



# **Nottinghamshire Consultation, Engagement and Community Involvement Strategy 2016-2020**

*“Giving victims and citizens a bigger voice in  
policing to achieve a safer Nottingham and  
Nottinghamshire”*

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# 1. Introduction

## **Engaging and involving local people in decision making and making their communities safer remains at the heart of Nottinghamshire Police and Crime Commissioner's (PCC) approach.**

Since 2012, PCC Paddy Tipping has been responsible for ensuring that the police are directly answerable to the communities they serve. The Police Reform and Social Responsibility Act 2011, together with other legislation places statutory duties on the PCC to:-

- Obtain the views of local people on policing and have regard to those views<sup>1</sup>
- Make arrangements for engaging with local people in setting police and crime objectives<sup>2</sup>;
- Obtain the views of local people and ratepayers' on budget and precept proposals<sup>2</sup>; and
- Obtain the views of victims of crime about matters concerning local policing.

The PCC is also responsible for overseeing the efficiency and effectiveness with which the Chief Constable has fulfilled their statutory duties<sup>3</sup> to:-

- Obtain the views of local communities on crime and disorder in their neighbourhood
- Provide local communities with information about policing in their neighbourhood
- Hold regular police and community meetings in local neighbourhoods.

The PCC, Police and community safety agencies in Nottingham and Nottinghamshire have good links with the communities they serve and work with them well to understand local priorities. There are, however, always opportunities to improve and strengthen levels of community engagement and involvement on which the success of the Police and Crime Plan so heavily relies.

This strategy provides a framework to underpin the way we inform, consult, engage and involve local communities, often in collaboration with other partner agencies such as the Nottingham Crime Drugs and Partnership, the Safer Nottinghamshire Board and the Ashfield and Mansfield, Bassetlaw, Newark and Sherwood and South Nottinghamshire Community Safety Partnerships.

The strategy is interdependent on a range of other plans, strategies and activity which include:-

- The Nottinghamshire Police / OPCC Research and Analysis Strategy (in development)
- Nottinghamshire / East Midlands Contact Management Strategy (in development)
- Nottinghamshire Police and Crime Plan
- Nottinghamshire Police and Crime Needs Assessment which consolidates consultation and research findings and provides an evidence base to inform planning and commissioning
- The national Code of Ethics for policing which defines how all officers and staff should interact with the public and one another.

The strategy has also been informed by [College of Policing Authorised Professional Practice](#) for engagement and communication.

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<sup>1</sup> Section 17 Police Reform and Social Responsibility Act 2011, Police Act 1996, Policing and Crime Act 2009 and Community Engagement and Membership Regulations 2010

<sup>2</sup> Make arrangements for obtaining views of local people before a police and crime plan is issued, and the views of the victims of crime on the plan:- Section 14 Police Reform and Social Responsibility Act (amending Section 96 of the Police Act 1996)

<sup>3</sup> Section 1(8)e and Section 34 of the Police Reform and Social Responsibility Act 2011

## 2. Strategic Framework

Police and Crime Commissioner, Paddy Tipping, set a vision as part of his Police and Crime Plan to 'give victims and citizens a bigger voice in policing to achieve a safer Nottingham and Nottinghamshire'. In doing so, the Commissioner aims not only to develop **safer communities**, but also further improve **trust and confidence** in local policing.

This strategy sets a framework for achieving the Commissioner's vision by driving further improvements in the way local communities are **informed, consulted, involved** and **empowered**.



## Principles

This strategy is guided by a number of core principles which aim to ensure that, wherever possible, local consultation, engagement and involvement activity is:-

