

<b>For Consideration</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Police and Crime Panel</b>
<b>Date of Meeting:</b>	<b>20 April 2015</b>
<b>Report of:</b>	<b>The Police and Crime Commissioner</b>
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<b>Agenda Item:</b>	<b>9</b>

\*If Non Public, please state under which category number from the guidance in the space provided.

## **Nottinghamshire Police and Crime Commissioner's Consultation and Engagement Report**

### **1. Purpose of the Report**

- 1.1 The purpose of this report is to provide the Police and Crime Panel with an overview of the Police and Crime Commissioner's (the Commissioner's) consultation and engagement activities on budget proposals and shaping the policing priorities which have informed the Police and Crime Needs Assessment and the refreshing of the Police and Crime Plan 2015-18.
- 1.2 The Commissioner has set out his approach to consultation and engagement in his strategy "...giving victims and citizens a bigger voice in policing to achieve a safer Nottingham and Nottinghamshire.<sup>1</sup>
- 1.3 The current challenges of less money across public services, changing demands and demographics, technology transforming almost all aspects of life, raised public expectations and changed behaviour about the way services are accessed and consumed, has created the need to refresh our approach to informing and involving the community, other interested individuals and groups to shape police and crime services to build better and safer neighbourhoods. The Commissioner will launch his refreshed Consultation and Engagement Strategy in the summer, which will be underpinned by a Charter and multi-agency action plan.

### **2. Recommendations**

- 2.1 That the Police and Crime Panel discuss and note the Nottinghamshire Police and Crime engagement and consultation activities which have informed the Police and Crime Needs Assessment and prioritisation of policing and community safety in the refreshed Police and Crime Plan 2015-18.

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<sup>1</sup> Community Engagement and Consultation Strategy

### **3. Reasons for Recommendations**

- 3.1 The Commissioner has statutory responsibilities for consultation for improving victim satisfaction, identifying and setting local policing priorities, producing the Police and Crime Plan and Annual Report, and setting the budget and precept for the delivery of quality policing in consultation with the Chief Constable.<sup>2</sup>

#### **3.2 Consultation and Engagement Strategy**

The Commissioner's Consultation and Engagement Strategy sets out the approaches the Commissioner will take to listen to victims, individuals and communities on how to locally reduce crime and disorder, bring more offenders to justice and create more confident, vibrant safer communities, and nationally by interacting on the wider police reform landscape.

- 3.3 It is important that the Commissioner engages with communities and interest groups such as victims, adult and children safeguarding boards, watch schemes, unitary, county, district, city, town and parish councils, Police Independent Advisory Groups, the voluntary and the community sector and speak with people to find out their true views about policing budgets and priorities for effectively tackling crime and improve community safety.

#### **3.4 Refreshing the Strategy**

The Commissioner will launch his refreshed Consultation and Engagement Strategy in the summer, which will be underpinned by a Charter and multi-agency action plan. The focus will be on how to obtain transparent and authentic community engagement, supported by the Force and Community Safety Partners at a district level. The refreshed strategy will set out a forward plan of research to inform the annual refreshing of the Police and Crime Plan. A joint working group with Nottinghamshire Police and our Community Safety Partners has already been set up to take this important work forward. A review has also been carried out to identify existing consultation and research opportunities across the county to help maximise opportunities going forward.

- 3.5 By improving the ways we can hold 'big conversations with those communities who have been traditionally 'hard to reach' we will build upon our knowledge and understanding of needs, risks and demands of policing in Nottinghamshire. It is our intention to build upon and align where possible the Police and Crime Commissioners involvement activity with other public sector providers across the City and County to build trust and confidence. The Commissioner will ensure that his website is updated with all of his involvement and research activities and their key findings and how they have informed and influenced policy and service delivery. Members of the Panel will be provided with the opportunity to shape and influence the strategy before its publication.

