



Agenda

01 November 2007

COMMUNITY ENGAGEMENT COMMITTEE

Bridgebury House, Woburn Road, Kempston, Bedford MK43 9AX

For further information, or to see the papers, please contact the Police Authority:



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Bridgebury House has facilities for disabled people.

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To: **Mrs. Rosie Gutteridge – Chair, Mrs Sue Alexander, Ms. Colleen Atkins, Mrs. Penny Fletcher, Mrs. Elaine Horrocks, Mr. Peter Hollick, Mr. Shahzad Choudhry**

A meeting of the **COMMUNITY ENGAGEMENT COMMITTEE** of the **Bedfordshire Police Authority** will be held at Bridgebury House, Woburn Road, Kempston, on **Thursday, 1 November 2007** starting at **10.00am**, the agenda for which is set out overleaf

Pat Brown
Member Support Officer

AGENDA

(*indicates that a supporting document accompanies this Agenda)

1. **Apologies**
2. **Minutes**
*By Chairman - To confirm the minutes of the meeting held on 19 June 2007
3. **Matters Arising from Minutes**
By Chairman
4. **Declarations of Interest**
To receive any personal or prejudicial interests from Members
5. **‘Fear of Crime’ – A report commissioned by Bedfordshire LAA and Mid Bedfordshire District Council**
*Presentation by Chief Superintendent Andy Frost
6. **Neighbourhood Policing**
Progress Report by the Assistant Chief Constable
7. **Quality of Service Commitment**
 - a) **Progress Report**
*Report of the Assistant Chief Constable
 - b) **HMI ‘Beyond the Call’ Report**
*Report of the Assistant Chief Constable
8. **Joint Partnership Strategy -2nd Block – Further Reduce Crime and Anti Social Behaviour**
Report of the Deputy Chief Constable (documents to follow)
9. **Community Engagement Strategy**
*Update Report of the Working Group
10. **Consultation and Publications**
 - a) **Update on Consultation and Publications**
*Report of the Clerk and Better Times
 - b) **Draft Publications Policy**
*Report of the Clerk

Date of Next Meeting – Thursday, 1st November 2007. 10.00am.

COMMUNITY ENGAGEMENT COMMITTEE

19 June 2007

PRESENT

Mrs. Rosemary Gutteridge – Chair Mr. Victor Lee
Mrs. Colleen Atkins Mrs. Linda Hockey
Mrs. Sue Alexander

07/CE/11 APOLOGIES

Apologies were received from

Mrs. Penny Fletcher, Mrs. Elaine Horrocks and Mr Shahzad Choudhry

07/CE/12 MINUTES

The minutes of the meeting of the Community Engagement Committee held on 7 March 2007 were confirmed.

07/CE/13 MATTERS ARISING

07/CE/05 Neighbourhood Policing

Maps of Bedfordshire and Luton showing Safer Neighbourhood teams (SNTs) were now available and would be distributed to Members.

Bedfordshire Police were in discussion with a range of partners regarding the funding of PCSOs. This work was ongoing and would be reported at a later meeting.

The 'larger organisations' noted in the minutes of 7 March 2007 included private business and amalgamations of small parishes and town councils.

07/CE/14 DECLARATIONS OF INTEREST

There were no declarations of personal or prejudicial interests from Members.

07/CE/15 FEAR OF CRIME – A report commissioned by Mid Beds Community Safety Partnership

Chief Superintendent Andy Frost presented a report on behalf of the County's Crime and Disorder Reduction Partnership

The aim of the report was to benchmark the fear of crime in Bedfordshire County and to put forward recommendations for reducing the fear of crime. The LAA contains a stretch target to reduce the fear of crime by 2009. Work is now being taken forward by partners to develop action plans.

The Luton Forum and LAA did not have targets set against Fear of Crime. Copies of the presentation would be distributed to Members after the meeting.

RESOLVED

That the report be noted.

07/CE/16 NEIGHBOURHOOD POLICING ENGAGEMENT

The Assistant Chief Constable presented a progress report on Neighbourhood Policing Community Engagement to Members. The report highlighted the Engagement Model that Safer Neighbourhood Teams would employ.

RESOLVED

1. That the report be noted.
2. That an update report be presented in 6 months when the model was more fully developed and implemented.

07/CE/17 QUALITY OF SERVICE COMMITMENT

a) Progress Report

The Assistant Chief Constable submitted a progress report on the National Quality of Service Commitment to Members.

A Compliance Monitoring Framework has been produced that will enable the Service Improvement Group (SIG) to monitor compliance through key performance indicators for all the standards of the Commitment.

A Customer Charter was being reviewed by the SIG with a target launch date of 1 September 2007.

The Equality and Diversity Programme Board (EDPB) continues to examine areas relating to the NQSC and is now supported by five divisional Equality and Diversity Delivery Boards (EDDB).

A number of the current and planned projects within the Force's business change programmes will contribute to improving service delivery and maintaining NQSC compliance.

From 1 April 2007 a new Citizen Focus division, under the command of a Chief Superintendent, was created within the Territorial Policing Directorate. The division combines Criminal Justice, the Call Handling Centre, Community Safety and Corporate Communications.

Responsibility for NQSC and the SIG had passed to the Assistant Chief Constable.

RESOLVED

That the compliance to the National Quality of Service Commitment and the continued work to deliver improvements to customer service by Bedfordshire Police was noted by Members

b) HMIC Thematic Report 'Beyond the Call'

The Assistant Chief Constable submitted HMIC Thematic Report 'Beyond the Call' to Members.

The Inspection team has made 19 recommendations in 'Beyond the Call'. Of these 5 are the responsibility of the Home Office or ACPO and 14 have a direct impact on the Force. In addition, the Force is cited on five occasions within the report as having current or emerging good practice.

Of the fourteen recommendations that are the responsibility of the Force, eight could be considered to be completed. In respect of the other six recommendations, the Force was partially compliant and had plans in place to gain compliance.

Those recommendations considered as requiring further action by the Force would be subject to a combined Action Plan developed by the CHC Manager, Volume Crime Management Model (VCMM) Project, Training and other appropriate owners.

RESOLVED

That the completion of eight recommendations of the report and the progress of the remaining six recommendations be noted by Members.

07/CE/18

JOINT PARTNERSHIP STRATEGY – 2ND BLOCK – FURTHER REDUCE CRIME AND ANTI SOCIAL BEHAVIOUR

Mr. Pete Woolley, Head of Performance Management, submitted a report of the Assistant Chief Constable on Joint Partnership Strategy – 2nd Block – Further Reduce Crime and Anti-Social Behavior to Members.

RESOLVED

1. That the report be noted by Members.
2. That some of the information detailed in the report should be reported quarterly to Bedfordshire Police Authority Performance Committee.

07/CE/19 COMMUNITY ENGAGEMENT STRATEGY WORKING GROUP

Dr. Julie Wymer, Head of Strategic and Policy Development presented a report of the Chief Executive/Treasurer on the progress of the Joint Community Engagement Strategy Working Group to Members.

The proposals of the working party are as follows:

- In the first instance the focus on engagement activity would be through the safer neighbourhood teams (SNTs). However, work would begin to map community engagement activity across the entire Police organisation later in the year.
- Each Inspector Led Neighbourhood Area (ILNAs) should have an overall engagement plan with SNTs developing local plans.
- A report detailing engagement activity and top community priorities, is prepared by the Force and presented to each Police Authority CE Committee (November 07/March 08). To enable strategic planning to take into account local priorities an Annual report should be produced in June of each year. The priorities can be tested using the Citizen's Panel and results used to inform strategic/financial planning in the September of each year.
- Performance management around community engagement was to be incorporated into the overall SNT performance management framework.
- As part of the Authority's commitment to community engagement individual PA members were to be assigned to a Chief Inspector responsible for the ILNAs subject to satisfactory governance arrangements.
- Quality of Service Commitment - A performance management framework/monitoring report was to be developed in relation to the qualitative comments that were received from User Satisfaction surveys, Anti-Social Behaviour survey and victims code of practice audits.

RESOLVED

That the proposals of the report and the action plan be approved by Members.

07/CE/20 CONSULTATION AND PUBLICATIONS

The Head of Strategic and Policy Development and Sallie Blair of Better Times presented a report to Members on Consultation and Publications. Details of the report are as follows:

CONSULTATION

The Police Authority had a statutory obligation to make arrangements to obtain the views of local people about matters concerning policing in the area.

Consultation on Policing Priorities and the Budget

The Authority consulted the Bedfordshire Community about preferences and perceptions related to Policing Priorities and Force Budget reporting. An analysis report of the responses received was submitted.

Citizen's Panel

SMSR the company running the Citizens Panel had now completed the recruitment of the panel with a total number of 5,200 residents. Partners had been developing the questionnaire for distribution in June/July. It had been decided that the questionnaire will be split into two elements: a generic questionnaire from the three councils covering topics as wide ranging as climate change, housing and waste collection, and a blue light services questionnaire from Police Authority/Police and Fire.

Discussions continued with Luton Borough Council to develop a partnership approach when they review their Citizens Panel.

LAA/CDRP CONSULTATION

Mid-Beds CDRP had commissioned research to be undertaken to benchmark the fear of crime for the LAA target. The research findings were now available and had been presented earlier in this meeting.

Bedford CDRP had recently held a community engagement event in the Goldington area. A local action plan was now being developed by the community safety forum for that area.

Luton CDRP had undertaken a joint planning day with partners and has agreed to move to 'Environmental Action Days' which would also include greater involvement from local communities.

The Police Authority had recently been to all three CDRPs within Bedfordshire to talk about the partnership role within community engagement.

The Authority's Vice-Chair had been elected chair of the combined Responsible Authorities Group.

Gender Equality Duty – Engagement/Consultation

In developing the Authority's Gender Equality Scheme consultation was undertaken with Members, staff, police staff, custody visitors and the Unions.

Communications Activities

Council Tax leaflet

All publication deadlines for this leaflet were met, and the feedback on style and content was positive.

Web-site

Work has been on-going to develop a business case for up-grading the Authority's web-site. The business case and action plan were submitted.

Members approved the business case for the upgrade of the Police authority website.

FORTHCOMING POLICE AUTHORITY PUBLICATIONS

Annual Policing Plan

A Summary leaflet of the Annual Policing Plan was in production, as agreed at the last meeting.

Spring Wraparound

The Spring Wraparound was published on May 27th, 2007. The content followed the guidance given at the last meeting of this committee.

