

## Delivery Plan for West Mercia Police and Crime Commissioner's Community Engagement Strategy, December 2015

In delivering the actions within his Community Engagement Strategy, Bill Longmore, the Police and Crime Commissioner, and his Deputy, Barrie Sheldon, will be supported by named lead officers from his office.

Activity Area 1: Strong Voice						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status#	RAG Status Comment
1	Sustain and improve ways to fulfil PCC's statutory responsibilities to consult on policing and proposals for the policing precept and to obtain people's co-operation in reducing crime and disorder	Jackie Irvin/AG/GB	Plan and promote consultation exercises taking into account lessons learnt from previous exercises and good practice identified	Ongoing	Green	<ul style="list-style-type: none"> <li>Town &amp; Parish Council survey 2015 closed mid October. Analysis and report due.</li> <li>Database of town and parish council email addresses created.</li> <li>Precept consultation completed 2014 with mixed responses, low in volume. Simpler 'question' to answer, rather than general comments, for 2015 consultation which ends on 18/01/2016.</li> <li>20mph consultation completed. Higher response rate due to increased media circulation and clearly a burning issue for specific communities.</li> </ul>
		AG/GB	Publish details of planned consultation exercises, subsequent feedback received and how influenced decision.	Ongoing	Green	Consultation plan published on web and updated as and when required. Also highlighted now via social media and newsletter.

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		Jane Robson	Arrange PCC visits to policing areas.	From 31 January 2014, then ongoing	Green	Bill and Barrie continue to visit the policing area management teams where they receive updates on local policing matters.
		AG/GB	Publish on web and promote opportunities for the public to meet PCC.	By 31 January 2014, then ongoing	Green	Ongoing Engagement calendar re-designed and now on website. Another version is being kept on Excel for purpose of reports. Diary markers highlighted via newsletter on a weekly basis.
		AG/GB	Arrange, publish and promote podcasts and opportunities, e.g. radio, for public to ask PCC questions	First podcast by Sep 14, then ongoing	Green	Podcasts not continued but other opportunities being explored and used eg PCC completed public phone-in "hot seat" on BBC Shropshire. PCC/DPCC questioned by public at local meetings on a regular basis and receive invitations to talk at them.
		AG	Maintain and further develop distribution lists for consultation exercises and newsletters etc, including opportunities for distribution via partner networks.	Ongoing	Green	Consultation lists checked and last updated March 2014. Work needs to be done to check them again and update so available as Outlook contacts list. These lists have been put onto distribution list for newsletter and are regularly updated following the distribution of every edition.
2	Fulfil PCC's statutory responsibilities to publish specified information.	Jackie Irvin	Ensure statutory information is published on website within required time limits.	Ongoing	Green	Ongoing
3	Endeavour to keep people informed about PCCs activities utilising existing	GB/AG	Produce bi-monthly newsletter.	Ongoing (March, June, Aug, Oct, Dec)	Green	Ongoing Quarterly newsletter continues and has been re-designed.

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	networks where possible.					Weekly newsletter now published, with much more input from Community Ambassadors. All sent out to wider audiences via social media and internal police as well.
		GB/AG	Regularly update website, including diary and events	Ongoing	Green	Ongoing News content increased significantly on website in 2015. Home page also regularly updated.
		GB/AG	Issue timely media releases.	Ongoing	Green	Ongoing
		GB/AG	Promote PCC contact details.	Ongoing	Green	All literature, leaflets and posters include contact details
		GB/AG	Produce articles for targeted publications.	Ongoing	Green	Ongoing Telford Voice article continues with reduced cost being negotiated. Other alternatives being explored, including local papers, NARPO etc
		Paul Deneen	Utilise Community Ambassadors to disseminate information and identify networks.	Ongoing	Green	Ongoing
		AG	Maintain and further develop distribution lists for consultation exercises and newsletters etc, including opportunities for distribution via partner networks.	Ongoing	Green	Consultation lists on Outlook last checked and updated March 2014. Now needs to be updated again and every 12 months.
4	Hold the Chief Constable to account for the effectiveness of the arrangements made to fulfil his statutory responsibilities:.	Tracy Hudson	Review of Police community engagement to be undertaken by West Mercia Police.	Review report due 31 Jan 2014.	Green	Completed. Police report completed and discussed at Alliance Corporate Governance Group April 2014. Police report on Police youth engagement discussed at meeting on 5 December 2014. Ongoing work is needed to ensure engagement activity is taking place,

