

LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

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Meeting **CONSULTATION AND COMMUNICATION COMMITTEE**
Date **THURSDAY 2 JULY 2009 – 2PM.**
Report of **CHIEF EXECUTIVE**
Subject **CONSULTATION PROGRAMME 2009 - UPDATE**

Purpose of the report

1. The purpose of this report is to update members on progress of the current consultation programme for 2009.

Background

2. At the Committee meeting held on 22 January 2009 members approved a consultation programme for 2009. A copy of that programme with progress against actions is enclosed at Appendix '1'.

Other Initiatives

Community Safety Week

3. At the meeting on 22 January, members' agreed that the Authority would take part in 'Community Safety Week' organised by Leicestershire County Council. This was expected to be a week of displays at County Hall and it was anticipated that the Authority could attend with their display and speak to attendees, however the week consisted of a timetable of events within the County where the agenda's had already been set, thereby limiting our ability to actively take part in the events. The two events that were attended were a SAFE Youth Workshop at Stephenson College attended by Wendy Martin and the Leicestershire Safer Communities Strategy Board (public meeting) chaired by Byron Rhodes held at County Hall.

Promotion Week

4. At the last meeting of this Committee members' discussed the idea of holding a week in the summer where Asian radio and TV stations were utilised to promote the work of the Authority and to encourage engagement within the Asian community. No progress has been made on this at present due to efforts being directed towards achieving other parts of the program.
5. Wendy Martin, lead member for Children and Young People has spoken with the Chief Executive regarding how the consultation cycle fits with the academic year. In the past we have finalised and printed the Youth Questionnaire in February which leaves little time to consult with students before they become involved with examinations. It is felt the solution would be to delay consulting until the Autumn term (September to December). This would mean that the youth questionnaire would be analysed by the time members discussed strategic plans in October, but the analysis could be brought to members in January and any issues arising could be taken into

consideration when influencing the Policing Plan and the Local Objectives before they are finalised on 31 March.

Diversity Implications

6. An Equality Impact Assessment for the Consultation Programme has been published on the Authority Website.

Financial Implications

7. The Police Authority budget for 2009/10 has allocated £10,000 to consultation and engagement exercises and equipment. Promotional items are still a popular way to promote the Authority. These were able to be purchased from 2008/09 budget and should not need replenishing this financial year. Spending so far on the 2009/10 budget is set out below.

3,000 'Voice Your Views' postcards	£329 (<i>for design</i>) £465 (<i>for printing</i>)
Breakfast Meeting (<i>set up</i>)	£201
Consultation Evening (<i>Audio Equipment</i>)	£473
Adding 2009 Questionnaire to Website	£34
The cost of producing and sending the e-Newsletter (<i>Sent to 189 recipients via the Rock Kitchen Harris website which includes receiving reports on the activity of the e-Newsletter.</i>)	£27

It is anticipated that a further supply of post cards will be required to last the rest of the year the reprint cost for 500 postcards is £15.

Recommendation

8. The Committee is RECOMMENDED to:-
- (a) discuss the current position regarding the Authority's Consultation Programme 2009;
 - (b) make any further suggestions to amend the programme in light of the half year results report included earlier on this agenda.
 - (c) agree the solution to the youth consultation in paragraph 5 above.

Background Papers

Consultation Programme

Person to Contact

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Leicestershire Police AuthorityCommunity Consultation Proposals – 2009

	Forum	Agreed	Action	Progress
1.	<u>District Crime and Disorder Partnerships</u>	<p>Police Authority members have a key role in representing the views and needs of communities and ensuring these are reflected in decision-making and policy development throughout policing. (APA engaging, Consulting and Informing Communities, published July 2008).</p> <p>As statutory partners of District Crime and Disorder Partnerships members will continue to attend respective meetings.</p>	<p>Engagement and Communications Officer (ECO) to form the link between CDRP meetings and this Committee. Dates of future meetings to be compiled and agenda papers for meetings to be received.</p> <p>ECO to compile a list of membership and terms of reference for each CDRP.</p>	<p>A CDRP meeting's matrix has been compiled with details of all CDRP meetings. Good contact now exists between the Engagement and Communications Officer and the CDRP administrators, who provide relevant paperwork to the PA inbox and the Member(s) email address. See further report on this agenda regarding members' feedback from these meetings.</p> <p>LPA Circular 07/2009 has been distributed, which details of Terms of Reference and Membership for each CDRP and other partnerships. The full documents are indexed in the Members' Library.</p>
2.	<u>Open Evening</u>	Police Authority consultation and engagement should ensure that it identifies local priorities, monitors levels of satisfaction and confidence in the police service and understands the views,	Open Evening to be held at 6.00 p.m. on Thursday 14 May 2009.	This was held on 14 May 2009. Information was presented on the recruitment of extra Officers and Police