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<sup>2</sup> The Police Reform and Social responsibility Act 2011

### 3.6 Consultation and Engagement Shaping the Budget and Priorities

In total, bespoke consultation and engagement activities have captured the views of over 4,000 residents for the budget and priorities set out in the refreshed Police and Crime Plan through the following:

- Consultant led focus groups, one in Nottingham (City), one in North Nottinghamshire (Worksop), one in South Nottinghamshire (Bingham), one with women and one with members of the Black and Minority Ethnic (BME) community.
- The Commissioner's online consultation questionnaire and supporting video on the Police's Delivering the Future proposals.
- Evidence collected through the Nottinghamshire County Council Annual Residents Satisfaction Survey 2014 and the Nottingham City Council and the City's Crime and Drugs Partnership Annual Respect Survey.

### 3.7 Police and Crime Needs Assessment

The Nottinghamshire Police and Crime Needs Assessment included results of local and national consultation and engagement findings which were aggregated into an overarching summary of threat, harm and risk. The key findings were consulted on at the Commissioner's Stakeholder Priority Setting Event on the 8<sup>th</sup> January 2015, where there were presentations to summarise the work supported by a workshop and question panel to address any gaps to threat, harm and risks identified and priority action for the Commissioner, Force and Partners to address in the Police and Crime Plan 2015-18.<sup>3</sup>

- 3.8 A key point identified in the assessment was a **greater need to understand, profile and engage with existing, new and emerging communities** to identify vulnerability and offending. There are growing opportunities for greater understanding of **demand** and **prevention** of crime within 'hard to reach' communities. There have been negotiations with the Nottingham Trent University to have a PHD student working to the Office of the Police and Crime Commissioner to do a longer term piece of research to identify the key issues for new and emerging communities and identify policing and community safety needs.

### 3.9 Partnership Plus Areas

The Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) was asked to lead an independent review of Partnership Plus Areas (PAAs) in May 2014 by the Safer Nottinghamshire Board (SNB). There are currently 15 PPAs with 3 discretionary ones across the County. The partnership conversation has moved from a debate about the criteria and how many PPAs should there be, to how can we work differently with communities in a climate of reducing resources. There is a key principle to improve community and individual empowerment through improved consultation and engagement to involve people in shaping the services around their needs, understand demand, prevention and early intervention which will realise efficiencies for more expensive enforcement services.

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<sup>3</sup> [The Nottinghamshire Police and Crime Needs Assessment](#)

3.10 There is a transformational programme to implement the findings of the Review to move away from geographical hotspots focused on crime performance to an integrated locality working model. There has also been a separate Academic led piece of research from telephone surveys for the PPAs to provide a deeper understanding of the specific issues that are important for service delivery in the areas to improve community safety.

3.11 There is further scoping work looking at utilising Community Organisers in local areas through the Prevention Programme which will support integrated locality working.

### **3.12 Events and Conferences**

The Commissioner and his Deputy have hosted or supported a variety of themed conferences, which have included Transforming Rehabilitation, Victims Services, Domestic Violence, Immigration, Alcohol, Mental Health and Hate Crime. These have all provided opportunities for key stakeholders and practitioners to contribute and shape the services to respond to the needs of individuals and communities.

### **3.13 Nottinghamshire Youth Commission**

There have been provisional meetings to identify further planning and groundwork needed to start the project to set up a Youth Commission which we will be able to encourage wider youth engagement. The aim is to have a clear plan in March with recruitment to start in April.

### **3.14 Walkabouts**

The Commissioner and his Deputy have scheduled walkabouts, which will be focused on PPAs across the County and High Impact Areas in the City. This allows for a two way conversation with the public which we collate and integrate into the Nottinghamshire Police and Crime Needs Assessment.

### **3.15 Meetings**

The Commissioner has established a number of different types of meetings many of which the public are able to attend. By attending the public will be able to hear what the Commissioner's priorities are and what he is doing to address them. The public is also able to hear him hold the Chief Constable to account.

### **3.16 Summer events**

Last year the Commissioner, his Deputy and members of his Office attended various events across the City and County. There is currently forward planning work for the events for consulting directly with the public to address key concerns for policing and community safety.

### **3.17 Key meetings with partners**

The Commissioner and his Deputy are invited and attend various meetings throughout the year and feed back information to shape policing and crime across the City and County, ensuring follow up discussions with individuals and community groups which provides a source of information for consideration in the Police and Crime Plan.

