

**STANDARD OPERATING PROCEDURES:  
OFFICE OF THE BEDFORDSHIRE POLICE AND CRIME COMMISSIONER**

|                           |                                 |
|---------------------------|---------------------------------|
| <b>Title</b>              | Engagement Policy               |
| <b>Area of Compliance</b> | Engagement                      |
| <b>SRR Ref. No.</b>       | PCC – SR8                       |
| <b>SOP Ref. No.</b>       | 019/2016                        |
| <b>Version No.</b>        | 1.0                             |
| <b>Senior Lead</b>        | Chief Executive                 |
| <b>Author</b>             | Business and Compliance Manager |

**Revision History**

| <b>Date</b>   | <b>Revision</b> | <b>Change</b> | <b>Section</b> | <b>Review Date</b> |
|---------------|-----------------|---------------|----------------|--------------------|
| November 2015 | 1.0             | New Document  |                | November 2016      |
|               |                 |               |                |                    |
|               |                 |               |                |                    |

1. Purpose

- 1.1 The purpose of this document is to set out the principles by which the Police and Crime Commissioner will communicate and engage with all stakeholders.
- 1.2 By adhering to this document the PCC will be compliant in his statutory duties and provide assurance to the Police and Crime Panel regarding his activities.
- 1.3 This document is considered and referred to alongside the Police and Crime Plan.

2. Background

- 2.1 The PCC undertakes a significant amount of engagement with all stakeholders as part of his commitment to openness and transparency, and to provide the public and key stakeholders with different avenues for making contact with him. This activity is also supported through the DPCC post.



2.2 The engagement activity of the PCC, as well as any DPCC in post, is reported to the Police and Crime Panel on a quarterly basis and aligned to the commitments within the Police and Crime Panel.

2.3 By reviewing the engagement to date, the PCC and his Office are able to plan for the next quarter of activity.

3. Affected persons

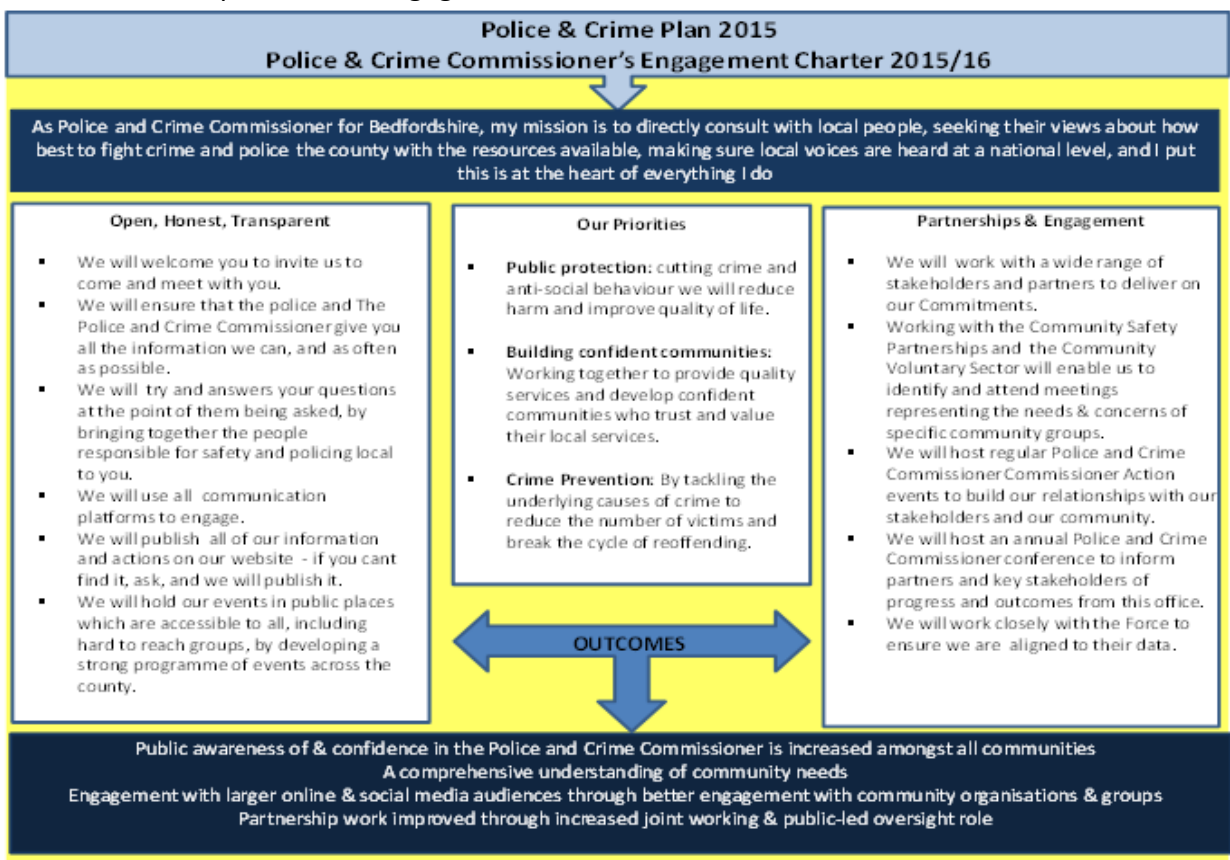
3.1 This policy will apply to all staff working in the Office Police & Crime Commissioner (OPCC) whether employed full-time or part-time, fixed term, permanent, seconded or on a temporary basis.

4. Strategic Risk Register

4.1 The Engagement Policy will be monitored within the Strategic Risk Register to ensure full adherence to the policy at all times.

5. Policy

5.1 The PCC will implement an Engagement Charter, as follows:



5.2 The PCC will conduct his engagement by the following mission statement:

“As Police and Crime Commissioner for Bedfordshire, my mission is to directly consult with local people, seeking their views about how best to fight crime and police the county with the resources available, making sure local voices are heard at a national level, and I put this is at the heart of everything I do.”

5.3 The PCC will conduct his engagement by the following engagement principles:

- Our engagement will be open and transparent, ensuring that the police, and the Police and Crime Commissioner give you all the information we can, and as often as possible
- We will make it as easy as possible to engage with us by holding our events at accessible places and times, and in the heart of communities across Bedfordshire
- Wherever possible we will bring you together with the people most responsible for safety and policing in your area, so you can get real answers from real people
- We will use all the methods available to us to deliver information to you and consult with you including online and social media where appropriate
- Our engagement events and activity will include, reflect and celebrate the diverse communities of Bedfordshire

5.4 The intended aims of the engagement programme are that:

- The public voice is evident in my Policing and Crime Plan, and all decision making in the Police and Crime Commissioners office
- Public awareness of & confidence in the Police and Crime Commissioner is increased amongst all communities
- Bedfordshire Police understanding of and its response to community needs is improved through an informed & public-led Police and Crime Panel
- Services and support for victims in Bedfordshire are improved through direct engagement with vulnerable and at-risk communities
- Engagement with larger online & social media audiences through better engagement with community organisations & groups
- Partnership work improved through increased joint working & public-led oversight role

5.5 A full detailed plan will be constructed that will clearly identify:

- The structure of meetings in public, to incorporate frequency, purpose and delivery methods.
- How the engagement with inform, capture and respond.



- The target audiences.
- The targeted engagement.
- How social media and online activity fits into the plan.
- Internal process.

## 6. Responsibilities

6.1 Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Chief Executive/Chief of Staff. Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken.