

<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>13<sup>th</sup> September 2016</b>
<b>Report of:</b>	<b>Katie Ethlestone</b>
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<b>Agenda Item:</b>	<b>5</b>

## Engagement monitoring and evaluation

### 1. Purpose of the Report

- 1.1 To inform the Police and Crime Commissioner (PCC) of the force's new strategy, *Engaging with the people we serve*, which sets out the current engagement landscape and how the Chief Constable will continue to discharge her statutory duty under Section 34 of the Police Reform and Social Responsibility Act 2011.
- 1.2 To inform the PCC of how this strategy will be monitored quarterly and evaluated annually, including the indicators that will be used to measure success.

### 2. Recommendations

- 2.1 For the PCC to note the content of the *Engaging with the people we serve* strategy.
- 2.2 For the PCC to note the content of the associated Monitoring and Engagement Plan.

### 3. Reasons for Recommendations

- 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 in relation to engagement will now be monitored and evaluated.

#### 4. Summary of Key Points

- 4.1 The new strategy, *Engaging with the people we serve*, sets out some specific aims, which will be evaluated annually:
- public confidence should continue on an upward trajectory (remaining in line with the England and Wales average at around 70%)
  - the proportion of residents feeling that the police treat people fairly should move towards the national average (from 61% to 66%)
  - the proportion believing that the police are doing a good/excellent job should move towards the national average (from 55% to 62%)
  - victim satisfaction should exceed 90%.
- 4.2 It sets out principles which should be used to support and shape bespoke engagement plans, customer-centric business processes and all public interaction.
- 4.3 It provides a checklist of activity, covering all areas of the force, to ensure that:
- we endeavour to put the public at the heart of our policy, planning and processes
  - we provide information to the public to demonstrate transparency, so that they feel well informed and can have their say if they wish
  - we build our understanding of our neighbourhoods, capture and share this understanding, and give the public a voice in how their neighbourhood is policed
  - we maximise every opportunity to engage with victims of crime and other service users
  - our brand values and PROUD values are upheld at every interaction.
- 4.4 An important part of this is the new approach to neighbourhood policing engagement:
- This is a change from the current three-monthly 'priority setting' cycle, enabling more flexibility to identify and deal with community concerns on an ongoing basis.
  - It involves Inspectors developing their own local tailored plans to engage with communities in their area.
  - A six-monthly scrutiny panel will look at these plans, the outcomes, and potential for improvement, as well as how the plans are being communicated.
  - A more detailed process around this is currently in development by Ch Insp Phil Davies, overseen by Supt Rich Fretwell.

- 4.5 The associated Monitoring and Engagement Plan sets out what questions will be reported on in the quarterly monitoring and annual evaluation of the strategy.

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

- 5.1 No financial implications within this report.

## **6 Human Resources Implications**

- 6.1 No HR implications within this report.

## **7 Equality Implications**

- 7.1 Equality considerations are integral to the strategy. For example, the strategy aims to ensure that information is provided in accessible formats.

## **8 Risk Management**

- 8.1 No risk identified within this report.

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

- 9.1 The Engaging with the people we serve strategy supports the force/PCC objectives to deliver:

- safer communities
- improved trust and confidence in policing
- value for money policing services.

- 9.2 There are no policy implications at present.

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

- 10.1 None identified within this report.

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

- 11.1 Not applicable for this report.

## **12. Appendices**

- 12.1 Appendix A – *Engaging with the people we serve*

Appendix B – Monitoring and evaluation plan for *Engaging with the people we serve*