



Agenda

30 September 2010

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: **Rev. Lloyd Denny (Chair), Mrs. Fiona Chapman, Mr. Shahzad Choudhry , Mr. Peter Conniff, , Ms. Alison Graham, Mrs Sarah Holland, Mr. Peter Hollick, Mrs. Linda Hockey, Mrs. K Malik, Mr John Mingay and Mr. John Williams**

A meeting of the **COMMUNITY ENGAGEMENT COMMITTEE** of the **Bedfordshire Police Authority** will be held at Bridgebury House, Woburn Road, Kempston, on **Thursday 30th September** starting at **10.00am**, the agenda for which is set out overleaf

The Pre-Meet for Members only will start at 09.15am.

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 16 June 2010

Pages 3 -12

3. Matters Arising from Minutes *

Report on actions taken to implement decisions of the meeting of the Committee held on 16 June 2010.

Pages 13-16

4. Declarations of Interest

To receive any personal or prejudicial interests from Members

5. Public Confidence and Neighbourhood Policing *

Report of the Chief Constable

Pages 17 - 32

6. Scrutiny of the Annual Policing Plan 2010-2011 *

Report of the Chief Constable

Pages 33 - 38

7. Community Engagement and Consultation - Police Authority Update Report *

Report of the Chief Executive/Treasurer

Pages 39 - 46

8. Joint Partnership Strategy *

Report of the Chief Executive/Treasurer and Chief Constable

Pages 47 - 56

9. Police Authority Publications and Communication *

Reports of Chief Executive/Treasurer and Better Times

Pages 57 - 63

COMMUNITY ENGAGEMENT COMMITTEE
16 June 2010

MEMBERS PRESENT

Rev. Lloyd Denny – Chair	Mr. John Williams
Mrs. Linda Hockey	Mr. Peter Hollick
Ms. Alison Graham	Mr. John Mingay
Mrs. Fiona Chapman	

Also present were Chief Executive/Treasurer, Mrs. Stephanie McMenemy; Community Engagement Officer, Ms. Sam Orcheston-Findlay; Policy and Project Officer, Mr. Andrew Lane; Sallie Blair of Better Times; Member Support Officer, Mrs. Pat Brown; Assistant Chief Constable (Territorial Policing) Mrs. Katherine Govier; Divisional Commander (Lead on Citizen Focus), Chief Superintendent Clare Simon; Force Prevent Lead, Superintendent Richard Moffatt; and Head of Corporate Communications, Mrs. Claire Hughes.

10/CE/14 APOLOGIES

Apologies were received from Mr. Peter Conniff, Mr. Shahzad Choudhry, Mrs. Kathy Johnson and Dr Julie Wymer.

10/CE/15 MINUTES

The minutes of the meeting of the Community Engagement Committee held on 2nd March 2010 were confirmed.

10/CE/16 MATTERS ARISING

There were no matters arising.

10/CE/17 DECLARATIONS OF INTEREST

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

NOTE The order of the agenda was altered to allow for Partnership Working, Public Confidence and Neighbourhood Policing to be considered prior to the agenda item on operational risk assurance being considered and resolved.

10/CE/18 PARTNERSHIP WORKING

a) Joint Partnership Strategy

A report to detail the progress made in relation to the launch of the new Joint

Force and Authority Partnership Strategy was submitted to the committee. The report highlighted the importance of efficient and effective use of resources by the Force and Police Authority in their partnership working on behalf of the communities of Bedfordshire.

An internal audit on partnerships had been commissioned by the Force with the objective to evaluate the adequacy of risk management and control in the system to ensure organisational objectives were managed effectively. The finalised report had been reported to the Audit and Business Assurance Committee on 8th June 2010 and members were informed that the significant recommendations from the report were to be addressed.

Members requested that the Force Action Plan be brought to the September meeting of the Community Engagement Committee.

The Police Authority had an action plan in place and outlined progress against this to date in the following areas:

- Partnership mapping and evaluation
- Draft policy and procedure for setting up partnerships
- Role profile for members working in partnership currently out for consultation

The Police Authority partnership activity was to be examined as part of the HMIC and Audit Commission Inspection on 5th – 9th July 2010 and recommendations were to be incorporated into their action plan.

It was agreed that the Authority and Force were to continue to work in a joined up approach to complete actions to deliver against HMIC, Audit Commission and Home Office recommendations.

Members noted that since the Government restructure of Bedfordshire in 2009 the Force area now covered three unitary authorities instead of two and therefore most Force and Authority statutory partnership work was carried out in triplicate with Luton Borough, Bedford Borough and Central Bedfordshire council areas. Members discussed that the Force and Authority had made strong representation for collaborative working in statutory partnerships across the new unitary authorities to provide better value for money and effectiveness. Members expressed the need for more effective partnership working particularly in the current economic climate.

Resolved

1. That members endorse the proposed approach for the Force and the Police Authority taking forward actions to deliver against HMIC, Audit Commission and Home Office recommendations.
2. That the Force action plan of the Partnership Strategy be brought to the September meeting of the Community Engagement Committee.

b) Update on Police Authority Partnership Activity

The Chief Executive/Treasurer presented the quarterly report on Police Authority Partnership activity.

Members were informed that the new Police Authority Vice Chair, Mrs. Linda

Hockey now had strategic responsibility for partnership working. Members acknowledged the considerable work that had been undertaken on partnerships by the former Vice Chair, Mrs. Penny Fletcher and registered their appreciation.

The report detailed the considerable partnership working that had been undertaken by members and officers across the whole of Bedfordshire and Luton in the last quarter. Members noted that the Police Authority was a responsible authority on a number of organisations that was perhaps not the best use of its resources.

Members supported that the Police Authority had been active in raising awareness of the risks involved in Anti-Social Behaviour (ASB) for partnerships and had argued that tackling ASB should be the responsibility of the whole partnership.

Members welcomed that the Police Authority and Force had been successful in reducing the financial contribution in supporting Local Safeguarding Children Boards (LSCBs).

Members were informed that the new Government had abolished Community Area Assessments (CAAs) with immediate effect that had created a change in the landscape for all police authorities.

Members questioned the statutory authority status for Police and Police Authorities on Child Poverty Boards and were advised that certain factors affecting a person's life were likely to increase their chance of becoming involved in crime and therefore this was of concern to the police. It was made clear that although the police have a supporting role in this matter they should not lead on it.

Resolved

That members note the content of the report.

10/CE/19

PUBLIC CONFIDENCE AND NEIGHBOURHOOD POLICING UPDATE REPORT

The Assistant Chief Constable (Territorial Policing) submitted a report to members to provide an overview of progress to build public confidence and further develop Neighbourhood Policing. It highlighted the governance arrangements under the Force Public Confidence Delivery Board, providing strengthened focus to deliver improvements in relation to public confidence, user satisfaction, neighbourhood policing, diversity and inclusion and Black and Minority Ethnic (BME) satisfaction.

The report detailed the following;

- **Delivering the Public Confidence Agenda**
 - Performance
 - Strategic Intent and Delivery Plan
 - High Impact Public Confidence Operation
 - BME Satisfaction Task and Finish Group
 - Delivery of the Policing Pledge
 - Completion of the recommendations of the HMIC Citizen Focus Inspection
 - Review of Police Station Opening Times

- Corporate Standards
- **Embedding Neighbourhood Policing**
 - Performance
 - Neighbourhood Policing and Anti-Social Behaviour Delivery Group
 - National Neighbourhood Strategy
 - Delivering Neighbourhood Priorities
 - Independent Advisory Groups (IAGs)
 - Neighbourhood Boundaries
 - PCSO Shift Pattern
 - Neighbourhood Policing Abstractions
 - Safer Schools Initiatives
 - Delivering Neighbourhood Priorities
 - Neighbourhood Policing Development Team

Members were advised that the Police Authority had two representatives on the Public Confidence Delivery Board.

Members considered the report and challenged the Force on the delivery of Neighbourhood Policing. Two councillor members from rural communities expressed dissatisfaction at delivery of Neighbourhood Policing in their wards. It was established that these problems had been exacerbated by a lack of communication from the Force to local Councils and Police Authority members with regard to deployment of Safer Neighbourhood Team (SNT) officers resulting in a loss of confidence in Bedfordshire Police. Members agreed that the Force, the Police Authority and local Councils needed to work together to better communicate to communities to inform realistic expectations, provide reassurance and improve public confidence.

Members accepted that to have police representation at all parish and town council meetings was not possible and requested that the Force provide local crime update reports using a standard template for each of these meetings.

The Assistant Chief Constable (Territorial Policing) urged members to meet with their local Inspectors to build relationships thus enabling them to be kept up to date with policing issues in their areas.

The Assistant Chief Constable (Territorial Policing) advised that she would look to automate performance information to better provide crime data at SNT level for local councils.

Members were informed that the outcomes of the review of PCSO shift patterns was to be reported to the next meeting of the Community Engagement Committee in September.

Members discussed that many members of the community preferred paper publications as a means of being provided information rather than using the internet. Members urged the Force to segment the population with regard to their preferred method of receiving information to obtain the maximum audience and suggested that young people might prefer messaging to their mobile phones. Members advised that the Force could use local community/parish magazines to

convey information to local communities.

Members were advised that parish and ward boundaries were currently under consultation and it was hoped that the outcomes of this review would have a positive effect on new aligned policing areas.

The Assistant Chief Constable (Territorial Policing) advised that there could be no increase in resources for neighbourhood policing in the current and foreseeable financial climate.

Members welcomed that Bedfordshire Police was looking to the experience of other police forces for best practice methodologies to adopt to further improve levels of satisfaction and confidence.

The Assistant Chief Constable (Territorial Policing) reassured members that the Force was progressing to meet 2010-2011 targets for satisfaction and confidence and that the BME satisfaction gap was closing.

Members agreed that the recommendations from the HMIC Citizen Focus Inspection would not be approved until their completion had been assessed and verified by HMIC. A further report to Community Engagement Committee was required following HMIC verification of completion of recommendations of the inspection.

Members expressed concern that although victim satisfaction was considered a priority and monitored there was no feedback for witnesses reporting criminal activity. The Divisional Commander (Lead on Citizen Focus) advised that she would raise this matter with the Head of the Contact Management Centre.

Members concluded that the Force and Police Authority needed to communicate honestly with the people of Bedfordshire and Luton in order to provide realistic expectations regarding the service that can be delivered by Bedfordshire Police, particularly with decreased funding in the foreseeable future. It was agreed that this information needed to be delivered in partnership with other concerned authorities and organisations and that perhaps with the current economic climate and funding challenges real changes in policing might need to be considered.

Members were informed that a report on the review of police station opening times would be published at the end of August.

HMIC had conducted an inspection on Anti-Social Behaviour in May 2010 and the Force was awaiting the report. The initial feedback from HMIC was generally positive and the two main issues to be addressed were to upgrade the IT system to allow repeat and vulnerable victims to be identified and to provide consistency across the Force as to how ASB was reported. The full report was to be published in July and would be reported to the next meeting of the Community Engagement Committee in September.

Members requested information on how community tensions had been addressed in Luton where there had recently been two critical incidents within one week and were reassured that the Force had addressed this matter appropriately.

Resolved

1. That members note the progress made to deliver improved public confidence under the governance of the Force Public Confidence Delivery Board.

2. That members note the progress being made to further develop Neighbourhood Policing
3. Members agree that recommendations from the HMIC Citizen Focus Inspection not be approved until verification by HMIC. A further report to Community Engagement Committee following HMIC verification of completion of recommendations of the inspection is required.

OPERATIONAL RISK ASSURANCE – COMMUNITY ENGAGEMENT COMMITTEE

10/CE/20

The Assistant Chief Constable (Territorial Policing) presented a report for members to consider the operational risks of the Force and Police Authority that have a direct relationship to the terms of reference of the Community Engagement Committee, to determine that the risks were being controlled adequately and to determine that efforts were being made to mitigate those risks.

The four operational risks for the Community Engagement Committee which were aligned to strategic risks and priorities were:

- Managing public expectations and confidence including understanding customer needs
- Delivery of the Policing Pledge
- The Force maximises opportunities for partnership working
- Effective partnership working by the Authority

Members had discussed all the risks in detail in the previous two reports and had been reassured of any concerns by the Force.

Members discussed Lead Member appointments specific to the Community Engagement Committee. It was established that the Police Authority had representation on the Force Public Confidence Delivery Board albeit that they did not sit on the Community Engagement Committee and were represented on the Satisfaction Gold Group. Members discussed how they might play roles as mystery shoppers for monitoring of the Policing Pledge. Members agreed to wait for the HMIC inspection report before considering appointing a lead member for Anti-Social Behaviour. The Chief Executive/Treasurer advised that clarity was required from the new Government around Basic Command Units (BCUs) to determine the BCU Lead Member Role and develop it with Community Engagement, Performance and Complaints and Professional Standards Committees.

Resolved

1. That members note the operational risks that have a direct relationship to the terms of reference of the Community Engagement Committee
2. That members consider that appropriate assurance has been given to reduce the likelihood and where possible the impact of the risk.

