

LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

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Meeting POLICE AUTHORITY
Date 5TH MAY 2009
Report of CHIEF CONSTABLE
Subject Confidence Target – Update.

Purpose and Introduction

1. The purpose of this report is to inform members of developments and progress in response to the new overarching confidence measure which will be used in by the Home Office in the future to assess the police service.

Background

2. The 2008 Green Paper "From the neighbourhood to the national: policing our communities together", indicated that in future only one top-down target from government will be measured. This single measure is SPI 2.2. which asks the public through the British Crime Survey whether they think that the police and local councils are dealing with crime and anti-social behaviour that matter in their local area.
3. The Government has set out a clear expectation that this measure of public confidence will improve over the next three years. This has been translated into a nationally-set target for local improvement from 46.3% (September 2008) to 58.7% by March 2012. The Chief Constable has expressed an aspiration to meet this target in eighteen months.

Update

4. The Force has implemented a Confidence Board to provide strategic direction to enhance public confidence in policing. The Board is chaired by the Chief Constable, with all Area and Departmental commanders as members. The Police Authority have been invited to nominate a representative to sit on the Board.
5. A review of academic research identified a number of potential drivers for confidence in policing including actual crime levels, perceptions of crime and anti-social behaviour, community experience, personal experience and perceptions of policing. Taking account of this research, The Service Excellence Directorate has developed a strategy for delivering enhanced confidence through delivery against seven strands of work namely:
 - Increasing User Satisfaction
 - Enhancing Neighbourhood Policing
 - Tackling Local Crime
 - Tackling Serious Crime and Critical Incidents.
 - Media and Communications Planning
 - Reputation Management
 - Leadership and People.

A summary of this strategy is attached at Annex A.

7. Each Area and Department has now completed an initial development plan designed to contribute towards enhancing public confidence through these seven strands of work. An initial assessment of these plans has been undertaken and progress against the plans will be reported to the Confidence Board.
8. Joint work with our partners is recognised as essential in developing on the seven work streams identified above. The importance of partnership working is further emphasised given the new overarching target which relates to both police and local authorities. The Force Community Safety Programme Board has developed a strategy setting out how we will work with partners to improve public confidence. The draft strategy was presented to partners at the last meeting of the Leicester, Leicestershire and Rutland Community Safety Programme Board, and is attached at Annex B.
9. A comprehensive communications plan is being implemented by the Corporate Communications Department to ensure that all staff understand their part in delivering on the confidence agenda and know how to act as advocates to enhance confidence in policing. The plan is based upon our existing commitment to "getting personal". In addition, a new strategic communications board is working to ensure that all internal and external communication is co-ordinated to ensure that key messages to enhance confidence are delivered in a consistent and coherent manner.
10. The new single measure of performance is measured through the British Crime Survey. This means that there is a significant time lag against available performance data. For example, current figures relate to September 08 and no updated BCS data is expected for another two months. To overcome this data deficit the Force has enhanced our own existing CRAVE public surveying to provide data broken down to BCU, CDRP and LPU level on a monthly basis.
11. The new CRAVE arrangements are necessary but are not sufficient to ensure that performance is effectively managed. The Corporate Development Department has therefore designed a new performance management framework to support the required improvement in public confidence. This framework will deliver a balanced scorecard of statistical performance indicators alongside a programme of "reality check" assessments against the seven strands identified as delivering public confidence. The performance management framework will be available to all managers and will inform the work of the Confidence Board and other key force management groups.
12. Members will be aware of the new Policing Pledge introduced in December 2008. The implementation of the Policing Pledge is being led by the Service Excellence Directorate and will be the subject of HMIC inspection later this summer. Implementation of the Policing Pledge will support the steps outlined above to deliver enhanced confidence through excellent service delivery. Members will receive a full presentation about implementation of the policing pledge at their discussion day on the morning of 5 May 09.

Recommendation

13. Members are recommended to note the contents of this report.

Papers Attached

14. Annex A. Summary of Confidence and Satisfaction Strategy (Service Excellence Directorate)
Annex B. Confidence Strategy (Leicester, Leicestershire and Rutland CSPB Paper).

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