



Agenda

8 October 2008

COMMUNITY ENGAGEMENT COMMITTEE

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

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



CALL Pat Brown on (01234) 842067



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



Bridgebury House has facilities for disabled people.

Web-site:- www.bedfordshirepoliceauthority.co.uk

Email:- police.authority@bedfordshire.police.uk

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

A meeting of the **COMMUNITY ENGAGEMENT COMMITTEE** of the **Bedfordshire Police Authority** will be held at Bridgebury House, Woburn Road, Kempston, on **Wednesday, 8th October 2008** starting at **10.00am**, the agenda for which is set out overleaf

Pat Brown
Member Support Officer

AGENDA

(*indicates that a supporting document accompanies this Agenda)

- 1. Apologies**
- 2. Minutes**
*By Chairman - To confirm the minutes of the meeting held on 18 June 2008
- 3. Matters Arising from Minutes**
By Chairman
- 4. Declarations of Interest**
To receive any personal or prejudicial interests from Members
- 5. Terms of Reference**
Review of the Terms of Reference for the Community Engagement Committee
- 6. Community Cohesion**
Presentation by Assistant Chief Constable – Protective Services
- 7. Consultation – Blue Light Survey**
Presentation by the Head of Strategic and Policy Development
- 8. Neighbourhood Policing**
* Report of the Assistant Chief Constable – Territorial Policing
- 9. Citizen Focus**
* Report of the Assistant Chief Constable - Territorial Policing
- 10. Partnership Report**
*Report of the Vice Chair of the Authority and the Chief Constable
- 11. Force Communications**
Report of the Head of Corporate Communications
- 12. Publications**
*Report of the Chief Executive/Treasurer and Better Times

Date of Next Meeting – 3rd December 2008

COMMUNITY ENGAGEMENT COMMITTEE

18 June 2008

PRESENT

Mrs. Colleen Atkins – Chair

Mrs. Penny Fletcher

Mrs. Sue Alexander

Mrs. Elaine Horrocks

Mr. Shahzad Choudhry

Mr. Victor Lee

08/CE/13 APOLOGIES

Apologies were received from Mrs. Rosie Gutteridge, Mr. Peter Conniff, Mr. Peter Hollick, Mrs. Sylvia Gillard and Mrs. Sue Alexander.

Apologies were also received from Chief Executive/Treasurer Mrs. Stephanie McMenemy and Mr. Chris Hartley, Head of Communications.

08/CE/14 RENEWAL OF PUBLIC RELATIONS CONTRACT

The press and public were excluded from this part of the meeting on the grounds that the item to be discussed was confidential and involved the disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972. Papers were not sent to the press or made available to the public.

Head of Policy and Strategic Development, Dr. Julie Wymer informed members on the progress on the Renewal of Public Relations Contract.

Five completed tenders had been received. These tenders were each evaluated on technical competence, quality and price by the Head of Procurement and the Head of Policy and Strategic Development.

The Evaluation Panel had met to consider short-listing for interview. As there had been a clear winner in terms of overall score at evaluation the panel unanimously agreed that there was no need to proceed to interviews.

The Evaluation Panel had recommended that:

1. Better Times Ltd. be awarded the Public Relations Contract for Bedfordshire Police Authority

2. That the decision of the panel be considered at the Community Engagement Committee meeting for approval at Police Authority in July 2008.

Members considered this report and agreed for the PR contract to be awarded to Better Times Ltd. to commence on 1 November 2008.

The Chair thanked the Head of Procurement and the Head of Policy and Strategic Development for their work on this matter.

Recommended

That the Police Authority award the Public Relations Contract to Better Times Ltd. to commence on 1 November 2008.

08/CE/15 COMMUNICATION FROM THE CHAIR

Terms of Reference

The Chair asked Members of the Committee to consider the Terms of Reference of the Community Engagement Committee. It was agreed that the Terms of Reference would be brought to the next meeting for review.

08/CE/16 MINUTES

The minutes of the meeting of the Community Engagement Committee held on 4 March 2008 were confirmed subject to the following amendment: 08/CE/11 Paragraph 2. Mrs. Horrocks commented on the consultation results stating that PCSOs were considered by respondents to be good value for money particularly in Luton. She suggested that work was required to determine if PCSOs did provide value for money and that this matter needed to be considered by the Police Authority and Force.

08/CE/17 MATTERS ARISING

08/CE/05 Presentation of Consultation Results

Ms. Elena Collins, Policy and Research Officer advised the committee that work had been carried out to determine why Luton residents had responded that PCSOs were better value for money than residents in Bedfordshire. The reason was found to be visibility. Luton is geographically, a relatively small, densely populated urban area compared to the rest of Bedfordshire, which is geographically much larger and consists of a small proportion of urban areas with the remainder being rural, therefore having a population that is more widely dispersed.

08/CE/06 Neighbourhood Policing – Progress Report of the Chief Constable

The Assistant Chief Constable, Mrs. Katherine Govier advised Members that concerns raised regarding the maintenance of Neighbourhood Profiles had been taken to the Neighbourhood Policing Project Board and that a stream of work was to be carried out on this issue.

Mrs. Horrocks requested that the outcome of the National Campaign to raise awareness of Neighbourhood Policing in March be reported to the Committee.

The Assistant Chief Constable, Mrs. Katherine Govier informed Members that the outcome of the National Review on the duties and powers of PCSOs was awaiting publication.

08/CE/06 Neighbourhood Policing – Force Level Performance Monitoring of Safer Neighbourhoods

The Assistant Chief Constable advised that clarification on what PCSOs were doing whilst on patrol would be detailed in the Annual Activity Analysis Exercise on PCSOs. This report would include the Value for Money (VFM) aspect and be a baseline for future reviews.

08/CE/06 Neighbourhood Policing - Update on Police Community Support Officers (PCSOs)

Confident Communities Funding of PCSOs.

The Assistant Chief Constable advised Members that due to the reduction in length of the scheme from three years to one year as a consequence of Local Government restructuring in Bedfordshire, it had not been possible to reach agreement to satisfy the request to provide additional PCSO service to councils.

Dates of PCSO Forums had been provided to the former Chair as requested at the previous meeting.

08/CE/11 Review of Internal Controls, Risk Management and Committee Effectiveness

Mrs. Horrocks requested that the minutes be corrected with regard to a point she raised regarding Value for Money of PCSOs – please refer to 08/CE/16 above.

08/CE/18 DECLARATIONS OF INTEREST

Ms. Sallie Blair of Better Times Ltd. declared an interest in Item 10 of the agenda and agreed to leave the meeting before this item was discussed.

08/CE/19 **CONSULTATION**

Policy and Research Officer, Ms. Elena Collins submitted a report supported by a presentation to Members of recent and forthcoming consultation and engagement activity being carried out by Bedfordshire Police Authority and partners throughout Bedfordshire and Luton.

Recent Consultation carried out and some key findings were:

Council Tax Survey – March 2008

This survey was attached to the Police Authority Council Tax leaflet that was distributed to all households in Luton and Bedfordshire.