10/CE/21

COMMUNITY ENGAGEMENT AND CONSULTATION – POLICE AUTHORITY UPDATE REPORT

The Project and Policy Officer presented an update report of Police Authority community engagement and consultation activity in the past three months. The report highlighted the following:

Council Tax Leaflet Survey 2010-2011

The report informed on the results of the recent Council Tax Leaflet Survey 2010-2011. The Council Tax Leaflets were distributed to every household in Bedfordshire and Luton with Council Tax bills. Only 328 responses were received by post and on the website. Key findings from the Council Tax Leaflet Survey were:

60% of responses stated unaware of their Safer Neighbourhood Teams (Local Confidence Survey 63.5%)

84% of responses stated felt unable to influence policing in their area (Local Confidence Survey 75%)

63% of responses stated that they did not know how to complain about policing.

Members discussed the poor response to the survey and were reassured that work to improve the complaints process for customers was being undertaken by the Complaints and Professional Standards Department and being monitored by the Complaints and Professional Committee.

Community Safety Forums

Members had been attending Community Safety Forums throughout Bedfordshire and Luton to evaluate their effectiveness. Members had found that the approach and effectiveness of these meetings was not consistent across the Force area.

Members requested that forum meeting dates be circulated to all members and that a review of the member role in Community Safety Forums be reviewed at the Police Authority seminar on 25th June 2010.

Member Engagement Events

Engagement with young people was ongoing in Luton led by The Chair of the Community Engagement Committee, Reverend Lloyd Denny.

Reverend Denny had been involved in meetings with other faith leaders and the Chief Inspector at Luton to engage with diverse groups. One outcome had been that the Authority and Force had been invited to attend a seminar on mental health issues by the BME community.

Local Confidence Survey

Local Confidence surveys were being currently undertaken on a monthly basis using the market research company SMSR. Demographic booster surveys were to be undertaken quarterly to ensure appropriate representation by age, ethnicity and gender. A tendering process had begun for provision of these surveys to begin in October 2010. Members were aware that with uncertainties around the future of Police Authorities it was important that a future contract should contain provision for changes.

Citizens Panel and Blue Light Survey

Members were informed that the Citizens Panel was coming to its natural end and therefore was to cease from September 2010. Members agreed that recruiting a new Citizens Panel was not a best use of resources by the Police Authority and partners. The Police Authority was looking to other forms of consultation, possibly

using focus groups.

Joint Community Engagement Strategy

A draft action plan for the Police Authority was appended to the report for members to consider and feedback to the Policy and Project Officer over the next few weeks.

Engagement with young people

The Police Authority was to hold three youth facilitated involvement events with young people over the summer. The objective was for young people across Bedfordshire and Luton to contribute to the design of the schools survey and strategic and committee planning.

The Authority was to partner with Bedfordshire University to provide opportunities for students to research relevant issues and present their findings to the Youth Issues Panel.

Resolved

1. That members support their continued attendance at Community Safety Forums across Bedfordshire and Luton and report back on their effectiveness
2. That members consider the draft Community Engagement Action Plan of the Police Authority and forward any comments by 30th June 2010
3. That members note that there are no plans to recruit a new Citizens Panel by the Police Authority.

10/CE/22 POLICE AUTHORITY PUBLICATIONS AND COMMUNICATION

Sallie Blair presented an evaluation report to members to advise on public relations and media activity undertaken on behalf of the Police Authority 2009-2010 by Better Times.

The report informed how the Authority's limited resources had been used wisely and to greatest effect with regard to communications activities to meet all statutory obligations, raise the profile of the Police Authority and its work and informing and engaging with the community in 2009-2010.

Focus for the past year had been:

- Improvements to the website
- Pro-active press relation
- Minimal adverse publicity due to careful reputation management
- Production of branded information leaflets.

Better times provided a 24/7 service for the Authority with regard to all media enquiries.

The report detailed all activity undertaken and the outcomes for 2009-2010. Members were reassured that Better Times provided good value for money and a professional and efficient public relations and communications service.

The report was to be use as a benchmark for future communications activity

reporting.

Resolved

1. That members note the content of the evaluation report and are reassured that the Police Authority has an efficient public relations and communications service.
2. That members agree to the benchmarking of public relations and communications activity as proposed in the report.

10/CE/23 SCRUTINY OF THE ANNUAL POLICING PLAN 2010-2011

The Assistant Chief Constable (Territorial Policing) presented a report to members to advise of the qualitative actions of the 2010-2011 Annual Policing Plan that were to be scrutinised by the Community Engagement Committee over the coming year. This approach had been agreed at the Performance Committee meeting on May 5th 2010.

Actions were to be scrutinised by the committee under the three strategic priorities as below:

- To ensure people experience an assessable policing presence in their neighbourhoods and are able to influence the local policing service
- To ensure that our services are viewed from the individual's perspective, and that our staff respond to different communities' expectations when dealing with crime and incidents
- To ensure people see us working with partners and with other police forces, making the best use of public money and improving services together

Members discussed the report and requested that reporting should be by exception. Members were advised that the Chief Executive/Treasurer and Assistant Chief Constable (Territorial Policing) were to discuss methods of reporting outside of this meeting.

Resolved

That members note the qualitative actions of the 2010-2011 Annual Policing Plan as agreed to be subject to scrutiny by the Community Engagement Committee.

10/CE/24 PREVENT STRATEGY UPDATE REPORT

The Force Prevent Lead submitted a report to update members on the Prevent strand of the national CONTEST counter-terrorism strategy. This report was not available to the public under paragraphs 3 and 7 of part 1 of Schedule 12A to the Local Government Act 1972.

Members noted the content of the report.

Resolved

That members note and support the content of the report

Meeting closed at 12.23 hours

COMMUNITY ENGAGEMENT COMMITTEE

16 06 10

STATUS REPORT

		AGENDA ITEM	DECISION	ACTION BY	DATE	COMMENT
1	10/CE/14	Apologies	Noted			
2	10/CE/15	Minutes	Confirmed			
3	10/CE/16	Matters Arising	None			
4	10/CE/17	Declarations of Interest	None			
5	10/CE/18	PARTNERSHIP WORKING a) Joint Partnership strategy	Resolved 1. That members endorse the proposed approach for the Force and the Police Authority taking forward actions to deliver against HMIC, Audit Commission and Home Office recommendations. 2. That the Force action plan of the Partnership Strategy be brought to the September meeting of the Community Engagement Committee.	Complete Force	30.09.10	Item 8 – Action Plan WIP
6		b) Update on PA Partnership working	Resolved 1. That members note the content of the report.	Complete		
7	10/CE/19	PUBLIC CONFIDENCE AND NEIGHBOURHOOD POLICING UPDATE REPORT	Resolved 1. That members note the progress made to deliver improved public confidence under the governance of the Force Public Confidence Delivery Board. 2. That members note the progress being made to further develop Neighbourhood Policing 3. Members agree that recommendations from the HMIC Citizen Focus Inspection not be approved until verification by HMIC. A further report to Community Engagement Committee following HMIC verification of completion of recommendations of the inspection is required.	Complete Complete Force	Following HMIC verification of completion	
8	10/CE/20	OPERATIONAL RISK ASSURANCE –	Resolved 1. That members note the operational risks that have a			

COMMUNITY ENGAGEMENT COMMITTEE

16 06 10

STATUS REPORT

		AGENDA ITEM	DECISION	ACTION BY	DATE	COMMENT
		COMMUNITY ENGAGEMENT COMMITTEE	<p>direct relationship to the terms of reference of the Community Engagement Committee</p> <p>2. That members consider that appropriate assurance has been given to reduce the likelihood and where possible the impact of the risk.</p>	<p>Complete</p> <p>Complete</p>		
9	10/CE/21	COMMUNITY ENGAGEMENT AND CONSULTATION – POLICE AUTHORITY UPDATE REPORT	<p>Resolved</p> <p>1. That members support their continued attendance at Community Safety Forums across Bedfordshire and Luton and report back on their effectiveness</p> <p>2. That members consider the draft Community Engagement Action Plan of the Police Authority and forward any comments by 30th June 2010</p> <p>3. That members note that there are no plans to recruit a new Citizens Panel by the Police Authority.</p>	<p>Ongoing</p> <p>Complete</p> <p>Complete</p>		
10	10/CE/22	POLICE AUTHORITY PUBLICATIONS AND COMMUNICATION	<p>Resolved</p> <p>1. That members note the content of the evaluation report and are reassured that the Police Authority has an efficient public relations and communications service.</p> <p>2. That members agree to the benchmarking of public relations and communications activity as proposed in the report.</p>	<p>Complete</p> <p>Better Times</p>	<p>Ongoing</p>	
11	10/CE/23	SCRUTINY OF THE ANNUAL POLICING PLAN 2010-2011	<p>Resolved</p> <p>1. That members note the qualitative actions of the 2010-2011 Annual Policing Plan as agreed to be subject to scrutiny by the Community Engagement Committee.</p>	<p>Complete</p>		

COMMUNITY ENGAGEMENT COMMITTEE

16 06 10

STATUS REPORT

		AGENDA ITEM	DECISION	ACTION BY	DATE	COMMENT
12	10/CE/24	PREVENT STRATEGY UPDATE REPORT	Resolved 1. That members note and support the content of the report	Complete		

COMMUNITY ENGAGEMENT COMMITTEE

16 06 10

STATUS REPORT

		AGENDA ITEM	DECISION	ACTION BY	DATE	COMMENT
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Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMMUNITY ENGAGEMENT COMMITTEE, 16TH JUNE 2010
AGENDA ITEM No:	5
TITLE:	PUBLIC CONFIDENCE AND NEIGHBOURHOOD POLICING: UPDATE REPORT
DATE OF REPORT:	17TH SEPTEMBER 2010
REPORT OF:	ASSISTANT CHIEF CONSTABLE (TERRITORIAL POLICING)
AUTHOR: ED	WARD MAJOR
ACTION REQUIRED:	REPORT FOR DISCUSSION
APPENDICES:	APPENDIX A: PUBLIC CONFIDENCE GOVERNANCE STRUCTURE

EXECUTIVE SUMMARY:

This report informs the Authority of governance arrangements under the Force Public Confidence Delivery Board and activities to build public confidence and deliver Neighbourhood Policing.

RECOMMENDATIONS:

Recommendation 1

Members are asked to note and consider the progress being made to deliver improved public confidence under the governance of the Force Public Confidence Delivery Board.

Recommendation 2

Members are asked to consider and note the public confidence and neighbourhood policing activities presented in this report.

Recommendation 3

Members are asked to approve the proposal to report the position regarding remaining recommendations from the HMIC Neighbourhood Policing and Citizen Focus inspections to the 2nd December 2010 Community Engagement Committee meeting (see Section 10).

Recommendation 4

Members are asked to consider the proposal to write to HM Inspector of Constabulary for the Eastern Region, asking for HMIC to review and ratify completion of recommendations from the Neighbourhood Policing and Citizen Focus inspections (see Section 10).

Originators: Edward Major, Planning and Inspections Manager
Date: 26th May 2010
Telephone No: (01234) 842062
E-mail: edward.major@bedfordshire.pnn.police.uk

BACKGROUND PAPERS:

Neighbourhood Policing, Citizen Focus and Public Confidence reports provided to previous Community Engagement Committee meetings.

ADDITIONAL PAPERS:

None

1 INTRODUCTION

1.1 This report gives an overview of activities to build public confidence and further develop Neighbourhood Policing. It informs the Authority in the following areas:

- Governance of Public Confidence and Neighbourhood Policing;
- Development of public service standards arising from the Policing Pledge;
- The Force and Authority Local Confidence Survey;
- The Force and Authority Community Engagement Strategy;
- Independent Advisory Groups;
- Neighbourhood Watch and other watch schemes;
- Safer Neighbourhood Teams;
- Outcomes from the HMIC inspection of Anti-Social Behaviour;
- Completion of recommendations from the HMIC Neighbourhood Policing and Citizen Focus inspections.

2 PUBLIC CONFIDENCE AND NEIGHBOURHOOD POLICING GOVERNANCE

2.1 Public Confidence Delivery Board

2.1.1 The Force Public Confidence Delivery Board (PCDB), established in February 2010, provides strategic governance across the confidence and satisfaction agenda. It is chaired by the Assistant Chief Constable (Territorial Policing) with cross-Force representation at Divisional Commander and Department Head level. Underneath the PCDB a governance structure is in place to deliver on the key aspects of business relating to public confidence and satisfaction (see Appendix A). Underneath each of the groups in Appendix A structures are temporarily set up, as required, to deliver major pieces of work.

2.1.2 The PCDB has approved a Strategic Intent and Delivery Plan which has now been converted into an Action Plan for monitoring (see Section 2.2). Operation Vision has been established to deliver High Impact Days to further increase community engagement, maximise visibility, provide victim reassurance, carry out targeted enforcement and deliver better employee engagement (see Section 2.3).

2.2 Strategic Intent and Delivery Plan

2.2.1 The Strategic Intent and Delivery Plan was signed-off by the PCDB on 9th June 2010. As a 'living document' it will be updated with progress and new workstreams as they are identified. It has been converted into an Action Plan, monitored by the PCDB with owners assigned to 43 activities. Key elements of progress are summarised in the following paragraphs. All workstreams are proceeding to plan with no exceptions to report at this time.