- **Representative and inclusive:** Consultation and engagement activities should be fair and representative in terms of geography, demography, identity. The OPCC continue to be proactive in giving a louder voice to those that may be under-represented, seldom heard or disengaged – including those with direct experience of the criminal justice system. Efforts will be taken to ensure engagement opportunities are open to all and include a commitment to fulfilling duties under the Equality Act 2010<sup>4</sup> and actively engaging diverse groups and communities that do not normally participate with the police.
- **Collaborative and joined up:** The OPCC will work collaboratively with partner agencies to minimise duplication and share skills, resources and results of consultation and engagement activity across partner agencies. This will help to deliver efficiencies, identify benchmarking opportunities, share best practice and reduce consultation fatigue.
- **Cost effective and provides value for money:** The OPCC is committed to fulfilling the PCC's statutory duties for engaging and consulting communities, victims of crime and other stakeholders in an effective, meaningful and cost effective way and will aim to ensure a proportionate balance between cost, quality and benefit in discharging these functions. The OPCC will also endeavour to ensure that consultation and engagement activity is informed by evidence of best practice and learning from what works.
- **Planned and purposeful:** The OPCC will aim to ensure that consultation and engagement activities are directly aligned to the annual planning cycle, are afforded sufficient time to be effective and inclusive and that sufficient time is allocated to collate, analyse and communicate findings as part of the strategic decision making process. The OPCC will also ensure that the purpose of all consultation and engagement is clearly articulated.
- **Receptive to change:** The way individuals engage and communicate has undergone unprecedented change over recent years, particularly with the growth of social media and on-line communication. The OPCC will work to use both new and traditional means of communicating and engaging with communities to maximum effect, seek innovate new ways of working and embrace new technology and techniques.

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<sup>4</sup> Equality Act 2010 brought together all previous equality legislation and included a new public sector equality duty. The Equality Act refers to nine different protected characteristics - Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation. While there is no explicit legal requirement under the Act to engage with people with different protected characteristics, the Act does require public authorities to have an adequate evidence base for their decision making, and engagement can assist with developing that evidence base.

### 3. Keeping Communities and Service Users Informed

**The OPCC is committed to ensuring that communities and victims are kept informed and updated on the crime and community safety matters that affect them**

**This will be achieved by ensuring that:-**

- Our agencies have a comprehensive understanding of the communities they serve, the information residents want to receive and their preferred methods of receiving it
- A diverse range of communication tools and methods are used which are tailored to the needs and preferences of local communities.
- Victims and other service users are kept informed of the progress of their case to the level and frequency that they require.
- Feedback from consultation and engagement activity is pro-actively published and communicated in a timely manner along with the details of what will be done as a result

**Primary mechanisms include:-**

- Website and social media: OPCC website, Facebook page, blogs, Twitter feed, webinars
- Newsletters and publications: “The Beat” newsletter, ‘You said, we did’ feedback
- Community Messaging -
- Formal publications: Commissioner’s Annual Report, Police and Crime Plan
- External communications: press, newsletters and partner agency websites
- Track-My-Crime: enabling victims of crime to access updates on progress of their case

**Areas of focus for 2016/17**

1. Support work to develop a more comprehensive understanding of our local communities and their needs – including new and emerging communities
2. Support further development of tailored approaches such as community messaging and ensure systematic feedback is provided in response to consultation outcomes
3. Support further work to promote knowledge and take-up of Track-My-Crime and continue to scrutinise victim satisfaction in respect of being kept informed
4. Work with partner agencies to improve forward planning and alignment of key communications and strategic planning cycles
5. Continue to raise public awareness and profile of the Police and Crime Commissioner role, activities and outcomes and knowledge and understanding of priorities and financial savings<sup>5</sup>
6. Extend the Mystery Shopper scheme to assess whether victims are effectively and properly kept informed

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<sup>5</sup> Priorities and Budget Consultation Report 2015, Nottinghamshire OPCC

## 4. Public Consultation and Engagement

**The OPCC is committed to ensuring local communities are consulted on and have an influence over the services they receive and the strategic decisions that affect them**

**This will be achieved by ensuring that:-**

- Consultation activity concerns proposals at a formative stage, provide enough information for intelligent consideration, provide adequate time for a considered response and are given conscientious consideration by decision makers<sup>6</sup>
- Consultation and engagement activities have a clear purpose and are undertaken in a manner which best suits the purpose and target audience
- Consultation and engagement activity is undertaken in a robust, representative and inclusive way, with targeted work where appropriate to capture underrepresented voices
- Duplication and consultation fatigue is minimised via an ongoing commitment to more integrated working across agencies

