



AVON & SOMERSET POLICE & CRIME COMMISSIONER

AVON AND SOMERSET POLICE AND CRIME COMMISSIONER RESPONSE COPACC THEMATIC: PUBLIC ENGAGEMENT

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Introduction

This report summarises the Avon and Somerset Police and Crime Commissioner's (PCC's) approach to public engagement following the invitation from CoPaCC on the 30 January 2014.

The report provides:

- i. An overview of the PCC's activities
- ii. A number of supplementary annexes
- iii. Case studies

PCC's ambition

Sue Mountstevens, the PCC for Avon and Somerset wants to use the role to be the voice of the people; the bridge between residents and the Police to ensure that the service meets their needs. Especially important to the PCC is listening to the 'quiet voices'; those who do not shout the loudest but often have the most to say. This ambition is reflected in the Police and Crime Plan.¹ In addition, the OPCC business plan translates this into practice (See **Annex A**).

Principles

The OPCC works to the following principles with regard to engagement:

1. Engagement with the public and consulting with them is a core priority for the OPCC

¹ The 'umbrella' Police and Crime Plan is available online: <http://www.avonandsomerset-pcc.gov.uk/Your-PCC/Police-and-Crime-Plan.aspx> p. 14

Please note: at the time of writing the Avon and Somerset Police and Crime Plan is being refreshed. A 2014-2017 version will be published at the end of March. The PCC also has local plans which are available online.

2. The PCC wishes to listen especially to ‘the quietest voices’
3. Consultation and engagement runs throughout OPCC business
4. The PCC will undertake real, open consultation with the aim of making tangible changes as a result of feedback
5. The OPCC will work in collaboration with the Constabulary to ensure that feedback is used effectively and that strategies for engaging with the public complement each other.

Approach

As part of this ambition, the PCC has a range of ways through which she engages with the public. As a suite of methods they provide a range of opportunities for members of the community to engage with their PCC. This report specifically details the key engagement activities of the OPCC as per the request, but it should be noted that there are a number of other related activities, as referenced in the OPCC Business Plan (See **Annex A**). Moreover, there are a number of areas where the OPCC works in partnership with the Constabulary (such as attending Independent Advisory Groups) which are not the direct subject of this report.

Throughout this report, where there is additional information available online references are provided.

Method	Description	Objective
Contacts	The PCC welcomes contact by email, letter or phone into the OPCC from residents, stakeholders and partners. See Case Study 1 .	For the PCC to be available to answer or signpost residents’ letters and emails. Monthly management information is used to identify trends.
Out and About Days²	Weekly day of visits to community groups, services, and other organisations. A full list and an example itinerary is at Annex B .	To enable the PCC to visit small projects and groups and hear the ‘quiet voices’ e.g. visits to refuges, community groups, funded services
Public Forums³	The PCC and Chief Constable attend public meetings, in each policing district where there is a presentation and then open Q&A. These meetings are typically webcast and feature live tweeting.	For the PCC, Chief Constable and local officers to present on relevant issues and to hear and answer issues raised by residents.

² http://www.avonandsomerset-pcc.gov.uk/Search-Results.aspx?search_keywords=community+day

³ http://www.avonandsomerset-pcc.gov.uk/Search-Results.aspx?search_keywords=public+forum

Method	Description	Objective
	<p>Attendance has ranged up to 100 people.</p> <p>A transcript of the questions and answers is uploaded to the website after the meeting along with any presentations or video content.</p> <p>A full list is available at Annex C</p>	
Surgeries	During Out and About days and at other times, the PCC makes herself available to the public in a public place, for 1:1 discussions.	To provide opportunity for members of the public to speak to the PCC face-to-face
Consultation on key decisions⁴	<p>The PCC also see consultation as part of her role to engage with the public. The public are consulted on key PCC decisions such as the council tax precept or the setting on the Police and Crime Plan.</p> <p>For example, the OPCC also consulted victims of crime to inform preparatory work for the commissioning of victim services.⁵</p> <p>See Case study 3.</p>	To comply with statutory requirements and enable the PCC to make decisions having considered public opinion.
Issues-specific forums	<p>The PCC uses thematic public forums to address issues of local concern, as they arise. Some examples to-date are listed below:</p> <p>Business Crime⁶</p> <p>The first meeting of the Business Crime Forum took place at Leigh Court on Wednesday, September 18, 2013.</p>	To engage with local businesses and listen to their views.