Key findings were:

- 78% of respondents did not know how to directly contact their Safer Neighbourhood Teams.
- 45% of respondents did not know if their local policing teams were effective at tackling crime and anti-social behaviour.
- 69% of respondents were men over the age of 50.

Members are aware that the respondents of this survey traditionally reflect a particular segment of our communities.

Non-UK Comparative Local Policing Survey – April 2008

This survey was conducted to a) compare the results of the council tax survey with non-UK viewpoints on local policing and b) to test 'Facebook' as a medium for consultation. Responses came from several countries but were low.

It was suggested that a comparison with a similar family force would be more relevant for future consultation.

Diversity Survey – May/June 2008

This survey was conducted with Autism Bedfordshire, a local charity, and sought views from people with Attention-Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) about their experiences with the police and crime.

Main findings were that this group of people experienced the following:

- Bullying
- Manipulation into crime
- Theft of their personal possessions

Results of this survey will be taken to the Local Safeguarding Children Boards (LSCBs).

Community Involvement and Volunteering Survey – May 2008

This survey was attached to the Police Authority Spring Wraparound that was distributed to households in Bedfordshire and Luton through the free

local Sunday newspaper. Response rate was low.

Force Consultation by Division / District in Mid Bedfordshire.

This consultation was a 'business as usual' exercise for Bedfordshire Police but they had now joined with partners to prevent duplication. This practice of shared consultation would be carried out with partners throughout the whole of Bedfordshire and Luton.

Bedsvoice Survey.

Results of this survey will be presented at the next meeting.

Forthcoming consultation included:

Blue Light Citizens Panel Survey 2008
Mid Bedfordshire Youth Survey 2008

Local Consultation by Force

Bedfordshire Police had established local resident consultation events across Bedfordshire and Luton. It was agreed that Members of Police Authority should be involved in these consultation events. The Policy and Research Officer was to co-ordinate this.

Review of Joint Community Engagement Strategy.

Members agreed that the Joint Community Engagement Strategy needed to be reviewed. It was agreed that a working group be set up to take this work forward which would include members and officers of Bedfordshire Police Authority including Better Times and officers and staff of Bedfordshire Police.

Future Reports on Consultation

The Chair requested that all future reports on surveys/consultation should contain:

- Full details of each survey/consultation
- Complete analysis of results
- Costing of each survey/consultation
- Reason for the survey/consultation
- How the results of the survey/consultation were expected to be used
- Effectiveness of each survey/consultation
- That this information should be distributed in advance of each meeting

Resolved

1. **That the report and presentation be noted.**
2. **That Members of Police Authority be involved in consultation events throughout Bedfordshire and Luton.**
3. **That the Joint Community Engagement Strategy be reviewed.**

4. That future reports on Consultation contain full details and are distributed to members in advance of each meeting.

08/CE/20 NEIGHBOURHOOD POLICING

The Assistant Chief Constable (Territorial Policing) submitted a report to Members of the progress in Neighbourhood Policing (NP) delivery. Highlights of the report were:

HMIC Update

Significant progress had been noted by HMIC following their inspection of Neighbourhood Policing and Citizen Focus in April 2008.

These improvements included:

- Majority of teams resourced to establishment
- Minimal abstractions
- Evidence of communities being actively engaged
- Problem solving taking place with partners
- Marketing and publicity, internally and externally
- NP is becoming core operational culture in Bedfordshire

The final HMIC report is due in mid-July. A copy would be provided to Members before the next meeting.

Ongoing delivery

The Force Neighbourhood Policing Board has agreed core priority areas for the ongoing imbedding and improvement of Neighbourhood Policing should be:

- Performance Framework
- Integration of National Intelligence Model (NIM) and Neighbourhood Policing
- Safer Neighbourhood Team (SNT) Data Capture
- Development of Neighbourhood Profiles

Quality Assurance through a self-assessment regime would be carried out to ensure day-to-day delivery continued to adhere to required standards and was consistent across the Force.

The Assistant Chief Constable advised members that work had begun on the New Force Communication Strategy.

It was expected that C Division would reach its establishment target by July 2008.

The Chair and Head of Policy and Strategic Development had recently attended a seminar on Neighbourhood Policing at NPIA and had been supplied with an APA publication on Neighbourhood Policing that would be

distributed to Members of the Committee.

The Chair and Members congratulated the Assistant Chief Constable on the progress Bedfordshire Police had made in delivering Neighbourhood Policing.

Resolved

That the considerable progress made in the delivery of Neighbourhood Policing be noted.

08/CE/21 CITIZEN FOCUS

The Assistant Chief Constable (Territorial Policing) submitted a report to the Committee to provide an update on recent HMIC Inspection of Citizen Focus and actions to deliver improvements to customer service.

HMIC Inspection

Following the inspection the Force had received a summary of findings which highlighted good work in the following areas:

- Appointment of a Citizen Focus command
- Workstreams in progress, particularly Service Improvement Group(SIG)
- Call backs to customers to assess quality of service
- Customer Service Managers in BCUs
- INFORM2 and Operation Swordfish for keeping customers informed and to give assurance
- Mystery callers

Developmental areas identified in the HMIC summary were being addressed through the newly established Citizen Focus Board and a Fundamental Review of Contact Management was to be conducted by the Force.

More detailed feedback would be provided by HMIC in July 2008 and an action plan relating to recommendations would be reported to future Community Engagement Committee meetings.

Citizen Focus Consultation

The Force conducted discussion groups in Bedfordshire and Luton to gain insight from victims and the general public.

Key satisfaction drivers from the discussion groups were:

- Communication
- Accessibility/ Neighbourhood based approach
- Caring approach
- Confidence in the Criminal Justice System

- Response times and delivery
- Resource usage
- Skills and competence
- Press coverage

Improvements in communication were being achieved with the appointment of the new Head of Communications.

The Citizen Focus Board was currently developing a Customer Service Framework Improvement Plan.

Resolved

- 1. That the feedback from the HMIC Inspection of Citizen Focus be noted**
- 2. That the ongoing progress by the Force to deliver improvements to customer service be noted**

08/CE/22 PARTNERSHIP WORKING

Vice Chair of Bedfordshire Police Authority, Mrs. Penny Fletcher with portfolio for Partnerships presented a report on Partnership working that she and the Head of Policy and Strategic Development, Dr. Julie Wymer had been involved with.

The report detailed the work that had been carried out in the following areas:

- County-wide Responsible Authorities Group (RAG)
- Luton Community Safety Executive (CSE)
- Crown Prosecution Service
- Government Office – East of England (GoEast)
- County-Wide Assembly

Members endorsed the Luton Sustainable Community Strategy 2008 – 2026 that had been appended to the report.

The Chair expressed appreciation on behalf of the Committee for all the partnership work that Mrs. Fletcher was doing.

