



# Case study pro-forma

<b>Case Study Title</b>	Quality of Life Community Engagement Project
<b>Partner Organisation (s)</b>	Police and Crime Commissioner, South Wales Police, Local Authority, Fire Service and Rescue, Community safety and Partnerships
<b>Key words</b>	Community Engagement, Collaboration, Prioritisation of local issues and mapping local issues for resolution.

## 1. Brief Introduction

The project is designed to tackle quality of life issues that are affecting local communities. By bringing in key stakeholders such as the public, police, local authorities and other agencies they can work together in achieving a solution to the problems/issues in the community. The public participatory group will firstly prioritise the local issues and then discuss these with the local authorities and other agencies. The police, local authorities and other agencies are involved to add clarity and knowledge about resolving local issues; which may change how the public prioritise local issues. The public will then be shown a map of their local area and asked to pin point the area of the local issues. The map will then inform and assist the police, local authority and other agencies to tackle the local issues with more precision.

## 2. Details of the issue addressed

The public participatory group will be asked to prioritise local issues that had been identified through a previous survey campaign conducted in their local area. The issues identified through the survey will be put to the group and they will be asked to confirm them as issues in their area and prioritise them via the use of a prioritisation grid (participatory tool). The resolution of the issues is discussed with the partners and an effective action plan will be created to target the issues. This action plan acts as an agreement between the participatory groups where everyone can be held to account. The work conducted as a result of the participatory group will be fed through to the individuals of the group and to the wider public.

## 3. Actions/approach taken

In the early planning stages of the project, the partners will have been met with and bought into the process in order to take the project forward. The public will then be invited to take part in the exercise; initially those involved in the previous survey campaign that have shown an interest in taking part in future consultation. Depending on the uptake of the public at this stage, a wider audience will then be considered. The approach will look to include a diverse and evenly spread representation of the community will be attempted.

In order to encourage people to partake in the future a clear message of what the project is delivering will be provided to the participants, so they will know what is being intended. This along with agreed timescales and feedback to the participants and the wider community will ensure the public can see what positive steps have been taken to resolve local issues. In turn we will hope to see an increase in the public's perception that we are tackling local issues and the national performance figures that these equate to.

Initially the project will be run by the Consultation Department with the aim of training PCSOs and individuals from partner organisations to conduct this in the future. These stakeholders will also be engaged with before hand to show clear line of sight and by-in to the process.



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### **4. Benefits such as: improvements to service, improved dialogue about funding and service planning between third sector organisations and local authorities, in-kind support arrangements etc**

There are clear benefits in engaging with all the stakeholders involved in this project. The main being the public as they will feel empowered and listened to; which in turn will improve their perception of the services that South Wales Police and other partner agencies deliver to them. The improvements made to services are a direct result of public opinion and not assumptions made on what people would like to see. It is a more informed method of engagement and service delivery. As the project involves discussion between the public and the partners it will build on their relationship and trust; developing an understanding and appreciation for local issues and how they can best be resolved. The timescale for the delivery of the agreed actions can be clearly seen by all parties and will encourage everyone to take personal responsibility.

### **5. Sustaining and or building on the benefits realised**

Through the by-in from the other partners involved in the process, there could be the opportunity to share resources to deliver the participatory work. This would therefore make the project more sustainable in the future and prevent duplication of effort.

The information taken from the participatory work will be shared across the partners, so everyone will be using the same information and working collaboratively to resolve the local issues. Working together on the issues will improve the timeliness of how they are resolved and in turn make everyone more efficient and effective.

Through the effective communication of the success of the project to the public we should see more engagement with the community. Public perception that the police are tackling issues that matter to the public should increase; therefore improving the national ratings of South Wales Police.

### **6. How do you feel the approach met the National Principles for Public Engagement in Wales?**

Overall the project has taken into account the National Principles very well. There are a couple of categories where improvements could be made such as the planning and timeliness of the engagement. As this is a new project, I believe that I need to spend more time in this area to ensure that what is promised to the public is delivered to agreed timescales. We also need to ensure that the right resources are utilised in the participatory work; people will good facilitation skills and personal qualities.



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## 7. How would you rate your approach to the project against the National Principles for Public Engagement in Wales?

**Evaluation** 1= very poor: 2 = poor: 3 = average: 4 = good: 5 = excellent

Principle	Evaluation
Engagement is effectively designed to make a difference	4
Encourage and enable everyone affected to be involved, if they so choose	4
Engagement is planned and delivered in a timely and appropriate way	3
Work with relevant partner organisations	4
The information provided will be jargon free, appropriate and understandable	4
Make it easier for people to take part	4
Enable people to take part effectively	4
Engagement is given the right resources and support to be effective	3
People are told the impact of their contribution	4
Learn and share lessons to improve the process of engagement	3

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