The publication was delivered to the vast majority of households in Bedfordshire and Luton via the Beds on Sunday Group of newspapers.

Members' Leaflet

A new version of the members' leaflet was being prepared to account for the new membership of the Police Authority, updated responsibilities and the recent outcomes of the impact assessment on publications.

Local Policing Summary

As agreed at the last meeting, the Local Policing Summary would be published in early September. The summary would also double as the Police Authority's Annual Report. The Local Policing Summary was a statutory publication, as was the Annual Report.

Members agreed that the newspaper format should be used for the publication of this document.

Neighbourhood Policing – Communication Plan

The Police Authority included a section on Neighbourhood Policing in its spring wraparound, which complemented the work undertaken by the Force. The wraparound has been forwarded to the Home Office for their records.

UPDATE ON THE IMPACT ASSESSMENT OF PUBLICATIONS

A Publications Policy and Procedure had been prepared as a result of the Impact Assessment and was appended to the report for consideration.

RESOLVED

1. That the report be noted by Members.
2. That the business case for the upgrade of the Police Authority website be approved.
3. That the newspaper format be used for the publication of the Local Policing Summary.
4. That the Publications Policy and Procedure be approved

07/CE/10

DATE OF NEXT MEETING

The next meeting of the Community Engagement Committee will take place on 1 November 2007 at 10am at Bridgebury House.

Meeting closed at 12.00pm.

BEDFORDSHIRE POLICE AUTHORITY

Committee	:Community Engagement Committee
Date	:1st November 2007
Agenda Item	:5
Lead Officer	:Chief Inspector Mark Holbourn
Subject	:IPLDP Community Engagement Placements
Purpose	:Updating the committee in relation to community engagement placements
Background Papers	:Not applicable

1. **Background**

- 1.1 The Home Office established the Initial Police Learning Development Programme (IPLDP), in January 2004. It implements the recommendations set out by Her Majesty's Inspectorate of Constabulary report; 'Training Matters' published in 2002, on police probationer training. The primary aim of the new programme is to improve police performance and public confidence in local police. The scope of the IPLDP covers the learning and development requirements of student police officers in the police service in England and Wales and has replaced the previous Probationer Training programme.
- 1.2 Local forces now take responsibility for the training of their own student officers, which is non-residential and tailored to meet the needs of the communities of their local force area. This initiative brings together knowledge, theory and work-based experience to provide a professional education and training programme that will better equip officers with the skills they need.
- 1.3 As well as legislative, procedural and diversity training, this new programme also involves community-based placements with input from key community stakeholders. The community placements aim is to give new recruits a broad understanding of the issues and problems affecting local communities to better understand local people and their needs.

- 1.4 Bedfordshire Police has produced a training programme in line with the requirements of the Home Office, which commenced on 30th May 2006. As part of this programme, all student police officers complete two community placements, each of one week-duration.
- 1.5 The stated purpose of the Bedfordshire Police training programme is:
- To secure a rich learning experience for the student police officer, while benefiting the host organisation.
 - To promote partnership working between the police and the host organisation.
 - To provide student police officers with 'hands on experience' of working with organisations based in the community.
 - To ensure that all stakeholders are engaged with the policies and procedures relating to community placement.
 - To ensure host organisations understand the expected learning experiences for the student police officer.
 - To ensure the learning experience is properly risk assessed, with appropriate safeguards for the student police officer.
- 1.6 Community Placement 1 – Aim
To give student police officers an understanding of other organisations, diverse communities and groups within their police area, thereby increasing trust and improving police performance.
- 1.7 Community Placement 1 – Objectives
By the end of the community placement the student police officer will be able to:
- Identify other organisations, diverse communities and groups within their police area.
 - Explain the needs and concerns of other organisations and community groups.
 - Explain how the community in which they will work perceives police officers.
 - Identify issues affecting the community and hard to reach/hear groups.
 - Explain the diverse communication and behavioural differences of individuals and groups within the community.
 - Forge meaningful relationships with the community.
 - Foster people's equality, diversity and rights.
 - Display increased confidence and improved communication skills.
 - Display positive attitudes and behaviour.
- 1.8 Community Placement 2 – Aim
To give student police officers an understanding of community policing and problem-solving in partnership with other organisations, diverse communities and groups within their police area.
- 1.9 Community Placement 2 – Objectives
By the end of the community placement the student police officer will be able to:
- Recognise the diversity and make up of their local community.
 - Identify links currently in place between Bedfordshire Police and groups, partnerships and other agencies within their local community.

- Identify agencies that can assist in meeting the needs of the community.
 - Explain the roles and responsibilities of agencies that work in partnership with the police in their local community.
 - Explain force policy/guidelines/protocol in relation to working in partnership with other groups and agencies.
 - Show how police can work with others to reduce crime and opportunities to commit crime.
 - Identify local arrangements for establishing and maintaining contact with specific communities, partnerships and other agencies.
 - Show good practice in relation to developing and maintaining effective partnerships.
- 1.10 The terms, conditions and learning objectives of the placement are contained within a Memorandum of Understanding, which is agreed between the hosting organisation and Bedfordshire Police prior to the commencement of the programme.
- 1.11 A requirement of each placement is that a timetable of events is to be developed by the host organisation, which reflects the contributions, which will be made during the week to the programme's desired learning objectives.
- 1.12 The host organisation is also required to provide an induction briefing to the student police officer on the first day of his/her placement. This will identify the scope of the placement, behavioural standards and operating practices. It will also cover any identified risks within the placement environment.

2. Report

- 2.1 Prior to the commencement of the IPLDP, it was anticipated that 12 student officers were going to be recruited every six weeks. This has not happened, and to date there have been six initial intakes, A/06, B/06, E/06, H/06, A/07 and B/07. The latest recruits on intake B/07 commenced on 24th September 2007 and student police officers from this intake are due to commence community placement week commencing Monday, 29th October 2007.
- 2.2 Placement providers have been selected from organisations throughout Bedfordshire and Luton. These organisations are from the statutory, voluntary and community sectors and many of them are registered charities. Organisations take a student police officer on community placement for a period of five working days, usually from Monday to Friday, although on occasions this has been altered to suit the requirements of the host organisation. The placements have occurred at week five (Placement 1) and week fifty (Placement 2) of the student officers' initial training.
- 2.3 Host organisations are selected taking the six strands of diversity into consideration, in addition, the following criteria has been adhered to wherever possible:
- Student police officers have been placed with organisations within the area that they are eventually going to police.
 - The student police officers have been wearing plain clothes whilst on placement.

- The students have been introduced to staff and clients from the host organisations as police officers, unless the hosting organisation has raised objections for operational or safety reasons.

The following organisations have accommodated student police officers to date:

Aldwyck Housing Association
Anglia Care Trust
Aragon Housing Association
Bedford Citizens Housing Association
Bedfordshire & Luton Fire & Rescue Service
Bedfordshire & Luton Mental Health & Social Care Partnership NHS Trust
Bedfordshire Rural Communities Charity
Bury Park Educational Institute (Al-Hikmah Secondary School)
Christian Family Care (Bedford Women's Refuge)
Citizens Advice Bureau
Dallow Learning Community Centre
Emmaus Village Carlton
Forest of Marston Vale
The Greensand Trust (Stockgrove Country Park)
Her Majesty's Prison Service
King's Arms Project (Bedford Night Shelter)
Luton Accommodation & Move-on Project
Luton Youth Offending Team
National Probation Service (Bedford)
NOAH Enterprise (Furniture Link & Welfare Centre)
North Bedfordshire Youth Offending Team
North & Mid-Bedfordshire Alzheimer's Society
RSPCA
The Safer Luton Partnership
Sight Concern Bedfordshire
Sue Ryder Care (St. John's Hospice)
SureStart Cauldwell
Victim Support Bedfordshire (Luton & Kempston)

- 2.4 Officers are selected for placement after completing a personal pen-picture of themselves at an introduction evening prior to commencing initial training, and following discussion between the Community Involvement Co-ordinator and the course trainer(s) over the suitability of the officer. The pen-picture lists community and voluntary work each student officer has completed prior to joining the police service. On occasions the host organisation has dictated the gender of the officer being placed. For example, the Al-Hikmah Secondary School, Bury Park, Luton, is a boy's only establishment. Because of this only male officers are placed at the school. Similarly, Christian Family Care, Bedford Women's Refuge, only requires female officers, because their clients are females, who have been subjected to domestic violence and abuse.
- 2.5 At the time of writing, 62 student police officers have completed their first community placements, and 17 have completed their second. Some officers from intakes A/06 and B/06 had resigned prior to their second placements, and some were on sick leave, or were not released by their division. The officers who missed this second placement are going to complete it at a later date.

2.6 Evaluation for community placements has been completed using the following methods:

- Student police officers complete a daily reflective diary and workbook whilst on their placement.
- A representative from the host organisation completes an evaluation and feedback form at the end of the placement.
- Student police officers complete a feedback form upon completion of their placement.
- Student police officers give a presentation, post placement, to fellow student officers and representatives of the host organisations about his/her community placement. A buffet is provided during the event, which allows the representatives from the host organisations to speak with the student officers and members of the training staff about the placement week.
- Feedback from community placements is forwarded on to the IPLDP training researcher and designer.

2.7 Difficulties have been experienced, when trying to place student police officers with certain organisations within Bedfordshire and Luton, particularly in the fields of misuse of drugs, solvents and alcohol, because new officers starting with Bedfordshire Police are not vetted by the Criminal Records Bureau (CRB), to enhanced level.

2.8 Current police recruitment vetting covers all areas of criminality, crime reports, criminal associates and financial and national security clearance. It does not include a check of the Protection of Children's Act (PoCA) register, the Protection of Vulnerable Adults (PoVA) register, or the old list 99 (a register of men and women, who are barred from working with children by the Department of Education and Skills). These checks can only be completed via the CRB.

2.9 Representatives from many of the organisations in Bedfordshire and Luton that work with children and vulnerable adults have insisted that any student police officers completing a community placement with them must be vetted to the enhanced CRB standard. This problem has been highlighted at ACPO level within Bedfordshire Police however to date it has not been resolved. The Director of Corporate Services has considered Bedfordshire Police becoming registered with CRB, but to date this has not been finalised. Vetting difficulties have been experienced by police forces throughout England and Wales and only a handful of them have actually gone down the route of registering themselves with CRB. The Home Office is aware of the difficulties being experienced and a solution is presently being sought.