Resolved

- 1. That the Luton Sustainable Community Strategy 2008 –2026 be endorsed**
- 2. That the report be noted**

08/CE/23 PUBLICATIONS

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

Recent Publications

- Council Tax Leaflet
- Annual Policing Plan and Three Year Strategic Plan - Wraparound
- Annual Policing Plan and Three Year Strategic Plan – Summary Leaflet
- Member Leaflet updated

The Police Authority web-site had been updated with a 2.0 Website package. New photography and refreshed designs were to be incorporated.

Forthcoming Publications

- Partner News
- Local Policing Summary

Mrs. Fletcher as Chair of Independent Custody Visitor (ICV) Panel advised that there was a requirement for publishing an Annual Report on Bedfordshire ICV Scheme. She hoped that this publication could be taken forward with some publicity to promote the good work of the scheme.

Members agreed that the Police updates and National News supplied by Better Times were very useful.

Members requested that information on their diaries regarding Police Authority matters might be distributed either with or in a similar way to the Chair's weekly roundup. It was suggested that this facility might be arranged on the website or by email. Dr. Wymer advised that this matter was being looked into but that it incurred additional cost as it was not part of the PR contract.

Resolved

- 1. That a facility to keep Members updated with colleague's activities be developed.**
- 2. That the report be noted**

08/CE/12 Meeting closed at 12.35pm

COMMUNITY ENGAGEMENT COMMITTEE

TERMS OF REFERENCE

- To ensure that the Authority's strategy for engaging with communities is accessible to the public, meets the Police Authority's statutory requirements and also meet the needs of the Authority and the Force.
- To ensure effective partnership working through the delivery of the joint partnership strategy.
- To oversee ways of raising the profile of the Police Authority and making communities and partner organisations aware of its role and work.
- To seek informed and representative views from questionnaires, citizens' panels, public meetings, the web or otherwise.
- To satisfy itself that the best use is made of the responses from the various forms of community engagement to tailor police services to people's needs and ensure that the services provided deliver value for money.
- To monitor and scrutinise Force performance in delivering the Citizen Focus agenda, including Neighbourhood policing, and working in partnership with others, to improve the delivery of policing services and raise public satisfaction and confidence in Bedfordshire Police.
- Promote equality and diversity in its widest sense, within the Authority and Force; and the delivery of policing services to ensure all services are inclusive and monitor progress against the statutory equality schemes.

Draft October 2008

COMMUNITY ENGAGEMENT COMMITTEE

TERMS OF REFERENCE

- To oversee the development of the following strategies for adoption by the Police Authority:

Community Engagement
Partnership

- To monitor the implementation of the above strategies and review them periodically to ensure that they reflect the Authority's priorities;
- To oversee the delivery of the media services for the Authority
- To seek informed and representative views from questionnaires, citizens' panels, public meetings, the web or otherwise;
- To satisfy itself that the best use is made of the responses from the various forms of community engagement to tailor police services to people's needs and generally improve the quality of service delivery;
- To ensure that the Authority participates effectively and develops its role in partnership working generally and particularly in Crime and Disorder Partnerships;
- To monitor the Force's progress in delivering the Citizen Focus agenda, including Neighbourhood policing, and working in partnership with the Force and others, to improve the delivery of policing services and public reassurance

November 2007

BEDFORDSHIRE POLICE AUTHORITY

Not Protectively Marked

Information Item

Committee	: Community Engagement Committee
Date	: 8th October 2008
Agenda Item	: 8
Lead Officer	: Assistant Chief Constable (Territorial Policing)
Subject	: Neighbourhood Policing Update
Purpose	: To inform the Committee of progress in NP delivery.
Recommendations:	Members are asked to note the contents of the report.

1. Introduction

- 1.1 This report is intended to provide the Committee with an update on the progress in the ongoing development of Neighbourhood Policing (NP).

2. 2008 HMIC Report

- 2.1 The 2008 HMIC inspection of Neighbourhood Policing was conducted in April. On 16th September 2008 the HMIC published the report relating to the inspection, confirming that the Force has '**Met The Standard**' in Neighbourhood Policing (NP) for 2008. This accurately reflects the investment in effort to significantly improve NP delivery over the previous year.

- 2.2 The HMIC report relating to NP a number of Areas for Improvement and Work in Progress. These will be reported to next Police Authority Performance Committee as per other HMIC Inspections. The report also contains three strategic recommendations:

- Recommendation 1: Her Majesty's Inspector recommends that neighbourhood profiles are developed to include vulnerable and emerging communities.
- Recommendation 2: Her Majesty's Inspector recommends that the force produce a single document outlining neighbourhood policing explaining the structure and roles of teams and support staff
- Recommendation 3: Her Majesty's Inspector recommends that the force reviews the structure, processes and cycle of joint tasking and co-ordination meetings.

2.3 The Force accepts the recommendations and has determined that these will be progressed via the Force NP Board.

2.4 The specific assessment areas for the 2008 inspection, summary statement of findings and an overview of the key 'areas for improvement' that need to be delivered via the Force NP Board are attached in **Appendix 1**.

3. The remainder of this report addresses those areas for which the Engagement Committee specifically requested updates.

4. Crime Mapping

4.1 The Force has committed to delivering crime information at the neighbourhood level by the end of December 2008, in line with the national requirement. This will be delivered via the Force NP Board and managed as a discreet project.

4.2 The project will be managed by the NP Project Manager with business input from the Head of Performance Management. I.T. and Corporate Communications will also form part of the project team.

5. Local Consultation by Safer Neighbourhood Teams (SNTs)

5.1 SNTs are continuing to develop and enhance the mechanisms used for local engagement.

5.2 In C Division activities include, amongst others, attendance at surgeries, Tennant & Resident Association meetings, youth clubs, day centre and local schools. Work is also ongoing to increase the number of Neighbourhood Watch areas across Luton which are also used to promote Safer Neighbourhoods and enhance joint working.

5.3 Priority setting takes place at ward forums which are chaired by ward councillors.

5.4 Significant consultation is also undertaken as part of the collaborative SoLUTiONS initiative, with 1500 households consulted to date.

5.5 In J Division, a similar mix of engagement approaches are utilised, although the rural areas provide the Parish Council structure which are seen to be a good vehicle for local consultation and priority setting.

5.6 A number of Community Safety Forums exist across the BCU for agreement on local priorities. More are being established, particularly in Mid and South Bedfordshire where rollout is being progressed jointly with partners.

5.7 The development of the SNT System will enable the extraction of much more meaningful management information regarding engagement activity. User requirements for phase 1 implementation are complete and IT solutions currently being scoped. Implementation is planned for no later than March 2009.

6. SNT Newsletters

6.1 SNT newsletters are co-ordinated and produced by the divisional NP Communications Officers. They are produced at least quarterly, however it can be more frequent if the neighbourhood or specific issues warrant this.

6.2 Distribution of newsletters is done via a combination of hard copies which are posted through letter boxes and/or made available at specific locations within the neighbourhood (depending on the nature of the neighbourhood and capacity of the team to be able to do this). They are also posted on the relevant team webpage on the Force website.