⁴ The PCC shares a consultation space with the Constabulary, where all surveys are held:

<http://www.consultation.avonandsomerset.police.uk/>

⁵ <http://www.consultation.avonandsomerset.police.uk/pcc/survey-on-victim-services-2013>

⁶ http://www.avonandsomerset-pcc.gov.uk/Search-Results.aspx?search_keywords=business+crime+forum

Method	Description	Objective
	<p>Rural Crime⁷</p> <p>Visitors to the Dairy Show, Bath and West Showground heard from PCC, Assistant Chief Constable Anthony Bangham and Superintendent Ian Wylie at the first rural crime forum.</p>	<p>There was a real desire from the rural community to engage more with the police. The rural crime forum enabled farmers, smallholders and rural businesses to express how they could work more closely with the police to reduce rural crime.</p>
	<p>Road Safety⁸</p> <p>The Road Safety Summit took place at City Hall, Bristol on Wednesday December 11 2013. It was attended by the Mayor of Bristol, PCC and Chief Constable along with other groups and residents.</p> <p>See Case Study 2</p>	<p>Residents had highlighted a variety of road safety issues since the PCC took office and it was felt that hosting a road safety summit would provide an opportunity to discuss these issues and raise awareness among road users.</p>
<p>Young People</p>	<p>The OPCC have a dedicated Youth Champion on leads on the approach to youth engagement.</p> <p>The OPCC have built up relationships with local youth participation groups and organisations and work with them to undertake consultation activities with local young people.</p> <p>As part of the wider approach (out and about days, diary management) there is an expectation that visits will take place to projects and groups who specifically work with young people, providing opportunity for the PCC to hear from young people directly.</p>	<p>To provide an equal platform to young people as members of the community, allowing them to have their say on issues which matter most to them.</p> <p>Develop meaningful representation of young people's views to inform the work of the PCC and her office.</p>

⁷ http://www.avonandsomerset-pcc.gov.uk/Search-Results.aspx?search_keywords=rural+crime+forum

⁸ <http://www.avonandsomerset-pcc.gov.uk/Openness/Bristol-Road-Safety-Summit.aspx>

Method	Description	Objective
	Young people are invited to work with the OPCC as part of key events (e.g. Takeover Days) or in relation to specific pieces of work such as designing a focus group to hear from young victims of crime.	
Diary management	In addition to the formal events detailed throughout this report, the PCC also regularly visits PACT meetings, parish council, community groups and others, by invitation.	Responding to invitations from groups in the area and listening to their views.
Engagement events	<p>Throughout the summer the PCC along with OPCC staff and volunteers attends various public events to talk with residents and listen to their views. A full list from the summer of 2013 is provided at Annex D</p> <p>Engagement is interactive with 'vote' style activities on the council tax precept for example, or submission of policing priorities. General feedback on policing and community safety is also sought.</p>	<p>Ask residents about specific issues or decisions.</p> <p>Engage with residents who would not ordinarily make contact with the PCC via other mechanisms.</p>
Communications and PR	<p>There is a small communication team of two people supporting the PCC looking after the reactive media issues and the proactive public relations as well as the online activities and the website.</p> <p>Media enquiries can range from 40 – 80 a month and website visits can range from 5000 – 10,000 depending on timing and what is happening in the organisation.</p> <p>To date the OPCC has issued over 220 proactive press releases, two hard-copy newsletters to</p>	<p>OPCC communications must at all times be:</p> <ul style="list-style-type: none"> • Outward-facing, focused on the needs of local people, stakeholders and partners, as appropriate; • Open, honest and accountable; • In plain, simple language; • Timely; • Accessible to all, including hard to reach groups; • Alert to the need to build partnerships to deliver effective and efficient policing, community safety and victim services; • Cognisant of the need to reach all