**Primary mechanisms include:-**

- General population surveys: Nottingham Respect Survey (CDP), Nottinghamshire County Council Residents' Satisfaction Survey, Crime in England and Wales Survey<sup>7</sup>
- Victim Satisfaction / Experience surveys<sup>8</sup>: Domestic abuse and ASB satisfaction surveys
- OPCC Engagement Activity: Priorities and Precept Poll, Summer Events, public places, scheduled 'Walkabouts'<sup>9</sup>
- Focus groups & consultation forums enabling planned discussion on defined areas of interest
- Police Neighbourhood meetings: Neighbourhood-level perceptions and priority setting
- Contacts and correspondence: - provide a 'rich picture' of community issues and concerns

**Areas of focus for 2016/17**

1. Establish a structured public consultation and engagement plan for 2016/17 and support improvements in consistency and co-ordination of activity across community safety agencies
2. Review skills and resources available to support consultation and engagement in the area and develop more integrated and sustainable approaches to prioritising and servicing activity
3. Develop a consolidated profile of community issues and concerns based on available consultation and engagement activity – including neighbourhood priority setting
4. Scope and establish a mechanism to gather feedback from victims on their experience of the services they receive
5. Consider more targeted work to understand views on the council tax precept for policing and current and emerging financial savings plans

<sup>6</sup> Gunning Principles – Government Codes of Practice recommend minimum consultation period of 12 weeks

<sup>7</sup> CSEW provides force level insight into victimisation and perceptions of crime and service providers

<sup>8</sup> Telephone based interviews re. victim satisfaction with first contact, action taken, follow-up and treatment

<sup>9</sup> Commissioner Walkabouts are undertaken in relation to priority projects and areas across and provide opportunities to gather views from the public with regard to policing and community safety

## 5. Involving Communities and Service Users

**The OPCC is committed to involving communities and service users in shaping local services and putting the voice of service users and communities at the heart of delivery**

**This will be achieved by:-**

- Continuing to provide a range of opportunities for community involvement, volunteering and scrutiny that are well publicised, linked to local democracy and enable widespread participation. Maximise opportunities to bring new skills and perspectives into policing and community safety
- Increasing participation amongst younger people<sup>10</sup>, particularly via the Cadets Scheme, Youth Commission<sup>11</sup> and working with individuals with direct experience of the criminal justice system
- Increasing awareness of the opportunities to influence neighbourhood services and priorities, particularly through a citizen shaped services approach to local neighbourhoods
- Ensuring that victim and service user engagement is an explicit part of the commissioning process

**Primary mechanisms include:-**

- Independent Scrutiny Roles:- Independent Custody Visitor Scheme, Independent Animal Welfare Scheme, Mystery Shoppers
- Resident and Service User Reference groups:- Victim services, IAGs<sup>12</sup>, BME Steering Group
- Volunteering roles:- Police Cadets, Special Constabulary
- Youth Commission structured programme for engaging 14-25 year olds and providing opportunities for young people to become part of the decision making process
- Community engagement work in local neighbourhoods – Partnership Plus programme, CSPs
- Police Neighbourhood Priority Meetings:-

**Areas of focus for 2016/17**

1. Raise public awareness and understanding of volunteering roles and continue to increase take up of Cadets, Special Constables and apprentice opportunities within the police
2. Further develop Mystery Shopper programme to explore services delivered to victims of crime and ASB and explore new ways of involving local people in scrutinising policing
3. Explore new ways of involving under-represented groups and those seldom heard and continue to support and locally embed the work of the Youth Commission
4. Explore opportunities for participatory budgeting by involving local people in designing funding for local projects and further develop integrated locality working and joint problem solving
5. Develop the role for community groups in enabling victims to cope and recover from crime and increase the influence of voluntary and community organisations in local decision-making

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<sup>10</sup> Research shows that young people in particular are less likely to trust the police, less likely to report victimisation and less likely to report feeling satisfied with the police service they receive

<sup>11</sup> The Commissioner set up a Youth Commission in 2015 which worked to co-ordinate the views of 14-25 year olds across Nottinghamshire and identify the gaps in understanding young people's views

<sup>12</sup> Independent Advisory Groups, introduced in 1999 following the Stephen Lawrence enquiry, enable volunteers from various backgrounds to act as a 'critical friend' to the police/PCC across a range of policy areas

## 6. Community Empowerment

The OPCC is committed to empowering and enabling citizens to take action in making their streets and homes safer

