

Item 5



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Police and Crime
Commissioner
for Warwickshire

Consultation & Engagement Strategy 2016-2021

Report on progress during 2017/18

March 2018

1. Introduction

The Police and Crime Commissioner (PCC) presented his Draft Consultation and Engagement Strategy to the Warwickshire Police and Crime Panel on 3 February 2017 and it was subsequently published in final form later that month. At the Panel meeting, it was explained that a yearly programme of work had been identified and that the strategy would be refreshed annually.

The purpose of this report is to provide the Panel with information about progress against delivery of strategy during 2017/18 and to inform members of the programme of work for the year ahead through the refreshed version of the strategy.

2. Progress updates

The strategy sets out a vision to give communities a strong voice in order to develop a safer, more secure Warwickshire and improve trust and confidence in policing.

The strategic vision is divided into three parts:-

- Keeping communities and key stakeholders informed;
- Consulting with communities and key stakeholders;
- Involving and empowering communities and key stakeholders.

Accordingly, this report will adopt the same format to update on progress in each area.

2.1 Keeping communities and key stakeholders informed

Vision: The Commissioner is committed to ensuring that communities and victims are kept informed and updated on the crime and community safety matters that affect them. Ensuring that the Commissioner's role and the work carried out by the OPCC are understood and disseminated widely to the public and other key stakeholders is a key aim.

Areas of focus for OPCC during 2017/18:-

Objective: Re-launch OPCC website with refreshed content, reflecting the new Police and Crime Plan and with a mobile-first design.

Progress update: A comprehensive refresh of the OPCC website went live in February 2018, which an enhanced design to the latest mobile device-friendly web standards, with the aim of providing a more engaging insight into the work of the Commissioner, as well as enabling easier updates by OPCC staff.

Design work was undertaken by the OPCC's contracted web supplier, using a modified version of site templates which had already been successfully implemented by the West Mercia and Cumbria PCC's offices.

Migration of content to the new site was undertaken entirely by the OPCC's Head of Media and Communications, in order to keep expenditure minimal. An initial timeframe of having this work completed by Q2 of 2017/18 proved unrealistic due to other time commitments and a realisation that more extensive content re-writing would be desirable in order to better showcase the work of the Commissioner and the office to the public. This had knock-on implications for some of the other areas for focus for the year, as detailed below.

The new site streamlines and simplifies the mechanisms for contacting the OPCC through the website and also places much greater emphasis on the Police and Crime Plan and the work being undertaken to deliver it. There is also greater showcasing of photographic and video content relating to this work.

The new site also includes an improved Freedom of Information Publication Scheme section, which collates the specified categories of published information in a single section. This makes it easier for the public to find the information published and to hold the office to account to ensure we are meeting our statutory obligations.

The website was reviewed in December 2017 by CoPaCC, an independent organisation established shortly after the first Police and Crime Commissioner (PCC) elections in November 2012 to monitor policing governance in England and Wales. Although this related to the information on the previous website (which has been migrated to the new in full), the feedback given by CoPaCC during past reviews was used during the formulation of the new website. In January 2018 it was confirmed that the OPCC had been awarded a CoPaCC Quality Mark for Transparency, the third year in succession that this has been achieved.

Objective: Introduce a quarterly newsletter for partners to explain progress in delivering the Police and Crime Plan.

Progress update: Due to the overrun of the website redevelopment, work to progress this has only just begun in Q4 of 2017/18 and will need to be carried forward to Q1 2018/19. The update email will provide partners with a snapshot of the activity being undertaken in each policy area by the OPCC on a quarterly basis. This will in turn be used to help continue to populate the Police and Crime Plan pages of the website on an ongoing basis.

Objective: Enhance the content for social media channels, with increased input from all OPCC staff and better use of video and photography.

Progress update: The Head of Media and Communications has undertaken training in relation to video production, jointly with counterparts at West Mercia OPCC. This was specifically developed with the creation of content for social media in mind. Since this time, eight videos have been produced, showcasing a range of the organisations funded through the grant scheme, rural crime prevention initiatives and progress in the development of the new force Operational Communications Centre. Additionally, the Commissioner has supported partner video production for the launch of the Stop Hate Now website and this has also been shared on social media.

