



**OPCC**

Office of the Police &  
Crime Commissioner  
for Gloucestershire

**AUTHOR: Ruth Greenwood**

**SPONSOR: Martin Surl**

**DECISION NUMBER: D31/2019**

*(to be completed on approval)*

**SUBMITTED TO: Martin Surl, Police & Crime Commissioner for Gloucestershire**

**SUBJECT: Police and Crime Plan Priority – Accessibility and Accountability**

**EXECUTIVE SUMMARY:**

Through extensive public contact the Commissioner is aware that sections of the public have lost or are losing confidence in the 101 system and are unclear about the appropriate means by which to contact the police.

There is anecdotal evidence that other statutory agencies are actively diverting calls that are within their area of responsibility to the police and this is having a detrimental impact on the effectiveness and efficiency of the Constabulary.

There is evidence that on occasions when members of the public do make contact, they are given incorrect information as to what is or is not the responsibility of the police.

The introduction of Single Online Home presents a timely opportunity to engage with the public and to reset and improve the public contact experience with the public.

**RECOMMENDATION:**

1. During January/February 2020 the Constabulary and the OPCC launch a substantial public information campaign to increase confidence in the 'Accessibility & Accountability' priority as set out within the Police & Crime Plan.
2. The campaign should inform and promote the various methods by which contact can be made.

3. The Constabulary in a spirit of partnership identifies agencies that are thought to divert calls that are within their area of responsibility to the police and agree protocols that are in the public interest.
4. The Constabulary provides reassurance to the PCC that due regard is being given to supporting the police and crime plan intent, *'To get the right resource to the right situation first time, every time, on time and dealing with the matter appropriately and effectively'* and the refresh focus on *'Every Crime Matters'*.

**OUTCOME/APPROVAL BY:**

Signature:



Date: 17 December 2019

Police and Crime Commissioner for Gloucestershire

**Public Access to Information**

*Information in this form and associated reports is subject to the Freedom of Information Act 2000 and the Elected Local Policing Bodies (Specified Information) Order 2011. Where it has been indicated that this is a decision of significant public interest, all of this form except Part Two will be made available on the website of the OPCC.*

*Any information that should not be automatically available on request should not be included in Part One but instead on a separate Part Two form.*

**Is this a decision of significant public interest?**

**Yes**

*This includes a decision with any impact on the community, expenditure in excess of £50,000, or any decision that would be of obvious interest to the media or the general public*

**Is there a Part Two form?**

**No**

*This section should only include information that, if published:*

- a) would, in the view of the chief officer of the police, be against the interests of national security;*
- b) might, in the view of the chief officer of police, jeopardise the safety of any person;*
- c) might, in the view of the chief officer of police, prejudice the prevention or detection of crime, the apprehension or prosecution of offenders, or the administration of justice; or*
- d) is prohibited by any enactment.*
- e) breaches commercial sensitivity*

<b>ORIGINATOR CHECKLIST (MUST BE COMPLETED)</b>	<b>Comments including who has approved the report if applicable</b>
Has legal advice been sought on this submission if required?	No
Has the Chief Finance Officer been consulted, if required?	Yes
Have equality, diversity and human rights implications been considered, as appropriate?	Yes
How is the recommendation consistent with the objectives of the Police and Crime Plan?	Yes – Accessibility & Accountability and Safer Days and Nights: Every Crime Matters.
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes – with the public. More consultation needed with partner agencies.
Has communications advice been sought on areas of likely media, community, staff or partner interest and how they might be managed?	Yes – HoPA.

Have all relevant implications and risks been considered?	Yes – there is a risk to public confidence in the police if the service promoted fails to meet expectations
---	---

## **PART ONE – For publication**

### **1. Purpose of the report**

- To increase public awareness of how, when and why to contact the police.
- To launch Single online home in the most effective manner.
- To improve performance and delivery of the Accessibility & accountability priority of the Police & Crime Plan.

### **2. Background**

This paper is the outcome of extensive conversations between the PCC, the public and the Constabulary.

### **3. Recommendation(s)**

As above.

### **4. Financial and resource implications**

Sufficient financial & people resources will be needed to deliver the public awareness campaign. There may be a need for reprioritisation.

### **5. Risk assessment**

There is a risk public confidence could decline further if the Constabulary fails to deliver what is promised during the campaign.

### **6. Equality & Diversity impact assessment**

No

### **7. Environmental impact assessment**

No Environmental Impact Assessment has been completed for this paper.

**8. Consultation**

This paper is the outcome of extensive conversations between the PCC, the public and the Constabulary.

**9. Discussed with Communications & Engagement**

Yes

**10. Conclusion**

**SPONSORING BOARD MEMBER APPROVAL**

**Name:** Ruth Greenwood

**Job title:** Head of Policy, Performance and Strategy

**Signature:**



**Date:** 13 December 2019

**CHIEF EXECUTIVE APPROVAL**

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the PCC.

**Signature:**



For and on behalf of Chief Executive

**Date:** 13 December 2019