



**Devon & Cornwall
Police Authority**



Joint Public Consultation and Community Engagement Strategy

This joint strategy demonstrates Devon and Cornwall Constabulary and Devon and Cornwall Police Authority's intentions to consult and engage with the communities of Devon, Cornwall and the Isles of Scilly. We will aim to do this jointly whenever this is in the best interests of the communities; and independently whenever this is required or is in the best interests of the communities.

Devon and Cornwall Police Authority and Devon and Cornwall Constabulary are two separate organisations. Whilst the Constabulary provide the operational policing services. The Authority is a body of local people, independent from, but working closely with, the Constabulary, with responsibility for ensuring you receive a high quality service that is fair and accessible to all.

Through effective consultation and engagement we aim to:

- Make local people central to the service we provide
- Enable local people to be a key influence in how we do our business
- Understand your concerns and priorities
- Listen to what you have to say about policing in your local area
- Debate issues and solutions with our community
- Inform you of the services we provide and our progress against local priorities
- Monitor your satisfaction with our services, including changing levels of satisfaction over time, and understand and act upon the causes of dissatisfaction

We will do this by adopting the following principles:

- Where we provide you with a service we will seek your views on it, as often as possible. This may be through formal surveying or through contact from our officers and staff
- If you provide feedback, we will consider it and act upon it whenever we can and ensure that you are informed of progress
- Where we plan to reconsider the way we deliver a service, we will ask your views and involve you in our discussions before anything changes
- Your views will be a key part in determining our priorities
- No issue sits outside our desire to consult and engage with you
- We will consult a wide range of people in order to understand the views of all our communities

- We will work together to make sure we are making the best use of our resources, in particular to ensure that particular groups and individuals do not suffer consultation overload
- We will make the results from consultation exercises available to you [*LINK TO BOTH WEBSITES*]
- We will report all consultation findings in a fair and unbiased way, highlighting both the good aspects and those which are considered as areas for improvement
- All our consultation will be carried out in accordance with Market Research Society's Code of Conduct , statutory guidelines and the Equality Standard for the Police Service [*LINK TO THESE*]

How will we do this?

- Through our neighbourhood policing teams and the PACT process you can influence the work of your local neighbourhood teams [*LINK TO NH WEBSITE*]
- We will consult you on our strategic priorities through our public surveys
- Through our diverse community teams and Independent Advisory Groups [*LINK TO DIVERSITY*]
- By encouraging you to get involved in activities which can influence how both organisations do their business
- By talking to you and consulting you both at events and meetings that you already attend and those organised by us [*LINK TO RESULTS ON BOTH WEBSITES*]
- By holding regular meetings in your area [*LINK TO PALMS AND NEIGHBOURHOOD POLICING*]
- We will use a wide range of methods including on-street, telephone, postal and house to house surveys, focus groups, panels and meetings and make the best use of new technology such as the internet , text messaging and electronic voting
- By finding out what other events you would like to see us attend to hear your views
- By working with our partners to share information and co-ordinate our activities