**This will be achieved by:-**

- Promoting active citizenship and supporting improvements in the co-ordination, coverage and sustainability of schemes such as Neighbourhood Watch, Community Speedwatch and Street Pastors
- Ensuring communities have access to the information and advice they need to be safe and feel safe
- Issuing grants to community projects that promote community action in delivering the ambitions of the Police and Crime Plan
- Empowering communities to tackle neighbourhood problems, particularly through Neighbourhood Priority meetings and patch surgeries

**Primary mechanisms include:-**

- 'Watch' Initiatives such as Neighbourhood Watch and Community Speedwatch
- Grants and commissioning - Small Grants, Community Safety Funding
- Neighbourhood meetings and Patch Surgeries –
- Partnership Plus programme – Community Safety Partnership activity – SNB

**Areas of focus for 2016/17**

1. Further developing our understanding of 'what works' in delivering effective, resilient and sustainable community-led action
2. Review the perceptions and service satisfaction amongst active citizens and 'watch' groups to ensure that they have access to the information and support they need to be effective
3. Working with partners to further develop local assets in communities, particularly through the Integrated Locality Working approach
4. Supporting Nottingham and Nottinghamshire citizens to develop and implement local plans to improve community safety in their area
5. Continue to support activity and initiatives which recognise and celebrate the work of active citizens and 'unsung' heroes within the communities of Nottingham and Nottinghamshire

## 7. Indicators of Success

A range of measures have been identified which provide an indication of the extent to which activity to inform, consult and involve local communities is helping to deliver the PCCs vision of safer communities and improved trust and confidence in policing. These include:-

- **Public confidence in the police and other service providers** - The Crime Survey for England and Wales (CSEW) indicates that public confidence in the police in Nottinghamshire has been rising steadily since 2010, reaching the highest level ever recorded during 2014 (75%)
- **Residents feeling that the police understand their communities** – The CSEW indicates that perceptions that the police understand their communities has also increased steadily since 2010 and is in line with the England and Wales average of 70%.
- **Residents feeling that the police treat people fairly** – the CSEW indicates that the proportion of residents feeling that the police treat people fairly in Nottinghamshire has plateaued since 2012 at around 61% and remains lower than the national average of 66%
- **Residents feeling that the police are doing a good or excellent job** – the CSEW indicates that the proportion of residents feeling that the police do a good or excellent job in Nottinghamshire has plateaued since 2012 at around 55% and remains lower than the national average of 62%
- **Residents feeling informed** - Research<sup>13</sup> has demonstrated a strong relationship between feeling informed, having confidence in local service providers and having positive perceptions of service provider performance. Nottinghamshire's annual resident survey indicates that the proportion of residents feeling that the County Council keeps them very or fairly well informed has increased steadily over the previous three years, from 50% to 54%. Force level data unavailable.
- **Residents feeling able to influence decisions affecting their area** – The Nottinghamshire annual resident survey indicates that the proportion of residents feeling able to influence decisions affecting their area has fallen by 9% since 2014 to 27%. It should be noted however that trends in this area can be subject to annual fluctuations. Force level data unavailable.
- **Levels of active citizenship** – while a number of initiatives, such as Neighbourhood Watch, Neighbourhood Alert and Community Speed Watch continue to be supported across Nottinghamshire, here are currently no reliable estimates for the number of individuals engaged in these initiatives. The Nottinghamshire Residents Survey, however, identified that around 16% of residents have been involved in some form of volunteering activity over the last year.

Further work will be undertaken in 2016/17 to explore additional 'indicators of success', including:-

- Qualitative and quantitative indicators of service user satisfaction
- Take up of volunteering roles including the Special Constabulary and Cadets
- Levels of engagement amongst diverse groups and under-represented groups and communities

<sup>13</sup> NPIA Public Confidence Route map:

[http://minutes.tewkesbury.gov.uk/documents/s11809/Crime%20and%20Disorder%20Appendix%20-%20confidence\\_route\\_map.pdf](http://minutes.tewkesbury.gov.uk/documents/s11809/Crime%20and%20Disorder%20Appendix%20-%20confidence_route_map.pdf)

