

WEST MERCIA POLICE & CRIME PANEL



REPORT OF THE CHIEF
EXECUTIVE

WEST MERCIA POLICE
AND CRIME PANEL
5 OCTOBER 2016

THE SAFER WEST MERCIA PLAN AND ASSURANCE PROGRAMME

1. PURPOSE

The purpose of this report is to provide members of the Panel with an update on the development of the Safer West Mercia Plan, to present a final draft version of the Plan to the Panel for their comments and to provide an update on the development of the assurance programme.

2. BACKGROUND

By virtue of Section 5 (1) of the Police Reform and Social Responsibility Act 2011 (the Act) a Police and Crime Commissioner (PCC) must issue a Police and Crime Plan (the Plan) within the financial year in which their election is held. The Plan is the PCC's key document and sets out the overall strategic direction and long term vision for policing in West Mercia.

Once prepared the Act requires the PCC to consult with the people of West Mercia and victims of crime on the draft plan. As part of the statutory process the Police and Crime Panel must be sent a copy of the draft plan. The Panel have a responsibility to review the Plan and make comments to the PCC on the plan. The PCC must have regard to the Panels comments and respond to them prior to issuing the finished plan.

3. PLAN DEVELOPMENT

To inform the development of the Safer West Mercia Plan the PCC chose to seek the views of West Mercia's residents and personnel within West Mercia Police, prior to developing his policing and crime objectives. The PCC received 1,946 responses to this initial consultation from the public consultation and a further 404 responses from West Mercia personnel.

The draft Safer West Mercia Plan was prepared following the initial consultation and submitted to the Panel's August 2016 meeting along with a report detailing the headline results of the consultation.

Consultation on the draft Safer West Mercia Plan

Public consultation on the draft Safer West Mercia Plan ran from the 1st August to the 16th September 2016. The consultation took the form of an open question asking respondents read the draft plan and submit comments on it.

As with the pre plan consultation, the draft Safer West Mercia Plan was published on the PCCs website with details on how to submit comments. This coincided with media releases to the press and notification to contacts on the PCC's email list. Recipients of this email included a wide range of organisations, charities, community groups, town and parish councils, councillors of top tier local authorities and to those victims of crime who had taken part in the first consultation and had indicated they were willing to be contacted further. The consultation was also circulated via the neighbourhood watch message system to over 2000 recipients.

Social media was used extensively, with some targeted promotion on Facebook.

Internally the draft plan was promoted via the Force intranet and Force Orders, which is a weekly information update available to everyone within the organisation.

Consultation responses

- 127 responses were received in total.
- 30 were submitted via email or Royal Mail
- 97 were submitted on line or via social media.

Of the 30 responses submitted via email/post, 9 were from residents, 3 from councillors, 5 from town and parish councils, 3 from community safety partnerships, 4 from councils, 2 from disability groups, 1 from an equality group, 1 from a police officer and 1 from a university representative. It is not possible to provide a breakdown of the online submissions as they are anonymous, however, from the comments made it is clear responses have in the main come from members of the public, West Mercia personnel, councillors and a small number of organisations. A copy of all the responses received is attached at Appendix A.

Changes to the draft plan following consultation

All the responses received during the consultation period have been carefully considered by the PCC. The responses are wide ranging from short specific comments through to detailed responses and reflect an equally wide range of opinions on both the content of the plan and policing in general.

Reflecting on the comments received from both stages of the consultation, discussions with chief officers and Warwickshire PCC and the initial feedback made by members of the Panel in August, the PCC has chosen made a number of revisions to the plan. Examples of changes made as a result of the consultation include:

- The word 'survivors' has been added to the *Putting victims first* objective.

- The *what I will deliver for West Mercia* sections in each objective have been redrafted to make them more outcome focused.
- The bulleted list of crimes and incidents in the *Building a more secure West Mercia* has been removed and replaced with wording which captures the intent of the objective.
- A glossary will be added to the final version of the plan to provide clarity on some of the terminology used.

A copy of the revised draft plan accompanies this report.

4. THE ASSURANCE PROGRAMME

Purpose

Appendix 2 of the draft Safer West Mercia Plan sets out the PCC's intention to develop a robust assurance programme. The purpose of the assurance programme is to ensure there is a structured framework of scrutiny in place that provides sufficient governance, oversight and challenge to enable the PCC to satisfy his duties in holding the chief constable to account. The programme will also assist the PCP's oversight of the PCC'S duties. It is intended that the assurance programme provides a dynamic risk based approach to accountability and will be subject to review during the PCC's term of office.

Development

The assurance programme is being structured around the Safer West Mercia Plan and is a strategic high level document. Where available, links to supporting evidence such as strategy documents or minutes will be embedded within the programme. The programme will be published on the PCC's website and subject to regular review.

In addition it is intended to develop a delivery plan for the PCC's office that will set the activities and work being implemented to achieve the PCC's own commitments in the plan. This document will be cross referenced on the assurance programme and will be available to view on the PCC's website

As part of its development the programme framework has been reviewed at the alliance Service Improvement Board and shared with the Democratic Governance and Scrutiny Manager at Worcestershire County Council.

Performance measures

The assurance programme will include the performance measures to be used by the PCC to monitor the force's performance. Discussions are ongoing with Warwickshire PCC and both West Mercia Police and Warwickshire Police to develop a common suite of measures whilst recognising that there may be some variation between the two force areas.

An extract of the draft assurance framework is attached at appendix B which shows the template for the *Putting victims and survivors first* objective. This template will be repeated for each of the objective and the appendices The framework will be fully populated once the Safer West Mercia Plan is finalised and all the performance measures have been identified and agreed.

5. RECOMMENDATION

Members of the Panel are asked to:

- a) Submit their comments on the draft Safer West Mercia Plan in accordance with the Police Reform and Social Responsibility Act 2011.**
- b) Note the development of the draft Assurance Programme.**

THE DRAFT SAFER WEST MERCIA PLAN CONSULTATION RESPONSES
(Received via OPCC in box or post)

No	Comment
1	Resident
	<p>What stands out for me is what may be implied but is nowhere expressed, that elements of policing work are planned to be subcontracted to the likes of G4S in the near future, as part of aspirations for efficiency savings.</p> <p>I would appreciate your reassurance that no such plans exist or are in mind for West Mercia, and that any proposal for same shall be put out to genuine public consultation well before any discussions to such ends might be had.</p>
2	District Councillor
	<p>Under a "secure West Mercia" I would like to see " hate crime" included within the list of issues you will focus on.....particularly in the present post Brexit climate.</p>
3	Resident
	<p>We need to tackle antisocial behaviour its simple make people have pride in their area themselves their community and it grows listen listen and listen again. Then act.</p> <p>Common sense and people want and have a desire to see fairness in decisions. Local park has regular drug use taking place nothing appears to be done.</p> <p>I still think and believe old school Bobbies on the beat works. They should become integrated into community and I still think community will embrace them and it stops the them and us syndrome.</p> <p>Fair sentencing of criminals! And include communities do not excluded different communities but do not do this at the expense of others. As Churchill said jaw jaw jaw is better than war war war.</p> <p>No matter how insignificant crime seems to the police send someone out its shows you care when a crime is committed its important to the victim that it feels like they matter.</p> <p>Taking finance away from the small crime increases the big crimes</p> <p>Severn sounds festival more of that sort of thing community supporting local schools bands arts sports provision youth clubs short sighted councils don't need to be closing down provisions like these they need to open longer. It was called nipping it in the bud when I was kid.</p>
4	Unitary Councillor
	<p>In Bromyard we have been promised improvements in our policing for over a year. None has been forthcoming. People are not reporting incidents because the police response is so poor (days in some cases). Therefore, figures are dropping. This is not the reality. People are beginning to take the law into their own hands.</p> <p>Please come to Bromyard and meet the Town Council. They will tell you what is really happening.</p> <p>FYI, 10 years ago, the establishment at Bromyard Police Station was a sergeant, three PCs and one PCSO. Now one PC and two PCSOs.</p>
5	Worcestershire Councillor
	<p>It all looks good albeit a lot to achieve?</p> <p>Is there going to be a prioritisation of the priorities as it were?</p> <p>I would like to see more about using arts and sports groups in terms of crime prevention too.</p>
6	Resident
	<p>It is really good and helpful to see this clear plan from the Police and Crime Commissioner, I appreciate that it cannot cover every aspect of community safety and policing, however I would like to have seen as part of a strategic plan a commitment to the issues of</p>

	<p>homelessness as it does impact on Policing.</p> <p>My comment will come as no surprise to those who know me, as a champion for the issues of homelessness, in Telford and Wrekin and it would be remiss of me if I did not respond by raising the issue of homelessness.</p> <p>For it has an impact on Police time and resources, the correlation with elements of the plan being vulnerability, alcohol, drugs, poor mental health, general wellbeing and re-offending Such inclusion would support the current partnership working and foster ongoing work between the Police, Community Safety Partnership and Probation.</p>
7	<p>Harper Adams University Rep</p>
	<p>Whilst I understand that this is not specifically a rural crime strategy, I think it is important to consider rural communities throughout the whole document, particularly in relation to the strategic priorities, and certainly in light of the fact that Mr Campion did say in his election manifesto that “rural communities feel forgotten”.</p> <p>Foreword Is there not a need to be more proactive and working together with partners and the public to increase appropriate crime prevention measures/advice rather than just stating that the force/partners will be reactive?</p> <p>Introduction Online surveys - How well were these publicised? I only saw one. Using solely online surveys is not particularly inclusive - factor in the elderly and rural communities who cannot use/access the internet.</p> <p>Strategic Assessment & Control strategy - Will the general public know what these are? One line description needed??</p> <p>Putting victims first Please ensure accurate use of apostrophes.</p> <p>Building a more secure West Mercia Vulnerable people - How are vulnerable people being defined? Children and elderly, but also need to consider that the impact of crime in rural communities is often higher than in towns due to isolation, lack of services, lack of transport etc. Consider beyond financial impact - social, mental health/suicide, etc.</p> <p>West Mercia is predominantly rural, and yet this is not mentioned as a strategic priority. It is an overarching issue that encompasses many of the named priorities, and so should be included in this list.</p> <p>It is important that any crime prevention advice is tailored to individual needs of the person. The force needs to be more creative in how the crime prevention options can be presented.</p> <p>The majority of issues with reporting may lie in rural communities due to low confidence levels in the police - this needs to be addressed and a level of trust needs to be built up before reporting levels will increase.</p> <p>Increased reporting of offences - If the aim is to improve levels of reporting, is it realistic to have reduced/stable levels of recorded crime/asb as a target???</p> <p>Reforming West Mercia Fear of crime is often more pervasive than actual victimisation. More could be done to</p>

	<p>reduce fear of crime in vulnerable communities - rural, elderly, etc.</p> <p>Dedicated rural crime teams with on-farm training including machinery identification, livestock handling, health and safety etc. to provide regular faces and a level of farming knowledge that rural communities appreciate.</p> <p><i>Support the health and wellbeing agenda within the alliance</i> - Will the general public know what this is?</p> <p><i>National Specialist Capabilities Programme</i> – Will the general public know what this is?</p> <p>Reassuring West Mercia’s communities So need to ensure police officer continuity, particularly for rural communities - improves the levels of trust in the force and so improves confidence/reporting of.</p> <p>Need to be careful that in rural communities this does not come before the trust is built up otherwise this action may elicit negative responses and a further feeling of abandonment - I agree communities should have a level of self-responsibility to keep themselves safe as best they can, but the balance must be carefully made.</p> <p><i>Ensuring the force is visible</i> - This is unlikely to be possible in rural communities - increased visibility in villages could be resource heavy - there are ways to be visible without police actually being there - community noticeboards, regular meetings, etc.</p> <p><i>Making sure people get an individual response based on their specific needs, and they understand the service they can expect to receive</i> - particularly important in rural areas BUT must live up to these promises 100% otherwise confidence will reduce further</p> <p><i>emerging threats</i> go beyond cyber crime - this wording is potentially ambiguous.</p> <p>With such a large rural area, I'm not sure that one line on page 12 will be enough to resonate with those rural communities that already have little confidence in the police??</p> <p>Appendix 1 Collaboration and Partnership working</p> <p>Academic underpinning of strategy is important. HAU's Rural Security Research Group is willing to assist with regards to rural security/crime strategy aspects.</p> <p>Use of apostrophes. Reads as if the children's boards need safeguarding!</p> <p>Cross-force working is key for rural crime too. Criminals from e.g. Bristol, Manchester, Liverpool have been known to target farm property in West Mercia force area - such criminals are not necessarily Organised Crime Gangs either.</p> <p>Appendix 2 Performance and accountability <i>The assurance programme gives an assurance</i> - repetition - possibly 'gives a guarantee'?</p>
8	<p>Resident</p>
	<p>It's pretty good. West Mercia police needs to be fixed because I don't have any confidence in the police to protect children, be fair or help children and I'm actually quite frightened of the police. I think you have made a good decision with the new Chief Constable. I know his 2 daughters.</p> <p>My opinions on what you need to do:</p> <ul style="list-style-type: none"> • The police need to go into schools and explain to teachers what is classed as "criminal". • There need to be rules telling the Headmistresses and Headmasters that if children come and tell them something that a teacher is doing (which is criminal) , so it doesn't

get timed out, that they have to report it for the children or tell them how to dial 999 (because sometimes teachers scare little children that they will be in trouble with their parents, if they tell them).

