

**Report to:** Police Authority  
**Agenda :** 10  
**Date:** 16 June 2016  
**Subject:** Stakeholder Engagement  
**Sponsor:** Chairman  
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**For:** Approval

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## 1. Purpose of paper

- 1.1 This paper recommends a new way forward for consulting on Strategy and Policing Plan to ensure achieve positive engagement at a senior executive level.

## Background

- 1.2 For a number of years the Authority has held an annual stakeholder event in September to confirm that the strategic objectives continue to be relevant to our stakeholders and introduce the policing plan process.
- 1.3 A range of stakeholders have been invited but attendance has been reducing. The invitations to Police Service Agreement (PSA) holders have been aimed at a managing director level, however, in practice, very few managing directors have attended in recent years and feedback has been that they do not find the workshop to be fit for their purposes any longer.

## 2. Proposed new approach

- 2.1 It is proposed that a more tailored approach is required to meet the individual interests and needs of the PSA holder executives and other senior stakeholders, such as those in the Rail Delivery Group, Transport Focus and London TravelWatch. The suggestion is that, in addition to the regular 1:1 meetings between the Chairman and senior industry representatives, a number of more intimate gatherings be arranged in the form of 3 dinners at a divisional level. The guests would be asked to contribute to the agenda to be discussed over dinner ahead of time to ensure that this covered the matters most relevant to them. This would also allow the Authority and Force to come with answers in these important areas. This approach would

give the guests a real opportunity to be heard, and debate issues, amongst a much smaller group of people with whom they are familiar, therefore encouraging openness and frankness which is missing at the much larger September event.

- 2.2 A further feedback point has been that stakeholders do not feel their feedback is taken on board. Working at a much more intimate level and having PSA holders contribute to the agenda provides a much more focused route for communications making it easier to have a meaningful dialogue and demonstrate how we have considered and taken their feedback into account; including explaining why feedback may not have been actioned on occasion.
- 2.3 Furthermore, by having these gatherings out on the Divisions it provides an opportunity for a range of senior BTP personnel to engage with these important stakeholders and Authority Members to help further improve relationships.
- 2.4 It is recommended that a pilot of this approach be trialed in the first instance using contacts in the Rail Delivery Group. This will allow any tweaks to be made to the process and assuming a successful event will encourage others to attend.

### **3. September Workshop**

- 3.1 It is proposed that the September workshop as previously held be cancelled this year whilst we trial the proposed new approach.
- 3.2 Paragraph 3.3 below explains how we will engage with heads of security from the rail industry who have found the September event useful. Section 4 of the paper describes how we will engage with our non-industry stakeholders.
- 3.3 It is recognised that the September event was found to be a useful platform for the heads of security to engage with the Authority and BTP. It is therefore proposed to hold a separate session for heads of security following on from a Rail Delivery Group - Implementation Group meeting. This would be sponsored by the Policing Plan Group and have a much more operational focus ensuring that we retain the engagement and goodwill at this integral level.

### **4. Wider Stakeholder Engagement**

- 4.1 Consultation events will be organised separately with both the Welsh Assembly and Scottish Government. It is proposed that these take the form of visits to the BTP in Cardiff and Glasgow where stakeholders will meet senior staff and Authority

Members and have the opportunity for a question and answer session.

## **5. Recommendations**

- 5.1 The trial of the new consultation strategy be approved.
- 5.2 The proposed way forward for consulting with Welsh Assembly and Scottish Government be approved.