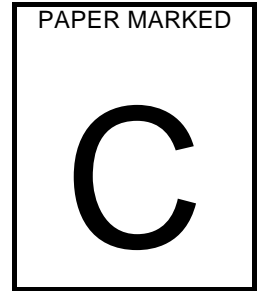


LEICESTERSHIRE POLICE AUTHORITY



Meeting **CONSULTATION AND COMMUNICATIONS COMMITTEE**

Date **THURSDAY 1 OCTOBER 2009 – 2.00 P.M.**

Report of **CHIEF EXECUTIVE**

Subject **CONSULTATION PROGRAMME 2009 – UPDATE**

Purpose of 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

Additional Public Consultation initiatives undertaken in 2009

3. Below is a summary of each event members attended as additional to the agreed Consultation Programme.
 - (a) Caribbean Carnival
Took place on Saturday 1 August. Three Members attended and were alongside the Constabulary's Recruitment van.
 - (b) Rutland Summer Sunday
The decision to attend was taken on the basis of providing the opportunity for the Authority to engage with the residents of Rutland. Two Members attended.
 - (c) County Community Safety Week
Two events were attended. One was a public meeting chaired by the Chairman of the Authority and the other was a youth initiative attended by the lead member for Children and Young People. A survey compiled by the county council was conducted.
 - (d) Belgrave Mela
This event was seen as a potential opportunity to engage and consult with people in the city and was attended by 1 Member.

Conclusion

4. The programme has been successful in that we have made good contact with groups that we have not previously engaged with such as Asian Women, Gypsies/Travellers and members from the Lesbian, Gay, Bi-Sexual and Transgender Centre. The partnership relationships are also improved and the Authority has been involved with some joint consultation. Some proposed areas for change have been identified and there is an evaluation of the programme and proposals for the 2010 programme in a separate report on this agenda.

Recommendation

5. Members are requested to discuss the contents of the report.

Implications

Financial: none. Legal: none. Diversity: none. Risk Management: none.

Background Papers

PA\3\E\17.

Officer to Contact

Sarah Hoare, Engagement and Communications Officer.

Telephone number: 0116 229 8986

Email: police.authority@leicestershire.pnn.police.uk

Leicestershire Police AuthorityCommunity Consultation Programme – 2009

	Forum and rationale	Agreed	Action taken
1.	<p><u>District Crime and Disorder Partnerships</u></p> <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>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>As statutory partners of District Crime and Disorder Partnerships members will continue to attend respective meetings.</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.	<p><u>Open Evening</u></p> <p>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, 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>Open Evening to be held at 6.00 p.m. on Thursday 14 May 2009. 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>This was held on 14 May 2009. 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.</p> <p>Information was presented on the recruitment of extra Officers and Police 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</p>

			Consultation Questionnaire.
3.	<p><u>Open Event for the Business/ Commercial Sector</u></p> <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. Business Breakfast meeting arranged for 8.15 a.m. – 9.30 a.m. on Thursday 23 April 2009. 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>Leics. Chamber of Commerce to be contacted for attendees. To provide details of further business contacts including the Leicester Asian Business Association.</p>	<p>Held on Thursday 23 April. The meeting commenced at 8.15am with breakfast being served. The Chairman, Mr Byron Rhodes welcomed everyone. 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> <p>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.</p>
4.	<p><u>European Communities</u></p> <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 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>The Constabulary’s Service Improvement Unit</p> <p>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. The Consultation Questionnaire was sent to a small number of these identified from the data collected by the Service Improvement Unit.</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 July 2009.</p>	<p>ECO has contact details of the Polish, Ukrainian and Irish Community Centres/Forums in Leicester and will make contact with them.</p>
5.	<p><u>Lesbian, Gay, Bi-sexual and Transgender Community</u></p> <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. 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>ECO to contact the manager of LGBT centre with a view to having the PA questionnaire placed on the LGBT 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.</p> <p>The Authority questionnaire has now been added to the e LGBT website.. A link to the LGBT Centre has been added to the Police Authority’s website.</p>
6.	<p><u>Youth Groups</u></p> <p>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</p>	<p>Youth questionnaire to be finalised and placed on the Jitty Website.</p> <p>The Lead member for Children and Young people (CYP) to pursue further consultation in schools and</p>	<p>The Youth Questionnaire was agreed with Wendy Martin. The Jitty website hosted a joint, CYCLE and Leicestershire Constabulary survey.</p> <p>The lead member for CYP attended the</p>

