

MINUTES

A meeting of the **Community Engagement Committee** was held on 1 November 2007 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 11.00am.

Present:

Chairman.... B Preston

M Bull, L Dunn, G Hicks, J Norton, A Malcolm J Owen, W Thomas and C Wallin

Officers in Attendance: -

Police Authority A Buisman (Consultation & Community Engagement Officer), R Martin (Policy Officer) and J Norris (Assistant Chief Executive) [item 7 only].

Constabulary Chief Superintendent I Ansell (Head of Professional Standards & Performance Department) [items 4 to 6]

PC/242 Apologies for Absence

Apologies for absence were received from Mr M Hicks

PC/243 Declarations of Interests

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

PC/244 Chairman's Announcement

The Chairman announced that he intended to raise an additional item namely coverage of diversity issues within the Committee structure.

PC/245 Minutes

- Members called for the briefing paper on Partners and Community Together (PACT) meetings to be re-circulated.
- Members called for a presentation on PACTs to be made at the next meeting of this Committee.

RESOLVED

Subject to a minor amendment, the minutes of the meeting held on 6 September 2007 were confirmed and signed by the Chairman as a correct record

PC/246 Corporate Planning Progress 2007/8

The Head of Professional Standards & Performance Department presented a report on the arrangements and timeline for preparing the Strategic Plan for 2007/8.

Issues raised during discussion of this item included:

- The Home Office is still recommending the use of the Planning Guidance published in 2003.
- The Home Secretary's priorities for policing are still awaited. This is somewhat restricting the progress that can be made with the Plan.
- It was proposed, and supported by Members, that the Chief Constable's Annual Report is prepared as a separate document from the Strategic Plan.
- The importance of engaging with Local Area Agreements (LAA) and Local Strategic Partnerships (LSPs). An understanding needs to be reached as to what the police can and cannot achieve. The Chairman asked for clarity on Police Authority representation on LAAs/ LSPs.

- Members briefly discussed the target-setting process for 2008/09. Members agreed that the existing targets that measure the volume of 999 and non-emergency calls answered in target time be replaced with a qualitative measure assessing customer satisfaction with the call-handling service. The Head of Professional Standards & Performance Department agreed to draw up some proposals for this.
- It was agreed that Mike Hicks, Bryan Preston, Lynne Dun, Alison Malcolm and Carl Wallin would form a working group to progress the preparation of the Strategic Plan with the Force.

RESOLVED:

- (i) To note the briefing covering the requirements of the new Policing Plan arrangements.
- (ii) To note the timeline providing details of the target-setting process and checkpoints.
- (iii) That the Police Authority lead delivery of one of the HMIC Citizen Focus Inspection specific grading criteria. (Inspection due to be conducted in May 2008)
- (iv) That the current targets (6, 10 and 11) covering call handling volumes and the Proceeds of Crime asset seizures be dropped for 2008/9.
- (v) That a new target to address public satisfaction with the call handling service be introduced in 2008/09.
- (vi) That Mike Hicks, Bryan Preston, Lynne Dunn, Alison Malcolm and Carl Wallin would form a working group to progress the preparation of the Strategic Plan with the Force.

PC/247 Public Survey – options for change

The Assistant Chief Executive provided a verbal report to Members on initial proposals for the Police Authority's Public Survey and other community engagement activity.

Issues raised during discussion of this item included:

- With a change in Police Authority staff, this would now seem an appropriate time to review the arrangements for the public survey.
- Members were invited to provide any ideas for future surveys to the Assistant Chief Executive.
- The importance of providing to the public information gleaned from survey activity and the action we have taken.
- The need to ensure the correct cross-section of people questioned irrespective of the number surveyed.
- The new draft of the public survey will be circulated to all Members for their comments prior to distribution.
- The need to ensure staff engaged in survey activity are appropriately qualified.

PC/248 Diversity

The Chairman reported he had been in discussion with the Chairman of the Human Resources Committee about the way the Authority manages diversity issues through its committee structure.

It had been agreed at the last meeting of this Committee that internal diversity issues regarding staff and officers would be dealt with by the Human Resources Committee with external diversity matters (consultation and engagement) would be dealt with through this Committee. It was noted that the Lead Member for diversity was a member for both Committees.

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It was agreed that the Police Authority should reconvene the Diversity Working Group with a membership drawn from all Committees.

The meeting closed at 12.15pm