- 6.3 Content is recommended to contain details of engagement opportunities, neighbourhood progress and activity against these, crime reduction and prevention information and any other items that SNTs feel is appropriate to the neighbourhood.
- 6.4 The approach to production recognises the need for consistent branding and formatting of messaging whilst enabling localisation to support neighbourhood delivery.
- 6.5 Examples are included in **Appendix 2**.

7. SNT Performance Measurement

- 7.1 Force-level performance measurement continues to be tracked via the Force NP Board. The same performance report is also submitted to the Police Authority Performance Committee.
- 7.2 Development of the SNT Performance Framework at the individual and SNT level has been incorporated into the SNT System development. Data requirements have been specified and work is currently underway to identify the data sources for each indicator. The complete framework will be delivered with the system.
- 7.3 The requirements will be linked to the new Embedding Performance Management Project to ensure that NP and Force-wide performance management are developed and imbedded consistently.

8. National Review of PCSOs

- 8.1 The NPIA was requested by the APA, ACPO and the Home Office to undertake a review of PCSOs on their behalf – the review was conducted between December 2007 and February 2008.
- 8.2 An assessment of the Force position against the 22 NPIA recommendations contained within the report (see **Appendix 3**) was submitted to the Force executive in July 2008 where it was agreed that the Force would accept the recommendations contained within the review.
- 8.3 A number of recommendations are already planned for and/or in progress (recommendations 5, 9, 12, 13, 21).
- 8.4 Additionally, there are some (recommendations 3, 7, 8, 10 and 17) that require evaluation to determine what action is required.
- 8.5 The recommendations will be managed through the Force NP Board and incorporated into the Ongoing NP Delivery Plan.

9. Conclusion

- 9.1 Clearly significant progress has been made in delivering NP. The Force is committed to not only sustaining what has been achieved to date, but further developing NP to maximise outcomes. The Force NP Board will continue to manage the delivery of NP to ensure it becomes fully imbedded across Bedfordshire.
- 9.2 The Police Authority will continue to have oversight of delivery via its representation on the Force NP Board.

10. Recommendation(s)

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

Report prepared by:

Victoria Harnedy
NP Project Manager

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

Appendix 1: Summary of HMIC Outcomes and Areas for Improvement

Assessment Area	Summary Statement of Findings	Areas For Improvement
Neighbourhoods Are Appropriately Staffed	<i>The Force is deploying across all its BCUs the right people in the right place at the right time to ensure that its neighbourhoods are appropriately staffed.</i>	<ul style="list-style-type: none"> ▪ Further development of neighbourhood profiles to include the mapping of vulnerable and emerging communities. ▪ Revise KIN lists to ensure these are sufficiently representative of local neighbourhoods.
Effective Community engagement is taking place. Representative communities are being routinely consulted and are identifying local priorities and receiving feedback.	<i>Neighbourhoods in the Force area are actively engaging with their local police force and its partners</i>	<ul style="list-style-type: none"> ▪ Ensure publicity and marketing activity is tailored to BME communities; ▪ Ensure the website is maintained effectively and meeting schedules are up to date; ▪ Ensure engagement activity is evaluated and delivered consistently; ▪ Develop single document to communicate NP structures.
Joint problem solving is established and included within performance regimes.	<i>Joint problem solving involves the police with partners and communities across neighbourhoods. Joint problem-solving activity is partly evaluated and demonstrates moderate problem resolution at neighbourhood level.</i>	<ul style="list-style-type: none"> ▪ Further develop the evaluation of problem-solving activity and outcomes; ▪ Develop the process for formally 'signing-off' neighbourhood priorities jointly with partners and the community. ▪ Review joint-tasking and co-ordination structures.
The outcomes of NP are being realised by the surveyed public.	<p><i>The SPI / KDI data shows that force performance is marginally better than the average for the MSF.</i></p> <p><i>The SPI data also shows that Force performance has improved slightly for SPI 2a and reduced slightly for SPI 10b compared with two years ago (although both these figures are insignificant statistically). KDI performance has improved.</i></p>	<i>None related to NP Board specifically.</i>
Force-level and local satisfaction / confidence measures are used to inform service delivery.	<i>The Force understands the needs of its communities. Identified service improvements are frequently made to improve local service delivery.</i>	<i>Enhance the process for assisting organisational learning from community feedback.</i>
The Force demonstrates sustainable plans for NP.	<i>The Force and the Police Authority have shown how they plan to ensure that NP will be sustained beyond April 2008.</i>	<i>None specific to NP delivery.</i>

Appendix 2: SNT Newsletters



Safer Neighbourhood Team Newsletter

October 08



News from Luton SNT - North



PC Sandra Elliott



PCSO Rachel Dunnigan

Tel: 01582 473473 e-mail: SNT.Luton-North@Bedfordshire.pnn.police.uk

Neighbourhood Priorities

- 1. Nuisance Youths
- 2. Speeding
- 3. Nuisance Motorcycles

These are the priorities that have been identified through consultations with members of your local neighbourhood. Details of how people can contribute

Priority Targets

What we are doing to achieve results against our priorities:

1. Meeting to be arranged to obtain more accurate info.
2. Hand held speed cameras to be used
3. Update Social Behaviour Unit

Hate Crime is Wrong

If you or someone you know is being targeted because of their faith, race, sexuality, age, gender or disability

WE WANT TO KNOW

To report a crime call 01234 841212

For advice call Luton Hate Crime Unit on 01582 394357

Crime Overview

There has been an increase in vehicle crime, including the theft of number plates to facilitate further crime such as illegal drive offs from petrol stations. There has also been a slight increase in the number of burglaries. We are currently offering the Smartwater property marking system to any residents who would like it but don't yet have it.

Forthcoming Surgeries

Thursdays 16:00 – 17:00 Surgery, Blockbusters, Marsh Road, Weekly

Thursdays 16:00 – 17:30 Martial Arts Class, Lea Manor Recreation Centre, Weekly

Everyone is welcome.

Your Safer Neighbourhood Team is here to make where you live safer, and to give you a better quality of life by reducing crime and tackling anti-social behaviour.

Please feel free to contact the team if you have any concerns or issues.

In an emergency always ring 999

Making neighbourhoods safer, together

Appendix 2 (cont.)



Safer Neighbourhood Team Newsletter

June 08



News from Dunstable Central SNT



PCSO Lisa Robertson



PCSO Mandi Laphome



PCSO Brian Hutton

Tel: 01582 473144 e-mail: SNT.Dunstable@Bedfordshire.pnn.police.uk

Neighbourhood Priorities

1. Anti Social Behaviour (ASB)
2. Cycling on pavements/pedestrian areas
3. Traffic/Parking Issues

These are the priorities that have been identified through consultations with members of your local neighbourhood.

Band Concerts

Grove House Gardens Bandstand on:

- Sunday 6th July 2008
- Sunday 13th July 2008
- Thursday 17th July 2008
- Sunday 20th July 2008
- Thursday 24th July 2008
- Sunday 27th July 2008
- Sunday 3rd August 2008
- Sunday 10th August 2008

Free Musical Festival

Grove Theatre
on 29/08/08 (contact theatre for times)
Grove House Gardens on 30/08/08
(1700-2200hrs) and
31/08/08 (1400- 2015hrs)

Dunstable Festival of History
5th and 6th July Priory Gardens
(1000-1600hrs)



Crime Overview

Crime figures show that vehicle crime in Dunstable Central is reducing, this is due to high visibility foot patrols and us taking part in the VPV Scheme which is identifying property in vehicles and informing the registered owner.

