

Agenda Item 5b

IMPROVING PUBLIC CONFIDENCE

1. GOVERNANCE

LEAD:	ACC TP	TARGET DATE:	11.11.09	RAG:	
ACTION:	1. <i>Gold Group to be established with fortnightly meetings to ensure short term activity has been completed</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ First meeting held – ongoing ➤ Decision made to have strategic meeting chaired by ACC TP with BCU/Dept Commanders. Not to be called Gold meeting ➤ Current structure is that high level performance and actions are discussed in PITG. Strategic Co-ordination meeting is held weekly, chaired by ACC TP, attended by P&A, Corporate Comms and TP (181209) 				

LEAD:	ACC TP	TARGET DATE:	11.11.09	RAG:	
ACTION:	2. <i>Steering Group to be established to co-ordinate activity between relevant Departmental lead. To meet weekly</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Meeting chaired by ACC TP, attended by P&A, Corporate Comms and TP to ensure co-ordination of work ➤ As 3 above (181209) 				

LEAD:	BCU/Dept Commanders	TARGET DATE:	Ongoing	RAG:	
ACTION:	3. <i>Confidence to be included at every BCU and Departmental Performance and Management Meetings</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Instructions given to BCUs, Crime & Ops 12.9.09. Other depts to be addressed 16.11.09 ➤ Responses back from BCUs and Depts confirm this has been done 				
PLYMOUTH	➤ Tasking around confidence at every performance meeting				

LEAD:	BCU/Dept Commanders	TARGET DATE:	Ongoing	RAG:	
ACTION:	3. Confidence to be included at every BCU and Departmental Performance and Management Meetings				
BCU	<ul style="list-style-type: none"> ➤ Daily tasking has duty officer confidence message of the day ➤ Confidence already part of BCU tasking ➤ Actions in BCU plan that are being blocked will be prioritised in fortnightly BCU Performance meeting (241109) 				
OPS DEPT 181209	<ul style="list-style-type: none"> ➤ Governance action point 3: All meetings have confidence as an agenda item 				
DEVON BCU 181209	<ul style="list-style-type: none"> ➤ LPA TAD updated for Confidence & Satisfaction performance. Includes results of systematic dip sampling ➤ Minutes with defined actions to improve confidence and satisfaction (East & Mid Devon) ➤ On the agenda for LPA Daily management meetings ➤ Agenda item on fortnightly PIT meeting ➤ The agenda for the fortnightly Inspectors meeting follows the Confidence plan ➤ All team meeting have this as an agenda item ➤ Fortnightly Confidence Focus group involving all departments (North Devon) ➤ Completed. DMM and all other meeting agendas have been updated (Teignbridge) ➤ All meetings agenda's now reflect & prioritise Confidence agenda (Torbay) ➤ Confidence is now the first agenda item for all briefings and meetings across the LPA including daily tasking (Exeter) ➤ BCU DMM Agenda item ➤ BCU TAD ➤ Confidence issues for each policing priority within a LPA (Devon BCU Crime and Ops) 				
Update 091209	<ul style="list-style-type: none"> ➤ Minutes reviewed of both CID and LPA meeting and have Confidence in the agenda – 8/12/09 				

LEAD:	BCU/Dept Commanders	TARGET DATE:	Ongoing	RAG:	
ACTION:	3. Confidence to be included at every BCU and Departmental Performance and Management Meetings				
	<ul style="list-style-type: none"> ➤ Example of practical tasking attached to file. Robbery on elderly male – CMS used, personal visits and coffee event with elderly residents to give reassurance ➤ Instruction has gone out to ensure the EPIC action plans very clearly identify the action needed around confidence and any resources required. (BCU Confidence meeting) 				

LEAD:	Deputy Chief Constable	TARGET DATE:	Ongoing	RAG:	
ACTION:	4. PITG to be strategic Monitoring body for Confidence performance				
UPDATES:	➤ PITG meeting focused on confidence – ongoing				

LEAD:	Director HR/TP	TARGET DATE:	27.11.09	RAG:	
ACTION:	5. Win Win Agreements to include Confidence related activity for every member of staff				
UPDATES:	➤ PDRs				
TP DEPT	➤ Questionnaire prepared to go to all CM&CU staff to consider how they can contribute to the force strategic priorities. This is on the back of last weeks ODG, and the letter I have written around confidence, satisfaction and the pledge to each member of staff. It will also drive the inclusion of confidence within all win win agreements				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ One to one meetings have been conducted between SHWD LPA Cdr and every Sergeant. They have already been tasked with agreeing Win win statements linked to Confidence with every member of their staff. The Inspectors have also been tasked with this through their recent PDR progress meetings ➤ PDR for Inspecting rank already has this in place and One Inspector holds LPA portfolio with NTL support ➤ Supt to confirm by target date that all staff have win win agreement listed ➤ Win-Win objectives being undertaken using BCU guidelines on impacting confidence within different roles 				
Update 091209	➤ PDR are starting to be reviewed – examples from Exmouth – Insp Capey available if requested				

2. STANDARDISATION

LEAD:	Chief Constable	TARGET DATE:	12.09.09	RAG:	
ACTION:	1. <i>Standardised Confidence Model to be established</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ The 4 key drivers to improve confidence are ➤ Engage fully with the community ➤ Treat people fairly ➤ Deal effectively with crime ➤ Alleviating ASB in local communities 				

LEAD:	Corporate Communications	TARGET DATE:	20.11.09	RAG:	
ACTION:	2. <i>Confidence Model to be promulgated throughout organisation</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Overarching images sent to BCUs with instructions on use ➤ Key drivers promulgated ➤ Sharepoint updated with new confidence model shown as part of 2012 programme ➤ Model discussed as part of Senior Leaders Event on 1/12/09 				
OPS DEPT	<ul style="list-style-type: none"> ➤ Officers and staff with Ops have been made aware of the new pages - both via cascade emails via unit heads and via the Ops Sharepoint pages (151209) 				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Circulated to supervisors ➤ Fortnightly Confidence focus group ➤ Team briefings to be held for all staff by 11.12.09 ➤ TVs to be placed in DE front office and main corridor 				