- There needs to be someone who the Headmistresses and Headmasters can go to for help, if they can't stop a teacher treating a child badly (not criminal). Discarding children for complaining, won't stop it.
- You need to stop West Mercia police sorting out school things and giving children a record on the police computer, which wouldn't normally happen if teachers sorted things out.
- If Headmasters / Mistresses ask West Mercia police to sort things out (instead of doing it themselves) then the police need to be told to make the schools sort things out themselves. Otherwise some children get a police punishment (more serious) when others don't.
- The police need to call someone from Justine Greening's department, if they are called to a school, so the police can check what quality of teacher they are and get the teachers training, if they are no good.
- Headmasters / Headmistresses are supposed to sort teachers out, so they do a proper job. I think it's totally wrong for the police to start saying that children are anti social / criminal when they haven't got a clue what is going in the school or understand that in proper schools children are told to report bad treatment and you do growth mindset. It's about keeping going to SOLVE a problem YOURSELF, using initiative. We are told DON'T GIVE UP, FIND ANOTHER WAY AROUND THE PROBLEM. Then West Mercia police must stop punishing children for doing it. It's upsetting and confusing.
- Schools also say you should apologise if you've upset someone. The police shouldn't then punish children trying to do that.
- There is a big problem with the anti social behaviour legislation (Keith Vaz led a Select Committee into the Sussex police overuse of these pin notices, dished out unfairly without investigations. You can find it on Parliament TV or I can send you the link). So, you can be treated very unfairly by the police. This is extremely bad for children at school who need to be helped to learn. It's upsetting.
- You need to recommend to Amber Rudd MP that the police have to look at both sides, so she can make this point in the House and reform this law.
- In one school you can be treated like children normally are, in good quality schools (not criminally) but in another school you can get told your behaviour is criminal (when you are only standing up for poor treatment) because it comes from the police. That's wrong.
- So, you need to ban the West Mercia police from doing jobs teachers are paid for, so children in poor quality schools aren't punished for poor teachers, by police using undemocratic legislation.
- If you google the Met Police qualifiers for anti social behaviour, they don't mention schools. West Mercia police should follow the same rules, otherwise how you are treated depends on where you live.
- When the West Mercia police worry about the upset of a teacher, they need to ask whether they have any lasting effects.
- If they don't listen to children, they won't know if they are upset or if their upset came first.
- West Mercia police need to stop telling children that their behaviour is criminal, when they haven't listened, so don't understand and can't rate the level of their upset or lasting effects.
- West Mercia police need to start listening to children. We also have opinions.
- If policemen stand up in assemblies and say that they HELP children, then they need to start listening. How do they know if they are helping otherwise?
- When policemen send a message, 'don't worry, we will help sort it out', then they shouldn't change and punish.
- West Mercia police need to start caring about children, not just adults.

	<ul style="list-style-type: none"> • The 101 live chat is the only good bit of West Mercia police. They care and listen to children. You need to get these police staff to train the PC rank. • If the police punish children like this, children will be very scared and they won't trust the police. They will probably avoid calling in an emergency because they won't know if they will be in trouble. • Punishing a child when actually the teachers caused the problem, in the first place just makes children very sad and it is very hard to get rid of this. • Some teachers deliberately hurt children, but if you never listen to children, you can't work out which the bad teachers are. <p>You've got a massive job. Please make children your priority. We are just as important as adults and we are the future.</p>
9	<p>Resident</p>
	<p>As a senior counter fraud professional (I am the Honorary President of the London Fraud Forum, former chair of the Network of UK Fraud Forums and a member of the Fraud Advisory Panel) I was a little disappointed to see the lack of any reference to fraud, financial crime and cyber crime in the plan. I appreciate that Serious and Organised Crime is mentioned but as the latest crime figures show, members of the public are now more likely to be defrauded than they are to be victims of any other type of crime. The elderly are especially vulnerable to scams and cyber crime and I believe school children should be taught the dangers of online crime as they are the most prolific users of mobile devices. As such I feel there needs to be a proactive approach by the police UK wide to this ever growing threat.</p> <p>I am involved with the Shropshire Chamber of Commerce on this topic and have recently met members of West Mercia Police at Telford to discuss closer cooperation. However, I do feel that specific reference to fraud and cyber crime in your plan would result in greater emphasis by senior officers on this topic and encourage better training to police officers in general.</p> <p>Again I am sure you are aware that fraud is now reported centrally via Action Fraud but to refer to the first "Peel Principle", the basic mission for which police exist is to prevent crime, and that includes fraud. To prevent fraud I believe there is a need for greater education of the rank and file and greater emphasis of the topic in police plans.</p>
10	<p>Resident</p>
	<ol style="list-style-type: none"> 1) In the Foreword the Force is described as a 'good Force'. Is this meant to provide a benchmark for improvement to become a very good Force, or an excellent, or outstanding Force. It is in the first paragraph and it certainly struck me as being a 'positioning' statement. 2) In the third paragraph of the Foreword reference is made to 'national' and 'local'. I would suggest that these words need to be reversed. It is more important to the people living within the West Mercia Police area to know that 'local' policing is the priority. 3) In the Foreword if your target is to become an 'outstanding' Force you should say so. 4) In the fourth paragraph mention is made of re-victimisation - do you mean repeat victimisation. 5) Page 4 - Introduction - the word 'vision' is used four times in a couple of lines. It is repetitive and loses its meaning. The election is over - this should be a 'forward looking' document. 6) Regarding consultation should you not also consider the 'College of Policing' and

identifying established 'best practice' rather than trying to just 'reinvent the wheel'.

7) You mention HMIC reports but do not allude to which ones, covering what period and which themes. Is it the good ones or the poor ones or both.

8) What does 'National Strategies' mean - is it Government policy - which is not mentioned - or is it new or emerging Legislation.

9) Without some further detail the above is just a list which will mean little to the general public.

10) Page 5 'As your Commissioner I will : '..... are you going to articulate the 'when'

11) Page 5 - what does 'help lead' mean - are you going to lead it i.e. be accountable or is someone else going to lead it who will be accountable.

12) Page 5 - what does 'any new responsibilities' mean. Is it just something that might happen.

13) Page 5 - what is your measurement of 'improved police satisfaction' - do you mean 'satisfaction with the police'. What is the baseline that you are trying to achieve?

14) Page 7 - 'I will reduce harm and increase safety in communities' - what does that mean and reduce/increase from what.

15) Page 7 - Crime trends change - such as the recent emphasis on 'human trafficking' - should you not have something in the plan to reflect that you will also respond to new and emerging challenges - otherwise its just another wish list and only what gets recorded will get measured.

16) Page 7 - what do you mean by 'drugs and alcohol' - these are not offences in their own right within the meaning of the two words. Do you mean criminality relating to these subjects - if so at what level.

17) Page 7 - What about 'prevention' in road safety.

18) Page 8 'What I will deliver for West Mercia is - fewer victims' - this is very loose - is it one less or significantly less or a percentage less. I realise that you may well be referring to such targets in separate delivery plans but thus far these plans are not really alluded to. They just read like a series of 'mission' statements.

19) Page 8 - I would suggest to you that the insert relating to 'increasing the number of crimes....followed by reduced or 'stable' levels of recorded crime is extremely 'woolly' and one contradicts the other. There is no mention of ethical recording and stable means nothing in performance terms but implies that they will stay at current or reduced levels. If you want ethical recording you should be brave enough to explain the inevitable increases to the public and have a communications strategy in place to deal with it. This current section represents a real threat to the PCC function with its current wording.

20) PEEL will mean nothing to the community - what does it mean

21) Page 9 - 'leading the way' in what nationally? It currently means nothing.

22) Page 9 - What is your measure for achieving VFM and at which point will you trigger

requests for additional funding for council tax increases.

23) Page 9 - What is a 'better more efficient service to the public' - it implies that improvements are required but doesn't say in what areas.

24) Page 9 - Increase the number of Specials and Volunteers - by how many - again does one more of each mean success. Will it be a % target or a figure. Its just a statement not a plan.

25) Page 9 - what do you define as a 'third sector' partner.

26) Page 10 - What does 'new collaborations' mean? The public will want to know if this means with West Midlands Police, Staffordshire Police, or do you mean the Fire Service, or do you mean things like PFI.

27) Page 11 - 'Aspire' is a hope - not a plan. What does 'market leading' mean in this context and what is the benchmark.

28) Page 11 - How will you personally deliver a 'network of third party agencies'. Are you talking about those to which you will be providing funding?

29) Page 12 - What does the phrase 'pro-actively' publish mean - will it be weekly/monthly/quarterly/yearly and to whom? What is new about this?

30) Page 13 - 'Deliver more engagements...' - do you mean to engage more, establish new relationships etc. The current description of the new Ambassador scheme looks like a 'one way street' - are they not going to provide feedback to the PCC, identify good practice, market the role, and assist with governance issues or are they just figureheads that turn up at events?

31) Page 13 - the structure is poor - 'I will deliver' - 'Increased confidence in the police' works. Apply the three words to the others and they don't quite read properly.

32) Page 14 - Is 'good' existing partnership arrangements again your benchmark for trying to improve.

33) Page 15 - Do you mean 'armed response' policing and other non-lethal options such as the use of taser...'

34) Page 16 - is the proposed performance 'dashboard' going to be available to the public. In my experience this approach can be 'labour intensive' and whilst they can look very colourful they are nearly always looking back as opposed to looking forward.

35) Page 18 - the phrasing of this is somewhat contradictory to earlier references to council tax increases. This implies that they will rather than may happen.

36) Page 18 - This is a draft plan for the future but you have chosen to include in it an action which has already been completed i.e. the Deputy and Ambassador Scheme. This is a consultation document. You cannot consult on something which has already been done.

37) In general terms there is no mention of Neighbourhood Watch which will upset many residents and not much reference to local policing which is the bedrock of the Forces approach using Safer Neighbourhood Teams. Minor reference only to business and rural

crime despite them being significant areas of police business for West Mercia.

38) No mention of the fact that this plan will be delivered in specific timeframes - by whom - using what means - and the fact that performance will be the subject of ongoing review.

39) No mention of sanctions for poor performance.

40) No mention of a media marketing strategy to keep the wider public informed.

41) Is this plan for 2016 in which case we are already into the ninth month or is it a plan that has been produced in 2016 to cover a specific period to the future. It needs to be clarified because the reader does I suggest need to understand from the outset over what period of time the PCC is seeking to achieve the plan.

42) The photograph used in the document portrays a 'white police force' policing a 'white community'. Whilst there is a mix of elderly and very young people there is nothing to reflect diversity or social inclusion. I would describe it as a typically 'cuddly' police picture which is now somewhat outdated.

43) In the contents section on page 2 do you mean 'reforming West Mercia Police' (Likewise it is the same in page 4 in the table).

44) Page 2 - line 3 - Do you mean 'Using' our strong foundation of 'having' a good police force to create an even safer West Mercia. (The current sentence doesn't read well)

45) Page 3 - Do you mean 'We will need to be 'pro-active' as opposed to being just 'reactive' to change.

46) Page 3 - 'Together we can build a safer West Mercia' - but the document is littered with 'I will' and as such is not that inclusive.

47) Page 4 - Table - workforce of West Mercia Police?

48) Page 4 - Is there an Intelligence Requirement to go with the Control Strategy?

49) Page 4 - Both big letters and small letters are used for Strategic Assessments...

50) Page 5 - After 'every point of their journey' do you mean 'through the Judicial process'.

51) Page 5 - Why say 'work hard to' why not just say 'Put victims first'.

52) Page 5 - Isn't it 'set out my commitment to deliver a new Victims Charter'

53) Page 5 - The first two points about seamless approach seem to be the same thing with a mix of different words.

54) Page 5 - What is the definition of 'successfully supported' - isn't it 'supported in accordance with the new Charter'.

55) Page 6 - What is strategic evidence and data sharing, review and problem solving. The first is strategic - the rest are tactical. Is it a strategic forum or an operational forum.

- 56) Page 7 - Concordat - full stop required.
- 57) Page 8 - Community Safety Partnerships - needs to be capital letters as per your next bullet point.
- 58) Page 9 - None of the bullet points have full stops at the end.
- 59) Page 10 - Do you mean 'Aspire to be' a market leading...
- 60) Page 13 - The Independent Custody Visitor Scheme already exists so should it be 'the' as opposed to 'an'. It is not a new initiative unless you want to improve it?
- 61) Page 13 - Increase the number of hate crimes reported to the police is laudable but only half an action. Its what you are going to do with them by way of effective investigation which is as important.
- 62) Page 14 - Do you mean 'enhance' and 'improve' rather than just develop strong partnerships - most if not all the ones you have mentioned will already be in existence.
- 63) Page 14 - One of the bullet points needs a full stop.
- 64) Page 14 - I don't understand what a 'local and community sector' is. No full stop at the end.
- 65) Page 14 - Last bullet point - no full stop.
- 66) Page 15 - 'National oversight of terrorism policing' is a repeat in a different form of words to the previous paragraph.
- 67) Page 19 - Shouldn't 'operate a grants scheme' be the first bullet point. The rest follow.
- 68) Are you going to say how big the Community Grant Scheme is?
- 69) Page 20 - You use a capital A for Alliance and yet the other references are all 'a'.
- 70) In general terms I saw little evidence of how the plan is intended to 'empower' communities. As one of the cornerstones to the plan I would suggest that it is not enough to just mention the word a couple of times in the document.
- 71) Likewise another cornerstone of creating opportunities for 'active citizenship' is fairly cosmetically referred to.
- 72) Unless I have missed it I have not seen anything in the document about BME issues for instances or diversity as a whole. For example what is the current footprint of BME staff in the Force - is their room for improvement for police officers, specials and police staff.
- 73) Very little about the word education linked to prevention and nothing much about working with educational establishments.
- 74) What purpose do the appendices serve in relation to the plan - they just seem to have been placed at the end of the document with no explanation.
- 75) Having read the plan again I have yet again been struck by the deliberate positioning of

	the Force, and relationships with other Agencies etc. by consistently using the word 'good' throughout. This rather implies a low baseline for being able to claim success and improvement in the future.
11	Churchill and Blakedown Parish Council
	The comment from Churchill and Blakedown is that could have been some focus on technology and 'cyber' crime as that seems an increasing threat.
12	Police Officer
	<p>I have read the Draft Plan regarding the coming reforms, and in principal believe that the proposals make the best of the national financial situation. My query involves the following paragraphs;</p> <p>Working more effectively with partners and local communities to prevent, solve and reduce crime and anti social behaviour."</p> <p>"Ensuring partnership commitments are fully implemented and delivering the best possible results, including West Mercia's Reducing Reoffending Strategy and Mental Health Crisis Concordat."</p> <p>To me, these points are crucial; we as an organisation are the whipping boy for other agencies who know with some confidence that when they dump a problem in our collective laps, we will endeavour to try and solve it. That we exist to save life and limb is indisputable, however time and time again we become responsible for disciplines that we are not trained for, mental health and social services being the main culprits. They appear to have a corporate attitude of "we've told the Police, we're off the hook now" leaving officers to manage situations using their own skills and experience rather than professional training. Not an efficient use of Police time.</p> <p>In summary, what assurances will be sought that other agencies will be compelled to accept their responsibilities? Will they be held to account when we invariably take up their slack, as I'm sure we will? I appreciate that this is not a problem that can be solved overnight, however surely a dialogue needs to take place at PCC level across the board where we can say "We will save life and limb but we will not do your job for you" - I believe Mrs May once said "The Police's job is to cut crime, nothing more". Grossly over simplistic but with a kernel of truth; over the years we have experienced mission creep ad nauseam. A return to core Policing should help deliver efficiencies and promote victim satisfaction.</p>
13	Resident
	<p>I have a few questions/queries/comments listed here in. Please forgive the scattergun approach but these are typed as they are thought of.</p> <p>Who are the Partners & third sector partners please?</p> <p>You mention "New Technology" is this to include new & therefore better CCTV if so where would it be viewed & by whom?</p> <p>Investment in Workforce is mentioned. Is this more officers I hesitate to say "On the beat" instead I'll say on the patch?</p> <p>Please explain "Market Leading Support Service For Policing" If it means be the best why not say that?</p> <p>The next question I thought long & hard about how it should be phrased. There is no other way to ask then straight forward so.</p> <p>You intend to Increase the "Proportion of Hate Crime reported" What if the levels are accurate at this time? Is there not a fear of increasing the level by emphasising it too much. ??</p>

	<p>National & Regional Corroboration. Is this not how its been since the Instigation of The Police National Database. (*about 2003 I think). Most of the Public expect & quite often would demand a quick response to most crimes & especially to any real or imaginary Terrorist Threat. No Matter WHERE they are. Is there a target for ARV times to any areas? National Specialist Capabilities Programme is I assume not including Armed Response Teams?</p> <p>If we are working with Warwickshire almost totally, why do we need Deputy or Assistant Commissioners in both forces?</p> <p>There are lots of Volunteer or perhaps I should say non-supported groups working within our areas. Quite often they overlap & perhaps confuse the issue sometimes. I am speaking of Groups like the Domestic abuse groups of which I think there are 5 operating in Worcester. There is possibly a case quite often for some kind of unification.</p> <p>A uniformed presence in City centres is often a comforting site for some of our more vulnerable citizens. It appears we get a strong presence in Worcester City Centre when something is on, considerably less so on a normal day.</p>
14	<p>North Worcestershire CSP</p>
	<p>I write as Chair of the North Worcestershire Community Safety Partnership where the plan was considered at some length at our partnership meeting on the 7th September.</p> <p>Whilst I would be very happy to provide you with the full minutes of the debate when finalised, thought it would be helpful to provide the following key issues that were raised in response.</p> <ul style="list-style-type: none"> • There was full partner support for the strategic priorities outlined in the plan and particularly around a victim orientated approach. • The partnership supported the approach to increased and open reporting however there were concerns raised regarding forward planning and trajectories and partners expressed support to be involved in the delivery plans. • Issues were raised around high harm vulnerability and how involved all partners are in that process. • Partners acknowledged the difficulty in some of the measures / data and numbers/increased numbers with community reassurance being a priority. • There was some concern expressed around reporting of figures and trends without adequate narrative causing potential concern to the public. Qualitative information on the whole story and risk management is supported. • Comment was made that whilst understanding the move towards digital inclusion, this could preclude certain members of the community and specifically those with vulnerabilities. <p>At the NWCSP, respective Responsible Authorities and key partners were encouraged to submit their own organisations/ authorities comments, however we were also keen for a composite response from the statutory partnership to be sent.</p>
15	<p>Wolverley & Cookley Parish Council</p>
	<p>Wolverley & Cookley Parish Council discussed your draft plan at the last meeting and would like to express total support for the document and look forward to working in partnership to achieve the goals identified.</p>
16	<p>Shropshire Council</p>
	<p>Shropshire Council welcomes the opportunity to comment on the Safer West Mercia Plan. Overall the vision within the plan addresses the concerns of the various communities across the Shropshire Council area, particularly in relation to the prevention of crime within our</p>

	<p>farming and rural areas.</p> <p>We also welcome the commitment to joint commissioning and partnership working. As Shropshire Council is working with a number of partner agencies on the concept of 'One Public Estate' we would welcome the opportunity to explore this area of joint commissioning with you.</p> <p>We welcome too the opportunity to develop further the progress that has been made in intelligence gathering; data collation and analysis as well the application of these resources in commissioning of shared services.</p> <p>The focus of the plan on achieve tangible outcomes for our local communities is admirable. Shropshire Council would wish to work with you and your officers to develop shared outcomes.</p> <p>Shropshire Council is keen to work with partners to enable our communities to become more resilient. Whilst part of this concept is focused on dealing with the response to major incidents such as flooding or other forms of severe weather, we are also interested in enabling local initiatives such as Compassionate Communities that help the more vulnerable members of our population. Joint programmes with the Fire and Rescue Service such as 'Safe and Well Checks' can be enhanced if they engage a broader range of the partners.</p>
17	<p>Worcestershire County Council</p>
	<p>Thank you for the opportunity to comment on your draft safer West Mercia Plan on behalf of Worcestershire County Council. I respond as the Cabinet Member with Responsibility for Health and Well-being under which Community Safety sits.</p> <p>It is apparent that your plan compliments the Health and Well-being Plan 2016-2021 in a number of key areas, but specifically in two of the three overarching priorities:</p> <ul style="list-style-type: none"> • Improving mental health and well-being • Reducing the harm caused by alcohol <p>I welcome your first principle, “Putting Victims First” as it is in accord with the 3 key principles within that strategy; Empowering Individual and Families, Taking Local Action and Involving People. This also ties in to your section on reforming West Mercia. Your statement that the Victims Board will champion enhanced support for the most vulnerable is very positive as it encompasses support for the mentally ill. This will be reinforces if your commitment to holding the Chief Constable to account for ensuring staff have the right skills to properly support victims encompasses the special skills around mental health.</p> <p>In “Building a more secure West Mercia”, you mention safeguarding the most vulnerable which again ties into the mental health agenda. These individuals are vulnerable to becoming victims and to being criminalised through their illnesses. We remain committed to the Mental Health Crisis Concordat you mention in your bullets and look forward to continuing to work closely with officers in this challenging area.</p> <p>Alcohol (and drugs) also features in this section – West Mercia and WCC work closely in this area and, considering the health and societal harm caused by alcohol, it remains an area that we are keen to continue to focus partnership activity on.</p> <p>We agree with your areas of “particular focus” as these reflect both health and community safety priorities and span the wider community safety partnership activity that WCC leads and supports.</p> <p>Worcestershire County Council is keen to understand shared outcomes and what co-commissioning is being proposed as well as to understand the outcomes based</p>