2.10 In an effort to contend with this problem, the Memorandum of Understanding, drawn up between Bedfordshire Police and host organisations, clearly states the following:

“ During placements student police officers must adhere to the guidelines of the host organisation regarding unchaperoned access to children and vulnerable persons.”

“The student police officer will make no arrangement to have any contact with vulnerable adults or young people outside the placement without authority from the Head of Learning and Development Services.”

- 2.11 As a result of this, several community placements have been arranged with organisations working with children and vulnerable adults. However, more would definitely become available once the CRB vetting problem is addressed.
- 2.12 In addition to the vetting difficulties, problems have also been experienced when attempting to arrange community placements with the borough and district councils within Bedfordshire.
- 2.13 To date, only Mid-Bedfordshire District Council has supported the IPLDP by taking a student police officer on community placement. The borough councils within the county have failed to take the opportunity to become involved with the placement scheme, and Luton Borough Council has actually turned down the opportunity to become involved.
- 2.14 Luton Borough Council is a unitary authority, responsible for all local government services. It also has involvement with the majority of the community centres in the Borough of Luton. To date, no placements have been secured with the council or organisations affiliated to it, despite high level meetings between officers of the council and Bedfordshire Police. The council is unhappy that student police officers are not CRB enhanced checked, and also believes that Bedfordshire Police should pay host organisations for placements in the same way that social work students do.
- 2.15 It should be pointed out that South Bedfordshire District Council is not equipped at the present time to accommodate a student police officer for a weeklong community placement, although, two student police officers have completed a short attachment to the council working in the council CCTV control room.
- 2.16 Risk Assessment**
There is a risk that, because of the difficulties experienced with potential placement providers over CRB enhanced vetting, student police officers will not be placed with organisations dealing with children and vulnerable adults. In particular with organisations whose client bases are involved with the misuse of drugs, solvents and alcohol.
- 2.17 Financial Implications**
The cost implication for vetting student police officers at CRB enhanced level will be somewhere in the region of £60 for each individual officer.
- 2.18 Benefits**
CRB enhanced vetting would allow student police officers to be placed with organisations dealing with children and vulnerable adults. In particular, organisations working with persons involved in the misuse of drugs, solvents and alcohol.
- 3. Conclusion**
- 3.1 Community placements have proved to be very successful to date, with many organisations taking a student police officer on every occasion they have

been asked. Several organisations have said that they would like the placement period to be extended to two weeks rather than one. Many placement providers have said that the police service has re-invented the wheel somewhat, as they used to have police cadets on attachment in the 1970's and 80's.

- 3.2 Aldwyck Housing Association, Mid-Bedfordshire District Council and Sue Ryder Care, have all carried very positive articles about police community placements in their organisational magazines. Aragon Housing Association caused an article to be published in the Bedfordshire Times and Citizen newspaper.
- 3.3 Many of the officers placed regularly re-visit their placement host organisation, both on and off duty. A couple of student officers complete voluntary work in their spare time.
- 3.4 Community placements have greatly enhanced relationships between the police and organisations across the county.
- 3.5 As a result of placing student police officers with Bedfordshire and Luton Mental Health and Social Care NHS Trust (BLPT), officers have become very aware of their responsibilities under Section 136 of the Mental Health Act 1983. Prior to the placement scheme being introduced there were several occasions countywide, where police officers had misinterpreted, what exactly constituted a place of safety. On several occasions now, the subject has been raised in an officer's post-placement presentation, and the information has been passed on to his/her fellow officers.
- 3.6 In addition, because of this highlighted problem, a representative from BLPT regularly attends police headquarters to give an input to student police officers about Mental Health legislation.
- 3.7 Also, as a result of the placement scheme, an officer from Mid-Bedfordshire District Council, Community Safety Department, gives a half-day input to the IPLDP on problem- solving.
- 3.8 As well as guest speakers, it is hoped that in the future community members will be able to attend classes to speak about their life experiences to student police officers.
- 3.9 Although Bedfordshire Police does not pay any of the placement providers for hosting a student police officer on community placement, they are offered the chance of using training classrooms outside the core training hours, and also attending several of the courses that are held for police officers and members of police staff, should there be any spare capacity, e.g. diversity training. Although nobody has taken up the offer to date, it is anticipated that members of Bedfordshire and Luton Fire and Rescue Service will be attending interviewing technique courses sometime in the new year, and the Bedfordshire Police, Training, Research and Design Officer, will be attending Her Majesty's Prison Bedford in the very near future to instruct prison staff on how to seize and handle exhibits taken from prisoners.
- 3.10 New placement providers are still being actively sought and meetings have recently been held with representatives from Monarch Airlines and The Prince's Trust. Student police officers from intake B/07, who go on

community placement week commencing 29th October 2007, are being placed with Maidenhall Community Pre-School, Luton, whose pupils are drawn from minority ethnic groups, and with Beds Garden Carers, Bedford, whose clients are adults with learning difficulties and Down's Syndrome.

4. **Recommendation/ Decision Points**

Not applicable

Author:Paul Wright

On behalf of
G Parker
Chief Constable

BEDFORDSHIRE POLICE AUTHORITY

Committee: Community Engagement Committee

Date: 1st November 2007

Agenda Item: 7

Lead Officer: ACC Katherine Govier

Subject: Neighbourhood Policing Engagement

Purpose: To inform the Committee of the Engagement process that has been developed for Neighbourhood Policing.

Background Papers: Neighbourhood Policing Engagement Strategy

1. Current Position

1.1 The HMIC grading of Poor for the implementation of Neighbourhood Policing (NP) is obviously disappointing. There was a significant shift in the criteria for 2007 from the previous year. In 2006, the criteria placed a strong focus on the plans forces had in place to support the implementation. This year's assessment centred on how well forces are progressing towards implementing those plans and embedding NP.

1.2 The recommendations provided to the Force by HMIC and actions taken to address these are:

- Recommendation 1: That the Force action the Engagement Strategy as a matter of priority.**

This is contingent upon the production of Neighbourhood Profiles, which is in progress. A full update on the status of Engagement is addressed in section 2.

- Recommendation 2: That the Force ensure the benefits of effective communication, marketing and publicity are fully realised.**

The ACC is in the process of establishing a permanent post for a NP Communications and Marketing officer. Given the timeline involved in establishing a permanent post, the position will be filled by a temporary resource for the remainder of 2007/08. The resource will be in place by end October 2007.

The NP Communications Manager will be responsible for developing the mechanisms that need to be in place to support NP operationally. They will also develop and deliver a dedicated communication and marketing plan for NP implementation. Support will be provided by the NPIA Neighbourhood Policing Team.

The post holder will also work with divisions and SNTs to develop local plans, ensuring the delivery of local level communications and feedback on outcomes are been provided to the community effectively.

- Recommendation 3: That the Force ensures mechanisms are put in place to provide a more consistent approach to the continued development of NP across the Force area.**

The establishment of the NP Implementation Group in September 2007 is key to supporting this recommendation. The Implementation Group sits between the NP Board at Force level and the two divisional delivery boards. Its function is to drive the implementation and embedding of NP at the operational level. It provides a vehicle for addressing implementation issues and gaining agreement on the more detailed areas of development of the NP Framework.

The NP Implementation Group is attended by District (CDRP) Chief Inspectors from both territorial divisions, enabling issues of corporacy to be addressed.

A Chief Inspector dedicated to NP Implementation in J Division has been appointed and is in place (with effect from 15/10/07). They are responsible for the implementation of NP across the division and will provide a robust, managed approach to roll-out.

Recommendation 4: That the Force introduces robust procedures for the monitoring of abstractions.

Abstractions will be monitored via the Duty Management System. This will require a small amount of work to include the codes necessary to reflect SNT abstractions. As an interim solution, a database that is in use in Mid Bedfordshire to locally monitor abstractions has been rolled out across all areas.

Once SNT abstraction data is being captured effectively, monitoring will be integrated into performance management processes to provide a mechanism for escalation of breaches in the SNT Abstraction Policy. It is anticipated that this will be fully in place within the next two months.

2. **Neighbourhood Policing Engagement**

2.1 Neighbourhood Profiles are fundamental to delivering engagement effectively. The profile provides the demographic breakdown of the area to inform the development of local engagement plans. An example profile is attached in **Appendix 1**.

2.2 In C Division, 36 profiles will be completed, representing one per neighbourhood. In J Division, there will be 75 profiles – one per ward. In rural wards, the profile will include a sub-section for each parish. Production of the profiles is approximately 60% complete at this time.

2.3 Following completion of the profiles, neighbourhoods will be prioritised according to demand and 'fear of crime'. Measurement of 'fear of crime' is relatively new and there is limited baseline data currently available, hence scores will only be indicative at this stage. However, it will provide a basis for determining the relative priority of each neighbourhood, thereby directing the appropriate level of engagement SNTs should be delivering.

2.4 For J Division, outcomes from the Citizen's Panel Blue Light Survey will be used as it included specific questions around feelings of safety. In C Division the Force is working with Luton Borough Council to consolidate the outcomes from a number of consultation initiatives to provide a feasible baseline.

2.5 Following the production of profiles and completion of neighbourhood prioritisation, SNTs will produce local engagement plans. These will be mapped against the profile to ensure activities are included that target the specific demographics and needs of the area.

2.6 *Timescales*

- Profiles Complete.....31/10/07
- Neighbourhood Prioritisation Complete.....09/11/07
- Initial SNT Engagement Plans Complete.....30/11/07

2.7 *Current Engagement*

Divisions are currently mapping local engagement activity undertaken by both the police and partners. This will be beneficial on two levels:

- I. It will aid the development of engagement plans, enabling existing activity to be integrated into future plans as well as ensuring that effective mechanisms are capitalised upon.
- II. It will facilitate meaningful dialogue to be undertaken with partners regarding aligning consultation objectives and integrating processes to consult collaboratively as much as possible. This will tie in with the wider neighbourhood service delivery agenda.

2.8 *Embedding Engagement*

To successfully deliver NP, the engagement model must be embedded consistently across all SNTs. Proactive problem solving needs to be utilised and local priorities must be feeding into NIM processes.

SNTs are currently undertaking extensive consultation however this needs to be pulled into the NP framework. This is a key deliverable for the Force NP Board over the next few months and the Board will ensure that engagement is being undertaken in accordance with the NP Engagement Model consistently across all SNTs.

The Force NP Board will be utilising the support available through the National NP Team across a number of areas. In particular, the National Team have been requested to come into Force once a month to undertake a reality check on NP implementation.