Priority Targets

What we are doing /have done to achieve results against our priorities:

1. A meeting was held at Holts Court, various actions were identified and we are working in partnership with South Beds District Council and Environcrime to conduct test purchases. SBDC are looking at access to the alleyway. Environcrime are continuing their commitment to work with us in relation to operation LEAD (to tackle public disorder) and will deal with dog fouling issues in accordance with their powers.
2. Cycling on pavements/pedestrian areas - An operation is planned for the end of July and August which will involve the issuing of Fixed Penalty Tickets for over 16 year olds and details being compiled of under 16 year olds with the possibility of persistent offenders being served with Acceptable Behaviour Contracts etc. Dates will be published via our media officer nearer the time.
3. Traffic Issues - Various operations are planned for August/September time which will include Operations to issue Fixed Penalty Tickets to motorists who are observed speeding and ignoring road traffic signs or obstructing other drivers and pedestrians.

On 6th June 2008 at our recent Mobile Police Station we were warmly received from OAP's in the area whom we gave free purse alarms and demonstrations in response to a recent spate of purse thefts. Further such like initiatives will take place when new stock is received.

Forthcoming Surgeries

Mobile police Station will be based at the following sites on the following dates:

- Thursday 3rd July 2008 ASDA 1200-1600hrs Crime Prevention Advice
- Thursday 31st July 2008 ASDA 1000-1500hrs Crime Prevention Advice
- Saturday 9th August Matthew Street car park 1000-1500hrs Crime Prevention Advice
- Thursday 21st August 2008 ASDA 1000-1300hrs Operation CAPS (number plate security)

Everyone is welcome.

Making neighbourhoods safer, together

Appendix 2 (cont.)




Safer Neighbourhood Team Newsletter


April 08



News from Woburn SNT East



PC Mike Armstrong



PCSO Malcolm Soper

Tel: 01234 842616 e-mail: SNT.Woburn@Bedfordshire.pnn.police.uk

Neighbourhood Priorities

- Anti-Social Behaviour
- Criminal Damage
- Parking

These are the priorities that have been identified through consultations with members of your local neighbourhood.

Forthcoming Surgeries

Mobile Police Station Surgeries
 09:30am - 12:00pm

9th May
 Harlington Village Hall Car Park

20th May
 Silsoe Village Hall Car Park

12th June
 Pulloxhill - Location to be confirmed

3rd July
 Westoning Village Hall Car Park




7th August
 Flitton / Greenfield Village Hall Car Park

Priority Targets

Anti-Social Behaviour - Harlington has experienced an increase in anti-social behaviour and underage drinking recently. In response, we have increased patrols in the evenings and at weekends. We have obtained names and addresses of those involved and parents have been contacted regarding this behaviour. Continuous anti-social behaviour can result in an Acceptable Behaviour Contract being issued and if bad behaviour continues then Anti Social Behaviour Orders obtained. We recently worked together with the British Transport Police as it was identified that the youths were entering Harlington via train. This proved to be successful at stopping groups of youths from entering Harlington. If you witness anti-social behaviour report it immediately to 01234 841212.

Criminal Damage - A lot of criminal damage reported is linked to Priority 1 anti-social behaviour. We are working at reducing anti-social behaviour, which, in turn should reduce criminal damage.

Parking - If a vehicle is causing an obstruction such as parked too near a junction or parked across your drive you can report it to Bedfordshire Police on 01234 841212. The police do not deal with inconsiderate parking. If you are reporting a parking obstruction please ensure you obtain the correct registration number, make, model and colour of the vehicle in question.

Your Safer Neighbourhood Team is here to make where you live safer, and to give you a better quality of life by reducing crime and tackling anti-social behaviour.

Please feel free to contact the team if you have any concerns or issues.

**In an emergency always ring
 999**

Crime Overview

No Cold Calling Zones
 It is not illegal to cold call, but the No Cold Calling zones are there to reduce the number of Bogus callers, Distraction Burglars and Rogue Traders operating in your area. If you have anybody cold calling in your area and you are not sure they are legitimate call Trading Standards on 01234 228474 (Mon-Fri 9:00am -5:00pm) or Bedfordshire Police on 01234 841212. Remember to use 999 in an emergency or if you feel afraid, harassed, threatened or intimidated at any time.

Making neighbourhoods safer, together

Appendix 3: PCSO Review Recommendations

1. Forces to adopt the role and principles for PCSOs as outlined in the report.
2. The NPIA consider with the tripartite partners whether further evaluation of the use of PCSOs is required, specifically looking at:
 - Contribution of PCSOs to confidence and satisfaction
 - Benefits in efficiency, costs and freeing up sworn officers (added value)
 - Contribution to crime, anti-social behaviour (ASB) reduction
 - Improvements in the awareness and understanding of the role by the public
3. Forces should review currently designated powers to ensure they are all required and used by their PCSOs.
4. Following the Home Office powers audit, the NPIA will work with forces and the Home Office to consider additional and/or alternative powers and seek to resolve any anomalies.
5. The NPIA will work with forces to ensure that suitable training and awareness is available at all levels of the service in the role, deployment and powers of PCSOs.
6. Forces should recruit to defined National Standards using the national application form (long or short version) and the Integrated Competency Framework (ICF) behaviours agreed as core to the PCSO role.
7. Forces should adopt the WPLDP product by April 2009. [In the interim, forces who have not should ensure their product meets the learning outcomes of the WPLDP product.
8. Forces should ensure that tutoring for new PCSOs is done by trained PCSO tutors.
9. Forces should review their refresher training to ensure it includes elements on problem solving and engagement. The NPIA should distribute good practice in these areas to assist forces.
10. Forces should consider the adoption of a national NVQ developed between the NPIA and Skills for Justice and/or the CLDP Neighbourhood Policing module.
11. The NPIA should develop a national strategy for the recognition of Accredited Prior Experience and Learning (APEL) for PCSOs transferring to become police officers.

12. Forces should ensure supervision of PCSOs is provided by police sergeants working as part of a Neighbourhood Policing Team.
13. Forces should review their existing supervision ratios to ensure these are realistic and in line with good practice.
14. Forces adopt the principles related to PCSO uniform by September 2008.
15. Future issues relating to PCSO uniform should be referred to the ACPO Uniform Appointments Board.
16. The NPIA should provide guidance in operational risk assessment to ensure that decision making and control measures are consistent.
17. Forces should conduct a full risk assessment around PPE issued to PCSOs, which is aligned to the corporate role and expectations of PCSOs as set out in recommendation 1.
18. Forces should ensure a clear training programme for PCSOs in personal safety and conflict management/resolution.
19. Forces should employ PCSOs over the age of 18 years.
20. The NPIA, with the support of the tripartite, should work together to raise public awareness of the role of the PCSO in Neighbourhood Policing.
21. Forces should seek to increase awareness of the role of PCSOs internally.
22. The tripartite partners consider how to address the issue of financial sustainability beyond 2008/09.