	<p>commissioning framework with Community Safety Partnerships and others.</p> <p>Your plan is welcomed and sets a good base for c-operation and co-production. We look forward to working with you as the details of the plan emerge and it is put into operational practice.</p>
18	<p>Wyre Forest DC Overview and Scrutiny Committee</p> <p>Putting Victims First</p> <p>The Committee fully supported the new West Mercia Victims Board.</p> <p>Building a more Secure West Mercia</p> <p>The Committee would welcome a police presence in our more rural communities, especially when there are events happening in the area.</p> <p>Concerns were raised regarding the treatment of vulnerable adults. They would like to see more mental health training for police officers.</p> <p>Reforming West Mercia</p> <p>The Committee raised concerns about the 101 service. It has been reported that it can take a long time to get through to an operator. They felt that there was a gap in the service. If it is not an emergency then the only other option is to call 101. Sometimes people only need to log a crime for a reference number for an insurance claim, they may not need an officer response. They felt that the 101 service needed to improve and staff needed to be better trained.</p> <p>Reassuring West Mercia's Communities</p> <p>The Committee would like to see more visible policing. Also, they felt that there needed to be more awareness of hate crimes and how these should be reported to the Police. At the moment, they felt that not all hate crimes were being reported.</p> <p>The Committee understood that the role of the PCSO was created to provide reassurance and high visibility for residents. As part of the West Mercia Plan they would ask that this post is kept for this purpose and not just become a drive-by service.</p>
19	<p>Hopton Wafers Parish Council</p> <p>Hopton Wafers Parish Council discussed this Plan at our meeting last night and are still struggling with the lack of visible policing in our area.</p> <p>Since the police station closed in Cleobury Mortimer there seems to be a decrease in police officers and a subsequent increase in break ins of rural properties, out buildings and garages. There is no effective policing in our area and it seems that the communities are meant to take up the slack through youth work, CCTV and property marking etc.</p> <p>We would like to see prevention through physical policing rather than equipment/youth activities and disagree that the new way of policing is good progress. Putting more money into Victims of Crime would not be necessary if crime was prevented and dealt with more swiftly in the first place. There used to be three officers based in Cleobury over the years, now we have to share one officer and two support officers with the south east of Shropshire. They have not been seen in Hopton Wafers parish and in an emergency we may get officers from Kidderminster, Leominster, Bromsgrove etc. The boundaries are a great concern here as we don't know who is actually covering our area.</p> <p>We appreciate that Government has cut back your funding and we will write to our MP about</p>

	<p>this but we feel that rural communities are being treated as second class citizens as officers only come out to emergencies and sometimes that can be an excessively painful wait. Police rarely attend break-ins and residents have to wait (often for a long time) for a crime reference number from the 101 service. People are getting to the point that they do not report all crimes/concerns as they see 'no point' in it as no-one appears to care nor will attend. This then gives false readings that crime is going down!</p> <p>I am sorry that this report is so negative but there is a growing lack of confidence due to ineffective police service in our rural area. We, as a community, do not feel reassured at the present time but wish you success with your Plan and hope that you can reform and improve the West Mercia force.</p> <p>We would be delighted if you could arrange for local officers to attend a parish meeting in our community. It may help to build a better relationship with Council members and our local officers.</p>
20	<p>Fairness, Respect, Equality Shropshire (FRESH) Ltd</p>
	<p>FRESH welcomes the opportunity to respond to the West Mercia Police and Crime Commissioner’s draft Safer West Mercia Plan2016. We have a number of comments which we hope will be helpful, some of which are about clarity and others about content.</p> <p>1 Foreword <i>“For partner agencies, it will mean working closer together to achieve the best possible value and results for the public. We will need to be reactive and adaptive together as society, culture and technology evolve over time to ensure we continue to deliver the priorities and issues that the public needs”</i></p> <p>FRESH is heavily involved in partnership work in and beyond Shropshire, including our involvement in the county’s Hate Crime Reporting Group and convening and facilitating the FRESH Equality Forum.</p> <p>In our experience there is a need for partnerships to be proactive at least as much as reactive. We believe that this will be even more important in the next few years, given the significant social divisions highlighted during and since the EU referendum campaign. This has already been evidenced by the increase in hate incidents and crimes, and it is likely to be an ongoing issue during and after the process of the UK leaving the EU. Proactive partnerships will be important in addressing community cohesion, especially in areas such as Shropshire with low numbers of people from ethnic and national minorities.</p> <p>2. Putting victims first Within ‘What I will deliver for West Mercia’ we are unsure what “Seamless pathways of service delivery” means. Would it be possible to put this more simply?</p> <p>3. Building a more secure West Mercia a) Within the section covering the Commissioner’s particular focus there is no mention of hate crimes or incidents. This is of particular concern to FRESH and several of our partner organisations, groups and agencies (see also our comments in 1 above).</p> <p>There is substantial evidence that hate crimes and incidents have a major impact on victims; especially for those experiencing repeated incidents. They are also are hugely under-reported, with best estimates that only between 30% and 50% are reported in any way. For evidence see (inter alia) the FRESH report on under-reporting of hate incidents published in Shropshire 2016, and the Leicester Hate Crime Project reports. Hate crime is a government and national policing priority, significantly highlighted since the EU referendum, and has impacts on its victims which are just as severe as those resulting from the Commissioner’s other selected priorities.</p> <p>b) The difference between “sexual offences” in the Rape and sexual offences section, and</p>

	<p>“sexual abuse” in the Domestic and sexual abuse section is unclear.</p> <p>c) We wonder whether having a “particular focus” on ten different priorities might create unrealistic expectations in local communities.</p> <p>d) We are also unsure what “Proactively finding the causes of crime” means. Might it be possible to re word this so that its meaning is clearer?</p> <p>4. Reassuring West Mercia’s communities</p> <p>a) “Ensure that the police and partner organisations are active and effective in tackling the issues that are important to our communities” implies that the police have a managerial or controlling role within partnerships. Might it be better to say something like; “Ensure that the police work with our partner organisations to enable active and effective responses to tackle the issues that are important to our communities”</p> <p>b) It is not clear whether hate crimes and incidents are included within ‘anti social behaviour’. As above, FRESH believes that this is a separate issue which requires separate consideration within the Plan.</p> <p>c) ‘Increase the proportion of hate crimes reported to the police’ is mentioned under ‘What I will deliver for West Mercia’. However, it contains no reference to hate incidents, and lacks any contextual information, such as why it is important (e.g. very low numbers of hate incidents and crimes are currently reported, and a rise in reporting would show our police force is trusted to deal with these incidents’) or against what any increase will be measured. It might also be more meaningful to discuss numbers rather than proportions.</p> <p>5. General comments</p> <p>a) It would be helpful to include hyperlinks to all the strategies, plans, agendas and concordats mentioned in the Plan.</p> <p>b) A glossary of acronyms and abbreviations would also be useful.</p>
21	Sutton St Nicholas Parish Council
	The Parish Council considered and noted the Plan, and commented that there were no SMART performance indicators or targets by which performance and outcomes of anyone could be measured or monitored against.
22	Resident
	<p>I have read your plan and there is no mention of the U.K. leaving the EU and the potential effects this may or may not have. Maybe you could ask for some of the 350 million a week the government will have extra.</p> <p>I think that the resources and money you will have will be less in the future the only way to have any control will be to have intelligent lead policing the key people to this are the analyst from all agencies to work together</p> <p>The Police to be brave and challenge CPS decision they will listen if you put forward a good case</p> <p>The developers to be held to account and challenged on their design of housing developments which are going to be a criminals paradise with all their escape routes and twists and turns the council should look at previous research that has already been completed. The public should be told that a lot of funding were given to other agencies with additional responsibilities for example burglary became the responsibility of the council etc.</p> <p>The Police are taking the blame for other agencies inability to investigate or take action for example the RSPCA The Courts lack of taking into consideration the old witness charter let</p>

	alone any new one. I could go on but I am sure you heard it all before
23	<p>Shropshire Learning Disability Partnership Board</p> <p>The Learning Disability Board have gone through this draft plan and made comments or have questions on the following pages:-</p> <p><i>Page 5</i> Putting Victims First: How will it be ensured or monitored that officers and staff have the skills to properly support victims? What is 'Track my Crime' and is it accessible to everyone both in terms of being able to access on-line or easy to understand and navigate and use?</p> <p><i>Page 6</i> The Victims Board will: Champion enhanced support for the most vulnerable – How? Will there be a nominated representative for vulnerable people as victims? Ensure victims and witnesses get the right information at the right time - How accessible will this be for the most vulnerable?</p> <p>Promote best practice across West Mercia and Warwickshire – how much is known about Disability Independent Advisory Group and Local Independent Advisory Group, Safe Places, Hate Crime reporting packs?</p> <p><i>Page 7</i> Building a more secure West Mercia Safeguarding of vulnerable adults and children – define vulnerable adults and how will this be done?</p> <p>Ensuring officers and staff effectively identify and support people with vulnerabilities understanding and managing associated risks – How will this be done? What training is place to help officers and staff do this?</p> <p><i>Page 8</i> Make sure public funding used in support of this objective is allocated responsibly and is outcome focussed and based on proven – How is this evidenced? What services are going to be commissioned? How will funding be monitored? Increased reporting of offences – How is this currently monitored? Are Safe Places used effectively? Is the Hate Crime Reporting pack used?</p> <p><i>Page 9</i> Reforming West Mercia Alliance Transformation Programme – what is this? Working alongside public and third sector partners – interesting – how and who?</p> <p><i>Page 10</i> Diagram – Listen and engage – with who and how? Diagram – work in partnership to provide the best service we can – who with?</p> <p><i>Page 11</i> A network of partner, public and third sector agencies working alongside the police to deliver a safer West Mercia – who with and how will this engagement happen?</p> <p><i>Page 12</i> Reassuring West Mercia's communities Engaging with public and acting on their concerns locally – how and will this be truly</p>

inclusive?

Ensuring the force is visible and accessible both in communities and online – how and where?

Making sure all communities, individuals and staff are treated equally, fairly and respectfully by the force – **What Equality and Diversity training do they receive? Does it cover hidden disabilities (MH/ASD/MH/Challenging Behaviour)**

Page 13

Make sure police follow custody rules and treat detainees safely and fairly, via an independent Custody Visitor Scheme – **what about use of Appropriate Adults? Are any of the volunteers on Custody Visitor scheme people with a disability or classed as vulnerable?**

Develop and public a Communications and Engagement Strategy, setting out how I will actively engage with communities and monitor performance – **Working with who and what format will this strategy be in? Make best use of existing tools already in place. What about Mate / Hate Crime too?**

Involve, engage and empower communities in the delivery of my plan through more opportunities for active citizenship and volunteering – **'Active Citizenship' frequently used term these days but what does it mean to the Police Force and recruiting volunteers becoming more difficult.**

What about:

Engagement with education – schools, colleges

Engagement with older people – in rural Shropshire and deprived areas of Telford – we have diverse communities and growth of diverse cultures – how fit for purpose are the Police to do this?

What about all the work that was done on CAF/EAP – could some of this be re-instated if funding was available?

How can best use of materials around Hate and Mate Crime, Safe Places and Reporting packs be increased?

Page 14

Appendix 1 – Collaboration and partnership working

Develop strong partnership that deliver our shared outcomes etc

How will this be achieved – will there be a presence on the LDPB which is inclusive?

There is a place presence on KASISB and Learning and Development Board – but this is at a very strategic level. Where will the connections be made at a grassroots level with the public and vulnerable people who can be victims or perpetrators.

