



Agenda

3 December 2008

COMMUNITY ENGAGEMENT COMMITTEE

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

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



CALL Pat Brown on (01234) 842067



IN PERSON, (by appointment) 9am to 5pm, Monday to Friday



Bridgebury House has facilities for disabled people.

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To: **Ms. Colleen Atkins – Chair, Mr. Shahzad Choudhry, Mr. Peter Conniff, Rev. Lloyd Denny, Mrs. Penny Fletcher, Mrs. Sylvia Gillard, Mr. Peter Hollick, Mrs. Elaine Horrocks, Mr Victor Lee and Mr Rajah Saleem.**

A meeting of the **COMMUNITY ENGAGEMENT COMMITTEE** of the **Bedfordshire Police Authority** will be held at Bridgebury House, Woburn Road, Kempston, on **Wednesday 3 December 2008** 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 08 October 2008.
3. **Matters Arising from Minutes**
By Chairman
4. **Declarations of Interest**
To receive any personal or prejudicial interests from Members
5. **Media Measurement Benchmark Report 2008**
Oral Report of Head of Corporate Communications
The Benchmark Report will be circulated separately to members.
6. **Citizen Focus**
*Report of the Assistant Chief Constable - Territorial Policing
7. **Neighbourhood Policing**
* Report of the Assistant Chief Constable – Territorial Policing
8. **Strategic Priorities 2009 -2012 and Annual Objectives 2009 – 2010 of the Community Engagement Committee**
To consider the Committee's priorities
9. **Partnership Report**
*Report of the Vice Chair of the Police Authority
10. **Police Authority Marketing Plan 2009-2010**
Oral Report of the Chief Executive/Treasurer and Better Times
11. **Publications**
*Report of the Chief Executive/Treasurer and Better Times
12. **Date of next meeting is Tuesday 3 March 2009 at 10am**

COMMUNITY ENGAGEMENT COMMITTEE

8 October 2008

PRESENT

Mrs. Colleen Atkins – Chair

Mrs. Penny Fletcher

Mr. Peter Conniff

Mrs. Elaine Horrocks

Rev. Lloyd Denny

Mr. Victor Lee

Mr. Raja Saleem

Mrs. Kathy Johnson and Mr. Robin Younger also attended the meeting.

08/CE/25 REVISION OF THE TERMS OF REFERENCE FOR THE COMMUNITY ENGAGEMENT COMMITTEE

Members discussed the draft Revised Terms of Reference as presented to the meeting.

Assistant Chief Constable (Protective Services) advised that he would be recommending that the committee considered including monitoring the PREVENT strategy as part of its Terms of Reference following his presentation later in the meeting.

Amendments that were agreed by Members were: -

- To expand the description of 'public'
- To highlight the priorities of the committee's work at the beginning of the document, i.e. Community Engagement, Citizen Focus, Neighbourhood Policing and Partnerships.
- To include a paragraph on media and marketing

It was agreed that the draft Terms of Reference would be amended and send to the Chair for her approval. It was recommended that the draft Terms of Reference then be taken to the next Police Authority meeting for approval.

Recommended

That the draft Terms of Reference of the Community Engagement Committee be approved at the next Police Authority meeting.

08/CE/26 APOLOGIES

Apologies were received from Mrs. Sylvia Gillard and Mr. Shahzad Choudhry.

08/CE/27 MINUTES

The minutes of the meeting of the Community Engagement Committee held on 18 June 2008 were confirmed.

08/CE/28 MATTERS ARISING

08/CE/16 Proposal for work to be carried out to determine if PCSOs were good value for money.

Assistant Chief Constable Govier (Territorial Policing) advised that this work had been carried out as part of the National Review of PCSOs.

08/CE/19 Diversity Survey May/June 2008

The results of the Diversity Survey had been taken to the Local Safeguarding Children Boards.

08/CE/19 Review of the Joint Community Engagement Strategy

The review of the Joint Community Engagement Committee was included in the Police Authority Business Plan 2008-09.

08/CE/29 DECLARATIONS OF INTEREST

There were no declarations of personal or prejudicial interests declared by Members.

08/CE/30 COMMUNITY COHESION

Assistant Chief Constable Fletcher (Territorial Policing) and Chief Superintendent Frost gave a presentation to Members on the PREVENT strategy.

The PREVENT strategy is one of four components of 'CONTEST', the counter terrorism strategy developed by the Government.

Members were informed of the implementation of the strategy within Bedfordshire Police Force and partner organisations.

APA guidance advises that the PREVENT strategy be monitored by the Police Authority and it was proposed that the Community Engagement Committee should have responsibility for this function. Members agreed

that the Community Engagement Committee would monitor the PREVENT strategy.

