

## **Police Authority pages of the Policing Plan 2010-2013**

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Devon and Cornwall Police Authority is a body of local people independent from, but work closely with, the Police. The nineteen members consist of ten councillors and nine Independents (one of whom must be a Magistrate). The Authority has a duty to “secure the maintenance of an efficient and effective police service” for Devon, Cornwall and the Isles of Scilly.

### **How we work**

All members of the Police Authority meet together approximately five times per year to make decisions regarding the work of the Police Authority. These meetings are called Full Police Authority Meetings. The Authority also has a number of specialist committees who undertake more detailed work and make recommendations to the Full Authority on policy and strategic issues. The agendas, reports and minutes for meetings can be seen on our web site.

2010/11 is the final year of the Police Authority’s three-year financial strategy. This strategy has resulted in over 200 police officers being returned to front line policing duties and has ensured that Devon & Cornwall has so far been one of the only forces in the country which has not been forced to cut its overall number of police officers.

### **What this means to you**

In order to act on behalf of the communities of Devon, Cornwall and the Isles of Scilly we undertake a range of community engagement activity ranging from attendance at community events, holding Police Authority Liaison Meetings and consulting with focus groups of community members. We use the results of this engagement, alongside that of the Police’s consultation, to understand what our communities want and use it to set the priorities for the Police. You have said that you wanted to see more police officers, more visible, more often. We responded by moving 200 police officers to operational roles and increasing efficiency by reducing the numbers of police staff at HQ. In 2008/09 65% of uniformed officers’ time was spent on visible policing activities and 84% of victims were satisfied with the overall service provided by the Police.

The Police are signed up to a Policing Pledge and the Authority will seek to ensure these minimum standards are met. As part of the Pledge the police will:

- Always treat you fairly with dignity and respect, and ensure you have fair access to their services at a time suitable for you.
- Aim to answer 999 calls within 10 seconds and give an estimated time of arrival. In urban areas, they aim to get to you within 15 minutes and in rural areas within 20 minutes.
- Answer all non-emergency calls promptly, and if you are vulnerable or upset, or calling about a neighbourhood priority, they will aim to be with you within 60 minutes.
- 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.
- Acknowledge any dissatisfaction you report within 24 hours of receiving it and discuss how it will be handled, what will be done and how quickly.

If the Police fail to meet the Pledge, they will explain why it has not been possible on that occasion to deliver the high standards to which they aspire and which you deserve.

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### **About Devon and Cornwall Police Authority**

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### **About Devon and Cornwall Police Authority**

-insert "10 things you need to know about your Police Authority"

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### **Accountability and transparency**

Joint national inspections of all Police Authorities by Her Majesty's Inspectorate of Constabulary and the Audit Commission have now begun. Devon and Cornwall is likely to be inspected in the summer of 2010. The results will tell us what we are doing well and what areas of our work need improving. The final report will be publicly available and will provide you with an independent assessment of what we do and how well we do it.

All our committee meetings are webcast. This is a method of filming the meetings and showing them live on the internet. No matter where you live you can now watch the meetings and see decision making in progress. See the webcasts at [www.dcpa.public-i.tv/site/](http://www.dcpa.public-i.tv/site/)

To ensure we are listening to our communities and hearing your concerns we ask you to engage with us when you have the opportunity. If you have a strategic policing issue you would like to raise with a member of the Police Authority please come along to a Police Authority Liaison Meeting. Find out when the next one in your area is by visiting our website [www.dcpa.police.uk/involve/meet.htm](http://www.dcpa.police.uk/involve/meet.htm) or keep an eye out for posters in your area and articles in your local paper and newsletters.

### **Contact Us**

For more information about Devon and Cornwall Police Authority and for key documents such as the Local Policing Summary please visit the Authority's website at [www.dcpa.police.uk](http://www.dcpa.police.uk). Alternatively you can contact us on 01392 268333 or at PO Box 229, Exeter, EX2 5YT.

Please note we are not able to answer queries in relation to crimes. If you have a general enquiry please contact the Police on local rate number 08452 777444.