### **3.18 Victims**

Supporting victims is one of the Commissioner's highest priorities. When the Commissioner was elected two years ago, he pledged to ensure that victims of crime are treated as people, not cases. He is determined to place victims' interests and needs first, working closely with his Deputy Commissioner to ensure that future services are the best they can be. Their work has involved research and in-depth consultation in readiness for the new rules which switch commissioning funding and powers from the Ministry of Justice to Police and Crime Commissioners (PCCs).<sup>4</sup>

3.19 The Commissioner was an early adopter for victims' services from October 2014, having the responsibility for commissioning the majority of emotional and practical support services for victims of crime in Nottinghamshire, including restorative justice. A key area of improvement will be advanced through the opportunities to enhance the sharing of information and working across agencies to improve reporting, referrals and support pathways for victims.

3.20 There is a revised Code of Practice for Victims of Crime that lists the key entitlements that victims of criminal conduct are entitled to.<sup>5</sup> There is further work being conducted, led by the Deputy Commissioner, to embed this Code across Nottingham and Nottinghamshire.

### **3.21 Research**

There has also been specific targeted research for further understanding victim's needs and domestic violence victim's needs which has shaped the Victims Strategy and work on the Review of Domestic Violence which was launched in 2014. There has been an interim report produced by the University of Leicester which has focused on Medium Risk Repeat Domestic Violence, the final report will be finished for October 2015 and there will be a launch of the findings and recommendations at a National Event being organised by the Deputy Commissioner.

### **3.22 Mystery Shopping**

There is an ongoing programme of volunteers conducting Mystery Shopping exercises which provide a reality check of communication and services available to the public. These exercises produce findings which are reported and included in the collation of evidence for the Police and Crime Needs Assessment to identify the priorities for policing.

### **3.23 Correspondence**

The Commissioner and his Deputy have been responding throughout the year to various complaints, compliments and general correspondence which has provided a rich picture of information on policing and community safety which has been assessed as part of general governance and decision making

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<sup>4</sup> MOJ: Victims' Services Commissioning Framework may 2013

<sup>5</sup> MOJ: [Code of Practice for Victims of Crime](#) October 2013

together with providing valuable information for the Police and Crime Needs Assessment.

### 3.24 **Social Media**

New and emerging technology not only presents challenges from a crime perspective, but it also provides opportunities for communicating with individuals. The Commissioner utilises social media in the form of Face book, Twitter and Blogs, but is also mindful that this is just one communication tool and will aim to balance communication and engagement through the use of various approaches.

## **4 Summary of Key Points**

4.1 The full evaluation report is attached for information, however, a summary of the findings identified through the specific budget and priority setting consultation and engagement is outlined below:

- There was overall support for having to remodel policing for Nottinghamshire, 62%, and increasing the precept given the national context of austerity and on-going policing budget cuts, however, 82% did not support savings to local policing.

### **Key areas for potential savings included:**

- Investing in preventing crime and early intervention through education and working with communities.
- Joined up working with other agencies through multi-agency hubs, supported by training and information sharing, particularly for areas such as domestic violence, child abuse and other serious crime.
- Support for collaboration with other forces.
- General support for specialist investigative teams to assist with bringing more people to justice, and focusing on protecting vulnerable people against crime such as child sexual exploitation and domestic violence.
- Support for victims of crime having a single point of contact throughout their journey.
- General support for volunteering, with 86% having participated in volunteering over the last 12 months.
- Increasing PCSO powers, or more Police Staff to ensure that Police Officers are utilised for jobs requiring warranted powers.
- Reducing the number of senior policing ranks and the number of meetings Police Officers attend, find savings through enabling officers with improved technology and reducing bureaucracy to free them up to be accessible in their communities to focus on tackling local issues.
- Savings to the Nottinghamshire Office of the Police and Crime Commissioner, 44% and 50% said no to reducing police support functions.

- Respondents identified that they would be prepared to pay more for policing, 53% of respondents from the Residents Survey (with 14% responding maybe).