2.2.2 **The BME Task and Finish Group** is working to embed delivery of the key customer satisfaction drivers that it identified. A new Customer Service Performance Management Framework has been developed and is being implemented to provide feedback from customer satisfaction surveys direct to individuals. The Group held a 'Make it Happen' Day on 23rd July 2010 to consider the differences in satisfaction with the service experienced by people from different communities. A Team of Young Advisors from the Marsh Farm Development Trust assisted in facilitating the day. The day helped to identify ways to easily increase satisfaction for everyone the Force serves. The Day

was attended by over seventy people including personnel from Bedfordshire Police, members of the Police Authority, partners, external advisors and most importantly customers. The new Customer Service Performance Framework has been developed as a direct result from this day. An Improvement Plan is now being overseen the Group.

- 2.2.3 **The Force Service Improvement Group** continues to oversee work to embed elements from the Policing Pledge (see Section 3, below) and to implement a dissatisfaction database. The group has overseen a review of the Front Counter and Customer Service teams (undertaken between June and August 2010). The PCDB and Force Senior Leadership Team are considering recommendations for service improvement in the following areas:
- *Supervision and Management*; simplifying and centralising line management of enquiry office and customer service teams under the Force Customer Service Manager (estimated annual savings of £40,000).
 - *Staffing*; redesigning enquiry office shift patterns to match times of peak visitor demand and realigning enquiry office resources to increase staffing at the higher demand main police stations (estimated annual savings of £59,000)
 - *Recruitment and Training*; establishing formal training for enquiry office staff alongside Contact Management Centre training.
 - *Processes*; improved processes for managing dissatisfaction.
 - *Front Counter Design*; improvements to the enquiry office booths, waiting areas and IT availability (estimated costs of around £13,000).
- 2.2.4 **The Anti-Social Behaviour Delivery Group** is implementing response to the HMIC inspection of Anti-Social Behaviour in May 2010 (see Section 9, below), with a focus on improving recording practices, enhanced risk assessment, minimum standards, process mapping and delivery to priority neighbourhoods.
- 2.2.5 **The Neighbourhood Policing Delivery Group** has been established to deliver the strategic priorities for Neighbourhood Policing as set by the PCDB and in accordance with the national '*Safe and Confident Neighbourhood Strategy: Next steps in Neighbourhood Policing*', published in February 2010. These strategies will inform the Neighbourhood Policing Delivery Plan, to be managed by the Group. The Neighbourhood Policing Delivery Plan will incorporate feedback from the HMIC inspection of Anti-Social Behaviour and the National Policing Improvement Agency 'stock-take' of Neighbourhood Policing carried out in July 2010. The Group supports the Anti-Social Behaviour Delivery Group and is leading on implementation of a new Safer Neighbourhood IT System (see Section 8.1, below). The Group's terms of reference were agreed at its inaugural monthly meeting in July 2010.
- 2.2.6 **The Force Diversity and Inclusion Group** met for the first time on 31st August 2010. The Group is overseeing implementation of the National Policing Improvement Agency (NPIA) Equality Standard, the Single Equality Scheme and the response to the EHRC Disability Hate Crime Inquiry.
- 2.2.7 Other critical actions include work to develop the Communication Strategy. Work has commenced to deliver the joint Community Engagement and Partnership strategies (see Section 5, below). Work to further embed Workforce Engagement is planned for the next quarter.

2.3 Operation VISION

2.3.1 The PCDB meeting on 6th May 2010 approved the launch of a high-impact operation. Assistant Chief Constable Govier is Gold Commander. A Superintendent has been appointed to establish the Operation and to lead it into a 'business as usual' activity. A Steering Group meets fortnightly to plan and deliver the Operation with support from operational sub-groups. The Force launched Operation Vision in September 2010 following engagement with the workforce. The objectives are:

- Addressing crime and anti-social behaviour in local areas;
- Raising public confidence in the police;
- Building trust in communities;
- Increasing the visibility of Bedfordshire Police within communities.

2.3.2 The current external operational focus is to deliver increased levels of confidence and engagement. The MOSAIC geo-demographic marketing tool is being used to tailor communication and engagement. The internal focus is to increase workforce inclusion. Over 75 police staff volunteers have been recruited to deliver increased community engagement. These volunteers are being allowed one working day per month to supplement frontline personnel in the community on designated High Impact Days. The recently established Operation Vision ASB Specials Team consists of over 50 special constables. It is envisaged that this additional engagement could extend to over 500 households with further enforcement and feedback. The ANPR team will carry out targeted enforcement on High Impact Days. The Contact Management Centre will lead on a full day of call backs to recent victims of crime. Police Cadets are expected to support the operation where possible. Additionally, the many different skills possessed by police staff will be utilised to provide innovative solutions to issues faced in the communities served by the Force.

2.3.3 The first High Impact Day is Thursday 23rd September 2010. An additional 100-150 police officers and staff will be deployed in support of the territorial divisions. A team of volunteers will re-contact 900 victims of crime with a view to enhancing the customer experience and identify areas for improvement. Further Operation Vision High Impact Days are planned once per month, with similar numbers of police officers, staff and specials available for deployment.

2.3.4 Leaders across the organisation have pledged their support and backing to Operation Vision. The outcomes sought by Operation Vision are to:

- Provide reassurance to victims of crime, vulnerable communities and individuals;
- Lead and implement a culture that delivers better engagement through an empowered and entrepreneurial workforce; and
- Maximise visibility of our workforce amongst the community and within the organisation.

3 DEVELOPMENT OF PUBLIC SERVICE STANDARDS

3.1 In June 2010 the Home Secretary announced the discontinuation of the national Policing Pledge with immediate effect. The Police Authority Performance and Planning Committee on 10th August 2010 resolved that:

- The Authority’s current arrangements for monitoring delivery of the Policing Pledge be discontinued;
- Confidence and satisfaction elements of the pledge will be scrutinised through the quarterly performance report to the Performance and Planning Committee;
- Other key aspects related to the areas of the Pledge will be presented through exception reporting to the Community Engagement Committee.

3.2 The Pledge committed forces to meeting specific national standards for public service in a number of areas. The Force Service Improvement Group (SIG) was responsible for managing delivery of the Police Pledge. Following discontinuation of the Pledge the SIG is responsible for defining and managing local public service standards in each of the Pledge areas. The following table shows local public service standards developed in six of the Pledge areas. Standards for Pledge areas 3, 8, 9 and 10 remain under review. The issues from Pledge points 9 and 10 are subject to ongoing scrutiny by the Police Authority Complaints and Professional Standards Committee (see reports submitted to the 31st August Committee meeting).

Area	Former Pledge point	Developing standards	Authority scrutiny
1.Fair access to services	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.	Addressed through the Force Vision	Reporting by exception to Community Engagement
2.Safer Neighbourhood Team information	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.	Standards set in the Force communications strategy	Reporting by exception to Community Engagement
3.Local neighbourhood presence	Ensure your Safer Neighbourhood Team and other police patrols are visible and on your patch 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.	80% target is being reviewed	Reporting by exception to Community Engagement
4.Response to local messages	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.	Pledge standard retained	Reporting by exception to Community Engagement
5.Response to emergency calls	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.	Pledge standard retained	Quarterly Performance Report to Performance & Planning Committee
6.Response to non-emergency calls	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.	Pledge standard retained as business as usual	Reporting by exception to Community Engagement

7. Local community meetings	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.	Standards set in the Force communications strategy	Reporting by exception to Community Engagement
8. Providing local crime and policing information	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 we are performing.	Local standards are under review	Reporting by exception to Community Engagement
9. Keeping victims of crime informed of progress	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.	Incorporated into Victims Code of Practice; VCOP strategic analysis is underway	Complaints & Professional Standards Committee
10. Managing dissatisfaction	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.	Standards being defined in a business case for acquiring a dissatisfaction database	Complaints & Professional Standards Committee

4 **LOCAL CONFIDENCE SURVEY**

4.1 Since the original survey of 1800 people (around 600 per Community Safety Partnership (CSP)) up to March 2010, the contracted survey company has been conducting 50 surveys per month in each CSP. The 200 surveys conducted per CSP in April to July 2010 have been compared with the original sample. Taking into account the large margin of error that comes with this relatively small sample size the following key changes are apparent:

- Results across different confidence measures show widespread decreases in Central Bedfordshire but increases in several areas for Luton and Bedford (covering confidence that the police are: solving crime, reducing crime, tackling serious crime, providing reassurance and understanding issues in the local area).
- With regards to the national single confidence measure (confidence that police and local council are dealing with crime and ASB in the local area) both Central Bedfordshire and Bedford show a decrease. However when the question concerns the police alone only Central Bedfordshire shows a decrease, with Bedford showing no change and Luton showing an increase. When asked about confidence in the local council alone to deal with crime and ASB problems the newer survey results show a considerable drop in both Central Bedfordshire and Bedford.
- Confidence in the police to tackle youth violence issues appears to have increased in Luton but decreased in Central Bedfordshire.
- Communication of police activity to the public (a key driver for confidence) shows a decrease in Luton and Central Bedfordshire.

- Central Bedfordshire, which appears to have seen the largest drops in confidence levels, shows decreases in the police being in touch with the local community, getting involved in activities within the local community and understanding the issues that matter to local people.
- 4.2** Authority and Force staff discussed the future of the Local Confidence Surveys following the removal of both the Government requirement and the funding to conduct them (linked to removal of the national single confidence measure and the Policing Pledge). Authority and Force staff concur that Bedfordshire should continue with Local Confidence Surveys for the following reasons;
- *The vision to be an organisation that inspires trust and confidence.* At a seminar on 25th June 2010, members gave a clear steer to maintain the confidence agenda regardless of changes nationally. Surveying enables understanding of how that agenda is being delivered.
 - *The Authority's statutory duty around public consultation.* With the Citizens' Panel being disbanded the Authority seeks to use the Local Confidence Survey and themed focus groups for members of the public, to meet their consultation duty.
 - *Measuring confidence drivers in Community Safety Partnerships.* The Local Confidence Survey is the only credible performance measurement method to support delivery of key aspects of the vision to inspire trust and confidence in communities.
- 4.3** The survey has now been extended for six months to March 2011, to give a full year of data for 2010/11 (see item 7 to this committee). This will inform the processes and questions in future surveys in light of ongoing collaboration, partnerships and the changing national performance management landscape. It is proposed that survey costs continue to be shared evenly between the Force and Authority.

5 FORCE AND AUTHORITY COMMUNITY ENGAGEMENT STRATEGY

- 5.1** Bedfordshire Police and Police Authority published a joint three-year Community Engagement Strategy on 1st April 2010. Increasing the levels of community engagement activity is a priority for the Police Authority, to provide a strengthened community voice in directly shaping the nature of policing. The joint Strategy has the following objectives:
- To continually improve and be innovative in the ways in which Bedfordshire Police and Police Authority understand and engage with the diverse communities of Bedfordshire;
 - To ensure that mechanisms exist which enable the views of the public to contribute towards priority setting, corporate planning and making best use of resources;
 - To work with partners to ensure that, where possible, engagement mechanisms are aligned to deliver efficiencies and sustainable solutions to crime, anti-social behaviour and other local issues;
 - To effectively communicate to communities local outcomes and illustrate how we have listened and how their involvement has influenced the decision making process.
- 5.2** The joint Strategy was subject to review at a joint Authority/Force meeting on 22nd September. A joint action plan relating to this strategy is being developed.

- 5.3** The Local Confidence Survey has provided a valuable insight into the perceptions of Bedfordshire Police. Section 4 above shows the latest survey results from the contracted survey company. The survey has highlighted that a large proportion of the community do not know how to influence local policing priorities and that only a small minority have attended a local police meeting. Sixty three per cent of those who had never attended a meeting said it was because they were not aware of them. In light of this the first year of the Community Engagement Strategy will focus on sustaining Neighbourhood Policing Teams and improving current practices. This focus is assisted by the formation in April 2010 of the Neighbourhood Policing Development Team and introduction of the SNT System (see Section 8).

6 INDEPENDENT ADVISORY GROUPS (IAGs)

- 6.1** IAGs are well established in Luton Borough and Bedford Borough, meeting around every six weeks. They are attended by the local area commander or area Operations Superintendent, the Force's IAG Lead and Co-ordinator and other local officers depending on the issues being discussed. Each meeting considers an area commander's update, a critical incidents update and the Policing Pledge as standing items. Any additional items are determined by the IAG Chair, in liaison with other IAG members and Bedfordshire Police. Additional IAG meetings can be arranged to discuss specific subjects. IAG members receive details of major incidents and critical incidents, some of which they then attend.
- 6.2** A Central Bedfordshire IAG is being established. Interviews with nine applicants are nearing completion. An initial meeting is anticipated by November 2010, following completion of the vetting process.
- 6.3** The Force Diversity and Inclusion Advisor regularly consults with the IAGs and helps other Force personnel to do likewise. Local SNT officers are encouraged to draw on the various contacts they have in the local communities.
- 6.4** A Strategic IAG (SIAG) meets quarterly, with the initial meeting in July 2010. The SIAG is attended by the area IAG chairs or deputies, a member of the Chief Officer Group (depending on portfolio and the issues being discussed), the Chair of the Police Authority Equality & Diversity Panel, the Force IAG Lead or Deputy and the Head of Corporate Development. Their remit is to advise and provide feedback at a corporate level, scrutinise Force policies, strategies and procedures as appropriate and cascade information to the local IAGs.

