

Devon and Cornwall Police Authority Planning and Consultation Committee

8 February 2007

Open for the purposes of FOI

Joint Report of the Chief Executive and the Chief Constable

Police Authority Consultation Update

Recommendation(s):

- (i) That the contents of the report are noted

Introduction

1. This report is to keep Members informed of current and planned consultations. Members will receive regular updates at this committee.
2. This report will also outline where progress has been made in relation to the three consultation priorities identified for 2006/2007
3. A summary of key results will be presented at the next meeting.

Background Information

4. **Neighbourhood Policing:** Consultation in relation to Neighbourhood Policing has always featured on the public surveys. However, since this area was identified as a priority for the Police Authority the questions have been modified and expanded to produce more in-depth results. Furthermore, questions have been included relating to Police Community Support Officers (PCSOs) and how they are being received around Devon and Cornwall. The July public survey was the first to feature the new questions and results are now available and will be presented at this Committee meeting. The questions also featured on the November public survey and results will be available at the next Planning and Consultation Committee meeting. Future public surveys will also feature the same set of questions so that data can be compared over time. In addition to the data collected through the public surveys, a series of street surveys has been carried out in the areas where significant numbers of PCSOs have been deployed (Camborne, Penzance, Truro, Honiton, and Exmouth). Results from the street surveys will also be available at the next committee meeting, there has been a delay in publication of these results due to more pressing commitments such as consultation relating to the Disability Equality Scheme and the staff survey.
5. **Public Survey:** The results from the July public survey, which featured questions relating to Neighbourhood Policing, fear of crime and areas of concern, the Criminal Justice System, reporting crime, and satisfaction with services, are now available. The November public survey was sent out and the data is currently being processed.
6. **Business Survey:** The November Business survey was distributed to 7,500 businesses around Devon and Cornwall. Questions were asked relating to Neighbourhood Policing, communication, Police Community Support Officers, policing priorities, crime, levels of satisfaction with the Police Service etc. Results will be available at the next committee meeting.
7. **Staff Survey:** The Police Authority has commissioned MRUK to run a full staff survey, which will be distributed via email to all members of staff early in February. Arrangements will be made for those who do not have access to their email, due to being on secondment, long-term sick, or maternity leave, to be sent hard copies of the questionnaire to their home addresses. Hard copies will also be distributed to all Special Constables via Anne Hasyn.
 - A meeting was arranged with key members of staff to discuss topics to be consulted on.

Furthermore, an email was sent out to the Command Team, Department Heads, BCU Commanders, and other key stakeholders to keep them informed and allow them the opportunity to suggest topic areas for consideration.

- The first draft was put together by MRUK based on the feedback from key staff members and the Police Authority. This was then circulated for comments and approval.
 - MRUK has now completed the second draft which is to be circulated for final sign-off.
 - This draft of the survey will also be sent to Unison, GMB, the Police Federation, and TGWU to ensure that they are happy with the process and the questionnaire design.
 - An email has gone out to all Force Communication Champions asking them to publicise the survey and encourage staff to complete it.
 - A pilot of the survey will run in the first week in February. If the survey is then deemed to be workable it will then be sent out.
 - The survey will be in circulation for four weeks with a reminder being sent out half way through.
 - Results from the survey and associated recommendations for action will be fed back to the Police Authority, all Senior Management Teams and the Command Team in March. A full report will be made available to all staff shortly thereafter and a series of roadshows will be organised with Communication Champions so that the outcomes of the survey are fed back to all departments and BCUs.
8. **Consultation with parents:** In partnership with Mid Devon Primary Care Trust, The Police Authority and the Constabulary are running a series of IML consultation events with parents during February half term. The consultation will focus on issues such as tensions at home, help with parenting, getting information about bullying and other problems that young people are faced with such as drugs, alcohol etc. The results will be used to apply for lottery funding to provide parenting workshops at different stages of a child's development. The aim is to reduce truancy and anti-social behaviour by working with parents to keep young people interested in school.
 9. **Disability Equality Scheme:** The Police Authority has been working with the Constabulary's Diversity Unit to drive consultation and engagement forward in partnership with other agencies in Devon and Cornwall. The Disability Equality Scheme Steering Group, which meets regularly to plan consultation and involvement, is planning its second wave of consultation to complement work already carried out. The questionnaire received a great response rate and data is currently being collated. The focus groups conducted using IML voting equipment were also a great success and results were used to inform the Police Authority's and the Constabulary's Disability Equality Schemes. The second phase of consultation will involve people with mental health issues and learning disabilities and will be in the form of focus groups. It is important to note that, although the Authority's DES has been published it is a live document and consultation and involvement of the Disabled Community will be ongoing.
 10. **Quality of Service reviews:** QSR surveys are currently carried out quarterly in relation to burglary, vehicle crime, violent crime, road traffic collisions, anti-social behaviour, and racist incidents. Results are available on request from the Consultation Unit.
 11. **Monthly Leadership Audit:** The Consultation Unit has recently piloted an internal staff survey in Plymouth BCU and in the Corporate Services Department. This was an email-based questionnaire centred on leadership issues. Results from these two surveys are available on request.
 12. **Call Handling:** The Constabulary carries out quarterly QSR surveys in relation to call handling. Results are available on request from the Consultation Unit.

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