## 8. Glossary of Terms and Concepts

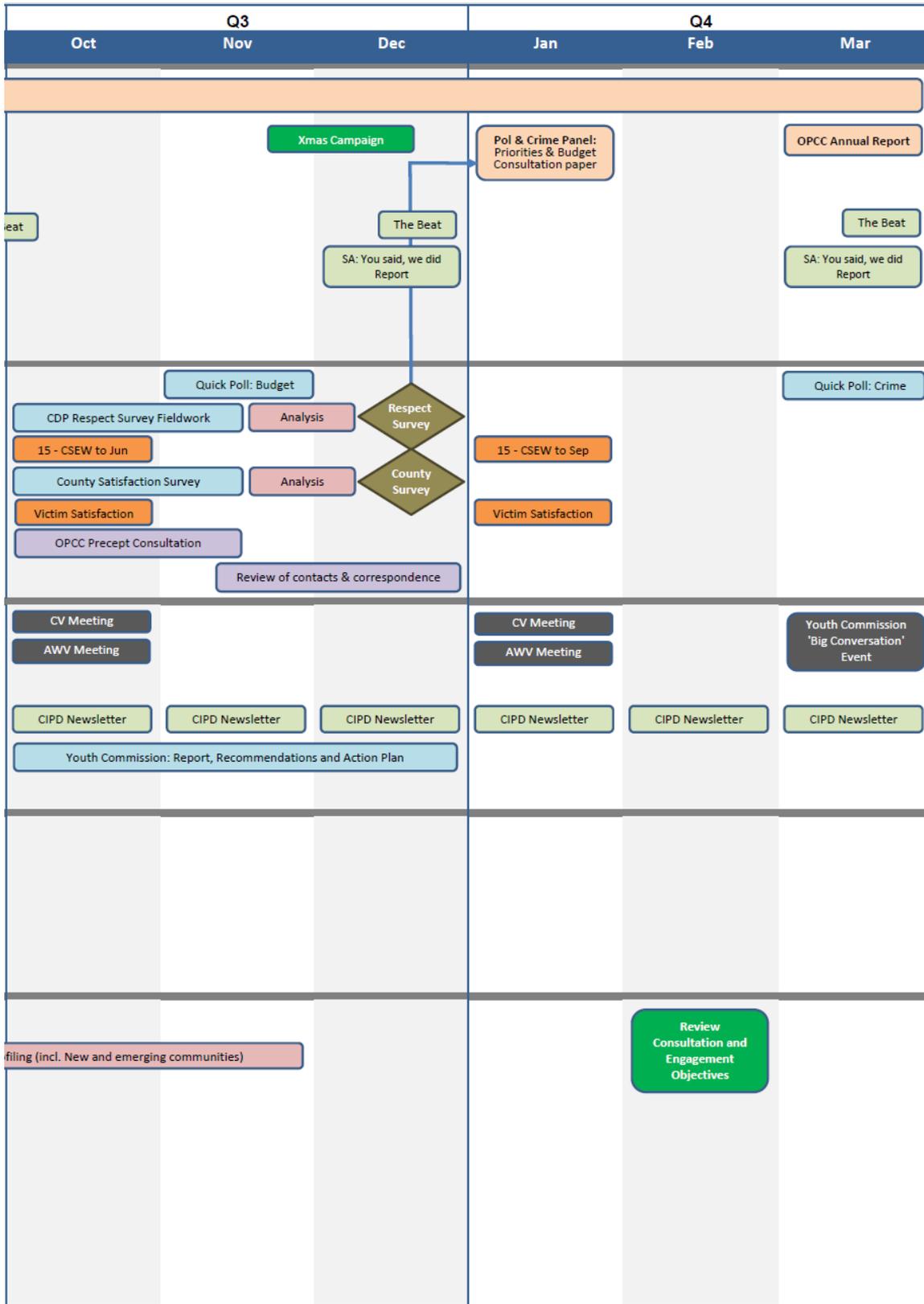
Informing	Transmission of information to citizens – usually via a one way process
Consultation	Two way process to invite comment, feedback and challenge
Engagement	Process of enabling citizens and communities to participate in policing at their chosen level. It can be formal or informal, focused on a specific issue or incident, a neighbourhood, on service delivery, or more broadly, on policing strategy <sup>14</sup>
Empowerment	Enabling citizens to take action and ownership of activities in their area and giving citizens influence over local decision making
Community Messaging	Targeted messaging to individuals and communities about local policing and crime matters. This can be via a range of formats including email, text or voicemail
Track-My-Crime	On-line service enabling victims of crime to access the progress of the investigation of their crime
Mystery Shopper	Members of the community who scrutinise customer service
Custody Visitor Scheme	Members of the community who check on the welfare of people in police custody
Animal Welfare Scheme	Members of the community who check on the welfare of police dogs
Independent Advisory Groups	Independent advisors providing police with advice, guidance and a sounding board for understanding the potential impact on communities of policies, practices and operations
Partnership Plus Scheme	Enhanced activity and engagement programme in identified priority neighbourhood areas

