

**DEVON AND CORNWALL POLICE AUTHORITY**  
**PLANNING AND CONSULTATION COMMITTEE**

A meeting of the **Planning and Consultation Committee** was held on 15 March 2005.

***Further information on the items referred to below is contained in the agenda for the meeting held on 15 March 2005.***

Matters discussed (with minute references shown in brackets) included: -

**[PC/139] Police Authority Local Policing Summary**

Members discussed the potential implications on the Police Authority from the Serious and Organised Crime and Policing Bill to produce a summary of the policing plan for all taxpayers. The Committee had little enthusiasm to proceed with any new publication whilst the legal position remained unclear.

**[PC/140] Evaluation of Community Engagement with Minority Communities**

Members were presented with a report on the proposals for the Force to commission an independent consultant to evaluate the Force's current community engagement activity with hard-to-reach communities.

This review should position the Force well in understanding future consultation needs and provide a pointer to where efforts should be best directed to include those who historically have been excluded from consultation.

**[PC/141] Progress of Race Equality Scheme Consultation**

The Committee considered a report on the progress of the Race Equality Scheme consultation. Advice has been received from the Devon and Plymouth Race Equality Councils on the best method for consulting with Black and Minority Ethnic people. The new scheme should be complete by May 2005.

**[PC/142] Consultation Update**

Members were updated with progress on current consultation activity. A Force Domestic Violence Survey is due to be conducted in April 2005. A further update on Police Authority consultation activity was circulated to Members at the Police Authority seminar on 21 March 2005.

**[PC/143] Quality of Service Surveys**

The Committee was updated on the findings from customer satisfaction surveys circulated to victims of burglary, violence, vehicle crime, racist incidents and road traffic collisions. The Consultation Unit determines the best use that can be made of this information. Positive feedback can be communicated to individual officers and staff through the Personal Development and Review process.

**[PC/144] Preliminary Results from the November 2004 Public Survey**

Members were presented with a report on the findings from the public survey conducted in November 2004.

The Committee was informed of work ongoing in the Force to raise satisfaction levels with the police, in particular with regards to officer visibility. Public expectation had been raised with the roll-out of neighbourhood policing.

There is a split between rural and urban areas with regards to satisfaction levels.

**David Money**  
**Chairman of the Planning and Consultation Committee**