7 NEIGHBOURHOOD WATCH AND FARM WATCH

- 7.1** Bedfordshire Police have set up a number of Watch schemes to ensure that each person receives the appropriate information for their premises or business. Watch schemes provide members with details about crimes and information about events that might be of interest. They provide local policing teams with an easy way to contact a large number of people in their areas.

7.2 Neighbourhood Watch

- 7.2.1** Neighbourhood Watch has been running in Bedfordshire for nearly thirty years. Schemes operate throughout the county. The Bedford Borough

scheme, launched in 1982, now has around 35,000 member households. The Luton scheme, launched in 1987, has around 3,500 members and 13,500 affiliated members. Co-ordinators promote community participation and increased community spirit in their areas. Many co-ordinators and members look out for people who are not part of the scheme in their area.

- 7.2.2 Neighbourhood Watch schemes are independent community groups. They have limited resources, employing part time co-ordinating staff. With the former police staff Neighbourhood Watch liaison officers no longer in post the main contact with the Force is now via communities and partnership departments. The loss of the police staff liaison officers generates a risk to the continued active interest of members. The success of individual street or area schemes will rely on the encouragement of individual NPOs and PCSOs.
- 7.2.3 Neighbourhood watch schemes are trying to recruit more members. The Bedford Borough Neighbourhood Watch scheme is being formally relaunched with the aim of encouraging new members. The first of 18 roadshows, one for each neighbourhood across the Borough, was held on 6th September 2010.
- 7.2.4 Apart from the Police, Neighbourhood Watch work with local councils, community safety partnerships, the Fire and Rescue Service, Trading Standards, the Probation Service, the Benefits Agency, Citizen's Advice Bureau, Age Concern and primary schools. Some members are actively involved in community safety forums. Local authorities have given varying support, from embedding Neighbourhood Watch liaison officers within the local authority structure (in Leighton Buzzard) to providing financial support to pay staff wages (in Bedford Borough). Future financing of the schemes is a risk in the current era of increasingly limited third sector funding.
- 7.2.5 Positive outcomes reported from neighbourhood watch schemes include:
- Increasing confidence for scheme members to talk to the police (through greater liaison with local SNTs);
 - Highlighting elderly and vulnerable residents needing assistance (for example regular visits or becoming a Nominated Neighbour to help reduce vulnerability to distraction burglaries);
 - Training to scheme members from Crime Reduction Officers, Fire Service, Benefits Agency and Citizens Advice Bureau, which has been applied in visits to elderly people to ensure they and their properties are safe and they are receiving all the help to which they are entitled;
 - Working with primary schools on cyber safety issues.

7.3 Street Watch

- 7.3.1 Since June 2010 Central Bedfordshire has been part of the national 'Street Watch' programme. Street Watch is more proactive than Neighbourhood Watch. Local residents help to build stronger and safer neighbourhoods by patrolling their own streets, to increase a sense of community cohesion and safety. The nine Street Watch schemes in Central Bedfordshire are the highest number in any Force in the country. Outcomes already seen include a reduction in reported anti social behaviour and the community feeling empowered to deal with low level local issues that would have previously been reported to the Police. Further schemes will be set up in Central Bedfordshire. Consideration is being given to expansion across the Force.

7.4 Farm Watch

7.4.1 Farmwatch is managed via SNT officers and a central Crime Reduction Officer. Scheme members receive an information folder upon joining, the content of which is periodically updated. SNT visits are arranged on an individual basis between SNT officers and the scheme members.

7.4.2 Farmwatch encourages everyone in the farming community to be vigilant and to report anything suspicious to the police. It encourages members to pool their specialised knowledge.

7.5 Other watch schemes include:

- **Business Watch** : Commercial premises in an urban location, including factories, industrial estates, commercial garages, office blocks, medical centres, leisure centres, urban hotels, warehousing, etc.
- **Horse Watch** : Giving security advice for tackling crime in the equestrian community.
- **Retail Watch** : Commercial retail premises (urban and rural locations), including post offices.
- **Pub Watch** : Licensed premises in urban and rural locations, excluding hotels.

7.5.1 Members of all watch schemes are registered to receive messages on the Ringmaster system to keep them informed and updated. Members choose to receive either e-mail or telephone messages. Messages relate to:

- A single crime or incident;
- A series of crimes or disorder;
- A hot spot highlighted through the intelligence process;
- Crime prevention advice;
- Local events, property marking, police surgeries;
- Feedback and results.

7.5.2 Members typically receive one or two messages per week relating to their area. Messages give relevant crime reference and contact details to reply with information. Members are given crime prevention advice aimed at reducing further crimes in their local area. Scheme members receiving messages are encouraged to make a note of any relevant details to pass on to friends, neighbours and members of staff.

8 SAFER NEIGHBOURHOOD TEAMS

8.1 Safer Neighbourhood Team (SNT) System

8.1.1 The new Safer Neighbourhood Team (SNT) system, being developed with the Force IT Department and external contractors, will improve the consistency and effectiveness of neighbourhood profiles, thus improving the capture of local priorities. The SNT system will make it simpler to enter community information (such as diversity, vulnerable community, hard to reach) and to use that information to establish regular and bespoke community engagement.

8.1.2 The SNT system is being piloted in September 2010 in Luton Town Centre plus urban and rural parts of Bedford Borough. It will be rolled out across the

Force in October and November 2010. The system is designed to be supplemented with additional functions once operational.

8.1.3 Examples of information which will be available through the SNT system include:

- General description of the neighbourhood;
- Locations;
- Groups;
- Contacts;
- CCTV / speed cameras;
- Emerging and vulnerable communities;
- Additional information;
- Neighbourhood priorities;
- PREVENT information;
- Emerging issues / signal Crimes;
- Additional information;
- Team details / photos.

8.1.4 The SNT system will take account of future changes in neighbourhood boundaries. The national Safe and Confident Neighbourhoods Strategy (see 3.3) states that "*forces should review size and make up of each neighbourhood, to make it commensurate with the size and make up of each team*". Neighbourhood boundaries are under review to better enable the Force to deliver its neighbourhood policing model and move towards a partnership based neighbourhood management approach. The NPIA are supportive of these changes. The benefits to be delivered include: increased visibility; better resource utilisation and prioritisation; intelligence driven problem solving, increased community engagement and more efficient management of local priorities.

- *Central Bedfordshire*: Following extensive consultation with internal and external stakeholders Central Bedfordshire will, from 1st October 2010, have a new structure with 7 neighbourhoods (down from the previous 33). Priorities will be set at this new neighbourhood level. The 3 existing Inspector Led Neighbourhood Areas are remaining.
- *Luton*: Priority setting in Luton takes place at the level of the six safer neighbourhood team (SNT) areas. These SNTs and the 36 neighbourhoods comprising them are being reviewed to ensure they are coterminous with Ward boundaries.
- *Bedford*: There are currently no plans to reduce from the current 18 policing neighbourhoods. However dialogue with partners will continue to ensure that structures remain coterminous. This may result in some proposed changes to neighbourhood policing boundaries in 2011/12.

8.2 PCSO Shift Pattern

8.2.1 In mid 2009 the Force commissioned the NPIA to review PCSO shift patterns. PCSOs had been working to a variety of shift patterns in different areas. Concerns had been identified that existing shifts caused supervision issues and were not adequately balanced with local demand and expectations.

8.2.2 The review recommended a new six week rolling shift pattern to address issues with rest days and the span of core hours worked. The recommended pattern is based on geographical location, rather than individual PCSOs, to ensure local coverage. The review recommended that existing shift

arrangements at Luton Airport and other areas with specific local circumstances be allowed to continue.

- 8.2.3 On the 6th May PCDB signed off the changes to the new shift pattern and instructed the new rota to be implemented from the 1st October 2010. Contractual regulations required formal notice to be served on staff members by the 30th June 2010. This and other practical actions arising from this sign off have now all been completed and all affected staff members have been informed. The revised shift pattern will therefore take effect from Monday 4th October 2010.
- 8.2.4 The agreed shift pattern supports the Force vision through providing an accessible police response in neighbourhoods. It balances the needs of the Force, PCSOs and the community of Bedfordshire, ensuring that PCSOs work at times, and in areas, that match demand.
- 8.2.5 Positive engagement with both UNISON and PCSOs mitigated the risk that introduction of a new shift pattern may cause disaffection amongst PCSOs, leading to a loss of confidence.
- 8.2.6 An Equality Impact Assessment completed in relation to the proposed shift pattern assessed the impact as low.
- 8.2.7 Funding of £9,411.84 was agreed for 2010/11 to cover the increased weekend working in the shift pattern. It was agreed to add the full annual cost of this change to the base budget for 2011/12 and onwards.

9 HMIC INSPECTION OF ANTI-SOCIAL BEHAVIOUR

- 9.1 Inspectors from Her Majesty's Inspectorate of Constabulary (HMIC) visited Bedfordshire Police in May 2010 for a two day inspection of Anti-Social Behaviour (ASB).
- 9.2 A draft inspection report was received on 22nd July 2010. The Force and Authority returned comments on this draft on 4th August 2010. HMIC are expecting to publish Force ASB inspection reports in September 2010, alongside results from the national IPSOS-MORI survey of victims of Anti-Social Behaviour. Force inspection reports will be ungraded.
- 9.3 Initial feedback and the draft report indicate the following key issues to be addressed by the Force:
- Lack of corporacy between good ASB activities across the Force.
 - Limitations in the ability to record and manage repeat ASB callers and those vulnerable to ASB, largely due to the capability of the Force's incident management system (OIS). OIS, which is used by six police forces, was not designed to manage ASB as forces are now being directed. Bedfordshire Police and Hertfordshire Constabulary are working with the system supplier to introduce a replacement system during 2011.
- 9.4 HMIC have indicated plans for a national Neighbourhood Policing inspection programme from April 2011 to assess how individual forces have moved forward over the last few years.

10 COMPLETION OF RECOMMENDATIONS FROM THE HMI C NEIGHBOURHOOD POLICING AND CITIZEN FOCUS INSPECTION

10.1 At the Police Authority Performance Committee on 5th May 2010 the Force committed to report to the September 2010 Community Engagement Committee meeting regarding the remaining recommendations from the HMIC Neighbourhood Policing and Citizen Focus inspections.

10.2 The HMIC Neighbourhood Policing and Citizen Focus inspection reports, received in September 2008, contained eight recommendations. Work has been completed on five recommendations, as reported to previous meetings of the Performance or Community Engagement committees.

10.3 Work continues on three remaining recommendations, as shown on the following table:

Recommendation Current position	Current position
Neighbourhood Policing Recommendation 1: Her Majesty's Inspector recommends that neighbourhood profiles are developed to include vulnerable and emerging communities.	All Neighbourhood Profiles now include emerging and vulnerable communities. The SNT system will improve capability to manage engagement data, providing far greater management information about gap areas (with target activity to develop profiles against them) and ensuring profiles meet consistent standards. See Section 8 for information on the system.
Citizen Focus Recommendation 2: Her Majesty's Inspector recommends that the force introduces a system to effectively communicate the QoS to vulnerable groups and emerging communities	The underlying issue in this recommendation is communication to vulnerable groups and emerging communities. The improved community profiling planned through the SNT system (see section 8) will improve community engagement with vulnerable and emerging groups, alongside all other community groups. Communication with vulnerable groups and emerging communities will be developed in the Neighbourhood Policing Communications Action Plan, work on which is getting underway by the Communications Department.
Citizen Focus Recommendation 3: Her Majesty's Inspector recommends that the force sets and monitors corporate standards	The Policing Pledge, introduced after the Citizen Focus inspection, introduced national public service standards. Section 3 of this report shows how the Force has set local public service standards now that the Pledge has been discontinued. It is proposed that this recommendation therefore be considered complete.

10.4 It is proposed that the Force reports the position regarding these recommendations to the 2nd December 2010 Community Engagement Committee meeting.

10.5 HMIC used to review forces' progress towards implementing recommendations through a series of quarterly visits. The last quarterly visit to Bedfordshire was in August 2009. Liaison with HMIC's lead staff officer for Bedfordshire suggests that the formal quarterly visits will be discontinued.

10.6 In place of the quarterly visits HMIC can be formally contacted to verify satisfactory completion of all recommendations from these inspections. It is proposed that, to satisfy Committee members that recommendations from these inspections have been completed, the Committee write to Zoë Billingham, HM Inspector of Constabulary for the Eastern Region, asking for HMIC to review and ratify completion of recommendations.