		<p>needs and expectations of the public in relation to specific key issues/priorities. (APA “Engaging, Consulting and Informing Communities”, published July 2008).</p> <p>An open evening event to be held at Police Headquarters to which Neighbourhood Watch, Key Individual Network contacts and members of the Authority’s Consultation Panel are invited.</p>	<p>Programme to be structured around the new confidence target and local policing objectives. Electronic voting to be included in part of the programme.</p> <p>NHW, KINs and members of the Authority’s Consultation Panel to be invited.</p>	<p>Staff during 2008/09, the Policing Pledge and Confidence Target and the Local Policing Objectives. Questions were taken from the attendees and electronic voting was used to answer questions from the Authority’s Consultation Questionnaire.</p> <p>All KINs, NHW and Consultation Panel members’ were invited as well as members’ of local Community Groups, LGBT centre, Tenants Associations, Parish Councils and Village Hall Committees. In total 74 people attended the event.</p>
3.	<u>Open Event for the Business/ Commercial Sector</u>	<p>The Authority has a need to recognise the views of local businesses and commercial organisations in respect of local policing issues to ensure positive links are made.</p> <p>A breakfast meeting to be held with business and commercial organisations to be arranged for the first half of 2009. Details of the budget to be provided. Asian business community contacts to be identified.</p>	<p>Business Breakfast meeting arranged for 8.15 a.m. – 9.30 a.m. on Thursday 23 April 2009.</p> <p>Programme to include the Policing Pledge and the confidence target. Local policing objectives and in particular the new business objective for 2009/10 to be discussed.</p>	<p>Held on Thursday 23 April. The meeting commenced at 8.15am with breakfast being served. The Chairman, Mr Byron Rhodes welcomed everyone.</p> <p>Details were provided on the budget, use of Mobile Data, the Policing Pledge and Public Confidence Target as well as ‘The Local Policing Objectives’ especially the business objective.</p>

			Leics. Chamber of Commerce to be contacted for attendees. to provide details of further business contacts including the Leicester Asian Business Association.	Contact made with local businesses through Leicester Chamber of Commerce and Local Chamber's of trade throughout the county. Local Asian businesses were invited from a list of contacts obtained from Mr Dholakia. A total of (32) local business people attended the event and feedback has been positive
4.	<u>European Communities</u>	<p>The term 'usually-excluded groups' recognises the unique position of diverse communities, which until recently were termed 'hard to reach'. Engaging usually-excluded groups should also be championed by police authorities. (APA "Engaging, Consulting and Informing Communities", published July 2008).</p> <p>There is a need to identify minority groups and map what issues there are.</p>	<p>ECO to establish what contacts the Constabulary already have in place, which minority groups have been identified within the local community and explore joint consultation opportunities with the Constabulary.</p> <p>Contacts through the Catholic Church and housing associations be explored.</p> <p>Future proposals for consultation with this forum to be reported to the next meeting of the Committee in</p>	<p>The Constabulary's Service Improvement Unit has commenced collecting data by splitting the 16+ 1 categories for 'White Other' to include 'White European', this is still early days and responses identified as 'White European' are small. Over time geographical mapping will be more significant.</p> <p>ECO to progress this.</p> <p>ECO has contact details of the Polish, Ukrainian and Irish Community Centres/Forums in Leicester</p>

			July 2009.	and will make contact with them.
5.	<u>Lesbian, Gay, Bi-sexual and Transgender Community</u>	<p>Effective engagement with our diverse communities is important given the nature of our business and our commitment to equality and respect for diversity and to ensure community cohesion for example stop/search and hate crimes. (APA "Engaging, Consulting and Informing Communities, published July 2008).</p> <p>Previously a meeting has taken place between the Chairman of this Committee and the leader of the Leicester Lesbian, Gay, Bi-sexual and Transgender Community Centre, whose website states it is Supporting Lesbian, Gay, Bisexual and Transgender people in Leicester, Leicestershire and Rutland.</p>	<p>ECO to contact the manager of LGBT centre with a view to having the PA questionnaire placed on the LGBT website.</p> <p>Chairman of the Committee to attend either a forum meeting attended by the Constabulary or the meeting arranged to consider public service delivery.</p>	<p>Contact has been made with the LGBT centre to add the questionnaire to their website. The person responsible for doing this has left and we await the new person to action this. A reminder has been sent. A link to the LGBT Centre has been added to the Police Authority's website.</p> <p>The Chairman of the Consultation Committee attended a 'Tell it to us Straight' event at the LGBT centre on 26 February 2009. 12 questionnaires were completed on the night. Feedback from issues raised to be provided to a future event/meeting with the group.</p>
6.	<u>Youth Groups</u>	The Police Authority are encouraged to identify plans for consulting and engaging children and young people as per the requirements of the Children's Act 2004. (APA "Engaging, Consulting and Informing Communities, published July 2008).	Youth questionnaire to be finalised and placed on the Jitty Website.	The Youth Questionnaire was agreed with Wendy Martin. The Jitty website are currently hosting a joint, CYCLE and Leicestershire Constabulary survey, this is a specific perception survey that is only running until the end of July 2009, at which