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BEDFORDSHIRE POLICE AUTHORITY

Not Protectively Marked

Information Item

Committee	: Community Engagement Committee
Date	: 8th October 2008
Agenda Item	: 9
Lead Officer	: Assistant Chief Constable (Territorial Policing)
Subject	: Citizen Focus Update Report
Purpose	: To provide an update on the outcomes from the recent HMIC Inspection of Citizen Focus and information on the actions to deliver improvements to customer service
Background Papers	: Citizen Focus Update Report (Community Engagement Committee – March & June 2008)

1. Background

- 1.1 The purpose of this paper is to provide an update to members on the outcomes from the 2008 HMIC Inspection of Citizen Focus plus information on current and planned work to develop and embed a customer service ethos throughout the Force.
- 1.2 Bedfordshire Police has declared four key strategic outcomes, contained within the published 2008/11 Strategic Plan. These are that:
 - People are safer;
 - People feel safer;
 - People are more satisfied with the service they receive from Bedfordshire Police;
 - People have more confidence in Bedfordshire Police.
- 1.3 These outcomes are fully aligned with the three national aims of Citizen Focus as outlined by the Home Office in 2006:
 - Improve public confidence in policing;
 - Increase satisfaction of service users;
 - Increase public involvement in policing.

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2. HMIC Inspection

- 2.1 The Force was inspected by the HMIC in April 2008 in the area of Citizen Focus, alongside the inspection of Neighbourhood Policing. On 16th September 2008 the HMIC published the reports relating to these inspections. For both Neighbourhood Policing and Citizen Focus the Force received a grading of '**Meeting the Standard**'. This accurately reflects the significant effort to turnaround neighbourhood policing over the previous year plus the longer term journey relating to Citizen Focus which started with the Best Value Review of Victim and Witness Care in 2004/05.
- 2.2 The HMIC report relating to Citizen Focus contains a number of Areas for Improvement and Work in Progress. These will be reported to next Police Authority Performance Committee as per other HMIC Inspections. The report also contains five strategic recommendations:
- Recommendation 1: Her Majesty's Inspector recommends that the force relaunches Citizen Focus, publicising and marketing critical milestones as they are reached during each phase of the Citizen Focus project.
 - Recommendation 2: Her Majesty's Inspector recommends that the force introduces a system to effectively communicate the QoS to vulnerable groups and emerging communities.
 - Recommendation 3: Her Majesty's Inspector recommends that the force sets and monitors corporate standards.
 - Recommendation 4: Her Majesty's Inspector recommends that the force considers introducing a customer services manager role within protective services directorate.
 - Recommendation 5: Her Majesty's Inspector recommends that, notwithstanding current activity, the force accelerates the pace of change in reviewing the widening satisfaction gap between BME and white users.
- 2.3 The Force accepts the recommendations and has determined that these will be progressed via a new Citizen Focus Project Board which will be chaired by the Assistance Chief Constable Territorial Policing. The new Citizen Focus governance structure and also the proposed scope of the new Citizen Focus Business Change Project will now be discussed.

3. Citizen Focus – A New Governance Framework

- 3.1 The Force realises that with the continued embedding of Neighbourhood Policing and its transition to 'business as usual' the same business change principles can now be applied to a series of workstreams to deliver step change improvements in Citizen Focus over a period of approximately 18 months. A Business Change Project Manager is now allocated to this stream of work and is developing the Terms of Reference for each level of Citizen Focus governance plus identifying the scope and deliverables for the Business Change project.
- 3.2 A **Citizen Focus Strategic Board** will be set up which will set the goals/blueprint for Citizen Focus and determine membership of other governance levels. This Board will meet on a quarterly basis and is strategic in nature. The Board will be chaired by the Assistant Chief Constable (TP) and membership will include Divisional Commanders plus senior managers from the Force plus a member of the Police Authority, ideally the Chair of Community Engagement Committee. The first meeting will be arranged within the next month and will set clear tangible performance measures and outcomes which the change and continuous improvement activity will then deliver

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against. Progress against these agreed outcomes will then be reported in these progress updates to the Community Engagement Committee.

- 3.3 Sitting underneath the Citizen Focus Strategic Board will be the **Citizen Focus Project Board**, **Citizen Focus Service Improvement Group** and **Citizen Focus Divisional Leadership Team**. The terms of reference for each group are being carefully determined to prevent overlap and achieve effective delivery of the Citizen Focus Strategic Board goals. This structure will put in place a framework for embedding citizen focus improvement from the outset.
- 3.4 The **Citizen Focus Project Board** will be responsible for achieving 'step change' deliverables in relation to confidence. The Assistant Chief Constable (Territorial Policing) will be the Project Executive since it requires delivery of products from all parts of the organisation. Its purpose will be to implement business change and will have an end date set once the project is fully scoped. It is envisaged that fully scoping this project would take approximately six weeks. This will not stop immediate actions (e.g. Local Crime Information publication) progressing. The Project Board will therefore meet in approximately six weeks time to consider the draft Project Initiation Document. The Project Board will have representatives from both the Force and Police Authority. It is envisaged The Police Authority will hold Senior Supplier on the Project Board since a number of aspects of deliverables will be owned by the Authority, especially in relation to public involvement.
- 3.5 The current **Service Improvement Group** will be maintained. However, the scope of this group will be to deal with continuous improvement actions across the whole Force with regard to CF i.e. those requiring little business change, being closer to business as usual or dealing with feedback/continuous service improvement. It is necessary to maintain this group to ensure lower level actions progress and for the project to handover to when it closes down. The Service Improvement Group will be chaired by the Citizen Focus Divisional Commander.
- 3.6 The **Citizen Focus Divisional Leadership Team** will monitor business as usual within K Division.

4 Citizen Focus Project Board – Initial Scoping

- 4.1 As a starting point an initial list of potential deliverables (a Project Mandate) has been drafted to assist in the production of the Project Scope. The Project Mandate covers:
- Publication of local crime information;
 - Delivery of the Green Paper Policing Pledge;
 - Defining, publishing and promoting Customer Service Standards to the public including vulnerable groups and emerging communities;
 - Defining and embedding internal behaviours and standards to deliver against the Force's Values and the Customer Service Standards;
 - Examining the structure for customer service and citizen focus delivery to maximise outcomes;
 - Identifying and implementing processes to reduce the satisfaction gap between BME and White service users;
 - Assessing and deciding which actions need to be implemented from the 'Engaging Communities' White Paper;
 - Cultural Audit relating to Citizen Focus;
 - Market Research, Customer Insight and Customer Journey Mapping;
 - Embedding Victim & Witness Care through Code of Practice, a corporate approach to callback and linking to the Professionalising Criminal Justice Project;
 - Defining and delivering communication plans and key messages around confidence, perception and risk of fear of crime;

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- Taking neighbourhood policing formally into the neighbourhood management arena.