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						especially with youth.
	a. Obtaining the views of people within each neighbourhood about crime and disorder issues.	Paul Deneen	Any relevant issues identified through the Ambassadors Scheme to be brought to the attention of the PCC so that he can raise them with the Chief Constable.	Ongoing	Green	Ongoing System in place whereby issues raised are forwarded to PCC's Staff Officer who will follow up with PCC or his Deputy.
	b. Providing information about policing to people within each neighbourhood.	Jane Robson	Any relevant issues to be brought to the attention of the PCC so that he can raise them with the Chief Constable. These may be identified, for example, through feedback from public and others, correspondence, complaints, meetings, one to ones and survey results.	Ongoing	Green	Regular meetings with PCC on: complaints and correspondence; ICV issues and progress and the status of volunteers initiatives. The PAs share with Bill and Barrie any public correspondence which is reviewed, investigated and responded too. In some cases Bill or Barrie will meet with a complainant, if the situation dictates. Matters raised at public meetings or other forums which Bill or Barrie attend will be fed back if relevant to the CC at their regular discussions.
	c. Holding regular meetings within each neighbourhood					

Activity Area 2: Community Participation and Involvement						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
1	Actively promote and support volunteering with a view to extending the use of volunteers in supporting policing and reducing crime and disorder,	AG	Review of volunteering to be undertaken by West Mercia Police.	Complete	Green	Reports produced and led to setting up of PSV Steering Group, Citizen Academy Group and Special Constabulary Alliance Steering Group. Engagement officer attends these meetings, all aimed at encouraging

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	including partner agencies and the business community.					more Police volunteers, and provides briefings to PCC. Citizen Academy meetings now set up for each of the policing areas and attracting good attendance. PCC may be asked to support further development of the Citizen's Academies with more funding. Also to promote ICVs at these events to encourage more volunteers. Work has also started to recruit more Special Constables with three dedicated recruitment officers appointed by the Force and PCC will support events being held as part of recruitment activity.
		Tracy Hudson	Administer and further develop Independent Custody Visitor scheme.	Ongoing	Green	Work to make current ICVs feel supported and valued e.g. service awards introduced as part of annual meeting, all Panel meetings attended by Scheme Administrator and Custody Inspector. Scheme Administrator provides secretarial support for all Panel Meetings. More robust reporting arrangements in place to ensure concerns identified are highlighted to Police and acted upon if applicable and ICVs informed of Police comment and or action taken. Regular meetings set up to discuss concerns including custody inspectors attending Panel meetings, regular meetings between Scheme

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						Administrators and Head of Custody, Panel Co-ordinators attending Strategic Custody Users Forum. Work started on harmonising practices across Warwickshire and West Mercia ICV Schemes - ICV working group made up of two members from each Panel, both Scheme Administrators and Head of Custody. Assessed make-up of Panels and ideal numbers and recruitment drive for new ICVs started in December. Vetting in progress for current members with aim to be completed by end of 2015.
		AG/G B	Support the provision of diversionary activities for young people, particularly those vulnerable to crime. This may include one off grant funding.	Ongoing	Green	Forward Together Showcase delivered July 2015, including much around sports partnerships. New partnership work with Worcs CCC, Worcester Wolves, Telford Tigers etc. Grant funding continues for projects including YSS. Young Good Citizen Awards promoted as part of West Mercia awards ceremony so people could see what diversionary activities young people and videos produced as legacy and promoted via website and social media.
		Paul Deneen	Include in Community Ambassadors work plans.	Initial work plans in place for all Ambassadors by 31 Jan 2014. Then	Green	Ongoing Work plans refreshed following review in January 2015. Three areas identified for focus:

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				subject to regular review.		(a) Lifting the profile of the PCC (b) Getting feedback on policing (c) Crime prevention and promotion
		AG	Strengthening neighbourhood and rural watch schemes.	Police review of volunteers due to report by 31 January 2014.	Green	Watch scheme funding bid approved and to be national relaunch in 2016. Update on this expected at next Watch Scheme Alliance Steering Group meeting in Jan 2016. Horse Watch continues to grow, with numbers up 30% in 2015 and Leicestershire and North Wales Police are interested in replicating the scheme. New Rural Matters mobile unit has been deployed in Herefordshire. New rural watch scheme set up in Malvern.
		Jane Robson	Annual event to share best practice and present awards to communities and volunteers who have made a significant contribution to reducing crime and disorder.	Held October 2015	Green	West Mercia Awards Evening held instead of an annual conference – joint with police and Young Good Citizen awards. Videos of finalists produced for West Mercia awards evening and promoted through website, newsletter and social media. Independent Custody Visitor service awards introduced as part of their annual meeting.
2	Provide a grant scheme and offer time limited financial support, where appropriate, to encourage and support communities to develop their own	Glyn Edwards	Administer Commissioner's grant scheme.	Ongoing	Green	Ongoing 2015/16 has seen two specific grant rounds. Tier 1 provided in the region of 35 organisations some capacity funding to either provide support to victims or