LEAD:	Corporate Communications	TARGET DATE:	20.11.09	RAG:	
Update 091209	<ul style="list-style-type: none"> ➤ Sergeants Seminar around confidence 9/12/09 ➤ Promulgated through teams. ➤ KE Supervisors meeting 15/12/09 ➤ Mid Devon NTL Meeting 03/12/09 				

LEAD:	TP Dept	TARGET DATE:	20.11.09	RAG:	
ACTION:	3. <i>Standards and expectations to be identified and promulgated throughout organisation. To include standards of behaviour, activity within key roles and working standards e.g. dress</i>				
UPDATES:	➤ Included in comms strategy and promulgated to BCUs and Depts				
TP DEPT	➤ Public Confidence Challenge in CM&CU. This is an initiative aimed at the first line supervisors in CM&CU (supported by £400 each should they need it) to explore ways to ensure full understanding and commitment to the Force priorities amongst their team, in particular confidence and satisfaction. Supvs are due to report in April 2010, but some great ideas already and things are happening, including external public meetings by RDOs. A corporate CM&CU briefing pack to support staff attending external visits has been produced to ensure consistency (081209)				
DEVON BCU	<ul style="list-style-type: none"> ➤ A toolkit has been developed for every Sergeant to drive the performance through activities linked to the Force Confidence Action Plan. (copy attached) This is being launched at the Sgt development day on 19 November with clear expectations as to the Sgt role in utilising the kit and achieving a performance uplift ➤ North Devon LPA have a Standards Pledge devised during a F-Covey synergy session deals with all standards issues. LPA Cdr and Insp regularly reinforce ➤ Dedicated LPA leads to engage all staff ➤ Local presentation to all supervisors and second one planned for the 9 December ➤ Included in above briefings ➤ Letters have been sent from the BCU Commander to every Inspector outlining her expectations and actions 				

LEAD:	TP Dept	TARGET DATE:	20.11.09	RAG:	
ACTION:	3. Standards and expectations to be identified and promulgated throughout organisation. To include standards of behaviour, activity within key roles and working standards e.g. dress				
	from the force plan. (Using Julie Whitmarsh's template)				
Update 091209	<ul style="list-style-type: none"> ➤ Northern Devon Supervisors Seminar held 091209 ➤ See update under 2 – PDRs are being reviewed and revamped to reflect need for more focus on confidence 				

LEAD:	TP Dept	TARGET DATE:	13.12.09	RAG:	
ACTION:	4. Standardisation of NP website around photographs, events, priorities, You Said We Did and newsletters				
UPDATES:	➤ Instructions given to BCUs re expectations				
PLYMOUTH BCU	➤ Plymouth BCU teams are working to achieve guidance standards from Rachel ASSAF on 09/12/09. Areas for improvement have been identified by Chris Howard Performance and Planning manager on 16/11. 2nd BCU audit will take place week ending 18/12/09				
DEVON BCU	<ul style="list-style-type: none"> ➤ Websites tested 'live' at LPA tasking meetings and with visiting dignitaries ie DL Rachel THOMAS ➤ Photographs of DIs and DSs to be included on Neighbourhood Websites ➤ All neighbourhood websites now compliant with corporate requirements 				
Update 091209	<ul style="list-style-type: none"> ➤ Northern Devon LPA newsletter outlook site for newsletters 8/12/09 ➤ East and Mid – individually reviewed today 09/12. There are still some gaps and these have been actioned to be sorted. There are still problems with capacity on the website – updates are being lost, some photos have disappeared because of a 'refresh'. Issues are being worked through – main area is in Mid Devon Sector Insp aware and dealing 				
OPS DEPT	➤ There is an expectation of a standard of dress/vehicle care within Ops. Email reminders are issued if it is felt that these are falling				

LEAD:	Corporate Communications	TARGET DATE:	13.12.09	RAG:	
ACTION:	5. Station Enquiry Offices to be compliant with Force standard				
UPDATES:	➤ Corporate comms developing new format in line with “You said we did” and pledge actions				
DEVON BCU Update 261109	➤ Checklist produced for compliance. Actioned by sector Inspectors ➤ Station enquiry officers have been reviewed by sector Inspectors ➤ Karen Mandefield is the LPA rep and has been contacted for advice on what is the Force standard-In hand with KM				
Update 091209	➤ Design layout for CB does not allow for notice board so exploring opportunities for fixed board o/s station ➤ Mystery shopper identified areas for development around PC agenda for SEOs Insp testing SEO knowledge 8/12/09 ➤ Some gaps at this time in East and Mid – non-relevant material has been taken down. Some posters are still awaited. PS Crosby is the SPOC for East and Mid Devon and is progressing				

3. PERFORMANCE

LEAD:	Performance & Analysis	TARGET DATE:	16.11.09	RAG:	
ACTION:	1. <i>A clear performance framework to be established around the confidence model</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Initial draft circulated ➤ Used at PITG 13.11.09 				

LEAD:	Deputy Chief Constable/Supt Intelligence/ Performance & Analysis	TARGET DATE:	16.11.09	RAG:	
ACTION:	2. <i>PITG to prioritise Confidence performance and consider amending TAD to reflect confidence</i>				
UPDATES:	➤ Requested changes to future TAD to mirror confidence model				
DEVON BCU Update 261109	➤ Local TAD has been amended with inclusion of confidence on top of agenda				

