

LEICESTERSHIRE POLICE AUTHORITY

Meeting **CONSULTATION AND COMMUNICATIONS COMMITTEE**

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

Report of **CHIEF CONSTABLE**

Subject **UPDATE ON KINs and VC RELAY**

Purpose of Report

- 1 The purpose of this report is to provide the Police Authority with an overview of the Constabulary's Key Individual Network (KIN) and Voice Connect Relay system (VC Relay).

What is a Key Individual Network?

- 2 KINs are formed from a group of local people who live, work or regularly pass through a neighbourhood and who are able to provide a snap shot of the feelings of the local community. A KIN should be used to gain public opinion, identify potential tensions and as a conduit to feedback information, for example, promoting a positive achievement.
- 3 An effective KIN network should be specifically tailored to each neighbourhood. Key individuals should be able understand and influence neighbourhood issues through either a lifestyle or occupation which puts them in regular contact with the people who live in that neighbourhood.
- 4 KIN networks should include (where applicable), neighbourhood watch co-ordinators, elected members, Parish Councillors, religious leaders, prominent members of hard to reach communities, youth workers, business community leaders, school officials and a mix of independent individuals who can be contacted quickly and who know and can influence "what's going on" where they live. This will include people such as taxi drivers, shopkeepers, postal deliveries, etc.

What is their role?

- 5 A KIN:
 - will assist in identifying and agreeing local priorities
 - will support the organisation in identifying community tensions
 - will provide a communication link within the neighbourhood and encourage free flow of information and community intelligence
 - will be used as a virtual Neighbourhood panel to consider problem solving around locally identified priorities
 - may be used to measure satisfaction and confidence
 - may be used for Force-wide research
 - may be contacted if a major or critical incident has occurred
 - should be used to provide an assessment on local priority progress
 - could be included in local problem solving, volunteering, targeted engagement and surveying over business improvement.

Where do we record KINs details and who administers the system?

- 6 The Constabulary uses a system called Voice Connect Relay which is a communications tool which allows us to text, email, fax or leave voice messages for those who are registered on the system. VC Relay is a server based system which allows users to elect who they want messages to be sent to and in what format.
- 7 All KINs are recorded on VC Relay under the neighbourhood for which they are affiliated although some KINs may be attributable to several neighbourhoods if appropriate.
- 8 The Community Initiatives Coordinator (CIC) at each LPU is responsible for populating the VC relay system and distributing messages on behalf of the LPU.
- 9 KIN lists are databases and fall under the Data Protection Act and each Key Individual has to give permission for us to record their details and all KIN lists must be reviewed bi annually to ensure accuracy. It is the responsibility of the CIC to maintain these records and keep records up to date.

What is the current VC Relay membership and usage?

- 10 As of September 9th 2009 there were 7,282 individual members registered on VCR across Leicester, Leicestershire and Rutland as follows:
 - City 1185
 - North 3555
 - South 2542
 - At Appendix A is an overview of current coverage
- 11 Members are grouped into a number of categories, for example Neighbourhood Watch, religious contacts, Parish clerks and Business Watch. Messages can be targeted to a specific group or multiple groups at a Force, BCU, LPU or neighbourhood level or targeted further against a 'sphere of interest' for example 'equestrian'.
- 12 In June 2009 VC Relay sent 181 messages (this is representative of a typical month). Excepting that members are likely to receive more than one message each this equates to the collective delivery of 58,544 messages
- 13 The types of messages sent include, Neighbourhood Watch alerts, the attachment of neighbourhood newsletters, details of forthcoming meetings, general crime prevention advice, policing pledge attachment, community forums details and consultations questionnaires.
- 14 Prior to November 2008 VC Relay did not allow the collection of demographic information however following an upgrade to the system it now collects diversity strands although it is an ongoing process to back convert circa 7000 records in order that we have a better understanding of both the geographic and demographic coverage of our KINs.

Recommendations

- 15 The Committee are recommended to note the contents of this report and are invited to use this medium as part of their consultation programme as outlined in the joint communication and consultation strategy presented elsewhere on this agenda.

Financial Implications

- 16 There are no financial implications

Person to Contact

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Appendix A

