

## Community Engagement Strategy Delivery Programme 2007-2010

The objectives set out in table 1 are intended to fulfil the Police Authority's three overarching responsibilities for community engagement, these are:

1. To ensure that its statutory responsibility for engagement are fulfilled.
2. To monitor and scrutinise the Constabulary's community engagement activities.
3. To promote enhanced citizenship and community confidence in the activities of both the Authority and Constabulary.

**Table 1: Strategic objectives**

Action	Further information (milestones, deadlines, etc.)	Success criteria (How will the Authority know the action has been achieved)	Comments/Progress	On track, Complete or Slippage?
<p>1. To review current consultation arrangements with Non-Domestic Ratepayers and assess compliance with statutory duty.</p> <p>Lead officer – Consultation Manager</p>	<p>1. Identify options and costs for consultation with business community during 08/09. (<i>Aug 2007</i>)</p> <p>2. Identify methods used by other police authorities to consult with business community. (<i>Aug 2007</i>)</p> <p>3. To seek the views of the business community regarding their recommendations for the format, and issues to be consulted upon. (<i>Aug 2007</i>)</p> <p>4. Findings/recommendations to Committee. (<i>Sep 2007</i>)</p> <p>5. Implementation. (<i>Nov 2007</i>)</p>	<p>1. Statutory obligations fulfilled.</p> <p>2. Further reaching consultation.</p> <p>3. More meaningful engagement.</p>	<p>The Consultation Working Group has assessed the current arrangements and found them to be generally acceptable in terms of meeting the authority's statutory duties.</p>	<p>On Track</p>
<p>1 To produce overarching Police Authority Engagement Strategy.</p> <p>Lead officer – Consultation Manager</p>	<p>1. Develop and adopt Engagement Strategy. (<i>May and Jul 2007</i>)</p> <p>2. Develop an annual Engagement Programme for delivering the aims of the Strategy. (<i>Jul 2007</i>)</p> <p>3. Identify the costs associated with the implementation of the Engagement Programme. (<i>Jul 2007</i>)</p> <p>4. Annual review of Engagement Programme. (<i>May annually</i>).</p>	<p>1. Delivery of Engagement Programme</p> <p>2. Improved victim satisfaction (though PPAF).</p> <p>3. Improved knowledge of local officer</p> <p>4. Improved perceptions of service.</p>	<p>1. Engagement Strategy was approved by the Engaging Communities Committee in May 2007 and is now available on the PA website.</p> <p>2. Though there has been some slippage in the production of the Engagement Programme a final draft will be considered by the Engaging Communities Committee in November 2007.</p> <p>3. Actual (where stated) and estimated costs of engagement have been highlighted in table 2.</p>	<p>Complete</p> <p>Minor slippage from July to November.</p> <p>On Track</p>