Full training for social media updating by OPCC staff has not been fully implemented due to delays in receiving work mobile devices and pending the filling of staff vacancies. Now that the policy officer cadre is back to full strength, this can be revisited during 2017/18.

Social media accounts continued to develop during 2017/18, with growth in the number of followers and engaged users across all platforms. Social media has also continued to be an important activity of the PCC-funded cyber, business and rural crime advisors, with similar growth experienced in users, as outlined in the OPCC Delivery Plan updates.

In addition to the above, other mechanisms for informing communities and stakeholders were maintained as business as usual. This includes the issuing of 63 media releases (to date), which have resulted in 184 articles in local, regional and national newspapers, magazines and websites and 17 broadcast interviews.

The PCC newsletter has shown continued growth during the year and the Head of Media and Communications now also has direct access to the Warwickshire Police Community Messaging System in order to issue updates from the Commissioner.

Formal publications published during the year included the Annual Report, Council Tax leaflet and Victims and Witnesses Charter, which can all be found at: <https://www.warwickshire-pcc.gov.uk/key-information/our-publications/>

Reports to the Police and Crime Panel, minutes of the 'holding to account' meetings between the Commissioner and Chief Constable, as well as delivery plan updates, force performance figures and reports to the Police and Crime Panel were also all published on the OPCC website.

Areas of focus for OPCC during 2018/19:

For the reasons outlined above, several objectives from 2017/18 have had to be carried over into 2018/19. The revised areas of focus will therefore be:-

- 1. Continued development of fresh content on the OPCC website, including ensuring compliance with the General Data Protection Regulations.**
- 2. Introduce a quarterly newsletter for partners to explain progress in delivering the Police and Crime Plan;**
- 3. Enhance the content for social media channels, with increased input from all OPCC staff and better use of video and photography.**

2.2 Consulting with communities and key stakeholders

Vision: The Commissioner will ensure local communities are consulted on and have an influence over the services they receive and the strategic decisions that affect them.

Areas of focus for OPCC during 2017/18:-

Objective: Delivery of consultations on the Police and Crime Plan and Police Precept.

Progress update: Consultations were delivered on both the Police and Crime Plan (during 2016/17) and the Precepts in both years. Formal reports have already been provided to the Panel with regards to each of these consultations, with full details of the methodology and results published on the OPCC website at <https://www.warwickshire-pcc.gov.uk/news-media/public-consultations/>

Objective: Working with regional colleagues to deliver the annual cyber-crime survey. Analyse the Warwickshire results and use the data to drive local work around the identified issues and regional collaboration to tackle cyber-crime.

Progress update: The survey was coordinated by the Warwickshire Insight Service and conducted from October-December 2016, with people asked to share their experiences of online crime through a series of questions.

The survey sought to examine how the picture has changed across Warwickshire over the past 12 months and whether residents are more aware of the dangers that can be posed online and the things that they are able to do to minimise these risks.

The survey also ran across West Mercia, West Midlands and Staffordshire policing areas to allow as assessment of the scale of the problem across a wider region. It should be noted that, despite having the smallest population area of the four regions, Warwickshire's version of the survey received the most responses (1,001).

The key findings from the survey suggested that:

- At least £8.8 million has been lost by Warwickshire adults as a result of cyber crime.
- There have been nearly 15,000 successful phishing scams in the last 12 months.
- 9,900 residents have been victim of identity fraud.
- 30,000 have fallen victim to a virus or malware based attack.
- There have been over 6,000 online hate crimes.
- 5,500 have been a victim of an online romance scam.
- 12% of residents are not confident that they know how to protect themselves online.
- 59% feel at risk online.

The full results were presented in June 2017 at the launch of the PCC-funded Cyber Safe Warwickshire website. The full headline analysis report is available on the OPCC website, also at <https://www.warwickshire-pcc.gov.uk/news-media/public-consultations/>. The Cyber Crime Advisors have been using the results of the consultation to inform their workplan accordingly.

