

Warwickshire Police Authority – 28 July 2010

Public Confidence

Report of ACC Neil Brunton

Summary

The attached report provides an update and proposals on Public Confidence, following the removal of the Governmental target on Public Confidence

Recommendation

The Authority to note and decide on the recommendations contained within the report

Public Confidence

With immediate effect, the government have removed the single measured target of public confidence in the Police and other agencies to deal effectively with crime and anti social behaviour.

Background

A small confidence team led by Chief Inspector Michael Wylde was established in October 2009. The focus was on improved community engagement, a confidence performance framework, partnership approach to building confidence, effective marketing and communication, and improvements in dealing with ASB. All the work was focused around process and cultural changes, with the intention of absorbing them into mainstream policing, at little or no cost.

Performance

Warwickshire has seen a significant increase in both the national and local confidence surveys, rising from 40th to 20th in the national surveys and seeing current

confidence levels at 58% in the local surveys. Three other forces, looking to identify best practice, have requested the force's confidence improvement plan.

Recommendations

Absorb the current strands of confidence into daily activity.

Remove local confidence targets and terminate the local confidence surveys.

Monitor public confidence through the quarterly BCS national surveys.

Recognising the gap in data between local surveys and national surveys, consider local measures through the Police Authority and Public Confidence Board, should there be deterioration in BCS performance.

Neil Brunton
Assistant Chief Constable