Method	Description	Objective
	<p>residents (for distribution via local policing teams and partners) a significant number of electronic newsletters, seven Police and Crime Plans and the OPCC has recently introduced a bi-monthly Ministerial briefing</p>	<p>communities and to consider diversity and equal opportunities issues;</p> <ul style="list-style-type: none"> • A two-way process of giving and receiving information; • Designed to build public confidence in policing, community safety and victim services; • Where possible to complete the communications loop of “we asked, you said, we did....”
<p>Social Media</p>	<p>Twitter @AandSPCC - 2793 followers @SuMountstevens (PCC’s personal account) – 2887 followers</p> <p>Facebook AandSPCC (169 likes) Sue Mountstevens (180 likes)</p> <p>YouTube</p> <p>Audio Boo</p> <p>Flickr</p> <p>Instagram</p> <p>Vine</p> <p>All of these networks need to be fed by content and the OPCC is making a concentrated effort in 2014 to be content rich to increase and sustain effective engagement.</p>	<p>The OPCC actively uses social media in order to offer a range of engagement platforms for the people of Avon and Somerset.</p> <p>Twitter is the main source of engagement. The OPCC publishes videos and webstreams on Ustream and YouTube of the public forums as well as using AudioBoo for interviews. Photos of the PCC undertaking her role are very popular and we have a Flickr account and have just joined Instagram and Vine for short videos from community days.</p>
<p>Awards</p>	<p>Neighbourhood Policing Awards⁹</p> <p>The Awards are a celebration of the success and achievements of Neighbourhood Policing in Avon</p>	<p>The Neighbourhood Policing Awards are an annual celebration of the hard work of police officers, staff and volunteers in Avon and Somerset Constabulary.</p>

⁹ <http://www.neighbourhoodpolicingawards.co.uk/>

Method	Description	Objective
	<p>and Somerset as voted for by the public.</p>	<p>Nominations are sought from the public for the 'best on the beat.' and the event is attended by dignitaries, MPs, senior policing figures and a draw is held for 6 event places for the public who nominated an officer, volunteer or staff member. The event is organised by the OPCC.</p>
	<p>Pride awards¹⁰</p> <p>The PCC set up the Pride Awards to recognise the silent stars of the community who achieve great things or go above and beyond what is expected.</p>	<p>The awards aim to give people the chance to highlight those working tirelessly in their communities or organisations. Previous winners have included charity workers, volunteer CCTV teams, PCSOs, family liaison officers, Neighbourhood Watch co-coordinators and Parish Councillors.</p>
<p>Police and Crime Survey</p>	<p>This randomised telephone survey jointly commissioned by the Constabulary and OPCC obtains the views of 3000 people each year. The survey covers issues such as:</p> <ul style="list-style-type: none"> - Feelings of safety - Confidence and trust in the Police - Preferred methods of contact - Active citizenship - Awareness of PCC - Victimisation 	<p>To obtain consistent quarterly data on key issues to inform service delivery.</p>

¹⁰ <http://www.avonandsomerset-pcc.gov.uk/Take-Part/PCCs-Pride-Awards.aspx>

ANNEXES

ANNEX A – Extract from the OPCC Business Plan

Priority 2 – Effective Voice of the Community – the PCC will be the prominent, visible and representative voice of the community in relation to crime, community safety and police services – in delivering this priority the OPCC will:-

- ensure an efficient and effective system for members of the public to raise contacts, queries and casework with the PCC;
- enable a consultation process in relation to the PCC's budget, council tax decision, delivery of effective policing services and priorities for the Police and Crime Plan;
- continue to run regular weekly sessions in the community where the PCC will travel the Avon and Somerset area meeting the local community and attending community safety service delivery;
- commission a review of engagement activity including Neighbourhood watch, PACT and Community Speed Watch;
- establish a volunteer panel to look at complaints;
- establish an enhanced approach to youth engagement to facilitate engagement with Young People;
- run an effective Independent Custody Visiting scheme;
- ensure regular public facing meetings presenting on local issues across Avon and Somerset which will enable members of the public to make their views known to the Commissioner and the Constabulary;
- ensure that the views and concerns of the communities of Avon & Somerset are factored into the Police & Crime Plan and are taken into account when considering policing priorities; and
- ensure that the Chief Constable and his senior officers are made aware of the views and concerns of communities of Avon & Somerset and ensure the Chief Constable is held to account as required for the delivery of any consequential policing actions and outcomes arising.

Full document available online: <http://www.avonandsomerset-pcc.gov.uk/Document-Library/Finance/Business-Plan-2013-14-FINAL.doc>

ANNEX B – OUT AND ABOUT DAY VISITS (March 2013 – present)