11 SERVICE AND FINANCIAL IMPLICATIONS

11.1 Financial implications (where relevant) and service implications are outlined in sections 2 and 3, above.

12 OTHER IMPLICATIONS

12.1 Other implications are outlined in sections 2 and 3, above.

13 RISK

13.1 The issues in this paper impact on two operational risks in the new Risk Register, agreed by the Authority and Force in August 2010:

- Ability to engage and effectively work in partnership;
- Managing public expectations in relation to confidence and satisfaction.

14 CONCLUSION

14.1 This report informs the Authority of governance arrangements under the Force Public Confidence Delivery Board and activities in a number of areas to build public confidence and deliver Neighbourhood Policing.

15 RECOMMENDATIONS

Recommendation 1

Members are asked to note and consider the progress being made to deliver improved public confidence under the governance of the Force Public Confidence Delivery Board.

Recommendation 2

Members are asked to consider and note the public confidence and neighbourhood policing activities presented in this report.

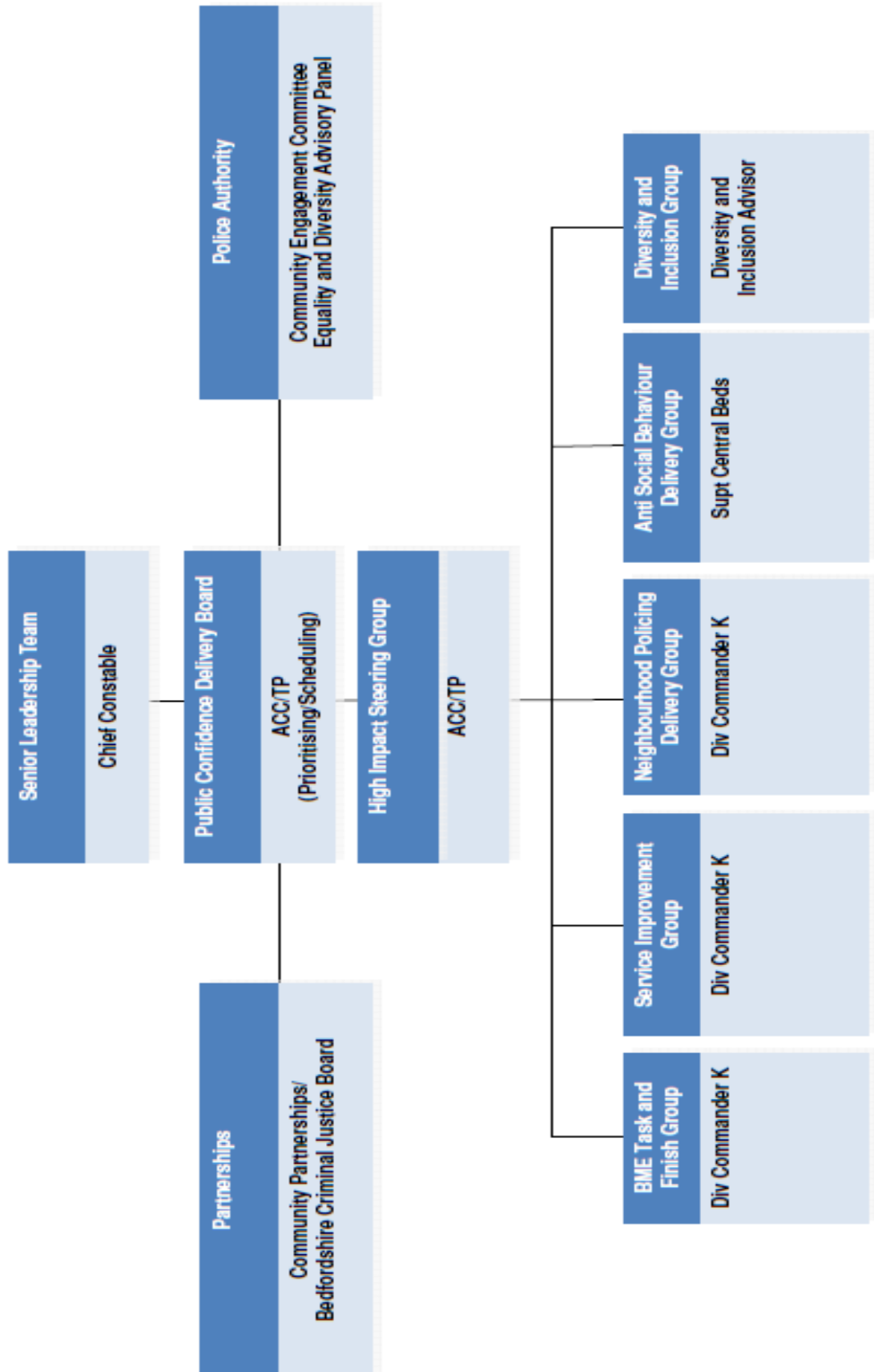
Recommendation 3

Members are asked to approve the proposal to report the position regarding remaining recommendations from the HMIC Neighbourhood Policing and Citizen Focus inspections to the 2nd December 2010 Community Engagement Committee meeting (see Section 10).

Recommendation 4

Members are asked to consider the proposal to write to HM Inspector of Constabulary for the Eastern Region, asking for HMIC to review and ratify completion of recommendations from the Neighbourhood Policing and Citizen Focus inspection (see Section 10).

**APPENDIX A
PUBLIC CONFIDENCE GOVERNANCE STRUCTURE**





Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMMUNITY ENGAGEMENT 30 September 2010
AGENDA ITEM No:	6
TITLE:	SCRUTINY OF THE 2010-11 ANNUAL POLICING PLAN
DATE OF REPORT:	17TH SEPTEMBER 2010
REPORT OF:	CHIEF CONSTABLE
AUTHOR: ED	WARD MAJOR
ACTION REQUIRED:	REPORT FOR NOTING
APPENDICES: NONE	

EXECUTIVE SUMMARY:

This report informs the Authority regarding the ten qualitative activities in the 2010-11 Annual Policing Plan agreed for scrutiny over the coming year by the Community Engagement Committee. The ten activities support the Neighbourhood Policing, Citizen Focus and Partnership & Collaboration strategic priorities, and are continuing towards delivery within the period covered by the Annual Policing Plan.

RECOMMENDATIONS:

Recommendation 1

Members are asked to note and approve the position regarding the ten qualitative activities agreed for scrutiny by the Community Engagement Committee.

Originators: Edward Major
Date: 23rd July 2010
Telephone No: 01234 842062
E-mail: edward.major@bedfordshire.pnn.police.uk

1 INTRODUCTION

- 1.1 The Police Authority Performance Committee on 5th May 2010 approved the approach for quantitative and qualitative monitoring of activities in the 2010-11 Annual Policing Plan. The Performance Committee agreed the Authority committees and panels which will scrutinise delivery of individual qualitative activities.
- 1.2 Ten activities were agreed for scrutiny by future meetings of the Community Engagement Committee. The initial progress updates are presented in this report.
- 1.3 Should the Committee require more detailed scrutiny of individual qualitative activities a detailed single issue report may be commissioned.

2 COMMUNITY ENGAGEMENT COMMITTEE ACTIVITIES

- 2.1 Sections 3 to 5, below, show the position, as at the end of August 2010, regarding each of the ten qualitative activities subject to scrutiny by the Community Engagement Committee. The activities indicate what is to be undertaken (*'during 2010-11 we will'*) and what is expected to be delivered (*'by the end of the year'*). These give a structure by which completion of each activity and through that delivery of the associated strategic priority can be judged. These ten activities support three strategic priorities.

3 NEIGHBOURHOOD POLICING STRATEGIC PRIORITY: TO ENSURE PEOPLE EXPERIENCE AN ACCESSIBLE POLICING PRESENCE IN THEIR NEIGHBOURHOODS AND ARE ABLE TO INFLUENCE THE LOCAL POLICING SERVICE.

3.1	During 2010-11 we will continue to actively engage with neighbourhoods.	By the end of the year all areas will have appropriate community engagement mechanisms to a schedule agreed with local people, with Police Authority representation.
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- 3.1.1 The Neighbourhood Policing Delivery Group has been established to deliver the strategic priorities for Neighbourhood Policing as set by the Public Confidence Delivery Board and in accordance with the national 'Safe and Confident Neighbourhood Strategy: Next steps in Neighbourhood Policing', published in February 2010. These strategies will inform the Neighbourhood Policing Delivery Plan, to be managed by the Group. The Group first met on 28th July where terms of reference were agreed. The group is chaired by the K Division Chief Superintendent. It meets monthly with staff from across the organisation.
- 3.1.2 The Neighbourhood Policing Development Team comprises an inspector and a sergeant. The Team's key roles are to sustain current good practice in Neighbourhood Policing and to develop Neighbourhood Policing in line with the national Safe and Confident Neighbourhoods Strategy.
- 3.1.3 On 1st October 2010 the Central Bedfordshire District will be moving from a neighbourhood policing management model of 33 separate neighbourhoods to 7 neighbourhoods. Luton is reviewing its neighbourhood boundaries to

ensure they are coterminous with Ward boundaries. Further information on changes to neighbourhood boundaries is provided in Section 8.1 of the *Public Confidence and Neighbourhood Policing* report (Item 5) to this Committee.

- 3.1.4 The reduced number of neighbourhoods following the boundary changes will give a more efficient structure with fewer local priorities. Managing priorities will require effective 'clustering' the current smaller neighbourhoods. Local priority setting forums will be larger, and will be chaired by locally elected officials (as required by the safe and Confident neighbourhood strategy).
- 3.1.5 The changes will mean larger Safer Neighbourhood Teams with greater resilience.

<p>3.2 During 2010-11 we will launch a new Safer Neighbourhood Team IT system.</p>	<p>By the end of the year the new system will help local police teams to engage with local people to more effectively meet their specific local needs.</p>
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- 3.2.1 The new Safer Neighbourhood Team (SNT) system is being piloted in September 2010 in Luton Town Centre plus urban and rural parts of Bedford Borough. It will be rolled out across the Force in October and November 2010. Further information on the system is provided in Section 8 of the *Public Confidence and Neighbourhood Policing* report (Item 5) to this Committee.

<p>3.3 During 2010-11 we will upgrade the Force website.</p>	<p>By the end of the year the SNT section on the website will have details of all local meetings and up to date local crime figures.</p>
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- 3.3.1 Work is underway to develop the new force website, with launch anticipated by the end of 2010. A new database is in development by Hertfordshire Constabulary to manage the content of both the Bedfordshire and Hertfordshire SNT web pages. The database needs to be linked to systems within Hertfordshire before its launch, which is expected in early 2011 at the earliest. In the interim period the site will display the current format SNT web pages.
- 3.3.2 The current SNT web pages provide details of all local meetings and priorities and this will continue in the new environment. The new SNT System (see 3.2) will be progressively rolled out during this timeframe. It is hoped that this will further improve the provision of this information.
- 3.3.3 Crime figures are presented through the national CrimeMapper solution, which is accessed via a link from the Force website. In a separate development, NPIA and the Home Office have announced their intention to provide street level crime figures through this system by January 2011. NPIA are currently researching forces' capabilities and constraints in this area.

4 CITIZEN FOCUS STRATEGIC PRIORITY: TO ENSURE THAT OUR SERVICES ARE VIEWED FROM THE INDIVIDUAL'S PERSPECTIVE, AND THAT OUR STAFF RESPOND TO OUR DIFFERENT COMMUNITIES' EXPECTATIONS, WHEN DEALING WITH CRIME AND INCIDENTS.

4.1	During 2010-11 we will continue to deliver the Policing Pledge, focusing on those areas where we have identified the need for improvement.	By the end of the year we will be able to demonstrate that we are meeting the standards in all areas of the Policing Pledge.
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4.1.1 In June 2010 the Home Secretary announced the discontinuation of the national Policing Pledge with immediate effect. With approval from the Police Authority Performance and Planning Committee, the Force Service Improvement Groups has been given responsibility for developing local public service standards in each of the Pledge areas. Further information is provided in Section 3 of the *Public Confidence and Neighbourhood Policing* report (Item 5) to this Committee.

4.2	During 2010-11 we will continue to run local confidence and satisfaction surveys in co-ordination with local partners.	By the end of the year changes driven by local confidence and satisfaction surveys will be implemented.
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4.2.1 Section 4 of the *Public Confidence and Neighbourhood Policing* report (Item 5) to this Committee outlines Authority and Force proposals to continue the local confidence and satisfaction surveys to March 2011, to give a full year of data for 2010/11. Findings from the ongoing survey are revealing key changes in confidence and satisfaction (see *Public Confidence and Neighbourhood Policing* report).

4.3	During 2010-11 we will continue to implement the national and local standards for increasing satisfaction and confidence in the police service, including a focus on increasing minority community satisfaction.	By the end of the year we will be able to show progress towards meeting the national standards for increasing satisfaction and confidence, and have met the satisfaction targets including the reduction in the gap between white and ethnic minority victims' satisfaction.
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4.3.1 Increasing minority community satisfaction is the focus of the BME Satisfaction Task and Finish Group. The Group agreed the following priorities in September 2010. These will be governed by the Group with action led by the Service Improvement Group, Neighbourhood Policing Delivery Group and Operation Vision Steering Group (see Section 2.4 of the *Public Confidence and Neighbourhood Policing* report (Item 5) to this Committee for details on these groups):

- Embedding of the Performance Management Framework;
- Implementing changes to customer service;
- Training;
- Toolkits and knowledge banks;
- Community Mapping;
- Operation Vision to be delivered by Intelligence;
- Communications.