Page 16

Appendix 2 – Performance and Accountability

PCC – Commissions services and awards grants – **so how is this done now? Lots of work done it about 2 years but all gone quiet now or funding given to the chosen few!**

Summary

- **What is happening the use of existing groups, schemes and materials? How well are they known to the police on the ground. Why re-invent the wheel?**
- **Development of new materials – how accessible is this all going to be?**
- **Define 'vulnerable' – we are all vulnerable at times!**
- **Training – What about use of Experts by Experience and rejuvenation of previous materials now sitting on the shelves SOMEWHERE! (CAF/EAP). How well do the Police Force on the ground understand Challenging**

	<p style="text-align: center;">Behaviour/LD/ASD/MH/Dementia – to name but a few. But at the same time need to know how to deal with vulnerable people when they have broken the law. Best use of Appropriate Adults and Advocacy (but needs funding).</p> <ul style="list-style-type: none"> • What knowledge is there within the force of the ‘Third Sector’?? • Community presence in community buildings – best use of buildings – not just on the street. Working with community groups in social settings – getting to know their public, presence on public transport. • Links with children and young people – schools, education and youth clubs – remove stigma of being involved with the police when in trouble and there to help keep safe and free from harm
24	<p>Telford and Wrekin CSP</p>
	<p>1 Putting victims first</p> <p>We support this objective and as part of our joint working with West Mercia Police, staff from the Council and partners will work closely with the Local Policing Harm Reduction Hub, particularly in supporting and resolving ASB cases.</p> <p>We have a number of support services for victims of domestic abuse and work closely with Women’s Aid. The MARAC and MAPPA processes also continue to support high risk victims.</p> <p>The Council continues to work in partnership with the Local Children’s Safeguarding Board, in supporting victims of CSE through its dedicated CATE Team.</p> <p>Sanctuary Scheme provides home safety measures for victims to reduce repeat victimisation, increase safety by target hardening measures.</p> <p>The Council welcomes the PCCs commitment to putting victims first, by having the Charter will clarify what services must be delivered.</p> <p>2. Building a more secure West Mercia</p> <p>We have developed a strong partnership approach in Telford and Wrekin through the use of the Integrated Community Model (ICM). This model places Parish and Town funded PCSO’s at the heart of community engagement. We are combining objectives and common values and are drawing together information and intelligence that will be implemented and resolved at a Town/Parish council level. ICM will be delivered by a multi functional team drawn from different agencies who will work together to tackle issues of crime, disorder and tasked to improve the quality of life within our local communities. ICM is strategically led by the Community Safety Partnership to support early intervention and will focus on threat, risk and harm.</p> <p>CSE is a priority for the Council, not in just supporting victims but raising awareness of CSE. There is an embedded framework delivered through an overarching strategy delivered through the Local Children’s Safeguarding Board and CSP.</p> <p>We work closely with our Road Safety Teams delivering education, prevention and awareness sessions to children and young people and sharing intelligence with the Safer Roads partnership to ensure our resources are targeted effectively to reduce road deaths and serious injury</p> <p>We have a range of support services for victims of domestic abuse including: Women’s Refuge, Freedom Programme, Power to Change, Me my child and domestic abuse, White Ribbon Town status, and raising awareness amongst young people and we welcome support on ensuring this continuing support.</p>

We have Operation encompass supporting children and young people within schools who are affected by domestic abuse and sharing this information to safeguard children.

Look out life also works with young people within schools to promote positive and healthy relationships.

Current Drug and Alcohol Strategy in place, with positive engagement from relevant partners. Proactive action plans embedded. We have DAAT coordinator to coordinate multi agency services in developing preventative pathways and services

Reducing Reoffending working closely with West Mercia Criminal Justice Board supporting the IOM Model framework through the seven pathways managing high risk offenders with an aim of reducing offending and reoffending.

The annual Crucial Crew event also delivers a number of key areas including road safety, ASB, Alcohol Awareness, Safeguarding, Fire Safety, Water Safety, Street Wise, Electricity Safety, Who to call and Be Active to approx 2000 year 6 students each year across Telford.

Community payback scheme working across 6 priority areas enhancing current environmental maintenance programme.

Street Pastor scheme in place, working in the night time economy to support those that might be vulnerable or at risk and reducing ASB, including under 18's discos.

Taxi Marshalling project to ensure that late night users have an organised and secure method of transport home. The scheme is aimed at assisting the Police in dispersing large groups of people, a proportion of whom may otherwise try to secure the services of un-booked private hire vehicles and in ensuring vehicle/pedestrian segregation.

Sexual Assault Referral Centre in place supporting victims of sexual offences.

Detached Youth Team and Street Sports delivering activities and engagement to promote positive behaviour and deter against ASB.

Impact of disabilities and the crimes committed by offenders with mental health/learning disability needs to be a clear focus within reducing reoffending plans. This also needs to be linked in with the personal history of offenders which in some cases has been traumatic. This would allow wider consideration to be given in terms of sanctions and support. Alcohol and drug additions must be a prominent area within the vision.

There are a number of pieces of work underway in both of these areas but both need a strong focus in the Plan.

We would also welcome the connection to be made with the West Mercia Drug Strategy which is also pivotal in our overall strategic approach to drugs and alcohol misuse within this vision.

3.Reforming West Mercia

We welcome any initiatives that delivers continuous improvement and are very happy to explore any opportunity to share accommodation and/or front line access to services through co-located services or to review the opportunity to jointly procure services together as required.

Facility and property management, ICT and back office administration are examples of areas we would be interested in exploring shared service opportunities.

As demonstrated at a Full Council meeting in June 16, Telford & Wrekin council have an all-party commitment to support the continued need for a dedicated Police Commander for Telford and Wrekin Council area responsible for community and investigative policing, and that the Police Commander must be based in Telford and Wrekin within centrally located Divisional Headquarters for the area in order to continue that vital connection between local communities and local partners.

4.Reassuring West Mercia's communities

	<p>We support this aim and have multi-agency drop in surgeries held within targeted neighbourhoods.</p> <p>Community groups are also established in some neighbourhoods to monitor a number of Council service standards.</p> <p>Neighbourhood Delivery Group Action Plans to engage and empower local communities to actively engage in preventing crime and disorder i.e. in adopting the Councils Cooperative values, local residents are trained and empowered to deliver local services such as Voluntary Youth Clubs.</p> <p>A number of community events are delivered to promote community cohesion and celebrating diversity including Brookside Big Bang, Diwali and Eid and Holocaust Memorial.</p> <p>The Community Safety Partnership also has a Communication & Reassurance virtual network of PR and Communication staff that supports on the dissemination of key partnership messages through agency networks.</p>
25	<p>Bewdley Town Council</p>
	<ol style="list-style-type: none"> 1. The Plan talks a lot about an enhanced role for communities and partners to prevent, solve and reduce crime. This is welcomed, but the Town Council and the community need to understand how this is to be achieved, and what resources are to be made available. What does the PCC see as the role of town and parish councils? 2. The PCC mentions “visible reassurance”. Does this mean increasing the number of officers patrolling town centres and neighbourhoods? This isn’t clear. 3. Road safety. The PCC mentions using “practical, evidence based approaches” and “responding to community concerns”. Will this include locally collected data from Vehicle Activated Signs and local knowledge which so far does not seem to have any bearing on speed limit setting or other road safety issues? How should these concerns be communicated and fed back on? <p>On the whole, the Council welcomes the Plan and the priorities it sets out.</p>
26	<p>Telford and Wrekin CCG</p>
	<p>I would like to add the following comments:</p> <p>There needs to be close working with the NHS both commissioners and providers</p> <p>Prison reform trust states_</p> <ul style="list-style-type: none"> • 10% of men and 30% of women have had a previous psychiatric admission before they entered prison. A more recent study found that 25% of women and 15% of men in prison reported symptoms indicative of psychosis. The rate among the general public is about 4%. 26% of women and 16% of men said they had received treatment for a mental health problem in the year before custody. Personality disorders are particularly prevalent among people in prison. 62% of male and 57% of female sentenced prisoners have a personality disorder. 49% of women and 23% of male prisoners in a Ministry of Justice study were assessed as suffering from anxiety and depression. 16% of the general UK population (12% of men and 19% of women) are estimated to be suffering from different types of anxiety and depression. 46% of women prisoners reported having attempted suicide at some point in their lives. This is more than twice the rate of male prisoners (21%) and higher than in the general UK population amongst whom around 6% report having ever attempted suicide. <p>I would like to see more about working with local partners to support these vulnerable people to support them not to re-offend and also to support police officers managing them in a crisis. Police officers are key workers to support the management of this group of people</p>

27	Resident
	I found your plan interesting, but I am surprised at your final staff breakdown figure could I please have a department break of the numbers (1600), eg how many in IT, accounts, personnel, etc
28	Worcester City Council
	<p>Worcester City Council welcomes the Safer West Mercia Plan and the four themes that compromise the vision outlined within it.</p> <p>We are particularly interested in how we build on the work currently done by our multi agency partnerships, targeted at evidenced priorities under these themes. We look forward to details of the performance dashboard when these are available.</p> <p>Levels of crime within Worcester are low, but this is not a cause for complacency and we welcome the focus on supporting victims and reassuring communities in particular.</p> <p>We welcome the proposed commissioning process to determine allocation of financial resources in support of the plan, and wait with interest further details on this. It will be helpful to have this available at the earliest opportunity so that partners can plan delivery from April 2017.</p> <p>We would particularly like to highlight the role that Worcester's CCTV plays in managing business crime and anti social behaviour, and in reassuring our communities, businesses and visitors. We ask that funding of this service continues to be a priority and would appreciate an indication of your thoughts in this regard.</p> <p>Worcester City Council looks forward to continuing to work collaboratively with the off ice of the Police and Crime Commissioner, and other partners, through the Community Safety Partnership and other forums.</p>
29	The Comet Group
	<p>Safer West Mercia draft plan We think the plan is very good. But there are some things that should be included to make sure people with learning disabilities get the best support from the Police.</p> <p>Putting victims first The plan says officers and staff should have the right skills to support victims. We hope they will have training in how to understand the needs of people with learning disabilities. The police should be trained about this by people who have learning disabilities themselves. We hope that police officers will be trained to communicate with people who don't use words to communicate. 'Track my crime' should be accessible to people who find it hard to read. It should have a big font, pictures and easy words. The Victims Charter and the Victims Needs assessment should be in easy read format. Information at the Victims Board should be in easy read format.</p> <p>Building a more secure West Mercia Early intervention to prevent victimisation - this should include community support service staff being trained by people with learning disabilities about hate crime and mate crime.</p>

