

**Devon and Cornwall Police Authority Planning and Consultation Committee**

**8 February 2007**

Open for the purposes of FOI

Report of the Chairman of the Planning & Consultation Committee

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**HMIC Baseline Assessment 2006 -  
Areas for Improvement which come within the orbit  
of the Planning & Consultation Committee**

**Recommendation(s):**

(i) To note the report.

**1. CITIZEN FOCUS**

- The Race Independent Advisory Group needs to develop a 'wider remit of involvement'
- ACPO Hate Crime guidelines are still to be implemented
- The profile of diversity training remains too low across the Force
- There is a significant discrepancy between victim satisfaction levels related to violent crime. It is currently 27% for members of ethnic minorities and 38% for white victims.
- Greater focus is required upon Plymouth's performance concerning racist incidents, Plymouth BCU carrying over a third of The Force's total in this area.

**2. NEIGHBOURHOOD POLICING**

- The Force has no website specific to neighbourhood policing.
- A review of the effectiveness of the BCU marketing officers is required
- A communications strategy 'needs to be developed urgently, incorporating ownership and the ACC with responsibility
- Internal and external marketing strategy of new neighbourhood policing arrangements, with particular attention to public involvement in policing choices.
- The transfer of NBMs from using their own mobiles to the use of Airwave has caused considerable problems with public contact. Airwave must be as functional as possible.
- There is insufficient internal communication to call centre staff by NBMs of their local priorities

### **3. CUSTOMER SERVICE**

- The Cornwall quality assurance pilot on user follow up should be assessed and rolled out. (The assessment regards current Force follow up to victims as weak)
- Police Authority members should be involved in the IAGs regarding police complainants and witness care.
- Better information should be provided to officers attending PALMS, particularly concerning call management performance. A performance briefing paper should be developed and consistently updated.
- Regarding call management, a 'comfort system' should be developed, for callers put on hold.

### **4. REDUCING CRIME**

- The Force needs to conduct regular crime reduction seminars

### **5. ANTI SOCIAL BEHAVIOUR**

- The Force needs to improve its communication of successes and schemes to tackle the key performance targets of reducing criminal damage and violence in a public place. (e.g. prosecutions, projects and reductions).
- There should be closer involvement of local people (councillors, N. Watch, residents' associations etc) in police prioritising. A readily accessible community contacts database requires development.

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