Date	Police area	Organisation
19.03.13	Somerset East	Turning Point, Yeovil
		Yeovil Mosque
04.04.13	Bristol	Bristol City FC Community Trust
		Chandos House
		BCfm, Lawrence Hill
		One25, St Pauls
		Young Bristol, Lawrence Hill
11.04.13	North Somerset	IMPACT daily tasking
		Official opening ceremony of Town Hall, WSM
		Addiction Arrest Referral Service, WSM
		Restore Trust
25.04.13	South Gloucestershire	Drop in Session- Yate Library
		1625 Independent People
		Media Interview - Henleaze
		Be Safe Children's Programme
		Brent Knoll House, Cribbs Causeway
02.05.13	Somerset West	Speech to Public Services Students at Somerset College
		RSPCA
		Bridgwater YMCA
		Somerset Rural Youth Project
30.05.13	Bath and North East Somerset	Bath and West Show
		Raven, Taunton
20.06.13	Bristol	NSPCC Centre, Old Market
		Prince's Trust
		Empire Amateur Boxing Club
		IRIS
		Youth Moves
03.10.13	North Somerset	Chair of North Somerset Magistrates
		The Women's Project
08.10.13	Bath and North East Somerset	SARI meeting with victims
		Meeting with students at the University of Bath SU
		Drop in Session- Rose Cottage Café, Twerton
		BANES IAG
16.10.13	Bristol	Operation Torque Launch, Brislington
		Chinese Women's Association, St Paul's
		City of Bristol College meeting

		CAADA
		Walkabout the BRI (IDVA)
		Avon Club for Young People
		Community Forum, Clifton
22.10.13	South Gloucestershire	Hanham Surgery
		Coniston toddler group, Patchway
		Drop in session- Coniston community Centre
		Community Juice Project
29.10.13	Somerset East	Chard Town Hall
		Chard Youth Centre
		10 Communities Youth Project, Wiveliscombe
26.11.13	Somerset West	Christmas card competition, Bridge Learning Campus
		ABLAZE, BCL
		Bristol Base Project, Banardo's
19.12.13	South Gloucestershire	Disability Equality Network
		Drop in Session- Yate Library
		The Southmead Project
09.01.14	North Somerset Bristol	Chaplaincy about town, WSM
		Drop in session- Healthy Living Centre
		Lighthouse Project, WSM
		Chief Constable Awards
		Youth Offending Services
16.01.14	Somerset East	BBC Radio Somerset
		Safer Somerset
		Community Trigger Launch, Wells
		Aster Communities walkabout- Hillmead Estate
		Visit to victim of distraction burglary
19.02.14	Bristol	Bath & Bristol Science Park
		Compass Project, Staple Hill
		Ride along, Bridewell Police Station
		St Mungos Project

Example agenda

These are example appointments from Out and About days in North Somerset and Somerset East (Mendip). Actions are reviewed and followed up after each appointment.

Time	Organisation	Description	Visit detail
09.01.14 North Somerset	Chaplaincy About Town	A charity that has been set up by local Christians, to provide a friendly listening ear to businesses, employees, shoppers & anyone who frequents the Weston-Super-Mare town centre.	The PCC had a meeting with Reverend Gill Putnam and other volunteers. This provided an opportunity for the PCC to answer any questions of concern and learn more about the charity's work.
	Drop in session- Health Living Centre	The PCC held a drop in surgery for any residents who wished to raise any issues in the local area. This lasted an hour and a half. The PCC was able to speak at length with everyone who came to see her.	The PCC provided an opportunity for residents to raise concerns. The individual issues were either dealt with by the present PCSO or taken for further investigation by the PCC.
	Lighthouse Project	A charity funded by the Commissioner's Community Action Fund (CCAF). Funding was used to develop one of their projects and to support the street pastors in their quest to make the night-time economy of Weston-Super-Mare a safe and enjoyable place to go out.	The PCC was given a tour of various projects within St Paul's Church, Weston. The PCC met several service users and saw the charity's soup kitchen provide a warm meal and a place of comfort to those in need in Weston.
16.01.14 Somerset East	Aster Community Trigger Launch	The Community Trigger is one of the new approaches outlined in the Anti-Social Behaviour, Crime and Policing Bill currently going through Parliament. Once the bill is enacted later this year, the community trigger scheme will be rolled out nationally.	The PCC attended the launch that will see A&S Constabulary, Mendip Council, Aster Communities, Somerset County Council and the Somerset Clinical Commissioning Group working together to run this pilot to make sure the scheme will work for local people.
	Aster Communities walkabout the Hillmead Estate	Aster Communities housing association has undertaken some great work in the Hillmead estate helping people feel secure in their homes. Aster Communities continue to work with local people to make real improvements for communities.	The PCC unveiled a new bench outside the Hillmead Estate Community Hall. The PCC took time talking to local residents, Police officers and councillors learning about the valuable work Aster Housing Association have done in the area.
	Visit to member of the public	The PCC visited an elderly man who was the victim of a distraction	The PCC spoke at length with the member of the public who was

		burglary.	full of praise for the local PCSOs for the support they have given him.
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ANNEX C – PCC PUBLIC FORUMS