	<p>Increasing reporting of offences - to report crime people who have learning disabilities need to feel they will be taken seriously. Most of us are worried about reporting crime because we think we won't be believed. The Police need to show us we can trust them.</p> <p>Reassuring West Mercia's communities We hope the Communications and Engagement Strategy will be in easy read format. It would be good if you visited self advocacy groups of people with learning disabilities to talk about it.</p> <p>2 other points we would like to make are sometimes it is really important that women are supported by a female police officer when they have been the victim of a crime. We know of a large area of Malvern where all the PCSOs are men. We are worried about this.</p> <p>When the police phone us they use number withheld. Some of us have been the victim of phone scams. We have been told not to answer number withheld calls. But that means we could miss an important call from the police. It would be really good if there was a number the police could use so we know it is them and can pick up the phone.</p>
30	<p>Worcestershire Safer Communities Board</p>
	<p>Thank you for the opportunity to comment on your draft Plan for a Safer West Mercia and on behalf of the Worcestershire Safer Communities Board.</p> <p>Putting victims first We welcome your first principle “Putting Victims First” as it is in accord with the 3 key principles within the recently published Worcestershire Health and Wellbeing Strategy; Empowering Individuals and Families, Taking Local Action and Involving People. This also ties in to your section on Reforming West Mercia.</p> <p>We note your comment about ensuring that victims can access “Track My Crime” but would remind you that while the Digital Service Standard is the aspiration, there are a cohort of individuals who are marginalised by the assumption that digital access is open to every one; among them the most disadvantaged and victimised sections of society.</p> <p>Building a more secure West Mercia We would see your bullet points on reducing harm as appropriate although, with the reduction in Anti –Social Behaviour and the significant increase in Cyber Crime (particularly as it impacts upon the elderly), would it be appropriate to reconsider (and reprioritise) these two elements?</p> <p>These bullets in particular are worthy of note:</p> <ul style="list-style-type: none"> • Safeguarding; it may be more appropriate to recognise that vulnerable people can be victims but can also become perpetrators (CSE, Domestic Abuse, Mental Health and Channel). • Domestic abuse / Sexual Abuse This will benefit from the evolution of the victims charter and new Victims Board. It is reassuring that there is a focus that will include both domestic abuse and sexual abuse to include sexual offences and rape. • “Drugs and Alcohol” The plan aims to reduce the harms caused (particularly by alcohol) is in line with the Public Health approach. Recognition that alcohol is a significant contributory factor in numerous crimes would be positive and this is one area where a joint commissioning approach and partnership should pay strategic dividends. We already share data around this topic and could explore this to a

	<p>greater extent. We would also support the use of prohibitive legislation to reduce abuse of alcohol in public spaces and access by children and young people.</p> <p>There does appear to be an anomaly in the aspirations in the bullets:</p> <ul style="list-style-type: none"> • Increased reporting of offences • Reduced or stable levels of recorded crime and anti social behaviour <p>In as much as if you increase reporting, levels of recorded crime will also increase.</p> <p>Reforming West Mercia</p> <p>This section mentions joining up services and commissioning which we see as being a very positive direction of travel (see earlier comments about joint alcohol strategy and later comments on the appendices).</p> <p>There may be some tensions between the funding framework for CSPs using the PCC scorecards as a metric and WMP’s desire to use MoRILE as the performance measures. We note Warwickshire are using MoRILE in their OPCC, County Council, CSPs and Police.</p> <p>While embracing technology to improve delivery is positive, we would reiterate that Digital Inclusion is important to ensure that access to influence is available to all.</p> <p>It maybe appropriate to reflect the Health and well-being agenda both externally and internally, incorporating both the population and the workforce (sick days, reducing obesity, drinking and smoking); is this something that the PCC can influence in encouraging W Mercia to ensuring improving health of its staff?</p> <p>Reassuring West Mercia’s Communities</p> <p>This is a comprehensive and constructive section. That said, in respect of our previous comments on Digital Inclusion, we would ask that the communications and engagement strategy makes specific reference to those marginalised by access to technology.</p> <p>We feel that “Engaging with public acting on concerns” is an area where further, closer, joint working may be appropriate as we both seek ways to reach out into the community (perhaps in the form of a PACT + meeting structure?).</p> <p>Appendices</p> <p>We are keen to understand shared outcomes and what co-commissioning is being proposed as well as to understand the commissioning framework with Community Safety Partnerships and others.</p> <p>This approach is welcomed and sets a good base for co-operation and co-production. We look forward to working with you as the details of the plan emerge and it is put into operational practice.</p>
--	--

Summary of online and social media responses

1	I write with personal experience of domestic abuse and would like to take this opportunity to publicly thank West Mercia Police (particularly the officers within dv unit at Malinsgate) for the exemplary support they have shown to me, and continue to show, throughout this difficult time. Good to see domestic abuse remains a focus of your plans.
2	Sergeants, PC's and CSO's to not go in all guns blazing when a person is recognised as being a Veteran of our armed forces and to have a mental health condition related to service.

	<p>To work with and listen to families and others involved about how best to deal with a situation. We are professionals in that persons condition we live it everyday. Having a 'I'm the person in charge here do as I say' person isn't helpful. Telling us that you can't remove the fluorescent jacket because it's your protection (rubbish its your stab proof jacket underneath that's protecting you and to think we will fall for that just makes us think you think we are stupid!) when actually that jacket will cause the situation to escalate also to refuse to listen to us when we say to go in through the front door and not round the back as they feel threatened when someone is out the back, no wonder it causes you issues. Working alongside us and with us will mean the situation is dealt with quicker and calmer.</p>
3	<p>The Safer West Mercia Plan Draft: It's pretty good. West Mercia police needs to be fixed because I don't have any confidence in the police to protect children, be fair or help children and I'm actually quite frightened of the police. I think you have made a good decision with the new Chief Constable. I know his 2 daughters. My opinions on what you need to do:</p> <ul style="list-style-type: none"> •The police need to go into schools and explain to teachers what is classed as "criminal". •There need to be rules telling the Headmistresses and Headmasters that if children come and tell them something that a teacher is doing (which is criminal) , so it doesn't get timed out, that they have to report it for the children or tell them how to dial 999 (because sometimes teachers scare little children that they will be in trouble with their parents, if they tell them). •There needs to be someone who the Headmistresses and Headmasters can go to for help, if they can't stop
4	<p>'Reassuring West Mercia's Communities' - this is my greatest area of interest. I fundamentally agree with bullet point 5 of what you are planning to hold the CC accountable for namely: "Ensuring the force is visible and accessible both in communities and online" - it is extremely rare to see a Police Officer in our village these days due to cut backs.</p> <p>In the last 12 months I have seen our PCSO at the village show (I invited them) one officer outside the school one morning and I saw our PCSO a few weeks back. That's been it other than those attending accidents on the bend by our home. Even attendance at Parish Council meetings has been light. Also - I think Twitter is a great source of information and since our local PS sadly passed away there are no tweets that I can find about our local community. I follow OPUShropshire & ShrewsburyCops (VERY good account) to find out what's going on - although they are some 25+ miles away. (Our nearest manned Police Station btw)</p>
5	<p>I would also be interested in your views on the closure of the North Control Room as I am extremely concerned about how much local knowledge is going to be lost. In emergency situations where people are scared and confused, it is imperative that a call handler knows the area so an incident can be logged in the quickest time possible, enabling a controller to send officers to the location. It is so much more reassuring when police know where you are talking about. Why lose this valuable resource?</p>
6	<p>Again I support the night time economy but you do not support it which needs a police presence</p>
7	<p>All meaningless without specific, measured, quantifiable targets for all elements of work. The plan appears to be following the old 'cost of everything value of nothing' scenario typical of following a party line.</p>
8	<p>All sounds very good on the surface but no real detail as to how you will obtain these goals. It's a lot to achieve in a short space of time should you not be re-elected in 4 years time. I wish you well in your efforts but these things take time. Please balance the needs and abilities of officers and staff before you commit to making promises to the public</p>
9	<p>Ambitious plan, will be interesting to see how the plan translates into clear</p>

	unambiguous results the public can see. Some of the plan 'appears' to cite "improve effectiveness and efficiency", but fails to define against what baseline it will be measured. That said hope he is successful.
10	<p>As Mayor of Bromyard I have many concerns. The present one is the lack of confidence in the 101 system. My personal experience is of 11 minutes, seven minutes and five minutes to get a reply, this is not fit for purpose and needs serious attention or everybody will revert to using 999 at all times.</p> <p>Replace the PCSO's who have so little power with a PC or an identifiable Special who can do the job. Why cannot my local PC issue parking tickets? If a traffic enforcement officer arrives in town it just drives the visitors away, the locals know where they can park. Yes new technology CCTV in the streets where the problems are make things easier to identify trouble makers and law breakers.</p>
11	As a Third Sector organisation in receipt of PCC Tier 1 funding we would be very interested in being involved with the pilot for using the Outcomes Star. We would also like to invite you to visit our scheme called Recharge Telford to see the fantastic work that we do in the local community.
12	<p>As a set of commitments to how the police will work, the plan offers a good framework and provides a list of criteria that both Commissioner and police performance can be measured against. As always with anything like this, the Devil is in the detail.</p> <p>One of my personal concerns when public sector works with communities is how smaller voluntary and community groups (the third sector), who are both part of and serve communities, are funded. With stretched budgets, outcomes based funding has become the norm. However much of the work that the third sector does and that contributes to achieving the aims set out in the plan such as this is preventative. My analogy is servicing a car. We do not ask our local garage to prove our car won't break down in the next 12 months (or wait until 12 months has elapsed before paying) because we know having our car serviced is prudent and reduces the risk of it breaking down. However this is exactly how the third sector is being funded. For West Mercia. many smaller third sector organisations will be working with (for example) troubled young people, people with mental health issues, or ex offenders in ways which are small scale but innovative and effective. They are actively preventing criminal behaviour, but are neither big enough nor funded well enough to demonstrate the value of what they do.</p> <p>It is my hope that in delivering the plan, the contribution of these organisations is recognised, and sufficient funds are provided (balancing both the need of West Mercia police to be accountable and the needs of these organisations) to carry on their preventative work.</p>
13	As the new PCC who will hopefully beware of the harrowing story of former GMP officer Andy Summerscales whom was found passed away after leaving the that force in 2015. It s reported that he was one of the first officers to attend the scene after Dale Cregen shot and hand grenaded two un armed female officers, this may have contributed to him taking his own death. If that is the case and God forbid it happens to me or my colleagues what is in place for the force you are now responsible for, because internal emails and post masters don't really cut it.
14	Before you can make it safe, you need to clarify safe staffing levels ! It used to be called minimum staffing levels of warranted fully powered PC's. However now all the management seem quite shy to quote those minimum safe staffing levels. Come on man, tell them to grow a set and stop worrying about getting the QPM and playing silly political games, get round the table and deal with it. You haven't enough qualified warranted officers. You need to heft hat sorted first and foremost
15	Can you please look at the police numbers for Newport? Our town is growing due to development and we have just one PC and 1 PCSO.The last fortnight we have had

	just one PCSO covering 52 square miles.
16	Centralising things at a hub means just that. The hub moves slowly whilst the staff on the outside are running ten times faster .its not all about saving money, it must be about the other "buzz" words "service delivery first" oh but oh no only when it suits does that statement apply.
17	Currently limited policing in rural areas . This needs to be addressed local business and farming community left isolated and not supported rural crime does and is happening but nothing is being done to support rural communities . Work closer with Parish councils would also we welcome I'm sure
18	Cyclist riding on pavements and though pedestrian areas are ignored, they now seem to think they have the right to ride there, I'm sick of pulling a small child out of their path
19	Do more to control anti social behaviour
20	Do not shut down the north control room. Local knowledge of areas, repeat callers/offenders/victims is key to providing a safer community. There is a wealth of experience being lost as staff from the north will have to travel too far for work and will look elsewhere. What a waste. Albeit the staff in the south will be skilled, they will not have the required local knowledge needed to ensure officers arrive safely on time
21	Excellent plan. I'm very impressed. Page 12: Just a 'heads up' that the Enterprise Zone in Hereford has bid with Wolverhampton Uni for a cyber unit to be built. We are awaiting confirmation for funding in the Autumn Statement. This will be specialising in cyber security and could be looking to co-work with Malvern and Cheltenham based organisations in a 'cyber security triangle'. Within Hereford ex Signals from Credenhill could take a lead locally.
22	Get rid of unnecessary traffic lights on station road, in Pershore, and outside Woodnorton, where there was no one working , but traffic was stacked back past the island at the squires and Worcester road toward Tesco, and back past Evesham golf club at Fladbury in the other direction....totally pointless.
23	Get some police who care about public service on the streets. Simple
24	Good basis of a document. But need dates and metrics to make it a plan e.g. I will improve this number 25 by 10% by Jan 2018
25	Good morning As an employee of West Mercia Police. I am fully aware that The closure of Shrewsbury control room is subject to closure. However I too also live in Shropshire and it concerns me that with this proposed closure lives will be put at risk due to the lack of knowledge that will be taken away from us. The staff in the control rooms knowledge is needed.... They get to know people, places etc.... This knowledge is shared with the front line officers. When call taking we are able to engage with the other person on the phone when we know where they are.... This enables us to get a quicker response in order to secure the scenes and help those whom are needed. I experienced first hand the lack of knowledge just a few weeks ago with a call taker who had no idea where I was when I was stood off duty with a well known suspect requesting back up....!
26	Good morning, A friend of mine has expressed concerns that a lot of police stations will be closed in Shropshire and the surrounding counties and all policemen will be dispatched from one location. This seems like she must have heard wrong, as from the face of it that doesn't seem like the most sensible plan if you want fast response times. Could you please explain what is planned to change in this regard, and if my friend is correct could you please explain some of the reasons for this change?
27	Have 999 operators instant info. as to which police force is responsible for every area?
28	Hi. can you clarify how many vehicles need to be stuck behind ignorant farmers in their tractors before they are meant to pull over? It causes massive tailbacks, dangerous situations for road tax payers and they're always on their mobile phones...quick fine someone going 1 mph over the speed limit.