#### **Key areas to invest in policing included:**

- There were concerns for closing police buildings, but general support for increasing visibility of officers 85%, with the Independent Advisory Groups 28%, 75% saying no to reducing policing time dealing with the public.
- Clearer communication with communities, particularly for reporting crime, also promoting the confidence to contact the police for less serious issues to pass on intelligence, but a clear definition of an emergency would be useful to promote together with the numbers to call other than 999.
- Acceptance that new communication and social media are important tools for policing, but should not be the only method of communicating with the public.
- Support for a named Police Officer for each area to improve response times.
- Support for spending more on drug and alcohol related crime and exploiting new technology to assist tackling some crimes.

#### **Victims focused**

- Recognised importance for offering restorative justice where appropriate, with specific emphasis on it needing to be victim led.
- Concern that there needs to be an equitable distribution of resources across the City and County.
- Improve road safety awareness and tackle illegal parking, 58% did not want any cuts to roads policing.
- Three quarters (75%) of all respondents reported feeling safe (either very or fairly safe) in their local area when outside after dark.
- Perceptions of anti-social behaviour being a very or fairly big problems being: noisy neighbours (4%/7%), groups of people hanging around the streets (5%/13%), rubbish or litter lying around (10%/16%), vandalism, graffiti and deliberate damage to property or vehicles (5%/11%), people being drunk or rowdy in public places (7%/9%), people using or dealing drugs (9%/11%), people being attacked/harassed because of their skin colour /ethnic origin/religion (1%/4%), abandoned or burnt out vehicles (0%/2%).

#### **Communicating with the Commissioner**

- Preferred method of obtaining information about the Commissioner, being through local newspapers and newsletters (20% and 23%).
- Important business areas identified for review include:
  - § Stop and search – very important (33%), important (46%).
  - § Recruitment and retention of police officers – very important (59%), important (36%).
  - § Hate crime related to disability – very important (47%), important (43%)

## **5 Financial Implications and Budget Provision**

- 5.1 There have been financial budgets associated with the production of bespoke consultation and engagement activities, which have informed the budget process and priority setting for the refreshing of the Police and Crime Plan and aligning budgets to community safety to deliver the outcomes of the Police and Crime Plan.

## **6 Human Resources Implications**

- 6.1 Human Resource implications will be identified through the budget setting process and resource allocation aligned to the Commissioner's Strategic priorities.

## **7 Equality Implications**

- 7.1 There will be a refresh of the Equality Impact Assessment to inform the Engagement and Consultation Planning for the Police and Crime Plan and refreshing the Consultation and Engagement Strategy.

## **8 Risk Management**

- 8.1 The Nottinghamshire Police and Crime Needs Assessment identifies the threat, harm and risks to policing, crime and community safety, with mitigation actions identified through the Strategic Plan in the Police and Crime Plan 2015-18. These risks and priority actions will be monitored through the Commissioner's Delivery Plan and reported on in line with the Commissioner's Governance Framework.

## **9 Policy Implications and links to the Police and Crime Plan Priorities**

- 9.1 The Commissioners Governance Framework, together with supporting strategies are being delivered as part of the Police and Crime Plan's Strategic Framework.

## **10 Changes in Legislation or other Legal Considerations**

- 10.1 Police Reform and Social Responsibility Act 2011. In addition, the Commissioner has a responsibility and must have due regard to all other legal requirements and specifically the provisions of:
- The Policing Protocol Order 2011
  - Financial Code of Practice (FMCOP)<sup>6</sup>
  - Strategic Policing Requirement (SPR)<sup>7</sup>

<sup>6</sup> [Financial Code of Practice 2012](#)  
<sup>7</sup> [Strategic Policing Requirement](#)



- Elected Local Policing Bodies (Specific Information) Order 2011<sup>8</sup>

## **11 Details of outcome of consultation**

- 11.1 The consultation programme will be completed in April to support the refresh of the Consultation and Engagement Strategy, with significant variations being presented to the Police and Crime Panel.

## **12. Appendices**

### **12.1**

## **13. Background Papers (relevant for Police and Crime Panel Only)**

- 13.1 Police and Crime Plan Priorities and Budget Consultation 2014/15 evaluation findings

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<sup>8</sup> [Specific Information Order 2011](#)