commissioning services.
- Inform the community of performance, how they have influenced priorities, how we hold South Yorkshire Police to account and how they can access services.

c) Our Objectives

Our commitment will be met through the delivery of our objectives:

- To develop and improve two-way communication between the PCC and the people and communities of South Yorkshire to ensure their views are heard and used to develop our priorities and policies and to inform our decision making processes and commissioning and funding decisions.
- To increase trust and confidence in, and awareness and understanding of, the PCC and role of the OPCC internally, across partners and across communities.
- Improve collaborative working with stakeholders.

d) How We Engage

The PCC embraces a fresh approach to engaging with local communities through attending existing groups and meetings, to speak with the public about issues of crime and disorder. This has replaced the former approach of holding surgeries and inviting the public to attend at a certain venue at a set time.

Many engagements are by invitation, but equally important are those where correspondence with the OPCC raise awareness of issues affecting certain areas or groups. In these cases, the OPCC actively seeks out opportunities where the PCC, and representatives of the OPCC, can speak directly with local communities.

Details of many of the PCCs engagements are sent out pro-actively to the media as press releases and, where appropriate, photo opportunities are arranged. These are also posted on the PCC website and on Twitter and Facebook.

e) Consultation

Police & Crime Plan

The focus of consultation over the summer months and early autumn focussed on priorities for the Police and Crime Plan for 2016/17. This was done face-to-face through attendance at events and meetings.

The public told us they would like to see more positive action (and results) taken by the Police and partners against incidents of anti-social behaviour (ASB) and nuisance neighbours.

There is a continued desire, especially for smaller, more rural communities, for a regular visible police presence.

Whilst the public recognise the cuts to policing and the need for smarter ways of working, they still demand a good service that is easily contactable and provides timely feedback.

Budget

In December 2015 and January 2016 a consultation exercise took place to seek the views of residents in South Yorkshire to an increase in the council tax precept. By 10p per week or £5 per year for council tax payers (3.37%).

This consultation took the form of an on-line survey which was promoted via the media, social media, the Federation of Small Businesses and our engagement database of around 5,000 contacts.

The results showed that 63% of respondents supported the increase and 37% opposed.

101 Contact Management System for Non-Urgent Reporting

In the coming months we will be looking to launch further public consultation around developing the 101 service. This will follow the procurement process to appoint a supplier of a new IT system to manage reporting.

This will enable us to establish what the public want and expect from a future service, including how they would like to report incidents - by phone/email/social media?

We will also be consulting internally with police officers and staff so that the new system supports the work that they do and takes into account their needs and the demands upon them and with public sector partners and voluntary agents to ensure that calls not police related can be directed to the correct service at the first opportunity.

f) The Police & Crime Commissioner's Diary

Details of the PCC's diary are now posted on our website:

<http://www.southyorkshire-pcc.gov.uk/About/Diary-of-the-PCC.aspx>

The details have been backdated to 1 January 2015. They are updated weekly.

As a snapshot, the PCC's engagement diary for the month of January is included at *Appendix 1*.

The table below groups the engagement activity over the last six months into:

- District-based visits and engagement specific to areas
- Internal Force and OPCC meetings and engagements
- Planned media interviews
- South Yorkshire-wide, regional and national engagements

PCC Engagements 1 August 2015 – 31 January 2016

District-Based				Force / OPCC	Media*	Force-wide, Regional & National
Barnsley	Doncaster	Rotherham	Sheffield			
14	13	13	32	102	19	85

*The media engagements listed are those that are pre-planned. Where matters have been reactive and at short notice, they have not always been listed in the PCC's diary.

g) Community Cohesion

In recent months, the PCC has been working with the Force and other partners to tackle issues of community cohesion across South Yorkshire, but particularly in Rotherham. This has involved organising and taking part in specific public engagement events within Rotherham to address issues of hate crime and confidence in the Force amongst minority communities.

h) Joint Engagement

We are developing the current Engagement Strategy in partnership with the Force's Corporate Communications Team to create a high-level Joint Community Engagement Strategy. This will set out the principles of how we community engagement can be taken forward together across South Yorkshire, maximising strengths and opportunities within both organisations to feed public views and opinion into the decision-making process, and ultimately into the Police and Crime Plan to set our priorities for the year ahead.

This will include the OPCC working closely with Inspectors from the Local Policing Teams to maximise joint opportunities for community engagement.

Both the OPCC and Force will produce individual action plans setting out how each will take forward community engagement and embed it within each organisation, and report back into the OPCC, to ensure all engagement can be captured and monitored as part of the PCC's duty to hold the Force to account for its public engagement.

This strategy will be brought back to a future meeting of the Police and Crime Panel, together with details of community engagement being undertaken by both the OPCC and the Force.

i) PACT Meetings

A full review of Partners & Communities Together ('PACT') meetings has taken place, and a set of recommendations has been agreed to improve the way these meetings work by re-branding them as Community Engagement Meetings and forging closer links with partner organisations to provide a more community-based focus.

Work around this is currently ongoing with the Local Policing Teams and will launch in April. In some areas, where PACT is working well there are no recommendations to change the current format, other than the name. In other areas, the existing PACTs may be merged with other established community meetings. This work will be publicised once structures are developed.

j) Recording Engagement

From 1 March, the OPCC Engagement & Communications Team will be formally recording and monitoring all engagement commitments in order to map out activity across the four districts.

Information captured here will be used to provide information for future reports to the Police and Crime Panel.

8. Finance

The Engagement & Communications Team has a budget of £48,000. This funds campaigns, website development, events and consultation.

9. Background Papers and Consultation

Attached to this report are:

Appendix 1 – PCC Diary for January 2016

The following documents were presented to the Police and Crime Panel at the meeting on 16 October 2015, and are available to view on the Police and Crime Panel website:

OPCC Engagement & Communications Strategy

Appendix 1 – Media Protocol

Appendix 2 – Consultation & Engagement Protocol

Appendix 3 – Social Media Strategy

10. Contact

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