LEAD:	Performance & Analysis	TARGET DATE:	13.12.09	RAG:	
ACTION:	3. <i>Regular performance briefs on confidence target and the key drivers to be circulated internally and to key partners</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ See partnership actions ➤ Letter sent to Chief Execs/Police Authority Members by ACC TP together with performance data 				
TP DEPT	➤ We have started pushing out over the radio twice a day after BCU staff briefings the BCU SMT message of the day. This is just in Plymouth at the moment , but happy to support the other BCU Cdrs. (needs to be at BCU level otherwise will become unworkable) 081209				
DEVON BCU Update 261109	➤ Local Key messages are communicated to staff through digital picture frame at the parade room doors and these messages serve to remind officers of the ways to improve the customer experience. Further picture				

LEAD:	Performance & Analysis	TARGET DATE:	13.12.09	RAG:	
ACTION:	3. Regular performance briefs on confidence target and the key drivers to be circulated internally and to key partners				
	frames have been purchased for each neighbourhood team for them to personalise with photo, contact no's, PACT opportunities, key messages. These will be placed outward facing in shops, post offices and at local police surgeries. The local authority reception areas are also being used to display key messages				
	<ul style="list-style-type: none"> ➤ Local press article by LPA Commander ➤ Circulated a newsletter for press inclusion and utilised in articles for o/s partners ➤ Local managers meeting with all News Editors 				
Update 091209	<ul style="list-style-type: none"> ➤ Sergeants seminar on PC 9/12/09 ➤ County Councillors and District Councillors 8/12/09 ➤ East and Mid Devon CSP discussed today 09/12/09 – have agreed an initial approach. Finalised strategy Jan/Feb in the new year 				

LEAD:	BCU/Dept Commanders	TARGET DATE:	27.11.09	RAG:	
ACTION:	4. All BCUs and Dept TCG and SMT meetings to prioritise confidence related performance				
UPDATES: PLYMOUTH BCU	<ul style="list-style-type: none"> ➤ Tasking around confidence at every performance meeting ➤ Daily tasking has duty officer confidence message of the day ➤ Confidence already part of BCU tasking. ➤ Actions in BCU plan that are being blocked will be prioritised in fortnightly BCU Performance meeting (241109) 				
OPS DEPT	<ul style="list-style-type: none"> ➤ Performance monitoring amended to encourage feedback from officers in respect of the activity that they have undertaken to address PACT priorities. Emails are required to be sent to a central Operations email box and copied to the NTL to update the "You said, we did" pages. DMT meetings link all aspects where 				

LEAD:	BCU/Dept Commanders	TARGET DATE:	27.11.09	RAG:	
ACTION:	4. All BCUs and Dept TCG and SMT meetings to prioritise confidence related performance				
	possible to the confidence agenda, and highlight any issues through appropriate channels				
CIOS BCU	➤ TIMs now follow the confidence model format for their agenda. Taskings from that now following the Plymouth model on the briefing system. LPA and BCU performance meetings agendas designed around the Confidence (DATE) model				
TP DEPT	➤ Twice daily dynamic performance meetings amongst room supervisors to maximise opportunities to hit call handling performance targets				
CRIME DEPT	➤ Confidence now a major issue at SMT and tasking meetings. Internal audit process being implemented to ensure messages are being given. Maximising opportunities to deal directly with local communities and inform them about our work				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Featured on LPA TAD ➤ BCU Confidence and Satisfaction Group established ➤ Public Confidence and Satisfaction Standards promulgated and signed up ➤ Confidence is on every agenda in the LPA. Since January 2009 the LPA has been following a confidence programme which includes the following issues ➤ Wheels don't turn on cars if they are dirty. Staff are expected to hand over clean and fuelled vehicles to the oncoming shift ➤ Supervisors have rigorously reinforced corporate uniform and challenged standards of dress and behaviour ➤ Neighbourhood teams have weekly articles in the local press which include reassurance messages ➤ LPA Commander regularly does radio interviews and press articles with good news stories and the CDRP newsletter carries similar which go to every household ➤ The 'Ask the Question' campaign, where every interaction whether in person or on the phone ends with our staff asking if there is anything else they can do. This is embedded as 'business as usual' ➤ A programme of development for Sergeants which builds on leadership and embeds the customer first 				

LEAD:	BCU/Dept Commanders	TARGET DATE:	27.11.09	RAG:	
ACTION:	4. All BCUs and Dept TCG and SMT meetings to prioritise confidence related performance				
	<p>ethos</p> <ul style="list-style-type: none"> ➤ Sergeant portfolios. Every Sgt has a dedicated portfolio to support the confidence agenda through customer satisfaction, performance against the pledge, victim care, standards of investigation etc ➤ Our Force day of action in April was on confidence not burglary as per the rest of the Force. This was because burglary was not an issue for us and any work around this would be more likely to raise anxiety. The Chief Exec for South Hams and West Devon council and LPA Commander did joint media interviews that day and mobilised our staff working together. There was a structured marketing campaign and the results were publicised as the day rolled out with reporters coming ➤ LPA days of action. These mirror the force day of action on a monthly basis, mobilising our staff across the LPA supported by level 2 resources towards the confidence agenda ➤ A poster has been produced outlining the LPA Commander's commitment to the Policing Pledge and another poster has been produced between the LPA Commander and the Chief Exec of the council with their joint commitment statement to delivering our services to our communities ➤ The LPA PACT team are always subject of 'SMART' taskings linked to confidence and satisfaction through PACT ➤ The 'Walk the Block' initiative is aimed at member of response teams to get out of their car and interact with the community at least once on every tour of duty ➤ The LPA has invested significantly in interactive speed boards which are used to support the days of actions and other neighbourhood team activity. The community speedwatch is really powerful and well received by partners and residents ➤ The LPA has strived to keep our front offices open at all costs as one of the main 'gateways' into the organisation ➤ Win win performance statements linked to confidence for every member of staff ➤ Confidence toolkit for supervisors to drive performance 				