Meeting date	Location
16 April 2013	Somerset East: Frome
25 June 2013	Bristol
3 September 2013	South Gloucestershire
27 November 2013	B&NES
28 January 2014	North Somerset
25 March 2014	Somerset West: Minehead

ANNEX D – EVENTS ATTENDED (Summer 2013)

Date	Event	Location
Wednesday 29th May	South Gloucestershire Family Day	Kingswood
Thursday 30th May	Bath and West	Shepton Mallet
Saturday 1 st June	Bath and West	Shepton Mallet
Saturday 15 th June	Chipping Sodbury Festival	Chipping Sodbury
Saturday 22 nd June	Weston Air Show	Weston
Saturday 6 th July	St Pauls Carnival	Bristol
Saturday 13 th July	Bristol Pride	Bristol
Saturday 13 th July	Keynsham Summer Fun Day	Keynsham
Saturday 27 th July	Harbour Festival	Bristol
Sunday 28 th July	Harbour Festival	Bristol
Saturday 3 rd August	Taunton Flower Show	Taunton
Saturday 10 th August	Balloon Fiesta	Ashton Court
Wednesday 14 th August	Minehead Festival	Minehead
Sunday 25 th August	Islamic Cultural Fayre	Bristol
Friday 13 th September	Annual Crewkerne Community Safety Event	Crewkerne
Saturday 14 th September	Frome Cheese Show	Frome

Wednesday 25 th September	Bridgwater Fair	Bridgwater
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CASE STUDIES

Case Study 1: Volume of contacts

The PCC receives messages from the public for many reasons such as feedback, FOI requests and complaints. These 'contacts' are by letter, email, via the PCC's website, telephone or in person (see **Case Study 4**).

During her first 12 months the PCC logged **4071** contacts (excluding social media), compared with **312** logged by the Police Authority during the previous 12 months.

Contacts are also received from MPs, Councillors, parents/guardians, or representative groups, on behalf of a child, vulnerable person or someone from a represented group and due regard is given to the individual's needs.

The main objectives for the PCC in handling enquiries is to:

- listen to people and to increase public satisfaction in the police;
- enable the public to comment on and directly influence the quality of policing service and the priorities and oversight work of the PCC;
- provide a valuable intelligence resource to help the PCC hold the Chief Constable to account.

The PCC's role is much wider than policing and therefore enquiries include commissioning, volunteering, community safety and the PCC's influencing role in the criminal justice system.

The PCC's process for handling contacts from the public includes the important working-protocol to transfer vulnerable callers or messages immediately to the Constabulary, for risk-assessment and welfare reasons. If the enquiry is about an operational policing matter then it is also passed to the Constabulary to handle and reply directly. If the issue is within the PCC's remit then a full reply is sent.

Regular management reports capture themes and trends to learn lessons and improve the service in all aspects under the remit of the PCC. If a complaint is received against the police then the PCC can give assurance to the complainant that the complaint process will be reviewed to ensure that it is handled according to statutory regulations.

Examples of complimentary feedback to PCC replies include:

- *Thanks to PCC and positive comments regarding police response - feels more supported & not isolated with the situation.*
- *Really appreciative of the work you are putting into the PCC function in our area and for the priorities you have established for policing over the next 3 years.*
- *Speedwatch member thanking PCC for continuing interest & strong support.*

Case Study 2: Road Safety

Following extensive consultation with over 5,000 people on the Police and Crime Plan at the beginning of 2013, road safety was raised as a priority by local people. The concerns about road safety varied across the police force area with residents in Somerset particularly focused on speeding and Bristol residents concerned about cycling and enforcement.

In addition to the formal feedback PCC Sue Mountstevens took part in two BBC Radio Bristol phone-ins where issues between road users and enforcement were continually raised. Following this there were also many letters to the local newspaper, the Bristol Evening Post, as well as over 470 correspondences directly to the PCC.

Bristol is a cycling city and the Mayor George Ferguson is committed to building respect amongst road users, an agenda shared by Sue Mountstevens. The telephone calls, letters and media started to particularly focus on a lack of enforcement by Avon and Somerset Police which was something that the PCC was keen to address.