Areas of focus for OPCC during 2018/19

The results of both cyber crime surveys (the local 2015 survey and the regional 2016/17 survey) showed broad similarities and there is therefore no appetite to repeat the survey, locally or regionally, in 2018/19. This objective has therefore been removed from the areas of focus in the revised strategy. A business crime survey will however be conducted once the vacant business crime advisor post has been filled.

The precept consultation survey will be conducted in late 2017. The greater certainty over police funding arrangements for 2019/20 mean that this can be run over an extended period, allowing for greater targeting and promotion. The panel have been invited to work with the OPCC in the formulation of this consultation. The revised areas of focus are therefore:-

- 1. Delivery of consultations on the Police Precept for 2019/20 and business crime.**
- 2. Analyse the results of the business crime survey and use the data to drive local work around the identified issues and to tackle business crime.**

2.3 Involving and empowering communities and key stakeholders

Vision: The Commissioner is committed to involving communities and service users in shaping local services and putting their voices at the heart of delivery. By empowering and enabling citizens to take action, together we can make our streets, homes and businesses safer.

The PCC has been engaging, presenting and attending a wide range of events with both the public and key stakeholders. The PCC regularly receives request from a range of groups to present his role, participate in discussions and answer questions. Where possible and practical the PCC or his deputy attends these formal and informal events to engage with the public and community. In addition to the work detailed below the PCC, the DPCC and the OPCC actively engage with key stakeholders on a regular basis, supporting, influencing and assisting to develop new approaches to address local concerns and issues.

The PCC and his office are limited by capacity and priorities to what they can attend and effectively support. As a result the PCC and/ or his office are not always in a position to support all requests received from both the public and key stakeholders. The PCC, DPCC and/ or his office regular attend and or organise;

- The Independent Custody Visitor Scheme meetings North, South & Alliance wide,
- Independent Trust, Integrity and Ethics Committee,
- Hate Incident Partnerships,
- Citizens' Academies,
- Police Cadets,
- Citizen's in policing Alliance meetings including Police Support Volunteers, Special Constabulary,
- Youth Parliament,
- Children in Care Council,
- Blue lights services collaboration,
- Community safety partnerships,
- Criminal justice agencies meetings.

Please note this is not an exhaustive list of meetings attended.

Areas of focus for OPCC during 2017/18:-

Objective: Development of Citizens Panels to ensure feedback and input can be gathered from under-represented groups and the seldom heard, on a range of relevant topic areas;

Progress update: This has not been developed as planned in 2017-18 for several reasons including the lack of capacity within the OPCC to develop the PCC's own Citizens panel. As a result the PCC has discussed maximising the potential opportunities that exist within existing groups that would enable the PCC to develop a feedback and input mechanism for the Police and Crime Plan. The PCC believes this is an important area of work and intends to further these discussions next year, by working with an existing group which could provide the PCC with feedback and input on a range of relevant topic areas, while ensuring the views of under-represented groups and the seldom heard group's are included.

Objective: Establishing and promoting dedicated engagement opportunities for the Commissioner.

Progress Update: Since his term of office commenced the PCC has attend a wide range of engagement opportunities in the community, with specific service user groups, open public engagement and stakeholder groups. The PCP is requested to note the size and capacity of the OPCC is limited, therefore it is vital to ensure each engagement is beneficial to all. Table 1 details the community engagement that the PCC and DPCC have conducted since his term of office commenced. All events enabled the PCC and/ or DPCC to engage with members of the public. It does not include the engagement the OPCC does on behalf of the PCC.

| Communities PCC and or DPCC has engaged with. | Groups/ locations engaged with. | Planned activity March 2018 onwards- As confirmed to date. |
|---|---------------------------------|--|
|---|---------------------------------|--|