LEAD:	BCU/Dept Commanders	TARGET DATE:	27.11.09	RAG:	
ACTION:	4. All BCUs and Dept TCG and SMT meetings to prioritise confidence related performance				
	<ul style="list-style-type: none"> ➤ On the agenda for LPA Daily management meetings ➤ Agenda item on fortnightly PIT meeting ➤ The agenda for the fortnightly Inspectors meeting follows the Confidence plan ➤ All team meeting have this as an agenda item ➤ Fortnightly Confidence Focus group involving all departments ➤ 10. Separate confidence and satisfaction meetings already held. Now incorporated within local TAD ➤ Supervisors Seminar held on Fri 13 November 2009 ➤ Electronic briefing package being developed ➤ Complete – Confidence appropriately prioritised ➤ Confidence is now the first agenda item for all briefings and meetings across the LPA including daily tasking ➤ Fortnightly BCU TTCG (PITG) Confidence Performance discussion and taskings ➤ BCU DMM daily taskings across the BCU ➤ LPAs have set up Confidence Focus Groups with reps from all departments 				

4. NEIGHBOURHOOD MANAGEMENT

LEAD:	BCUs	TARGET DATE:	20.11.09	RAG:	
ACTION:	1. Community Messaging KIN list to be updated and a positive reassurance message sent out by sector inspector, repeated monthly				
UPDATES: PLYMOUTH BCU	<ul style="list-style-type: none"> ➤ Message sent to all people in each neighbourhood on community message. Message based on local priorities with strong outcomes when possible. 50% complete with 100% compliance expected by 27/11. (241109) ➤ Discussed at PITG on 271109. Some clarity requested around action ➤ Issues discussed at Steering Meeting 301209. VG to send out email to BCUs adding clarity around expectations 				
CIOS BCU	<ul style="list-style-type: none"> ➤ CIOS. Each LPA has confidence SPOC. (Geographic support Inspectors) Each has confirmed KINS list updated and confidence message promulgated. Generic countywide message as well as local adapted message. Awaiting clarity on use of CMS 				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ KIN Lists being reviewed in LPA ➤ Operation Feedback for CMS developed, 7824 persons signed up to date for LPA ➤ Draft Community Messaging Plan for Mid and East Devon LPA to include link with EDDC Website ➤ The KIN list is held on the 'H' drive and TP are looking at adding a hyper link to the police Intranet to take the officer straight to the folder. It is populated and updated by adding to the spreadsheet direct ➤ Work is already underway in SHWD LPA to develop the CMM network and monthly good news messages are planned from November. All positive media articles are also going to be sent out by CMM. Inspectors and Sergeants have been tasked with developing and actively supporting their KINs ➤ LPA Cdr has new KIN list being new in post. Inspectors tasked for their Sectors via LPA Tasking 18 Nov! 				
Update 091209	<ul style="list-style-type: none"> ➤ From East and Mid – this is in the process of being done – e mails being used as well as other methods – Sector Inspectors report they are communicating regularly to targeted groups. The KIN lists are being reworked (50+ at the last count for RED). The individuals are not on CMS at this moment in time but will be 				

LEAD:	BCUs	TARGET DATE:	20.11.09	RAG:	
progressed slow time					

LEAD:	BCUs	TARGET DATE:	20.11.09	RAG:	
ACTION:	2. Staff to be tasked to patrol on foot in red zones/red times giving out reassurance message. The message is to be focused at addressing the local concerns				
UPDATES:	<ul style="list-style-type: none"> ➤ BCU and Ops tasked ➤ Corporate Comms to design 10 key messages 				
TP DEPT	<ul style="list-style-type: none"> ➤ Went live today force wide - red time messages put out per LPA once at start of red times via Radio Operator. This in effect will mean 2 or 3 transmissions per day per channel to remind staff (081209) ➤ Clarity around meaning of red zone and red time drafted and out to BCUs for ratification (181209) ➤ Corporate position on Red times/red zones finalised. Weekly Messaging 080110. Also to be put on Confidence pages of Sharepoint and screen saver. 				
PLYMOUTH BCU	<ul style="list-style-type: none"> ➤ Message to Plymouth Messaging. To be sent as an individual message please and included in the weekly messages. Message reads: From Monday 30th November 2009 CMCD will announce BCU red times (0815 - 0930 & 1430 - 1630) for neighbourhood, patrol and TPT, not otherwise tasked, to deploy to their LPA redzones or priority taskings. Being visible and addressing neighbourhood priorities during red times is important to strengthen public confidence in how we police Plymouth. Neighbourhood priorities can be viewed on the force neighbourhood policing webpages. (241109) 				
CIOS BCU	<ul style="list-style-type: none"> ➤ Briefing system now contains specific tasks for front line officers 				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Red Times/Zones and Foot beats established for each sector ➤ Red times are stringently adhered to in SHWD. In addition all response staff look for every opportunity to get out of their vehicles, and walk and talk to the public as part of the 'Walk the block' initiative. Culture in 				