Resolved

- 1. That the presentation be noted.**
- 2. That the Community Engagement Committee be responsible for monitoring the PREVENT Strategy**
- 3. That the monitoring of the PREVENT strategy be included in the revised Terms of Reference of the Community Engagement Committee.**

08/CE/31 CONSULTATION – BLUE LIGHT SURVEY 2008

Dr. Julie Wymer, Head of Strategic and Policy Development, gave a presentation to Members on the Blue Light Survey that was conducted in August/September 2008 by SMSR, the market research company that runs the Citizen Panel.

The survey was conducted in partnership with Bedfordshire Police Force and Bedfordshire and Luton Fire and Rescue Service.

1011 people were surveyed by telephone from across Bedfordshire and Luton. Representative samples of all social, demographic and diverse groups were surveyed. Confidence rate in the survey was 95% (+/- 4%)

Highlights of the survey were found to be:

- There were high levels of satisfaction that the Police understood and dealt with issues and that they treated the public well.
- Overall there were very high and increased levels of confidence and performance compared to 2007.
- There was a high satisfaction rate with the local area and few problems were identified especially when compared with other areas of the UK.
- One area of concern highlighted was household crime.
- Luton residents were found to be less satisfied, identified more problems and had a higher fear factor than other residents.
- Satisfaction was lower in terms of the police dealing with minor crime and being there when needed.
- Anti social behaviour was a factor for many residents. 19% felt it had increased in their local area in the past year, 70% felt it had remained the same and 11% felt it had decreased.
- Awareness of Safer Neighbourhood teams was 59% overall.
- Young people 16 – 24 years were least aware of their Safer Neighbourhood Teams.
- 83% of those surveyed backed the current policing priorities for their area.

- Image and community relationships were considered the most important aspects of police doing a good job. 65% felt this was done well in Bedfordshire and Luton.

The data from the survey was to be analysed by Bedfordshire Police Force and would be used to influence future decisions on policing.

Resolved

- 1. That the results of the Blue Light survey be noted.**
- 2. That the issue of young people not being aware of their local Safer Neighbourhood Teams be taken to the Youth Issues Group for discussion.**

08/CE/32 NEIGHBOURHOOD POLICING

Assistant Chief Constable Govier (Territorial Policing) submitted an update report on Neighbourhood Policing to the committee.

Highlights of the report were: -

2008 HMIC Inspection of Neighbourhood Policing Report

The HMIC report was published on 16th September and confirmed that Bedfordshire Police had 'met the standard' in Neighbourhood Policing for 2008.

The report contained three strategic recommendations:

Recommendation 1: That neighbourhood profiles are developed to include vulnerable and emerging communities

Recommendation 2: That the force produce a single document outlining neighbourhood policing explaining the structure and roles of teams and support staff

Recommendation 3: That the force reviews the structure, processes and cycle of joint tasking and co-ordination meetings.

All recommendations will be progressed through the Force Neighbourhood Policing Board.

Crime Mapping

The Force was committed to delivering crime information at the neighbourhood level by the end of December 2008 in line with national requirement. This information would be available to local communities.

Local Consultation by SNTs

A mixture of engagement approaches were being utilised across C and J

Divisions, including surgeries, tenant and resident association meetings, day centers and local schools.

In J Division The Parish Council structure was being used and Community Safety Forums were being set up jointly with partners.

Neighbourhood Watch areas across Luton were being increased, promoting Safer Neighbourhoods and joint working.

The implementation of the SNT System to extract meaningful management information on engagement activity was planned for March 2009.

Safer Neighbourhood Team (SNT) Newsletters

Examples of SNT newsletters were appended to the report.

Newsletters were being produced quarterly by divisional Neighbourhood Policing Communications Officers.

Distribution is carried out by posting through letterboxes and/or being made available at specific locations depending on the capacity of the team and nature of the neighbourhood. The newsletters were also available on the SNT web page on the Force website.

The newsletters were corporately branded and contained local information on policing, engagement opportunities, community safety and crime matters.

The chair questioned if posting newsletters was best use of SNT time and enquired on the cost of the newsletters. The need for the newsletters to be produced in different languages was raised. Assistant Chief Constable Govier advised that she would provide information that had been requested on this matter to the Chair outside of this meeting.

Safer Neighbourhood Team (SNT) Performance Measures

Safer Neighbourhood Team performance was currently tracked in force by the Neighbourhood Policing Board and also reported to the Police Authority Performance Committee.

Development of the SNT Performance Framework had been incorporated into the SNT System development which was planned for March 2009. This would be used to ensure that Neighbourhood Policing and Force-wide performance management were developed and embedded consistently

National Review of PCSOs

This review had taken place between December 2007 and February 2008 by the National Policing Improvement Agency (NPIA) on behalf of ACPO, APA and the Home Office.

The Force had agreed to accept 22 recommendations of the report. These recommendations would be managed through the Neighbourhood Policing Board.