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	solutions to local crime and disorder issues that contribute to safer communities.					reduce offending (grants were awarded for under £20,000 per year). Tier 2 provided strategic funding to draw together a diversionary network and mentoring programme across the whole of West Mercia, granting six organisations who now work as a consortium for this specific piece of work receiving referrals from a range of agencies, including CRC.
		Glyn Edwards	Administer Bill's private fund	Ongoing	Green	Ongoing
		AG/GB	Promote grant scheme	Ongoing	Green	Ongoing Media releases produced at regular intervals which received good exposure. Regular monitoring highlighted in newsletters. West Mercia Awards also helped highlight grant work.
3a	Community Ambassadors will work within the five policing areas. They will provide a direct local point of contact to me and will work to build strong relationships with the communities in their area, local policing teams, existing networks and representative bodies.	Paul Deneen	Develop and implement work plans for each of the Ambassadors.	Ongoing. Initial work plans in place for all Ambassadors by 31 Jan 2014. Then subject to regular review.	Green	Ongoing Work plans reviewed and updated in March and July 2014. Being reviewed for November 2014 in light of Bill's directional briefing note on way forward at 28 October 2014 meeting. Review completed. Additional time and funding supported by PCC and implemented January 2015.
		Paul Deneen	Review pilot Community Ambassador Scheme.	Review to be completed 31 Dec 2014	Green	Review completed autumn 2014.



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3b	Develop a Community Contact Volunteer Scheme whereby selected local individuals can act as my eyes and ears and engage directly with their local Ambassador.	Paul Deneen	Develop scheme and include in the Community Ambassadors' work plans.	Ongoing.	Green	Ongoing. Ambassadors continue to forward contact details.

Activity Area 3: Victims, witnesses and Vulnerable People						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
1	Sustain and improve ways to fulfil statutory responsibilities to obtain the views of victims of crime about matters concerning the policing of the area.	Glyn Edwards	Take into consideration in developing and undertaking commissioning arrangements for victims services.	Ongoing.	Amber	Nov 15: Victim Support contract now in place and fully embedded across West Mercia, which continually seeks the views of service users via a Service User Questionnaire. We are also seeking to commission a piece of work to survey and consult with service users on future provision – and what this needs to take into account. We are developing the specification for this currently with the view that this is rolled out in January/February 2016.
		Glyn Edwards/ Chris Jensen	Plan consultations with victims of crime taking into account lessons learnt from previous exercises and good practice identified.	Ongoing	Green	Nov 15: Consultation with victims of Domestic Abuse planned for Q4 of 2015.  Survey of victims of crime on-going.  Names of victims who wish to take part in future consultations captured.  Listening to victims, the OPCC has undertaken a piece of work to streamline the provision of services to victims of serious sexual offences.  West Mercia OPCC is leading a partnership review of services linked to rape and serious sexual offences to ensure that victims of crime receive the support and help required. Draft report due to be published in Nov

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						2015.  LCJB working with VSS has set up an online survey which captures the feedback of victims who have gone through the CJS. Findings shared with the OPCC.
		Glyn Edwards	Maintain and further develop distribution lists for consultation with victims of crime, utilising partner networks where possible.	Ongoing	Green	Ongoing
2	Encourage openness and accountability towards victims, witnesses and vulnerable people, with the aim of improving the provision of help and support they need.	Glyn Edwards	Work with partners to achieve and take into account in commissioning of victims services.	Ongoing	Green	Nov 15: Ongoing dialogue with providers and the market place at large to determine the risk and level of provision needed in areas across West Mercia. Greater strategic relationships being embedded with the CSP's and the development of strategic commissioning frameworks to further enhance this.
3	Encourage West Mercia Police to become more victim focused and more effective at meeting the needs of victims, when they need it and those who are most vulnerable within our communities.	Glyn Edwards/ Chris Jensen	Work with Chief Constable to achieve and take into account in commissioning of victims services.	Ongoing	Green	4/7/2014: CM:- The force has been included as a key stakeholder within the consultation plan for the recommissioning of victim services. We are currently seeking to consult with a range of positions within the Police using different methodologies (as advised) to get an appropriate response. This will enable the services to reflect the views of the force. This engagement will also enable key messages to be filtered down in regards to the importance