LEAD:	BCUs	TARGET DATE:	20.11.09	RAG:	
ACTION:	<p>2. Staff to be tasked to patrol on foot in red zones/red times giving out reassurance message. The message is to be focused at addressing the local concerns</p>				
	<p>the LPA is being challenged so that response officers see themselves primarily as a footpatrol with the ability to respond to prompts and immediates in a car if required</p> <ul style="list-style-type: none"> ➤ Red Zones now subject of 2-week OIS logs and resources allocated Code 79 daily. ND20 tested at DMM on resource deployment ➤ NTL working on daily 'confidence' message ➤ Completed. OIS logs opened for each sector. Local briefings have been updated ➤ Red times & zones being reinforced. A daily message will be agreed at DMM and delivered via text to all officers Airwaves ➤ Revised 'Red Zone' category managed by IIMU. Crime patterns, HACs, Targets, ASB will be tasked via PIT on a fortnightly basis ➤ New Dynamic Red zones' to be managed by duty 20 dealing with urgent LPA taskings as and when they occur ratified at daily tasking ➤ Operations Department engage across Devon in the delivery of red zones, red times ➤ Red Times being robustly managed through BCU & LPA daily tasking and through every CIM following a letter from BCU Commander to each of them ➤ Analytical work has been completed to identify the sectors with the lowest levels of confidence. Using mosaic tailor made action plans will be developed to impact upon confidence in specific neighbourhoods 				
Update 091209	<ul style="list-style-type: none"> ➤ Posters detailing Red Zones and PACT priorities produced encouraging speaking to public on footpatrol for community engagement ➤ Red Zones agreed – some confusion has been caused – CMCD require one time per LPA so they can broadcast. NHTs have gone into some detail highlighting differing times and areas for specific targeted foot patrol. In brief concept is in place – the times I have been at stations it has been adhered to – further ongoing development required e.g. mapping ASB (multi agency data) PS Godfrey leading on LPA work 				

LEAD:	BCUs	TARGET DATE:	20.11.09	RAG:	
ACTION:	2. Staff to be tasked to patrol on foot in red zones/red times giving out reassurance message. The message is to be focused at addressing the local concerns				
	around ASB report at year end				

LEAD:	BCUs	TARGET DATE:	20.11.09	RAG:	
ACTION:	3. East Cornwall, North and East Plymouth and Torbay LPAs to engage with Media Team re newsletters. The rest of the Force to follow in due course				
UPDATES:	<ul style="list-style-type: none"> ➤ Newsletter designed ➤ Request from council to engage with this ➤ Newsletters for the 3 LPA's now produced and distributed 				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Review of existing publications and opportunity for joint messages with Partners – Devon talk – East/Mid Council quarterly paper ➤ Complete – newsletters designed and submitted ➤ Draft for each ward to be produced by 11/12/09 ➤ Newsletter designed-SPOC Philippa Thompson @ HQ ➤ Partnership buy-in to be exploited 				
CIOS BCU	<ul style="list-style-type: none"> ➤ East LPA newsletter designed. Complete ➤ Council are scoping the possibility of producing a county wide newsletter financed through advertising to provide details of services provided by partners, to include good news stories 				

LEAD:	BCUs	TARGET DATE:	11.12.09	RAG:	
ACTION:	4. NT posters to be displayed in key locations/shops etc				
UPDATES:	➤ Format designed by Corporate Comms				
PLYMOUTH BCU	➤ All Plymouth BCU teams report that their posters are up or on order from print room				
CIOS BCU	➤ Neighbourhood teams tasked with providing information direct to reprographics. LPA SPOCs checking on compliance. Complete and ongoing				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Corporate posters being obtained for publication in defined locations across LPA. Ongoing ➤ Every Neighbourhood team is being supplied with a digital photo frame to upload the picture of the NBM/PCSO, contact details, next PACT opportunity and other key messages. These will be placed periodically on post office counters (outward facing to the queues) , police surgeries and other public places to supplement the NT posters ➤ Requests for NT Posters made to Reprographics CAPACITY issues in resourcing LPA requests at HQ ➤ Completed. Posters have been distributed throughout the sectors. New Neighbour & Partners Poster being developed ➤ Pending work from reprographics ➤ Format designed by Corporate Comms ➤ Spreadsheet created to show where Posters are displayed ➤ It appears that Reprographics are being overwhelmed with requests for posters/newsletters ➤ Email to all NTLs for info 20/11/09 				
Update 091209	<ul style="list-style-type: none"> ➤ Mystery shopper identified need for more marketing around PACT on beats. NTLs addressing, but backlog with reprographics means two weeks delay. 8/12/09 ➤ East and Mid Devon - Work in progress – some on order delivery awaited, Also awaiting Force photographic in some neighbourhoods – this is not complete and will continue in the coming weeks 				

LEAD:	BCUs	TARGET DATE:	11.12.09	RAG:	
ACTION:	5. 1 positive PR/success per beat to be identified and promulgated to local community via range of methods/month				
UPDATES: CIOS BCU	➤ Sectors to include good news stories within the TIMs minutes. Marcoms officer provided with access to all sectors TIMs minutes				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Development of OP Feedback – CMS ➤ Tasked out to Sector Inspectors to develop community feedback. Main outlets identified as CMS, Media, PACT panels, LAGs, Websites, Text messaging, Newsletter/ Partnership meetings/PALM, NHW ➤ Business as usual ➤ LPA Cdr & team held ‘Confidence’ Lunch for editors, radio and journos ➤ LPA Cdr supplied ‘Confidence’ Essay to local paper for publication at their request ➤ CMS Messages sent and high profile development under way. Local paper running feature on CMS/recruiting ➤ Most sectors are complying with this. To be monitored 				
Update 091209	<ul style="list-style-type: none"> ➤ Tasked to Sector Insp for cascading to NHT and for compliance checks ➤ Tasking has gone out and been received (reality checked) – there are a plethora of messages going out examples – reports to local action groups – CMS messages being used proactively in Mid Devon 14 in the last 4 weeks for Mid Devon. Press seeing regular articles ➤ CSP for Mid and East looking to join up communication strategy and use Community Action Days, ‘Connect’ methodology etc 				

LEAD:	BCUs	TARGET DATE:	11.12.09	RAG:	
ACTION:	6. NHP website to be updated with events/priorities/You Said We Did				
UPDATES:	➤ Review of all NH pages and improvements identified for implementation. Deadline 5 December				

