

**DEVON AND CORNWALL POLICE AUTHORITY**

**PLANNING AND CONSULTATION COMMITTEE**

A meeting of the Planning and Consultation Committee was held on 16 March 2004.

***Further information on the items referred to below is contained in the agenda for this meeting, which has been circulated to all members.***

The following recommendation arose from the meeting:

**PC/100 STRATEGY FOR ENGAGING THE COMMUNITIES FOR DEVON AND CORNWALL.**

The Strategy clearly sets out the overall aim of the Authority and Force in engaging in the communities that are served by the Force. To achieve this aim, there is a need for a framework for delivery to identify how engagement will be achieved in practical terms. Work has been continuing on developing the strategy via sub groups of the Committee. Both the strategy and delivery framework will be kept under review.

**RECOMMENDATION** that the attached Strategy for Engaging the Communities of Devon, Cornwall and the Isle of Scilly be approved.

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

**PC/99 DRAFT ANNUAL POLICING PLAN 2004/05 AND STRATEGIC PLAN 2004/09**

As agreed at the last meeting of the Authority, these plans were presented to members for final comment and acceptance prior to publication on 31<sup>st</sup> March 2004. Members had some suggestions for the presentation and content of future documents and will working with the authors of the plans to take these ideas forward.

**PC/101/ CONSULTATION WITH MINORITY ETHNIC GROUPS.**

Members considered the work currently being carried out in relation to consultation with black and minority ethnic (BME) groups. They were particularly interested in the work being done in this area, but expressed some concern about treating diversity as a whole rather than dealing with specific groups. They felt that the success of diversity groups would come from giving minorities a voice in a forum where they will be heard. The need to consider consulting in partnership with others, to help avoid consultation fatigue and reduce costs was discussed, as well as some of the barriers to dialogue with people of other cultures and faiths.

**PC/102 CONSTABULARY CONSULTATION PROGRAMME AND CALENDAR.**

Members considered the work programme for the year 2004/05 describing the wide range of consultation activities to be carried out.

## **PC/104 UPDATES ON CONSULTATION**

Members shared information/experience on consultation activities on which they had been engaged. These included :

- a special meeting to discuss problems of anti social behaviour in a specific ward in Exeter.
- the Authority and Force working as partners with Plymouth College of Further Education building on the work undertaken in previous years.
- working with 'excluded' or 'hard to reach' groups with local authority representatives and police officers.

## **PC/105 ANY OTHER BUSINESS – POLICE AUTHORITY WEBSITE**

Police authority web site – work on the new police authority web site is progressing and it is hoped that it will be launched in July, with further development continuing after that date.

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

## Strategy for Engaging the Communities of Devon, Cornwall and the Isles of Scilly

### **AIM**

The Police Authority and Constabulary will

- ensure that the diverse communities of Devon and Cornwall are provided with a range of opportunities to express their views about the provision of policing services
- ensure that all staff of the Police Authority and Constabulary are provided with a range of opportunities to express their views about the provision of policing services and working practices
- disseminate the results of consultation exercises and provide feedback about actions taken to address the issues identified
- undertake to keep communities briefed on policing issues that affect them

### **OBJECTIVES**

1. To engage in clear and regular channels of communication with the public and our staff, in order to
  - determine public and staff requirements and expectations of the police service
  - review the ability of the police service to meet these requirements and expectations
  - inform the public and our staff of the services, priorities and standards which will be delivered

The Police Authority and Constabulary recognise that the public consists of residents, visitors and businesses embracing the full diversity of local communities.

2. To ensure that staff are well informed and knowledgeable to enable them to act as ambassadors for the Constabulary and Police Authority, thereby contributing to clear and effective public engagement.
3. To fulfill statutory consultation requirements placed upon the Police Authority and Constabulary.
4. To inform the development of Police Authority and Constabulary strategic priorities and plans.
5. To take into account the results of consultation exercises and public views, when determining strategic targets and local service delivery priorities.

### **METHOD OF DELIVERY**

A full range of formal and informal engagement processes will be utilised. These will be selected to reflect the nature of the issues to be considered and the needs of those with whom the Police Authority and Constabulary are consulting.

In developing this Strategy the Police Authority and Constabulary stresses the importance of ensuring that the significance of young people and their potential input is recognised. The Police Authority and Constabulary also attaches great importance to the cultural, geographic and other diverse elements of the communities across the peninsula, ensuring that all these elements are taken into account when engaging with members of those communities. The flow of information between members of the public, the Police Authority and police staff is illustrated in Appendix A.

The principal methodologies will include:

- Police Authority Meetings
- Focus groups
- Events using IML audience response systems
- Liaison with Independent Advisory Groups
- Citizen panels (Local Authority, LSPs and other partnerships)
- Structured interview techniques
- Postal surveys
- Telephone surveys
- EConsultation (website, email, text messaging by mobile phone etc.)

The more formal interactions outlined above will also be supported and informed by the less formal daily interactions that take place between police staff, especially neighbourhood beat managers, and the public.

## **PUBLICATION AND USE OF CONSULTATION RESULTS**

The results from consultation exercises will be:

- i. Used to compare local performance against that of similar police forces and national standards
- ii. Circulated in the form of detailed reports to senior police managers to ensure the results are considered when operational decisions are taken
- iii. Used to identify areas where performance can be improved
- iv. Integral to Police Authority and Constabulary strategic planning and target setting processes

The results of public consultation exercises will be summarised and published on the Constabulary and Authority web-sites to provide feedback to members of the public.

## **ACHIEVEMENT OF THE STRATEGY**

The Strategy clearly sets out the overall aim of the Authority and Force in engaging in the communities. To achieve this aim, there is a need for a framework for delivery to identify how engagement will be achieved in practical terms. Both the strategy and delivery framework will need to be kept under review.