Additionally, two rounds of internal reality checking will be built into the project plan (December 2007 and February 2008). This will be outcome based and seek to determine whether the public experience represents the required outcomes of NP delivery.

3. Recommendation

- 3.1 It is recommended that the Committee note the report and receive an update in 3 months time.

Report prepared by:

Author: Victoria Harnedy

On behalf of
K Govier
Assistant Chief Constable



DE PARYS

Neighbourhood Policing Simple Neighbourhood Profile



Neighbourhood:

DE PARYS

Division:

J DIVISION

Author:

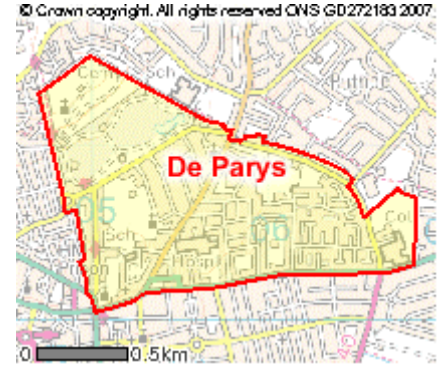
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Version:

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Date of Publication:

Review Date:



Current Neighbourhood Priorities

Effective from:

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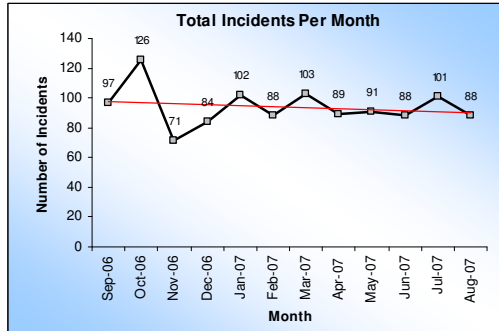
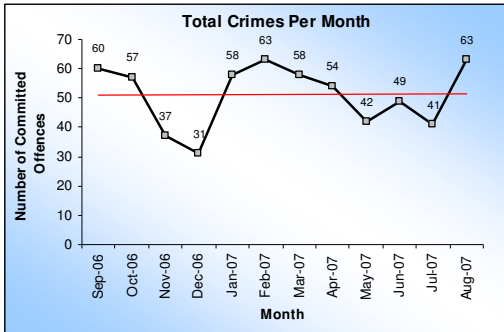
Neighbourhood Policing
your police; your community; our commitment



Making neighbourhoods safer, together

Neighbourhood Crime & Incident Levels

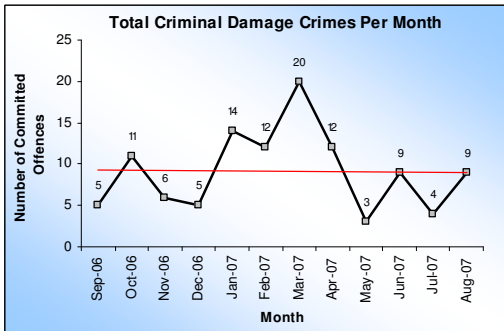
All Crimes and All Incidents



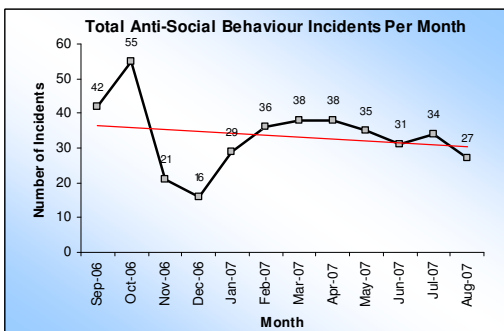
Control Strategy



Criminal Damage



Anti Social Behaviour



◎ Signal Crimes

- The robberies in Bedford Park are a concern to residents in the area, but also to everyone that uses the park.
- Burglaries are still occurring and local people are fearful that they will become a victim. The nature of the burglaries, in particular the force of entry, have added to victims feelings of vulnerability.
- There has been a number of vehicle crimes, both theft from and theft of.
- There are a number of Offenders living in the De Parys Ward, whom residents are aware of. Concern has been expressed about the impact this has, particularly regarding the demographic attracted to the area, both on a temporary and permanent basis.

Neighbourhood Socio-Demographics

◎ Census Data

The population of De Parys is 5,369		
	Count	%
Aged 0-4	193	3.59
Aged 5-9	241	4.49
Aged 10-14	323	6.02
Aged 15-19	562	10.46
Aged 20-44	1,893	35.26
Aged 45-64	1,194	22.24
Aged 65 +	963	17.94

Marital status of De Parys		
	Count	%
All people	4,521	4,521
Single (never married)	1,843	40.77
Married	1,491	32.98
Re-married	236	5.22
Separated (but still married)	109	2.41
Divorced	369	8.16
Widowed	473	10.46

The different religious groups in		
	Count	%
All People	5,369	5,369
People stating religion as: Christian	3,601	67.07
People stating religion as: Buddhist	50	0.93
People stating religion as: Hindu	42	0.78
People stating religion as: Jewish	9	0.17
People stating religion as: Muslim	115	2.14
People stating religion as: Sikh	55	1.02
Other religions	25	0.47
No religion	1,018	18.96
Religion not stated	454	8.46

The different Ethnic groups in De Parys		
	Count	%
All People	5,369	5,369
White: British	4,327	80.59
White: Irish	81	1.51
White: Other White	360	6.71
Mixed: White and Black Caribbean	22	0.41
Mixed: White and Black African	12	0.22
Mixed: White and Asian	40	0.75
Mixed: Other Mixed	16	0.3
Asian/Asian British: Indian	115	2.14
Asian/Asian British: Pakistani	35	0.65
Asian/Asian British: Bangladeshi	40	0.75
Asian/Asian British: Other Asian	34	0.63
Black/Black British: Caribbean	82	1.53
Black/Black British: African	42	0.78
Black/Black British: Other Black	7	0.13
Chinese/other ethnic group: Chinese	99	1.84
Chinese/other ethnic group: Other ethnic group	57	1.06

Occupants of De Parvs		
	Count	%
All Households-	2,330	2,330
One person: Pensioner	322	14.44
One person: Other	651	29.19
All pensioners	156	7
Married couple households-		
No children	234	10.49
With dependent children	309	13.86
All children non-dependent	68	3.05
Cohabiting couple households-		
No children	171	7.67
With dependent children	37	1.66
All children non-dependent	0	0
Lone Parents-		
With dependent children	61	2.74
All children non-dependent	50	2.24
Other households:		
With dependent children	37	1.66
All student	8	0.36
All pensioner	6	0.27
Other	120	5.38

Social grade for all people in De Parvs aged 16+		
	Count	%
All People Aged 16 and over in Households	3,883	3,883
AB: Higher and intermediate managerial / administrative / professional	1,390	35.80
C1: Supervisory, clerical, junior managerial / administrative / professional	1,333	34.33
C2: Skilled manual workers	356	9.17
D: Semi-skilled and unskilled manual workers	404	10.40
E: On state benefit, unemployed, lowest grade workers	400	10.30

Tenure		
	Count	%
All Households	2,231	2,231
Owned outright	620	27.79
Mortgage or loan	787	35.28
Shared ownership	11	0.49
Rented -Council	24	1.08
Rented - Housing Assoc/ Landlord	195	8.74
Private landlord or letting agency	513	22.99
Rented- Other	81	3.63

Employment of the people of De Parvs		
	Count	%
All people aged 16-74	3,932	3,932
Economically active: Employees Part-time	342	8.70
Economically active: Employees Full-time	1,701	43.26
Economically active: Unemployed	123	3.13
Economically active: Full-time student	140	3.56
Economically inactive: Retired	400	10.17
Economically inactive: Student	438	11.14

⊙ Mosaic Public Sector Data

⊙ Other Sources of information

Environmental / Location analysis

⊙ General description of neighbourhood

Majority of the neighbourhood is residential with properties ranging from houses to flats and bed-sits from privately owned to privately rented to Housing Association. The houses range from very large 5+ bedrooms to 2 bedrooms, the age of the buildings are from around the 1800's to present.

There is a large public park, which has a Leisure facility that consists of a swimming pool and gym on the grounds. There a couple of convenience stores, a hospital (which does not have an A&E). A large, well known rugby club, tennis club, bowling club, doctors surgery, a theatre, a Night-club, a couple of restaurants, 2 public houses, a university, a lower school, a middle school and 2 private schools (one boys and one girls). There is a new build that is happening in the area, which will consist of houses and flats.

⊙ Relevant environmental issues

- There have been some needle-finds in Bedford Park along the railings next to the Cemetery along with empty bottles and cans of alcohol - this is cleared on a regular basis. The main area of the park is cleared every day.
- When the weather gets a bit warmer and the schools have broken up the area tends to experience a slight increase in anti social behaviour from youths that go into the park to socialise and drink alcohol.

⊙ Key locations in the neighbourhood

- University of Bedfordshire, Polhill Avenue, Bedford.
- St John Rigby Lower School, Polhill Avenue, Bedford
- Newnham Middle School, Polhill Avenue, Bedford
- North Wing Hospital, Kimbolton Road, Bedford
- St Andrews Church, Kimbolton Road, Bedford
- St Andrews School, Kimbolton Road, Bedford
- St Luke's United Church, St Peters Street, Bedford
- Bedford School, De Parys Avenue, Bedford

⊙ Details of CCTV and Speed Camera Presence

- CCTV – St Peters Street, Bedford, this points in the direction of St Peters Street, the first bit of De Parys Avenue (although this is then obstructed by trees) and Bedford High Street.

⊙ Key demand creation locations

- Robinson Pool Car Park, Foster Hill Road, Bedford with vehicle crime
- Bedford Park with Anti Social Behaviour by youths and young adults
- Budgens Store, Kimbolton Road, Bedford Theft from Shop

⊙ Major Employers /Organisations

- No major employers in the area

Community Contacts

⊙ Key sources of community contact

- Housing Officer, Raglan Housing, Jen Wally 07764 791105
- Philip Keech, Pilgrims Housing Association , Horne Lane, Bedford 01234 221374
- Chris, Jephsons Housing, Milton Keynes, Bucks 01908 226555
- Ollie Newington, Street Services – Manager CCTV, Town Hall, Bedford 01234 221882
- Marion Anderson, University of Bedfordshire, Polhill Avenue, Bedford 01234 793479
- Graham Barlow, Area Co-ordinator Devon Park, 47 Caves Lane, Bedford 01234 355695
- Sue Smith, Centre Manager, St Andrews Church, Kimbolton Road, Bedford 01234 216881
- James Wallbank, Park Ranger 01234 227363
- Tarsem Paul, MBA Councillor, 22 Barnstaple Road, Bedford 07717 533093

Community Social Structures

⊙ Existing social and other structures

(including any specific community groups such as hard-to-hear, hard-to-reach, emerging communities)

- Neighbourhood Watch – organisation is self-running and assists in crime reduction.
- Ringmaster is active in this area – residents receive emails to alert them of crime that is occurring in their neighbourhood, to help make them more vigilant and raise awareness.
- Residents Meeting – which involves the university and the residents in the area.