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						<p>and relevance of the Code of Practice and the EU Directives. The Project Board will oversee the adoption of these key agendas and will form part of a standing agenda item.</p> <p>The OPCC, working in collaboration with the LCJB and CJS to ensure that all future service specs take into account the Victims' Code of Practice and EU Directive on Victim Rights alongside the Witness Charter.</p> <p>Both the Victim's Code of Practice and EU Directive enshrine in legislation rights for victims. The revised VCoP and EU Directive went live in Nov 2015.</p>
4	Encourage West Mercia Police and the criminal justice agencies to give victims and witnesses and effective voice in the wider criminal justice system and to develop new ways of delivering justice for victims which will have the confidence of local communities.	Chris Jensen	Work with Local Criminal Justice Board to achieve and take into account in commissioning of victims services.	Ongoing	Green	<p>The West Mercia OPCC has worked closely with the LCJB and CJS to ensure partners are aware of the PCC's commissioning framework and strategy. There has been no negative impact on victims and witnesses as a result of the transition in commissioning arrangements.</p> <p>To support the work of the OPCC, the LCJB has worked closely with the CJS to ensure that agencies comply with their statutory requirements set out in the revised Victim's Code. In particular the LCJB has worked closely with the Police, CPS and</p>

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						<p>Courts to improve the use of Victim Personal Statements. In addition the LCJB has ensured that the CPS are complying with their duty to ensure victims have a right of review when the CPS decide not to charge an offender.</p> <p>During 2014-15 the OPCC has supported the work of the LCJB as it's worked across the CJS to reduce waste and delay in the CJS. As a result of the work the LCJB has improved processes linked to witness attendance which has resulted in 9% fewer witnesses attending court.</p> <p>At the same time the LCJB has rolled out six new live link suites, which have connected police stations to courts so witnesses do not have to travel to and attend court unnecessarily. The new live link suites went live in Nov 2015. The PCC for West Mercia provided the funds to build the suites.</p> <p>The OPCC, working in partnership with the LCJB has developed a new strategy to develop Restorative Justice (RJ) across the area. In November 2015 the OPCC commissioned the creation of a dedicated team to develop RJ across the Alliance.</p>

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Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
						The OPCC and LCJB monitor CJS, Victim and Witness Performance monthly. Performance remains better than National and Regional averages.

Activity Area 4: Children and Young People						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
1	Listen and make the PCC accessible to young people by providing appropriate ways for them to express their issues and concerns about policing, crime and disorder issues.	Paul Deneen/AG	Through Community Ambassadors be inclusive and link to already established youth representative groups. Where such groups do not exist set up young people's advisory groups, supported through Community Ambassador Scheme.	Ongoing.	Green	Ongoing CAs continue to link in with children and young people's groups in policing areas, promotion of Young Good Citizen Awards and Showcase event July 2015.
2	Encourage communities in the development of diversionary activities for young people to address crime and disorder issues.	AG/GB	Where appropriate provide time limited support through the Commissioner's grant scheme and Bill's grant scheme.	Ongoing	Green	Ongoing For the 2 <sup>nd</sup> tranche of Commissioner's Grant Scheme the PCC invited applications that supported its vision of a new community spirit, with people working together in partnership to improve society and prevent crime and disorder. Applicants had to make clear how the funding would assist communities in taking ownership and responsibility for prevent crime and disorder.
		Glyn	Develop working with sports	Ongoing	Green	Formally commissioned in November

Activity Area 4: Children and Young People						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
		Edwards	partnerships, police and council to provide better targeted, co-ordinated support.			2015 both Energise and the Worcester and Herefordshire Sport Partnership as consortium members for the Diversionary and Mentoring Referral pathway. This coordinates the activity and network opportunity across West Mercia and subsequently fully delivers this outcome.
3	Provide funding, through the Commissioner's grants scheme, for a new force wide West Mercia Police Cadet Scheme.	Glyn Edwards	Liaise with Police to provide sufficient grant funding to support the Police Cadet Scheme throughout PCC's term of office.	Funding to be in place for the start of each new cadet year (September).	Green	Completed Funding in place, subject to satisfactory monitoring reports, for three-year period to March 2017.
4	Support West Mercia Police in working in partnership, to: a) Build positive relationships with young people from all communities. b) Improve the Police responses to children and young people.	Andy Champness	Support the PCC in influencing and supporting the Chief Constable in the development of Police plans and policies in relation to children and young people and delivery of action 4 a) to d). This includes ongoing support for PCSOs in schools.	Ongoing	Green	Various visits to schools with PCSOs have been undertaken to evaluate their contribution.  Formal evaluation of such arrangements is being considered as part of the post-implementation review of the changes to Local Policing. Formal evaluation positive. PCC proposal that School PCSOs should have additional training has been taken up by Force.  Funding was provided for Police open days in 2014 in each of the policing areas. These days were designed to be of interest and accessible to all, with particular activities and messages for children and young people. Following the Open Days in 2014, at the PCC's suggestion, the

