

Devon and Cornwall Police Authority

MINUTES

A meeting of the **Community Engagement Committee** was held on Wednesday 23 September 2009 in the Conference Room, Devon and Cornwall Police Authority, Endeavour House, Woodwater Park, Exeter, starting at 10:00hrs.

Present:

Chairman Mr M Hicks,

Vice-Chairman Mrs J Owen

Members: Mr M Clayton, Mrs L Dunn, Mr B Preston, Mrs L Williams and Ms J Zito.

Officers in attendance:

Police Authority

Miss J Norris (Assistant Chief Executive)

Constabulary

ACC P Netherton, Dr R Bullock (Acting Head of Performance and Analysis) Ms V Goodwin (External Communications Manager)

PC/324 Appointment of Chairman

RESOLVED that Mr Mike Hicks be appointed as Chairman.

PC/325 Appointment of Vice-Chairman

RESOLVED that Mrs Jill Owen be appointed as Vice-Chairman.

PC/326 Apologies for Absence

Apologies for absence were received from Mr Martyn Hodge and Mrs Alison Malcolm.

PC/327 Declarations of Interest

No declarations of interest were made in respect of any item on the agenda.

PC/328 Chairman's Announcements

The Chairman thanked the Committee for appointing him and said he looked forward to working with them in the coming months which were likely to be very busy due to the new Policy Authority inspection process.

PC/329 Minutes

RESOLVED that the minutes of the meeting held on 14 May 2009 be confirmed as a correct record.

Matters arising from the minutes:

- Partnership Strategy - Lynn Dunn and the Assistant Chief Executive will be working on this together and will provide regular updates to the Committee
- Community Engagement Strategy - this had been to the previous Committee meeting and some further work was required, it will be brought back to a future meeting for approval.

PC/330 Progress of recommendations from HMIC Neighbourhood Policing/Citizen Focus Inspection

HMIC carried out a review of Neighbourhood Policing and Citizen Focus within the Constabulary during April 2008 as part of its national Phase 2.5 inspection into Neighbourhood Policing & Citizen Focus. There were 5 recommendations for progression and these have been placed on the Organisational Learning Database (OLD) for monitoring. Progress

updates are called for on a quarterly basis. The report provided an update on the progress to implement the recommendations.

Issues discussed during consideration of this item included:

- The neighbourhood Beat Teams now each have their own page on the Force website which they are expected to update at least once a month
- PACT meetings (Partners and Communities Together) and the various methods used to identify local priorities
- The benefits of community messaging which include: being able to target specific communities; using it to address PACT priorities; keeping people, particularly those who are isolated in some way, informed and involved;
- Police cadets units are currently set up and run by local police officers in their own time. The Force is currently looking at how it may support such initiatives including the possibilities of joint working with other blue light services and the targeting of cadet recruitment.
- To increase public confidence it is important to emphasise what is being done and provide regular feedback. There is "you said – we did" style section on website for each neighbourhood team.
- Apart from the website many methods are used to provide information on policing activities and messages these include: Parish magazines; beat columns in local newspapers, school newsletters; TV screens in council reception areas; footage showing on TV screens in electrical shops; message board in buses; supermarket scroll boards; articles in lifestyle magazines; local radio.
- In Cornwall the neighbourhood team boundaries are co-terminus with the unitary council's community network areas
- Members of neighbourhood teams (Police Officers and Policy Community Support Officers) liaise with schools and visit them regularly
- The role the Police Authority can play to increase public confidence in policing, particularly regards joint working with councils
- Contact management – the satisfaction rate of callers to the Force has now exceeded the target but vigilance is still required to maintain and increase the satisfaction levels.
- The sharing of good practice throughout the force and with other organisations in dealing with community based matters is very important as there are lots of tools available. It is necessary to understand the community you are working with and pick the right tools for the circumstances and the target audience.

RESOLVED to note the report

PC/331 Community Engagement Update

The Assistant Chief Executive provided an oral report on community engagement topics which included the following:

- Interviews had been held to recruit a new Policy officer and it was hoped the successful candidate would start in mid October subject to the usual checks being satisfactorily completed.
- The Police Authority had attended the Exeter Respect Festival and the Plymouth Pride event taking the display stand and undertaking a consultation
- The Police Authority Panels would be meeting in October
- Web-based opinion polls would be piloted in October and November using the same system as the authority's webcasts
- 2 foundation degree students were working with the Authority regarding perceptions of young people and policing and complaints

RESOLVED to note the report

The meeting closed at 12:00hours