

<b>For Information</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Strategic Resources and Performance Meeting</b>
<b>Date of Meeting:</b>	<b>11<sup>th</sup> September 2015</b>
<b>Report of:</b>	<b>ACC Torr</b>
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<b>Agenda Item:</b>	<b>07</b>

## Engagement & Consultation Monitoring, Analysis & Reporting

### 1. Purpose of the Report

- 1.1 To inform the Police and Crime Commissioner (PCC) on how the Chief Constable (CC) is discharging his statutory duty with regard to public engagement under Section 34 of the Police Reform and Responsibility Act 2011, specifically:
  1. How does the Force consult and engage with the public;
  2. What are the public and victims views about services;
  3. How satisfied are the public and victims about policing services; &
  4. What is being done to improve satisfaction?
- 1.2 To inform the PCC on how the Community Engagement Strategy is being reviewed under the Neighbourhood Policing work stream of the Delivering the Future (DTF) Project.
- 1.3 To provide performance information to the PCC in relation to confidence and satisfaction and other related data.

### 2. Recommendations

- 2.1 That the PCC notes the content of the report and associated documentation.
- 2.2 That the PCC notes how the CC is discharging the responsibility to engage under Section 34 of the Police Reform and Responsibility Act 2011.
- 2.3 That the PCC notes how performance is governed, monitored and driven through the various force level and business area level performance meetings.
- 2.4 That the PCC notes that community engagement is being reviewed under the Neighbourhood Policing work stream of the Delivering the Future (DTF)

Project and that this is linked to several other key areas that are developing community engagement approaches.

<b>3. Reasons for Recommendations</b>
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- 3.1 To ensure the PCC is informed on how the Chief Constable is discharging the responsibility under the 2011 Act.
- 3.2 To ensure the PCC is informed on how performance is monitored through Force and corporate processes and structures.
- 3.3 To ensure the PCC is fully sighted on how the Community Engagement Strategy is being reviewed alongside other key work streams.
- 3.4 To provide the PCC with data on Force performance regarding satisfaction and confidence.

<b>4. Summary of Key Points</b>
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- 4.1 Under the Police Report and Social Responsibility Act 2011 the below are the responsibilities of a Chief Officer of Police:

*Section 34 - Engagement with local people*

- 1. A chief officer of police must make arrangements for obtaining the views of persons within each neighbourhood in the relevant police area about crime and disorder in that neighbourhood.
  - 2. A chief officer of police must make arrangements for providing persons within each neighbourhood in the relevant police area with information about policing in that neighbourhood (including information about how policing in that neighbourhood is aimed at dealing with crime and disorder there).
  - 3. Arrangements under this section must provide for, or include arrangements for, the holding in each neighbourhood of regular meetings between:
    - (a) persons within that neighbourhood, and
    - (b) police officers with responsibility for supervising or carrying out policing in that neighbourhood.
  - 4. It is for a chief officer of police to determine what the neighbourhoods are in the relevant police area.
- 4.2 Nottinghamshire Police is divided in to Neighbourhood Policing areas and each has a Neighbourhood Policing team led by an Inspector. The neighbourhood areas are aligned to the City and District Council boundaries in order to work in partnership on the community safety agenda.