Assistant Chief Constable Govier agreed to provide Members with information on the roles, responsibilities and powers of PCSOs in Bedfordshire Police Force.

Dr. Julie Wymer suggested that training on the roles and powers of PCSOs

should be made available to CDRP partners. Assistant Chief Constable Govier agreed to look into this matter.

The Chair, on behalf of the Police Authority, congratulated the Force on the results of the HMIC Inspection of Neighbourhood Policing 2008.

Resolved
That the report be noted

08/CE/33 CITIZEN FOCUS

Assistant Chief Constable Govier (Territorial Policing) submitted an update report on Citizen Focus to the committee. The report provided an update on the outcomes of the HMIC Inspection of Citizen Focus and information on the actions to develop and embed a customer service ethos throughout the Force.

2008 HMIC Inspection of Citizen Focus Report

The HMIC report was published on 16th September and confirmed that Bedfordshire Police had 'met the standard' in Citizen Focus for 2008.

The report contained a number of areas for improvement and work in progress and these would be reported to the Police Authority Performance Committee.

Five strategic recommendations of the report were:

Recommendation 1: That the force relaunch Citizen Focus, publicising and marketing critical milestones as they are reached during each phase of the Citizen Focus project

Recommendation 2: That the Force introduces a system to effectively communicate the Quality of Service Commitment (QoSC) to vulnerable groups and emerging communities

Recommendation 3: That the Force sets and monitors corporate standards

Recommendation 4: That the force considers introducing a customer services manager role within protective services directorate

Recommendation 5: That, notwithstanding current activity, the Force accelerates the pace of change in reviewing the widening satisfaction gap between BME and white users.

The Force had accepted the recommendations and would progress them through the new Citizen Focus Project Board to be chaired by the Assistant Chief Constable (Territorial Policing).

Citizen Focus – A New Governance Framework

A new governance framework was to be developed to progress Citizen Focus: -

Citizen Focus Strategic Board

This strategic board was to be established to set the goals/blueprint and determine membership of other governance levels. The Chair of Community Engagement Committee agreed to sit on this Board to represent the Police Authority.

Citizen Focus Project Board

This project board would sit underneath the Citizen Focus Strategic Board. Its purpose would be to implement business change and it would have an end date set when the project had been fully scoped. This board would have representatives from the Force and Police Authority. The Police Authority would hold Senior Supplier on the Project Board, as a number of aspects of deliverables would be owned by the Authority, especially in relation to public involvement. The first meeting was envisaged to take place in about six weeks time.

Citizen Focus Service Improvement Group

The current group was to be maintained to ensure lower level actions were progressed across the whole Force and for the Project Board to handover to when it closed down. The Citizen Focus Divisional Commander would chair this group.

Citizen Focus Divisional Leadership Team

This Team would monitor business as usual within K Division.

Citizen Focus Project Board – Initial Scoping

Members were asked to consider the draft scope for the Citizen Focus Project Board as presented in the report and provide feedback on additions, amendments and deletions.

Neighbourhood Policing Update Report

Assistant Chief Constable Govier asked Members to consider if they would prefer the Neighbourhood Policing report to be incorporated within the Citizen Focus Update Report for future meetings. It was agreed that this matter would be discussed outside of the meeting with the Chair and Head of Strategic and Policy Development.

The Chair, on behalf of the Police Authority, congratulated the Force on the results of the HMIC Inspection of Citizen Focus 2008.

Resolved

- 1. That the recommendations of the HMIC Inspection of Citizen Focus be noted**
- 2. That the new governance framework for Citizen Focus improvement and delivery be noted**
- 3. That the Chair of Community Engagement Committee sit on the Citizen Focus Strategic Board**

4. That the draft scope of the Citizen Focus Project Board be considered and feedback be provided by Members.

08/CE/34 PARTNERSHIP WORKING

Vice Chair of Bedfordshire Police Authority, Mrs. Penny Fletcher with portfolio for Partnerships presented a report outlining the activities undertaken within the partnership arena by her and the Head of Strategic and Policy Development, Dr. Julie Wymer.

Highlights of the report were:-

Crime and Disorder Reduction Partnerships (CDRPs)

County Division

- CDRPs were in the process of redefining governance arrangements in light of the local government restructure.
- Vice-Chair (as Chair of County Community Safety Strategy Group – replaces Countywide Responsible Authorities Group which was now dissolved) and the Divisional Commander were in consultation to ascertain the level of participation of partnership groups being formed as a result of local government restructure
- Partnership plans had been developed.
- Mid Beds and South Beds were working together to form Central Beds CDRP.
- Chief Inspector was working with partners to develop structure and governance arrangements for Central Beds

Luton

- A Community Safety Champion had been appointed.
- The Home Office had been pleased with progress on partnership performance in Luton.
- The Luton Public Service Board had declined to have Police Authority on its membership.

