

## **PUBLIC SURGERY GUIDANCE**

Public surgeries will enable the Police and Crime Commissioner (the Commissioner) to meet West Yorkshire residents face to face, listen to their concerns and help resolve any problems or issues they might have regarding policing and crime issues. Surgeries help to identify trends in public opinion, which in turn influence policing objectives, commissioning and communications strategies and gather opinion on objectives and inform future objectives.

### **SURGERY ARRANGEMENTS**

1. Surgeries will be held on a monthly basis at a variety of accessible venues around the county to meet the needs of local people and to give residents direct access to the Commissioner.
2. Surgeries will last for 2 hours and will typically be held between 3.30pm and 5.30pm on the date selected.
3. Residents will be able to request a 15 minute slot to speak with the Commissioner. Requests may be made by contacting the Office of the Police and Crime Commissioner by email, post or telephone.
4. When an appointment is made it would be helpful if the surgery attendee provides an outline of what they would like to speak to the Commissioner about. If they have any information or supporting papers which they would like the Commissioner to see prior to the surgery this would also be helpful.
5. If residents prefer, they are welcome to bring one other person with them.
6. The Commissioner reserves the right to refuse an appointment if, for example, a case is the subject of a formal complaint under the Police Complaints Procedure or are the subject of legal proceedings.
7. The Commissioner will be accompanied at surgeries by a member of staff from the Office of the Police and Crime Commissioner who will record details of any issues raised and help facilitate any actions agreed.
8. The Commissioner will correspond with the surgery attendee to ensure that the individual is updated on how the matter raised is progressed.