- 4.3 The internal governance is through ACC Torr with City and County Basic Command Unit (BCU) nominated leads.
- 4.4 The Force has a Neighbourhood Policing Strategy that is published on the website that articulates how communities will be engaged with. This is currently under review, as part of the Neighbourhood Policing Review under the DTF, but is still valid at this time.
- 4.5 A Neighbourhood Policing Review is underway, which includes a revision of the Neighbourhood Engagement Strategy. Nottinghamshire Police and staff from the Office of the Police and Crime Commissioner are working in partnership on the Strategy and are also developing strategies for community engagement.
- 4.6 The current processes for engaging with the community and obtaining views in relation to crime and disorder are as follows:-
- Each NPI area has a form of priority setting meeting that is advertised as a public meeting on the Force's website;
  - The Force has a method of obtaining information from the public through a survey form that is on the Force's website. Local area teams are expected to promote the use of this form and complete them on behalf of vulnerable people who may not be able to use the internet (see **Appendix A** for survey performance data);
  - Each neighbourhood area will have strong links to the community through schools, businesses, community groups (such as tenants and residents associations, Neighbourhood Watch), key stakeholder engagement (such as religious / faith leaders, elected members) in order to effectively engage and gather information from the public to inform operational planning. This list is not exhaustive as each area has a different demographic profile and stakeholder mix but engagement is a priority for Neighbourhood Policing Teams.
- 4.7 Partnership working is a key element of how the police engage with the public. Specialist teams within the local authority, for example the City Council Community Cohesion Team, work closely with the police to understand and enhance engagement with the public, reaching into communities where initial engagement may be difficult for the police.
- 4.8 Technology is being used to enhance community engagement, including the use of social media and a system called Neighbourhood Alert (see **Appendix A** for performance information). A new strategy on the use of digital technology to enhance engagement is being drafted and any interdependencies between it and the Neighbourhood Engagement Strategy will be identified.

- 4.9 Performance is managed through a variety of means in relation to confidence and satisfaction. **Appendix B** shows an extract from the BCU Operational Performance Review (OPR) meeting documentation which deals with satisfaction data, plus an extract screen from the confidence and satisfaction performance dashboard from the Force's intranet. **Appendix C** is an extract from the Force Performance and Insight Report and contains satisfaction and confidence data.
- 4.10 Performance is being driven through a variety of means. The new Victims' Code of Practice is aimed at ensuring victims are given a quality service. **Appendix D** is an extract from the County BCU OPR which details area performance. As can be seen from the slide contents, this is a priority area and is monitored through Force level performance meetings but is also monitored through the VOLT / performance meetings that are held each Monday and Friday morning. Satisfaction is driven through representatives of the Force contacting victims and carrying out survey questions that are aimed to determine satisfaction levels. A detailed report is provided to the BCUs which is used to highlight performance issues including dealing with individual officers who either underperform or consistently deal effectively with victims. This process has seen step changes in customer satisfaction performance.
- 4.11 Public confidence is monitored through the Performance and Insight Report and uses a variety of indicators. Confidence in reporting issues such as sexual offences and domestic violence (DV), plus confidence in how the police and local authority are dealing with the issues that matter to the community are some of these and from the report it can be noted that performance is improving. A key strand of work being undertaken is the 'confidence of the community in the use of police stop and search tactics' that is under national scrutiny. Processes have been embedded to monitor the use of powers / tactics and enhanced training provided in order to improve public confidence. A dedicated performance dashboard has also been introduced for supervisors to utilise to monitor and improve performance.

<b>5</b>	<b>Financial Implications and Budget Provision</b>
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- 5.1 No financial implications within this report.

<b>6</b>	<b>Human Resources Implications</b>
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- 6.1 No HR implications within this report.

<b>7</b>	<b>Equality Implications</b>
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- 7.1 No equality implications within this report.

<b>8</b>	<b>Risk Management</b>
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- 8.1 No risk identified within this report.

<b>9</b>	<b>Policy Implications and links to the Police and Crime Plan Priorities</b>
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- 9.1 No policy implications highlighted within this report but it should be noted that the Engagement Strategy is being reviewed and developed alongside the Neighbourhood Policing work stream of the Delivering the Future Project.

<b>10</b>	<b>Changes in Legislation or other Legal Considerations</b>
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- 10.1 None identified within this report.

<b>11</b>	<b>Details of outcome of consultation</b>
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- 11.1 Not applicable for this report.

<b>12.</b>	<b>Appendices</b>
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- 12.1 Appendix A – performance data re surveys

Appendix B – extract from Nottinghamshire Police Operational Performance Review performance data

Appendix C – extract from Nottinghamshire Police Performance and Insight Report

Appendix D – extract from Nottinghamshire Police County BCU Operational Performance Review