Local Government Restructure

The transition to two new unitary authorities was having an impact on the CDRPs. With the Responsible Authorities Group having been dissolved the decision-making process within the community safety arena in the county was unclear. This lack of clarity was also impacting on the Luton partnership. The two new Unitary Authorities would be self-governing within the Local Strategic Partnerships (LSPs), and no decision had yet been made as to whether a countywide body (with specific focus on the statutory

bodies) would be formed to unify the new groups and the group at Luton.

Two recent 'walk-throughs' by the Home Office on the Prolific & Priority Offender Scheme (PPO) and the Drug Intervention Programme (DIP) had resulted in the recommendation of having a single PPO scheme across Bedfordshire and Luton and similarly with the DIP. The Luton partnership had approved this recommendation but it was proving more complicated with the County and the lack of clarity around decision-making processes. A special meeting had taken place on the 24th September between relevant governing bodies and recommendations were to be considered by the Shadow Executive for ratification.

The Local Government Restructure (LGR) was proving to be challenging and was presenting partners with potential risks in terms of resource issues. To identify challenges presented to County Division by the LGR, the dedicated Chief Inspector resource had been working with the two transitional processes at Beds Borough and Central Beds to identify any issues/risks regarding resources/structures that could impact on the Division and Force.

Government Office – East of England (GOEAST)

In light of the difficulties with the Local Government Restructure the Police Authority, Police Force, Probation and Fire and Rescue Service had met with GO-East to explore how, as a partnership, some of the issues could be resolved.

Resolved
That the report be noted

08/CE/36 FORCE COMMUNICATIONS

Mr. Chris Hartley, Head of Communications submitted a report and gave a presentation to Members of the progress made in communications, strands of work and the strategic approach being taken in the Force.

Progress to date included the following:

- Recruitment of an additional Media Officer
- Recruitment of an Internal Communications Officer
- Joint project with Hertfordshire to develop a replacement Intranet and Internet system for implementation in summer 2009.
- Ongoing current intranet development
- Internal and external communication campaigns
- Regular internal communications to staff regarding performance and priorities and communication from the Chief Constable

- Joining up of internal and external communication activities
- Regular meetings with local media
- Proactive information shared with media
- Media evaluation study to assess and benchmark for future performance
- Improved Neighbourhood Policing communications

Fear of Crime

A recent Ipsos MORI report 'Closing the Gaps' found a clear gap between actual crime and the perception of crime, despite falling crime levels. Some of this was due to media influence but the report found that there were factors within the control of the Force and foundations that could be built on to improve the situation.

Communication elements in helping to tackle Fear of Crime were being linked into the Citizen focus area. Better locally targeted communication was to provide reassurance to the public and this work would be ongoing. A countywide leaflet drop was being planned with local contact details for each Safer Neighbourhood area.

Internal and external communications now contained a greater emphasis on organisational progression and improvements in performance.

Strategic Intent

A draft Communications Strategy was discussed at the September Force Strategy Board meeting.

Objectives of the strategy were to be:

- To work with stakeholders to build confidence in Bedfordshire Police and decrease fear of crime
- Help reduce crime through proactive communications
- Develop internal communications to better engage with staff
- Develop how we communicate with the people of Bedfordshire
- Provide a responsive function to support emerging issues

Benefits of the strategy would include

- Better planning of communications activity
- Economies of scale
- Activity linked into corporate objectives and priorities
- Better accountability
- Dedicated professional team

The resources required to deliver the Communications Strategy were being

discussed as part of the 2009 - 2010 budget process and would include an exploration of options such as a phased approach to implementation.

Members noted the improvements to Internal Communications and welcomed the increased morale of officers and staff that resulted from this.

In response to a question from Mrs. Penny Fletcher, Mr. Hartley was able to advise that extra funding had been made available to support the initiatives to improve communications in Force.

Resolved
That the report be noted

08/CE/37 PUBLICATIONS

Sallie Blair of Better Times Ltd. submitted a report to Members on Police Authority Communications and Publications.

Recent Publications

The Policing Plan 2008 Summary Leaflet had been published and distributed across the Force, through public access points, partners, stakeholders and was available for public facing consultation. It was also available on the website and via email.

The Local Policing Summary 2008 had been published as a wraparound on local newspapers. A version had been produced for each of the two divisions, Luton and County.

Both versions were available on the website and in different formats for accessibility purposes.

Forthcoming Communications

- Partnership News
- Members Leaflet
- Police Authority Website update
- Future Marketing and Communications Plan
- Communications Strategy

Members agreed to their details and a short biography being included on the website. Council Members already had their contact details available to the public through their council websites. It was agreed that Independent Members did not need to supply their home contact details if they did not wish to and could instead be contacted through the Police Authority address, email address and telephone number.