5. Recommendation

- 5.1 Recommendation 1: Members are asked to note the recommendations from the HMIC Inspection of Citizen Focus.
- 5.2 Recommendation 2: Members are asked to note the new governance framework for Citizen Focus improvement and delivery.
- 5.3 Recommendation 3: Members are asked to nominate a Police Authority member to sit on the Citizen Focus Strategic Board. Representation at other governance levels will be determined by the Citizen Focus Strategic Board.
- 5.4 Recommendation 4: Members are asked to consider the draft scope for the Citizen Focus Project and provide feedback on additions, amendments and deletions.

Authors:

Chief Superintendent Clare Simon
Divisional Commander Citizen Focus

Parjinder Basra
Head of Corporate Development

On behalf of

Katherine Govier
Assistant Chief Constable (Territorial Policing)

For Publication

Bedfordshire Police Authority

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

SUBJECT : **Partnerships**

BACKGROUND PAPERS : **None**

PURPOSE : **To note the quarterly report on Partnerships.**

1. Introduction

1.1 This quarterly report outlines the activities undertaken within the partnership arena by the Vice-Chair and Head of Policy.

2. Crime & Disorder Reduction Partnerships

2.1 **County Division** – The three CDRPs (Beds Borough, Mid-Beds, South Beds) are in the process of redefining their governance arrangements in light of Local Government Restructuring. A request has been made that the Police Authority has two places on the strategic boards, one member and one officer.

2.2 The County Division commander and the Police Authority Vice Chair (as the standing Chair of the County Community Safety Strategy Group) are in consultation to ascertain the correct level of participation in the partnership groups that are being formed. The police and Police Authority are statutory members of the CRDP. However the LSP is non-statutory, with membership subject to discussion with other relevant groups.

2.3 The partnership plans have been developed, priorities identified and targets approved. Beds Borough has a partnership development day planned for the 10th November. Mid-Beds and South Beds are working together to form Central Beds CDRP. A Chief Inspector from County Division is working with partners from Central Beds to design a Community Safety Partnership structure and governance arrangements. A final Draft is to be considered by the Shadow Executive, and shared with Beds Borough for consideration.

2.4 **Luton Division** – Luton continues to strengthen its governance arrangements and have recently recruited a Community Safety Champion to co-ordinate the work of the partnership. At the most recent meeting the Home Office attended to assess the progress made against the recommendations set out in their report of September 2007. Home Office officials were pleased with the significant progress made by the

partnership and congratulated partners for their hard work and commitment to improving partnership performance.

- 2.5 Luton Public Service Board** – The LPSB ensures the delivery of key decisions taken by the Luton Forum, to which it is accountable. The Police Authority has requested membership of this Board and submitted a paper to the last Board meeting for consideration. The Board's view was that Police Authority would make a valuable contribution to the Board, however, membership was declined. The Authority will continue to work with Luton members and partners to ensure that there is appropriate representation within the partnership arena.

3. Local Government Restructuring

- 3.1** The transition to two new unitary authorities is having an impact on the CDRPs. With the Responsible Authorities Group being dissolved the decision-making process within the community safety arena in the county is unclear. This lack of clarity is also impacting on the Luton partnership. The two new Unitary Authorities will be self-governing within the LSPs, and no decision has yet been made as to whether a countywide body (with specific focus on the statutory bodies) will be formed to unify the new groups and the group at Luton.
- 3.2** Two recent 'walk-throughs' by the Home Office on the Prolific & Priority Offender Scheme (PPO) and the Drug Intervention Programme (DIP) have resulted in the recommendation of having a single PPO scheme across Bedfordshire and Luton and similarly with the DIP. The Luton partnership has approved this recommendation but it is proving more complicated with the County and the lack of clarity around decision-making processes. A special meeting took place on the 24th September between relevant governing bodies, recommendations from which are being considered by the Shadow Executive for ratification.
- 3.3** At the time of writing the LGR is proving to be challenging and does present partners with potential risks in terms of resource issues. To identify challenges presented to County Division by the LGR, the dedicated Chief Inspector resource has been working with the two transitional processes at Beds Borough and Central Beds to identify any issues/risks regarding resources/structures that could impact on the Division and Force.

4. Government Office – East of England (GOEAST)

- 4.1** In light of the difficulties with the LGR the Police Authority, Police, Probation and Fire Service met with GO-East to explore how, as a partnership, some of the issues outlined in this report can be resolved.

5. Recommendations

- 5.1** That the above report be noted.

Report Author:

Penny Fletcher – Vice Chair

Dr Julie Wymer

September 2008

BEDFORDSHIRE POLICE AUTHORITY

Not Protectively Marked

Information Item

Committee	: Community Engagement Committee
Date	: 8th October 2008
Agenda Item	: 11
Report Author	: Chris Hartley, Head of Communications
Subject	: Communications
Purpose	: To update the Committee on communications.
Recommendations	: Members are asked to note the contents of the report.

1. Introduction

- 1.1 This report gives the Committee an overview of the progress made in Communications, strands of work and the strategic approach being taken.

2. Progress to date

- 2.1 Significant progress has been made in Communications in a relatively short space of time - some of the key activities/achievements are outlined below.
- 2.2 An additional media officer has been recruited to manage media relations in C Division, provide more resilience and enable the Force to communicate its progress and successes better. An Internal Communications Officer is currently being recruited as an additional post to support the development of internal communications across the organisation.
- 2.3 A joint project with Hertfordshire Constabulary has been initiated to replace the existing Intranet and Internet. This is currently in the scoping phase, with likely implementation in summer 2009. A temporary member of staff has also been recruited to support the web programme, resulting in backlog work being cleared and allowing the department to make progress on development rather than solely focussing on maintaining the status quo.
- 2.4 In the interim, work is ongoing to develop the Intranet site to make it a more effective communication channel. As part of this, the home page has been redesigned and Intranet usage statistics are being monitored.
- 2.5 The Authority's three-year strategic plan has been communicated intensively internally. From the recent staff survey, 89% of staff said they were familiar with the aims and objectives of Bedfordshire Police. In addition Force Executive members have visited every Divisional Leadership Team to brief them on the strategy.
-

- 2.6 There was also much promotional work around the staff survey to encourage people to take part. It is pleasing to note that nearly 800 staff took part.
- 2.7 There has been a focus on proactively getting regular corporate messages to staff, particularly around performance and priorities. In addition every couple of weeks a new message from the Chief Constable is communicated and according to the Intranet usage statistics this is proving popular with staff.
- 2.8 There is better joining up of internal and external communication activities.
- 2.9 Regular meetings with local media to continue to develop relationships with the media and give a better insight into Bedfordshire Police. The Beds on Sunday newspaper group has also agreed to support and partner the organisation in promoting the staff awards and encouraging members of the public to vote for their officer of the year.
- 2.10 More proactive information shared with the media, particularly around performance and priorities. Specific campaigns have been developed and deployed around burglary reduction and educating young people on the dangers of knives.
- 2.11 Media evaluation study commissioned to understand how Bedfordshire Police is portrayed in the media and to provide a benchmark for future performance.
- 2.12 Development of Neighbourhood Policing communications strategy and plan to help drive deeper local engagement, generate more awareness around the role of Safer Neighbourhood Teams, what they are achieving locally and how the community can interact with them to set priorities.