			<p>The Lead member for CYP's to pursue further consultation in schools and colleges in conjunction with the ECO.</p>	<p>point the Authority's Youth Questionnaire will be added to the 'Jitty' website.</p> <p>The lead member for Children and Young People has distributed the Youth Questionnaire to Melton Venture Youth Centre and South Youth Council, which covers Harborough area. These questionnaires will be collected within the next few weeks by Wendy Martin. Wendy Martin will be attending Schools and Colleges after exam time, from September onwards.</p>
7.	<u>Disability groups</u>	<p>Police Authorities have statutory duties under existing equalities legislation to engage and consult local communities; and in relation to the disability duty, a specific duty to involve disabled people. (APA engaging, Consulting and Informing Communities, published July 2008)</p>	<p>ECO to attend a meeting of the Disability Support Network to discuss accessibility issues for attendance at meetings and documents in Braille. Easy read version of consultation questionnaire to be produced for use at consultation events and disseminated widely to disability groups.</p> <p>Web-reader software to be included on the Authority's website for people with sight difficulties.</p>	<p>Deputy Chief Executive to attended a meeting on 19 June 2009.</p> <p>Dixerit Web-Reader software is now available on the Police Authority Website as of 26 May 2009.</p>

8.	<u>Asian Women</u>	<p>The term 'usually-excluded groups' recognises the unique position of diverse communities, which until recently were termed 'hard to reach'. Engaging usually-excluded groups should also be championed by police authorities. (APA "Engaging, Consulting and Informing Communities", published July 2008).</p> <p>As Asian Women have been under-represented in previous data received from consultation it would seem appropriate to pursue consultation opportunities with this community group.</p>	<p>ECO to explore opportunities for consultation through community groups and community centres to identify existing Asian women's groups where contact can be made to explore how best to engage. Propose to have details of contacts for the July meeting of this Committee.</p>	<p>Contact has been made with the Peepul centre in Leicester, who have an Asian Women's group. A planned visit there has been arranged for Thursday 9 July.</p>
9.	<u>Travelling Community</u>	<p>The term 'usually-excluded groups' recognises the unique position of diverse communities, which until recently were termed 'hard to reach'. Engaging usually-excluded groups should also be championed by police authorities. (APA "Engaging, Consulting and Informing Communities", published July 2008)</p>	<p>ECO to make contact with the City and County Travellers Liaison Officers to continue to explore access to residents at the three permanent sites within the Force area and identify issues.</p>	<p>ECO is attending an event at Aylestone Leisure Centre, which is hosting an event to celebrate the Gypsy Roma Traveller history. This will be used to make contacts. ECO to contact Pauline Burton, the City Council Gypsy Liaison Officer.</p>
10.	<u>Neighbourhood Watch</u>	<p>To include as invitees to open evening event and also to ensure that contact is made to inform of LPU meetings taking place in their area.</p> <p>Opportunities for e-newsletter to be distributed widely to NHW contacts together with consultation questionnaire.</p>	<p>ECO to liaise with Constabulary on NHW contacts and identify opportunities for joint consultation.</p> <p>NHW contacts to be invited to Open Evening event on 14 May 2009.</p> <p>Consultation questionnaire</p>	<p>ECO has made contact with the Constabulary with regard to possibility of joint consultation.</p> <p>All NHW contacts invited to the Open Evening, through the force VC relay system.</p> <p>Contact has been made with</p>

