

To: Office of Police and Crime Commissioner – Performance Meeting

Date: 29th June 2017

By: DCS Jon Savell (N.B New lead – DCS Helen Collins)

Title: Community Engagement Strategy for 2017/18

Purpose of Report/Issue:

To provide an update on the revised Community Engagement Strategy for Surrey Police following the implementation of PIYN in April 2016.

Introduction/Background:

Following the introduction of PIYN a Community Engagement Strategy was agreed to support the new operating model with reduced numbers of dedicated Neighbourhood Specialist Officers, the realignment of PCSOs and the brigading of Areas Policing Teams aligned to Boroughs with an omni-competent remit.

The PIYN Community Engagement Strategy was limited in its approach to engaging with the public and stakeholders and required review following feedback from internal and external stakeholders and the public.

Report Detail:

The force has revised its Community Engagement Strategy since the implementation of PIYN in April 2016. The emphasis is on community engagement being 'everyone's business' and that every interaction counts for the purposes of reassurance, understanding local people's priorities to help inform our priorities, feeding back on action we have taken and gather information and intelligence.

The Strategy details roles and responsibilities and key stakeholders and partners that should be involved. One of the key aspects of the Strategy is identifying and engaging with new and emerging communities and focussing on engaging communities that are harder to reach i.e. disabled or non-English speaking.

This is the first and major step to improving our community engagement and interaction with the public. As of 5/6/17 the Strategy had been widely consulted on internally (including key individuals like the Neighbourhood Inspectors) and presented to the Force EDHR Board that includes members of the IAG. The OPCC were involved in the consultation to ensure that the Force acknowledges and supports the PCC's commitment to residents having a say in their local policing. The revised strategy encompasses the valuable contribution of different departments within Surrey Police including Chaplaincy and the IAG as well as volunteers including Police Cadets. The strategy is due to be

presented to the IAG for further feedback and has received feedback from the Equality, Diversity and Human Rights Board.

As part of the process of engaging with stakeholders there is a new Force lead for NHW (C/I Adderley) who is working with countywide NHW lead on engagement with NHW and supporting information sharing and gathering. Additionally the Surrey Association of Local Councils and Surrey Police have agreed a Service Level Agreement that N'hood Inspectors are implementing with Council Clerks.

The next step for the revised Community Engagement Strategy is to raise awareness and bring this to 'life' by communications and an 'engagement' workshop for key stakeholders to understand the revised approach and implement. A report by Surrey Youth Focus will inform the youth engagement elements of the strategy. In addition the Head of Corporate Communications is identifying 'engagement champions' in divisions and departments across the organisation.

The objective is to widen awareness of community engagement and all officers and staff's roles in this. The outcome expected is a greater understanding of local community make up and 'new' communities, greater confidence in local policing (measured through surveying and feedback), greater flow of information and intelligence from local people and increased interaction with sections of the community that have traditionally not engaged that well i.e. people with physical, sensory or learning disabilities, refugee families, the elderly and non-English language speaking.

Recommendation(s)/Future Activity: Implementation and launch following final IAG feedback and review by Detective Chief Superintendent Helen Collins – summer 2017

Risks: None identified

Attachments/ Background Papers: N/A

Contact details -

Name: Helen Collins

Job Title: Detective Chief Superintendent

Telephone number: Extn 38129

Email address: Helen.collins@surrey.pnn.police.uk