Action	Further information (milestones, deadlines, etc.)	Success criteria (How will the Authority know the action has been achieved)	Comments/Progress	On track, Complete or Slippage?
<p>2 To review current consultation activities, conduct gap analysis and make recommendations for future consultation.</p>	<ol style="list-style-type: none"> <li>1. Review current activity and identify gaps.</li> <li>2. Identify appropriate methodologies to bridge identified gaps. (Jun 2007.</li> <li>3. Explore capabilities of 'ACORN' geo-mapping software to assist with the above process. (Sep 2007)</li> <li>4. Work with Areas to develop neighbourhood profiles. (Jun 2007)</li> <li>5. Provide Areas with suitable toolkit to assist engagement (Nov 2007).</li> <li>6. Work with partners to identify gaps and options for joint consultation activity. (Nov 2007)</li> <li>7. To review current mechanisms for reporting consultation activities and results to the Police Authority and identify more effective mechanisms. (Sep 2007)</li> <li>8. To develop proposals for 'member-led' consultation activities (to replace former policing forums, partnership seminar). (Jul 2007)</li> </ol>	<ol style="list-style-type: none"> <li>1. Gaps identified and 'bridged'.</li> <li>2. Representative engagement achieved.</li> <li>3. Improved victim satisfaction (through PPAF) and perceptions of services across all communities.</li> <li>4. Efficiency savings (cashable or non cashable).</li> </ol>	<p>1. A gap analysis has been completed and 'business consultation' and 'youth consultation' have been identified as gaps.</p> <p>2. Work has commenced re. consultation with the business community (see action 1) in the form of a business forum, scheduled for October 2007.</p> <p>A programme of youth consultation will commence in September with the aim of conducting 'IVK' consultation sessions in as many High Schools as possible. The Consultation Unit will work closely with SNT when conducting these events and PA Members will be advised of times and venues.</p> <p>3. The Marketing Officer and the Consultation Officer have commenced mapping crime, victim and public survey data using ACORN to identify 'at risk' groups, with the aim of forwarding the information to SNT where it can be used to target engagement and crime reduction activity.</p> <p>4. The content and structure of the neighbourhood profiles has been agreed and arrangements are in place so they can be held electronically.</p> <p>5. SNT have been provided with an engagement toolkit, which was highlighted by the HMIC in May 07 as an example of best practise which will be shared nationally.</p> <p>6. Through Suffolk Speaks, partners engage to identify gaps and opportunities for joint consultation. From April to July 07 a number of focus groups with hard to engage groups were conducted, the results of which are currently being considered.</p> <p>7. Results of consultation activity (and related wider discussion) are considered by the Engaging</p>	<p>Complete</p> <p>On Track</p> <p>On Track</p> <p>Complete</p> <p>Complete</p> <p>On Track</p> <p>On Track</p>

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			<p>Communities Working Group, from here activity is appropriately signposted.</p> <p>The results of consultation activity are also presented to the full Authority within the performance presentation given by the Information Manager.</p> <p>By the end of September the results of consultation activity will also be available on the intranet, where Members will be able to access it.</p> <p>8. Work to develop proposals for 'Member-led' consultation pending – awaiting the outcome of the audit of consultation (see covering report).</p>	Slipped
<p>3 To introduce monitoring mechanisms for ensuring continued effectiveness of Independent Advisory Group (IAG).</p> <p>Lead officer – Head of PA Business Management</p>	<p><u>Deadline for completion: July 2007</u></p> <ol style="list-style-type: none"> <li>1. First meeting of IAG to consider monitoring arrangements. (May 2007).</li> <li>2. Proposals for monitoring IAG to be considered by EC Committee. (July 2007).</li> <li>3. Implementation of monitoring arrangements. (Aug 2007 onwards)</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitoring arrangements developed and implemented – to include outcome measures.</li> <li>2. Possible outcome measures: <ul style="list-style-type: none"> <li>• Number of IAG meetings held</li> <li>• Number of policies reviewed.</li> <li>• Recruitment/retention of IAG members</li> </ul> </li> </ol>	<p>The Annual General Meeting of the Independent Advisory Group was held on 5 June 2007 considered the monitoring arrangements and it was proposed that monitoring of IAG by ECC should be via the IAG Annual Report and a six-monthly progress report. The Engaging Communities Committee approved these monitoring arrangements on 6 July 2007.</p> <p>The first six-monthly report will be presented to the Committee on 18 January 2008 and the Annual Report on 4 July 2008</p>	On track
<p>4 To consider future involvement with Suffolk Speaks Consultation Partnership.</p> <p>(NB: Three year contract to 2009)</p>	<p><u>Deadline for completion: April 2008</u></p> <ol style="list-style-type: none"> <li>1. Establish extent to which the findings/results obtained from Suffolk Speaks consultation can be utilised (e.g. to influence the Authority's strategic decision-making processes).</li> </ol>	<ol style="list-style-type: none"> <li>1. 'Rich' and usable data.</li> <li>2. Greater and more effective use of findings.</li> <li>3. Findings used to influence the Authority's strategic</li> </ol>	<ol style="list-style-type: none"> <li>1. The findings of the most recent Suffolk Speaks consultation (see 3.6 above) and how best to use them is currently being considered and an action plan was outlined in the September ECC information paper.</li> </ol>	On Track