	Communities, published July 2008)	colleges in conjunction with the ECO.	following events:- Soar Valley College. Stevenson College as part of the County Community Safety week. Youth event in Wigston run by Railtrack was aimed at promoting rail safety to youngsters.
7.	<p><u>Disability groups</u></p> <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.</p> <p>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 attended the disability IAG in June and the Engagement and Communications Officer to attend a meeting of this group in September.</p> <p>Easy read training has not been completed and therefore the questionnaire was not produced in this format.</p> <p>Dixerit Web-Reader software is now available on the Police Authority Website as of 26 May 2009.</p>
8.	<p><u>Asian Women</u></p> <p>The term 'usually-excluded groups'</p>	ECO to explore opportunities for consultation through community groups and community centres to identify existing Asian women's groups where	An initial Contact meeting with a group of Asian women at the Peepul Centre, took place in July. This was well received by the

	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).	contact can be made to explore how best to engage. Propose to have details of contacts for the July meeting of this Committee.	ladies present. Although the ladies understood and spoke English one of the ladies was able to interpret for us which eased communication.
9.	<p><u>Travelling Community</u></p> <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>	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>ECO attended an awareness event 'Roma Gypsies History Month' at Aylestone Leisure Centre. This was used as an opportunity to network and make contacts.</p> <p>A new Gypsy/Traveller Multi-Agency unit has been set up to co-ordinate contact with this group of people across the force area. It brings together the City and County Council Liaison Officers, a Sgt from the Constabulary Community Safety Bureau and health professionals. A primary meeting has been undertaken by the Deputy Chief Executive and the ECO. A planned open was attended by the Chairman of the Consultation and Communications Committee with a view to set out a series of engagement meetings.</p>
10	<p><u>Neighbourhood Watch</u></p>	<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</p>	<p>All NHW contacts invited to the Open Evening, through the Constabulary Voice Connect relay system.</p> <p>All NHW members have been sent the Consultation Questionnaire and invited to join the Consultation Panel. It is not possible to identify those members of the panel who</p>

		<p>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 and e-newsletter to be distributed to NHW groups.</p>	<p>may be a NHW person unless they have specifically added this to their form.</p>
11	<p><u>LPU Consultation Meetings</u></p> <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. 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 Constabulary performance</p>	<p>To date 11 out of 15 LPUs have either held or have a confirmed date for their LPU event/meeting.</p> <p>The events have been advertised on the Authority Web-site and locally by the Community Initiatives Co-ordinator.</p> <p>The feedback form for members is currently available electronically via a link that can be accessed on the internet. When submitted it is send automatically to the PA inbox</p>
12	<p><u>Tax Leaflet Questionnaire</u></p>	<p>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.</p>	<p>The Council Tax questionnaire has been agreed and was distributed on the Council Tax Leaflet, to every household in Leicester, Leicestershire and Rutland.</p>
13	<p><u>Police Authority Website</u></p>	<p>The website to continue to be utilised as a major consultation tool, including questionnaires, opinion polls, discussion rooms and surveys.</p> <p>ECO to explore adding a separate Youth page to the Authority website.</p>	<p>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.</p> <p>The website hosts the Authority's</p>

		Questionnaire to be included on website.	Consultation Questionnaire.
14	<u>Consultation Panel</u>	<p>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).</p> <p>ECO to continue to explore ways of increasing the numbers of individuals registered on the Panel. Community Consultation questionnaire to be forwarded to all panel members.</p> <p>Panel to be invited to the open evening event.</p>	<p>New ‘Voice Your Views’ postcards, which invite people to join the Consultation Panel have been designed and 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	<p>A total of 5 members attended the Jobs Fair There was a variety of ages and ethnic groups and Members were able to explain what the Police Authority was and get questionnaires completed.</p> <p>Other public events have been attended by members and details of these are covered in the main body of the report that accompanies this Appendix.</p>
16	<u>CRAVE</u>	<p>Surveys held throughout the year. Police Authority question to be included.</p> <p>Consideration being given to more frequent</p>	This is subject to a separate report on this agenda.

		<p>CRAVE surveys being undertaken is being considered by the Chief Officer Group.</p> <p>Results from CRAVE to be reported to the Authority's Consultation and Communications Committee</p>	
17	<u>Consultation Questionnaire</u>	<p>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.</p> <p>ECO to ensure questionnaire is utilised as widely as possible throughout the year</p>	<p>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.</p>
18	<u>Joint Consultation</u>	<p>Where appropriate joint consultation to be pursued with external stakeholders and partners.</p> <p>ECO to liaise with Constabulary Community Safety Bureau at Keyham Lane to explore Constabulary events in which the Authority could be involved.</p>	<p>A joint consultation event was held at in Blaby jointly with the local council and Constabulary.</p> <p>Community Safety week, as described previously included the Local Council, CDRP's, Constabulary and Police Authority.</p> <p>A joint Police Authority and Constabulary consultation strategy is subject to a separate report on this agenda.</p>