LEAD:	BCUs	TARGET DATE:	11.12.09	RAG:	
ACTION:	6. NHP website to be updated with events/priorities/You Said We Did				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Dip sampling within PITG saw marked improvement in the quality and timeliness of updates around events and You Said We Did ➤ Special Con Supts, briefed and aim is to ensure Specials are embedded on website ➤ Targeted Operations by SPC for confidence and satisfaction to be reflected in updates on NH web sites ➤ Dedicated SPOC temp. Established to ensure consistency and continual improvement ➤ An advert is being placed in the local media for SHWD seeking volunteers to help with the NH Website as part of the PVP ➤ Websites tested 'live' at LPA tasking meetings and with visiting dignitaries ie DL Rachel THOMAS ➤ Website is good but IT problems are still preventing the easy management of it ➤ Website updated ➤ Officer on restricted duties appointed full time to link with every Neighbourhood Team to improve website quality linking with Corporate Comms. (Also relates to area 7) 				
Update 091209	<ul style="list-style-type: none"> ➤ Geographic Administrator collating and assisting updating of website ➤ Insp Tomlinson aware of IT issues preventing some beats from updating site. Stand alone computers on order for LPA 8/12/09 ➤ East and Mid – individually reviewed today 09/12. There are still some gaps and these have been actioned to be sorted. There is still problems with capacity on the website – updates are being lost, some photos have disappeared because of a 'refresh'. Issues are being worked through – main area is in Mid Devon Sector Insp aware and dealing 				
CIOS BCU	<ul style="list-style-type: none"> ➤ Process in place for simple updates to be done within LPAs. SPOC checking on compliance 				

LEAD:	Ops Depts/BCUs	TARGET DATE:	20.11.09	RAG:	
ACTION:	7. Roads Policing Unit to be available for BCU tasking around PACT priorities				
UPDATES:	➤ Chris Booty organising feedback on RPU activity against PACT				
PLYMOUTH BCU	➤ Plymouth BCU have a good process in place with the BCU RCRU officer completing RRF forms for traffic PACT priorities and communicating messages back to NPTs for you said we did				
OPS DEPT	➤ Neighbourhood Management action point 7: (as above) performance monitoring amended to encourage feedback from officers in respect of the activity that they have undertaken to address PACT priorities. Emails are required to be sent to a central Operations email box and copied to the NTL to update the "You said, we did" pages				
DEVON BCU Update 261109	➤ RPU and Dogs attend LPA DMM and LPA Tasking ➤ Ops Dept taskings will be taken directly from LPA TAD, updated fortnightly				

5. PARTNERSHIP

LEAD:	BCUs/TP	TARGET DATE:	13.12.09	RAG:	
ACTION:	1. <i>Raise confidence agenda with Chief Execs, CDRPs, LCJB and strategic partnerships around current performance and explore ways to prioritise co-ordinated activity</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Devon and Torbay Chief Executives spoken to ➤ Letter from CC to all Chief Executives/Leaders re confidence agenda 				
PLYMOUTH BCU	➤ Ch Supt Bickley has briefed the LSP. PS Morley has briefed Council Chief Execs and street scene partners with current force performance and our future aims as part of BCU Signal Crime initiative				
CIOS	➤ Confidence/Satisfaction group has representatives of the CDRP. County/Police ASB team to be used as example of co-ordinated work				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ CDRP have adopted Confidence as a priority. Regular performance information discussed ➤ Scan of other CDRP activity in relation to confidence completed ➤ Work group to be established to ensure joined up delivery and communication ➤ Partnership comms strategy for confidence to be established ➤ Self assessment for ASB to be completed on 2 December ➤ Joint poster has been produced with SH&WD Local authority Chief Exec (attached) this has been distributed for public display by Neighbourhood teams, members of the LSPs and is in the foyer of the council offices and front offices across the LPA. Joint confidence target publicised in council foyers. Joint media work with Chief Exec on force days of action ➤ Supt has held meeting with Community Safety Lead and Chief Exec. Partners are fully aware of confidence agenda and action plan. CDRP and TSP now have confidence as part of their agendas ➤ Meeting held with local authority managers / executives. Joint action plan being developed ➤ Raised with CDRP, members and scrutiny panel ➤ NST (Sgt Harvey) working with Michael Miller from CDRP 				

LEAD:	BCUs/TP	TARGET DATE:	13.12.09	RAG:	
ACTION:	1. <i>Raise confidence agenda with Chief Execs, CDRPs, LCJB and strategic partnerships around current performance and explore ways to prioritise co-ordinated activity</i>				
	<ul style="list-style-type: none"> ➤ BCU Commander has written to all Chief Execs about the need to better prioritise Confidence ➤ Confidence appears as a local priority in both the Devon and Torbay LAAs ➤ Devon wide Partnership conference held on 19th November with LSP/CDRP representation and other partner agencies. Confidence covered prominently including a workshop session. The BCU Commander advised District and County reps that the CC would be providing their Chief Execs with a monthly update/report on confidence 				

LEAD:	Performance & Analysis	TARGET DATE:	13.12.09	RAG:	
ACTION:	2. <i>Provide confidence related performance on a monthly basis and commentary on action needed to Local Authorities and CDRPs</i>				
UPDATES: DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Members of the Community Safety Team attend LPA tasking on a fortnightly basis. Communicating with confidence is on the agenda of the South Devon and Dartmoor CDRP on 27 Nov ➤ Achieved through LPA Cdr KIN communications 				
Update 091209	<ul style="list-style-type: none"> ➤ East and Mid Devon Monthly report to local authority being received and discussed at every CDRP meeting (6 weekly) ➤ Letter sent to Chief Execs/Police Authority Members by ACC TP together with performance data 				