Other

⊙ Other projects / work being undertaken by the Police and/or partners that may have an effect on the neighbourhood

- Nothing here at this time.

⊙ Any other contacts

BEDFORDSHIRE POLICE AUTHORITY

Committee	: Community Engagement
Date	: 1st November 2007
Agenda Item	: 8
Lead Officer	: Assistant Chief Constable
Subject	: National Quality of Service Commitment Update
Purpose	: Members are asked to note the Force's compliance with the National Quality of Service Commitment and the continued work to deliver improvements to customer service.
Background Papers	: Community Engagement Committee Updates 7th March 2007 and 15th November 2006

1. Background

1.1 The National Quality of Service Commitment (NQoSC) covers the following areas of contact with the public:

- Making it easy to contact us
- Providing a professional and high quality service
- Dealing with initial contact
- Keeping the public informed
- Ensuring all voices are heard
- Providing full support to victims of crime
- Freedom of Information
- Complaints

Each area is supported by standards setting out the outcomes the public should expect from the service we deliver. All Forces were required to be fully compliant with the NQSC by November 2006

1.2 The ACPO NQoSC Governance Group provided direction on the implementation processes for the Commitment, including defining compliance, and clarifying inter-linkages between this and other national work.

1.3 Compliance required forces to demonstrate that the following are in place for each of the standards:

- Policy to deliver
- Standard has been communicated to all staff in public facing roles
- Appropriate training has been provided to staff
- Resources are provided to deliver (staff and IT)

- A checking mechanism is in place to ensure that the standard is consistently delivered
- 1.4.1 The Force met the criteria for compliance with the National Quality of Service Commitment on 15th November 2006 and the project to ensure that the Force delivered the requirements of the Commitment has been completed. The Service Improvement Group (SIG), chaired by the Chief Superintendent – Citizen Focus, is now responsible for monitoring the Force's continued compliance with the Commitment. The Authority is represented on the SIG.
- 1.5 A Compliance Monitoring Framework has been developed to enable the SIG to monitor compliance through key performance indicators for all the standards of the Commitment. The Group reviews the data annually to ensure that compliance is maintained and to identify any further actions required.

2. **Report**

- 2.1 On 1 April 2007 a new Citizen Focus division, under the command of a Chief Superintendent, was created within the Territorial Policing Directorate. The division brought together Criminal Justice, the Call Handling Centre, Community Safety and Corporate Communications. It is responsible for:
- Quality of Service Commitment
 - All Customer Service & Citizen Focus issues
 - Victim Satisfaction
 - Community Engagement
 - Victims' Code of Practice
 - Witness Charter
- 2.2 The new division has also taken responsibility for a wide-ranging programme of service improvement that includes strategic drugs issues and offender management and crime investigation improvement. This will ensure the QoSC is fully integrated with improvements to the investigation and management of crime.
- 2.3 The SIG has been moved from a quarterly to a monthly meeting to enable a more dynamic response to service improvement issues as they arise. A sub-group has been set up under the name Information Improvement Group, also chaired by the Chief Superintendent Citizen Focus, to improve the quality of data in operational information systems as an integral part of the drive to improve service quality to customers
- 2.4 At the July SIG meeting it was agreed there is a need to now review the compliance framework in light of force restructuring to ensure it remains fit for purpose. It was also agreed to undertake a compliance check across the throughout the force to identify good practice and areas requiring further improvement.
- 2.5 It was further recognised through the SIG that there is a need to ensure the three statutory equality schemes, covering race, disability and gender, are reflected in the delivery of the QoSC. Bedfordshire Police is legally required to promote equality and work towards the elimination of discrimination and harassment. In the context of service delivery the Force is required to design,

deliver and evaluate services which take account of the service delivery action plans in our equality schemes. Therefore on 1st October, the force Diversity Unit was transferred from HR to Citizen Focus and merged with the Community Safety Department to form the Community Engagement and Diversity Department. (CEDD)

2.6 The Community Engagement and Diversity Department will undertake the review and a 'gap analysis' of compliance to identify improvement requirements to link with the preparation of the 2008-11 strategic plan

2.7 An area requiring further improvement has already been identified in relation to keeping victims and witnesses informed. Under the auspices of the SIG an internal initiative called INFORM 2 was launched to coincide with National Customer Service Week in early October 2007. INFORM stands for :

- Inform victim of case status in accordance with the Codes of Practice
- Never assume someone else will do it for you
- Furnish victims with appropriate officer contact details
- Offer appropriate levels of advice whilst utilising available literature
- Refer victim to appropriate agencies and recognise vulnerability (VSS)
Make sure victims views and opinions are recorded and valued (VPSS)

Following the initial INFORM campaign 18 months ago, the new initiative is designed to drive up performance in relation to customer satisfaction.

2.8 Work to develop and externally publish a 'Customer Charter' that encapsulates the relevant parts of the Commitment and highlights the standards that service users can expect from the Force is being undertaken. However, it has been identified that this needs to be explicitly linked to any changes to the Vision underpinning the new strategic plan and therefore is unlikely to be finalised by 31 March 2008.

2.9 A Training Needs Analysis for Citizen Focus and people management issues has been developed. The Confidence and Performance Programme has been developed as a result and is now being rolled out. The content of the programme have been discussed and presented at a number of groups including the IAG, the Training Priorities Strategy Group, the Equality and Diversity Programme Board and the Police Authority HR group. The programme is delivered in 3 phases with Phase 1 specifically focussing on the issues around Quality of Service and Citizen Focus, providing a day of training to all staff over the next 2 years. Priority is being given to staff in frontline duties.

2.10 Progress on the continued delivery of the Commitment will reported to the Community Engagement committee at its next meeting.

3. Recommendation

- 3.1 Members are asked to note the Force's compliance with the National Quality of Service Commitment and the continued drive to deliver improvements to customer service.

Report prepared by:
Ivor Twydell
Head of Citizen Focus

On behalf of:
K Govier
Assistant Chief Constable

BEDFORDSHIRE POLICE AUTHORITY

Not Protectively Marked

Information Item

Committee	: Community Engagement and Partnerships
Date	: 1st November 07
Agenda Item	: 9
Lead Officer	: Assistant Chief Constable
Subject	: Draft template for Force-wide performance monitoring of Safer Neighbourhoods
Purpose	: To provide for consideration a draft template for a Force level Safer Neighbourhood Performance Framework in light of recently issued national guidance
Background Papers	: None

1. Background

1.1 For previous Community Engagement Committee meetings, Bedfordshire Police has provided performance reports on a block theme approach. These initially covered the areas of 'Create Safer Environments' and 'Further Reduce Crime and Anti-Social Behaviour'.

1.2 Following discussions between the Head of Performance Management, Bedfordshire Police, and the Head of Policy and Strategic Development, Bedfordshire Police Authority there is a recommendation that the block theme approach is reviewed and that a more regular performance reporting framework is put in place. This would allow the Authority to better assess the impact of strategic interventions with partners and the implementation of strategic plans for community engagement. It is recommended that a proposal for future regular performance monitoring for this committee is placed before the meeting in March 2008.

1.3 During these discussions it was agreed that for this meeting the Force would supply the new force-level performance management template being developed for Neighbourhood Policing in Bedfordshire and that this reflects key performance aspects of community engagement and partnership working. This approach would also reflect the current priorities being placed around the implementation of Safer Neighbourhoods in Bedfordshire Police.

2. Report

2.1 The new force-wide template for performance management of Neighbourhood Policing is based on two reference sources;

- The recently published 'Neighbourhood Policing Performance Guide', 2007, developed by NPIA, APA, Home Office and ACPO following a 12-month pilot of selected forces
- Safer Neighbourhood Teams – Performance Management Framework, Bedfordshire Police, June 07

2.2 The structure and suite of indicators, performance measures and outcomes used in the report are largely based on recommendations in the national guidance but supplemented with local force requirements. For example, additional information has been provided around anti-social behaviour incidents to support increased understanding of levels within Bedfordshire CDRPs. The recommended indicators for force-wide performance management of Neighbourhood Policing in national guidance are;

Access

- Abstraction (data such as sickness at SNT team level needs to be developed here)
- Vacancies
- % public knowing how to contact neighbourhood team
- Police Visibility (optional)
- % time spent on patrol (optional)

Influence

- % public think police understand issues that matter

Interventions

- % public say police tackling issues that matter

Answers

- Local police doing a good job
- BCS comparator crime
- % satisfaction of ASB callers
- % perceptions of ASB

2.3 Authority members should note that this report is only one aspect of the overall performance framework required for Safer Neighbourhoods. The overall framework will need to exist at individual, team, BCU and Force levels – the lower levels of the framework are being developed by the Safer Neighbourhood Project Team and the Head of Performance Management, Bedfordshire Police.

3. Conclusion and Recommendation

3.1 The draft performance template is submitted for information and comments are welcome on the content and format of the report.

3.2 It is recommended that performance reporting to the Community Engagement Committee is reviewed as suggested and that a proposal for regular reporting to the committee is presented at the March 2008 meeting to coincide with the full implementation and embedding of Neighbourhood Policing.

Author: Pete Woolley, Head of Performance Management, 19th Oct 07

On behalf of
G Parker
Chief Constable



SAFER NEIGHBOURHOODS FORCE LEVEL PERFORMANCE FRAMEWORK

The purpose of this report – which will be updated on a quarterly basis - is to provide the Force Executive and the Police Authority with high level performance monitoring relating to key indicators and outcomes of Safer Neighbourhood Teams in Bedfordshire. The framework is based upon the 'Neighbourhood Policing Performance Guide' published jointly by the Home Office, ACPO, APA and NPIA, 2007.