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<sup>14</sup> <https://www.app.college.police.uk/app-content/engagement-and-communication/engaging-with-communities/>

# Nottinghamshire OPCC Consultation and Engagement Planner 2016/17

Financial Quarter	Q1			Q2		
	Apr	May	Jun	Jul	Aug	Sep
KEEPING COMMUNITIES INFORMED	[Orange bar]					
	Police and Crime Plan 2016/19					Student Burglary
KEEPING VICTIMS AND OTHER SERVICE USERS INFORMED	Track My Crime milestones		SA: You said, we did Report	The Beat		SA: You said, we did Report
						The Be
CONSULTATION				Quick Poll: Priorities		
ENGAGEMENT	15 - CSEW to Dec			15 - CSEW to Mar		
	Victim Satisfaction			Victim Satisfaction		
		14/15th Newark Show		30th Nottm Pride	Caribbean Carnival	
COMMUNITY INVOLVEMENT	CV Meeting			CV Meeting		
	AWV Meeting			AWV Meeting		
	Specials Recruitment					
SERVICE USER INVOLVEMENT	CIPD Newsletter	CIPD Newsletter	CIPD Newsletter	CIPD Newsletter	CIPD Newsletter	CIPD Newsletter
				Youth Commission: 'Big Conversation' & priority setting		
COMMUNITY EMPOWERMENT					NHW Conference	
ACTIVE CITIZENSHIP						
EFFICIENCY AND EFFECTIVENESS	Partnership Strategy Meeting			Skills and resources audit		
						Community Prof



## Stay informed

**Register for Neighbourhood Alert** – this free service enables Nottinghamshire Police, neighbourhood watch and other organisations to send community safety alerts to you quickly and efficiently. Register at [www.nottinghamshire.police.uk/alert](http://www.nottinghamshire.police.uk/alert)

**Sign up for the PCC's newsletter** <http://www.nottinghamshire.pcc.police.uk/Public-Information/Newsletters-and-Publications.aspx> or follow Nottinghamshire PCC on Twitter @NottsPCC or Facebook NottsPCC

## Influence Policing in Your Area

**Complete a Neighbourhood Priority Survey** - The Neighbourhood Priority Survey enables you to have your say about what issues are important to you and what you want your Neighbourhood Policing Team to focus on. The survey can be accessed on the Nottinghamshire police website at [www.nottinghamshire.police.uk/priority-survey](http://www.nottinghamshire.police.uk/priority-survey)

## Get Involved

**Join one of the local Independent Advisory Groups** which enable diverse communities to work with the police to improve access to police services and quality of services provided. For further information call 101 or contact us online at [www.nottinghamshire.police.uk/iags](http://www.nottinghamshire.police.uk/iags)

**Become a volunteer** and work with the OPCC and Police in areas such as Independent Custody Visiting, Animal Welfare, the Cadet Scheme or Special Constabulary. Find out more at [www.nottinghamshire.pcc.police.uk/Get-Involved/Volunteering/Volunteering.aspx](http://www.nottinghamshire.pcc.police.uk/Get-Involved/Volunteering/Volunteering.aspx)

## Be Active in Your Community

**Join Neighbourhood Watch** - We can currently cover the set up costs for new schemes subject to the availability / terms of our funding. Find further details about joining or setting up a Neighbourhood Watch Scheme and register for free alerts at [www.nottswatch.co.uk](http://www.nottswatch.co.uk)

### Set up a Community Speedwatch scheme

Community SpeedWatch is a partnership between the Community, Police, Fire Service, Parish Council and County Council which aims to tackle speeding motorists. You can find further details at [www.nottinghamshire.police.uk/local-update/community-speed-watch](http://www.nottinghamshire.police.uk/local-update/community-speed-watch)