

## SURREY POLICE AND CRIME PANEL

### PCC PUBLIC ENGAGEMENT

18<sup>th</sup> September 2019

#### INTRODUCTION

The attached report details how the PCC seeks to engage with the Surrey public through face-to-face meetings and events, communications and consultation

#### DETAILED REPORT

##### Meetings/events

A key part of the PCC's day-to-day role is to get out and about in Surrey's communities to hear from those who work and live in the county and to listen to their opinions on policing. In 2018/19 – the PCC attended over 150 different meetings, events or visits with local charities, residents groups, service providers and crime prevention organisations.

In April and May this year, the Office of the Police and Crime Commissioner and Surrey Police teamed up to hold a series of public engagement events in all 11 boroughs and districts across the county.

The 'Policing Your Community' events were an opportunity for residents to come and speak to the PCC as well as Chief Constable Gavin Stephens and their local Borough Commander. As well as providing an opportunity to update residents on policing priorities and community issues in their area, it also gave them a chance to ask questions about the plans for the 104 extra officers and operational staff that will be added following the additional council tax precept funding.

There was also an online event held on Facebook where anyone unable to make the local events were encouraged to ask questions of the PCC and Chief Constable. In addition, an extra event was held at the Surrey Youth Cabinet in June to engage with a younger audience.

Around 300-350 residents attended the events and their views were sought via an online survey after the events concluded. Around half of those who attended provided feedback which has been largely positive with 97% saying they would come to another similar event in the future. There are plans to hold another similar series of events in 2019/20.

Aside from the engagement events – the PCC has sought to attend as many residents group meetings as possible and in the last year has attended meetings across the county to speak to present and answer questions from members of the public. These

have included in Sunbury, Horsell, Banstead, Farnham, Mytchett, Frimley Green and Deepcut, Byfleet and Pyrford, Knaphill, Molesey Leatherhead and Ash. He has also been to visit Community Speedwatch teams in areas such as Laleham, Smallfield and Chipstead.

This summer, the PCC has been going out on shift with Neighbourhood Policing Teams across the county as they carry out every day policing duties in their communities. He has also joined policing operations to tackle County Lines activity in Woking and a rural crime day of action targeting fly-tippers in Chertsey. He also spent late night shifts helping the Street Angel teams operating in Camberley, Woking and Guildford where they assist people enjoying the night life in some of Surrey's main town centres at the weekends.

The PCC attends a number of public events across the county and took an active role in the first ever Pride event in Woking this summer as well as the Surrey County Show and Ladies Day at the Epsom Derby festival.

He has also met with faith leaders from across the county including those from the Jewish and Muslim communities and sought to engage with young people across the county by attending various events such as the High Sheriff Youth Awards, Surrey Clubs for Young People National Boxing Champions and Volunteer Awards, Junior Citizen events and the NSPCC Speak Out Stay Safe Assembly in Godalming.

He has also taken part in various GCSE projects for students in the county and the BBC Young Reporter scheme.

### **Social media/digital communications**

The official Surrey OPCC Twitter account has nearly reached over 5,500 followers, with the regular tweets sent out having made over 550,000 impressions over the last year. We have recently re-launched our LinkedIn channel to further our online presence and the PCC Facebook page had a reach of over 282,000 people through our regular updates during 2018/19.

In addition, the PCC has his own personal Twitter and Facebook account on which he posts regular video updates and engages in conversations about various policing topics. One video regarding the use of spithoods was watched over 50,000 times and had over 1,600 likes.

A range of videos are hosted on the OPCC's social media channels on topics such as rural crime, County Lines, Anti-Social Behaviour and unauthorised traveller encampments. Regular press statements, updates and announcements on a number of issues and topics are issued by the PCC's office which have appeared in various local, and on occasion national, online and print media including Surrey Live, the print edition of the Surrey Advertiser, the Farnham and Haslemere Herald, the Daily Telegraph and The Times letters page.

The PCC is regularly interviewed by regional and national television and radio media including recent appearances to talk about various policing topics and issues such as unauthorised encampments, hate crime, disclosure and knife crime on BBC Surrey, Eagle Radio, Radio Five Live, LBC, Susy Radio and Meridian TV. The PCC has a monthly column in the Surrey Chamber of Commerce magazine to update the business community on policing issues relevant to them.

### **Consultation**

The PCC's office carries out a public consultation every year on the proposed council tax precept to gather the Surrey public's opinions on what the level should be and wider views of policing in the county.

A survey is circulated as widely as possible via the PCC's and Surrey Police social media channels, local media and the Surrey Police community messaging service 'In the Know', which now has over 12,000 people registered.

The 2019/20 survey which ran for three weeks in January received a total of 5,868 responses – the biggest ever response for a precept consultation in Surrey. Around 75% of those respondents agreed with the PCC's proposal for a 10% rise. The survey also invites people to leave any comments about policing in their area and this year, over 4,000 people gave their views. The PCC undertakes to read every single comment that is left.

The responses are categorised into a number of themes and a report is produced which is shared with Surrey Police to inform their policing plans and engagement.

In addition to views gathered from the consultation, the PCC's office has also receive and respond to various letters and emails from members of the public. In 2018/19 over 1,200 people contacted the office about various different issues such as anti-social behaviour, traffic offences and unauthorised encampments.

### **RECOMMENDATION:**

That the Police and Crime Panel note this report.

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