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Lead Officer – Consultation Manager	<ul style="list-style-type: none"> <li>• Research and review. (<i>Jun-Sep 2007</i>)</li> <li>• Findings to Committee. (<i>Nov 2007</i>)</li> </ul> <p>2. Review extent to which Suffolk Speaks provides value for money for the Authority and consider potential alternatives.</p> <ul style="list-style-type: none"> <li>• Review commences. (<i>Sep 2008</i>)</li> <li>• Findings presented to Committee (<i>Jan 2009</i>)</li> </ul> <p>3. Decision on future involvement with Suffolk Speaks. (<i>April 2009</i>)</p>	<p>decision-making processes.</p> <p>4. Improved victim satisfaction (through PPAF) and perceptions of service</p>		
<p>5 To evaluate mechanisms for exchanging information (internal and external).</p> <p>Lead officer – Consultation Manager</p>	<p><u>Timescale: May 2008</u></p> <p>1. To identify members’ networks/ contacts in order to maximise the benefits from members’ existing contacts and links with other organisations and the wider community to generate tangible benefits for the Authority.</p> <p>2. Evaluate structure and mechanisms for providing information (e.g. Constabulary Operational Delivery Group, EC Committee, Monitoring and Audit Committee, member networks).</p> <p>3. Review mechanism for providing information at local, area and strategic level.</p> <p>4. Review opportunities for sharing information and best practice.</p>	<p>1. Review completed and potential benefits identified.</p> <p>2. Identification of ‘rich’ and usable data.</p> <p>3. Appropriate reporting of, and use, of findings</p> <p>4. Sharing of good practice.</p> <p>5. Greater opportunities for partnership working.</p>	<p>This action is deadline for May 2008, evaluation will begin in January.</p>	<p>On track</p>

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	<u>Milestones</u> Evaluation ( <i>Jan 2008</i> ) Findings presented to Committee ( <i>Apr 2008</i> ) Implementation ( <i>May 2008</i> )			

Engagement programme 2007/08

Table 2: Operational actions - consultation activity

		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>PPAF User Satisfaction Survey Programme. The estimated cost to conduct the 2007/08 'Users' and 'Callers' survey is £37k</b>													
1	Telephone survey of victims of violent crime												
2	Telephone survey of victims of burglary												
3	Telephone survey of victims of racist incidents												
4	Telephone survey of victims of vehicle crime												
5	Telephone survey of victims of road traffic collisions												
6	Telephone survey of victims of anti-social behaviour												
Statutory requirement, SPI 1a, b, c, d and e, 3a and 3b. Response to the survey used to assist with strategic decision making Outsourced to Swift Research. Target - 2200 respondents.													
Currently KDI status. Outsourced to Swift Research. Target - 600 respondents													
<b>Callers survey</b>													
1	Telephone survey of 999 callers												
2	Telephone survey of non-emergency callers												
Response to the survey used to assist with strategic decision making and 'service' local targets. Outsourced to Swift research. Target - 800 respondents (400 per survey)													
<b>Public Survey Programme. The estimated cost to conduct the 2007/08 Public Survey is £10k</b>													
1	Postal 'Public Survey'												
Responses to the survey used to assist with identification of local priorities, evaluation of neighbourhood policing and to 'service' local targets. Conducted by Consultation Unit staff. Target - to achieve approximately 4700 responses													
2	Youth consultation – conducted in schools and attended by local officers												
Recognised as a significant 'hard to engage' group and identified in the audit of consultation as an area of further work. Seen more as a means to facilitate links with SNT rather than servicing targets.													
3	Public meetings/street meetings												
Locally arranged public meetings attended by police officers and representatives from other public bodies, where the public have the opportunity to raise concerns and issues. Further information can be found at <a href="http://www.safersuffolk.org.uk">www.safersuffolk.org.uk</a>													