LEAD:	BCUs	TARGET DATE:	Ongoing	RAG:	
ACTION:	3. <i>Co-ordinate problem solving through neighbourhood management and joint tasking</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Patchy use of LAGs across Force 				

LEAD:	BCUs	TARGET DATE:	Ongoing	RAG:	
ACTION:	3. Co-ordinate problem solving through neighbourhood management and joint tasking				
	➤ Neighbourhood policing training begun including multi-agency				
PLYMOUTH BCU	➤ Plymouth BCU Partnership tasking process around signal crime in development				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ CSO from District Councils attend LPA / Sector TAD ➤ LAGS established for Sectors ➤ PACT Panels established ➤ Problem Solving Plans recorded on OIS ➤ NH Harm Reduction spreadsheet Implemented ➤ Joint Council/NBM patrols in Sectors ➤ Partnership problem solving panels linked to the CDRP meet regularly at practitioner level ➤ Full neighbourhood management model in operation in North Devon sector ➤ Issue discussed at Supervisors Seminar. Community Safety Lead sits at our tasking meetings. Sector Inpsps already engaged with many of our local partners ➤ As per a joint action plan ➤ 13. Update from Council Exec Committee 24 Nov. My Neighbourhood PACT proposal agreed ➤ Recruitment of 8 ECC staff on 15 Dec. BD interviewing with ECC ➤ Joint partnership Induction planned for mid Jan with monthly training events after ➤ Tasking and resourcing process will be strongly linked to ASBAT&CT 				
Update 091209	➤ As above				

LEAD:	Corporate Comms/BCUs	TARGET DATE:	13.12.09	RAG:	
ACTION:	4. Maximise opportunities for joint marketing through newsletters etc with Local Authorities and other partners				
UPDATES:	➤ Links to newsletter				
PLYMOUTH BCU	➤ Plymouth BCU - £6k of joint funding with community safety partnership to produce Plymouth positive action and engagement leaflet. Raise profile of joint working and local contacts. Some of the money will be put towards prepaid postage to increase communication				
DEVON BCU Update 261109	➤ Devon Talk Mid/East Council Newsletter ➤ Will form part of communications strategy ➤ CDRP newsletter and South Hams council newsletters used for good news stories and key messages. All local papers carry 'on the beat' articles weekly ➤ 9000 residents have been sent the joint CDRP newsletter. IT and community messaging being considered re newsletter circulations ➤ Website links to local council (and return) ➤ Two articles already in ECC publications due out immanently ➤ LPA Supts in contact with LSPs to develop work				
Update 091209	➤ Safer North Devon Newsletter 8/12/09 ➤ Work is underway to map/audit activity – agree joined up messages and then implement				

LEAD:		TARGET DATE:	02.01.10	RAG:	
ACTION:	5. CPS lawyer to work to Force Head of Legal Services around ASB				
UPDATES:	➤ Agreement from Tracy Easton				

LEAD:	BCUs	TARGET DATE:	Ongoing	RAG:	
ACTION:	6. Utilise partnership resources for addressing PACT priorities and marketing results and victims				
UPDATES:	➤ BCUs engaging all partners				
PLYMOUTH BCU	➤ Plymouth BCU have partnership communications plan				
OPS DEPT	➤ An example of this is that work takes place with the County Council in respect of road safety initiatives - such as the Country Mile Project, which are publicised in local media				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ LAG structures established across LPA and TOR reviewed ➤ Regular reports received ➤ CDRP activity and performance subject to Scrutiny Committee review every six months ➤ LAG updates to be linked to web sites and parish/council web sites and published material ➤ Development of CCTV protocol for licensed premises. Engagement with EDDC. Sharepoint best practise updated ➤ West Devon have co-ordinated partnership surgeries which include frequent police surgeries through the West Devon Link model. This is being replicated in South Hams ➤ PACT engagement is now being led by various partners throughout LPA (Highways, Environmental health, Licensing) ➤ Strong PACT process in place with community safety lead attending PACT meetings ➤ Results are included in local authority newsletters ➤ 10. ASBAT&CT Meeting Chairs on 30th Nov to develop marketing strategy ➤ NH and SS delivering briefing to sections pre Xmas and marketing ASB hotline to press via paper/radio (1st week December) ➤ City and County councillors briefed on confidence agenda and engaged with ASBAT&CT process as well as comm. Messaging on 19 Nov 				

LEAD:	BCUs	TARGET DATE:	Ongoing	RAG:	
Update 091209	➤ East and Mid – example all community action days are organised and lead by council employees				

LEAD:	Jim Webster/Barry Marsden	TARGET DATE:	01.2.10	RAG:	
ACTION:	7. Confidence Conference to highlight best practice, engage partners and co-ordinate activity				
UPDATES:	➤ Plymouth BCU Supt Sumner running CID confidence conference for all DS and DI ranks in BCU. Format of the day will be to identify and problem solve how CID can impact on confidence and to produce a BCU communications plan for CID ➤ Meeting held 070110 between TP and Corporate Comms to arrange conference end of March 10				

6. COMMUNICATION – to be completed by Corporate Comms

LEAD:	Corporate Comms	TARGET DATE:		RAG:	
ACTION:	1. <i>See attached comms strategy</i>				
UPDATES: DEVON BCU Update 261109	➤ Every member of SMT provided with Public Confidence Communications Strategy				

7. JUSTICE SEEN, JUSTICE DONE

LEAD:	CJD/TP	TARGET DATE:	20.11.09	RAG:	
ACTION:	1. <i>Development of 'Court and Convicted' on Force website</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Pilot in use in Cornwall ➤ CJ identifying current targets to be displayed ➤ Now live on Force website 				