29	How are the police volunteers going to be employed? I attended a 10 week training course at Bromsgrove but have heard nothing since.
30	How can closing local control rooms be considered as making west Mercia safer? Computer systems are all well and good, but local people with local knowledge are key in saving lives
31	I am a recent victim of an attempt burglary at my home. The investigation has been allocated to a uniform response officer. I am a former police officer (West Midlands) and in all my 30 years service CID always investigated burglary dwelling offences. I have no specific complaint about the officer who has been allocated my investigation, but I think it is crazy to allocate serious investigations to response officers who are at the end of a police radio, and who can be re-directed to new incidents at any time, making it impossible for them to undertake their investigations in an effective manner. The CCTV evidence at my home has now been lost as the officer has failed to secure and preserve evidence. (Date of offence 29/07/16) On the day burglary was discovered we were informed that no police were available to attend that day. Thankfully Scenes of Crime did attend. I had to chase up police next day to get them to attend. Several promised appointments for officer to visit me
32	I am slightly disappointed that there is no mention within the document of using and/or helping to improve the Active Neighbourhood Watch Schemes within West Mercia especial as the Commissioner pledged his support to NHW at the last meeting which he attended.
33	I believe that the decision to close the Police Control Room in Battlefield Shrewsbury, will ultimately cost some poor Shropshire tax payer their life. With the loss of local knowledge being the main reason. I think the roads in Shropshire are going to be more dangerous for residents and non-residents alike. There aren't enough Police out and about as it is, so I can't for the life of me understand why my local Comms Room with all that invaluable local topographic understanding should close. There will be a monetary saving but at what cost, Shropshire doesn't want any "Lamara Bell" tragedies.
34	I can't even remember the last time I have seen a police office walking on our streets, do see the odd community officer who walk into town empty handed and walk back to the station with a Tesco shopping bag!!
35	I have concerns for the closure of the Battlefield control room. Cheaper does not mean safer - it never has. It is naive to think mistakes are not made by police, mistakes are already made and will only worsen if the local knowledge is taken away - it is often local knowledge that identifies a mistake before it harms the public. If the control room does not have local knowledge, there will be instances when officers are sent to the wrong location, which can literally mean the difference between life and death. If a caller does not know where they are, they rely on the control room to find them. If the control room does not know, then people are being put at risk. This is not keeping people safe, or putting the public/victims first, as you promise. A Safer West Mercia would be one with adequately funded multiple OCC's, making use of valuable local knowledge and ensuring systems are kept up to date - not leaving them to expire until the new multi million pound OCC is built. I strongly feel the loss of staff and officers is contradictory to keeping people safe. I do not feel you can keep the promises you have made whilst supporting the closure of the Battlefield OCC or while encouraging budget cuts. I think it is fortunate for West Mercia (but unfortunate for the public) that the majority of the public do not understand the consequences of the decisions being made on their behalf.
36	I have read your plan, always remember stop the small things and the big things won't happen
37	I live in a village south of Hereford in the past 20 years it has doubled in size but we lost our local police house We are now under south wye rural policing who are never around we used to be serviced by peterchurch Even then the police presence was

	small but at least we saw something Surely for better policing there should be more police officers stations should be manned and their should be less fat cats skimming from the top
38	I live in north Worcester and recently suffered a burglary. On finding my van and garage had been broken into I immediately phoned the police. The response I received was shameful. No police office attended the crime scene and I was asked by the person at the control centre whether there was any forensic evidence. What do I know about forensic evidence, it is the duty of the police to determine this by attending the crime scene. As far as I am concerned west Mercia police showed utter contempt towards me. You can find the resources to station a police mobile speed camera 200 yards from my home on a regular basis but you can't be bothered to turn up to a burglary. As a tax payer I am disgusted by the service you provide.
39	I really liked the idea of communities playing a lead role in resolving issues but see no real strategy to achieve this - policing of an area only happens with the consent of the local community and it would be fantastic to see a community where they produce a community offer to match that of the police- local residents are the experts in their own communities and with the right support and empowerment they can help to reduce crime and re-offending.
40	I think that we would have a much safer communtiy if the police stopped worrying so much about cars with silly number plates etc and actually made more effort to catch actual criminals... people who steal and fight ect.. there is more to the law than the boy racers and their cars... I know exactly what the police views are on young drivers.. singling them out etc...ivd been a victim of that myself and also been 100% discriminated by a police officer.. and not even given a chance to explain what has happened before i get arrested... what happened to equal rights?? Is it the young ones that singled out and automatically deemed to in the wrong...
41	I think the police should give more support to residents who are affected by anti social behaviour and take more action against students from the university, this is an on going problem every year , it just seems the police are not interested in the problem residents have received comments like ,move house, where ear plugs, move to a different bedroom where you can't here the noise it's just has if the police are not interested in the problem.
42	I think we need to get back to local police officers who know the area know the people and get given the information they need to solve crimes etc
43	I welcome the the priorities regarding safeguarding adults at risk, sexual exploitation and domestic abuse
44	I work in the OCC North as a dispatcher. I have 10yrs experience in my role which may seem a long time but some of my colleagues have more than 20yrs local knowledge and experience which will be lost. Local knowledge has been deemed irrelevant yet in our role we use it everyday. We rely on it and so do the officers who are relying on us. Most of my colleagues will not relocate when the OCC closes. The distance is too far and for older colleagues redundancy is more appealing. This knowledge will be lost, Response times will drop and public confidence will decrease. When dealing with time critical incidents, local knowledge of the areas locally known as, directions of travel, where that old pub used to be or even the name of the chippy is important. How do you think we manage to find the members of the public who have no idea where they are following a road traffic collision etc Local knowledge is the key and it is being dismissed. This is not safe.
45	If Shrewsbury call centre closes you will lose all local knowledge, which can be priceless. People feel safe having local police and a call centre. We need local knowledge. As a tax payer I feel you should listen to the public. Are you going to take responsibility for any loss of life or injury due to your Safer West Mercia Plan which may be cheaper but certainly not safer. Why should SHROPSHIRE have to go without.

46	If all goes well I think it is a sound plan throughout. The money aspect concerns me as I wouldn't want a penny wasted.
47	If you want the community to trust the police then the police need to work for the innocent tax payers that fund their wages. The police should focus on crimes that have devastating effects on communities like abuse of women and children, theft and drugs, rather than going for the easy wins like speeding and drink driving. It appears to a lot of the community that the police spend more time in McDonalds looking for young drivers to harass than they do fighting crime.
48	In rural N. Herefordshire we don't get a great deal of serious crime - burglaries, robberies etc. What bugs me is the low level anti social crime especially road crime - e.g. speeding through villages because there is no-one to catch drivers etc
49	Isn't all this essentially what the police are supposed to be doing already?
50	It is a statement of laudable objectives, but little substance. EG I will reform ..., but does not say what the reforms will be. Nor, what is wrong with the current system. Full of management speak and no useful facts
51	It's about time the Worcestershire tax payer stopped paying to Police Warwickshire
52	It's all very well, but how are you going to measure these aspirations? If you can't do that then you've wasted your time producing this Plan.
53	It's very good to see addressing sexual violence and child sexual abuse on the plan and acknowledging it exists in Herefordshire. As a counsellor who just this week saw a 40 year old woman who had been raped by her father at the age of 11 and who walked to the police station to report it but was told that it was 'a serious allegation and she needed to go back home and think about it because she really didn't want to get anybody into trouble did she?' I very much hope that the response would be different now and that victims will be believed and have a voice
54	It's worth remembering that the officers on the front line do not make decisions about where they are sent, they are instructed by others who have to follow guidelines. It appears that certain incidents such as burglary and criminal damage have been downgraded and are not given the attention many members of the public feel is needed, this is mentioned in some comments on here. Maybe this is an issue which could be addressed by the PCC?
55	Just skimmed through, West Mercia has a Police "Force" again, victims first, I feel dizzy, round and round we go again !!!
56	Keep the Shropshire OCC, if safety is your top priority how can you afford to lose the experience and knowledge of the Police staff working in the Shropshire Control Room. Most of these staff will not relocate so you will lose them. You are risking the lives of the people living and working in the north of the force
57	Living in a village we are paying for the policing of the cities whilst we have to put up with 'reactive' policing instead of 'pro-active', turning-up after the event has occurred rather than police presence discouraging from it happening in the first place. Police 'protection' is more of a 'con' than a reality.
58	Looks very much like the exact plans the previous PCC & Deputy had implemented already, but you used a few more buzz words like 'fit for purpose'. All in all, nothing staggering or revolutionary I can see, just continuation of the previous projects. Let's hope you can actually deliver it.
59	More feet on the beat what we want
60	Only use tasers as a last resort. They are a dangerous weapon and should not be used to restrain people who have had too much to drink.
61	Patrol in Stanklyn lane to stop the idiot youths who ride motorbikes at speed and without helmets
62	Protect women walking home from being attacked
63	Recruit more Officers instead of recruiting more senior officers top heavy comes to mind. Plus why get rid of a North control room where those staff know the Officers and the area. If it becomes one site lives will be put at risk. Remember this lives will be at risk!!!!