It was decided by the OPCC to hold a joint road safety summit with Bristol City Council to:

- develop a joint approach promoting greater road safety between all road groups in Bristol
- allow contributions from partners on their responsibilities and actions
- give people living and working in the area the opportunity to discuss their road safety concerns and issues with opinion formers
- create a mutual awareness and better relationships between all categories of road users
- enable the Constabulary to clarify their position on how various road issues are dealt with
- give the Commissioner, Council, Constabulary and the Mayor a platform to listen to local concerns

The event was jointly organised by the OPCC, Avon and Somerset Police and Bristol City Council and held at City Hall on December 11, 2013. Key stakeholders were invited from Bristol's Older People's Forum, Playing Out (a not-for-profit advice and resource for street play), cycling groups, campaign group - Roads Justice, Sustrans, the Council's transport committee and youth Mayors.

There was a panel of guests including the PCC, the Mayor, the Chief Constable and guest speaker Ben Hamilton-Bailey (a specialist transport, traffic and urban designer). There was also a presentation on community speedwatch (volunteer groups who use speeding equipment and record information about speeding drivers which is shared with the police) by Avon and Somerset Police.

The event was attended by over 130 people and following the introductions from the panel there were group discussions to inform PCC and Council road safety priorities and there was also a one-hour long question and answer session.¹¹

In addition to the people at the event 167 people watched live online and took part in the 'CoverItLive' web chat and 929 people watched the event webcast.

Following the meeting the Mayor and the police (supported by the PCC) have worked together to switch Bristol's road and red-light cameras back on, introduced 20mph zones across the city as well as begun an active campaign to increase community speedwatch across the city. Targeted enforcement around cycling on pavements is on-going and discussions from the event are informing Bristol's local Police and Crime Plan.

Since the setting up of the road safety event in Bristol, there have been two cycling deaths in Bath and a number of concerns regarding road safety raised at the PCC's public forum in the city on November 27. The plan is to work with Bath & North East Somerset council to set up a similar event in Bath shortly.

Case Study 3: Consultation on the council tax precept

Following the decision to freeze the council tax precept in 2013/14, the PCC was clear that she wanted to hear the views of as many people as possible when making her decision for 2014/15. This case study illustrates a detailed conversation with residents about this matter, which took place over many months across a variety of platforms.

First, over the summer of 2013 the PCC went to a wide range of public events which covered vast Avon and Somerset area. At these events, the PCC, OPCC staff and volunteers spoke to those in attendance in order to get an indication of public opinion across the broad range of possible options. Given the early stage in the budget planning cycle a general indication of the possible impact of this decision was given via the equivalent value in police officer and PCSO numbers, in order to help respondents' understand the impact of the decision. Residents were invited to indicate their preferred option in a ballot box style activity. In parallel a consultation survey was hosted on Citizen Space.¹²

The findings of this first stage, along with the development of the budget informed the second stage which allowed for a refined list of options to be consulted on. Again this was undertaken both online and as part of the PCC's business as usual (e.g. existing meetings, radio phone ins etc.). The question was also included in the jointly commissioned Police and Crime telephone survey.

¹¹Transcript is available online: <http://www.avonandsomerset-pcc.gov.uk/Openness/Bristol-Road-Safety-Summit.aspx> A video of the event is available online: – http://www.bristol.public-i.tv/core/portal/webcast_interactive/119908

¹²<http://www.consultation.avonandsomerset.police.uk/pcc/2014-15-council-tax-level-policing>

Overall, this process enabled the PCC to make full use of her role and incorporated this conversation into 'business as usual'. Ultimately, this led to a wide range of views being captured – hearing in total from over 3000 people, which greatly informed the PCC's decision for the 2014/15 council tax precept.

A full report on this consultation was submitted to the Police and Crime Panel.¹³

Case study 4: Responding to the needs of the 'quiet voices'

The PCC was clear from her first day in office that she wanted to use the role of PCC to reach out to as many people as possible. This means that as well as those who know how to contact her, send invites to their meetings and attend public forums, she wanted to listen to the quiet voices. The PCC is able to achieve this through the following approaches:

Out and About Days – during these days, the PCC can visit victims of crime, service users and agencies in their own settings; going to them to hear about the issues that are important to them. Particularly pertinent examples include visiting victims of domestic abuse at a refuge, or users of drug and alcohol support services and hearing about their experiences.

Attending community events – many people who attend some of Avon and Somerset's large public events would not normally consider contacting the PCC. However, by being accessible and present, the PCC is able to connect with them and hear their views about the police and community safety.

Issues from any of these interactions that require further follow up are logged as contacts (See **Case Study 1**)

¹³ https://www.bristol.gov.uk/committee/2013/ot/ot048/1211_7.pdf