3. Fear of crime

- 3.1 There is a clear gap between actual crime and the perception of crime, despite falling crime levels. Some of this is due to media influence, but there are factors within the control of Bedfordshire Police and foundations that can be built on as described in the recent Ipsos MORI report ('closing the gaps'):
 - Police forces and their staff are highly trusted by the public, therefore forces are a credible source of information.
 - There is a low level of advocacy within the police for the criminal justice system which influence public perception of criminal justice.
 - Anti-social behaviour is a particularly important factor with studies showing that disorder in a person's local area directly increases their view that local crime is rising.
 - Those who feel informed are more confident in the police.
 - Police should publish more information and on a broader range of issues. These should be more targeted on key performance measures and local initiatives
- 3.2 In addition, perception of crime rates vary by people's characteristics, demonstrating that there is a need to target the right information to the right people. Some quick profiling work has been carried out based on existing research and plans are being developed to target particular parts of the local population.
- 3.3 The communications elements in helping to tackle fear of crime are linked into the wider Citizen Focus area.
- 3.4 Better locally targeted communication will play an important role in providing reassurance to the public. As set out in the Neighbourhood Policing communication strategy, a key part of this will be driven by the process of identifying issues and setting local priorities, tackling the issues and feeding back to the community actions taken and results achieved. In reality this becomes a never ending cycle of work.
- 3.5 One of the most effective ways of communicating with local communities is through information been given directly to the community. A county wide leaflet drop is being planned. This leaflet will contain generic information about Neighbourhood Policing but also be personalised to each Safer Neighbourhood area giving local contact details and a case study of what that team is doing to tackle local issues.
- 3.6 At the same time an electronic library of templates is being developed which will allow Safer Neighbourhood Teams to produce their own newsletters and leaflets in a

corporate style. This will help the teams deliver their own communications about issues that are relevant to their communities and allow teams to respond quickly to emerging issues and feedback results in real time.

- 3.7 Both internally and externally there is now a greater emphasis on communicating how the organisation is progressing and improving its performance, particularly highlighting areas of success.

4. Strategic intent

- 4.1 At the September Force Strategy Board the draft communications strategy was discussed.

- 4.2 Whilst much progress has been made over the past months, improvements need to continue to further develop the Force's communications capability and capacity.

- 4.3 The communications strategy is in line with, and will contribute to, the strategic plan particularly in two of the organisation's desired outcomes – 'people feel safer' and 'people have more confidence in Bedfordshire Police'.

- 4.4 Communications is an increasingly important area for all police forces, for example in terms of building public confidence, decreasing the fear of crime, and engaging with communities and staff.

- 4.5 The recent policing green paper suggests that the only top down target will be to deliver improved levels of public confidence. Communications has a clear role in this and is also an essential ingredient in the continuing development of Citizen Focus.

- 4.6 The objectives of the strategy are: to work with stakeholders to build confidence in Bedfordshire Police and decrease fear of crime; help reduce crime through proactive communications; develop internal communications to better engage with staff; develop how we communicate with the people of Bedfordshire; and provide a responsive function to support emerging issues.

- 4.7 Much of this work is about being more proactive in communications to all audiences (internal and external), further developing relationships with stakeholders and focussing on messages at a local level.

- 4.8 Core messages will be around Bedfordshire Police's purpose of 'serving communities and making them safe from crime', crime is falling and Bedfordshire is becoming a safer place to live, investment in improving police performance and service to the public and being proud of the work of officers and staff.

- 4.9 The main audiences identified are staff, the public, media and partners. The public is made up of a variety of communities and it is important that people within the community are targeted with the messages relevant to them.

- 4.10 Delivery of the strategy is based on the Corporate Services model of a corporate team delivering services locally.

- 4.11 The benefits the strategy will bring to Bedfordshire Police include better planning of communication activity, economies of scale, activity linked into corporate objectives and priorities, better accountability and a dedicated professional team.

- 4.12 The resources required to deliver the strategy are being discussed as part of the 2009/10 budget process and will include exploration of options such as a phased approach to implementation.

5. Recommendation(s)

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

Report prepared by:
Chris Hartley
Head of Communications

For Publication

REPORT AUTHORS: Sallie Blair/Better Times

LEAD OFFICER: Head of Strategy and Policy Development

SUBJECT: Police Authority Communications

BACKGROUND PAPERS: None

PURPOSE: To update Members regarding Police Authority communications

RECOMMENDATION:

1. That the minor changes being proposed to the website be approved.
2. That the report be noted

COMMUNICATIONS ACTIVITIES

Policing Plan Summary Leaflet

The synopsis of the Annual Policing Plan has been published and distributed across the force, through public access points, partners, stakeholders and is available for any public facing consultation. Also available on the website or via email it has been acknowledged as a representative explanation of the full policing plan, suitable for all audiences.

If required it is available in a variety of formats for accessibility purposes.

Local Policing Summary

This was published on September 14th 2008 as a wraparound cover on Luton On Sunday and Beds on Sunday plus associated papers. Two versions were produced, one for Luton and one covering County Division. A further 500 copies of each were produced for distribution at public events.

Both versions are also available on the website and if required in different formats for accessibility purposes.

Force performance was covered in some depth, outlining outcomes, priorities, progress and initiatives. Local content included the work of safer neighbourhood teams and other division-based initiatives.

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

Partnership News

Work will soon commence on a further edition of Partnership News, outlining the work of the Authority and its progress with partnership initiatives.

FORTHCOMING POLICE AUTHORITY COMMUNICATIONS

Members' Leaflet

The members' leaflet will need updating once more to take into account the new members. Obviously new photography will be required, alongside committee membership changes.

The Website

It is proposed that, like many other public sector websites, contact details for each member are placed on the website, with a short biography on each person.

It is also suggested that members of the secretariat should be included.

The Library Section will be 'rearranged' to highlight specific issues, including community engagement initiatives.

Members are also asked to consider further interactive mechanisms, such as a question of the quarter or month, or on-line competition for young people.

Future Marketing and Communications Plan

A new marketing and communications plan is currently being prepared for members' approval.

Members are asked to consider the Authority's unique identity and how this should be communicated to the public for a short 'strapline' to be incorporated on all authority outward facing material.

Various other initiatives, including an Authority Award Scheme; a community road safety promotion, information leaflets, and an increasing focus on performance will also be included.

Communications Strategy

The current Communications Strategy will be updated to reflect the proposed initiatives and recent changes to legislation.

RECOMMENDATIONS

1. It is recommended that members approve the minor changes being proposed to the website.
2. It is recommended that this report be noted.

Report prepared by:
Sallie Blair
Better Times
Oct 2008