Resolved

1. That minor changes be made to the website as detailed in the report
2. That the report be noted

08/CE/38 COMMUNICATION FROM THE CHAIR

Ms. Colleen Atkins, Chair of the Community Engagement Committee informed members that she had been appointed Members Green Champion of Bedford Borough Council. She requested that to be more environmentally friendly members should be sent large documents for information by email, e.g. survey results, instead of paper copies. This was agreed by members.

08/CE/39 Meeting closed at 12.35pm

BEDFORDSHIRE POLICE AUTHORITY**Not Protectively Marked**Information Item

Committee	: Community Engagement Committee
Date	: 3rd December 2008
Agenda Item	: 6
Lead Officer	: Assistant Chief Constable (Territorial Policing)
Subject	: Citizen Focus Update Report
Purpose	: To provide an update on the outcomes from the recent Citizen Focus Strategic Board
Background Papers	: The Policing Pledge

1. Background

- 1.1 The purpose of this paper is to provide an update to members on the outcomes from the inaugural Citizen Focus Strategic Board (CFSB) held on 20th November 2008, including the vision, outcomes and initial scope.

2. Citizen Focus Vision and Outcomes

- 2.1 The CSFB agreed that the ACPO vision for Citizen Focus will be adopted within the Force. This vision is:
- A policing service that secures and maintains high levels of satisfaction and confidence through the consistent delivery of a first class policing service that meets the needs of individuals and of communities and provides a service that people value.***
- 2.2 The vision links with the four strategic aims of the Force. In reality, Citizen Focus is not 'new' and does not represent a new way of policing. It will mean improving the way in which we conduct business and deliver services to support the achievement of two core outcomes:
- Increased reassurance;
 - Increased confidence.

3. Hallmarks of Citizen Focus

- 3.1 The Hallmarks of Citizen Focus have been drawn together as a framework for providing a structured approach to the implementation of Citizen Focus. This is based on 4 hallmarks under which the qualities of a Citizen Focused organisation can be presented.
- 3.2 The 4 hallmarks of Citizen Focus are summarised as:
- Understanding People
 - Understanding Services
 - Designing Services
 - Delivering Services
- 3.3 It is intended that the Hallmarks of Citizen Focus are interwoven throughout the whole criminal justice system, from first contact at Contact Management, through response, neighbourhood policing, investigation and resolution at the end of the process.
- 3.4 The Hallmarks will be used to plan, deliver and evaluate service delivery.

4 Citizen Focus - Scope

- 4.1 Following identification of the initial list of project deliverables (as reported to the Community Engagement Committee on 8th October 2008), it has been recognised that there are some enabling pieces of work that need to be undertaken first in order to better define those deliverables.
- 4.2 Additionally, there are areas that need to be progressed rapidly to meet national deadlines. These include Crime Mapping and the Policing Pledge.
- 4.3 The CFSB agreed that the Stage 1 scope will include:
- **Policing Pledge – end December 2008.** This will include ensuring that the required monitoring mechanisms are defined and in place.
 - **Crime Mapping – end December 2008.** On schedule to meet required timescales.
 - **Delivery of HMIC Recommendations Action Plan: Dec 2008.**
 - **Gap analysis against Hallmarks – end Jan 2009.**
 - **Victim & Witness Journey Mapping – Feb 2009.** Whilst Citizen Focus will encompass the 'journey' of all individuals making use of our services, the CFSB agreed to prioritise those processes and services involving victims and witnesses.
 - **Next stage plan – end Feb 2009.**

5. Next Steps

- 5.1 Work has already commenced on progressing the areas outlined in section 4.3, in particular delivery of the Policing Pledge and Crime Mapping. Progress will be managed through the Citizen Focus Project Board which will next convene on 16th December.

6. Recommendation

- 5.1 Recommendation 1: Members are asked to note the Stage 1 scope and contents of the report.

Author:
Victoria Harnedy
Citizen Focus Project Manager

On behalf of
Katherine Govier
Assistant Chief Constable (Territorial Policing)



The Policing Pledge

THE POLICE SERVICE IN ENGLAND AND WALES WILL SUPPORT LAW ABIDING CITIZENS AND PURSUE CRIMINALS RELENTLESSLY TO KEEP YOU AND YOUR NEIGHBOURHOODS SAFE FROM HARM. WE WILL:

- 1.** Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.
- 2.** Provide you with information so you know who your dedicated Safer Neighbourhood Team is, where they are based, how to contact them and how to work with them.
- 3.** Ensure your Safer Neighbourhood Team and other police patrols are visible and on your area at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
- 4.** Respond to every message directed to your Safer Neighbourhood Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
- 5.** Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
- 6.** Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:
 - If you are vulnerable or upset aim to be with you within 60 minutes.
 - If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes.
 - Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
 - If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.
- 7.** Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements. Your local arrangements can be found below.
- 8.** Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
- 9.** If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
- 10.** Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

We want to do our best for you but if we fail to meet our Pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.