1. ACCESS

1.1 Dedicated Safer Neighbourhood Staff: Establishment and Vacancies

(Data from Bedfordshire SNT Project team as at 18th October 2007)

	PCSOs		Police Constables		Police Sergeants		Police Inspectors		Overall Vacancy Rate
	Establishment	Vacancies	Establishment	Vacancies	Establishment	Vacancies	Establishment	Vacancies	
C Division	60	2	28	14	6	0	3	0	16.5%
J Division	68	12	50	3	13	0	7	0	10.9%

- Current overall vacancy levels are proportionately higher in C Division (where the vacancy level for Police Constables is 50% of the establishment) than in J Division (where the vacancies are primarily for PCSOs).

1.2 Time spent on Patrol and Activities

(Data for the two Activity Analysis campaigns 2006/7)

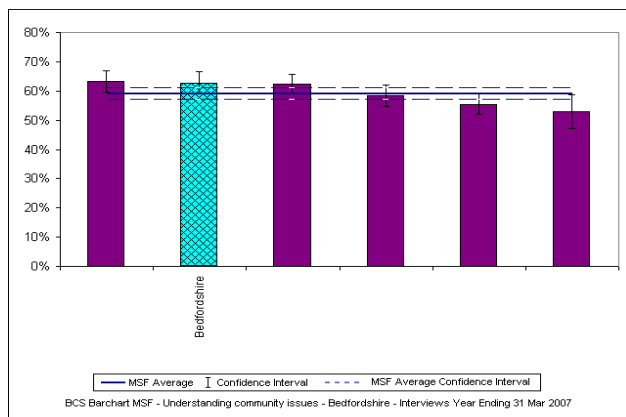
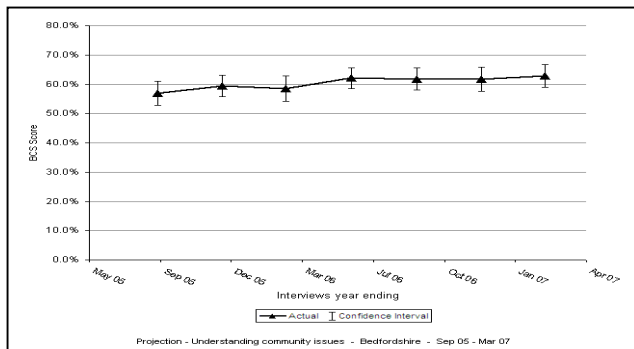
Top 10 Activities	PCSOs
Visible Patrol	37%
Unspecified Non-Incident Activity	21%
Community Involvement	8%
Refreshments	6%
Training	4%
Deal with Incident	3%
Beat Management	3%
Briefing/Meeting/Handover	3%
Crime Prevention Activity	3%
Special Operations/Events	3%

Top 10 Activities	Constables
Visible Patrol	20%
Deal with Incident	15%
Unspecified Non-Incident Activity	13%
Paperwork/Case File Preparation	8%
Briefing/Meeting/Handover	5%
Enquiries	5%
Beat Management	5%
Dealing with Detainees/Suspects	5%
Travel Time (to/from)	4%
Refreshments	4%

- According to the two surveys in 2006/7, PCSOs spend over a third of their time on visible patrol. Unspecified non incident activity includes non-incident linked work and enquiries.
- Constables spend over a third of their time on visible patrol and dealing with incidents with a lower proportion of time spent on unspecified non-incident linked work.
- Training time, crime prevention and special events feature in the top 10 activities for PCSOs but Constables on the other hand, spend significant time on case/file preparation and dealing with suspects.

2. INFLUENCE

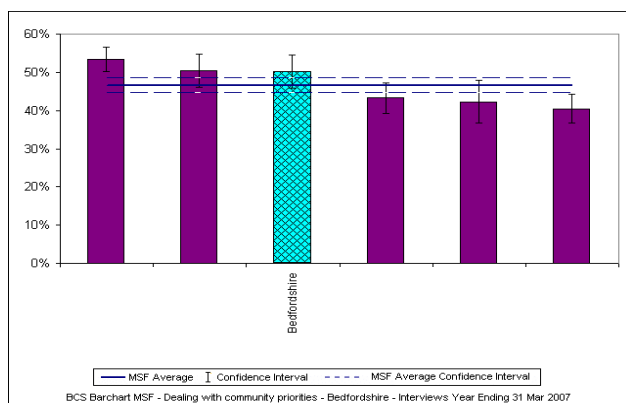
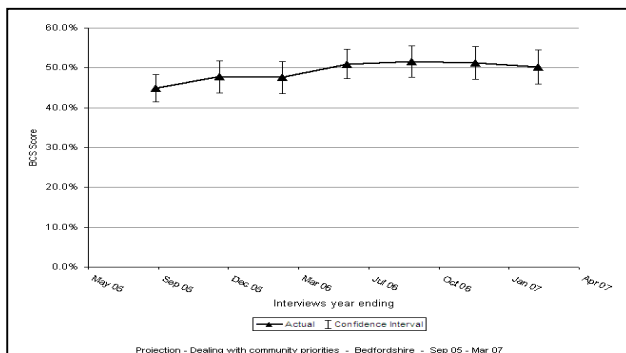
2.1 Community Understanding - % of the public saying that police understand issues that matter (BCS interviews during year ending 31st March 2007)



- This measure is the percentage of BCS respondents saying that they 'strongly agree' or 'tend to agree' with the statement that "they (the police in this area) understand the issues that affect this community".
- After increasing in the second quarter of 2006, the percentage of people thinking that Bedfordshire police 'understand the issues that matter' remained steady for six months. An increase of 1% during the most recent period (year ending 31st March 2007) moved Bedfordshire above Leicestershire in the MSF rank order.
- Bedfordshire currently has the second highest percentage of people thinking that the police 'understand the issues that matter' within the group of Most Similar Forces and the 14th highest out of the 43 forces in England and Wales.

3. INTERVENTIONS

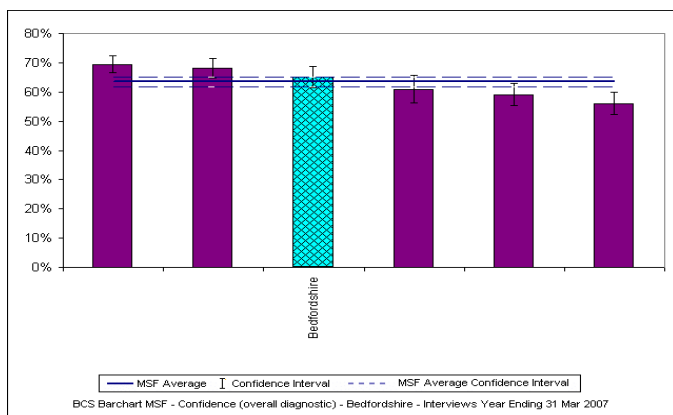
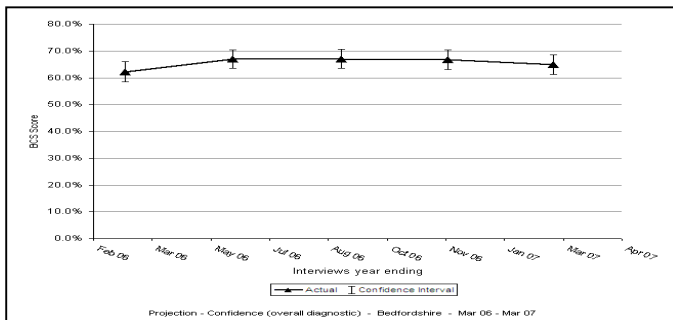
3.1 Action on Community Priorities - % of the public saying that the police are tackling issues that matter (BCS interviews during year ending 31st March 2007)



- This measure is the percentage of BCS respondents saying that they 'strongly agree' or 'tend to agree' with the statement that "they (the police in this area) are dealing with the things that matter to people in this community".
- Since reaching a peak level in October 2006 the percentage of people believing that the police are dealing with community priorities has fallen slightly – although staying within the tolerance limits applied to the October figure.
- The current level – just over half of those interviewed believe the police are dealing with things that matter to the community – is third highest among the Most Similar Forces but is 13th highest in England and Wales.

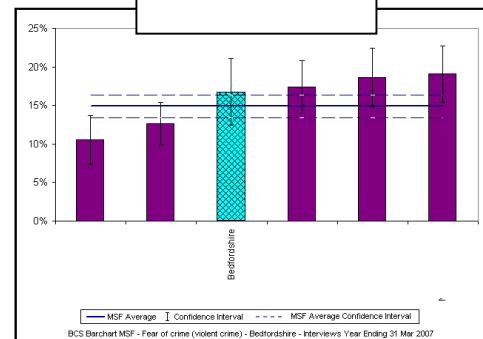
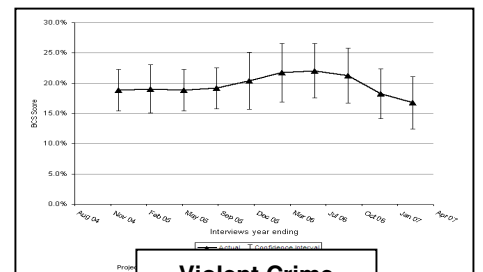
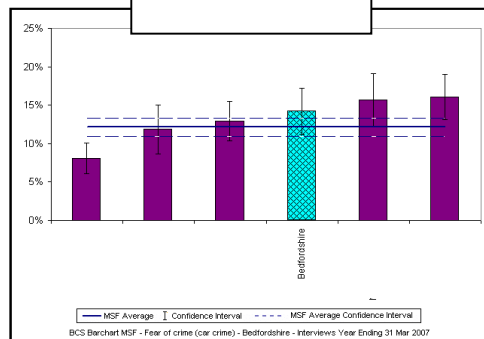
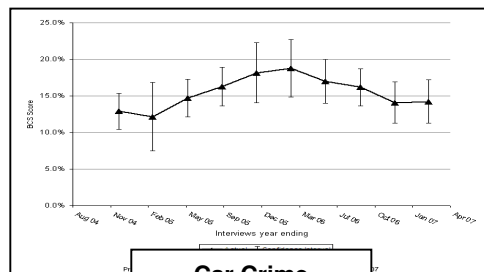
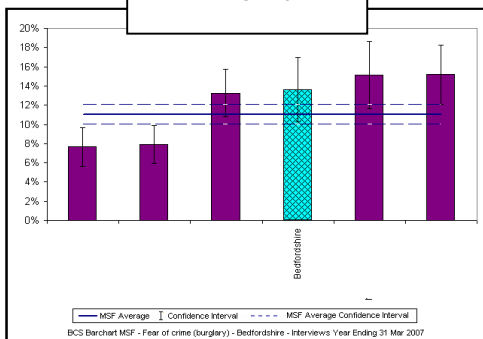
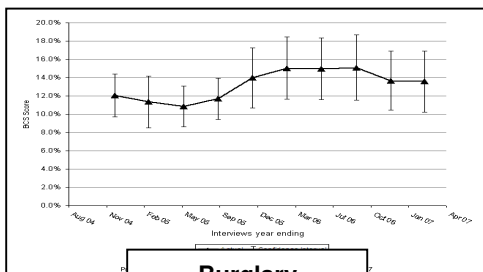
4. ANSWERS

4.1 Confidence in the local Police - % of the public saying the Police are doing a good job (BCS interviews during year ending 31st March 2007)



- This measure is the percentage of BCS respondents answering 'good' or 'excellent' when asked: 'Taking everything into account, how good a job do you think the police in this area are doing?'
- Overall confidence in Bedfordshire Police fell slightly in the period ending March 2007 – but remains within the tolerance levels for both the previous estimate and the lower estimate recorded for the period ending March 2006. Throughout this period well over 60% of the public have felt that Bedfordshire Police were doing a 'good job'.
- The most recent estimate of 65% of the public thinking the police do a good job is third highest in the group of Most Similar Forces and just above the MSF average level. It is within the top half of all forces in England and Wales (17th out of 43).