| Communities PCC and or DPCC has engaged with. | Groups/ locations engaged with. | Planned activity March 2018 onwards- As confirmed to date. |
|---|--|--|
| Faith groups | Leamington Mosque Nuneaton Mosque Faith and Inclusion conference Gurdwara celebrations Dashain Festival- Nepalese community | Meeting with SHAWL and Sikh council UK March 2018 |
| Gypsy and travellers | Site visits to permanent & unauthorised sites Kenilworth Horse fair | |
| Veterans | The veterans contact point The military covenant | |
| Rural communities <i>Most events are open access public events that were promoted in the locality and press where appropriate.</i> | <p>Northern events-</p> <ul style="list-style-type: none"> -Furnace End -Rugby -Whitacre Show -Willoughby -Fillongley <p>Southern events</p> <ul style="list-style-type: none"> -Southern district NFU "special" meeting - Residents/ victims farm/ site visit (closed visit) -Personal meetings with 3 victims of rural crime (closed meeting) - Kenilworth show - Meeting with NFU and CLA representing their members issues (closed meeting). | Ongoing events as organised by the rural crime coordinators. |
| Young people | <p>Cadets- 6 sessions- including welcome ceremonies, passing out parades, evening sessions on PCC awareness.</p> <p>Youth Parliament-5 sessions including election results, 1 formal session with the PCC each year, involvement with debating/ other events they hold.</p> <p>Youth Academy- annual Police led weekend funded by PCC. PCC has attended both session during his time in office.</p> <p>The DPCC has also represented the PCC at the "great debate" Etone college.</p> | <p>Cadets- attendance each year at welcome ceremonies, passing out parades, evening sessions on PCC awareness.</p> <p>Youth Parliament and CICC- The PCC aims to attend 1 formal evening session with both groups as invited by their lead officers. The PCC also attends their election results and other events as he can support. Planned upcoming event with mental health awareness day- March 2018.</p> <p>Youth Academy- Scheduled for Oct 2018.</p> <p>Avon valley school- March 2018, Schools creative writing competition Summer 2018.</p> |
| Topic based engagement | Community Speedwatch development x2 Cyber-safe Warwickshire website launch 2017 | Reaching out to communities- Rugby tbc |

| Communities PCC and or DPCC has engaged with. | Groups/ locations engaged with. | Planned activity March 2018 onwards- As confirmed to date. |
|--|--|--|
| | Reaching out to communities- Bedworth WCC Citizens academy The DPCC has also represented the PCC at the CAVA AGM, Federation of small businesses. | |
| Conferences where the PCC has presented- locally | Serious and Organised Crime and vulnerability event CSE Training TAPSPG conference x 2 WALC AGM | Vulnerability event Problem solving event. TAPSPG |
| Offenders | Visits to prisons x3 | |
| Community forums | North Warwickshire East Warwick rural West Coleshill Kenilworth Southam (More were planned but cancelled due to lack of attendees/ agenda items). | A further 3 have been agreed during March- Sep 18. Requests are being sent out to the remaining active forums to schedule in future dates. |
| Parish Council meetings | 21 different meetings | A further 1 has been agreed to date. If a parish council requests the PCC attend they are now being requested to try and combine their meetings with neighbouring parishes to ensure an audience of 40 or more residents. |
| Citizen academies | Formal presentation and graduation ceremony for each citizen academy North and South. 3 since start of term of office. | A further one is scheduled for summer 2018. |
| Grant funded projects | 28 separate visits to PCC funded grant projects to attend sessions, AGM's, presentation events. DPCC has attended a further 6 visits. | Plans to visit all successful applicants during 2018-19. |
| Open access public events | | Minimum of 1 per district planned during 2018.- See below for more details |
| Volunteers in policing | IAG's- x 2 ICV's x 3 | Citizens in policing volunteers weekend- June 2018 |
| Individual meetings with the public. | 21 meetings, with 25 members of the public in regards to specific concerns they have raised | As requested. |

Table 1 : PCC community engagement activity.

Objective: Continuing to organise regular engagement days at police stations and bases, enabling the Commissioner to meet officers, staff and partners.

Progress update: There is an ongoing schedule of engagement at each station and base across Warwickshire. The plan is approved with the Warwickshire command

team and the feedback from officers and staff is addressed via the Chief Constable meeting if appropriate to do so.

Objective: Launch and monitor the Commissioner's Grants Scheme for applications for 2017/18.