			and e-newsletter to be distributed to NHW groups.	NHW to progress this. A letter will be sent to all NHW contacts asking if they would like to join the consultation panel in the first instance.
11.	<u>LPU Consultation Meetings</u>	<p>It is important that communities feel their views are taken into account in a way that meets their expectations. Local policing teams will have regular access to considerable information regarding local priorities, concerns and issues. Police Authorities should ensure processes are in place for communities to have sufficient access to information regarding the delivery of local policing. (APA “Engaging, Consulting and Informing Communities”, published July 2008).</p> <p>At least one event to be held at each LPU during 2009.</p>	<p>Members to ensure that one such event is held on the LPU to which they are assigned.</p> <p>ECO to advertise each event on the Police Authority website and provide consultation questionnaires for members to take to their event.</p> <p>ECO to produce an email template for members to feedback issues identified to them from public consultation meetings. This would ensure documented evidence of feedback on</p>	<p>In the Newsletter dated 12 June to pursue this consultation with their LPU Commander. To date the following LPU meetings have been held. Blaby where 9 questionnaires were completed, Melton where 11 questionnaires were completed and Loughborough where 10 were completed.</p> <p>These events have been advertised on the Authority Web site and questionnaires have been taken to these events, with a successful return. 30 questionnaires have been returned from 3 events.</p> <p>An email based template has been produced, RKH are to add a ‘hidden’ link to the website and members’ will soon be able to use the template by accessing a certain link. ECO is</p>

			Force performance.	progressing. In the meantime Members' will be emailed the form for completion.
12.	<u>Tax Leaflet Questionnaire</u>	The Questionnaire, which is an opportunity to get quantitative data on policing issues, is the subject of a separate report on this agenda.	Questionnaire included on the Police Authority Finance Leaflet for 2009/10.	The Council Tax questionnaire has been agreed and was distributed on the Council Tax Leaflet, to every household in Leicester, Leicestershire and Rutland. To date 1422 have been received.
13.	<u>Police Authority Website</u>	The website to continue to be utilised as a major consultation tool, including questionnaires, opinion polls, discussion rooms and surveys.	ECO to explore adding a separate Youth page to the Authority website. Questionnaire to be included on website.	Discussions were held with James Hunter from the 'Jitty' and merits of a youth page were discussed. It was questionable whether young people would actually use it. Recent Research has shown that the Authority has a low 'hit' rate and therefore a 'Youth Page' may not be accessed by a wide audience. The website hosts the Authority's Consultation Questionnaire.
14.	<u>Consultation Panel</u>	All members of the public should have the opportunity to be engaged or give their views if they want to. (APA "Engaging, Consulting and Informing Communities", published July 2008).	ECO to continue to explore ways of increasing the numbers of individuals registered on the Panel.	New 'Voice Your Views' postcards, which invite people to join the Consultation Panel have been designed and

			<p>Community Consultation questionnaire to be forwarded to all panel members.</p> <p>Panel to be invited to the open evening event.</p>	<p>distributed to Libraries, Community Centres and Police Front Enquiry Offices.</p> <p>All members' of the Consultation Panel have had an opportunity to complete the Community Consultation Questionnaire.</p> <p>All members of the Consultation Panel were invited to the Consultation Evening that happened on 14th May 2009.</p>
15.	<u>Public Consultation Events</u>	All members of the public should have the opportunity to be engaged or give their views if they want to. To enable members to carry out their role effectively some degree of direct engagement with communities would be beneficial. (APA "Engaging, Consulting and Informing Communities", published July 2008).	Members to attend events arranged as part of the programme which will provide a good opportunity to consult. Members to attend Leicester Mercury Jobs fair on 18 March 2009.	A total of 5 members attended the Jobs Fair and 89 questionnaires were completed on paper and via the electronic stand point (CRT Terminal).
16.	<u>CRAVE</u>	<p>Surveys held throughout the year. Police Authority question to be included.</p> <p>Consideration being given to more frequent CRAVE surveys being undertaken is being considered by the Chief Officer Group.</p>	Results from CRAVE to be reported to the Authority's Consultation and Communications Committee.	This is subject to a separate report on this agenda.
17.	<u>Consultation Questionnaire</u>	To be revised for 2009 to include the confidence question. This is distributed by members' through a variety of events locally as well sent to members of the consultation panel.	ECO to ensure questionnaire is utilised as widely as possible throughout the year.	The agreed questionnaire is disseminated at all LPU meetings and every event where a member attends

				when representing the Authority, it is available on the Electronic stand point (CRT Terminal) and on the Authority Website. In total 140 questionnaires have been completed and returned this year.
18.	<u>Joint Consultation</u>	Where appropriate joint consultation to be pursued with external stakeholders and partners.	ECO to liaise with Constabulary Community Safety Bureau at Keyham Lane to explore force events in which the Authority could be involved.	In line with direction from HMIC, the force Community Safety Bureau has produced a survey that is to be used at 'every' contact with the public. It will be available on individual officer's Black berries, in vehicle's Mobile Data Terminals and as a paper survey. It has been produced jointly with input from the Engagement and Communication Officer who has ensured that the Force's Diversity Unit are contacted with regard to equality monitoring.