4.3.2 The latest performance figures show a reduction in the parity gap which may prove to be statistically significant over time.

4.4	During 2010-11 we will make targeted improvements in our Criminal Justice technology and capability including application of the process improvement methodology.	By the end of the year working with our Criminal Justice partners we will be able to demonstrate improved processes for managing defendants and improved public visibility of criminal justice results.
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4.4.1 The Force Senior Leadership Team has agreed a proposal to introduce CCTV to the Force Custody suites. Police Authority approval for funding is required, after which the procurement process is expected to take six to nine months to meet legislative requirements.

4.4.2 Streamlined processes are planned for the Luton Criminal Justice Unit, but are dependent upon outcomes from Programme 2011 and decisions regarding Criminal Justice collaboration.

4.4.3 The Collision Investigation Unit has been remodelled to give a more customer focused service.

5 PARTNERSHIP AND COLLABORATION STRATEGIC PRIORITY: TO ENSURE PEOPLE SEE US WORKING WITH PARTNERS AND WITH OTHER POLICE FORCES, MAKING THE BEST USE OF PUBLIC MONEY AND IMPROVING SERVICES TOGETHER.

5.1	During 2010-11 we will launch the joint partnership strategy, setting up the arrangements for co-ordinating services with local partners.	By the end of the year partnerships will deliver local services more efficiently and effectively, and will increase public confidence more, than would be achieved by working alone.
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5.1.1 Item 8 to this Committee is a dedicated report on the Joint Partnership Strategy.

5.2	During 2010-11 we will work with local partners under the 'Total Place' scheme to provide an integrated local service to the public.	By the end of the year the way that local partners jointly provide benefits will be reviewed and the process of managing offenders will be more closely integrated between local partners.
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5.2.1 Improvements have been made regarding Prolific and Priority Offenders and non-statutory offenders.

5.2.2 A business case to fund rollout of the Integrated Offender Management (IOM) programme is to be presented in November 2010 to the Countywide Chief Executives Forum (comprising Chief Executives of local authorities, Fire Service, Probation, CPS and the Bedfordshire Police Chief Constable). IOM will improve the process of managing offenders including co-located bases from which partners can provide an integrated Criminal Justice service.

5.3 During 2010-11 we will recruit further local people to the Independent Advisory Groups in Bedford, Central Bedfordshire and Luton.	By the end of the year IAGs with a diverse membership will be operating in each local authority area, helping more effective dialogue with diverse communities.
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5.3.1 IAGs are well established in Luton Borough and Bedford Borough. A Central Bedfordshire IAG is being established, with an initial meeting anticipated by November 2010. A Strategic IAG (SIAG) meets quarterly, with the initial meeting in July 2010. Further information is provided in Section 6 of the *Public Confidence and Neighbourhood Policing* report (Item 5) to this Committee.

6 SERVICE AND FINANCIAL IMPLICATIONS

6.1 Completion of the qualitative activities, through their impact on delivery of the strategic priorities will carry a variety of service, financial and other implications. These are considered in the individual activity updates.

7 OTHER IMPLICATIONS

7.1 Completion of the qualitative activities will carry implications in other areas, in particular:

- Equality, diversity and human rights;
- Policy and strategic aims;
- Welfare of children and vulnerable adults;
- Confidence.

These implications are considered in the individual activity updates.

8 RISK

8.1 Risks associated with the qualitative activities are considered in the individual activity updates.

9 CONCLUSION

9.1 This report informs the Authority regarding the ten qualitative activities in the 2010-11 Annual Policing Plan agreed for scrutiny over the coming year by the Community Engagement Committee. The ten activities support the Neighbourhood Policing, Citizen Focus and Partnership & Collaboration strategic priorities, and are continuing towards delivery within the period covered by the Annual Policing Plan.

10 RECOMMENDATIONS

Recommendation 1

Members are asked to note and approve the position regarding the ten qualitative activities agreed for scrutiny by the Community Engagement Committee.



COMMITTEE AND MEETING DATE	Community Engagement Committee 30 September 2010
AGENDA ITEM No:	7
TITLE:	Community Engagement and Consultation: Police Authority Update Report
DATE OF REPORT:	15 September 2010
REPORT OF:	Chief Executive / Treasurer
AUTHOR:	Samantha Orcheston-Findlay, Andrew Lane
ACTION REQUIRED:	To approve recommendations
APPENDICES:	None

EXECUTIVE SUMMARY:

This report updates Members by exception on Police Authority community engagement and consultation undertaken in the last three months. In particular, the report updates Members on the key findings of the Blue Light survey.

RECOMMENDATIONS:

Recommendation 1: That Members continue to attend Community Safety Forums and feed back any changes resulting from Safer Neighbourhood Team restructuring.

Recommendation 2: That Members agree that where possible future consultation follows the ways in which people would like to be consulted.

Recommendation 3: That following the extension of the Local Confidence Survey to March 2011, Members support partnership working between a wider range of partners to develop future consultation structures.

Originators: Samantha Orcheston-Findlay, Andrew Lane

Date: 15 September 2010

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1. INTRODUCTION

- 1.1 At the last meeting of this committee the Secretariat outlined actions that would be taken to deliver the joint Community Engagement Strategy, and in particular its first year focus for the Authority of understanding communities, young people and rural communities. These actions remain on target and will form part of a joint action plan with Bedfordshire Police. A meeting will be held between Members and the Force in September to review the Community Engagement Strategy in the post-election environment and the outcomes will be report orally to this meeting.

2. STATUTORY REQUIREMENTS

- 2.1 The Police Authority has a statutory duty to consult with the local community. Section 96 of the Police Act 1996 states that arrangements must be made in each police area to obtain the views of people in that area about matters concerning policing, and to obtain people's co-operation with the police in preventing crime. In the 14 years since this legislation, information and communication technology has developed expanding the opportunities for the Authority to interact with the communities it represents.

3. THE BLUE LIGHT SURVEY AND COMMUNITY SAFETY FORUMS: COMMUNICATION AND ENGAGEMENT

- 3.1 Our last Blue Light survey comprised a thousand respondents involving both Citizen Panel members and randomly selected members of the public, interviewed at the end of July 2010. Respondents were split geographically between the three Community Safety Partnerships, as well as by age, gender and ethnicity. The BME representation was only 7% but a weighting was applied. The survey was conducted jointly with the Force and in conjunction with Fire and Rescue Service consultation. The results have been shared.

Consultation: Do we get it right?

- 3.2 This Blue Light survey was used to find out how our respondents wished to be consulted. By using more appropriate consultation methods the Authority, Force and partners can improve the number and representativeness of our respondents and the effectiveness of our consultation. More than half of respondents said we do about the right amount of consultation, with almost a third saying we do too little consultation. Almost two-thirds wanted to know more about policing in Bedfordshire.

'Keep us informed through Letters and Leaflets'

- 3.3 Half of Blue Light respondents asked for their SNTs to keep them informed through letters and leaflets. This was the most favoured means for all age

groups except over 75s who were more evenly split between telephone contact by Neighbourhood Watch and face-to-face contact. Overall, a fifth of respondents showed an interest in online surveys, and although it was not an option provided, 5% (n46) specifically mentioned email. Very few were interested in Community Safety Forums (5%, n50) or Focus Groups (3%, n29). However, whilst the preferred option for Black respondents was 'letters and leaflets' Black respondents were more likely than the average to want to be consulted 'face to face'.

- 3.4 In addition to the option provided in the survey some respondents also suggested that partners make better use of email. Overall, it is clear that we need to tailor our engagement accordingly to ensure that we make the most of any future engagement carried out both within the Force and Authority.

Limited Enthusiasm for Community Safety Forums

- 3.5 Only 3% of Blue Light respondents had attended Community Safety Forums and 38% were aware of them. These are approximately the same proportions as the Local Confidence Survey six months earlier, but this survey also sought to understand why interest is limited. Respondents said they would 'rather be informed but not involved', 'attend only if they had a concern', 'attend if time/place was more suitable', 'attend if they were made aware' in almost equal number. These results are supported by a similar national survey (Ipsos MORI September 2008). Overall, BME respondents were more likely to want to be simply informed rather than involved.
- 3.6 Those living in Bedford were more likely than those in Luton or Central Bedfordshire to be aware of Community Safety Forums. Awareness was highest amongst respondents aged 50-64 (46%).

Community Safety Forum Evaluations by Police Authority Members

- 3.7 Members have attended 15 forums between April and September 2010, (5 in Central Bedfordshire, 6 in Bedford Borough and 4 in Luton). The last report highlighted attendance and publicity as areas of concern, but since then Member scores for both have shown improvement. Over the last quarter Members have raised priority setting as an area requiring improvement. The most common priorities reported by Members were anti-social behaviour and traffic issues such as parking, accident black spots and car use near play areas. The extent to which forum priorities represent wider priorities has been questioned. Comparison with a much larger number of priorities collected by the Force during Operation Vision High Impact Days will provide us with a better understanding of this.

Violence and Anti-Social Behaviour

- 3.8 When asked to select from a list of four priorities 'violent crime' was identified as the top priority for half of respondents, although anti-social behaviour was selected above other crime types by 35%. Burglary was only the top priority for 13% and vehicle crime only 3%. Bedford Borough respondents were more likely than average to select violent crime, particularly those from our sample who were living in postcode MK41. Respondents living in Central Beds were more likely than average to select burglary as their top priority. Anti-social behaviour was more of a concern for those aged 16-24 than the average, but violent crime remained the top priority for almost half. National research

indicates that anti-social behaviour tends to be a much higher priority for people when asked about their local area than when asked about the United Kingdom as a whole (Ipsos MORI, May 2009).

Anti-Social Behaviour: A shared responsibility

- 3.9 At previous meetings discussions have taken place regarding the public's association of the police with issues that are actually a shared responsibility or a responsibility of a local authority. Police Authority community engagement and consultation has also highlighted a public desire for greater clarity over which agency to contact to help resolve local issues. In response to this, the latest Blue Light survey asked the question, 'Are you aware that the local council also has responsibilities for tackling crime and anti-social behaviour?' Only half (52%) were aware, suggesting more needs to be done to promote the role of councils in tackling anti-social behaviour. To support this, the Police Authority's next newspaper 'wrap-around' will include a table outlining which agency is responsible for which issues and how they can be contacted.
- 3.10 The public's limited association of the council with anti-social behaviour issues may help to explain the lower confidence in the council to tackle crime and anti-social behaviour reported by the Local Confidence Survey. Of the 2406 results to date only 47% agreed that the council are dealing with crime and anti-social behaviour locally, compared with 74% who agreed that the police were. Analysis of 323 Place Surveys from around the country indicate a strong correlation between perceptions of anti-social behaviour and how satisfied people are with where they live, even stronger than the relationship between perceptions of local poverty and satisfaction (Ipsos MORI analysis of 2008/9 Place Surveys).

Visibility and Perceptions of the Police

- 3.11 Respondents were asked when they would most like to see police officers or police community support officers. The majority selected evenings (60%), compared with daytimes (22%), at the weekend (10%) or overnight (7%). A large number (64%) had not had contact with the police in the last 12 months. Of those that had most contact was 'face to face in a public place'.
- 3.12 The telephone was also the most preferred method to make a complaint regarding police activity. Blue Light consultation feedback was fed into the August Complaints and Professional Standards Committee, and supported research undertaken by the Force as part of their Public Accessibility to the Complaint System Equality Impact Assessment. Rural, BME and younger respondents are most likely to select the internet as a means to complain.

4. YOUTH ENGAGEMENT

Youth Forums

- 4.1 The Youth Issues Panel is currently overseeing a range of youth engagement being conducted by the Police Authority. In September a Police Authority youth forum took place in each of the three Community Safety Partnerships. Members attended two of these and the outcomes will be reported to the Panel on 11 October.

Have Your Say: Youth Cabinet

4.2 In August the Community Engagement Officer met with 34 members of the Youth Cabinet for Central Bedfordshire. The age range was 11-17 from all throughout Central Bedfordshire including Sandy, Biggleswade, Houghton Regis, Dunstable, Leighton Buzzard, Woburn Sands as well as rural areas. Although the sample size is small the ethnicity was representative. The headline results were:

- Almost three quarters do not feel safe when alone, but the proportion reduced when they are with their friends.
- The top three priorities for young people were gang violence (60%), drugs (58%) and knife crime (55%).
- More than a third of those completing the survey had been a victim of crime, of which only two thirds reported it. The most common reasons given for not reporting the crime was 'Police won't do anything' and 'it was only a minor crime'.
- When asked how we should engage with young people almost two thirds opted for the internet. Not many were aware of the Bedfordshire Police Facebook page and consideration could be given to marketing it through schools and colleges.