4.2 Fear of Crime – Percentage of respondents with high levels of worry about..... (BCS interviews during year ending 31st March 2007)



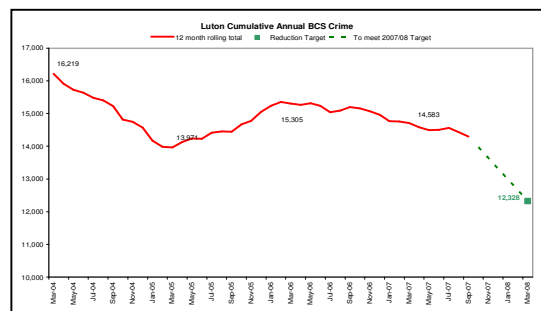
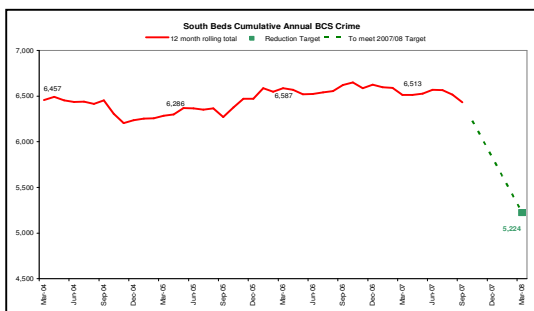
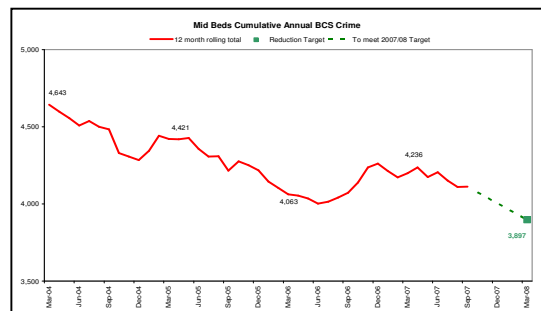
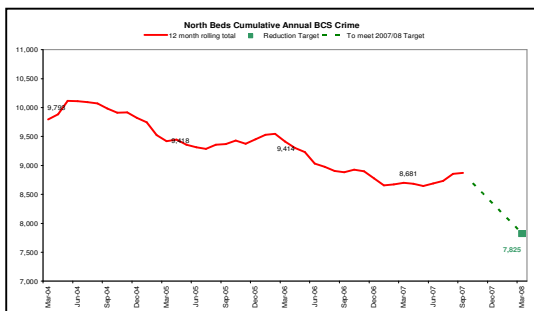
- Fear of crime levels reached a peak in the period ending March 2006. Since then – and reflecting trends in recorded crime – it is estimated that there has been a reduction of around 10% in the proportion of people who have high levels of worry about car crime and violent crime. Fear of burglary has fallen by about 3%.
- While fear of violent crime fell during the latest period (to the end of March 2007), there was no perceptible change in the levels of fear of burglary or car crime - both of which remain at higher levels than those recorded in 2005 despite the recent reductions. All three levels are just worse than current MSF averages.

4.3 BCS Comparator Crime and PSA1 Performance

(Data from Bedfordshire Police Crime Management System as at 30th September 2007)

The offences classified as 'BCS Comparator Crimes' are those for which it is possible to make a direct comparison between police recorded crime data (as presented here) and the estimates provided by the British Crime Survey. Figures presented here are expressed as rates per thousand population (except burglary which is per thousand households) to facilitate comparison between the four CDRPs. The figures for 2007/08 to date have been adjusted to represent an annual rate incidence so that current levels can be compared directly with last year – the current year's figures being coloured code red or green depending upon whether they are higher or lower than the figures for last year.

	North Beds CDRP		Mid Beds CDRP		South Beds CDRP		Luton CDRP	
	Final 2006/07	YTD 2007/08	Final 2006/07	YTD 2007/08	Final 2006/07	YTD 2007/08	Final 2006/07	YTD 2007/08
Theft of Motor Vehicle	3.1	2.8	1.9	2.0	3.7	3.6	4.0	3.6
Theft from Motor Vehicle	8.9	10.2	6.7	5.9	11.4	9.8	18.4	16.1
Vehicle Interference	1.2	1.0	0.8	0.8	1.4	1.0	1.4	1.3
House Burglary	12.8	15.3	8.2	6.8	12.4	16.7	24.7	28.2
Theft of Pedal Cycle	3.2	3.7	0.7	1.2	1.8	1.6	0.9	1.7
Theft from the Person	2.0	2.2	0.5	0.3	2.0	1.2	3.8	3.2
Criminal Damage	19.2	19.0	13.1	11.4	20.2	18.9	20.1	18.1
Common Assault	3.4	2.6	1.4	1.2	2.4	1.9	4.9	4.4
Woundings (All)	9.1	8.5	3.8	3.3	7.6	7.4	12.6	11.9
Personal Robbery	1.8	2.0	0.3	0.3	1.2	1.2	4.1	4.1
All BCS Comparator Crime	57.0	58.2	32.5	29.1	56.7	53.5	79.7	75.2



- The incidence of BCS Comparator Crime during the first half of 2007/08 has been lower than the full year incidence rates for last year in three of the four CDRPs – the exception being North Beds CDRP.
- Despite the overall reduction in crime levels, the incidence of burglary has increased in South Beds and Luton CDRPs – as well as in North Beds.
- Despite the declining trends in BCS Comparator Crime since March 2004 in North Beds, Mid Beds and Luton CDRPs, the graph lines suggest that only Mid Beds might meet the PSA1 March 2008 target level

4.4 Anti-Social Behaviour Incidents

(Data from Bedfordshire Police Command and Control System as at 30th September 2007)

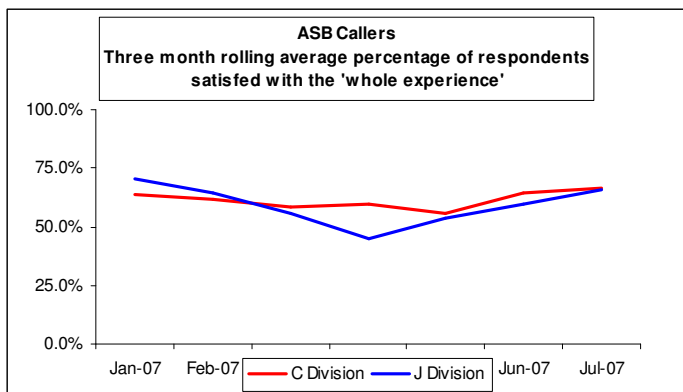
Incident data is recorded on and compiled from the Force Command and Control System. The classification categories are as defined in the National Standards for Incident Recording. Figures are shown for April – September 2006/07 and April – September 2007/08. The current year's figures being coloured red or green depending upon whether they are higher or lower than the figures for last year.

	North Beds CDRP		Mid Beds CDRP		South Beds CDRP		Luton CDRP	
	Apr-Sep 2006/07	Apr-Sep 2007/08	Apr-Sep 2006/07	Apr-Sep 2007/08	Apr-Sep 2006/07	Apr-Sep 2007/08	Apr-Sep 2006/07	Apr-Sep 2007/08
Abandoned Vehicles (not stolen/causing obstruction)	532	450	381	367	423	335	944	802
Animal Problems	63	93	68	55	85	105	61	69
Begging/Vagrancy	42	41	2	0	23	18	48	57
Hoax Calls to Emergency Services	104	138	15	23	55	81	145	323
Inappropriate Sale/Use/Possession of Fireworks	7	10	8	11	9	13	17	11
Malicious Communications	141	158	102	94	108	121	197	188
Noise Nuisance	69	56	27	29	40	24	61	51
Prostitution Related Activity	1	0	3	1	0	4	106	83
Rowdy/Nuisance	21	0	13	0	16	0	19	0
Rowdy/Nuisance – Environmental Damage/Littering	2	30	2	30	3	28	3	44
Rowdy/Nuisance – Neighbours	462	592	192	197	287	304	627	714
Rowdy/Nuisance – Rowdy and Inconsiderate	2,972	3,598	1,411	1,476	2,322	2,450	3,737	4,522
Street Drinking	88	94	38	24	80	57	107	67
Substance Misuse	18	13	14	3	32	10	37	16
Trespass	52	77	21	35	28	23	39	69
Vehicle Related Nuisance/Inappropriate Vehicle use	724	851	345	444	987	829	1,049	736
Total Anti-Social Behaviour Incidents	5,298	6,201	2,642	2,789	4,498	4,402	7,197	7,752

- Approximately 55% of all Anti-Social Behaviour Incidents reported to the Police are classified as 'Rowdy/Nuisance – Rowdy and Inconsiderate' – the 2007/08 year to date proportions are 58% in North Beds and Luton CDRPs, 56% in South Beds CDRP and 53% in Mid Beds.
- In comparison with the same period of last year, the total number of incidents has increased in three of the CDRPs – by 17% in North Beds, 8% in Luton and 5% in Mid Beds. South Beds is the only one of the four CDRPs to have had fewer ASB incidents so far this year compared to the same period of last year – the reduction being 2%.
- There have been fewer incidents relating to Abandoned Vehicles during April – September 2007 than in the same period of last year in all four CDRPs.