64	Recruitment of full time paid police officers as well as specials would be beneficial to all , policing on the cheap does not help anyone .
65	Same sound bites with no substance. Would help if the work force shared the "vision" - a hope that is seldom realised.
66	Save the Battlefield control room!
67	Speed and size of vehicles travelling through our village is a perennial problem which the Police seem to want to ignore
68	Stop telling people the police have power. They haven't and don't help
69	The Safer West Mercia plan rightly places great emphasis on ensuring the welfare of the victim is at the heart of local police provision.
70	The Safer West Mercia plan rightly places great emphasis on ensuring the welfare of the victim is at the heart of local policing. To ensure victims of Domestic Abuse are treated in line with the Victim Charter, I suggest a greater education of officers and staff in provision of support for male victims, who make up approximately 40% of victims but are sadly under represented. I feel that it is vital to a modern police force that there is safe and effective provision for all victims equally, regardless of gender. Please ensure you consider this in the development of training programmes and allocation of funding to ensure an effective service for victims.
71	The closure of the Shrewsbury Control Room is an awful idea, local knowledge is vital for us residents of Shropshire. I beg of you to keep the Shropshire Control Room open, look at Police Scotland, their centralised control room has clearly not worked and they are going back to regional control rooms. If the closure of the building is really necessary, can the control room not be moved into one of the local Police Stations (Wem, Oswestry, Market Drayton or Shrewsbury) so you retain the local knowledge of staff who work there? Which could in turn save a life (lives).
72	The closure of the control room in Shropshire is literally playing with people's lives. Those who work there lose their jobs which they have worked so hard to achieve and the vast local knowledge and countless years of experience are lost. The people who live there lose the experience of the staff working there and are left with potentially zero local knowledge and a load of new staff with little or no experience controlling Shropshire. Surely this is risking lives in more ways than one? Same with all the local police station closures. An emergency in say Bishops Castle for example would now take well over an hour to reach from Leominster or shrewsbury. It's going to be too late when someone is seriously hurt as a result of lack of policing/local knowledge. Don't let it get to the stage that it is too late....save people's lives now. Only you can prevent this.
73	The draft Safer West Mercia Plan would appear to cover all aspects necessary.
74	The recent British Crime survey shows that Fraud and Financial crime has increased significantly, yet this is not on your list of priorities.
75	The underlying context of this plan has to be centred around prevention. The emphasis that the Alliance has already committed around prevention and that has been outlined in the HMIC's report, must be built upon, so that all staff realise their responsibilities start with prevention, whilst providing the professional and effective response the communities across the Alliance expect and deserve.
76	There needs to be a more direct way to report or ask things online for people. There have been a few times when I want to ask questions or report things online but the standard thing said is "ring this number or we do not take information online". Crime stoppers and other agencies do. Obviously suitable for non-serious things locally but also non-local issues. I know there are the local policing teams, but sometimes it is outside of their hours or they just don't know the answer to it. Perfect example is the potential harm to children, but not necessarily in this area but within the UK. The non-linked Police force systems, makes it difficult for people to contact other forces and pass on information directly, but not for control rooms and police officers it would be far simpler. Or there are times when there is local intel about drug users/sellers or other forms of (potential) incidents where you want advice as to

	<p>whether it needs reporting to 101 or not.</p> <p>It is a contact avenue more for things not really worth tying up the 999 / 101 numbers for or getting the local policing team out to, if they are available the next day etc. The WMP need to have more of an online interface on Facebook and Twitter that can be answered via the private messaging available. One that can be escalated up to the control room if assessed to be required. These days, people are reliant on the internet to communicate and I really don't feel the Police are utilising it to its full potential, especially when you have people sharing incidents on here to alert others rather than feeling confidence in the police to. i.e dog snatchers/property theft/abusive people/fraudsters/car racing & parking issues etc. Those sort of posts are becoming more and more prolific, so there is a genuine need for the Police to take advantage of this, IMO.</p>
77	<p>We are very concerned about the lack of visibility of police officers and the current increase in break-ins especially of outbuildings and garages. We disagree that progress is being made.</p>
78	<p>We have older controlling neighbours who want everything their way and not open to others. since we moved in we have had nothing but hassle and over time it is genuine harassment. Because of the low level and proof factor we are left just dealing with it day by day and are busy working people. for long term support of this regular harassment how is this dealt with by the police, unless its threats and criminal acts? The police have been supportive, but this older couple have nothing to do and moved into the area and sadly are driving local people away. We suspect they now have cameras focussing on our property and our right to quiet enjoyment is seriously affected. how will this plan help people in our situation?</p>
79	<p>We need to see police walking the streets day and night, as once upon a time they did.</p>
80	<p>West Mercia police couldn't look after themselves, let alone the Public. You only ever see them In a garage or Coffee shop drinking. I was an officer up until 1996 and then police men and Woman cared for the public and new all the locals. We now see Warwickshire police officers in rural Leominster!!! How's that work.</p>
81	<p>Welcome the promises made, and thanks for consulting on this document. However I would like to urge at least some clear stated commitment to combating wildlife crime in particular. Most incidents are probably based on ignorance of the law and/or thoughtlessness (e.g destruction of bird habitat). We don't seem to have a wildlife liaison PC any more, or at least not visibly so. Can that be rectified and their role publicised? Also would like to see WM publicising your work relating to crime specific to rural areas such as farm theft etc. There is nothing mentioned on these in your piece. I'd further like to suggest that the police do more in educating youngsters about civilised behaviour including matters like dropping litter and vandalising trees</p>
82	<p>West Mercia Police support their partner agencies to victimize members of the public. I am testament to this behaviour and am still being harassed by Herefordshire Council and West Mercia Police. Nearly 5 years now at taxpayers expense. Perhaps you could gain some respect by sorting out this ongoing torment!</p>
83	<p>West Mercia police are failing, they don't even care anyway, turn a blind eye to crimes they "can't be bothered dealing with" or just don't have the time</p>
84	<p>What are you going to do about the nuisance motorcycles on Burlish top Stourport ? And don't say it's covered with extra patrols and it's a priority etc cos we all know it ain't just be honest tell us what you are going to do !</p>
85	<p>When it comes to reform and reassurance, the greatest improvement I would like to see is the knowledge and attitude of many frontline police officers. The law is an incredibly complex issue and there are too many officers at the coalface who either lack the knowledge or intelligence to know the law and enforce it properly, adhering to both its meaning and its spirit. We still also have too many officers who are essentially bullies and appear to be 'in it for the power', rather than to make a</p>

	<p>difference. Similarly there are also too many officers who lack basic human skills such as empathy or understanding. As society adapts, these are becoming more important to successful policing and rebuilding relationships with local communities. Perhaps more attention needs to be paid to these sorts of things in police recruitment and training.</p>
86	<p>Who pays for all the gun slinging police in london we could do with some of the money spent there in the other parts of the uk</p>
87	<p>With regard to the Safer West Mercia plan can I say the closure of the Battlefield Control room will not go any way at all to making a safer Shropshire. In fact it will be the opposite. We have heard that new technology will be used, but the majority of staff in Battlefield if not all of them (myself included), as well as many officers and members of the public, have been saying from the start that the closure is not safe for the people of Shropshire and the officers who serve them, as you need local knowledge at all levels of the work done in comms. I can give numerous examples of this if required, but to name a few.... When viewing a crime on cctv – how will a dispatcher be able to direct officers when they do not know the location they are viewing, or the direction/likely direction of offenders? Who will correct the errors on incidents (and there are many – misheard/misspelt locations, identifying landmarks, localised names for roads/towns/buildings) when trying to dispatch</p>
88	<p>Would be nice to have shown what your doing to ensure we see Police Officers in our communities nothing makes you feel more reassured than Police Officers walking the beat as they did. Surely the old saying remains that Prevention is not only better than cure to the victims but is also cheaper in the long term. We want to see more Police doing preventative work NOT PCSO's as there used at present like a smoke and mirror trick without the impact, the community see this.</p>
89	<p>YSS have reviewed the plan at a recent senior management team meeting and would like to give the following feedback:</p> <ol style="list-style-type: none"> 1) the voluntary sector is referred to in various ways throughout the plan, p9, p11,p19 - third sector (not everyone knows that third sector means voluntary sector) , p14 the community and voluntary sector and the local and community sector: we recommend a consistent language and endorse: voluntary sector or voluntary and community sector. 2.) use of acronyms eg p8: HMIC, PEEL and no explanation , 3) restorative justice is mentioned in a brief bullet point on p5 , over the last couple of years and with previous PCC and police, there was much talk about embedding RJ, using innovative and creative approaches to RJ and nothing appears to have happened , YSS feels this should be covered in more detail in terms of what the intentions are as we feel this is a key area that contributes significantly to the vision (all 4 key areas) , we have lots of ideas around this and expertise to contribute to the discussion if required , 4) on p7 there is a bullet point referring to domestic and sexual abuse, we feel these should be two separate bullet points 5) p9 bottom bullet point, maybe to also include private sector partners 6) p18 reference to £4.690 million of reserves to be used within the year - how transparent do you want to be? what % is this of total reserves, what are the total reserves and what are they to be used for 7) we felt the picture on the front was a bit naff and dated 8) the text layout would benefit in being justified rather than margin to the left to give a crisper presentation
90	<p>Yes more police on the beat. Also a crack down on drug dealers in the area. More checks on caravan sites were a lot of dealers hide out and then disappear for months and come back. Also crack down on dodgy site mangers.</p>
91	<p>You don't mention mental health once, from what I saw when more-or-less speed reading. Yet it is connected to a third of police demand; consuming more resources in West Mercia than it should because of services in the area that work nothing like</p>

	they are supposed to. And so when I learn that my home town has lost its police officers to a nearby town and have traffic officers telling me that my town is, more or less, unpoliced except reactively, it makes me wonder why were allowing police officers to sit about in mental health units for hours on end staffing NHS facilities because they've chosen not to. We can find six police cars to attend my mentally ill neighbour when she's in crisis, but not when I catch a man in my property with God knows what intent. Just my views.
92	You mention Together the Chief Constable and I will: • Work with local people and partners to give visible reassurance on frontline neighbourhood policing. What I will deliver for West Mercia: • Increased confidence in the police. • Communities feel valued, informed and involved. Newport Shropshire has an excellent Neighbourhood police team which we wouldn't want to lose. They really need a building where the general public can interact with them on a 1-1 basis but the police station has been sold. This was a mistake. Can you take action to rectify it? We, like many other small towns have a huge problem with parking. Can you get Telford & Wrekin Council to introduce CPE as the police do not pursue parking issues per se. We actually pay for a PCSOs time presently to try and keep on top of parking issues.
93	Man Malvern station quicker response to crime scene in Malvern wasted time means criminals get away!!!!
94	My biggest gripe in Worcester is the attitude of a large number of cyclists who think they are above the law and the police ignore them every time especially with the nights drawing in I see it every night and early morning during the winter months they are all over this city with no lights and it wont be long before one gets and the motorist will be blamed ,this is not aimed at all cyclists because there is one guy who is so well lit up that he can be seen from one end of bath road to the other
95	Noticed that west Mercia police are too busy need more officers and a team that will listen and act on hate crime , not very good saying you need an independent witness , not as if you can pull one out of your pocket , video or voice recorder is an independent witness as its not your friend its non bias , and can provide accurate account on the situation and what's been said , but I am told that is not allowed so the perpetrator's can deny it and continue to harass and bully or worse .. from recent incidents I have been put off calling the police as I get the same old same old and was told we have more serious incidents to attend than come out and deal with neighbour issues .. if this is the case not worth contacting the non urgent line to the police ..
96	It would be helpful if the plan could provide more detail re <ul style="list-style-type: none"> - actions and objectives in relation to the areas of focus in Building a more secure West Mercia - the intention of 'the health and wellbeing agenda within the alliance' in Reforming West Mercia - what is meant by aspiring to a 'market leading support service for policing'? - how the proportion of hate crimes reported to the police will be measured. - the role of other agencies and partners, in addition to the police, in delivering community safety. - how the PCC expects CSPs to contribute to a Safer West Mercia - the proposed outcomes based commissioning framework. - an outcomes framework and performance dashboard
97	The document makes quite generic statements regarding safeguarding and still uses the term 'vulnerable adult' in its terminology, this term is now out of date following the Care Act 2014 and the current term is 'adult with care and support needs'. <ul style="list-style-type: none"> •The PCC plan provides the important reassurance that the role of the police as a statutory partner in adult safeguarding (as outlined in the Care Act 2014) is embedded in local practice and gives a commitment to Safeguarding Adults Boards

and the work of those Boards.

•The draft could be strengthened in the following specific areas in relation to safeguarding specifically:

Provide assurance by the PCC around how Disability Hate Crime is dealt with and look at any community based initiatives to address these issues.

Reinforce that Crimes Against Older People are dealt with in line CPS guidance.

Provide assurance that Safe Places Schemes benefit from local police involvement and input to contribute to the prevention