BEDFORDSHIRE POLICE AUTHORITY

Not Protectively Marked

Information Item

Committee	: Community Engagement Committee
Date	: 3rd December 2008
Agenda Item	: 7
Lead Officer Policing)	: Assistant Chief Constable (Territorial Policing)
Subject	: Neighbourhood Policing Update
Purpose	: To inform the Committee of progress in mainstreaming Neighbourhood Policing.

1. Introduction

- 1.1 This report is intended to provide the Committee with an overview of the approach being taken to continue mainstreaming Neighbourhood Policing (NP). Significant progress has already been made in this area and there are many examples of Safer Neighbourhood Teams (SNTs) working in unison with other front line teams such as response, CID etc.
- 1.2 The focus is now on further development and enhancement of the role of SNTs. This report will cover the NP Embedding Team, future governance of NP and an overview of Community Impact Statements.

2. Embedding Neighbourhood Policing

- 2.1 The Divisional Commander for Citizen Focus (CF) has operational ownership of NP, reflecting the national approach of integrating NP into the broader area of CF.
- 2.2 Day to day responsibility is delegated by the Chief Superintendent CF to the Chief Inspector, Community Engagement. To ensure the Chief Inspector has the capacity to manage the ongoing embedding of NP, it has been agreed that two posts (1x Sergeant plus 1x Project Support Officer) will be funded for an initial period of 12 months.
- 2.3 This team will focus on working with SNTs to provide continued delivery and development of the four key strands of NP (Access, Influence, Intervention and Answers). It will also ensure the identification and sharing of best practice (from both within Force and from other forces) as well as having responsibility for monitoring new national guidance, assessing impacts and rolling out any required changes. An additional responsibility includes maintaining standards of deliver and monitoring against these.
- 2.4 A Sergeant has been in post since 1st November and the Project Officer is due to commence on 15th December. Work currently underway is:
 - Review of Neighbourhood Profiles;

- Review of SNT abstractions;
 - Development of an SNT Induction Programme (for PCSOs, constables and sergeants).
- 2.5 Further support has been secured from the NPIA (at no cost) to progress some of the more pressing strategic strands of work. This resource will be in place on a part-time basis up to the end of January 2009. Assessment will then be made as to whether there are any additional areas that require this support (the resource will cease to be free of charge at this point so consideration will need to be given to the financial implications of any extension).
- 2.6 The areas being delivered by the NPIA resource are:
- SNT Self-Assessment: any issues and/or common themes will then be escalated via a BCU assessment.
 - PCSO Shift Pattern: collation of good practice and recommendations for the Force to progress through to implementation.
 - Joint Tasking and Coordination: each BCU is progressing joint tasking and there is benefit in having some central coordination, providing a link between Protective Services and Territorial Policing.
 - Vulnerable and Emerging Communities: working with the SNTs to enhance understanding of these communities and how to engage with them. This will include developing the links between the work of the Community Cohesion Units and SNTs.
 - Partners and Joint Problem Solving: working at senior partner level to promote joint problem solving and the use of the SPARK system (joint problem solving database).

3. Future Governance

- 3.1 The intention is that NP will become a workstream within the Citizen Focus Programme and in support of this it is referenced in the CF Programme scope.
- 3.2 However, in order to maintain the momentum and focus on NP, the Force NP Board will continue to meet until at least the end of the current financial year.
- 3.3 When it is agreed that the Force NP Board is no longer required, any further development of NP will be overseen by either the Citizen Focus Project Board or Service Improvement Group. Governance of both forums is provided by the Citizen Focus Strategic Board, chaired by the ACC (TP).
- 3.4 Corporate 'business as usual' governance will be provided by the Divisional Commander, Citizen Focus, delegated to the Chief Inspector, Community Engagement.

4. Community Impact Statements

- 4.1 Community Impact Statements (CIS) are one example of how NP is developing into wider policing services.
- 4.2 The idea of CIS is a product of the national Community Justice Programme (CJP) which is currently running in 13 areas in England and Wales. One of the key aims of the CJP is to ensure that the Court interacts with the community to improve public confidence.
- 4.3 A CIS is a mechanism that gives the community a voice in court as well as providing the court with an idea of how the different types of crimes and anti-social behavior affect the community, which links strongly to the community engagement principle.
- 4.4 The intended outcomes of a CIS are:

- to contribute towards increasing local confidence in the criminal justice system and satisfaction levels;
 - to assist in the charging process;
 - to enable better informed decisions on initial and subsequent applications for the remand of alleged offenders, thereby assisting in the remand process;
 - to enable the judiciary to make better informed decisions.
- 4.5 CISs have been piloted in 3 areas. The pilot is being expanded and Bedfordshire has the opportunity to be one of the additional pilot sites. Production of the CIS and communication of outcomes will be the responsibility of SNTs and it was agreed at the Force NP Board (22nd October 2008) that this should be pursued.
- 4.6 However this is not an initiative that can be implemented by the police in isolation - it requires involvement of all the criminal justice agencies.
- 4.7 The pilot will therefore be progressed through Criminal Justice and will be discussed at the Effectiveness and Efficiency Delivery Board (sub-group of the Local Criminal Justice Board) on 25th November.