4.5 Satisfaction of 'ASB callers'

(Data from Bedfordshire Police Quality of Service Surveys – interviews conducted between January and July 2007)



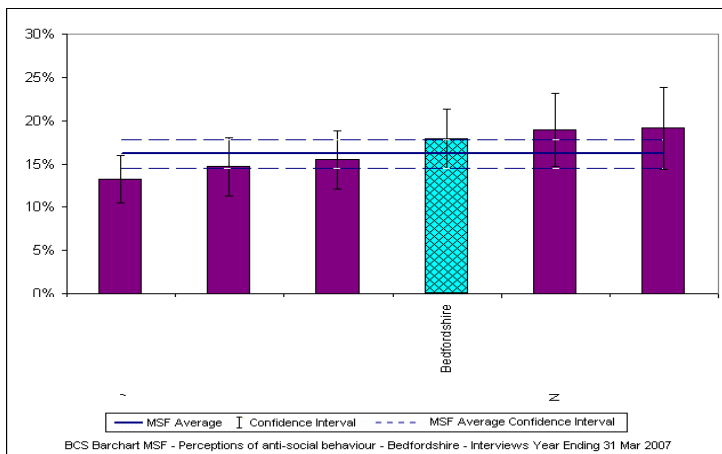
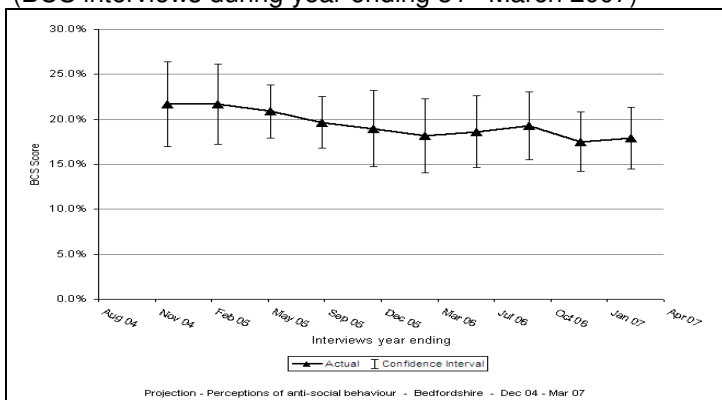
2007/08 year to date: % of ASB callers surveyed who were satisfied with:

	C Division	J Division
Ease of contact	75.3	78.9
Ability of person taking call	75.3	84.0
Actions taken by police	56.7	54.7
Being kept informed	38.8	30.4
Treatment	77.0	83.2
Whole Experience	58.7	51.5

- Levels of satisfaction with the Police response to Anti-Social Behaviour Incidents among members of the public who have reported such incidents by telephone are assessed on an on-going basis as part of the programme of Quality of Service Surveys. Approximately 50 interviews are conducted each month - referring to incidents that were reported two months previously.
- After falling in the early part of the year, there has been a steady month on month increase in the overall level of satisfaction among those reporting Anti-Social Behaviour incidents in recent months in both divisions.
- However the overall satisfaction level for the year to date is only just over 50% in J Division and less than 60% in C Division.
- The elements in which satisfaction are lowest (in both divisions) are the follow-up (being kept informed) and the actions taken by the police to deal with the incident.

4.6 Perceptions of Anti Social Behaviour

(BCS interviews during year ending 31st March 2007)



- The British Crime Survey generates a measure of the percentage of people perceiving a high level of anti-social behaviour in their area. This is based on a series of questions relating to respondents views on problems due to burnt out or abandoned cars, noisy neighbours or loud parties, people being drunk or rowdy, people using or dealing drugs, teenagers hanging around, rubbish or litter lying around and vandalism.
- The percentage of people perceiving a high level of anti-social behaviour in Bedfordshire has generally fallen since 2004. There was some increase during 2006 and, more recently, a slight increase from the 17.5% reported for the period to the end of December 2006 to 17.9% for the period to the end of March 2007. These two most recent figures are the lowest levels within the available data.
- Within its group of Most Similar Forces, Bedfordshire currently (year ending 31st March 2007) has the 4th highest proportion of BCS respondents perceiving a high level of anti-social behaviour.

For Publication

Community Engagement Committee
1st November 2007
Item No 11

REPORT AUTHORS:	Policy and Research Officer Sallie Blair/Better Times
LEAD OFFICER:	Head of Strategy and Policy Development
SUBJECT:	Police Authority Consultation and Communications
BACKGROUND PAPERS:	None
PURPOSE:	To inform Members of recent and future consultation activity To update Members regarding Police Authority communications
RECOMMENDATION:	That the report be noted

CONSULTATION

The Police Authority has a statutory obligation to make arrangements to obtain the views of local people about matters concerning policing in the area.

CURRENT POSITION

Blue Light Citizens Panel Survey – June 2007

The Authority joined with both the Force and the Bedfordshire Luton Fire Service to commission a postal survey across Bedford Borough, Mid and South Beds. The survey was divided into two parts (i.e. policing and fire services). The purpose of the policing section was to ascertain citizen viewpoint on the following issues:

- Public perceptions about crime
- Police priorities
- Levels of crime
- Neighbourhood policing
- Council tax and value for money

The full report is available on request via the Policy and Research Officer.

BedsVoice Survey – August 2007

This postal survey, commissioned in a collaboration by Beds County Council, Mid and South District Councils, Luton Fire and Rescue and Beds Police sought citizen response to issues regarding customer service, public perceptions and value for money.

Bedfordshire County Council has asserted that the full report of this survey will be available to the Policy and Research Officer in November 2007.

Councillor Blue Light Survey – August 2007

The Authority contacted Parish and Town, Local, District and County Councillors with a condensed version of the Citizen Blue Light Survey. This survey was distributed via email and although response rate was low due to high percentage of councillor unavailability, the quality of responses was good.

The research findings and subsequent recommendations that arose from these three surveys are now to be presented to the Community Engagement Committee.

Partnership with Luton Borough Council

Although there has been no commitment from Luton Borough Council as yet, discussions continue to develop a partnership approach with Bedfordshire Force/Authority and the Fire Service, as part of the review of the Council's citizen panel.

Crime and Disorder Reduction Partnerships

As part of the strategic assessment and 3-year partnership plan, Bedfordshire County Council is compiling a table of all partnership consultations conducted across Bedfordshire (excluding Luton) in the 2007/08 year to determine the local priorities across the board. The Council has asserted that it will make headline data available to CDRP partners once the table is complete, and following this a results outline will be presented to the Committee.

Mid-Beds District Councillor Forum

Bedfordshire Force is in discussions with Mid-Beds District Council to host a councillor feedback forum in late 2007/early 2008. The Force has invited the Authority to participate in the forum, and further information will be reported once available.

FORTHCOMING CONSULTATION

North Bedfordshire Community Partnership

In mid-November 2007, the Authority will be joining with Bedford Borough and Fire Authorities to host a Community Safety Seminar for all Council and Authority Members. The consultation will focus on rural policing and partnerships.

Budget Consultation

The Authority is commissioning a market research company (SMSR) to facilitate a consultation across Bedfordshire and Luton.

Initially, the consultation will consist of a 650-response telephone survey, which combines the Bedfordshire Citizens Panel and a percentage of recipients from the Luton area.

Depending on the survey outcome, the Authority is also considering a further "Reflector Group" panel exercise, in early 2008. Should this second stage consultation take place, its purpose would be to discuss the outcome of the survey in more detail, and seek a diverse public perspective on how to proceed.

The initial survey will take place in late November 2007.

Diversity Forum - Disability

The Authority is co-ordinating a Diversity Forum to take place in late 2007. The purpose of the event will be to feedback and discuss the findings of the BedsVoice and Blue Light surveys to individuals representing disabled groups. The event will be focused on how the issues raised may impact disabled groups, and whether there are additional factors to be considered when serving disabled members of the community.

ADHD and the Criminal Justice System

The Bedfordshire Force is co-ordinating a November conference centred on ADHD and its effects across the criminal justice system. The Authority is supporting this event with a contribution to the Force of £500.00

COMMUNICATIONS ACTIVITIES

Policing Plan Summary Leaflet

This short, reader-friendly synopsis of the Policing Plan was published in the summer. It was well received by both partners and members of the public. It is also available electronically.

Web-site

Proposals for the refurbishment of the Authority's web-site have been presented to the Chief Executive. In order to accommodate both accessibility requirements and flexibility needs the budget is slightly higher than the original estimate, but the final version will provide content management for all areas, text only versions, font changing facilities and be compatible with software such as Browse-Aloud or Read-speaker.

Local Policing Summary

This was published on September 16th 2007 as a wraparound cover to the Bedfordshire on Sunday Group.

Two versions were produced, one for Luton and one covering County Division.

Force performance was covered, outlining some of the performance issues facing the force at the current time and local content included safer neighbourhood teams and other division based initiatives.

The feedback has been unanimously positive from partners, stakeholders and members of the public.

Partnership News

This year's edition of Partnership News has been published and issued to all partners. It carries information on the recent changes within the partnership regime and proposed actions to be taken in order to address crime and disorder.

FORTHCOMING POLICE AUTHORITY PUBLICATIONS

Members' Leaflet

A new and updated members' leaflet has been prepared to account for the new membership of the Police Authority, updated responsibilities and the recent outcomes of the impact assessment on publications.

New photographs of members of the Authority have been taken for both this and other publicity purposes.

Council Tax Leaflet

Production of the Council Tax leaflet will commence early in the New Year. This leaflet is delivered to every household in Bedfordshire and Luton.

In previous years this publication has carried a questionnaire regarding policing priorities but last year the response was disappointing. Now that the Blue Light Survey is up and running and the budget consultation has been undertaken, members may prefer not to include an integral questionnaire this year, and use the

space to inform members of the public on the work undertaken to improve force performance.

Three year (2008-11) Strategy Plan and Annual Policing Plan 2008-2009

Discussions are now being held regarding the publication of the Three-year Strategy Plan and Annual Policing Plan. Consideration is being given to the production of a short (8-12 page) 'summary' of the three year strategic plan for motivational and awareness purposes, in addition to the policing plan summary leaflet.

Consideration is also being given to a formal 'launch' of the plans for both internal and external purposes.

Communications

Following the recent HMIC report it is suggested that the Authority's action plan is published on the website to ensure that progress is accessible to the public.

9. RECOMMENDATIONS

It is recommended that this report be noted.

Report prepared by:

Elena Collins
Oct 2007

Sallie Blair
Better Times