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	c) Work to prevent and reduce crime and disorder relating to children and young people, both as victims of crime and as perpetrators of crime. d) To promote active citizenship and leadership skills within school and college environments and to develop role models as active citizens.	Paul Deneen/A G	Include in Community Ambassadors work plans to include supporting Superintendents in each of the five Policing Areas in working in partnership in relation to children and young people. CAs also linking with Police Cadets and involved in Citizens Academies, supporting activities in schools/colleges via funding eg Crucial Crew	Ongoing	Green	<p>Chief Constable allocated funds for local policing to use for engagement activity.</p> <p>Videos produced by OPCC to promote Young Good Citizens in Shropshire, Herefordshire and Worcestershire. PCC also funds successful Police Cadets scheme with many going on to careers in the full-time police as well.</p> <p>PCC reviews crime prevention work during his PCC visits to policing areas. Also involvement with Police Cadets and Citizens Academies, Showcase event July 2015 and Young Good Citizen Awards.</p>

Activity Area 5: Businesses and Rural Communities						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
1	Work with business and rural communities, West Mercia Police and partners	Jackie Irvin	Liaise with force in the development of Police strategies for business and rural crime.	Ongoing	Green	<ul style="list-style-type: none"> <li>Both strategies have been published.</li> <li>CSP's have agreed to lead on</li> </ul>



Activity Area 5: Businesses and Rural Communities						
Ref	Action	OPCC Lead*	Summary of Task	Milestones and Timescale (Completion date)	RAG Status	RAG Status Comment
	to develop and implement business and rural crime strategies.					delivery locally with police. • Rural and business crime board established for governance – meets quarterly
2	Community Ambassadors will actively promote links with the business and rural communities across West Mercia and support the development of stronger relationships between business and rural interests, the Police and Crime Commissioner and West Mercia Police.	Paul Deneen	To include in Community Ambassadors' work plans.	Ongoing. Initial work plans in place for all Ambassadors by 31 Jan 2014.	Green	Ongoing PCC regularly reviews crime prevention and links with business community as part of PCC visits to policing areas.
		Emma Reynolds	Ambassadors to identify and pass to CAC contact details to be included in OPCC distribution lists.	Ongoing	Green	Complete
3	Sustain and improve ways to fulfil PCC's statutory responsibilities to consult on policing on proposals for the policing precept.	GB/AG	Plan and promote consultation exercises taking into account lessons learnt from previous exercises and good practice identified.	Ongoing	Green	Precept consultation 2015/16 ran from 18 Dec 2014 – 23 Jan 2015. Promoted in media and on website. New precept consultation to include website form. 2016/17 consultation to run earlier (from December 1 2015 to January 18 2016) to avoid Christmas, and simplify the process. The public are being asked a single question about paying more for policing.
		GB/AG	Publish details of planned consultation exercises, subsequent feedback received and how influenced decision.	Review report due 31 January 2014	Green	Ongoing Precept consultation comments went to PCP for scrutiny. Report on most recent 20mph consultation now on website and

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						publicised
		Paul Deneen	Maintain and further develop distribution lists for consultation exercises and newsletters etc, including opportunities for distribution via partner networks	Ongoing	Green	Ongoing
4	Actively promote and support volunteering with a view to extending the use of volunteers in supporting the police and reducing crime and disorder, including the business community.	AG	Review of volunteers to be undertaken by West Mercia Police.	Ongoing.	Green	Completed Review reported to Alliance Governance Group. Regular attendance at PSV and Neighbourhood Watch Steering Group and briefings provided for PCC.
		Paul Deneen	Include in Community Ambassadors' work plans, taking account of outcome of force review expected 31 Jan 2014.	Ongoing	Green	Ongoing Volunteering promoted, Grant recipients visited, CA involvement in promotion of Awards for Volunteers and volunteering throughout Herefordshire, Shropshire and Worcestershire.

#### #RAG Status

R (Red) – Missed or Likely to miss milestones or timescales

A (Amber) – Concern may miss milestones or timescales

G (Green) – Achieved or Likely to achieve milestones and timescales