LEAD:	TP/Corporate Comms	TARGET DATE:	20.11.09	RAG:	
ACTION:	2. <i>Development of leaflets to highlight 'Court and Convicted' outcomes for local communities</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Positive Action leaflet produced 				

LEAD:	TP Dept	TARGET DATE:	20.11.09	RAG:	
ACTION:	3. <i>Placing of ASBOs on Force website as part of 'Court and Convicted'</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ Live 23/11/09 				

LEAD:	TP Dept/ BCUs/Ops	TARGET DATE:	20.11.09	RAG:	
ACTION:	4. <i>Enforcement activity to be included within 'You Said We Did' within NP website</i>				
UPDATES:	<ul style="list-style-type: none"> ➤ RPU to provide enforcement activity ➤ Link to court and convicted 				

8. RESEARCH OF ACTIVITY FROM TOP PERFORMING FORCES

LEAD:	TP Dept – Operational Activity Corporate Comms – Communication/Marketing	TARGET DATE:	20.11.09	RAG:	
ACTION:	1. Contact to be made with the following Forces who are top performing in overall confidence performance Merseyside; Cumbria; Cleveland; Lancashire; Durham				
UPDATES:	<ul style="list-style-type: none"> ➤ Merseyside marketing product utilised re posters in comms strategy ➤ Cleveland already spoken to ➤ Cumbria contacted re street safe ➤ All Forces contacted Report to ACC TP (181209) 				

LEAD:	TP Dept	TARGET DATE:	20.11.09	RAG:	
ACTION:	2. Contact to be made with the following Forces who are top performing in keeping victims informed Lancashire; Northumbria; Cleveland; Merseyside; North Yorkshire				
UPDATES:	<ul style="list-style-type: none"> ➤ Merseyside marketing product utilised re posters in comms strategy ➤ Cleveland already spoken to ➤ Cumbria contacted re street safe ➤ All Forces contacted. Report to ACC TP 				

9. QUALITY ASSURANCE

LEAD:	BCUs/Depts	TARGET DATE:	13.12.09	RAG:	
ACTION:	1. Self inspection by BCUs/Depts SMTs around relevant activity contained within this action plan				
UPDATES:	➤ Standards for beat teams/ patrol already distributed				
PLYMOUTH BCU	➤ Plymouth BCU producing a compliance checklist by weekending 18/12/09 for all NPTs to self assess our set requirements				
OPS DEPT	➤ Checks made in respect of the returns that are made to NTLs and also the activity that has taken place against the plan. Discussed at DMT meetings				
TP DEPT	➤ Qualitative telephone assessments by supervisors refocused to ensure driving confidence and pledge compliance now introduced within CM&CU				
CIOS	➤ First round of secret shopping project results provided to SMT. LPA SPOCs tasked with testing neighbourhood responses				
DEVON BCU Update 261109	➤ PMR conducted in LPA ➤ DIP sampling templates for Sector Inspectors/ reviewed at LPA TAD ➤ One to one with all Sgts and LPA Commander ➤ “Our Standard” adopted and performance frame-work developed to ensure compliance ➤ Quality assurance ring backs for supervisors established ➤ Crime Management standards policy developed for one to one with Supervisors ➤ This plan will form the basis of fortnightly intrusive review for discussion in LPA TAD ➤ Confidence Focus Group established in LPA led by Sector Inspector, Crime Manager and NTL (MBA Public Reassurance) delivering ‘Confidence’ Message to all staff across LPA in One Month ➤ 10. Ops Support Insp completing on-going review ➤ All Sector Insp are fully aware of action plan				

LEAD:	BCUs/Depts	TARGET DATE:	13.12.09	RAG:	
ACTION:	1. Self inspection by BCUs/Depts SMTs around relevant activity contained within this action plan				
	<ul style="list-style-type: none"> ➤ Process for self inspection around ASB now in place ➤ Review of action plan conducted weekly through PIT & EMT. QA issues for individuals to be managed via first line managers ➤ Internal performance review and currently one week mystery shopper campaign across five domains in poor performing sectors 				
Update 091209	<ul style="list-style-type: none"> ➤ All Insp & Sgts at Development day tasked by Supt to ensure compliance & quality checks. Discussed at fortnightly TAD meeting ➤ Dip sample of websites completed this week ➤ Action plan part of performance management ➤ Reality checks being completed around front offices red times/zones and remedial action being taken 				

LEAD:	BCUs	TARGET DATE:	13.12.09	RAG:	
ACTION:	2. Use of mystery shopping				
UPDATES:	<ul style="list-style-type: none"> ➤ In place in Cornwall – ongoing pilot 				
PLYMOUTH BCU	<ul style="list-style-type: none"> ➤ Plymouth BCU meeting with Julie Fielding 06/01/10 (COIS lead) to develop initiative in Plymouth 				
CIOS	<ul style="list-style-type: none"> ➤ first results provided to SMT 				
DEVON BCU Update 261109	<ul style="list-style-type: none"> ➤ Internal performance review and currently one week mystery shopper campaign across five domains in poor performing sectors ➤ On-going 				

LEAD:	Corporate Comms/TP	TARGET DATE:	13.12.09	RAG:	
ACTION:	3. <i>Support to BCUs/Depts around quality assurance issue by Corporate Comms/TP Depts to inform SMTs of level of activity and identification of areas for improvement</i>				
UPDATES:	➤ Sharing of best practice re current activity through Gold Group				

LEAD:	TP	TARGET DATE:	Ongoing	RAG:	
ACTION:	4. <i>TP inspections as per HMIC reviews into Pledge</i>				
UPDATES:	➤				

LEAD:	Performance & Analysis	TARGET DATE:	Ongoing	RAG:	
ACTION:	5. <i>PITG performance review</i>				
UPDATES:	➤ First PITG 13.11.09 ➤ Action plan and activity discussed 27.11.09				