5. Conclusion

- 5.1 NP is now considered to be mainstreamed. To maintain momentum and deliver continuous improvement, a structure has been implemented that provides ongoing operational governance over NP. Additional governance through the Citizen Focus Programme will ensure a coordinated approach to future development in line with the broader CF agenda.
- 5.2 The Police Authority will continue to have oversight of NP through its attendance at both the NP and CF delivery boards (both the Strategic Board and Project Board).

6. Recommendation(s)

- 6.1 Members are asked to note the contents of the report.

Report prepared by:
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On behalf of
Katherine Govier
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For Publication

Bedfordshire Police Authority

REPORT AUTHOR: Vice Chair Penny Fletcher/Dr Julie Wymer, Head of Strategic and Policy Development

SUBJECT: **Update on Partnership Working
Review of Authority/Force Partnership Strategy**

BACKGROUND PAPERS: 2008 Internal Auditor's Report on Partnerships

PURPOSE: To note the quarterly report on Partnerships.

The proposed approach to reviewing the current joint Partnership Strategy is approved.

Membership to the working group is identified.

1. INTRODUCTION

1.1 This report is structured in two parts. The first part outlines the activities undertaken within the partnership arena by the Vice-Chair and Head of Policy over the past quarter. The second part of the report covers the recommendations from the recent Internal Audit Report on Partnerships.

2. Crime & Disorder Reduction Partnerships

2.1 **County Division – Bedford** Borough CDRP held a recent Partnership Development Day to discuss the new CDRP structure post unitary status in April 2009. The 'Hallmarks' for effective partnerships were also discussed. The Police Authority were invited to give a presentation to the partnership and Cllr Colleen Atkins spoke of the Authority's role in community engagement whilst the Head of Policy gave partners a strategic overview of policing in Bedfordshire in the short to medium term.

2.2 Bedford Borough CDRP performance against targets is encouraging: serious acquisitive crime remains the focus for the partnership. The partnership noted that there was an increase in rural crime in North Bedfordshire.

2.3 South Beds CDRP performance against target continues to be encouraging although the reduction in serious acquisitive crime is challenging.

The new structure for the CDRP structure of Central Beds was discussed and it is proposed that a transitional board will be in operation by late January 2009.

Mid-Beds CDRP had not met at the time of writing this report, however, they continue to lead on the Fear of Crime project and partners have met to discuss progress.

Work on the joint strategic assessment is progressing well.

2.4 Luton Division – Luton’s Community Safety Executive meet on a quarterly basis and at the time of writing has not yet met.

Two new Board structures have been set up. The Partnership Delivery Board met recently for the first time. This Board will oversee the operational delivery of Luton’s Partnership Plan. The new Stronger, Safer Communities Board also met for the first time. This Board will provide the ‘challenge’ element to the Community Safety Executive and has representatives on the Board from the community. The Police Authority’s Vice-Chair will represent the Authority on this Board with Rev. Lloyd Denny acting as substitute.

2.5 County-Wide Partnership – LAA

This was a well attended final meeting that took place on the 19th of November. Go-East have acknowledge that the Assembly is considered good practice. Peter Fraser, the Partnership Manager touched on the reward targets that were likely to be achieved. 66% of the total reward available is on target and achievable at £7,177,756. There are 5 indicators where triggers will not be achieved and will affect the amount of reward stretch target that is available. This means that £5,263.86 will not be allocated to Bedfordshire County. Steps have previously been taken to ensure that the County LAA could be divided into two LAAs; one for Central Beds and the other for Bedford Borough. Work has already commenced to refresh and review the LAAs’ for the submission date of 2nd March 2009 to Go-East. A number of presentations were received, including one from Divisional Commander Street on domestic violence.

Richard Ellis, the new Director of Business Transformation for Central Beds, highlighted that criminal damage may become the focus for CB in the refreshed LAA. He also highlighted that the transformation agenda for CB may take 3-5 years to implement.

Mark Burnett is on a 12month secondment to Bedford Borough and is acting as Interim Assistant Chief Executive. He spoke of the Sustainable Community Strategy and partnership working. He particularly wished to highlight that Bedford Borough is open to and currently engaged in partnership working.

3. Audit Report of Partnerships

3.1 The Audit report on Partnerships was presented to the Authority’s Audit Committee last month. The scope of the review was to evaluate the adequacy of risk management and control with the Authority/Force governance system and the extent to which controls have been applied.