Rural Consultation

4.3 The secretariat is currently drafting a survey for Parish Councils to be sent to our database of contacts. We aim to look at how the Authority and the Force currently engage with the rural communities and how this may be improved upon. We will also be seeking to identify feedback mechanisms available for the Authority, Force and partners to use, such as the Parish Magazines.

5. LOCAL CONFIDENCE SURVEY

Latest Survey Results

5.1 The Public Confidence and Neighbourhood Policing Update Report (Item 5, section 4.1) highlights some of the Force's analysis of the latest Local Confidence Survey results at a Community Safety Partnership level. When the three Community Safety Partnership results are taken together 601 surveys have been conducted since April producing a good sample size (margin of error +/-4%).

5.2 The first 1805 surveys were conducted together between December 2009 and February 2010 and the results can be compared to the latest 601 to identify change. The result for confidence that the police are dealing with crime and anti-social behaviour for the first 1805 and the 601 results since April are the same, both 74%, although any change +/-4% would be regarded as no change due to the sample size.

5.3 There is positive change to report for the Force, as 'Confidence in Bedfordshire Police as a whole' has risen (81% - 86%, up 5%) and the public's perception that the Force understands issues that matter to people in their local area has risen (70% - 76%, up 6%). A perception of the police as accessible to local people also appears to have risen slightly (68% to 72%, up 4%).

- 5.4 The traditional confidence question featured in the British Crime Survey and the question used in the previous Government's single confidence measure, asks about the police and council dealing with crime and anti-social behaviour in their local area. In March the Police Authority set this as a tier 1 target for the Force. British Crime Survey data, used to measure the tier 1 target, shows an upward trend between September 2009 and the latest data in March 2010. However, the latest 601 results from the Local Confidence Survey show a decline when this same police and council question is asked (69% - 62%, down 7%).
- 5.5 It is likely that this is linked directly to perceptions of local authority activity, as when asked in the Local Confidence Survey about the local council in relation to crime and anti-social behaviour results fall significantly since February (51% - 38%, down 13%). We do not know the reason for this decline. Considering the period (April-September) in which the 601 surveys were conducted there may be a link to the public's perception of the savings that are planned in local services. Whilst confidence in the police does not appear to have reduced, this may be an indication that future spending reduction announcements will have a negative impact on public confidence.

The Future of the Local Confidence Survey

- 5.6 As section 4.2 of Item 5 also refers to, Members discussed the importance of public confidence following Home Secretary speech to Police Federation in May in which she removed the single confidence target and the Policing Pledge.
- 5.7 The views expressed by Members were discussed with the Force and a common position was agreed that Bedfordshire should continue with Local Confidence Surveys for the following reasons;
- The survey supports the delivery of the shared vision of Bedfordshire Police and Authority to be organisations that inspire trust and confidence
 - The Authority has a statutory duty to consult and the partnership Citizens Panel recently reached the end of its lifespan
 - The survey enables partners to measure their performance in terms of public confidence.
- 5.8 As a result, following the completion of our current contract in September 2010 the contract for Local Confidence Surveys has been extended for six months until March 2011. This will provide partners with a full year of data for 2010/11 and measure the difference being made by ongoing efforts to improve confidence in the police.
- 5.9 This additional time also allows the Force and Authority to better understand the new partnership consultation landscape and the challenges and opportunities this may provide. In the current financial climate resources for public consultation will be particularly limited. Local Authority partners have traditionally undertaken a much wider range of consultation than the Police Authority, but have already cancelled the flagship Place Surveys.
- 5.10 Although we have made efforts to work together more closely, consultation activity is often conducted separately. Consultation is currently being considered for a 'total place' approach which would aim to build consultation around the citizen on behalf of all partners. In light of the uncertain future of

Police Authorities it would be difficult for the Authority to put itself at the heart of future arrangements, but Members may wish to give their support to a collaborative approach to consultation for 2010/11 and beyond.

6. SERVICE AND FINANCIAL IMPLICATIONS

As outlined within the report.

7. OTHER IMPLICATIONS

7.1 Equality, Diversity and Human Rights – As identified within the report.

7.2 Procurement – As identified within the report.

7.3 Legal Implications – None

7.4 Corporate Governance – In addition to meeting our obligation to our communities, the consultation outlined in the above report ensure that the Authority fulfils a statutory duty.

7.5 Policy and Strategic Aims – The activities outlined above supports the Authority in meeting its strategic priorities, embedding local community voices into our strategic planning processes, meeting the objectives of our Community Engagement strategy and monitoring performance in terms of public confidence.

7.6 Welfare of Children and vulnerable adults – None

7.7 Reducing Carbon footprint / waste – Increased collaboration in consultation across partnerships is likely to reduce the carbon emissions and paper use involved in this activity. Postal surveys have particularly low response rates and therefore involve significant waste.

7.8 Confidence – As outlined within the above.

8. RISK

8.1 The Local Confidence Survey has potentially identified a reduction in confidence in local authorities tackling crime and anti-social behaviour. Whilst current British Crime Survey results (for the period up to March 2010) show an upward trajectory, any change in line with Local Confidence Survey results would prevent the Force meeting a tier 1 target.

8.2 Failure to communicate or engage with our communities in the ways they have identified as being most appropriate for them, could lead to poor consultation and alienation of certain members or groups of the community.

8.3 The Police Authority will need to adapt Community Safety Partnership engagement in line with Safer Neighbourhood Team restructuring. The results of this evaluation are analysed using the Community Safety Forum Evaluation Forms. Members are asked to use the forms where possible to support this analysis

9. CONCLUSION

- 9.1 Consultation activity undertaken by the Authority in the last three months has highlighted a number of opportunities as well as challenges. The Blue Light Survey provides a range of information useful to the continued development of communications and engagement activity. Together the Blue Light Survey and the latest Local Confidence Survey results reinforce the need for local authority efforts to reduce anti-social behaviour to be visible to the public.

RECOMMENDATIONS

Recommendation 1: That Members continue to attend Community Safety Forums and feed back any changes resulting from Safer Neighbourhood Team restructuring.

Recommendation 2: That Members agree that where possible future consultation follows the ways in which people would like to be consulted.

Recommendation 3: That following the extension of the Local Confidence Survey to March 2011, Members support partnership working between a wider range of partners to develop future consultation structures.



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMMUNITY ENGAGEMENT COMMITTEE 30 September 2010
AGENDA ITEM No:	8
TITLE:	JOINT PARTNERSHIP STRATEGY - PROGRESS
DATE OF REPORT:	13TH SEPTEMBER 2010
REPORT OF:	CHIEF EXECUTIVE/TREASURER CHIEF CONSTABLE
AUTHOR:	DEPUTY CHIEF EXECUTIVE/HEAD OF CORPORATE DEVELOPMENT
ACTION REQUIRED:	REPORT FOR APPROVAL
APPENDICES:	APPENDIX A: PARTNERSHIP POLICY APPENDIX B: CHECKLIST FOR ENTERING INTO NEW PARTNERSHIPS

EXECUTIVE SUMMARY:

This report updates members on progress against the joint Partnership Strategy Action Plan. It presents a draft Partnership Policy for feedback together with a 'checklist' for entering into new partnerships.

RECOMMENDATIONS:

Recommendation 1

Members are asked to note the progress update against the Partnership Strategy and to receive a further update at the next Committee meeting.

Recommendation 2

Members are asked to provide feedback on the draft Partnership Policy prior to the conducting of an Equality Impact Assessment / Consultation with the Final Version coming to the next Committee meeting for ratification.

Recommendation 3

Members are asked to provide feedback on the draft Checklist for entering into new partnership with the Final Version coming to the next Committee meeting for ratification.

Originators: Dr. Julie Wymer, Deputy Chief Executive
Parjinder Basra, Head of Corporate Development
Date: 17th September 2010
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BACKGROUND PAPERS:

None

ADDITIONAL PAPERS:

None

1 INTRODUCTION

- 1.1 The Police Authority and Force approved a revised joint Partnership Strategy in April 2010. This report provides progress against the Action Plan and presents a draft Partnership Policy for feedback together with a 'checklist' for entering into new partnerships.
- 1.2 **Statutory Requirements:** The Police Authority / Force are named as two of the 'responsible authorities' required to work in partnership to ensure local people receive a good quality, value for money, policing service.

2 PROGRESS AGAINST THE JOINT PARTNERSHIP STRATEGY

- 2.1 The Police Authority has developed an Action Plan to deliver the joint Partnership Strategy. The Authority has mapped and evaluated partnership involvement against a framework. Following discussion at an Authority Seminar on 29th April 2010 and nominations made at the Authority Annual General Meeting on 21st May the outcome was reported to Community Engagement Committee on 16th June.
- 2.2 Representatives from the Force met with the Police Authority Lead Member and Deputy Chief Executive on 2nd August 2010 to determine the way forward. The Force has agreed that its first action will be to conduct an assessment of current partnerships against a framework which considers value for money in terms of Finance, People and Outcomes. This action was initially identified by the Internal Audit of Partnerships (May 2010) and the Force's Challenge Process relating to the HMIC 'Valuing the Police' inspection. A Framework Proforma for evaluation is being compiled and this will then be sent to practitioners within the Force for completion. Once this is complete further actions will be identified.
- 2.3 Other priority actions for the Force relate to developing a joint Partnership Policy and a Checklist for entering into joint partnerships.
- 2.4 A draft Partnership Policy is attached at Appendix A. The Policy sets out the arrangements required from both the Authority and Force when working in partnership.
- 2.5 Appendix B provides a 'Checklist' for both organisations to consider when entering into new partnership arrangements.
- 2.6 Feedback is sought from members on both documents prior to any further work being conducted.
- 2.7 The Police Authority will issue role profiles and partnership briefs to Members who are representing the Police Authority on partnerships at the Authority Seminar on 27th September 2010. From December Members involved in partnership working will be expected to provide quarterly exception reports to the Community Engagement Committee.

3 SERVICE AND FINANCIAL IMPLICATIONS

3.1 None associated with this report.

4 OTHER IMPLICATIONS

4.1 Equality, Diversity and Human Rights – Equality Impact Assessment to be conducted.

4.2 Procurement –Legal Implications – None

4.3 Corporate Governance – None

4.4 Policy and Strategic Aims – None

4.5 Welfare of Children and vulnerable adults – None

4.6 Reducing Carbon footprint / waste – None

4.7 Confidence – Equality Impact Assessment to be conducted.

5 RISK

5.1 The issues in this paper impact on two operational risks in the new Risk Register, agreed by the Authority and Force in August 2010:

- Ability to engage and effectively work in partnership;
- Managing public expectations in relation to confidence and satisfaction.

6 CONCLUSION

6.1 This report updates members on progress against the joint Partnership Strategy Action Plan. It presents a draft Partnership Policy for feedback together with a 'checklist' for entering into new partnerships.

7 RECOMMENDATIONS

Recommendation 1

Members are asked to note the progress update against the Partnership Strategy and to receive a further update at the next Committee meeting.

Recommendation 2

Members are asked to provide feedback on the draft Partnership Policy prior to the conducting of an Equality Impact Assessment / Consultation with the Final Version coming to the next Committee meeting for ratification.

Recommendation 3

Members are asked to provide feedback on the draft Checklist for entering into new partnership with the Final Version coming to the next Committee meeting for ratification.



Joint BEDFORDSHIRE POLICE AUTHORITY /Force

Partnership Policy

REFERENCE NUMBER :
RELATES TO PROCEDURE NO :

NEW or REVISED POLICY :
 Revises Policy Titled :
 Revision History :

POLICY OWNER (Dept) : **Community Engagement Committee**
POLICY AUTHOR (Job Title) :

IMPLEMENTATION DATE :
REVIEW DATE :

POLICY OBJECTIVE

This policy establishes the partnership working arrangements to enable the Police Authority and Force to work in partnership with a range of organisations to ensure local people are confident that the Police and Local Partners are dealing with anti-social behaviour and crime issues.

Partnership working should ensure the most efficient and effective use of resources in order to avoid duplication, eliminate unnecessary costs and maintain focus on the front-line delivery of a quality policing service for the communities of Bedfordshire.

POLICY

1. Purpose of Partnership Policy:

- Outline the requirements to be followed when setting up new partnership arrangements;
- Outline Police Authority arrangements for Members involved in partnership working;
- Outline the governance and accountability arrangements;
- Provide assurance that value for money is being achieved through partnering arrangements.

2. Policy Guidance

Setting up new partnership arrangements

- In order to manage any partnership risks and allow multi-agency arrangements to work effectively it is important that a standard checklist be followed when entering into new partnership arrangements to help minimise problems (see attached checklist).