Progress update: 2017-18 grants were launched in November 2017 at the TAPSPG (Third and Public Sector Partnership Group) conference- where the third sector is fully represented. All applicants were informed of the outcome of their application by March 2017. Grants were awarded in April 2017 all successful applicants were invited to a briefing held by the PCC and OPCC in April 2017. The PCC and DPCC have made 34 separate visits to successful applicants.

The grant process for 2018-19 is currently underway. Four of the grant pots were launched in November 2018. All applicants will be informed of the outcome of their application by the end of March 2018. The OPCC aims to award grants and deliver a briefing session to successful applicants in April 2018. The PCC and/ or DPCC plan to visit each successful applicant during the grant award.

During the last year significant work has been undertaken to develop a commissioning approach for several key work areas. Support services for victims, child sexual exploitation (CSE) and sexual violence are currently undergoing an independent needs assessments. The need assessment has included public and stakeholder consultation to ensure the needs assessment is informed and reflective of Warwickshire's needs. The PCC aims to commission support services for victims and drug and alcohol for criminal justice clients from April 2019 and aims to commission CSE and sexual violence service from autumn 2019. A range of stakeholder, community and service user's events will be held throughout the development of the commissioning process.

The PCC has also committed to awarding in principal grants to key stakeholders which address specific aspects of the Police and Crime Plan. These in principal awards have, depending on the annual settlement, been awarded for the remainder of the PCC's term of office and include:

- CSP Analysts 1.5FTE
- 2x Rural Crime Co-ordinators;
- 1x Business crime adviser;
- 2x Cyber crime advisers;
- 2x Trading standards Cyber crime investigators;
- Contribution towards the ECINS co-ordinator;
- 1x PREVENT officer;
- 1x National Probation Service Domestic abuse administrator.

Areas of focus for OPCC during 2018/19:-

- 1. Explore and develop opportunities with existing group/s to provide the PCC with feedback and input on a range of relevant topic areas, while ensuring the views of under-represented groups and the seldom heard groups are included.**

2. Establishing and promoting dedicated engagement opportunities for the Commissioner.

Planned approach: The OPCC is working with partners to identify appropriate engagement opportunities for the PCC, DPCC and the OPCC at free, open access events where the PCC and his staff can engage with members of the public using the forms below to understand:

- a. how safe residents feel,
- b. what they think would make them safer,
- c. what the issues are in their community,
- d. if they would like to receive the monthly newsletter.

The forms were trialled last year and adapted in response to residents answers. The feedback can be used to help inform the precept consultation, the police and crime plan refresh and discussions with local partners regarding best use of resources to address local concerns.

Tell me what you think.

Where do you live?

On a scale of 1-5 how safe do you feel in Warwickshire?
1 Not safe 5 Very safe

What could the police or other agencies do to make you feel safer?
.....

What are the biggest issues in your community that you feel need to be addressed?

Would you like to be kept updated on the work I am doing to create a safer, more secure Warwickshire? If yes, please provide a contact email:
.....

Philip Seccombe
Police and Crime
Commissioner
for Warwickshire

“A safer, more secure Warwickshire”

A range of potential engagement opportunities are being identified and may include:

- North Warwickshire – Big day out Coleshill 10th June, Mancetter 23rd September
- Rugby- Our Rugby Our Future events
- Warwick District- The Peace festival 16-17th June, Pride Saturday 18th August,

All panel members are requested to consider and share other opportunities in their areas which would provide suitable engagement opportunities.

3. **Continuing to organise regular engagement days at police stations and bases, enabling the Commissioner to meet officers, staff and partners.**
4. **Monitor the Commissioner’s Grants Scheme for 2018/19 and develop, engage and build a market place for commissioned support services addressing the needs of:**
 - victims,

- **drug and alcohol criminal justice clients,**
- **sexual violence,**
- **child sexual exploitation.**

3. Refreshed strategy

In line with the reports above on progress towards achieving the objectives, the strategy has been refreshed with new areas of focus for 2018/19 and to reflect the amendments required as a result of the above updates. This is provided as a separate appendix item.

March 2018

Neil Tipton, Head of Media and Communications.

Cheryl Bridges, Policy and Research Officer- Grants, Commissioning and Engagement.