3.2 The Authority was given adequate assurance that the controls in place for managing the risk are effective.

3.3 Two recommendations within the report were categorised to be ‘significant’:

- To develop a definition of what constitutes a partnership; and
- Develop a Partnership Policy/checklist.

3.4 A further recommendation categorised as ‘Merits Attention’ is to review and update the Joint Partnership Strategy. The Strategy had been planned for a review in 2007 but work was delayed. The review has subsequently been re-scheduled within the Authority’s 2008/9 Business Plan.

- 3.5** In light of the Auditor's Report it is proposed to begin work on the recommendations and to seek the Committee's approval to undertake the review of the partnership strategy at the same time as developing a partnership definition. The development of a policy/checklist would logically follow from the revised strategy and definition.
- 3.6** **Joint Partnership Strategy** – The current strategy was developed in 2006/7 and set within the context of the National Community Safety Plan 2006/9.
- 3.7** The Strategy was the first such partnership strategy for the Authority/Force and did initially provide the Authority with a mechanism by which it could monitor partnership performance. However, the partnership world has evolved considerably since the development of the strategy and partnership performance is monitored more effectively at the CDRP meetings and through the Authority's quarterly Performance Committee.
- 3.8** The current strategy should be refreshed in terms of good governance arrangements and the accountability framework: it also needs to reflect how partnerships can be monitored more effectively in terms of value for money and risk.
- 3.9** Initial discussions have taken place with the relevant Force personnel. Once some preparatory work has been undertaken it is planned to meet with a small working-group of Authority members and Force officers to consider initial ideas for reviewing the strategy, developing a definition and devising a checklist.
- 3.10** It is hoped that a draft strategy will be presented to the March 2009 Community Engagement committee.

4. Recommendations

- 4.1** That the quarterly report on Partnership working be noted.
- 4.2** The proposed approach to reviewing the current joint Partnership Strategy is approved.
- 4.3** Membership to the working group is identified.

Report Author:

Penny Fletcher – Vice Chair

Dr Julie Wymer

November 2008

For Publication

REPORT AUTHOR:	Sallie Blair/Better Times
LEAD OFFICER:	Head of Strategy and Policy Development
SUBJECT:	Police Authority Consultation and Communications
BACKGROUND PAPERS:	None
PURPOSE:	To update Members regarding Police Authority consultation and communications To inform members regarding communications and consultation activities.
RECOMMENDATION:	That the report be noted

CONSULTATION ACTIVITIES

Blue Light Survey

Feedback has been provided to all those who took part in the Blue Light Survey in the form of a newsletter, and press information regarding the key outcomes has been issued.

The findings from the survey have been presented to the Force Neighbourhood Policing Programme Board and CDRP partners.

Discussions are underway with the Force regarding using the Blue Light survey to monitor perceptions of satisfaction and confidence more regularly. The survey will provide the Force with BCU/SNT level data not available with the quarterly BCS data. The survey data will become increasingly useful once the new Home Office performance measure of 'confidence' is in place.

Stop and Search

Findings from a recent Force youth consultation revealed that the use of Stop and Search causes some concern amongst young people. The Police Authority has agreed to fund a county-wide conference on Stop & Search with young people. It is hoped to host the conference in late January 2009.

The aim is to ensure that young people are aware of their rights if they are stopped and asked to account for their actions, discover if they know how to complain if they feel they have been unfairly treated in any way, and whether they would consider a career with the police service.

Budget Consultation and Information

This is currently under discussion, with various formats being considered. The route chosen will be the most appropriate depending on the Government funding policies for the coming year.

COMMUNICATIONS ACTIVITIES

Members' Leaflet

The members' leaflet has now been updated to take into account new members and changes to the committee membership.

The Website

Details of members and the secretariat are currently being compiled, alongside other revisions to make the site easier for the whole community to navigate.

Other suggestions are included in the marketing plan, which will be discussed at the meeting.

Council Tax Leaflet

Work will shortly commence on the preparation of the next council tax leaflet. As the format used in previous years has proved popular, no radical changes are suggested.

It will once again carry a consultation element and the information will include the benefits of the investments made by the Authority last year.

Annual Policing Plan

The publication of the public facing Annual Policing Plan and the supporting three year strategy are also under consideration. It is proposed that the main documents will be placed on the website, for the widest accessibility and value.

An A5 four page synopsis of the plan will be prepared and the contents will be widely promoted in the Authority's spring publication.

Partner News

This is currently awaiting confirmation of partners' plans for the future. A number of suggestions relating to partners are included in the marketing plan, one being a face to face explanations of the Annual Policing Plan to partners and stakeholders.

Communications Strategy

The review of the strategy is underway, and is currently awaiting any directives from the Government which may bring about legislative changes.

RECOMMENDATIONS

It is recommended that this report be noted.

Report prepared by:

Sallie Blair

Better Times
Dec 2008