Partnership principles

- There is a clear identity and role expectation for the partnership
- There is a clear identity and role expectation for each partner
- All partners have shared aims and objectives and work together to achieve them
- The partnership process and outcomes are both effectively resourced
- There is a developing degree of inter-relationship between each agency and the partnership, and between agencies

- There are clear links to other strategies for the community and the partnership does not function in isolation
- Services, strategies and policies are realigned to build safer communities
- Sufficient time is given to partnership building
- Adequate training is given enabling all members of the partnership to contribute
- Partners recognise that the partnership will bring together a number of organisation's cultures and ensure that this does not become an obstacle to effective partnership working
- There is a supportive atmosphere where suggestions, ideas, conflicts and criticisms are aired, resolved and acted upon constructively
- Strategies are carried through over an adequate period of time
- Administrative support and resources are stable over the long term
- There is clear, inclusive politically and executive leadership
- Outcomes are measured carefully and constructively

3. Police Authority arrangements for members involved in partnership working (see role profile)

- Members will be nominated to partnerships on an annual basis at the Authority's AGM and act as the Authority's representative on partnerships
- Members on partnerships will adhere to the partnership role profile/brief
- As the nominated representative of the Police Authority and a voting member of the partnership, members can take decisions in support/opposition to Partnership Strategies, Plans and resources
- Members will support the Authority's Vice-Chair (portfolio holder for partnerships)

4. Working in partnership with Bedfordshire Police

- Protocol for Police Authority members and Police Force representatives in partnership working
- Management of the operational policing budget is delegated to the Chief Constable. For this reason there should also be Force representation on all strategic partnership bodies. Police Authority members must work closely with the Force representative to provide mutual support and leadership which acknowledging the differences between the strategic role of the Authority and operational role of the Police Force.

5. The Role of Bedfordshire Police:

- To contribute to the production of the audit work and action planning ensuring that crime related mapping and police experience and intelligence features as a central component
- To contribute force resources to agreed actions to deliver the strategy and targets
- To identify force activities that would benefit and deliver better performance carried out through partnership and bring them into the strategy in dialogue with the Authority
- To help support the Authority role on the consultation elements of partnership work
- To respect sensitive and confidential information

6. Governance and Accountability

- The Police Authority's Community Engagement Committee has responsibility for monitoring progress of the Authority and Force against the joint partnership strategy
- The Members for partnerships will attend, on behalf of the Authority as a 'responsible authority' any Meet the Public meetings within respective partnerships
- The Police Authority will conduct an annual review of its partnership arrangements

ASSOCIATED DOCUMENTATION/LEGISLATION

List any other documents/legislation/policies and /or procedures as appropriate

GUIDANCE

The Policy Author should in the construction of the policy consult as appropriate with the following departments of the Force.

Civil Litigation	Community Action
Data Protection	Diversity Adviser
Estates	Finance
Health Safety & Welfare	Information Security
IS/IT	Procurement
Professional Standards	Risk Manager
Training	Transport

Delete/add departments as appropriate

FREEDOM OF INFORMATION ACT ASSESSMENT

This policy is / is not suitable for access by the General Public

Paragraph:
Exemption:

Freedom of Information Officer Signature :

RATIFICATION BY STRATEGY BOARD/HRMG/DCOG

Senior Commander Signature :
Date :

DRAFT

APPENDIX B

BEDFORDSHIRE POLICE FORCE/AUTHORITY

Arrangements for entering into new partnerships

Standardisation is a means of managing partnership risks and allowing multi-agency arrangements to work effectively.

1. Rationale

- Why is a partnership approach being proposed on this occasion?

2. Purpose

- Does the multi-agency group have a clear, explicit and shared purpose, with agreed objectives?
- How do the partnership objectives support each partner organisation's overall strategic priorities?

3. Priorities

- Is each member of the partnership aware of the various thresholds of concern for other members

4. Risk Management

- Have stakeholder perceptions and attitudes to risks been identified?
- Has the level of risk acceptable to partners been debated or negotiated, as appropriate?
- Does each partner agree on processes to identify, assess and manage risks?

5. Benefits and Opportunities

- Has the group identified likely benefits to come from the partnership?
- What opportunities does the partnership offer?
- Are lessons from similar partnerships available for consideration?

6. Governance Arrangements

- Who are the partners and why are they suitable?
- Who will be the lead agency and why?
- Who will provide oversight of the partnership?
- Are issues relating to accountability, policies, standards, performance management and ownership clear?
- What are the arrangements for monitoring and reviewing progress?

7. Structures

- Are the proposed structures flexible enough to achieve the purpose?

8. Personnel

- What are the personnel requirements for the partnership?
- Has a lead person been identified for each partner agency?

9. Resourcing

- Besides personnel, what resources are required (financial, equipment, and facilities)?
- Can resources be pooled

10. Administration

- Who (both individuals and agencies) will take care of each administrative aspect e.g., chair meetings, set agendas, decide frequency and length of meetings, take minutes, keep records, follow up action points

Draft



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	Community Engagement Committee 30th September 2010
AGENDA ITEM No:	9
TITLE:	Police Authority Communications
DATE OF REPORT:	September 2010
REPORT OF:	CHIEF EXECUTIVE AND BETTER TIMES
AUTHOR:	Sallie Blair of Better Times
ACTION REQUIRED:	That members note the content of the report
APPENDICES:	None

EXECUTIVE SUMMARY:

The purpose of this report is to update Members on recent and future Bedfordshire Police Authority communications activity.

RECOMMENDATIONS:

Recommendation 1
That members note the content of the report

Originators: Sallie Blair
Date: September 2010
Telephone No: 01234 842066
E-mail:

BACKGROUND PAPERS:

None

ADDITIONAL PAPERS:

None

COMMUNICATIONS ACTIVITIES

1. The Three Year Strategic Plan

- 1.1 In view of the funding cutbacks in the public sector, this year the Three Year Strategic Plan has not been printed, but both a text version and a user friendly designed version have been placed on the website.
- 1.2 Links to this plan have been forwarded to partners and stakeholders via Making Contact.

2 Local Policing Summary

- 2.1 The Local Policing Summary will be published the week of this meeting. Produced as a wraparound cover to Bedford on Sunday, Luton on Sunday, Leighton Buzzard News and Biggleswade Advertiser, it is carrying the statutory information for both the Annual Report and the Local Policing Summary. This year the content reflects the Authority's views on Policing in the 21st Century and aims to respond to recent findings in the Blue Light Survey. In a slight change from previous years, just one version has been produced. However, partners from the three unitary authorities and the Fire and Rescue Service have been involved in the 'Who Does What' section, in direct response to queries from the public and authority members.
- 2.2 Following feedback from rural and BME communities that they like to read material on line, the publication is also available on the Authority's website and this year as a download from the Beds on Sunday website. It can be produced if required in different formats for accessibility purposes and a PDF or hard copy can be forwarded to interested parties.

3 Authority e.zine

- 3.1 In response to the Home Office proposals for Police Accountability, the Authority has issued a dedicated version of Making Contact, the Authority's electronic newsletter.
- 3.2 The target audience consists of partners and stakeholders, however, given the subject matter, the publication has been issued to all contacts to keep them informed of the proposals and the Authority's views.
- 3.3 This format is proving a highly effective way of reaching key partners and it will be used to keep partners informed of developments and news pertinent to them, or where their views are sought.

4 Partnership News

- 4.1 The new Vice-Chair has become acquainted with the partnership portfolio and a new partner newsletter, dedicated to the work of the partnerships is being produced.

5 Members' Leaflet

- 5.1 The members' leaflet has been updated once more to take into account the new members and uploaded to the website.

6 The Website

- 6.1 Visitor numbers to the website continue to increase and 64.5% of the visitors to the site in the last three months are 'new' visitors. Traffic averages 3,500 individual visitors per month.

Comparison Chart Daily Average

	Hits 2010	Hits 2009
August	1119	994
July	1388	985
June	1542	832

- 6.2 Recent publicity regarding the options for change, the AGM and performance appear to have driven numbers up, although as is normal in the summer holidays, traffic usually declines.
- 6.3 The Question of the Quarter on the website – 'Do you think the Police are good value for money' - drew 47 responses of which 36 replied 'yes' (they felt they did get value for money).
- 6.4 In light of the proposals raised in 'Policing in the 21st Century' two new questions: "Do you think Bedfordshire Police Authority should be replaced by a Police and Crime Commissioner?" and "Would you vote for a directly elected Police and Crime Commissioner" have now been added, alongside further information on the proposals and members of the public are being urged to go online to answer the question, or contact the Authority directly.
- 6.5 The website continues to be updated and feedback from other Authorities has been very positive, asking if they can follow the same template.
- 6.6 The 'How to Complain Section' has been refreshed, in line with the Authority's obligations in this area and changes have been made to reflect the removal of the policing pledge from monitoring responsibilities.

7 Press and Public Relations

- 7.1 A wide variety of press releases have been prepared and issued to both local and national press, particularly surrounding the Options for Change, police performance and reform. These all aim to raise the profile of the Authority, explain its role in the current accountability structure and emphasise the approach to delivering value for money.
- 7.2 Widespread coverage has been achieved locally, with radio interviews and leader articles in the local press, plus television coverage of the merger debate. The proposals for merger also gained national coverage in The Independent and on the BBC news website amongst others.

- 7.3 The Authority also attained coverage in both Police Review and Police Professional, on its options for change and its releases have been featured regularly on the APA's news site as those of particular interest.
- 7.4 As discussed at the Police Authority Seminar held to consider the Home Office proposals for changes to police accountability, the Authority will take a proactive stance to media coverage on the subject in the coming months.

8 Marketing and Communications Plan

- 8.1 The marketing and communications plan will need to be refreshed for the coming calendar year. As with the current year, an element of flexibility will be incorporated to ensure that the proposals for change can be addressed effectively. It will also need to dovetail into the consultation programme, to ensure appropriate public feedback.

9 Chief Constable Recruitment

- 9.1 The advertisement and associated application pack have been produced. In addition to the proactive advertisement in Police Professional, all the information was placed on the website for complete transparency and accessibility.
- 9.2 The Chair once again had a feature article on the subject and all suitably qualified senior officers were sent a letter and copy of the magazine highlighting the opportunity.

10 Authority Inspection

- 10.1 Work in preparation for the Authority inspection, including converting the self assessment document into a briefing document for Members/Inspectors, was undertaken. This document will now be used to verify the Authority's role in the governance and accountability structure and good value for money record. The report notes that the Authority communicates well with local residents and other stakeholders, and communicates progress against priorities well.

11 Policing in the 21st Century

- 11.1 A plan, which includes suggested key messages and some appropriate methodologies to publicise the Authority's position on the proposals for change, including the introduction of directly elected Police and Crime Commissioners, abolish Police Authorities but introduce a new layer of bureaucracy with the Police and Crime Panel, has been prepared.

12 Weekly information

- 12.1 Regular information in the form of the diary dates and news from the Chair of the Authority and the news scans for topical items of interest is issued to members on a weekly basis.
- 12.2 In order to evaluate the value of the news/environmental scans to members are asked for feedback on the way in which they use this information. This information will be used to shape the type of news links put forward in the future.

13 Summary Evaluation

- 13.1 Media Relations – the number of press statements issued has increased by 50% compared to the same period the previous year (June, July, Aug). In addition, key messages and statements have also been prepared. Of these 90% have received positive coverage.
- 13.2 The Annual Activity Plan – The Activities for the period indicated in the Annual Activity Plan have been fulfilled where this has not impacted on the budget. For example, the Three Year Strategic Plan has been designed, produced and placed on the website, but not printed.
- 13.3 Public Information - The number of visitors to the website continues to grow, and statutory publications are being produced within budget or at less cost than last year.
- 13.4 Recent consultation responses indicate that awareness of the Authority is over 60% of those responding and that the preferred method of communication is reflected by the Authority's Communications Strategy.
- 13.5 Work will continue to evaluate activity for increasing the profile of PA and providing relevant information to keep communities informed, and to ensure the best value for money.

14 SERVICE AND FINANCIAL IMPLICATIONS

- 14.1 Outline the service and financial implications associated with the options, include any consultation with Treasurer/Assistant Director (Resources) or other financial advisers and any advice given.

15 OTHER IMPLICATIONS

- 15.1 Equality, Diversity and Human Rights – The Police Authority's Communications Strategy, together with the Authority's Publication Policy ensures that information is widely accessible and available in different formats to meet diverse needs.
- 15.2 Procurement – none known
- 15.3 Legal Implications – none known
- 15.4 Human Resources – none known
- 15.5 Corporate Governance - The Police Authority has a duty to communicate effectively with the people of Bedfordshire including Luton.
- 15.6 Policy and Strategic Aims – Effective communication contributes to the successful delivery of the objectives of the Communications Strategy and Publication Policy.
- 15.7 Welfare of Children and vulnerable adults – none known
- 15.8 Reducing Carbon footprint / waste – considered

16 RISK

- 16.1 A failure by the Police Authority to communicate effectively could result in:-
- Members of the public, partners and stakeholders being uninformed of Police Authority roles, responsibilities and activity;
 - Members of the public, partners and stakeholders being unaware of how they can influence the delivery of the policing service in Bedfordshire and Luton; and
 - Members of the public, partners and stakeholders being uninformed of the importance their input has in influencing the delivery of the policing service in Bedfordshire and Luton.

17 CONCLUSION

- 17.1 The role and responsibilities of the Police Authority are being actively communicated to local people, partners and stakeholders, with a particular emphasis on how they can get involved in shaping local policing.
- 17.2 This paper informs of the considerable communications activity undertaken by Bedfordshire Police Authority in the last quarter and ongoing.

18 Recommendations

That members note the content of the report.

